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| **IH-500 User Management**  |
| **Purpose** | This procedure ensures each operator of the IH-500 and IH-Com has a unique user ID and password with assigned user access. A user may change their password as outlined by institutional policy.  |
| **Policy Statements** | * This procedure applies to any individual who will use the IH-500 system. The IH-500 and IH-Com software both allow for assignment of access rights at various levels.
* The key operator is responsible for assigning the appropriate user rights to each user. Each operator assigns their own password.
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| **Procedure** |  |
|  | **Step** | Action |
| Creating an IH-Com User | 1 | From the IH-Com software, open ‘Configuration’ from the menu bar and then ‘User administration’. |
|  | 2 | Select the ‘New User’ button  |
|  | 3 | Enter the operator’s unique identifier (employee CE number) in the ‘User ID’ field |
|  | 4 | Enter the operator’s full name in the ‘Full name’ field |
|  | 5 | The ‘User Level’ consists of 2 numbers. The first number is the access level for the IH-Com software. The second number is 2 when using an IH-500.1. Levels in IH-Com:

 42 – User can change or confirm results but not validate 52 – Normal user; can change and confirm results and validate 62 – Same as 5 above; can also do medical validation and configure QC 92 – Limited admin rights without database functions |
|  | 6 | Select the ‘Set New Password’ button to enter a password.1. Enter the password in the ‘New Password’ field and again in the ‘Repeat Password’ field.
2. Select the ‘Set Password’ button to confirm
3. Select ‘OK’, then ‘Save’ to add the user account.

Changing a Password1. In IH-Com, select ‘Configuration’ from the menu bar and then ‘User Administration’.
2. Select the User ID that requires a password change.
3. Select the ‘Set New Password’ button.
4. Enter the new password in the ‘New Password’ field and then again in the ‘Repeat Password’ field.
5. Select the ‘Set Password’ button.
6. Select ‘OK’ then ‘Save’.
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|  | **Step** | Action |
| Creating an IH-500 User | 1 | From the IH-500 software, select ‘Menu’ then ‘Exit’ |
|  | 2 | Answer ‘Yes’ to ‘Do you want to exit?’ |
|  | 3 | Select the ‘User management’ icon  |
|  | 4 | Log in with a valid User ID and password with access to create user accounts. |
|  | 5 | Select the ‘Add New’ button  |
|  | 6 | Select the User Level from the drop down list. (#2 in the picture above)1. Basic – Normal operator
2. Advanced – Key operator
3. Administrator – Able to create Advanced level users.
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|  | 7 | Enter the User ID (#3 in the picture above) (Tech ID) in the ‘Login’ field. Select ‘Save’. |
|  | 8 | #4 in the diagram above is if password needs to be changedChanging a Password in IH-500 for any user:From the User management software:1. From the IH-500 software, select ‘Menu’ then ‘Exit’.
2. Answer ‘Yes’ to ‘Do you want to exit?’
3. Select the ‘User management’ icon.
4. Log in with a valid User ID and password.
5. Select the User ID that requires a password change.
6. Select the ‘Reset Password’ button.
7. A password reset window will open. Select ‘OK’.
8. Select ‘Save’ then exit the user management software.
9. When the user logs in for the first time after the password reset, enter the User ID as the password.
10. The user will be prompted to reset the password.

Changing a password in the IH-500 for the current user:1. Select the ‘Menu’ button in the header.
2. Select the ‘Change Password button’.
3. Enter the ‘Old Password’
4. Enter the ‘New Password’
5. Confirm the new password
6. Select ‘Validate’

#5 in the diagram above is if you would like to set a password expiration date |
|  | 9 | Select ‘OK’ in the ‘Saving Succeeded’ window and close the user management window. |
|  | 10 | Restart the IH-500 software. The first time a new user logs in, enter the User ID as the password. The user will be prompted to enter a new password. |
| **Limitations** | 1. Passwords in IH-Com must be a minimum of 4 characters.2. Passwords in IH-500 must be a minimum of 5 characters.3. User ID is limited to 20 characters.4. In IH-Com, if a password is not defined when a user is added, the user will be prompted to create a password when logging in for the first time.5. When a new user logs in to IH-500 for the first time, the password is the same as the User ID. The user will be prompted for a new password at this time.6. In IH-Com, a user must have an access level of 60 or higher in order to create user accounts. 7. In IH-500, a user must have an access level of Advanced or higher in order to create user accounts.8. Authorization levels cannot exceed that of the logged in user.9. A user level of 99 has full administrator access to all menus in IH-Com. Only for Bio-Rad personnel. |
| **References** | * IH-Com User Manual NA V3.5-09/2016 Chapter D, Sections 1.1 and 1.5
* IH-500 User Manual NA V1.0-07/2017 Chapter B Section B.1
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| **Approval****Workflow** | Transfusion Service/Lab Director  |
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| **Historical Record** | **Version** | **Written/Revised by:** | **Effective Date:** | **Summary of Revisions** |
| 1 | J. Hudgens | 02/17/2023 | Initial Version |