

ATHN
DATA
SUMMIT
2017

ATHN Support Site: Self Study Opportunities

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Growing Community
Resources for You.

[SUPPORT.ATHN.ORG](https://support.athn.org)

support.athn.org

 ATHN's evolving support site

The screenshot shows the ATHN Support Center website. At the top, there is a dark blue header with the ATHN logo and 'SUPPORT CENTER' text. Below the header is a light blue section with the text 'How can we help?' and a search bar. The main content area is white and features the heading 'A National Resource. Committed to Shared Values.' followed by a welcome message. Below this are three buttons: 'Clinical Manager', 'Study Manager', and 'ATHNadvoy'. At the bottom, there is a 'Quick Links' section with two links: 'Submit a request online or email support@athn.org' and 'My Activities'.

ATHN | SUPPORT CENTER

How can we help?

Search

A National Resource. Committed to Shared Values.

Welcome to the ATHN online support center, a secure, community-based resource for ATHN affiliated treatment center staff. Here you'll find technology support and information to help you get the most out of ATHN tools.

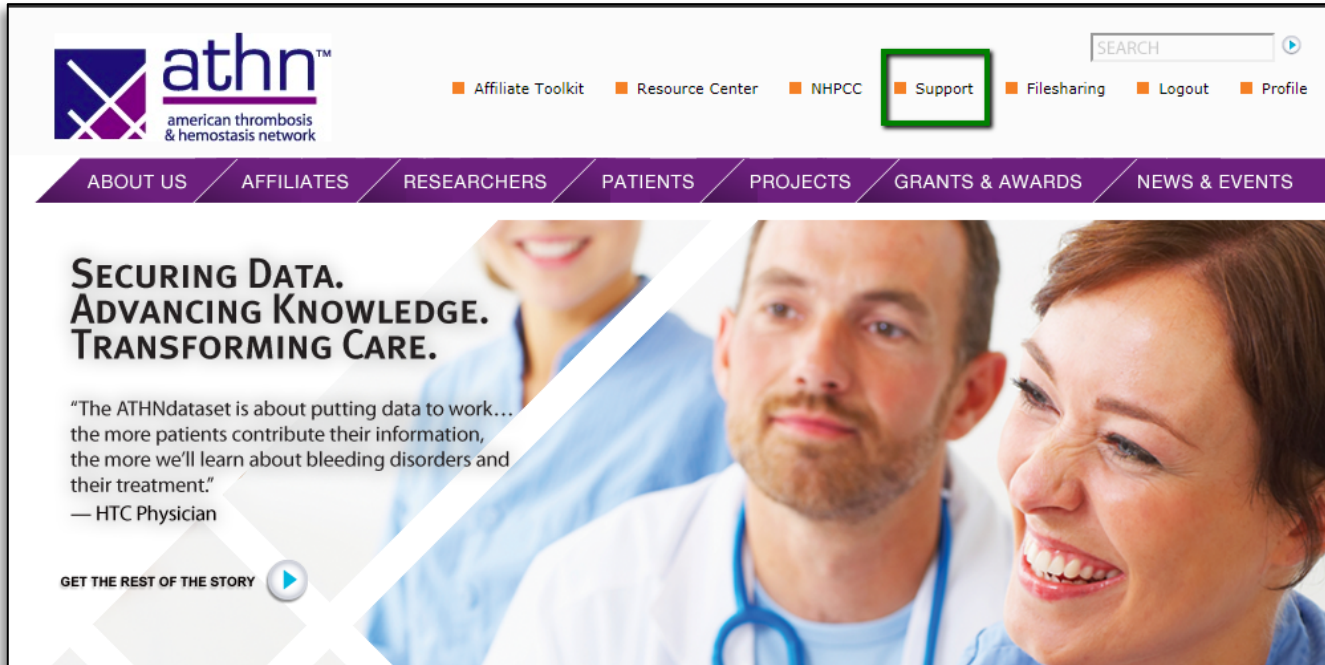
Clinical Manager Study Manager ATHNadvoy

Quick Links

- Submit a request online or email support@athn.org
- My Activities

ATHN Support

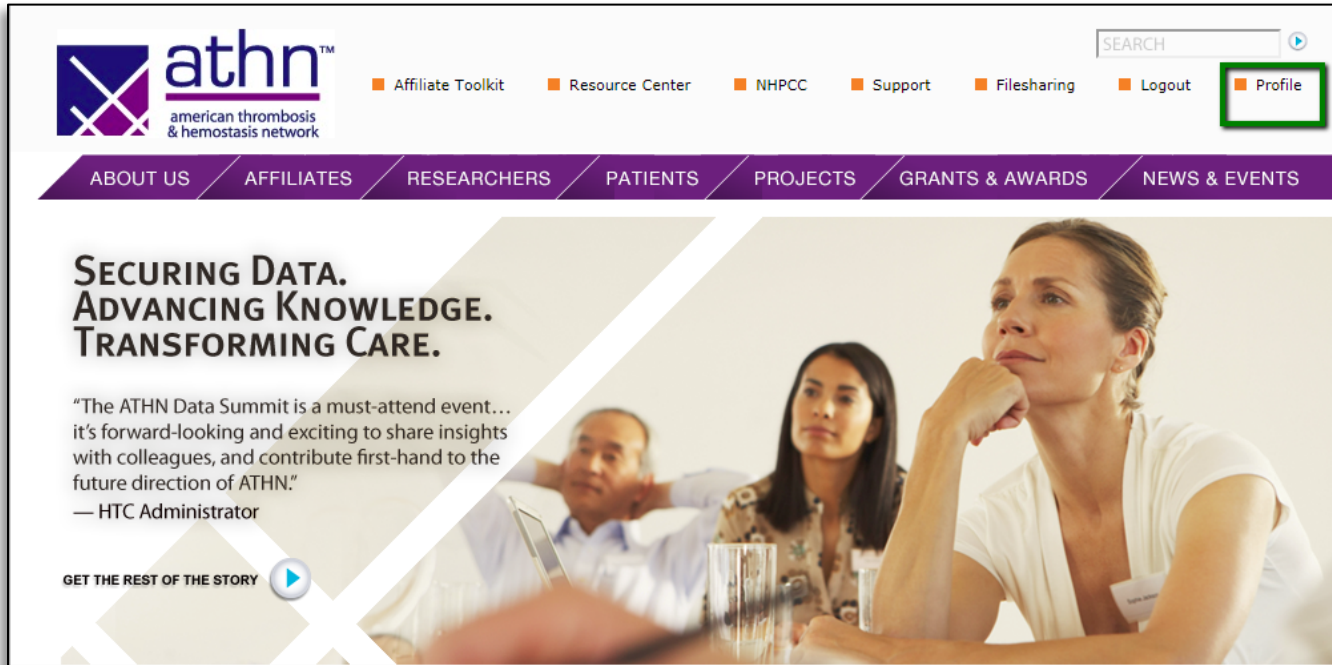
Can also be accessed by clicking the **Support** link on athn.org home page



The screenshot shows the ATHN website home page. At the top left is the ATHN logo, which consists of a stylized 'X' made of purple and white lines, followed by the text 'athn™' and 'american thrombosis & hemostasis network' below it. To the right of the logo is a navigation menu with several items: 'Affiliate Toolkit', 'Resource Center', 'NHCC', 'Support', 'Filesharing', 'Logout', and 'Profile'. The 'Support' link is highlighted with a green rectangular box. Further right is a search bar with the word 'SEARCH' and a magnifying glass icon. Below the navigation menu is a purple horizontal bar with white text for various sections: 'ABOUT US', 'AFFILIATES', 'RESEARCHERS', 'PATIENTS', 'PROJECTS', 'GRANTS & AWARDS', and 'NEWS & EVENTS'. The main content area features a large image of three healthcare professionals (two women and one man) in blue scrubs. Overlaid on the left side of this image is the text: 'SECURING DATA. ADVANCING KNOWLEDGE. TRANSFORMING CARE.' Below this is a quote: '“The ATHNdataset is about putting data to work... the more patients contribute their information, the more we’ll learn about bleeding disorders and their treatment.” — HTC Physician'. At the bottom left of the image area is a button that says 'GET THE REST OF THE STORY' with a play icon.

ATHN Support


Can only be accessed if “health care provider” box is checked in your Profile



The screenshot shows the ATHN website interface. At the top left is the ATHN logo, which consists of a stylized 'X' made of two overlapping lines, followed by the text 'athn™' and 'american thrombosis & hemostasis network' below it. To the right of the logo is a horizontal navigation bar with several links: 'Affiliate Toolkit', 'Resource Center', 'NHPCC', 'Support', 'Filesharing', 'Logout', and 'Profile'. The 'Profile' link is highlighted with a green rectangular box. Above the 'Profile' link is a search bar with the word 'SEARCH' and a magnifying glass icon. Below the navigation bar is a secondary menu with links: 'ABOUT US', 'AFFILIATES', 'RESEARCHERS', 'PATIENTS', 'PROJECTS', 'GRANTS & AWARDS', and 'NEWS & EVENTS'. The main content area features a large banner with the text 'SECURING DATA. ADVANCING KNOWLEDGE. TRANSFORMING CARE.' and a quote from an HTC Administrator. Below the quote is a 'GET THE REST OF THE STORY' button with a play icon. The background of the banner shows a group of people sitting at a table, looking thoughtful.

ATHN Support

Can only be accessed if “health care provider” box is checked in your Profile

- Health Care Provider 
- HTC Project Staff
- MLOF-Admin
- MLOF-Upload
- MLOF-User
- MLOFIA-Admin
- Other
- Patient

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Searchable by support topic

How can we help?

 Search

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Searchable by support topic

How can we help?

🔍 reports|

Top article suggestions


Running Production **Reports** in eWebReports - Clinical Manager

Hemophilia-Thrombophilia Data Set **Report** Instructions (2016) - Clinical Manager

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Submit support requests directly from the support site's homepage.

 Quick Links

 Submit a request online or email support@athn.org

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Select System **Category** to access help documents and training videos for *Clinical Manager, Study Manager or ATHNadvoy*

Clinical Manager



Study Manager

ATHNadvoy

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Clinical Manager category includes these sections:

- **Administrators Guide**
 - A 17 part essential guide for Clinical Manager administrators
- **Specific How-To Guides**
 - Suggested Self-Study Curriculum for New Users
 - Recording History of Prophylaxis in Clinical Manager
 - Documenting Confirmed and Potential Carriers in the ATHN Clinical Manager
- **Pick List Terms**
 - Clinical Manager Treatment Type Definitions
 - Medication Frequency Pick List Terms

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Clinical Manager category includes these sections:

- Training Videos

- ATHN 101 - An Overview of ATHN Systems and Associated Projects
- Clinical Manager - Access, Layout and Navigation
- Clinical Manager - Data Entry Priorities and Processes
- Consent and Participation Tracking in Clinical Manager
- Entering Diagnosis Baseline Values in Clinical Manager Records
- Managing Medication Records in Clinical Manager
- Running Production Reports in eWebReports
- *More videos coming soon!*

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Clinical Manager category includes these sections:

- eWeb Reports
 - HTDS Report Instructions
 - HTDS Glossary

HTDS reporting documents are updated annually and always available for download from our support site.

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Study Manager category includes these sections:

- **Help Documents**
 - How to access Study Manager
 - Subjects Tab
 - Study Info Tab
 - Working with Data Forms
- **Specific How-To Guides**
 - Creating Labels Using Study Manager
- **Training Videos**
 - Study Form Submission Process Example

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ATHNadvoy category includes:

- Help Documents
 - ATHNadvoy mobile site frequently asked questions
 - ATHNadvoy account creation instructions for users
 - ATHNadvoy new user access overview for HTC staff

How to utilize **support.athn.org**

- Training for new Clinical Manager users is **now online** at support.athn.org
- Watch training videos at your convenience to review system functionality and data entry processes
- Download support documents directly from the site
- Submit questions to ATHN's support team directly from the site
- Check back as we add additional content in the coming months

Securing Data.
Advancing Knowledge.
Transforming Care.