

Request Athena Access Process

Step 1 – Login to support.utrgv.edu and select “Services” on the top bar.

The screenshot shows the homepage of the UTRGV Information Technology Support Center. The navigation bar includes 'Home', 'Services' (highlighted with a black box), and 'Knowledge Base'. A search bar is located in the top right corner. Below the navigation bar, the heading 'Welcome to the Information Technology Support Center' is displayed with a gear icon. The main content area features three sections: 'Getting Started' with a video player, 'How may we assist you?' with a photo of two people, and 'Quick Links' with links for 'Change or Reset Password' and 'My Tickets'.

Step 2 - Click the “Clinical Services” link on the right hand side of the page as shown below.

The screenshot shows the 'Services' page of the UTRGV Information Technology Support Center. The navigation bar includes 'Home', 'Services' (highlighted with a black box), and 'Knowledge Base'. The user is logged in as 'Lianna Reyna'. The main content area is divided into 'Categories (9)' and 'My Recent Requests'. The 'Categories (9)' section lists various service areas: Administrative and Business, Teaching and Learning, Research, Information Security, Communication and Collaboration, End Point Computing, Infrastructure, IT Professional Services, and Clinicals. The 'My Recent Requests' section lists recent requests, including 'Clinical Services' (repeated three times), 'make changes to our disclaimer on TDNext', and 'internet usage'. The 'Popular Services' section is highlighted with a red box and contains links for 'Service Request', 'Get Access!', 'Something broken?', 'Clinical Services' (highlighted with a red box and a black arrow), and 'Departmental Email'. A 'View All Popular Services' link is located at the bottom of the 'Popular Services' section.

Step 3 Select "Request Service"

The University of Texas Rio Grande Valley
UTRGV Information Technology

Search the client portal Lianna Reyna

Home Student Faculty Staff Clinical Staff **Services** Knowledge Base

Project Requests Ticket Requests My Favorites My Recent My App

Service Catalog / Clinicals / Clinical Services

Clinical Services

athena • som • medicine • clinic • flexscanmd • maxrvu • medical • clinical

Athena Access and Service Requests including FlexScanMD, MaxRVU, and OpalRad PAC. Access to the electronic medical records (EMR) system, add or revise content, security, data migration, and user interface.

Feed (2)

ND Nick Dubberly
Added this service to the "Clinical Services" workflow.
Wed 9/30/20 4:02 PM

Details

Service ID: 40584
Public: Yes
Created

Step 4 - If you are requesting access for another user that is NOT yourself be sure to change the requestor before submitting. You can change the requestor by typing in the name.

* Name - If you are opening an incident on behalf of another user, select their name so they can be contacted directly for follow up.

Requestor *

AccuDept

Contact Number *

Alternate Phone Number

Step 5 - Select "**Athena Access Request**" and then select your request depending on what type of access you need. Fill in all required fields and click "request" at the bottom of the page.

1. **Add Department** – This request is used for requesting access to new departments in Athena.
2. **Add Role** – This request is used to add roles to your Athena profile. For example "Front Desk" "Billing Role" or another access that needs to be added to your Athena profile.
3. **Credit Card Processing Privileges** – This request is for any users that need access to process payments in Athena.
4. **Edit Existing Role** - This request is used to change roles on your Athena profile. For example, "Front Desk" "Billing Role" or another access that needs to be added to your Athena profile.
5. **Mental Health Department Access** – This request is for access to any mental health department. Any requests for access to a mental health department will not be approved unless this type of request is submitted.
6. **New User Request** – This request is for users who have never had access to the Athena for UTRGV.
7. **Reinstate Access Request** – This request is for users who have previously had access to Athena for UTRGV, but no longer have access.

Information Regarding Request

The screenshot shows a web form for requesting access. A red box highlights the "Request Type" dropdown menu, which is currently set to "Athena Access Request". Below this, there is a disclaimer: "Athena Access Disclaimer: All service requests will be completed within 24 business hours. Business hours are considered between 8:30am to 12pm and 1pm to 5pm. All service requests are subject to additional business hours if necessary." A red arrow points to the word "request" in this disclaimer. Below the disclaimer is a text input field with the prompt "What service would you like to request? *". A dropdown menu is open below this field, listing options: "Add department", "Add Role", "Credit card processing access", "Edit existing role", "Mental Health Department Access", "New User Request", "Reinstate Access Request", and "Remove department". A red arrow points to the "Add department" option. Below the dropdown is a note: "All information is sent securely and complies with HIPAA policies." Underneath is an "Attachment" section with a "Browse..." button and the text "No file chosen". At the bottom left is a blue "Request" button, with a red arrow pointing to it.

Request Type *

Athena Access Request

Athena Access Disclaimer
All service requests will be completed within 24 business hours. Business hours are considered between 8:30am to 12pm and 1pm to 5pm. All service requests are subject to additional business hours if necessary.

What service would you like to request? *

Start typing...

Add department
Add Role
Credit card processing access
Edit existing role
Mental Health Department Access
New User Request
Reinstate Access Request
Remove department

All information is sent securely and complies with HIPAA policies.

Attachment

Browse... No file chosen

Request

Step 6 – The ticket will now be sent to the requestor’s supervisor for approval to their UTRGV email. After clicking the link in the email, you will be redirected to the request.

TDX Workflow Step Assignment (Supervisor Approval)

To <notify@teamdynamixapp.com>

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Reply Reply All Forward

Mon 11/9/2020 10:28 AM

Workflow Step Assignment

You and Athena are assigned to the "Supervisor Approval" Approval workflow step.

To act on this Approval step, click the link below:
[Supervisor Approval Workflow Step](#)

Service Request Details

Service Request 15873657
Clinical Services

Step 7 - You have the option to approve or deny the request as shown below. If you chose to approve the request be sure to hit SAVE or it will not be sent to the next step.

Current Workflow Step

Service Request Details

Service Request
Clinical Services

Description
needs access to harlingen ortho, harlingen uro, harlingen internal and neuro, harlingen employee health

Approval Step Details

Step
Supervisor Approval

Assigned To
Athena

The workflow will move forward once all approvers approve this step.
At present, this step is at 0 of 1 approval vote.

Description
By approving request, I acknowledge that SOM IT has fully and duly informed me of the potential for misuse and abuse of roles and permissions pertaining to the authorization of one or multiple clinics. I will be responsible for educating the employee of the consequences of misuse and abuse of roles and permissions. I will also absolve SOM IT of all responsibility resulting from abuse and misuse of roles and permissions pertaining to the authorization of one or multiple clinics.

Approve

Reject

Re-send Notification

Requestor

Save Cancel

Step 8 – After the supervisor has approved the request, agreements will now be sent to the requestor to their UTRGV email. You will receive agreements based on the type of request submitted.

TDX Workflow Step Assignment (Information Security and Pr...)

GO [redacted] <notify@teamdynamixapp.com>
To [redacted]

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Workflow Step Assignment

You are assigned to the **"Information Security and Privacy Agreement"** Choice workflow step.

To act on this Choice step, click the link below:
[Information Security and Privacy Agreement Workflow Step](#)

Step 9 - You have the option to approve or deny the request as shown below. If you chose to approve the request be sure to hit SAVE or it will not be sent to the next step.

Home Student Faculty Staff Clinical Staff **Services** Knowledge Base

Project Requests Ticket Requests My Favorites My Recent My Approvals Services A-Z Search

Current Workflow Step

Service Request Details

Service Request
[Clinical Services](#)

Choice Step Details

Step
Information Security and Privacy Agreement

Assigned To
[redacted]

Description
The agreement information can be found in the link below. Please select "Yes" if you agree.
https://www.utrgv.edu/som/forms/_files/document...

Yes
 No
Re-send Notification

Requestor
[redacted]

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Current Workflow Step

Yes

Comments

[Text Area]

Save Cancel

Step 9 – After this your request will be sent to SOM IT for processing.