



## Instructor Guide to EHR Go

Introduction .....	1
Quick Facts .....	1
Creating your Account .....	1
Logging in to EHR Go.....	5
Adding Faculty Users to EHR Go .....	6
Adding Student Users to EHR Go .....	8
Library .....	9
Patients versus Activities .....	11
Community.....	15
Collections.....	16
Create.....	17
Faculty Experience .....	20
Step 1: Overview & Resources .....	20
Step 2: Review EHR .....	21
Step 3: Assign .....	22
Student Experience.....	22
EHR Sessions .....	24
Help.....	27
Additional Resources .....	27
Teaching Team .....	27
Help Desk .....	28
Frequently Asked Questions .....	28
How do I get my username and password if I've forgotten them? .....	28
How do I change my username and/or password? .....	29
Which browsers are compatible with Go?.....	29

## Introduction

Welcome to EHR Go. EHR Go is a special type of EHR (Electronic Health Record) developed exclusively for education to prepare students for their professional healthcare practice. Our goal is to maintain the most authentic healthcare technology experience for students to give them the confidence and competence to work with any EHR they may encounter in hospitals and clinics. EHR Go achieves this educational goal through the combination of robust case patients and student activities designed to be used throughout your entire curriculum; from the lab, to the classroom, and in the clinic.

## Quick Facts

- To create a new EHR Go account, an EHR Go account manager or an existing faculty user from within your program must invite you to EHR Go. When you are invited to EHR Go, you will receive an email with directions for creating your account.
- EHR Go is compatible with Macs and PCs and is optimized for 7" tablets. It is web-based and can be accessed from any location with an internet connection through any browser. Please see the last page of this guide for browser version requirements.
- Begin by watching the recorded *Faculty Orientation* found in the Help|Videos.
- The EHR Go Teaching Team is here to help integrate the EHR into course objectives and student activities: [teaching@ehrgo.com](mailto:teaching@ehrgo.com) or 877-742-3926.
- Our 24/7 Help Desk is available for faculty and students: [support@ehrgo.com](mailto:support@ehrgo.com) or 877-907-2186.

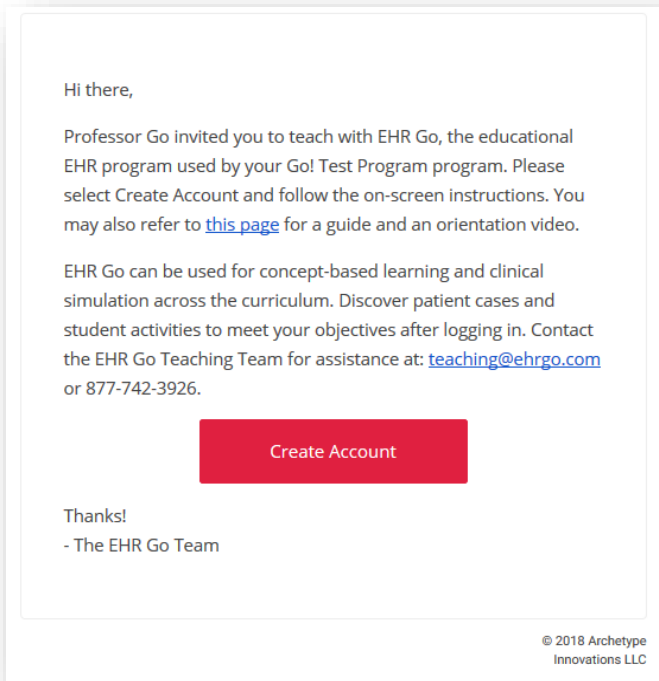
## Creating Your Account

If you already have an EHR Go account, please skip to the next section.

If you're a brand-new user, you should receive an email invitation to EHR Go from an account manager at EHR Go or from an existing faculty user within your program. If you have not received an invitation, please contact the EHR Go key contact for your program and ask them to invite you. If you received a Faculty Program Key code from the key contact at your school (the former method for adding users), please skip to #2 below.

### 1. If you've been invited to create an EHR Go faculty account by email.

Click on the **Create Account** button in the email to create your EHR Go faculty account.



After clicking the **Create Account** button in the email you received, you will be asked to create your account. Please enter your name and contact information. It is highly recommended that you enter the email address associated with your institution. This will be used in the future if you forget your login credentials.

Next, choose a Username and Password (you may want to write them down) then **Create Account**.

Please fill out the following additional information.

**\* Mandatory fields.**

**First name: \***

**Middle initial: \***

*I don't have a Middle Initial*

**Last name: \***

**Telephone No.:**

**Email address: \***

Please create your username and password for accessing EHR Go

**Username: \***

**Password: \***

**Confirm password: \***

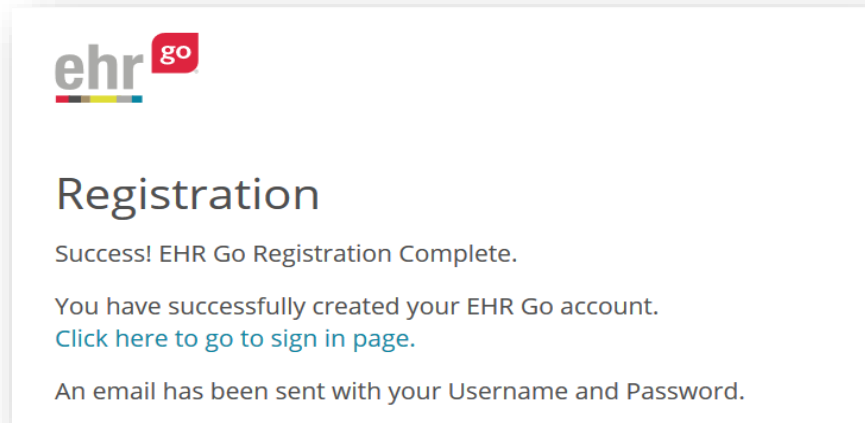
**Hints:**

Your **Username** must be between 6 and 50 characters.

Your **Password** must be between 6 and 50 characters.

Create Account

If your account creation was successful, you will see the following confirmation page and will receive an email with your credentials for future reference. Proceed to the next section of this guide to log-in.

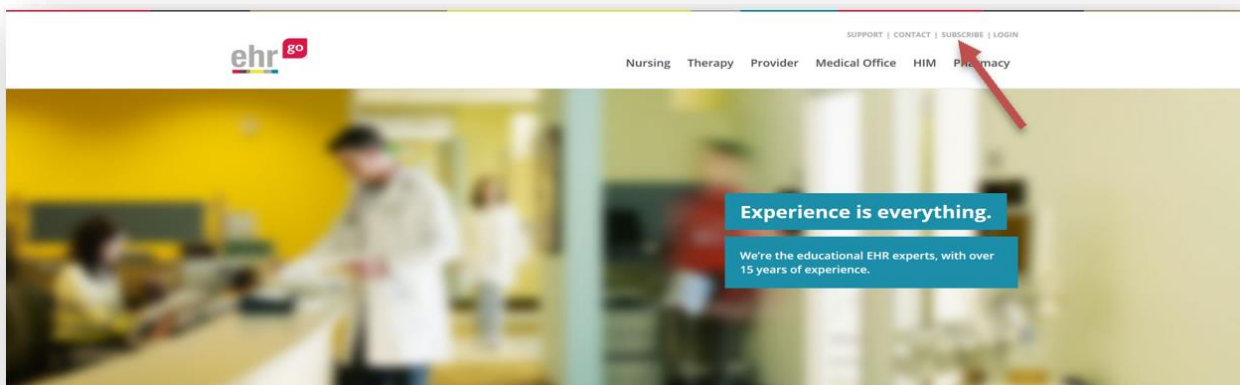


Possible error messages:

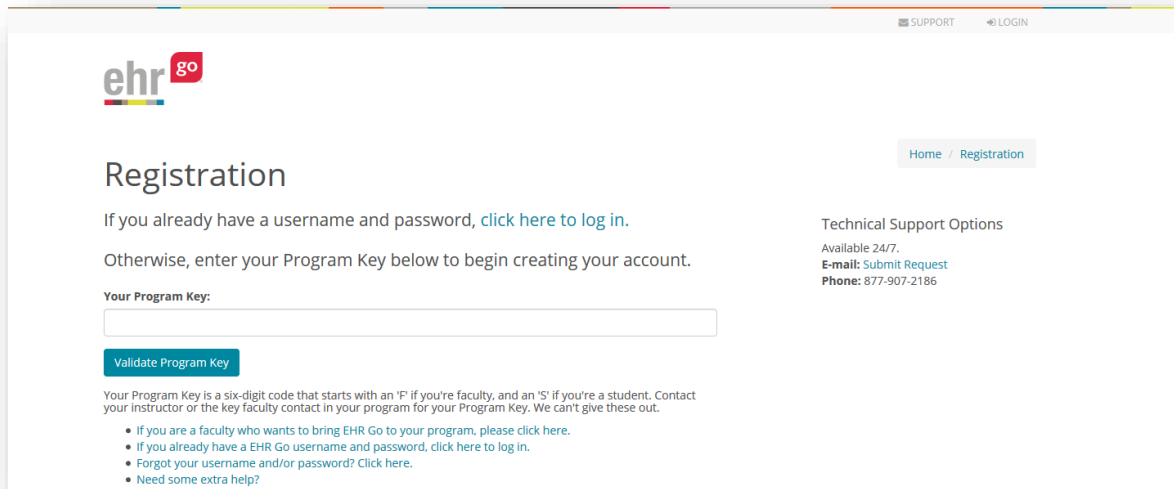
- The requested Username is already in use: Another EHR Go user has already chosen that username. Please select another username to proceed.
- The email address you entered is associated with an existing account: You already have an existing account and DO NOT need to create a new one. Click the link to have your login credentials resent and you will receive an email immediately.

**2. If you received a Faculty Program Key code from a colleague within your program.**

If you received a Faculty Program Key code (short code that begins with the letter “F”) from a colleague at your school, you can still use that code to create your account. Go to [www.ehrgo.com](http://www.ehrgo.com) and select **Subscribe** in the upper, right-hand corner.



You will now be at the EHR Go Registration page shown below.

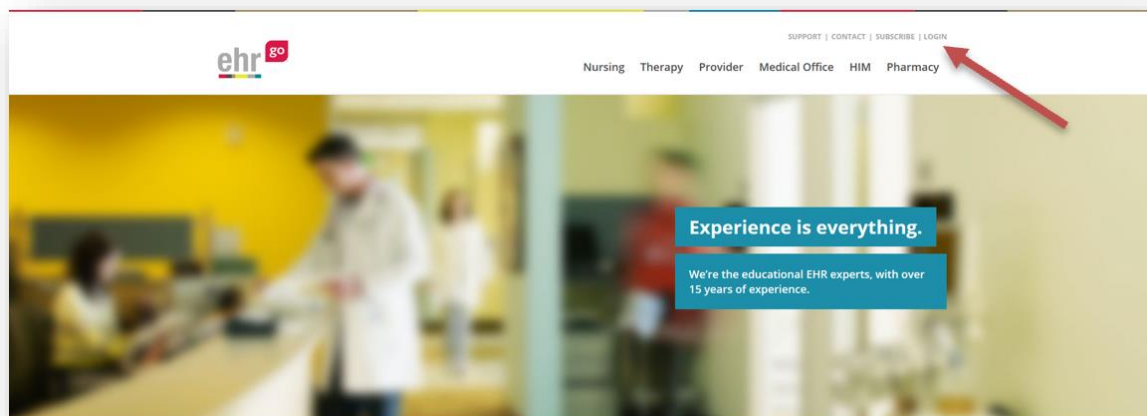


Enter the Faculty Program Key code that you received - this is a six-digit alphanumeric code beginning with “F”.

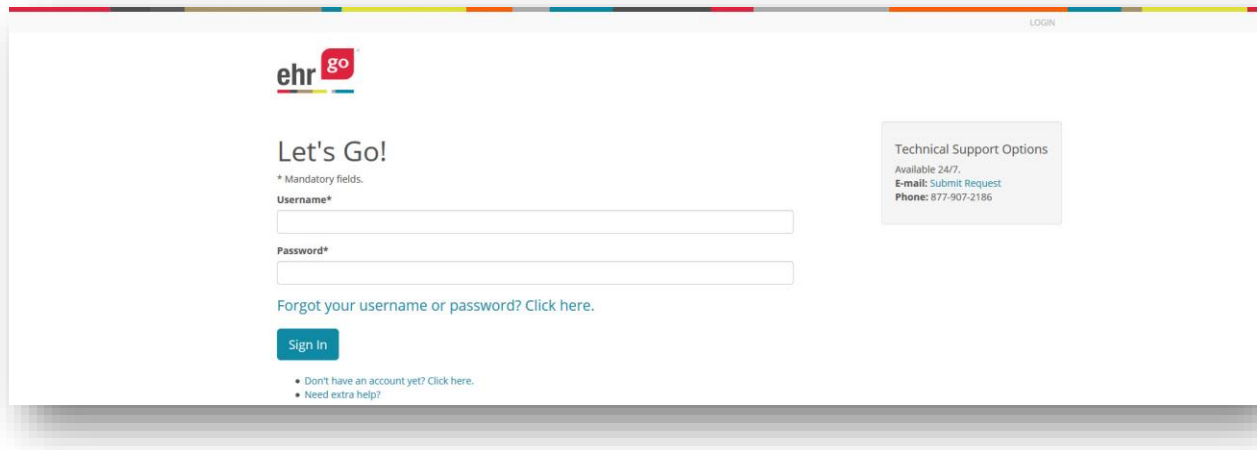
After selecting **Validate Program Key**, you will be asked to create your account. Follow the same steps outlined under #1 above.

## Logging into EHR Go

Open your preferred browser and go to [www.ehrgo.com](http://www.ehrgo.com) to begin the login process. Select **Login** in the upper, right corner.



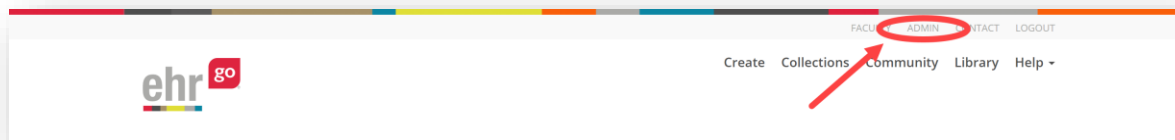
Enter your Username and Password that you setup or received by email. Then click **Sign In**.



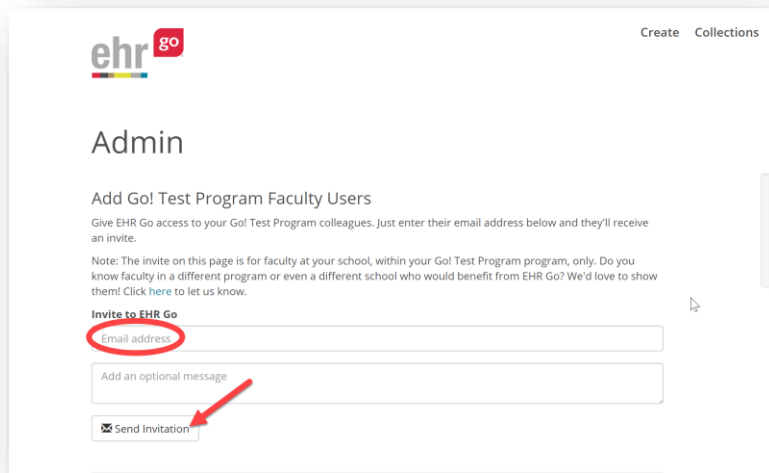
The first time you log-in, you'll be prompted to review and accept the End User Agreement then you will be brought to the EHR Go Network.

## Adding Faculty Users to EHR Go

To add faculty users from your program to EHR Go, click on the **Admin** link in the upper right corner of the screen after logging in.

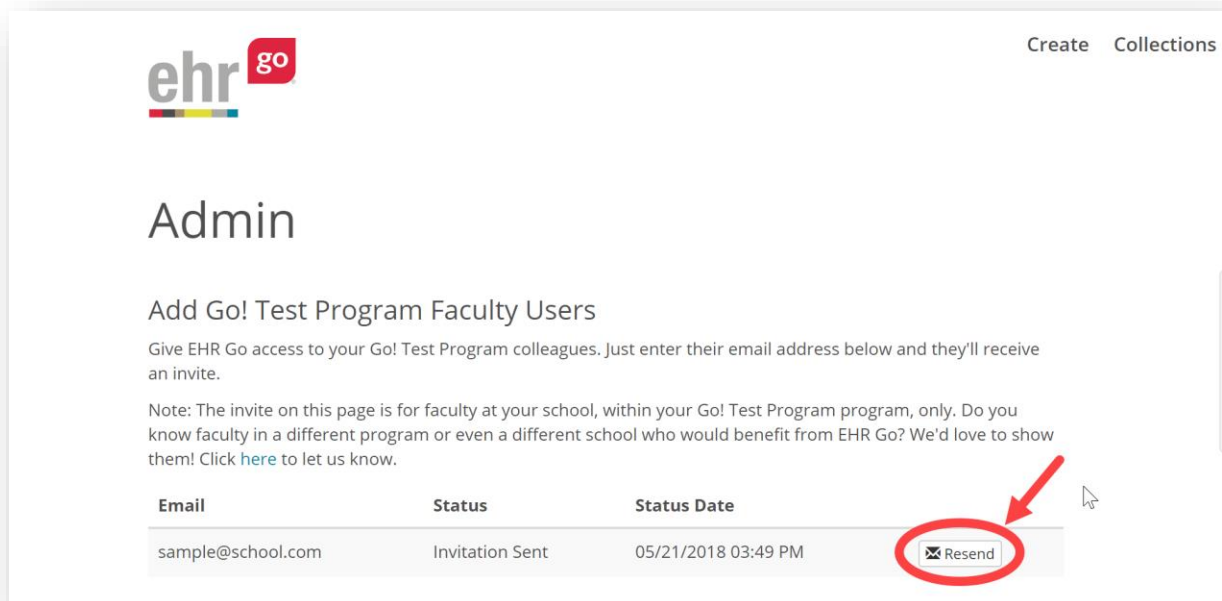


You will see an area where you can add faculty users from your program by entering their email address(es) in the box below "Invite to EHR Go". You can also choose to add an optional message to them if desired. When finished, click on the **Send Invitation** button below and your colleague(s) will receive an email inviting them to create an EHR Go faculty account.



Please note that you should only invite faculty users from within your own program. However, if you know faculty in a different program at your school or even from a different school who would benefit from EHR Go, click the link to let us know and we will reach out to them with product information.

After inviting a colleague from within your program, you will be able to see their email address, the status of your invitation, the status date and time, and an option to resend the invitation if they have not created their account yet. Simply click the **Resend** button to resend the invitation. The status will show as: Invitation Sent, Invitation Viewed, or Account Created.





## Adding Student Users to EHR Go

When you are ready to start your students in EHR Go, you will find the information to provide to the students in the same area where you add new faculty users. After logging in to [ehrgo.com](https://ehrgo.com) and clicking on the **Admin** link in the upper, right corner of the screen, you and your colleagues will be provided with the student access details to provide to students. This information will include your program's Student Program Key code and a link to the Student Guide. The EHR Go team has provided sample text to provide to students through your Learning Management System (e.g. Blackboard, Moodle, etc.) or via email. You may edit this text to meet your needs.

**If students purchase their own subscriptions online or through the bookstore:**

Below is a sample screenshot of what your student access details will look like.

**Add EHR Go Student Users**

School	EHR Go Test Customer
Program	EHR Go
Program Key	[REDACTED]

Ready for your students to get started? First, request an Activation Code from EHR Go for their subscriptions if you haven't already received it. Submit a request [here](#).

Then, copy and paste the text below and provide it to your students along with the activation code. You can do this through your Learning Management System or by email and you may edit this text to meet your needs.

Students:

Please create your EHR Go account by going to: <https://ehrgo.com>. Select **Subscribe** in the upper, right corner and enter the following EHR Go Student Program Key:

[REDACTED]

Follow the on-screen instructions to create your account then log-in. After logging in, you'll be prompted to enter an Activation Code to apply your subscription. Your activation code is:

**[Enter unique activation code here before sending to students]**

Refer to this [guide](#) for more information.

**If your program purchases subscriptions for the students:** You will need to request an activation code from the EHR Go team if you have not already received it. You can click the link provided to request the activation code from the EHR Go team.

Below is a sample screenshot of what your student access details will look like.

## Add MA Student Users

School	[REDACTED]
Program	MA
Program Key	[REDACTED]

Ready for your students to get started? First, request an Activation Code from Neehr Perfect for their subscriptions if you haven't already received it. Submit a request [here](#).

Then, copy and paste the text below and provide it to your students along with the activation code. You can do this through your Learning Management System or by email and you may edit this text to meet your needs.

### Students:

Please create your Neehr Perfect account by going to: <http://neehrperfect.com>. Select **Subscribe** in the upper, right corner and enter the following MA Student Program Key:

[REDACTED]

Follow the on-screen instructions to create your account then log-in. After logging in, you'll be prompted to enter an Activation Code to apply your subscription. Your activation code is:

**[Enter unique activation code here before sending to students]**

Refer to this [guide](#) for more information.

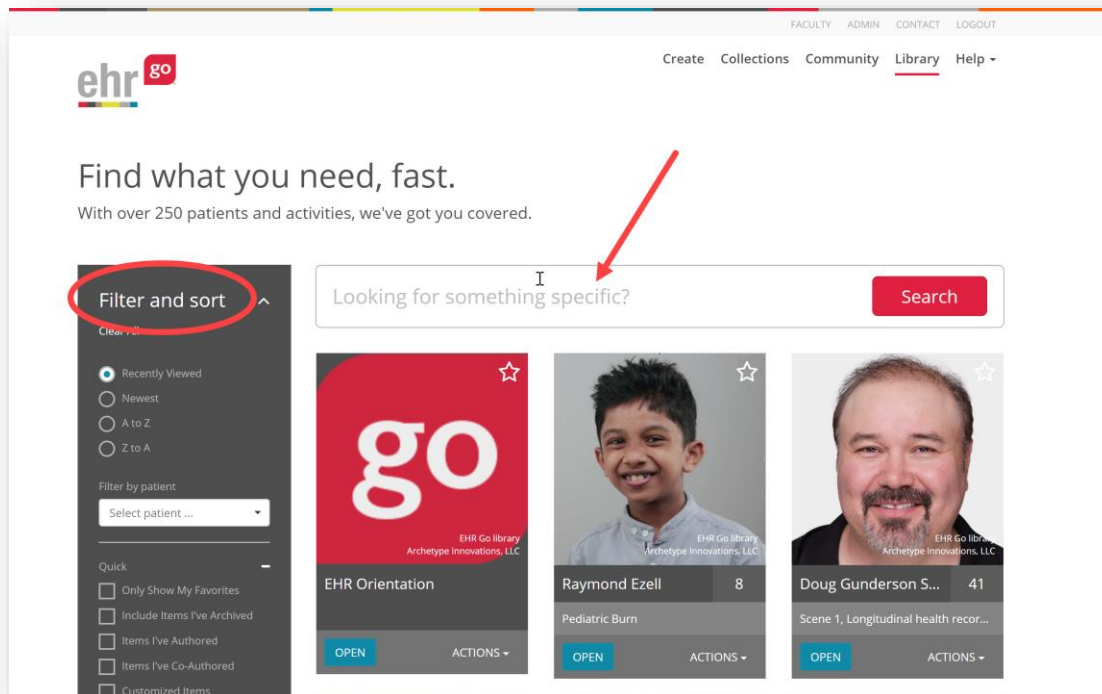
## Library

As a faculty user, you will see the patient and activity library by clicking on the **Library** tab.

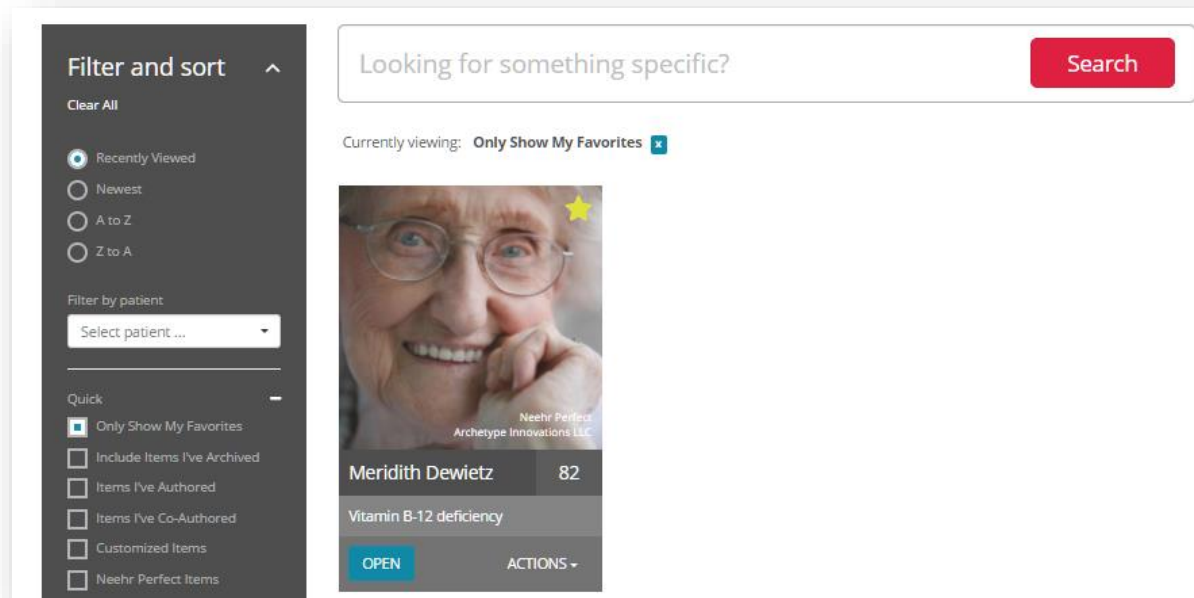
The screenshot shows the EHR Go Library interface. At the top, there is a navigation bar with the EHR Go logo on the left and a menu on the right containing 'FACULTY', 'ADMIN', 'CONTACT', 'LOGOUT', 'Create', 'Collections', 'Community', 'Library' (circled in red), and 'Help'. Below the navigation bar, the main heading reads 'Find what you need, fast.' followed by the subtext 'With over 250 patients and activities, we've got you covered.' A search bar is present with the placeholder text 'Looking for something specific?' and a red 'Search' button. Below the search bar, there is a grid of four cards. The first card is a red card with the 'go' logo and the text 'EHR Orientation' and 'EHR Go library Archetype Innovations, LLC'. The other three cards are patient portraits: 'Raymond Ezell' (8), 'Doug Gunderson S...' (41), and 'Jane Shriver' (76). Each card has an 'OPEN' button and an 'ACTIONS' dropdown menu.

On the Library tab, all available patients and activities will be displayed, including those pre-loaded by EHR Go and any custom patients or activities added by faculty in your program.

You can use the search box or the **Filter and sort** option to the left to easily find the content you need. The patients and activities can be viewed alphabetically, by content type (patient or activity), by age, by body system and much more!



To designate a patient or activity as a favorite, click the star icon in the upper right corner of the patient's photo or click on **Actions/Add to Favorites** in the bottom right corner of the patient or activity photo. You can view your Favorites by choosing the **Only Show My Favorites** option under the Quick filter and sort category on the left.

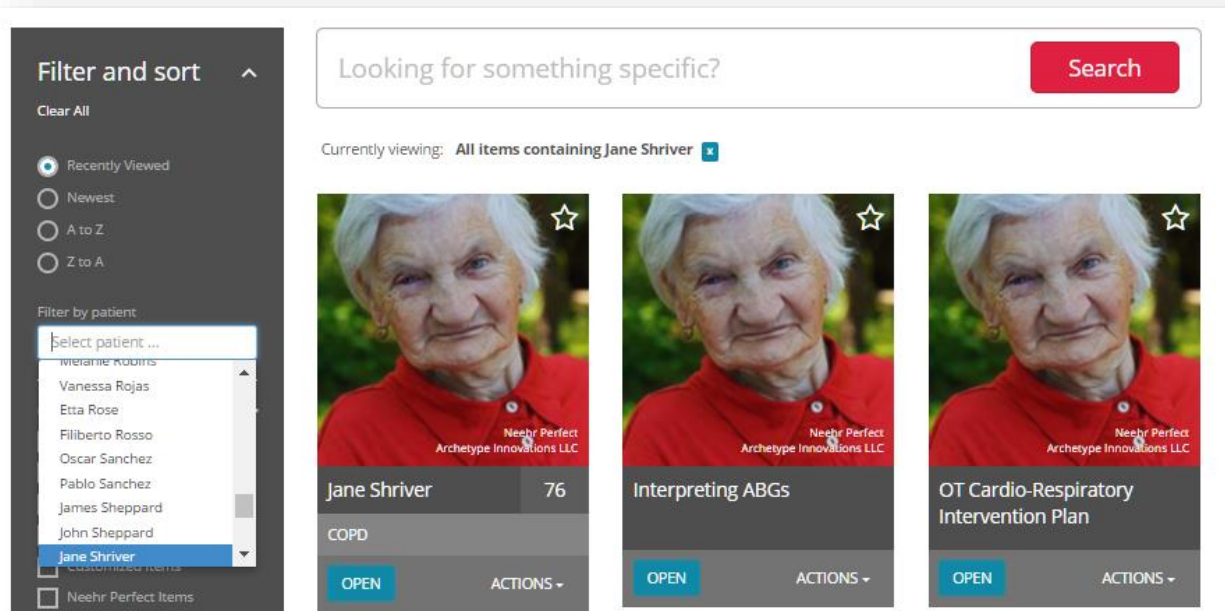


## ***Patients versus Activities***

### **Patients**

*Patients* are healthcare scenarios presented in the form of a realistic and interactive electronic health record (EHR) for the healthcare encounter. Step One of patient-based content contains concept-based teaching/learning resources related to the patient case in Step Two. Patients can be used as the basis for any type of concept-based learning, skills practice, or clinical simulation. Teaching Tips are available in the Help tab/Resources area for examples of how to use Patients in classroom, lab, and clinical applications.

A patient in EHR Go is a fictitious, named individual and includes his or her unique chart (EHR). EHR Go patients include a robust mix of inpatient and outpatient, discipline area, targeted body systems, age range, and level of complexity. If you search for a patient through the search box or Filter by Patient option, you'll also see activities associated with the patient (see next section).



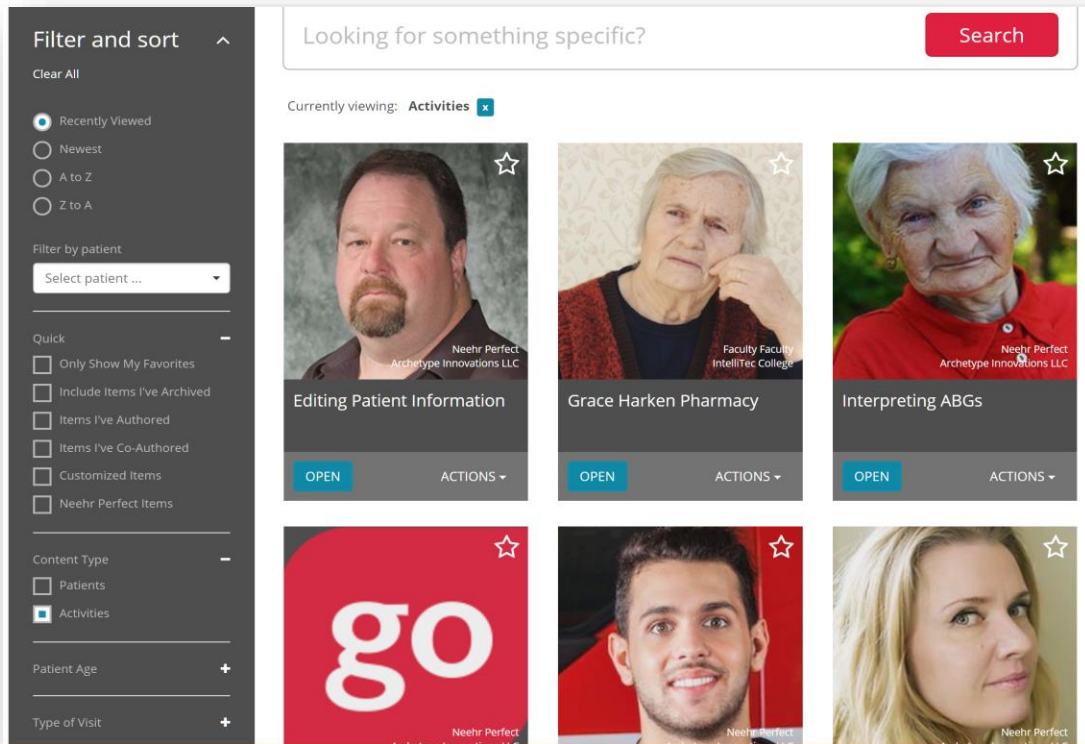
You can also filter patients by Age, Type of Visit, Body System and more to help narrow your search. A downloadable spreadsheet listing all patients and detailed, searchable information can be found under **Help/Resources**. Select **Click here to download** to open an Excel document.

## Activities

Activities are also found under the Library tab.

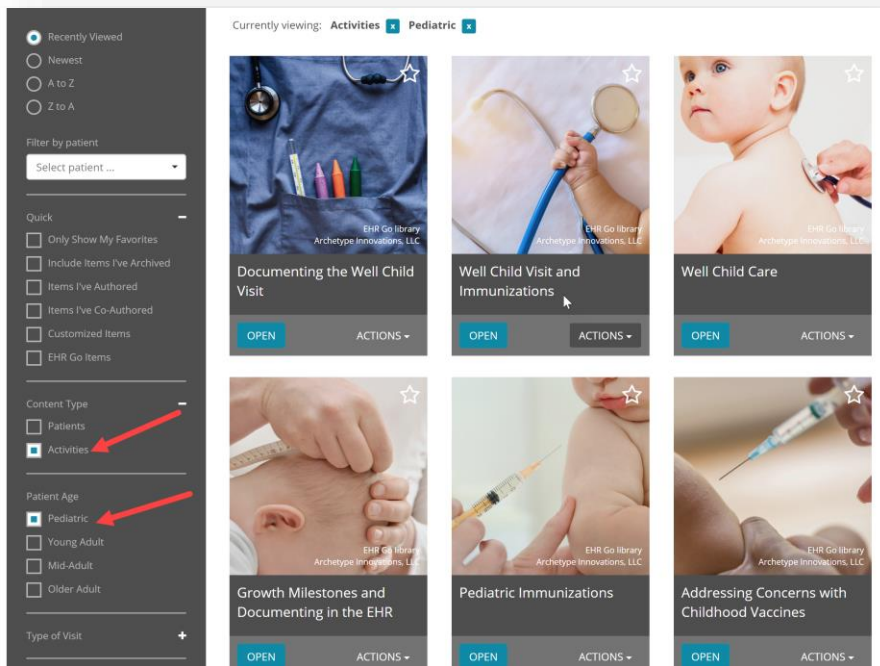
*Activities* are structured assignments for the EHR. Four types of Activities are available and include: Orientation (foundational concepts and informatics), Knowledge (case study), Skills (documentation practice), and Application (clinical simulation) activities. Activities include an assignment, student instructions, learning objectives, and faculty answer key or teaching materials in Step One.

You may search all activities by selecting **Activities** under the **Content Type** field in the Filter and Sort option on the left.



You can narrow down your search further using the option to filter by type of activity, Patient Age, Type of Visit, Body System, Discipline or Type of Activity.





A full list of all EHR Go activities by discipline can be downloaded from **Help/Resources**.

EHR Go Activities fall under four categories: Knowledge, Skill, Application, and Orientation.

**Knowledge:** Knowledge activities are designed to promote knowledge acquisition, critical thinking and concept review. These activities require the student to analyze important details in the patient’s electronic health record for greater meaning. Knowledge activities are an interactive type of case study for the EHR. They are perfect for classroom, independent study and homework assignments.

**Skill:** Skill activities introduce students to important psychomotor skills and documentation basics for healthcare. Some skills activities can be completed by the student independently, and others are designed for in-lab use. Skills activities include note documentation, skills practice, medication administration, health assessment, provider decision-making, care planning, as well as scheduling, insurance, and claims.

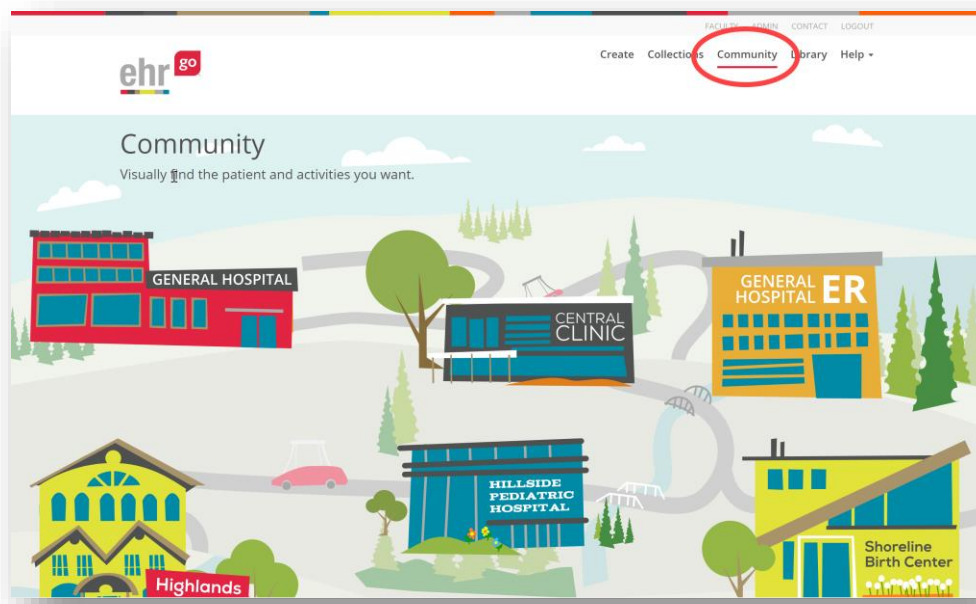
**Application:** Application activities bring knowledge and skills to life in a realistic clinical encounter. Application activities are designed for simulation and other hands-on experiences. These activities come with simulation scenarios with preparation and setup instructions for faculty. Application activities are designed for use with popular manikins or standardized patients and the EHR Go patient’s EHR.

**Orientation:** Orientation activities are great beginning activities for students in any discipline. They provide a comprehensive overview to using an EHR and are a great introduction before diving into the more discipline-specific activities.

The Faculty Experience section below describes how to locate and assign student activities.

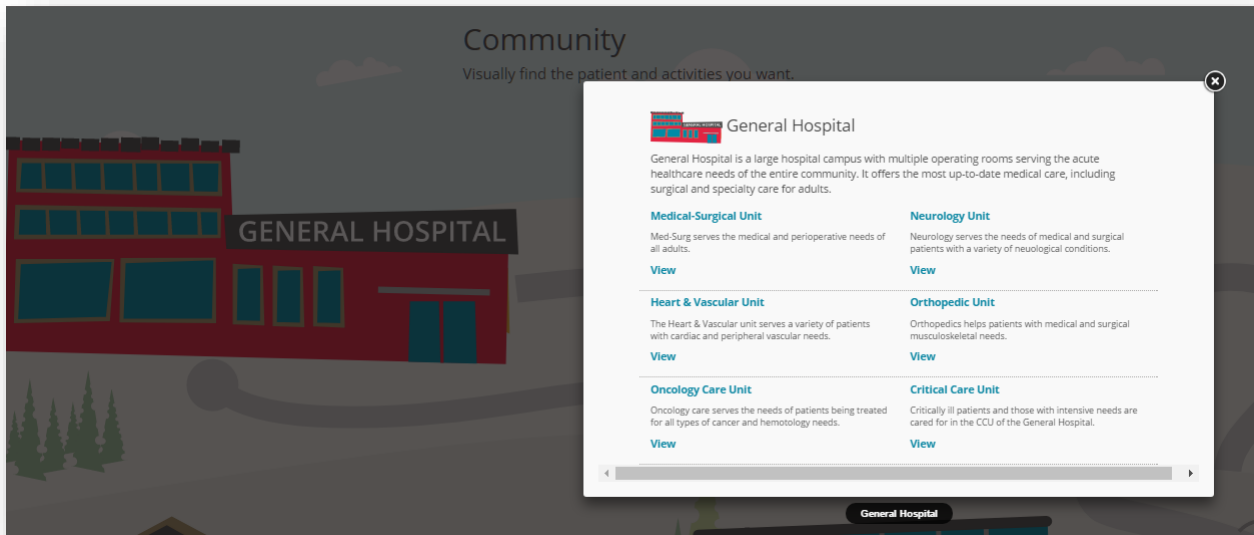
## Community

The Community is a tool for locating patient cases to meet your objectives. Click on a location in the Community to find patients that are currently associated with that location. Patients may be inpatient or outpatient, depending on the location.



After selecting a general location, you'll be prompted to select a specific unit.

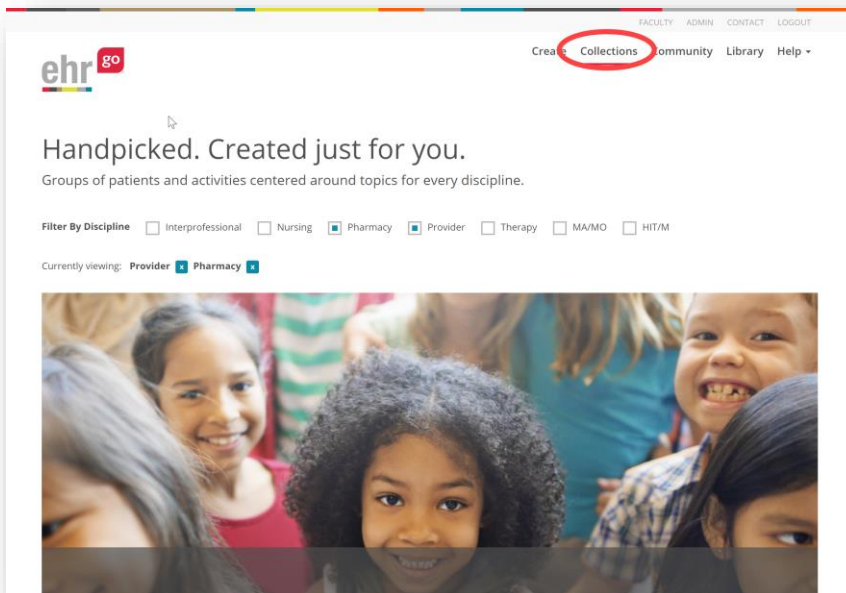




Once the unit is selected, a list of patients associated with that unit will appear.

## Collections

The Collections tab contains EHR Go's curated collections, which are groups of patients and activities centered around topics for every discipline. Filter by Discipline at the top to quickly locate the collections that are applicable to your program.




After selecting a collection, you'll view the suggested patients along with a brief synopsis of their case.

Nursing	MA/MO	Provider	Therapy	Pharmacy	Interprofessional
<b>Tony Griffin, Basic</b> African American, Sickle Cell disease, admitted for Sickle Cell crisis	Medical-Surgical Unit	Young Adult	▼		
<b>Tony Griffin, Advanced</b> African American, Sickle Cell disease, develops acute chest syndrome	Heart & Vascular Unit	Young Adult	▼		
<b>Susan Bower</b> Jewish, eats Kosher diet, post cardiac cath	Heart & Vascular Unit	Mid-Adult	▼		
<b>Jacy Sky Redbird</b> American Indian, uses traditional Indian therapies, acute pancreatitis	Medical-Surgical Unit	Mid-Adult	▼		
<b>Valerie Juarez</b> Jehovah's Witness, admitted for gastric bleed, is needing blood administered	Medical-Surgical Unit	Older Adult	▼		
<b>Ulfat Aftab</b> Pakistan widow in US for medical care, palliative care planning	Exam Room	Older Adult	▼		
<b>Omar Tahii Bashier</b> Somali refugee and a Muslim, pain management	Exam Room	Mid-Adult	▼		

Click on a patient to view more information. If you would like to review the patient's chart and/or assign the patient to your students, click the **View** button.

**Tony Griffin, Basic**  
African American, Sickle Cell disease, admitted for Sickle Cell crisis

Medical-Surgical Unit      Young Adult      ▼



### Description

This is an **EHR** patient. Tony is a 24 year old African American male who has sickle cell disease and has painful vaso-occlusive episodes related to it. He has been admitted to the hospital after not being able to control his pain at home. Orders have been entered into the patient's electronic health record. He has a PCA pump and oral medications ordered. He is complaining of itching related to the pain medication. Your students will now be taking over his care. They need to have an understanding of the type of pain that is associated with sickle cell disease. Tony will need a complete head-to-toe assessment, a pain assessment, vital signs taken, intake and output, medications administered and care planning. Can your students help Tony?

Neehr Perfect patient activities for Tony Griffin work well with Laerdal/NLN simulation scenarios associated with Tony Wallace.\*

Suggested uses: Simulation, physical assessment, implementing orders, interpreting diagnostic data and medication administration. Pain assessment and pain medication. Disease process and complications of Sickle Cell Disease. Pathophysiology and pharmacology review, therapeutic communication, care planning.

\*This name is believed to be the intellectual property of Laerdal/NLN, which reserves all rights.

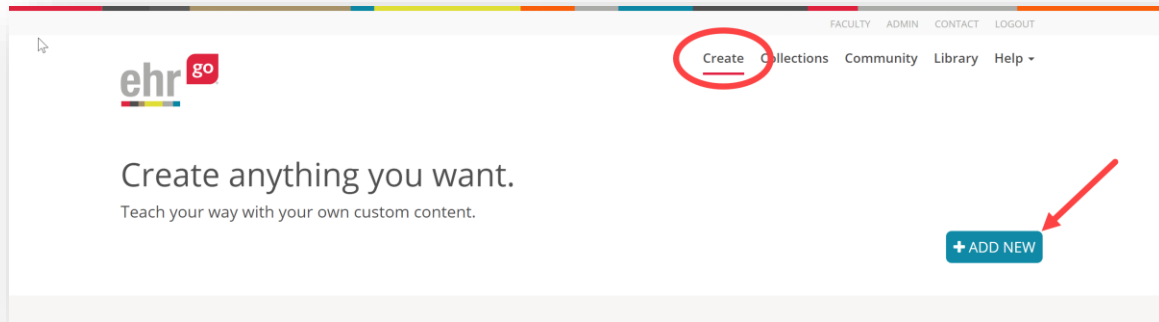
[View](#)

## Create

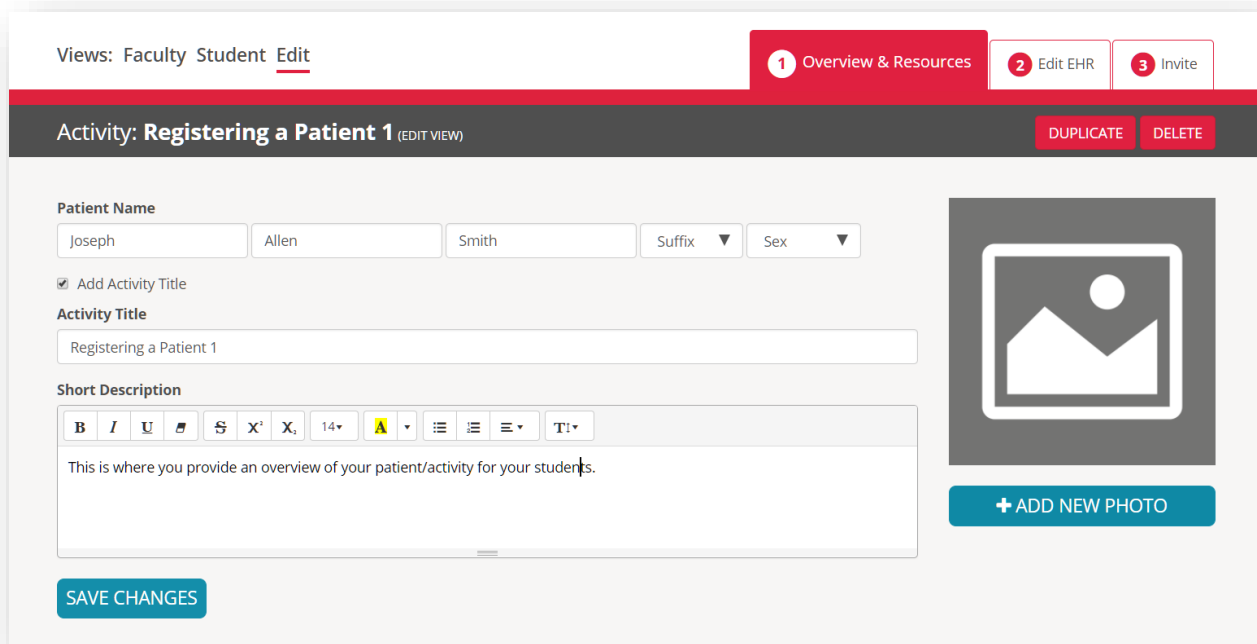
Faculty users have the ability to create their own new patients or activities in EHR Go under the Create Tab. Patients or activities that you or your colleagues add to EHR Go stay private for users within your program. No other EHR Go users will have access to those patients or activities.

You may also edit existing patients or activities, including those pre-loaded by EHR Go. For more information about editing existing patients or activities, please see *EHR Go Guide: Editing Patients or Activities*.

To create a new patient or activity, select the **Create** tab and then click the **+Add New** button.

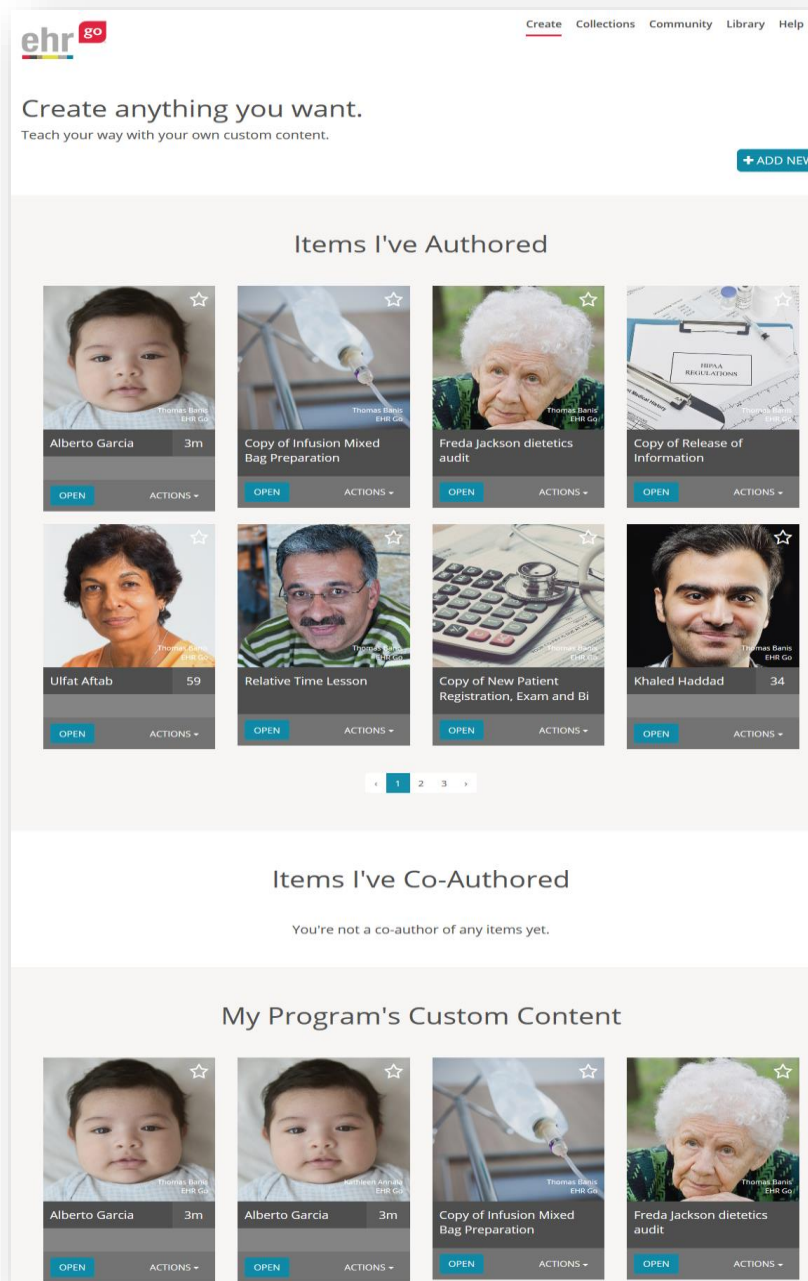


In this area you can enter the patient's name, provide an activity title, and include a short description of the patient or activity for your students. The name you enter for the patient will automatically populate to the patient's EHR. To add an activity title (e.g. Simulation Week 1 or Registering a Patient), click the Add Activity Title box. Adding a title will help to better organize your content.



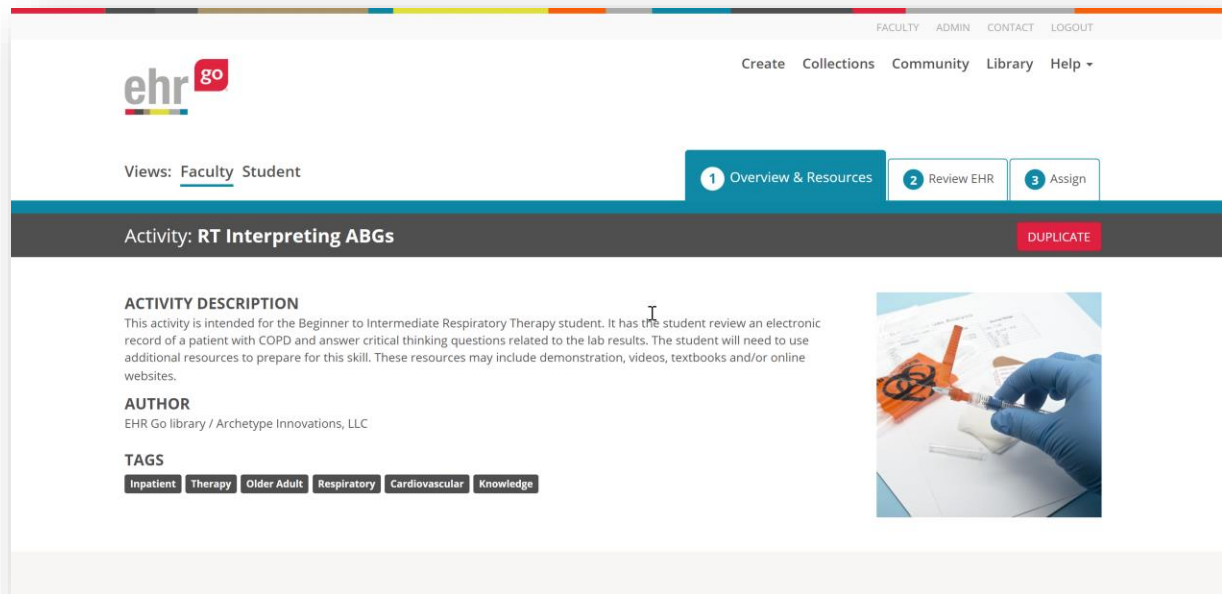
You can add a photo and upload supplemental materials under Step 1, then move on to Step 2 to edit the patient's EHR. Please see the guide on Creating New Patients or Activities for more information.

As you create and edit patients or activities, they will show under the Create tab organized by items you've authored, items you've co-authored with a colleague(s), and your program's custom content, which will include all patients and activities authored by faculty within your program.



## Faculty Experience

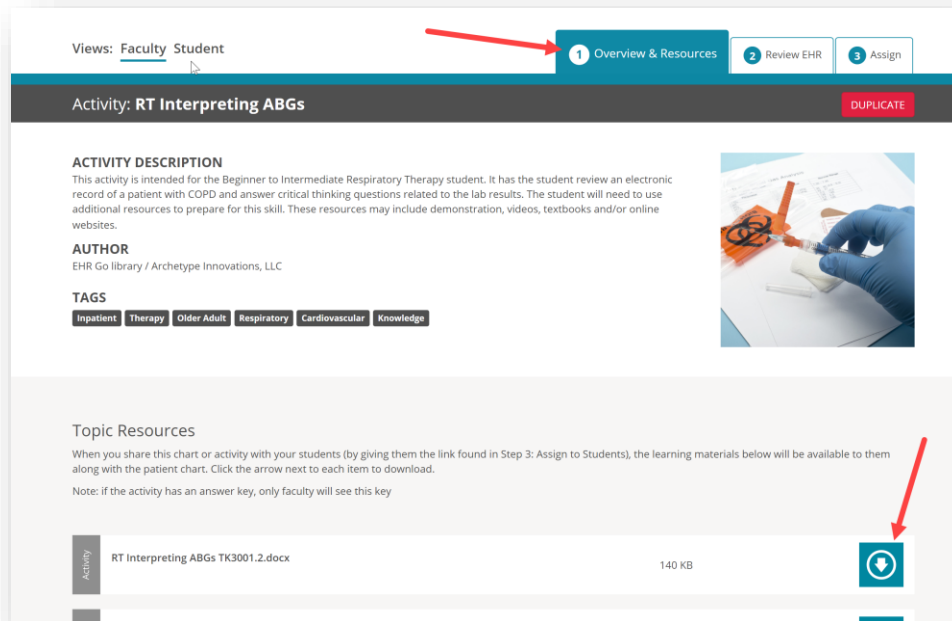
After selecting an activity or patient from the list, an easy 1–2–3 process will unfold:



The screenshot shows the EHR Go web interface. At the top, there is a navigation bar with links for FACULTY, ADMIN, CONTACT, and LOGOUT. Below this, there are links for Create, Collections, Community, Library, and Help. The main content area features a breadcrumb trail: Views: Faculty Student. To the right of this, there are three numbered steps: 1 Overview & Resources (highlighted in blue), 2 Review EHR, and 3 Assign. Below the breadcrumb trail, the activity title 'Activity: RT Interpreting ABGs' is displayed, along with a red 'DUPLICATE' button. The activity description is as follows: **ACTIVITY DESCRIPTION**  
This activity is intended for the Beginner to Intermediate Respiratory Therapy student. It has the student review an electronic record of a patient with COPD and answer critical thinking questions related to the lab results. The student will need to use additional resources to prepare for this skill. These resources may include demonstration, videos, textbooks and/or online websites. **AUTHOR**  
EHR Go library / Archetype Innovations, LLC **TAGS**  
Inpatient Therapy Older Adult Respiratory Cardiovascular Knowledge To the right of the text is an image showing a person wearing blue gloves using a pipette to transfer liquid into a small vial, with a clipboard and other lab equipment visible in the background.

### ***Step 1: Overview & Resources***

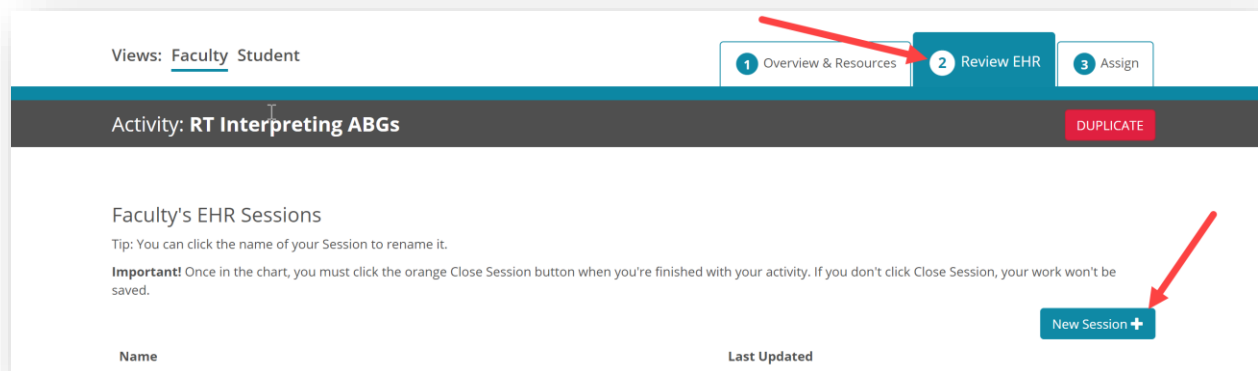
This section may contain a student activity document, answer key, and other helpful teaching materials related to the activity or patient such as barcodes, standards of care, supporting references, and more. Select the download icon next to the file to view it. Depending on your browser, you may need to click on the file once it has been downloaded to open it.



## Step 2: Review EHR

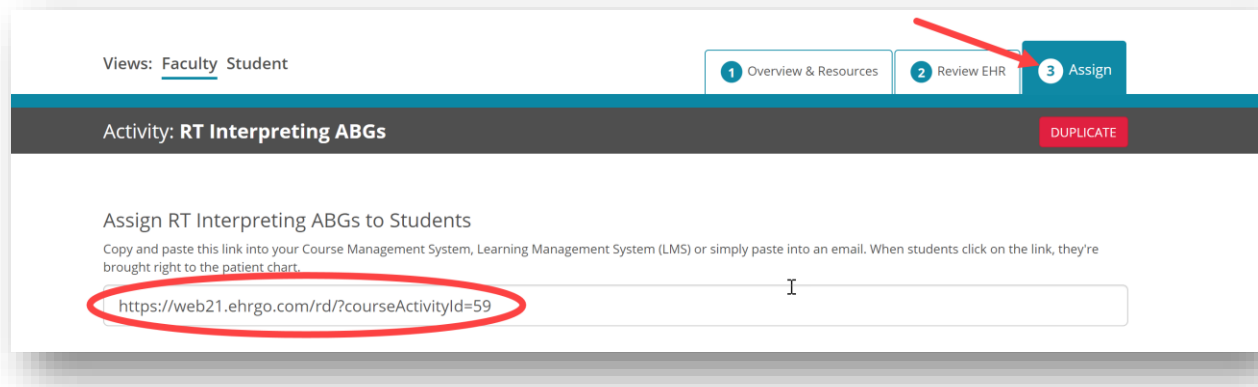
In this section, launch and review the EHR for the activity or patient just as a student would see it. Navigate the different chart tabs to locate detailed information and try out the activity before assigning it to students.

Each time a user accesses the EHR for a particular activity or patient, the session is stored so you can return right where you left off. If it's the first time accessing a chart for an activity or patient, select **New Session**. If you have accessed a chart previously, you can decide to resume a previous session or start a new session. More about this is described in the *EHR Sessions* section.



### Step 3: Assign

In order for students to access a patient or activity, a **faculty user must assign it to them by providing a link found in this section**. This link can be posted in your Learning Management System (LMS) or provided through email. The student only needs to click the link once, then the activity or patient will always appear in their own library list when they log in to EHR Go directly. See more details in the *Student Experience* section of this guide.



Once an activity is assigned, the students also receive the activity document in EHR Go (see *Student Experience* section below). Answer keys are only available for faculty users.

## Student Experience

When a student user logs in to EHR Go initially, they are brought directly to the Library tab. In the Library tab, they will automatically see the EHR Orientation activity and the Student Portfolio. **Students do not see any additional activities or patients until they have been assigned by a faculty user.** Once a patient or activity has been assigned via the link provided to faculty, and the student clicks on the link, it will appear in their library list.

After selecting a patient or activity, students also have an easy, three-step experience:




1 Overview & Resources 2 Launch EHR 3 Download Work

**Activity: Editing Patient Information**

**ACTIVITY DESCRIPTION**  
This activity is intended for the Beginner Medical Office student. It has the student edit demographic and insurance information in an electronic health record of a patient. The student may need to use additional resources to prepare for this skill. These resources may include demonstration, videos, textbooks and/or online websites.

**AUTHOR**  
Neehr Perfect / Archetype Innovations LLC



### ***Step 1: Overview & Resources***

If the assignment is an activity, this is where students will find the activity document along with any supplemental materials. If the assignment is a patient, this is where students will find information such as barcodes, clinical support documents, and more.

### ***Step 2: Launch EHR***

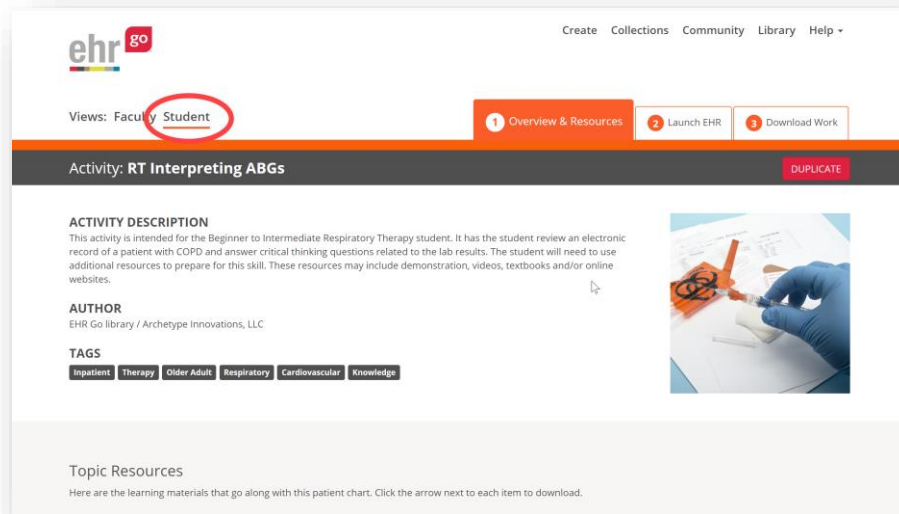
In this section, students launch the EHR to complete their assigned activity or patient. Like the faculty experience, students may choose to start a new session of the EHR or continue a previous session. Everything they do in an EHR session is tracked in the Progress Report and submitted to their instructor(s) upon completion. Note: Some activities will ask students to complete responses in the Microsoft Word activity document instead of submitting a Progress Report.

### ***Step 3: Download Work***

This is where the Progress Note report is downloaded after a student has completed all work in an EHR session. The Progress Note tracks everything the student does in the EHR for each session. Activities in EHR Go instruct students to submit their work in your Learning Management System (LMS). If another method is preferred, such as by email or printed copy, faculty should provide clear information to the students.

As faculty, you can launch the 'Student View' after selecting any patient or activity to experience EHR Go as a sample student user as if the patient or activity has already been assigned.





In this view, you may download a Progress Report that shows your work in the EHR. This does not allow you to view any student work. Students need to download and submit their own Progress Report to their instructor.

## EHR Sessions

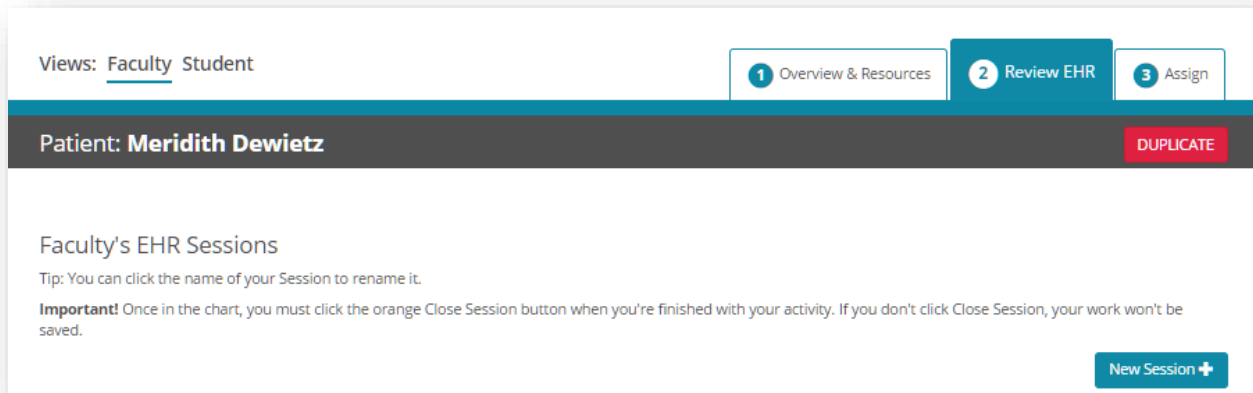
For additional information on navigating the EHR in EHR Go, please go to the Help section after logging in and review the additional guides available. This section describes how the EHR is accessed and how the user sessions are maintained and does not go into detail about navigating a chart.

**Important Note:** Each user sees his or her own session, or instance, of a chart in EHR Go. Changes made to charts in the Faculty or Student Views are not visible by anyone else. If you'd like to make changes to a chart or add a new chart that can be seen by other users, you must do so using the Edit View. Please see separate guides on *Editing Patients and Activities* and *Creating New Patients and Activities*. You may also submit content to be added by the EHR Go team. Please see the Help/Resources section after logging in for more information.

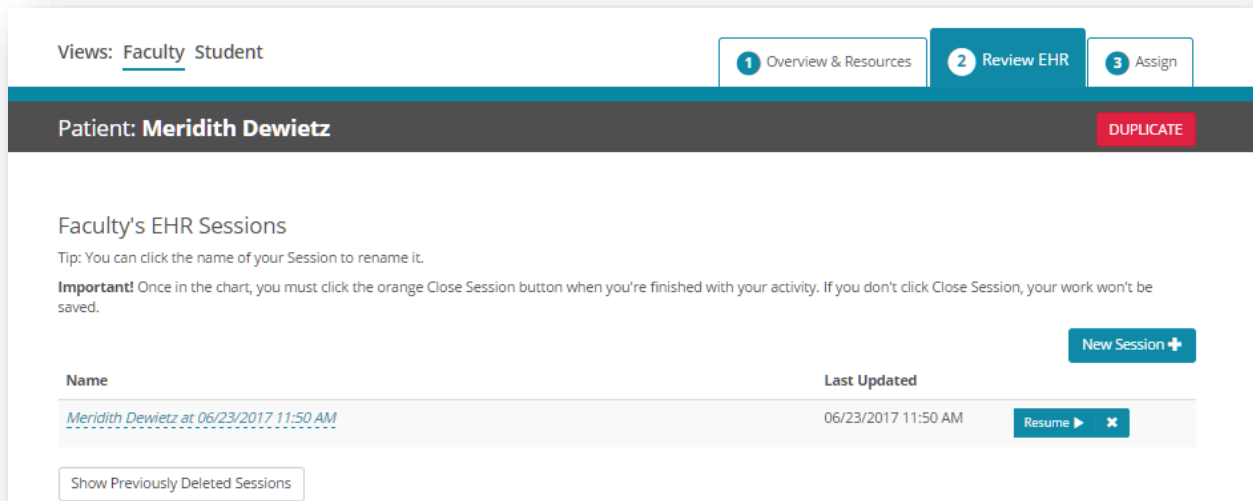
When the EHR is launched for a particular patient or activity, a unique "session" is created. You may choose to start a new session, which launches the EHR in its original state, or you may choose to continue a previous session. Any changes made in the EHR during the session are stored and you may return at a later time right where you left off.

As a faculty user, you will see the session options for a patient or activity after selecting **2: Review EHR** (see *Faculty Experience* section). If it is the first time you're accessing the chart for a

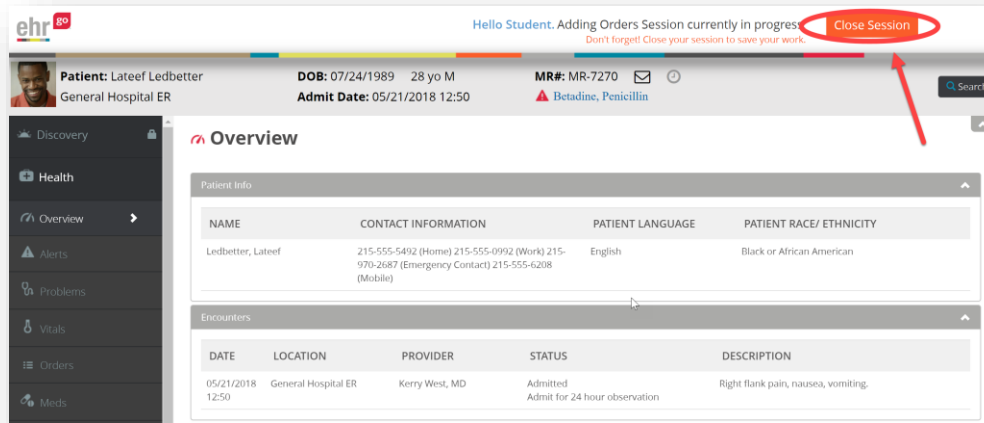
particular patient or activity, you won't see any previous sessions listed, so you will select **New Session**.



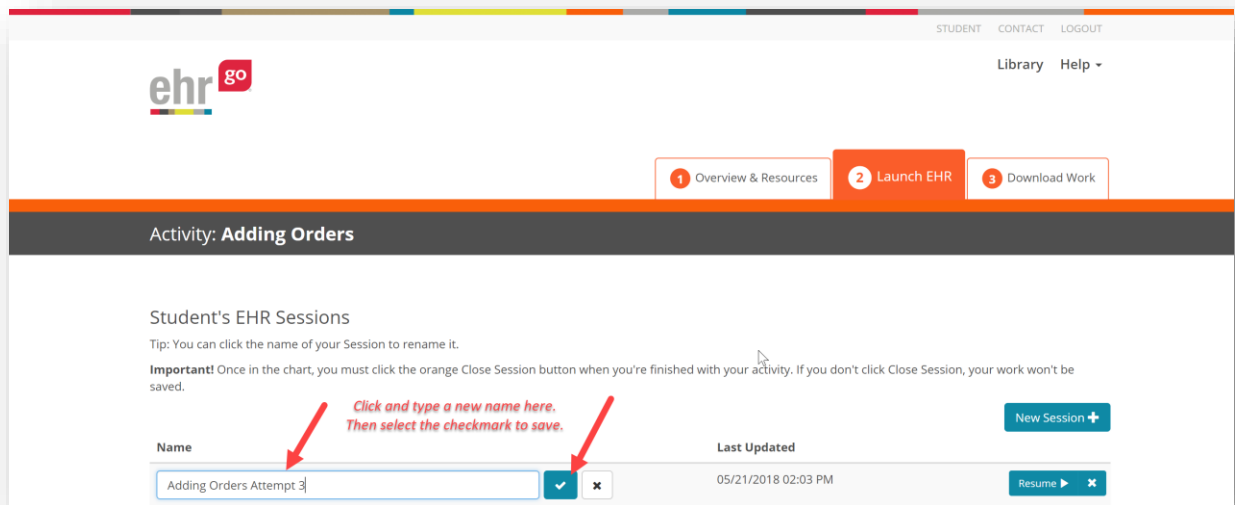
Or if you have accessed the chart previously and want to continue the session, select **Resume** to launch the chart for a particular session and continue where you left off.



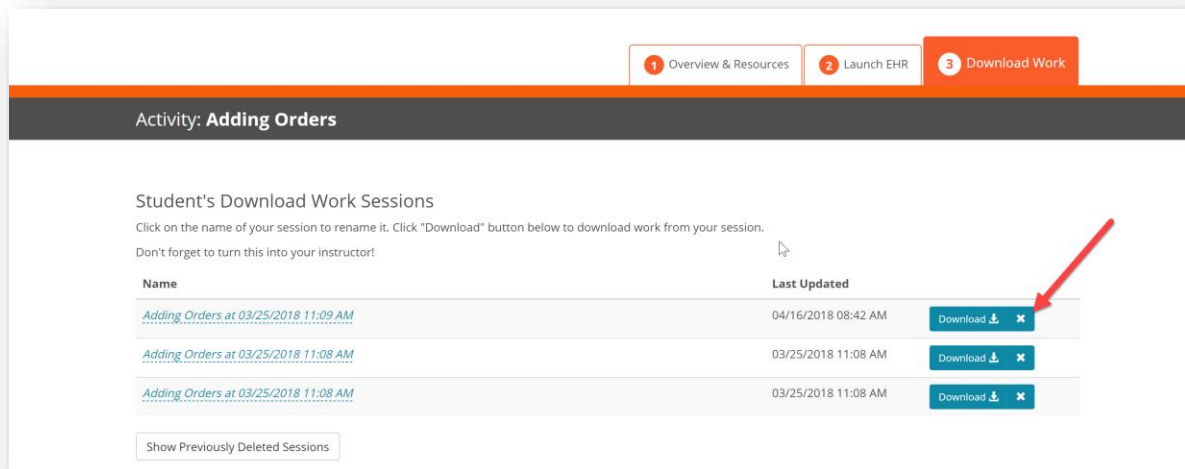
Once the EHR is launched, any changes that are made to the chart are tracked as part of the session. When you're finished, select **Close Session** to exit the chart and return to the activity details screen. **Important!** This is how work is saved. Closing the browser window or tab without clicking Close Session may result in lost work (please remind your students).



To assist with keeping track of EHR sessions, you may rename them as needed by simply clicking on the session name. Once finished, select the check (✓) symbol to save the new name.



For student users, the EHR sessions are particularly useful because it is how their work is tracked when completing an activity. They may close a session and return at a later time to continue working on an activity. Once they are finished, they will go to **3: Download Work** and select the session in which they would like to download the Progress Report.

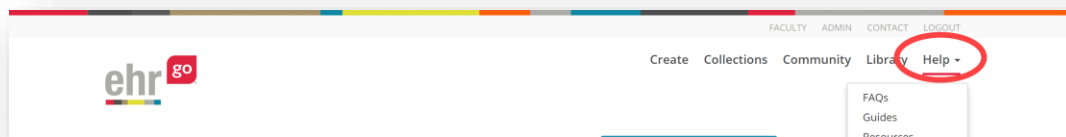


The Progress Report tracks their work in the session and is submitted to their instructor as an answer sheet to many of the activities.

**Important Note:** Some activities require the student to complete and submit the Microsoft Word activity document with specific answers to questions rather than the Progress Report.

## Help

The Help tab in EHR Go includes resources for faculty including FAQs, guides, videos, and contact information for support.



The videos were recorded by the EHR Go team on specific applications or uses of EHR Go. Please explore these recordings for additional training. Begin by watching the recording series called *Faculty Orientation* to help you get started.

## Additional Resources

### Teaching Team

The EHR Go teaching team consists of healthcare educators with experience in implementing the EHR throughout a variety of courses and programs. Faculty users may contact the EHR Go Teaching Team for assistance with using the EHR with your students including finding patients and activities to meet your learning objectives. You can reach the Teaching Team by emailing [teaching@ehrgo.com](mailto:teaching@ehrgo.com) or calling 877-742-3926 from 8am-5pm Central.

### **Help Desk**

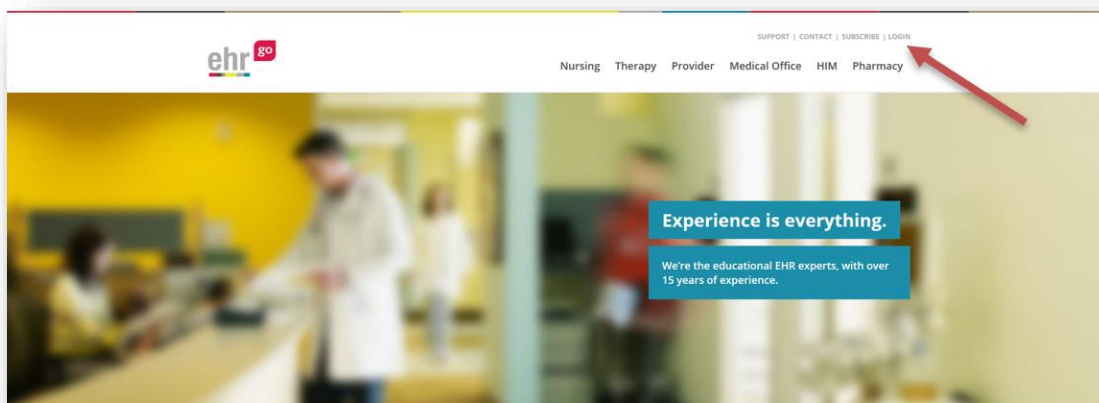
The EHR Go Help Desk is available 24 hours per day, 7 days a week for faculty and students. Contact the Help Desk for assistance with account creation, logging in, basic navigation, and troubleshooting. The Help Desk can be reached by emailing [support@ehrgo.com](mailto:support@ehrgo.com) or calling 877-907-2186.

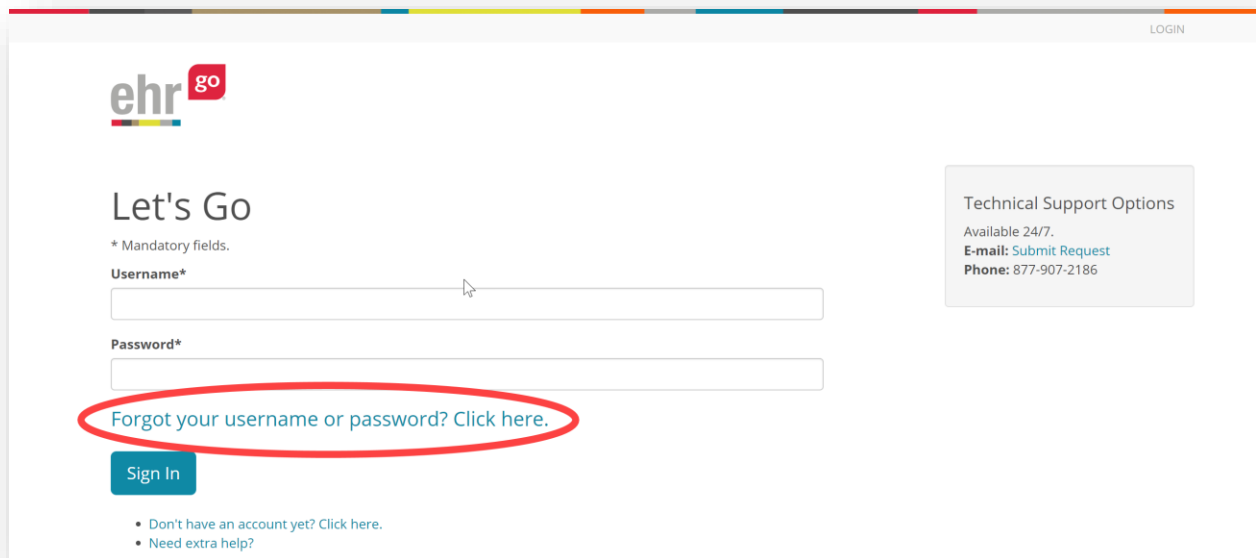
## **Frequently Asked Questions**

The following questions and answers are related to accessing EHR Go After logging in, please check out the FAQs section under the Help menu for additional information.

### ***How do I get my username and password if I've forgotten them?***

If you've forgotten your EHR Go credentials, simply select the **Login** link from [www.ehrgo.com](http://www.ehrgo.com) then 'Forgot your Username and/or Password?'. Enter the email address you used when creating your account and you'll receive an email immediately with your credentials. You do not need to reset your password.





### ***How do I change my username and/or password?***

Please follow these steps to change your username and/or password:

1. Login to [www.ehrgo.com](http://www.ehrgo.com)
2. Select **your name** in the upper, right corner
3. Select Edit my Profile

### ***Which browsers are compatible with EHR Go?***

#### **EHR Go Browser Requirements:**

- **Windows:** Internet Explorer 11 and up, Chrome 38 and up, Firefox 33 and up.
- **Mac:** Safari 6 and up, Chrome 38 and up, Firefox 33 and up.
- **Tablets:** Safari Mobile on tablets running iOS, Chrome Mobile on tablets running Android or iOS, Internet Explorer 11 on tablets running Windows RT

EHR Go may be on mobile devices that are 7" or larger and a minimum resolution of 1024x768. This includes iPad®, iPad Mini®, Samsung Galaxy Tab®, Google Nexus 9®, and more.

Access to EHR Go on a tablet is through a browser, not an app. Simply launch your mobile browser, go to [www.ehrgo.com](http://www.ehrgo.com), and login. Ensure you are running a compatible version of your mobile browser and contact the Help Desk with any questions.