

## HEN ADMINISTRATOR QUICK START

### Step 1: The Viewer Access Email

You will receive an email from [vieweraccess@hospiceonline.com](mailto:vieweraccess@hospiceonline.com) with your administrator login and password information.

### Step 2: Logging in to HEN

Go to [www.hospiceonline.com](http://www.hospiceonline.com) and click on the LOGIN link in the upper left corner. Enter the login and password information received in the email.



### Step 3: The Subscriber Agreement

Read and then type your name at the bottom of the subscriber agreement (one time only). Click the SUBMIT button.

### Step 4: Administration Setup

Type in the information for your organization. Give your organization a **simple**, easy to remember Organization ID. Please be certain to provide accurate contact information. Click the SUBMIT button.

### Step 5: Adding Employees

Type in the name, employment status and discipline of each employee/volunteer who will have access to HEN. *Your subscription to HEN provides access for ALL of your staff and volunteers.* Click on the empty LOGIN box and a login and password will be auto-generated for each person on the list. Be sure to give yourself an employee login and password so you can access HEN courses. Click the ADD EMPLOYEES button.

### Step 6: Print Employee List

Keep a record of employee logins and passwords. Provide each employee/volunteer with their individual login and password. This will allow them to access the HEN courses.

### Step 7: Initializing the Subscription

When you are ready to start the subscription (the clock starts ticking from the moment it is activated), click on the "Initialize Packages" link on the left side of the Admin Menu. Then click the INITIALIZE NOW button (one time only for each package of courses).

### Step 8: Log Out

Log out as the HEN Administrator. To view HEN courses, you need to log back in as a viewer using your employee login and password (Step 5).

For Technical Support, contact us via phone or email at:  
866.969.7124 or [support@hospiceonline.com](mailto:support@hospiceonline.com)