



## AADE7 System User FAQs

### **I forgot my username and/or password. How can I reset it?**

If you forget your username or password, click the *For username or password* link on the log-in screen. This will take you to a page on AADE's site where you can enter your e-mail address and have an encrypted link emailed to you. Click this link to be taken back to a page where you can reset your password. If you do not have access to the e-mail account that you previously registered with AADE, you'll need to contact AADE's Member Services department at 800-338-3633 x 100 and have the password reset manually.

### **How can I reset a patient's username or password?**

When you add a new patient into the AADE7 System, the system automatically sets up a username and password for the patient. By default, the username and the password for a new patient are the same. Thus, if the patient hasn't logged onto the AADE7 System yet, then you can tell them that their username and password are the same. Once they log on for the first time, the patient is required to change his or her password. If the patient later forgets what they changed the password to, you cannot retrieve it for them – instead you need to reset it.

To reset a patient's password, on the Patient Profile page click *Edit* above the *Login Information* section. You can then enter a new password for the patient. It is highly recommended that you enter the patient's Username as their password, since this will prompt the patient to change the password the next time they log on. When you have confirmed that the Username and Password match in all three boxes, click the *Save* button. This will change the patient's password and require the patient to change it again the next time they log on.

### **I'm having trouble viewing some of the information I previously saved.**

Your computer's display resolution should be set for 1024x768 or higher. If you log into the AADE7 System and some parts of the interface are cut off or seem to continue off the edge of the screen, then your resolution may be set too low.

To change your display resolution when using Window XP, follow these instructions:

<http://www.microsoft.com/windowsxp/using/setup/personalize/resolution.mspx>

To change your display when using Apple OS X, follow these instructions:

<http://support.apple.com/kb/HT2490#12>

### **How can I assign a patient self-report? Where do they log-on?**

An initial self-report allows you to gather baseline information about a patient prior to an educational session. Follow up self-reports allow you to gauge how the patient has progressed after receiving education.

Patients can complete their self-reports a number of different ways. The primary method is by using any Internet-connected computer and going to the online patient portal at this address: <http://patient.aade7.com>

You can assign patients their self-reports when you create a class. Select “Yes” in the *Patient Self-Report* column. If you have already added an education record but didn’t assign a self-reports, or if you’d like to make changes to what you assigned previously, you can do that on the *Education* page. Begin by clicking the class (1:1 or group) for which you’d like the patient to do the self-assessment (s). Then click the *Assign/Modify*.

### **How can I invite another educator to join my program and share my patient population?**

Once the educator has purchased the AADE7 System, they will be able to join your network when they first log on. Once logged on, the user will search for the network they wish to join by searching for it by city and state. The educator who created the AADE7 System will then need to accept the educator within the network. To do this, click the *Admin* tab. On the left hand navigation, select *Requests to Join*. There you will be able to click and accept invitations from educators to join your site.

### **Does the system allow for electronic signatures?**

At this time, the system does not allow for electronic signatures. AADE is exploring adding this capability in the future.

### **How often are the medications updated?**

The medication database used in AADE7 System is based on the FDA’s Approved Drug Products with Therapeutic Equivalence Evaluations (Orange Book) database. This database contains both generic and trade names for drugs and is updated multiple times a year. For more information on the Orange Book, see: <http://www.fda.gov/Drugs/InformationOnDrugs/ucm129662.htm>