



## ARUSHA CITY HOSPITAL

### e-MEDICAL INFORMATION MANAGEMENT SYSTEM

#### HELP DOCUMENTATION

Welcome to our FAQ section! Here you'll find answers to common questions about using

**Arusha City Hospital e-Medical Information Management System** developed and Maintained by Arusha City Hospital ICT Team . If you need further assistance, please don't hesitate to contact our support team.

#### i. **Getting Started**

Basic information to help you begin using our **Arusha City Hospital e-Medical Information Management System** effectively.

How do I log in to our **Arusha City Hospital e-Medical Information Management System**?

Enter your username and password on the login page. If you're a first-time user, you'll need to use the temporary credentials provided by your administrator.

What should I do if I forget my password?

Click on the "Forgot Password" link on the login page. Follow the instructions sent to your registered email to reset your password.

Can I use our e-Medical Information Management System on my mobile device?

Yes, our **Arusha City Hospital e-Medical Information Management System** is fully responsive and works on mobile devices. However, for the best experience, we recommend using a desktop or laptop computer.

#### ii. **Account Management**

Learn how to manage your account settings and preferences.

How do I update my profile information?

Go to Settings > Profile. Here you can update your personal information, contact details, and preferences.

Can I change my username?

Username cannot be changed for security reasons. Please contact your system administrator if you need to use a different username.

How often should I change my password?

### iii. System Requirements

Technical requirements and specifications for optimal system performance.

What browsers are supported?

e-Medical Information Management System works best with the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge. We recommend using Chrome for optimal performance.

#### **What's the minimum internet speed required?**

We recommend a minimum internet speed of 2 Mbps, but 5+ Mbps is ideal for smooth operation.

#### **Do I need to install any software?**

No additional software installation is required. **Arusha City Hospital e-Medical Information Management System** runs entirely in your web browser.



## **ARUSHA CITY HOSPITAL**

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#### **PRIVACY DOCUMENTATION**

#### **Important information about keeping your account and data secure.**

##### **i. Is my data secure?**

Yes, we use industry-standard encryption and security measures to protect your data. All communications are encrypted using SSL/TLS.

What happens if someone tries to access my account?

Multiple failed login attempts will temporarily lock the account. You'll receive an email notification of any suspicious activity.

How long can I stay logged in?

For security reasons, you'll be automatically logged out after 30 minutes of inactivity.