

Allscripts Central Guide for New Users

Logging into Allscripts Central

- Allscripts Central can be accessed at <https://central.allscripts.com>
- If you don't have an account, you can easily create one by clicking "Sign up now" on the sign in page.
 - Provide the correct personal and organizational information
 - Once your account is processed, you will be able to update your password and access the site.

Important Allscripts Central information

- Passwords must be changed every 120 days
- Allscripts Central is compatible with Internet Explorer, Google Chrome, or 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.
- If you have a user ID but are unable to log in, please call 1-800-877-5678, then select option 1, option 1, then option 6.
- Allscripts Central will log a user out automatically after 20 minutes of idle time, with a warning given 2 minutes prior to logout. This is in place for the security of the user.
- If you have Allscripts Central-related requests, please select Request Something under the Support drop-down menu. Once on the page, select Allscripts Central/Client Admin/Community Forums category.

Profile

Profile allows users 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

Clients have two options to submit a case or request:

Log a Case – This option is applicable 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.

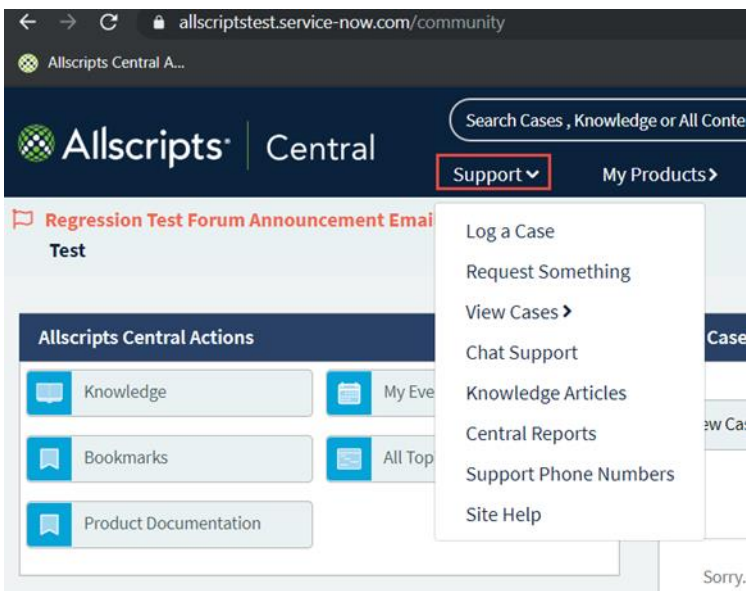
Request Something – Use this option for questions and requests. For example:

- Password resets

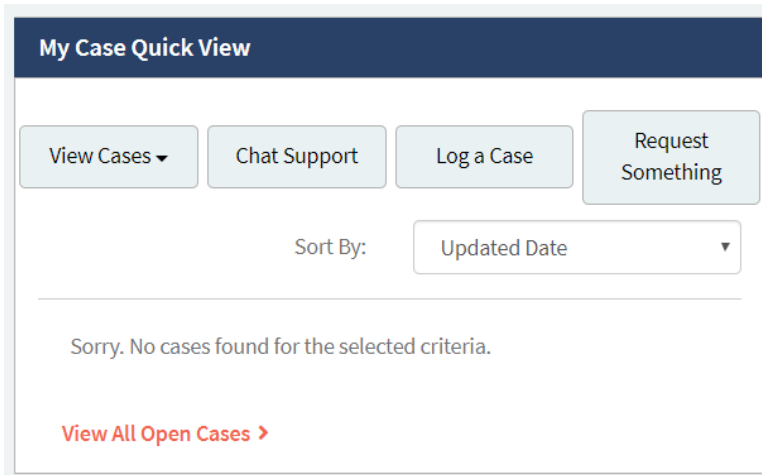
- Accounting inquiries
- Training requests
- Questions about reporting
- Questions or issues with Allscripts Central, Support Portal, or Community Forums.

These options 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



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).

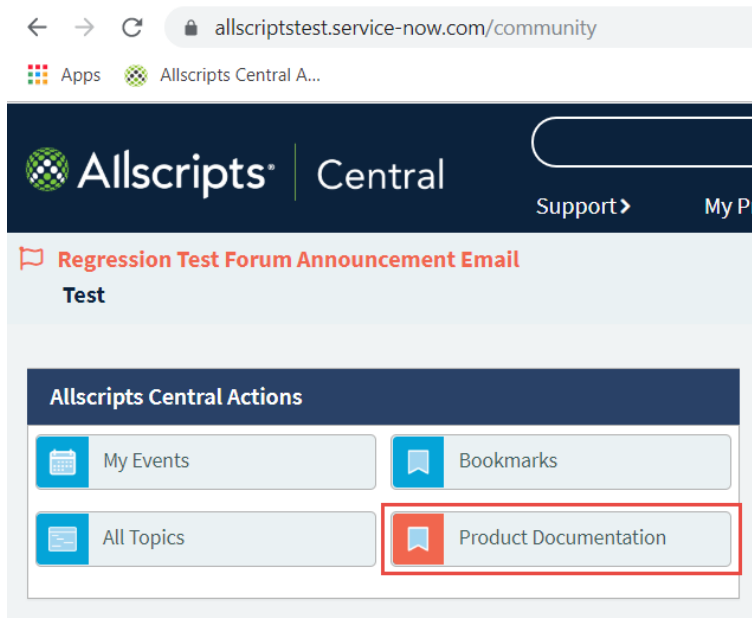
Knowledge articles are also accessible from the Support menu and can provide you with in-depth information about your products.


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

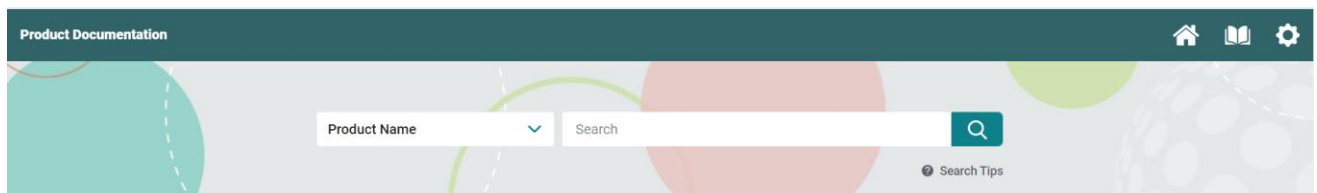
Product Documentation – Documentation for Allscripts Products

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. Click  .



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.

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

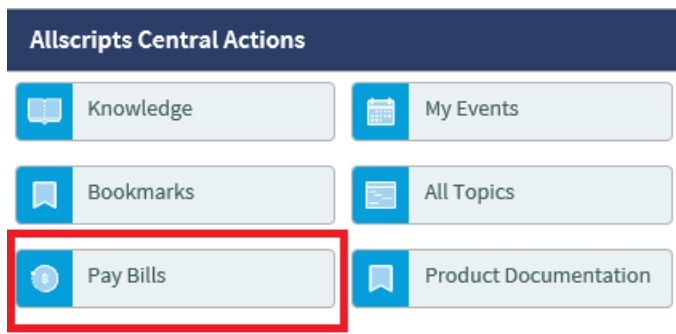
Downloads can be accessed by logging in to Allscripts Central and clicking My Products – Software Downloads from the Central header and following prompts to locate your product.

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 ([link](#))
- Check your Subscriptions & Notifications Preferences.
- Participate in your Community Forums