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Tuesday, June 20, 2023

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## RLDatix

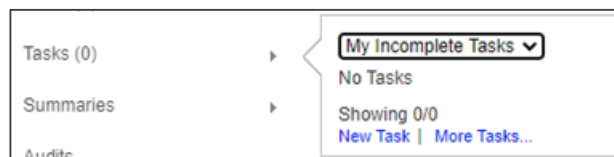
### Frequently Asked Questions

#### **Why is the MRN/FIN Not Found?**

- **Encounters prior to 3/1/2023 are not in the new RL6.** If you need to enter an event related to a patient encounter that occurred prior to 3/1, please submit a ticket with the MRN and FIN you are trying to find, and we will work to transfer the encounter to the new RL6.

#### **What will I see under My Incomplete Tasks?**

- **RLDatix will now default to “My Incomplete Tasks”.** This will only show tasks that you have been assigned to and are incomplete. They will not show tasks that have been assigned to other people.



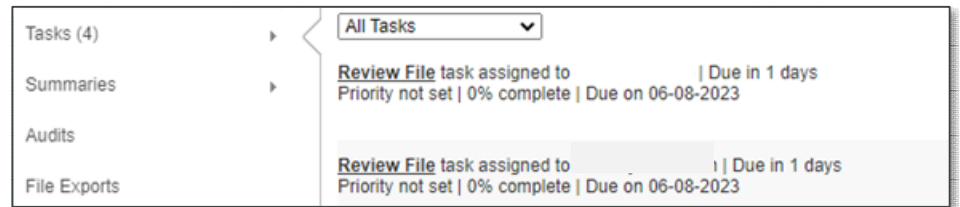
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- **Best practice is to utilize the dropdown box and change from “My Incomplete Tasks” to “All Tasks”.** This will allow you to see who has been tasked, if they have responded, and when the task was completed.



### Why am I getting the “User not found when trying to task” message?

- **There was an issue with tasking Front Line Users or Physicians that has been resolved.** However if a user still cannot be found to task, make sure they have logged into the new RL6 system at least once.

### Where are my Alerts? How do I know if I have files/tasks assigned to me?

- Although **alerts are turned off currently**, you are still able to **log in to RLDatix and see files and tasks that are assigned to you** using the Info Center and the Tasks icon on the left hand side of the screen.

### How can I get a Report?

- **Currently report creation is locked down until the new RL6 environment stabilizes.** A core set of reports have been created in the new RL6 system. If there is a specific report you need, please submit it as a ticket as it will be evaluated for creation in the new system.

### How does Single Sign-On work with RLDatix?

- **Because the new RL6 uses Single Sign-On, if you are at the new RL6 page it automatically logs you into the system.** So even if you log out, it will log you right back in if you keep the browser window open. If you truly wants to logout, you can click Logout, then close the browser window.

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For questions regarding process and/or policies, please contact your unit’s Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at:  
207-973-7728 or 1-888-827-7728.

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