



# Consolo Login & Password Security

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Providing quality software solutions, allowing care providers to focus on what matters most.



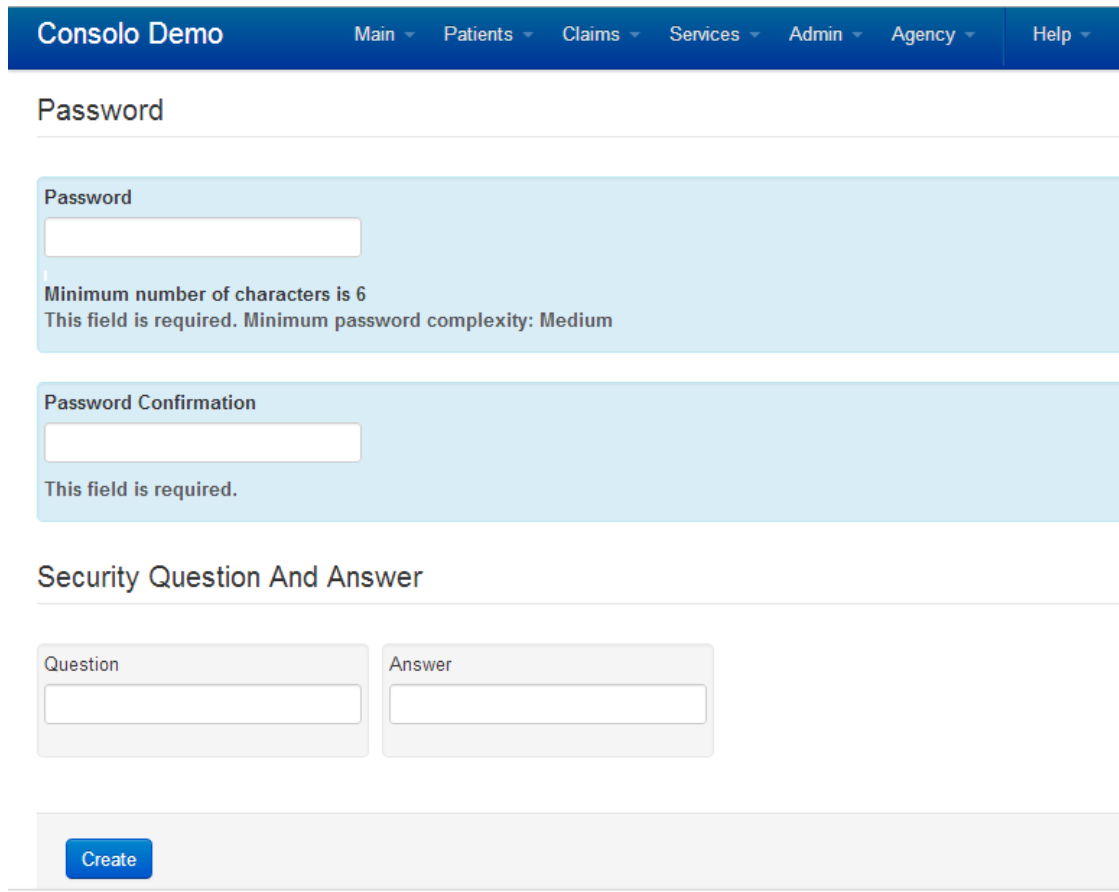
# Consolo Login and Password Security

This guide describes basic Login and Password Security. Consolo will endeavor to keep this Guide up to date; however, you should make an effort to stay abreast of periodic upgrades and enhancements to Consolo. Check the login page regularly for information about new Release Notes and Training Videos.

Consolo has taken several steps to better protect your individual Consolo account security. These new measures affect how users login and change passwords. **ALL USERS MUST HAVE AN EMAIL ADDRESS ENTERED IN THEIR USER ACCOUNT (ADMIN / USERS).**

## Initial Password Set Up

The first time you login to Consolo, you will use a password provided to you by your hospice agency. Once you login, you'll be prompted to change this password to a new, unique password:

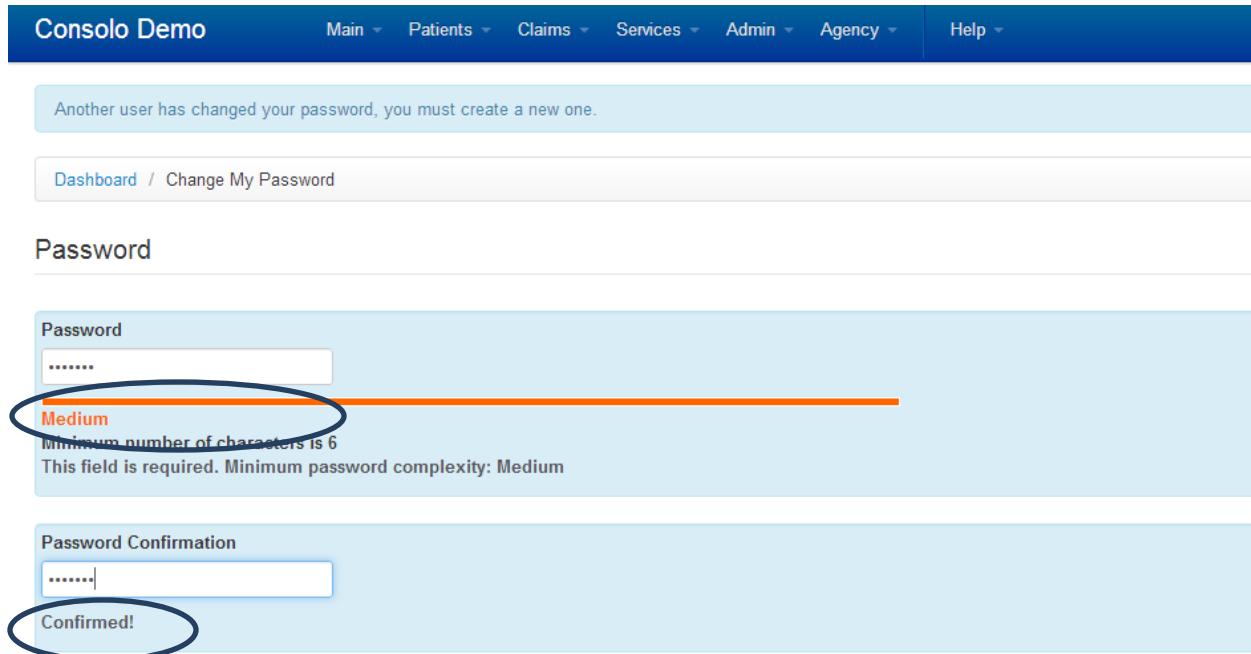


The screenshot shows the 'Consolo Demo' user creation interface. At the top is a navigation bar with 'Main', 'Patients', 'Claims', 'Services', 'Admin', 'Agency', and 'Help' menus. Below this is the 'Password' section, which includes a text input field for the password. Below the field, it states 'Minimum number of characters is 6' and 'This field is required. Minimum password complexity: Medium'. The next section is 'Password Confirmation', which includes another text input field and the note 'This field is required.'. Below these is the 'Security Question And Answer' section, featuring two side-by-side text input fields labeled 'Question' and 'Answer'. At the bottom of the form is a blue 'Create' button.

- Enter your new, desired Password in the “Password” field.
- Enter it again in the “Password Confirmation” field
- Create a personal Security Question And Answer

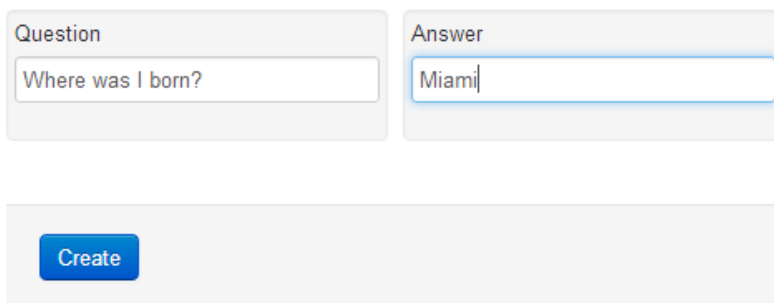
**You will be unable to reset your Password if you do not enter a Security Question and Answer, or if you do not have an email address in your User account (Admin/Users).**

When entering your desired Password, a 'complexity status bar' will let you know how complex your password is. Passwords are made more complex by the addition of capital letters, numbers, and other symbols. Your agency has established the minimum complexity requirement (Medium, Strong, or Very Strong); your Password must match or exceed the minimum complexity requirement. Type your password again in the Confirmation field; look for the "Confirmed!" message; this lets you know that your password will be configured as you intended:



Next, create a personal Security Question & Answer. In the event that you ever forget your password, Consolo will offer you the opportunity to answer this question. If you provide the correct answer, you will be allowed to reset your password. **You will be unable to reset your Password if you do not enter a Security Question and Answer.** Your Security Question & Answer cannot be seen by any other user; likewise, your password cannot be seen by any other user.

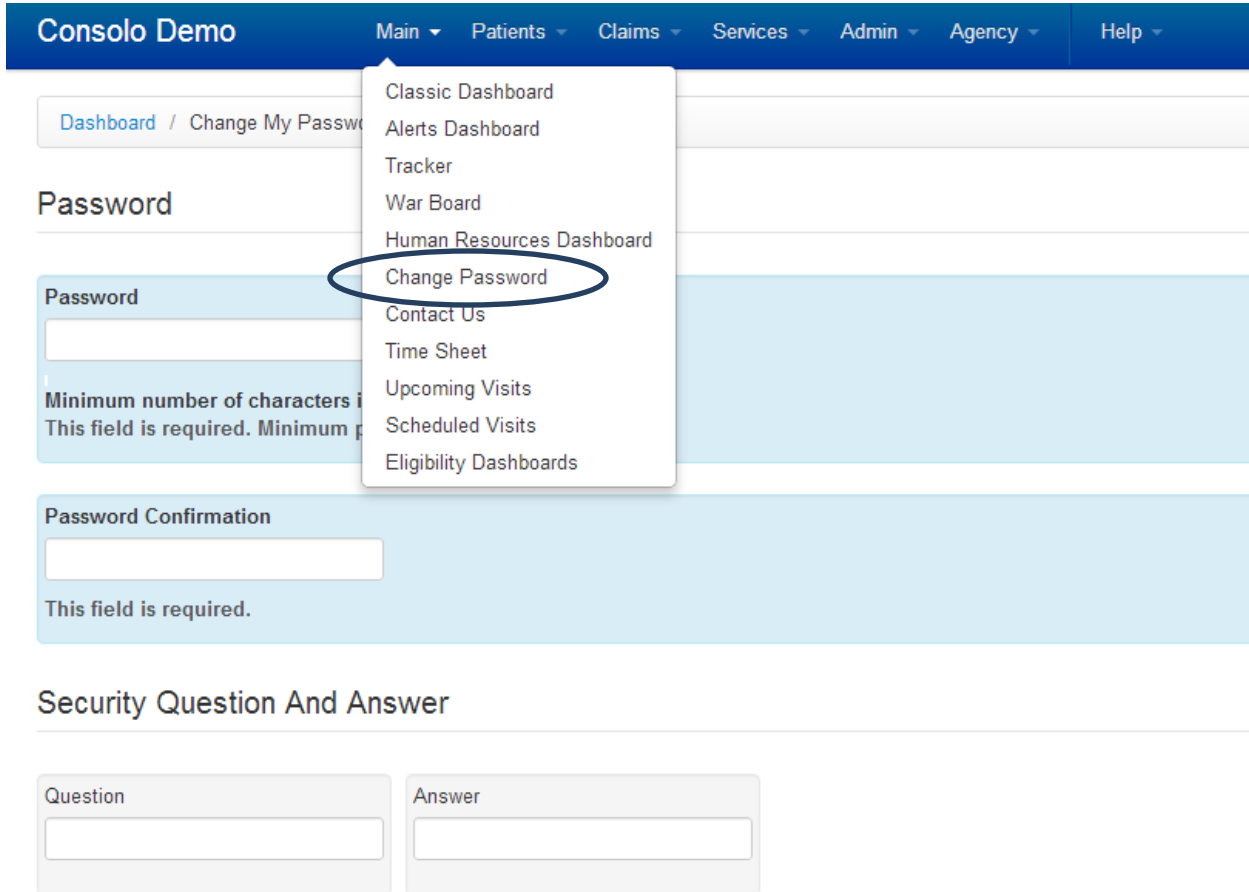
### Security Question And Answer



**Do NOT share your Password or Security Question & Answer with any other user.** Doing so puts both you and your agency at risk for security breaches.

## Routine Password Changes

ConsoLO will prompt you to change your Password at intervals determined by your agency (e.g. every 30 days, every 90 days, etc.) You may also change your Password at any time you desire, by going to Main Menu / Change Password. Enter a new Password and Password Confirmation. You may also change your Security Question & Answer:



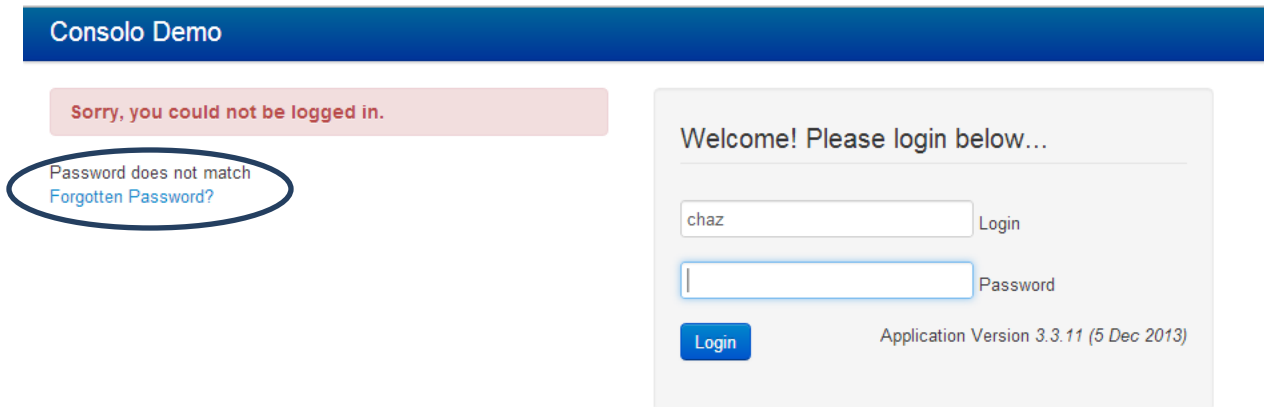
The screenshot shows the 'ConsoLO Demo' application interface. At the top, there is a navigation bar with 'Main', 'Patients', 'Claims', 'Services', 'Admin', 'Agency', and 'Help' menus. Below this, a breadcrumb trail reads 'Dashboard / Change My Password'. A dropdown menu is open, listing various dashboard options: 'Classic Dashboard', 'Alerts Dashboard', 'Tracker', 'War Board', 'Human Resources Dashboard', 'Change Password' (circled in red), 'Contact Us', 'Time Sheet', 'Upcoming Visits', 'Scheduled Visits', and 'Eligibility Dashboards'. The main content area is titled 'Password' and contains two input fields: 'Password' and 'Password Confirmation'. The 'Password' field has a note: 'Minimum number of characters i... This field is required. Minimum p...'. The 'Password Confirmation' field has a note: 'This field is required.'. Below the password fields is a section titled 'Security Question And Answer' with two input fields: 'Question' and 'Answer'.

**NOTE: Minimum Password complexity, Password change interval, Account Lock, and Password re-use rules are established by your Agency; ConsoLO cannot change these settings.**

## What to do if you forget your Password

If you forget your Password, Consolo will offer you the opportunity to respond to your Security Question. If you answer correctly, you'll be allowed to re-set your Password and login to Consolo. **If you did not enter a Security Question & Answer, you will need an Administrator at your agency to manually reset your Password. Consolo Services CANNOT reset user passwords.**

If you attempt to login with the wrong Password, Consolo will ask if you've forgotten your Password. Click the "Forgotten Password?" link to answer your Security Question:



The screenshot shows a 'Consolo Demo' header. Below it, a red error message reads 'Sorry, you could not be logged in.' To the left, a blue oval highlights the text 'Password does not match' and 'Forgotten Password?'. To the right is a login form titled 'Welcome! Please login below...'. The form contains a text input with 'chaz', a 'Login' button, a password input, another 'Login' button, and the text 'Application Version 3.3.11 (5 Dec 2013)'.

After clicking "Forgotten Password?" the following message appears:

An email has been sent to you containing a link to create a new password and your security question/answer has been randomized. This link will expire after one hour. After that time, you must contact a system administrator to reset your password and security question for you.

Now, go to your email account (the email account your agency used to create your Consolo account) and open the email from Consolo. It will look like this:

Your password can be reset until 02/22/2013 14:57 EST at [https://demo2.development.consoloservices.com/reset\\_password/e15347ef9ec5de6a87df0fe727acb4ac](https://demo2.development.consoloservices.com/reset_password/e15347ef9ec5de6a87df0fe727acb4ac) This is an automated response, please do not reply to this email. If you do not wish to receive these notifications, you must Edit your Consolo User Profile and uncheck the 'Has notifications' box.

**You must click the link within the allotted time.** This is a security precaution; Consolo allows you one hour to reset your Password, starting from when you click "Forgotten Password?" on the login screen. If you do not click the link within the allotted time, or if you cannot answer your Security Question, you will need an Administrator at your agency to reset your Password.

When you click the link in your email, the following screen appears:

**Consolo Demo**

Answer your security question

Where was I born?

Answer

This field is required.

Provide a new password

Password

Minimum number of characters is 6  
This field is required.

Confirm

This field is required.

Enter the Answer to your Security Question (it must match exactly). Then Provide and Confirm a new Password.

Once completed, you'll be returned to the login screen. Login with your new Password:

**Consolo Demo**

Your password was successfully reset!

Welcome! Please login below...

Login

Password

Application Version 3.3.11 (5 Dec 2013)

## Other Password Issues

- If you have not established a Security Question & Answer, you will not be able to reset your Password. An Administrator from your agency will need to do it manually. **Consolo cannot reset user Passwords:**

A password reminder could not be sent. Please contact your system administrator for further assistance.

- If you do not have an email address in your User account (see Administrative Set Up section in this reference document), you will not be able to reset your Password. An Administrator from your agency will need to do it manually. **Consolo cannot reset user Passwords.**

A password reminder could not be sent. Please contact your system administrator for further assistance.

- If you attempt to login using the wrong Password too often (the exact number of times is determined by your agency), your account will be locked. An Administrator from your agency will need to unlock your account. **Consolo cannot unlock user accounts:**

### Consolo Demo

Sorry, you could not be logged in.

Locked until 02/23/2013  
To log in, you must contact your system administrator. Due to HIPAA compliance, Consolo Support can neither reset your password nor unlock your account.  
Password does not match  
[Forgotten Password?](#)

Welcome! Please login below...

chaz Login

Password

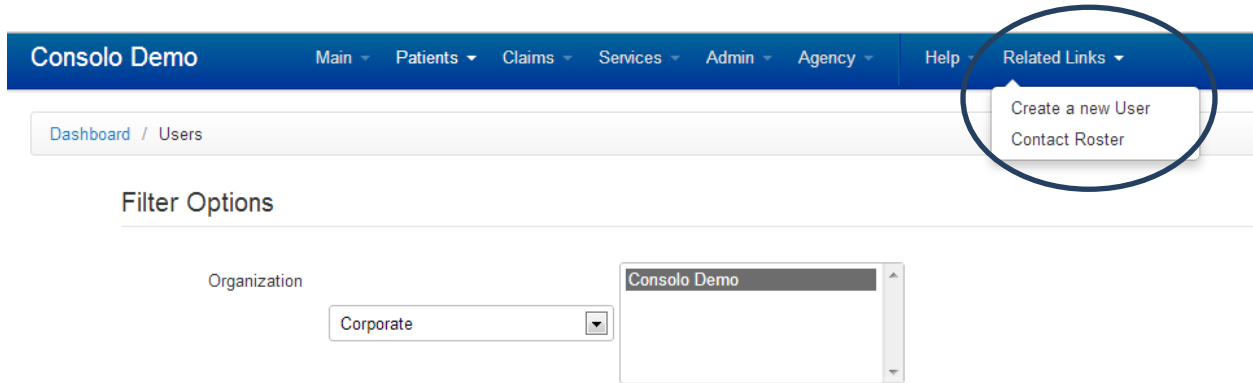
Login

Application Version 3.3.11 (5 Dec 2013)

- Web Browsers will no longer “Remember Passwords” for Consolo.** Consolo has enabled Security features that prevent web browsers (Chrome, Firefox, Safari, Android) from “Remembering Passwords”. This means that **you must now enter your login name and Password EVERY time you login to Consolo.** This measure enforces basic internet safety, and helps protect you and your agency against security breaches.

## Administrative Set Up

- **ALL Users must have a valid email address in their User account.** To see which Users do not have an email address, go to Admin/Users, and select “Contact Roster” from Related Links:



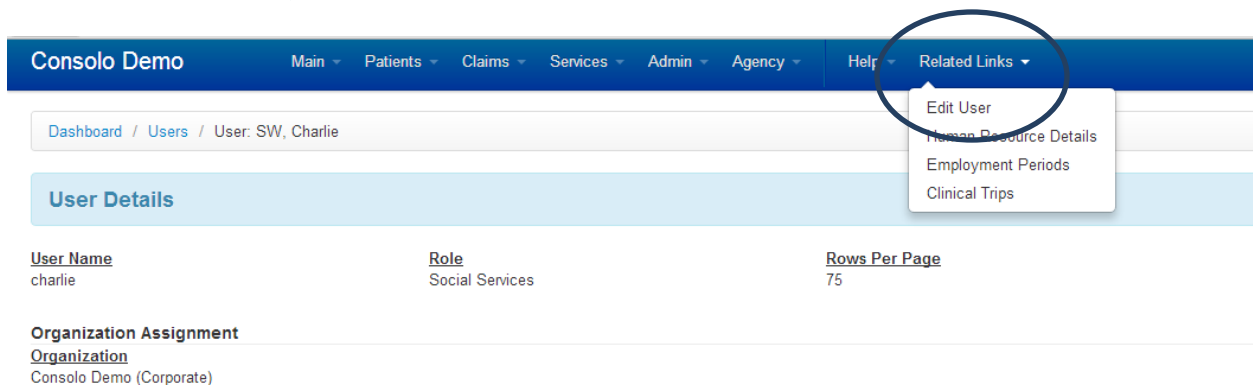
The screenshot shows the top navigation bar of the Consolo Demo system. The 'Related Links' dropdown menu is open, and 'Contact Roster' is highlighted. Below the navigation bar, the breadcrumb trail reads 'Dashboard / Users'. The 'Filter Options' section shows the 'Organization' dropdown set to 'Corporate'.

On the following screen, examine the “E-mail” column for User accounts that need attention:

Search: ba

| User ^       | Name                    | Assignment          | Role             | Employment Status | Employment Value | Work Phone | Cell Phone | Home Phone | E-mail |
|--------------|-------------------------|---------------------|------------------|-------------------|------------------|------------|------------|------------|--------|
| consoloadmin | Admin, Consolo          | Consolo Demo        | Admin            | PRN               |                  |            |            |            |        |
| faribault    | Hospice, Faribault      | Consolo Demo        | Admin            | Unknown           |                  |            |            |            |        |
| gibale       | New, Prospect Client    | Consolo Demo        | RN/Admin         | Unknown           |                  |            |            |            |        |
| jonback      | Back, Jon               | ABC Hospice         | RN Case Manager  | Unknown           |                  |            |            |            |        |
| joshb        | Bates, Josh             | Consolo Demo        | Case Manager     | Unknown           |                  |            |            |            |        |
| legacyal     | Hospice, Legacy Alabama | Consolo Demo        | Admin            | Unknown           |                  |            |            |            |        |
| tesshead     | Henshaw, Tess           | Cornerstone Hospice | Joelson Baphomet | Unknown           |                  |            |            |            |        |
| zibahospice  | Hospice, Ziba           | ABC Hospice         | RN/Admin         | Unknown           |                  |            |            |            |        |

Click on a User name, then “Edit User” under Related Links:



The screenshot shows the user details page for 'User: SW, Charlie'. The 'Related Links' dropdown menu is open, and 'Edit User' is highlighted. Below the navigation bar, the breadcrumb trail reads 'Dashboard / Users / User: SW, Charlie'. The 'User Details' section shows the following information:

| User Name | Role            | Rows Per Page |
|-----------|-----------------|---------------|
| charlie   | Social Services | 75            |

Organization Assignment  
 Organization  
 Consolo Demo (Corporate)



Enter an email address in the appropriate field:

Consolo Demo Main Patients Claims Services Admin Agency Help

### User Personal Information

|  |  |   |                                    |
|--|--|---|------------------------------------|
| <b>First Name</b><br><input type="text" value="Charlie"/><br>This field is required. | <b>Last Name</b><br><input type="text" value="SW"/><br>This field is required. | <b>Email</b><br><input type="text" value="charles@consoloservices.com"/><br>This field is required. | <b>SSN</b><br><input type="text"/> |
|--|--|---|------------------------------------|

- Resetting a User’s Password, or Unlocking a User’s Account.** If a User is unable to reset their own Password, it may be done Administratively, by going to Admin/Users, and editing the User in question:

Consolo Demo Main Patients Claims Services Admin Agency Help Related Links

Search: char

| Edit | Delete | User         | Name               | Role                       | Assignment   | Time | Schedule | Employment | HR | Filter |
|------|--------|--------------|--------------------|----------------------------|--------------|------|----------|------------|----|--------|
|      |        | charliechap  | Chaplain, Charlie  | Chaplain/Bereavement Coord | Consolo Demo |      |          |            |    |        |
|      |        | charlieaide  | Aide, Charlie      | Hospice Aide               | Consolo Demo |      |          |            |    |        |
|      |        | charliemaker | homemaker, charlie | Homemaker                  | Consolo Demo |      |          |            |    |        |

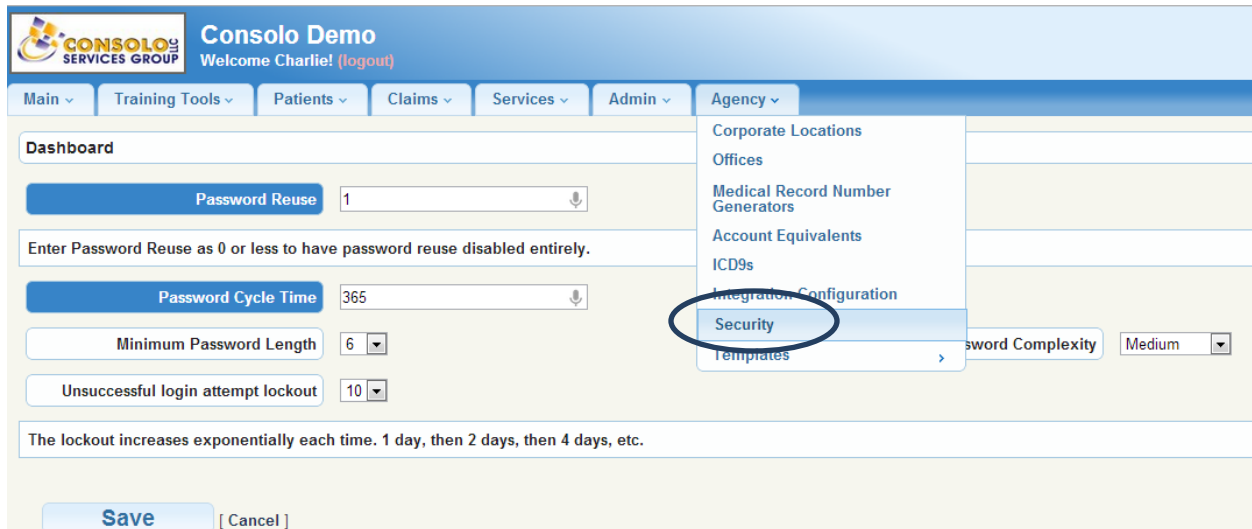
On the following screen, enter and confirm a new one-time Password for the User. If necessary, remove the “Locked Until” Date as well:

Consolo Demo Main Patients Claims Services Admin Agency Help

### User System Information

|   |  |   |
|---|--|---|
| <b>User Name</b><br><input type="text" value="charlie"/><br>This field is required. | <b>Role</b><br><input type="text" value="Social Services"/><br>This field is required. | <b>Rows Per Page</b><br><input type="text" value="75"/><br>This field is required.  |
| <b>Password</b><br><input type="password"/><br>Minimum number of characters is 6    | <b>Password Confirmation</b><br><input type="password"/>                               | <b>Locked Until</b><br><input type="text" value="02/27/2013"/><br>If a user is locked out, remove the 'Locked Until' date to allow the user to log back into the software |

- **Establishing system-wide security settings.** These settings should only be adjusted by your agency's administration. Access to these settings can be restricted in Admin/Roles. These settings affect ALL Users who login to your Consolo site:



**Consolo Demo**  
 Welcome Charlie! (logout)

Main ▾ Training Tools ▾ Patients ▾ Claims ▾ Services ▾ Admin ▾ Agency ▾

Dashboard

Password Reuse

Enter Password Reuse as 0 or less to have password reuse disabled entirely.

Password Cycle Time

Minimum Password Length

Unsuccessful login attempt lockout

The lockout increases exponentially each time. 1 day, then 2 days, then 4 days, etc.

Save [ Cancel ]

Agency ▾  
 Corporate Locations  
 Offices  
 Medical Record Number Generators  
 Account Equivalents  
 ICD9s  
 Integration Configuration  
**Security**  
 Templates >

Password Complexity

- Password Reuse – How many times, consecutively, a User may use the same Password. A setting of “1” means Users may not, when changing their Password, re-use their current Password.
- Password Cycle Time – Number of days that a Password may be used. When the specified number of days is reached, the User will be forced to change their Password.
- Minimum Password Length – Minimum number of characters (Letters, Numbers, Symbols) required to create a valid Password.
- Password Complexity – Specifies the minimum complexity required to create a valid Password
- Unsuccessful login attempt lockout – How many times Users may attempt to login with an incorrect Password, before Consolo Locks their User account.