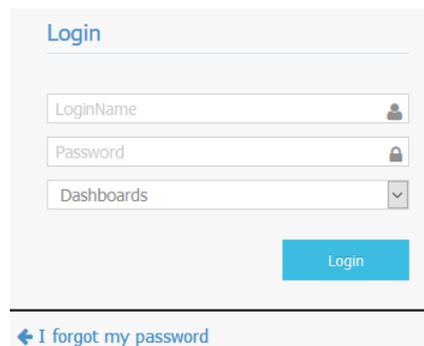


Getting Started with the New 2019 Reg-ent Dashboard

1. Logging in and accessing the new dashboard

- Login with your current Reg-ent credentials (Login Name and Password) on the login screen you’ve used in the past: <https://regent.entnet.org/Dashboard/login.aspx>.

- **Forgot your Login Name?** Contact aaohnscams@figmd.com and reg-ent@entnet.org.
- **Need to reset your Password?** Enter you Login Name and click on “I forgot my password” to enter the email address associated with your account. Click reset and follow the instructions provided in the email sent to you.

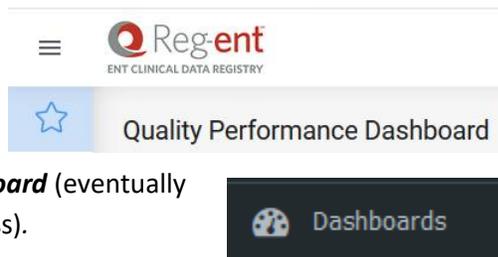


- Once you’ve successfully logged in to the Reg-ent landing page, locate the **blue “2019 Dashboard” link in the upper right corner** – simply click on this link to open your new Reg-ent dashboard in a new window.

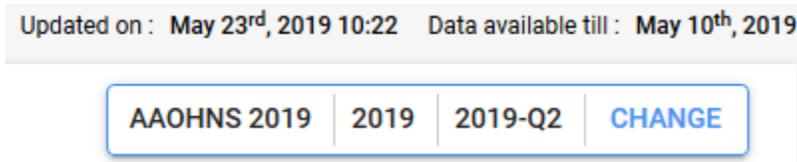
[2019 Dashboard](#)

2. Viewing your data and changing the dashboard view

- As a reminder, this new dashboard is currently showing **2019 data only**.
 - To access your 2018 data, you can do so using your **Legacy dashboard** (eventually this historical data will be moved to your new dashboard for access).



- **What am I looking at?**



- The specific date you have data through is noted in the upper right corner with **“Data available till:”**
- To see the date the data was last updated see **“Updated on:”**
- The **default view upon logging in is for the current quarter (e.g., 2019-Q2)**.
- To change the default view, click on the **blue “CHANGE” in the upper right corner**.
 - You can select 2019-Q1 to view Quarter 1 data.
 - You can select a specific month to view.
 - You can select **“Custom Range”** to select specific from and to dates you would like to view.

3. Using Service Desk to place a ticket regarding a measure

- **Service Desk** is the self-service ticketing system within the new Reg-ent dashboard that allows you to send **measure-related questions, concerns and requests** directly to the FIGmd team.

- To create and submit a **Service Desk** ticket:



- Simply click on the **ticket icon located next to the measure** you have questions, concerns or requests about.
 - *While **Service Desk** tickets can also be put in via the ticket icon located on the navigation bar on the left side of the dashboard, we recommend that you use the ticket icon located next to the measure as your ticket will automatically be associated with the correct measure, with the measure ID prepopulated.*
- Select the type of ticket: **“Incident”** or **“Service request.”**
- Select the subtype of ticket per the dropdown options.
- Complete the fields as applicable and as required.
- Click on **“Create”** to submit.

- To review the status of your **Service Desk** tickets, simply click on the ticket icon on navigation bar on the left side of the dashboard.

Add New Ticket

* Mandatory Fields

⊘ DO NOT share PHI information here, we will not be responsible for any PHI violation.

Select

Service request

Incident

4. Contact information for the Reg-ent teams at AAO-HNSF and FIGmd

- If you require assistance with logging in, accessing your dashboard, reviewing your data, submitting a Service Desk ticket, or anything else related to your Reg-ent account, please do not hesitate to contact the Reg-ent teams at AAO-HNSF and FIGmd.
- Please email both reg-ent@entnet.org and aaohnscams@figmd.com and include your Reg-ent Practice ID in the subject line.
- www.reg-ent.org