Client Sign On Guide

Dashboard

Upon log in, you will be taken to the Dashboard. On the Dashboard you can find recent announcements, a link to the forum, and the latest materials posted in each resource section. Clicking "Dashboard" from anywhere in the site will take you back to the Dashboard screen you arrive at upon log in. In the Navigation Bar, you will see options in the menu for each resource area of the site including Updates, Videos, and Documents.

Dashboard	Updates ⌄	Videos ⌄	Documents ⌄	User ⌄

Updates

Under the **Updates** tab, you will find links to the ECS10 Conversion page, the ECS10 Software Update page and the ECS9 Software Update page. There, you will be able to download the latest ECS software update as well as access past updates.

Videos

Under the **Videos** tab, you will find links to the Training Videos page and the Upcoming Webinars page. American Data offers a wide variety of training videos, categorized for your convenience. We have a category for our Past Webinars accessible for those who are unable to make it to the live webinars.

Documents

Under the **Documents** tab, you will find links to the Support Documents page and the Newsletters page. All documentation from the ECS User Manual is available in the support documents page. Simply search by keyword to bring up all documents containing the desired terms or browse the list of articles. From the Newsletters page, you may access current and past newsletters, as well as the form to subscribe to our email lists.

User

Under the **User** tab, you will find links to the Your Profile page, the ECS User Forum page, the Contact Us page, as well as the logout button. If you are logged into your Facility's account, you will also see links to the Staff Directory page and the Add Staff page.

ECS User Forum

Interact with other ECS Users and American Data Staff to discuss recent updates, new features, important announcements and all things ECS. To comment or start a discussion, locate the Sign In button in the right- hand panel (A). Then click "Sign In with American Data User" (B).

A.   B.

Howdy, Stranger!

It looks like you're new here. If you want to get involved, click one of these buttons!

CARES Admin
Sign In with American Data User

SIGN IN

Sign In

Email/Username

Password

Forgot?

Or you can...

CARES Admin
Sign In with American Data User

Updating Your Profile

The "Your Profile" page is where you can find and update the primary contact information for your facility. It is important to update this form in the instance of a new administrator, a change of email address or a change of phone number.

Please note: The Business Name and Username field cannot be changed.

If needed, you may change your password in the "New Password" field.

Do not forget to save the updated information by clicking the "Update" button at the bottom of the page.

The page will reload, and you will be informed your changes were successfully made at the top of the form.

Forgot Username/Password

If you happen to forget your username or password to log into the Client Sign On, you may use the "Lost your Password?"

Please fill out the form below.

Avatar

Business Name

American Data

Business Names cannot be changed.

Contact Name *

CARES Admin

Email *

cares@american-data.com

Phone *

1-800-464-9942

Username

CARES Admin

Username cannot be changed.

New Password

Confirm New Password

Strength indicator

Hint - The password:
- Should be at least 5 characters long.
- Must trigger the Very weak level on the Strength indicator.

UPDATE

link on the log in screen. This will prompt you to enter the email address tied to your account and will send an email with instructions on how to reset your password. The email will display your username.
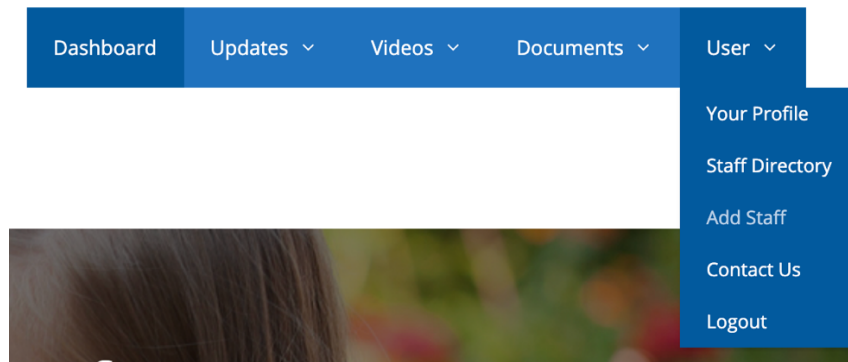

Facility Administrator Log In

As a Facility Administrator, you log into the Facility Account using the username provided by American Data. You will have the responsibility to register and create the profile for each member of your staff, so they have the ability to log into their own Staff Account. After initial registration, you will have the ability to add, edit, and delete staff members from your staff directory. Your staff members will have the ability to edit their own contact information after initial registration. It's important to keep this information up to date so we know the right contacts are receiving important ECS announcements.

If the Administrator or ECS System Supervisor at your facility changes, American Data will need to update the contact information of the person tied to the Facility Account. It's important to do this prior to the contact person's last day so American Data receives permission from the account holder to update the account. To do this, please email cares@american-data.com with the current account holder's approval and the new contact's information, or call 1-800-464-9942.
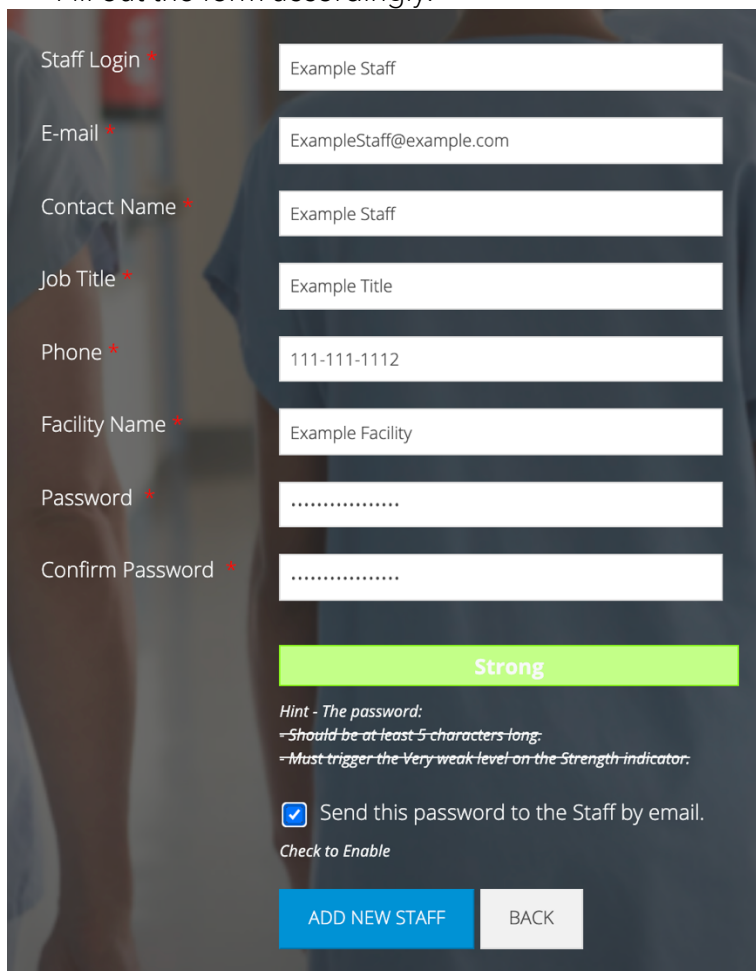
Adding Staff

It is important to add new staff members to keep your staff directory up to date.

Under the "User" section of the menu, click "Add Staff" in the drop down to fill out the form.

Fill out the form accordingly.

Staff Login: Enter in the desired username for the staff member. We recommend using the staff member's first and last name.

Password: Enter in a temporary password for the staff member to use. This can be changed by the staff member after log in.

Fill out the other required fields with the contact's information.

Be sure to **check the box** "Send this password to the Staff by email" so they will be notified their profile was created.

Once the form fields are correctly filled out, click the "**Add New Staff**" button to save the information.

You will then be redirected to the "Staff Directory" page where you can see your staff member was successfully added.

Editing Staff

In the instance a staff member is no longer with your facility, you may remove the staff member's contact information by clicking "Delete" under their name. If a staff member's contact information changes such as an email address, phone number, or job title, these fields can be updated by clicking "Edit" under the staff member's name.

Dashboard | Add Staff

Staff	Email Address	Contact Name	Job Title	Phone	Facility Name
CARES Staff Edit | Delete	info@american-data.com	CARES Staff	CARES Staff		American Data
New Staff Member Edit | Delete	NewStaff@gmail.com	New Staff	DON	000-000-0003	American Data

You will then be redirected to the "Edit Staff" page where you can update the information in each field. **Please note:** "Staff Login" and "Facility Name" cannot be changed.

If needed, you may change the password in the "Password" field. If a password is changed, be sure to check the box "Send this password to the Staff by email" so the staff member will be notified via email.

Once you have made all the necessary changes, click the "Save Staff" button to save the information. You will then be redirected to the Staff Directory page where you can see your changes were successfully saved.