

HCA Healthcare

HCA Alert Self-Registration Guide

08/2020

Using the Self-Registration Portal


HCA Alert offers a self-registration portal for users to view and update information related to the receiving of alerts. All required fields within the portal are marked with a red asterisk. Fields with a gray background, such as employee first and last name, are locked for edit, while fields with a white background are editable. Users may update certain contact information, their appropriate time zone, and their cascade profile.

The optional cascade profile allows the user to determine the order in which they receive alerts, based on a given day of the week and a time range.

Note: There is usually a 7-15 minute delay for updates in the self-registration portal to display on the administrator's dashboard.

To update information within the self-registration portal, complete the following steps:

1. **Copy and paste** the below URL into a browser to access the self-registration portal:
`https://hcaregistration.sendwordnow.com/sso.aspx?whr=https://pf.idf.medcity.net`
2. The user's first name, last name, and username (typically 3-4 ID) will display.



The screenshot displays the 'HCA Alert Self Registration Portal' interface. At the top, there is a title bar with the text 'HCA Alert Self Registration Portal' and a 'Log Out' link on the right. Below the title bar, a note states: 'Note: the fields with a red asterisk (*) are required.' There are four tabs: 'User Information *', 'Contact Information *', 'Additional Information *', and 'Cascade Profiles'. The 'User Information *' tab is currently selected and active. It contains three input fields: 'First Name: *', 'Last Name: *', and 'Username: *'. Each field has a red asterisk next to the label and a grayed-out input box, indicating that these fields are locked for editing.

3. Click on the **Contact Information tab** and update Home Phone and/or Other Phone by typing the new or updated phone numbers in the indicated field(s) within the Phone window. Check the appropriate boxes for **Call** or **Text** beside each number to be notified on those numbers via the indicated platform. Users may also input or update their Personal Email address within the Email window.

Note: the fields with a red asterisk (*) are required.

User Information * Contact Information * **Additional Information *** Cascade Profiles

3 of 5 voice, 2 of 5 text contact points

Phone

Label	Country	Number	Extension	Call	Text	
WorkPhone:	United States (1)	615344	Extension	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Test It Now!
Home Phone	United States (1)		Extension	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Test It Now!
Other Phone	United States (1)		Extension	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Test It Now!
HCA Mobile1	United States (1)	Phone Number	Extension	<input type="checkbox"/>	<input type="checkbox"/>	Test It Now!
Other Phone	United States (1)	Phone Number	Extension	<input type="checkbox"/>	<input type="checkbox"/>	Test It Now!

Email

Label	Address	
WorkEmail: *	@hcahealthcare.com	Test It Now!
Personal Email:		Test It Now!
Personal Email:		Test It Now!

- Click the Next button at the bottom of the screen to proceed to the **Additional Information tab**, or click the tab itself.
- Click the appropriate **Timezone** from the drop-down list.

Note: the fields with a red asterisk (*) are required.

User Information * Contact Information * **Additional Information *** Cascade Profiles

Address

Address 1: *	One Park Plaza
Address 2:	Bldg III, 2
City: *	Nashville
State/Province: *	Tennessee
Zip/Postal Code: *	37203
Country: *	United States
Timezone: *	Central Time (USA)

Previous Next

- Click the Next button at the bottom of the screen to proceed to the **Cascade Profiles tab**, or click the tab itself.

7. Click on **Add New Profile** to create a new cascade profile.

Note: the fields with a red asterisk (*) are required.

User Information * Contact Information * Additional Information * Cascade Profiles

General

Cascade Profiles allow you to determine the order in which you receive alerts based on a given day of the week and time range. For example: [less...](#)

You can define a Profile named, "Work Week." You can set this profile to deliver alerts with the following preferences:

1. Monday through Friday, 9AM-5PM - first to your Work Phone, then Work Mobile, then Work Email, then Personal Mobile.
2. Monday through Friday, 5:01PM-8:59AM - first to your Personal Mobile, then Work Mobile and do not send to your Work Phone.
3. Saturday through Sunday - Personal Mobile only

Add New Profile

Previous Submit

8. Complete the cascade profile to configure alerts by contact points as desired. An example is shown below. Click the Save button at the bottom of the screen to save the profile. Create additional cascade profiles if needed. Click the Submit button to submit all changes. Note: Cascade profiles are based on the recipient's time zone and not the sender's time zone. Users may have up to ten cascade profiles and five descriptions per profile.

Profile Details

Profile Name: ? Activation Date: ?

Description List: Close

Description: ?

Days: Monday Tuesday Wednesday Thursday
 Friday Saturday Sunday

Contact Points	Rank	Time
<input checked="" type="checkbox"/> Home Phone	<input type="text" value="3"/> ▼	Start: <input type="text" value="06"/> ▼ <input type="text" value="00"/> ▼ <input type="text" value="PM"/> ▼
<input checked="" type="checkbox"/> Other Phone	<input type="text" value="1"/> ▼	End: <input type="text" value="07"/> ▼ <input type="text" value="00"/> ▼ <input type="text" value="AM"/> ▼
<input checked="" type="checkbox"/> Work Email	<input type="text" value="4"/> ▼	
<input checked="" type="checkbox"/> Work Phone	<input type="text" value="2"/> ▼	

Save **Cancel**

9. Click **Log Out** when all changes have been submitted within the self-registration portal.



If your contact information is not correct in the HCA Alert Self-Registration portal, you will need to update via the appropriate sites listed below.

Employee Information to Update	Site to Update		
		Request Manager to Update via eSAF	HCA Alert Self Registration Portal
First/Last Name			
Work Phone Number		X	
Work Email Address		X	
Work Address		X	
Home Phone Number			X
Personal (non-HCA-managed) Mobile Phone Number			X
Personal Pager			X
Personal Email Address			X
Time zone			X