

Niva

Web Application FAQs

Version 2.5.0

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ABOUT NIVA

1. What is Niva?

Niva is a patient portal developed by FIGmd Inc. to deliver healthcare at your fingertips. You can use the portal to:

- Answer the questionnaire related to your health for better care.

The portal can be accessed through the link provided to you in the email.

SIGN UP/REGISTER

1. How to sign up with Niva?

If you have visited the practice and are a new user, you need to register with Niva. A questionnaire is sent to your email address with a link to sign up with Niva.

The links provided in the PRO assignment email allows the user to:

- Signup with Niva
- Accept/Decline an identity claim
- (Optional) Unsubscribe all future questionnaires

Use the link provided in the email to sign up yourself with Niva. It is a one-time process.

Follow the steps below,

Step 1: Click on the link provided in the email.

→ You are directed to the Niva sign up page where you can set a new password. This password reset link works only for one time.

Note: Your email address is auto-populated and cannot be edited.

Step 2: Create a unique Password based on the password requirements and confirm it.

→ Click the Show Password icon if you would like to view the entered password or view it while entering.

Note: Your password must be at least 8 characters, include 1 number, 1 uppercase letter, 1 lowercase letter, and a special character (!@#\$\$%^&*). Green bars indicate the strength of the entered password.

Step 3: Click **Register**.

→ You are redirected to the **Set Security** questions screen.

Note: Read **Terms & Conditions** and **Privacy policy** before Signup.

Step 4: Select any two security questions of your choice and provide appropriate answers.

Note: These security questions are asked if you need to reset the password of your Niva account in the future.

Step 5: Click **Submit**.

→ You are redirected to the login page.

→ Successful registration email is sent to your email address.

LOGIN

1. How do I log into Niva?

You are eligible to log into Niva, only if you have previously signed up with Niva. Before logging into the Niva Portal, you need to complete the Two-Step Verification process. This feature has been added as an additional layer of security.

Use the following steps to log in using your email address:

Step 1: Click on the Signup/Login link sent to you in the assignment email.

Step 2: Enter your credentials in the login page.

- Use the same email address and password you used while signing up with Niva.
- Maximum three attempts are allowed to enter the correct password. If you enter an incorrect password three times in a row, your account is locked for three hours. After reactivation if you make another three incorrect password attempts, your account is locked for 24 hours.

Step 3: Click **Login**.

- You are redirected to the two-step verification page.
- You will receive an OTP at your registered email address.

Step 4: (Optional step) Click **Resend OTP**, if you do not receive the OTP.

Step 5: Enter the OTP.

- The OTP sent is valid for 15 minutes only. Maximum three attempts are allowed to enter the correct OTP. If you enter an incorrect OTP three times in a row, your account is locked for three hours. After reactivation if you make another three incorrect OTP attempts, your account is locked for 24 hours.

Step 6: Click **Verify**.

Successful verification takes you

- to the **Questionnaire** page, if you have claimed your identity through the link provided in the email.
- to **Claim Your Identity** page, if you have not claimed your identity through the link provided in the email (Continue Step 7 to 10).

Step 7: Click **ACCEPT** on the Claim Your Identity page.

- Confirmation pop-up page is displayed.

Step 8: Select your relationship with the patient from the drop-down.

- You can claim identity for Self, Spouse, Father, Mother, Son, Daughter, Other.

Step 9: Click **YES** to confirm the identity.

2. Why do you need an OTP?

Niva uses HITRUST compliance which involves Multi-Level Authorization (MLA). It is an additional level of security built into the system for accessing your Niva account.

Niva sends an OTP to your registered email address for every login attempt.

Once you enter the correct OTP, you are redirected to the Niva home page.

Note: The OTP sent is valid for 15 minutes only. Maximum three attempts are allowed to enter the correct OTP. If you enter an incorrect OTP three times in a row, your account is locked for three hours. After reactivation if you make another three incorrect OTP attempts, your account is locked for 24 hours.

3. I am locked out due to failed OTP attempts. What should I do?

You need to wait for some time and then ask for an OTP to be resent.

4. What if I forget my password?

If you do not remember your password, use the following steps to reset your Niva account password:

Step 1: Click **Forgot Password** link in the login page.

→ You are redirected to the *Forgot Password* page.

Step 2: Enter your registered email address.

Note: Please provide the same email ID which you shared with the practice.

Step 3: Click **Submit**.

→ A link to reset your password is sent to your registered email address.

→ The reset password link is valid for 60 minutes.

Optional: Click **Resend Email** in the pop-up, if you have not received an email to reset the password.

Step 4: Click **Reset Password** link in the email to reset your password.

→ You are directed to the *Reset Password* page in the browser window.

Step 5: Answer the security questions which you had set during the sign up process.

→ This feature is to confirm that it is really you who has requested for a password change. Security answers are not case sensitive.

→ Maximum three attempts are allowed to enter the correct answers. If you enter the incorrect answers three times in a row, your account is locked for three hours. After reactivation if you make another three incorrect attempts, your account is locked for 24 hours.

Step 6: Click **Verify**.

→ On a successful verification, you are navigated to the *Reset password* screen.

Step 7: Create the new password and confirm it.

Note: Password must have at least 8 characters with 1 uppercase alphabet, 1 lowercase alphabet, 1 number, and a special character (!@#\$\$%^&*).

Step 8: Click **Reset Password**.

→ A successful password reset message is displayed. Verification email is sent to your email address.

If you had not initiated the password change request, please get in touch with the Niva Support Team at support.niva@figmd.com

5. How do I unsubscribe from receiving the questionnaires?

If you want to unsubscribe from receiving questionnaires in the future, use the unsubscribe option¹ provided in the questionnaire assignment email.

Step 1: Click **Unsubscribe**.

→ Confirmation page opens.

Step 2: Select the checkbox to unsubscribe.

Step 3: Click **SAVE**.

→ Confirmation message displays.

Note: If you want to subscribe again, contact your healthcare provider.

6. How do I subscribe again for a questionnaire?

If you want to subscribe for the questionnaire again, contact your healthcare provider.

CLAIM YOUR IDENTITY

1. What is Claim your Identity and why is it mandatory ?

Claim your Identity is a one time process and records the identity of the respondent in the portal and confirms the relationship with the patient. Unless identity is claimed, you will not be able to receive and access the questionnaire.

It is mandatory as it is legally binding for the user to accept that they are the intended recipient of the PRO.

Note: Identity once claimed cannot be changed.

2. What happens if I decline the identity claim?

If you decline the identity claim, you will not receive the questionnaires.

3. What are the different ways to claim an identity?

You can claim your identity through any one of the options listed below:

- 1) Link provided in the email (before SignUp)
- 2) My Profile (after SignUp)

4. How do I claim identity through email?

The questionnaire assignment email that you receive contains a link to claim an identity before signing up with Niva. The provided link expires, if you sign up with Niva (using registration link) before claiming an identity.

Step 1: Click **Yes, I'm the intended recipient** to accept the questionnaire.

→ By default, the identity claimed is "Self" and cannot be changed.

→ You will receive the questionnaire.

¹ Unsubscribe: Located at the bottom left of the email.

OR

Step 1: Click **No, I'm not the intended recipient** to decline the questionnaire.
→ *You will not receive the questionnaire.*

5. How do I claim an identity after signup?

If you have not claimed your identity before signing up, you are directed to the **Claim Your Identity** page after logging into Niva.

Step 1: Click **Accept**.
→ *Confirmation pop-up page is displayed.*

Step 2: Select your relationship with the patient from the drop-down.

Step 3: Click **YES** to confirm the identity.

You can claim identity for Self, Spouse, Father, Mother, Son, Daughter, Other.

QUESTIONNAIRE

1. What is a questionnaire?

A questionnaire is a set of questions sent by a clinician to know the health status of the patient. It enables the clinician to make an accurate diagnosis of the health of a patient and provide better care.

If you are eligible, you will receive the Hearing Loss questionnaire after a successful linking with the Care team.

2. How am I notified about a new questionnaire?

When a new questionnaire is sent to your Niva account, you will receive an email at your registered mail address.

3. How do I access the new questionnaire?

Use the following steps to access the questionnaire:

Step 1: Login to the Niva portal.
→ *You are redirected to the questionnaire page. The new questionnaire is listed under the Not Started tab.*

Step 2: Click **Start** to start the questionnaire.
→ *This opens the questionnaire displaying a set of questions with multiple options listed below.*

4. How do I respond to the questionnaire?

To respond to the questionnaire, follow the steps below:

Step 1: Sign up/Login to Niva through a link provided to you through the questionnaire assignment mail.
→ *The questionnaire page is opened and you see the questionnaire listed under the **Not Started** tab.*

Step 2: Click **Start** to start the questionnaire.

→ *This opens the questionnaire displaying a set of questions with multiple options listed below.*

Step 3: Read the question and use the radio button to select the option closest to the way you are feeling or experiencing.

→ *The questions related to the section are displayed.*

Step 4: Click **SAVE & NEXT**.

→ *Saves the responses in the current section and proceeds to the next section.*

Step 5: Click **SAVE**.

→ *You can edit the saved questionnaire again.*

→ *Once a questionnaire is started and saved, it moves under the **In Progress** tab.*

→ *The progress bar shows the completion percentage.*

Step 6: (Optional) If you want to continue an incomplete questionnaire, you can visit the **In Progress** tab and click Continue.

→ *Answer the questions in the remaining sections as explained above.*

Step 7: Click **Submit** to submit the questionnaire.

→ *Questionnaire once submitted cannot be edited. You can change the responses provided at any time before submitting the questionnaire.*

→ *A confirmation page is displayed.*

Step 8: Click **Continue** to submit the questionnaire.

OR

Click **Cancel** to continue editing.

5. How do I resume an incomplete questionnaire?

To resume an incomplete questionnaire, use the **In Progress** tab.

Step 1: Login to Niva.

→ *The questionnaire page opens.*

Step 2: Select In Progress tab.

→ *You see the questionnaire is listed under In Progress.*

Step 3: Click **Continue**.

→ *Answer the questions in the remaining sections as explained above.*

Step 4: Click **Submit** to submit the questionnaire.

→ *Questionnaire once submitted cannot be edited. You can change the responses provided at any time before submitting the questionnaire.*

→ *A confirmation page is displayed.*

Step 5: Click **Continue** to submit the questionnaire.

OR

Click **Cancel** to continue editing.

6. Is the questionnaire or the questions within it mandatory?

All the questions in the questionnaire are mandatory. It helps your clinician make an accurate diagnosis of your health and thus provide you better care.

7. Does the questionnaire have an expiry date?

Yes, a questionnaire has an expiry date, and is displayed on the questionnaire.

8. Can I update an expired questionnaire?

No, you cannot update an expired questionnaire.

9. What are the different statuses associated with a questionnaire?

The following statuses are associated with a questionnaire displayed on the home page:

1. Not Started:
 - A new questionnaire where no responses have been provided yet.
 - Identified by a grey progress bar.
 - Indicates the activity has not been started (0%).
2. In Progress:
 - Questionnaire has been completed partially which is still open for further updates.
 - Identified by an amber progress bar.
 - Indicates 1% to 100% of the questionnaire has been completed but not submitted.
3. Completed:
 - Questionnaire has been completed and no further updates are possible.
 - Identified by a green progress bar.
 - Indicates the questionnaire has been completed and submitted.
4. Expired:
 - Questionnaire has passed the expiry date.
 - Identified by a red progress bar.

10. Can I change the response I have provided within the questionnaire?

Yes, you can change the responses provided at any point **before submitting** the questionnaire. Once submitted, the questionnaire is locked and cannot be edited or updated further.

SETTINGS

The Settings option enables you to manage your profile and security settings within Niva.

1. How do I access the Settings menu?

To access the Settings menu:

Step 1: Click on the profile icon at the top right of the home page.

→ A drop-down is displayed with the menu list.

Step 2: Click **Profile Settings**.

→ You are redirected to the My Profile page.

2. How do I add or update the profile details?

Use My Profile option to change or update your profile.

Step 1: Click on the profile icon at the top right of the home page.

→ A drop-down is displayed with the menu list.

Step 2: Click **Profile Settings**.

→ You are redirected to the My Profile page.

Step 3: Edit the profile details.

Step 4: Click **Save Changes**.

OR

Click **Cancel** to discard the entered details.

3. How do I reset my Niva account password?

Use the **Reset Password** option within the Settings menu, to change or update your existing password.

Use the following steps to reset your password:

Step 1: Click on the profile icon at the top right of the home page.

→ A drop-down is displayed with the menu list.

Step 2: Click **Profile Settings**.

→ You are redirected to the **My Profile** page.

Step 3: Click **Security Settings**.

→ You are redirected to the **Security Settings** page.

Step 4: Enter **New Password** and confirm it.

Note: Your password should have minimum 8 characters, at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character (!@#\$\$%^&*).

Step 5: Click **Save Changes**.

→ A message indicating successful password change is displayed on the screen.

→ On successfully resetting the password, you are redirected to the Settings page.

4. Is Reset Password and Forgot Password the same?

Yes, both allow the user to set their new password.

Forgot password: (Before logging into Niva) You can use this functionality if you do not remember the password of your Niva account. This option is available on the login page of Niva.

Reset Password: (After logging into Niva) You can use this functionality if you want to change or update your existing password. This option is available in the Profile settings of your Niva account.

LOGOUT

1. How do I logout from Niva?

Use the following steps to logout from the Niva app:

- Step 1:** Click the Profile icon at the top right corner of the page.
→ *The drop-down menu is displayed with the menu list.*
- Step 2:** Click **Logout** from drop-down.
→ *A confirmation message is displayed.*
- Step 3:** Click **Logout** in the confirmation window.
→ *You are logged out and navigated to the landing page of Niva.*
- Step 4:** (Optional) Click **Cancel**.

You are automatically logged out of the app after 30 minutes of inactivity. Log in again to access Niva.

ERROR MESSAGES IN NIVA

Error Messages	Resolution
Enter valid email	Please enter a valid email address
Minimum eight characters, at least one uppercase letter, one lowercase letter, one number and one special character !@#%\$%^&	Please enter a password of minimum eight characters, at least 1 uppercase letter, one lowercase letter, one number, and one special character !@#%\$%^&
The username or password you have entered is invalid.	Please enter the username and password of the registered user.