

Allscripts Central Guide for New Users

Logging into Allscripts Central

- Allscripts Central can be accessed at <https://central.allscripts.com>
- Passwords must be changed every 120 days
- Allscripts Central is compatible with Microsoft Edge, Google Chrome, and Mozilla Firefox.
- Allscripts Central training is available in [Community University](#)
- Some areas of Allscripts Central are restricted based on user permissions. Access can be requested via the Site Help menu.
- Allscripts Central will log a user out automatically after 20 minutes of idle time, with a warning given 2 minutes prior to logout.
- If you have a user ID but are unable to log in, please assure you do not need to reset your password.
- If you still cannot access Central, call 1-800-877-5678, then select option 1, option 1, then option 6.

Profile

Your Profile allows you to manage search products, contact information, profile picture, and avatar. If you are a Client Admin, the Client Admin menu can be accessed from your Profile. Users can also access Site Help to view Central Training, to request access to additional Central applications, and submit Central support tickets.

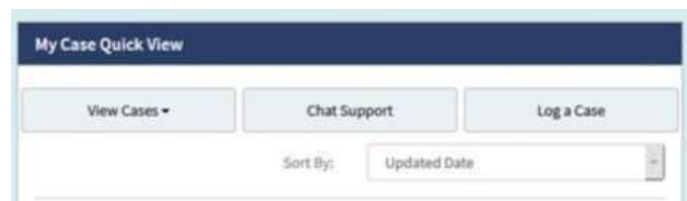
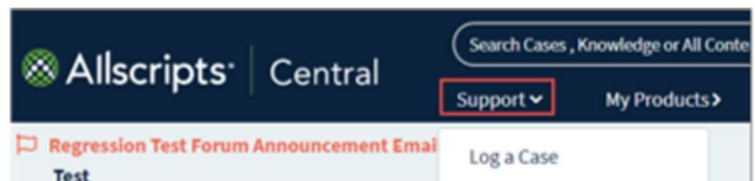
Support Menu - Logging Cases

Log a Case can be accessed in two different places in Allscripts Central:

In the Central header, click the Support drop down menu

In My Cases Quick View on the Central Home page

The options to report an issue or make a request are organized in a view with the most common items in center panel:



Something is broken or not working as expected—This option applies to situations where something in your product is not functioning correctly. For example:

- System is down
- Patient Safety concerns
- Software is not functioning as expected

Please do not use this option for requests that are reflected in the other panels (e.g., password reset, questions about invoices, adding users, etc.).

This panel also provides quick access to our most frequent product questions and requests. These options may change based on items popular with clients. These options are also available under Product Requests. For example

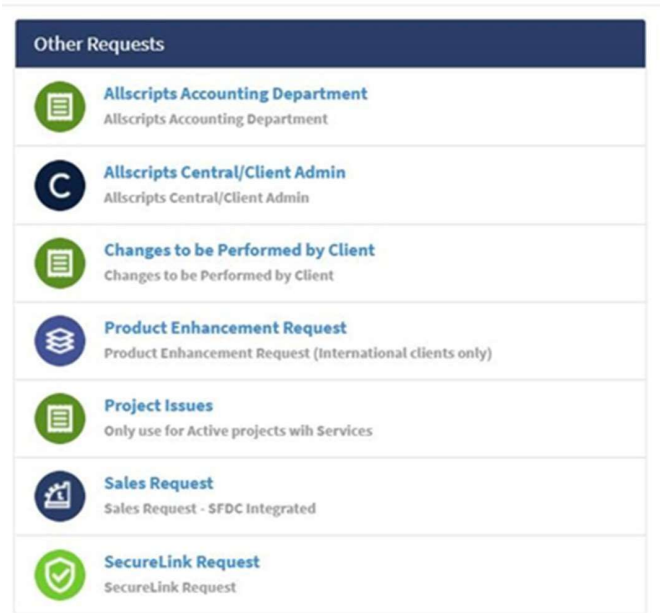
- General inquiry
- Password reset
- Training requests

Product Requests—Use the left panel for a complete list of options for product questions and requests. The list will reflect your active products.



Other Requests—Use the right panel for a complete list of options for questions and requests that are associated with your account. For example:

- Accounting inquiries
- Allscripts Central, Support Portal, or Community Forums
- Securelink



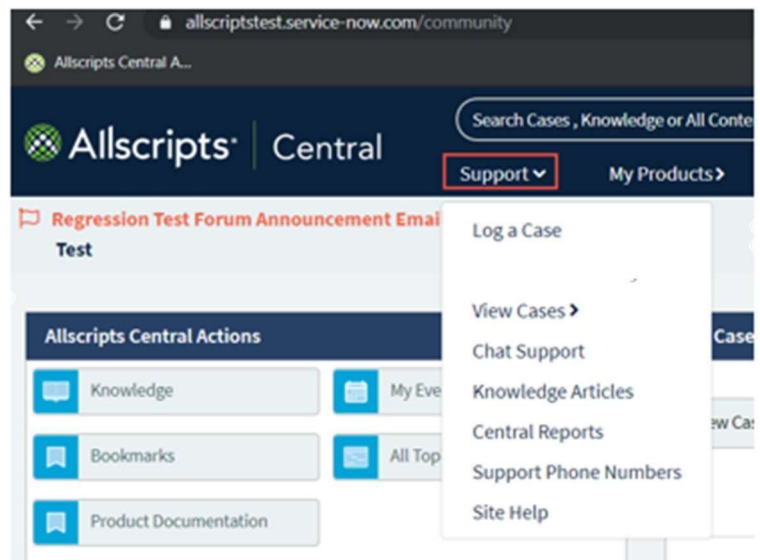
Support Menu – Additional Menu Items

Users can easily start a discussion with a Support representative using the Chat Support link.

Central Reports is intended to provide you with the ability to report on case data specific to your organization(s).

Knowledge articles are also accessible from the Support menu and can provide you with in-depth information about your products.

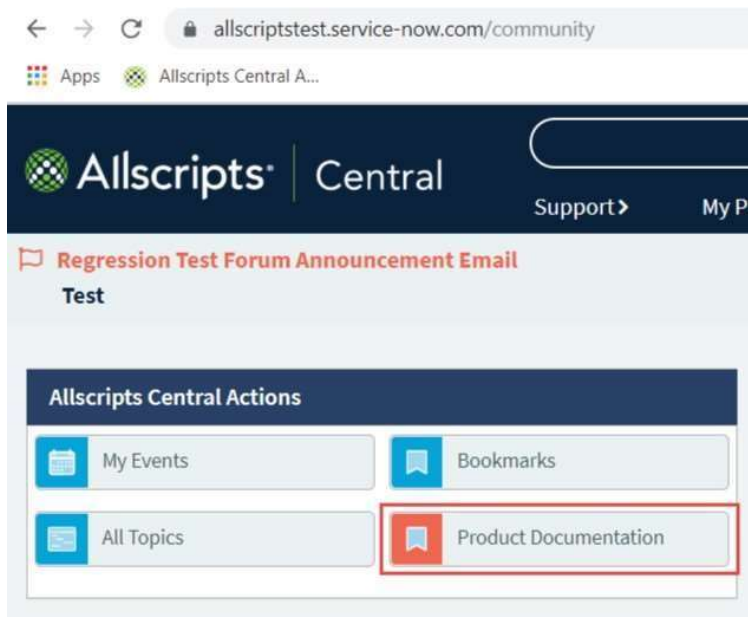
Finally, all support contact info can be found in this menu, including Support emails, phone numbers, and live chat.



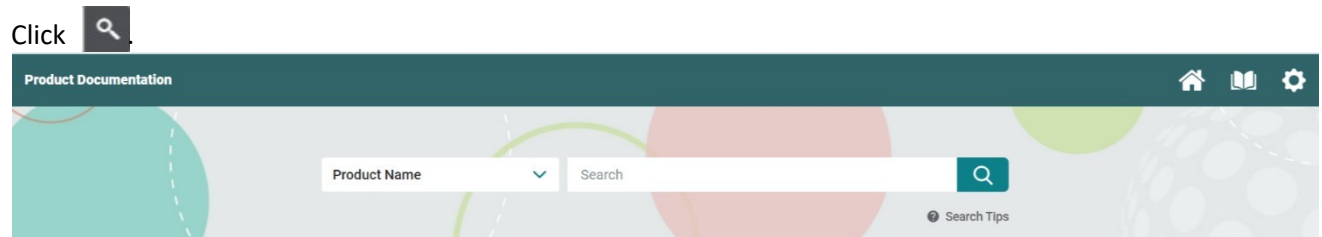
Product Documentation – Documentation for Allscripts Products

To access the Product Documentation portal:

1. Sign on to Allscripts Central.
2. In the Allscripts Central Actions widget, select Product Documentation. In addition, Product Documentation is always available from the Allscripts Central header in the My Products drop-down menu.



3. From the Product Documentation portal landing page, select one or more **Product** and **Version** values. 4.



Community Forums – Network with other Users

Community Forums (formerly known as ClientConnect) is our online community where you can network with other clients and Allscripts employees in a range of forums related to products or special interests. Community users can ask questions, get advice from other users, sign up for important product alerts, log enhancement ideas, and access information about their products. Client users are automatically subscribed to their product forums and related topics, and by default will receive notifications from those product forums and topics. Notification preferences can be changed in the Subscriptions & Notification Preferences menu. Please note by default, all members of a community are notified each time content is posted.

Please review all information and training in [Community University](#).

Community University

Community University provides training about Allscripts Central and its associated tools. This training does not require a license and is available to all users. To view training, navigate to [Community University](#) and select the relevant topic.

Downloads – Download Software Updates for your Product

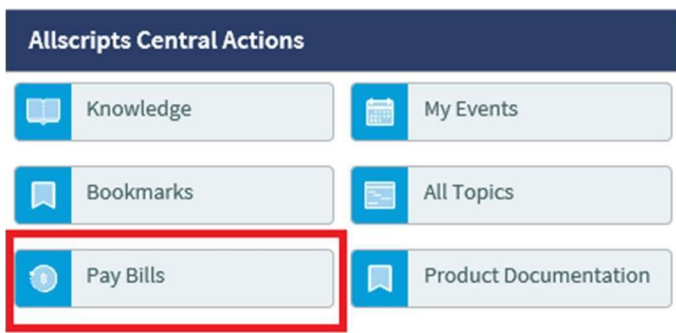
Downloads can be accessed by logging in to Allscripts Central and clicking My Products – Software Downloads from the Central header and following prompts to locate your product.

Learning Center – Training Courses for Allscripts Products

Self-paced courses are available in the Allscripts Learning Center to all employees and users with an eLearning license. If you are not sure if you have an eLearning license or would like to purchase an eLearning license, please email Education Services at AllscriptsEducationRequests@allscripts.com.

Pay Bills – Pay your Allscripts Bill Online

The Pay Bills feature allows you to pay your Allscripts bills online. Access to this feature must be requested in the Support drop-down menu. If a user has access, Pay Bills can be found in Allscripts Central Actions widget.



Welcome to Allscripts Central!

As a new user, remember to:

- Review the Overview Videos in [Community University](#).
- Check your Subscriptions & Notifications Preferences.
- Participate in your Community Forums!