

Tennessee Health Alert Network (TNHAN) New User Instructions

Link: <https://tnhan.tn.gov>

Save this link to your desktop or your Favorites in your Internet Browser

Tennessee Health Alert Network (Landing Page)

Public Access Page

The screenshot shows the TNHAN Public Access Page. At the top are three logos: 'EMERGENCY TENNESSEE EP HEALTH PREPAREDNESS', 'TNHAN TENNESSEE HEALTH ALERT NETWORK', and 'TENNESSEE DEPARTMENT OF HEALTH'. Below the logos is a 'TNHAN Sign In:' section with a 'Login' button. A green callout box points to the 'Login' button with the text 'Click to enter "Windows Security Login"'. To the right of the login section is a welcome message and a 'Forgot Password?' link. A red callout box points to the 'Forgot Password?' link with the text 'Forgotten password link'. Below the welcome message are 'Password Requirements' listed in a numbered list. A red callout box points to this list with the text 'Password requirements'. On the left side, there is a 'Quick Links' section with a list of links including 'CDC', '(TEMARR) Tennessee Emergency Medical Awareness, Response and Resources', and 'Documents'. A red callout box points to this section with the text 'Posted links for accessing other resources'. Below the 'Documents' section is a table of documents. A red callout box points to the table with the text 'Non-secure documents can be placed here by administrators for everyone to view'. The table contains two entries: 'TNHAN Login Instructions' and 'NEW TNHAN SYSTEM ACCESS INSTRUCTIONS', both modified by 'TN\dc49215'.

Click to enter "Windows Security Login"

Forgotten password link

Password requirements

Posted links for accessing other resources

Non-secure documents can be placed here by administrators for everyone to view

EMERGENCY TENNESSEE EP HEALTH PREPAREDNESS

TNHAN TENNESSEE HEALTH ALERT NETWORK

TENNESSEE DEPARTMENT OF HEALTH

TNHAN Sign In:
Login

Welcome to the Tennessee Health Alert Network (TNHAN)
Registered users of TNHAN who have forgotten their password can use the "Forgot Password?" link on the left to reset their password.
Password Requirements: Password must be a minimum of 8 characters in total length, and contain 1 character from at least 3 of the 4 following options:

- 1- uppercase character (A through Z)
- 1- lowercase character (a through z)
- 1- Numerals (0 through 9)
- 1- Non-alphabetic characters (~ ! @ # \$ % ^ * & _ - + = ` | \ () { } [] ; ' " < > , . ? /)

Forgot Password?

Quick Links

- CDC
- (TEMARR) Tennessee Emergency Medical Awareness, Response and Resources

Documents

Type	Name	Modified By
	TNHAN Login Instructions	TN\dc49215
	NEW TNHAN SYSTEM ACCESS INSTRUCTIONS	TN\dc49215

Enter the User name
and temporary
Password, provided by
your Administrator



Windows Security

The server home.tnhan.tn.gov at the Tennessee Health Network is a secure site. All unauthorized access is strictly prohibited. Please protect the privacy of the information contained in this system. Authentication of your account requires a username and password.

 User name

Password

Remember my credentials

OK Cancel

Tennessee Health Alert Network (TNHAN)

- [Change My Profile](#)
- [My Alerting Profiles](#)
- [My Password](#)
- [My Security Question](#)
- [My Alerting Security Code](#)
- [My Call In Account Number](#)
- [My Subscriptions](#)

Profile Confirmation Required

⚠ Our records indicate that it is time for you to review your profile.

* Indicates a required field

User Profile

Prefix	<input type="text"/>
First Name *	<input type="text" value="Randy"/>
Last Name *	<input type="text" value="Test1"/>
User ID	rlg1234
OU	User Directory/STATE OF TENNESSEE/Central Office/CO Emergency Preparedness
Roles	

Red stars indicate required fields!

The sections outlined above must be completed by all users!

Fill out this area to receive "text" messages

Work Contact

Work Location	<input type="text"/>
Work Address	<input type="text" value="123 1st Ave. East"/>
Work City	<input type="text" value="Nashville"/>
Work State/Province	<input type="text" value="TN"/>
Work Zip/Postal Code	<input type="text" value="37243"/>
Work County/Parish	<input type="text" value="Davidson"/>
Work Email *	<input type="text" value="randy.gowler@tn.gov"/>
Work Phone	<input type="text" value="444-222-1111"/>
Work Cell	<input type="text" value="321-555-1212"/>
Work Fax	<input type="text"/>
Work Numeric Pager	<input type="text"/>
Work Numeric Pager Service	--Select Service--
Work Alpha Pager Email	<input type="text" value="1233457890@vtext.com"/>

Demographic information will be essential for emergency contact and should be provided by all new users!

Several contact numbers should be provided if possible. Extensions require an "X" between the number and extension

Home Contact

Home Address	<input type="text" value="No Where Lane"/>	
Home City	<input type="text" value="Somewhere"/>	
Home State/Province	<input type="text" value="TN"/>	
Home Zip/Postal Code	<input type="text" value="37999"/>	00000-0000 (US) or Z0Z 0Z0 (Canada)
Home County/Parish	<input type="text" value="Rutherford"/>	
Home Phone	<input type="text" value="615-000-0000"/>	(000) 000-0000 x0000
Home Cell	<input type="text" value="615-987-6543"/>	(000) 000-0000 x0000

Alternate Contact

Alternate Cell	<input type="text" value="615-111-1111"/>	(000) 000-0000 x0000
Alternate Numeric Pager	<input type="text"/>	(000) 000-0000 x0000
Alternate Numeric Pager Service	<input type="text" value="--Select Service--"/>	
Alternate Alpha Pager Email	<input type="text"/>	
Alternate Phone	<input type="text"/>	(000) 000-0000 x0000
Alternate Email	<input type="text"/>	
Alternate Satellite Phone	<input type="text"/>	
Other Means of Contact	<input type="text"/>	

Information entered into these "Home" and "Alternate" fields are key to 24/7 contact. They should be entered into a 2nd "After Hours" alerting profile

Misc.

Business Category	<input type="text" value="Communications"/>
Professional Licenses	<input type="text" value="Clinical Laboratory"/> <input checked="" type="text" value="Computer/Networking"/> <input type="text" value="Educator"/> <input type="text" value="Environmental"/>
	<input type="button" value="Clear Selections"/>
Specialties	<input type="text" value="Internist"/> <input type="text" value="Laboratory-Generalist"/> <input type="text" value="Microbiology"/> <input checked="" type="text" value="Network Support"/>
	<input type="button" value="Clear Selections"/>

The "MISC" information section will provide additional search criteria for regional administrators.

Click "SAVE" at bottom of page when finished!



HOME SEARCH DOCUMENT CENTER **MY PROFILE** DIRECTORY LOG OUT

[Change My Profile](#)

[My Alerting Profiles](#)

[My Password](#)


[My Security Question](#)

[My Alerting Security Code](#)

[My Call In Account Number](#)

[My Subscriptions](#)

User Profile Change Confirmation

 Profile successfully changed!

- [Return to user profile](#)
- [Go to home page](#)

Click
"Return to user profile"

[Change My Profile](#)

[My Alerting Profiles](#)

[My Password](#)

[My Security Question](#)

[My Alerting Security Code](#)

[My Call In Account Number](#)

[My Subscriptions](#)

My Security Question

⚠ Our records indicate that you have not set a Security Question!

* Indicates a required field

Choose a New Security Question

Security Question*

Security Answer*

Verify Security Answer*


Choose your "Security Question" from the pull-down arrow, then enter your "Security Answer" and verify your answer

Click "Save" when finished



- [Change My Profile](#)
- [My Alerting Profiles](#)
- [My Password](#)
- [My Security Question](#)
- [My Alerting Security Code](#)
- [My Call In Account Number](#)
- [My Subscriptions](#)

Security Question Change Confirmation

 Security question successfully changed!

Ok

Click "OK"



HOME SEARCH DOCUMENT CENTER **MY PROFILE** DIRECTORY LOG OUT

- [Change My Profile](#)
- [My Alerting Profiles](#)
- [My Password](#)
- [My Security Question](#)
- [My Alerting Security Code](#)
- [My Call In Account Number](#)
- [My Subscriptions](#)

My Alerting Security Code

⚠ Our records indicate that you have not set an Alerting Security Code!

* Indicates a required field

Choose A New Security Code

New Alerting Security Code * (xxxx)

Verify New Alerting Security Code * (xxxx)

Click "Save" when finished

Enter a 4 digit "Security Code" and verify. This is required when retrieving "secure" phone messages. You may or may not be prompted for this based on how the alert was sent.



HOME SEARCH DOCUMENT CENTER **MY PROFILE** DIRECTORY LOG OUT

[Change My Profile](#)

[My Alerting Profiles](#)

[My Password](#)


[My Security Question](#)

[My Alerting Security Code](#)

[My Call In Account Number](#)

[My Subscriptions](#)

Alerting Security Code Change Confirmation

 Alerting Security Code successfully changed for randy Test1!



Click "OK"
To confirm

Alerting Profiles

The next few slides will demonstrate how to setup your contact information in “Alerting Profiles”

- **“Alerting Profiles” contain High, Medium and Low Priority sections**
- “High Priority Alert” profiles should contain at least 2 phone contacts and an E-mail address. This Priority Level will be used to send out critical/time sensitive alerts.
- “Medium Priority” alert profiles should contain at least 1 phone and 1 E-mail contact devices. This priority level will be used for primarily sending situational updates and advisories
- “Low Priority” alerts should contain at least one E-mail address. This priority level will be used for informational messages
- List your contact devices in the “Locations” according to priority. The order they are listed in will determine the order in which they are used.
- Multiple Alerting Profiles should be created to expedite alerting. Calling numbers where you can be reached 24/7 is more efficient. If you can be reached via the same contact methods 24/7, you may only require one Alerting Profile.
 - Work hours profiles should only contain devices which you can be reached on during the day
 - After hours profiles should only contain devices which you can be reached on at night and on weekends

NOTE: You may have a 24/7 work cell, which also receives work E-mail This device would work in either profile to receive cell phone, E-mail or text alerts.



All Sites

HOME SEARCH DOCUMENT CENTER **MY PROFILE** DIRECTORY LOG OUT

- [Change My Profile](#)
- [My Alerting Profiles](#)
- [My Password](#)
- [My Security Question](#)
- [My Alerting Security Code](#)
- [My Call In Account Number](#)
- [My Subscriptions](#)

Create an Alerting Profile

⚠ Our records indicate that you have not set up an alerting profile!

Alerting Profiles

Default Alerting Profile (none)

Set as Default New Edit Delete Scheduler

Click "New"

- [Change My Profile](#)
- [My Alerting Profiles](#)
- [My Password](#)
- [My Security Question](#)
- [My Alerting Security Code](#)
- [My Call In Account Number](#)
- [My Subscriptions](#)

* Indicates a required field

Work Profile should contain "Work Contact" information

Alerting Profiles

Profile Name*

Work Hours Profile
 Set as Default

Enter "Profile Name"

! High Priority Alerts

Location 1	Work Cell	(321) 555-1212
Location 2	Work Email	randy.gowler@tn.gov
Location 3	Work Phone	(444) 222-1111
Location 4	(None)	
Location 5	(None)	

Use pull down arrow by each Location and select from the list of highlighted devices.

"High Priority Alerts"
List 2 phone contacts and an E-mail address in this area for critical alerts!

Medium Priority Alerts

Location 1	Work Email	randy.gowler@tn.gov
Location 2	Work Cell	(321) 555-1212
Location 3	(None)	
Location 4	(None)	
Location 5	(None)	

"Medium Priority Alerts"
List at least one phone contact and E-mail address here.

↓ Low Priority Alerts

Location 1	Work Email	randy.gowler@tn.gov
Location 2	(None)	
Location 3	(None)	
Location 4	(None)	
Location 5	(None)	

"Low Priority Alerts"
Only E-mail is required in this area

Click "Save" when finished



HOME SEARCH DOCUMENT CENTER **MY PROFILE** DIRECTORY LOG OUT

[Change My Profile](#)
[My Alerting Profiles](#)
[My Password](#)
[My Security Question](#)
[My Alerting Security Code](#)
[My Call In Account Number](#)
[My Subscriptions](#)

Change My Alerting Profiles

Alerting Profiles

Default Alerting Profile

Work Profile

Work Profile

Set as Default

New

Edit

Delete

Scheduler

You should now see the Profile you just saved

This "Work Profile" would automatically inherit all 24/7, 365 days of alerting time, if it were my only "Alert Profile"

Click "New" to create 2nd Profile and take you to the next screen

- [Change My Profile](#)
- [My Alerting Profiles](#)
- [My Password](#)
- [My Security Question](#)
- [My Alerting Security Code](#)
- [My Call In Account Number](#)
- [My Subscriptions](#)

* Indicates a required field

Alerting Profiles

Profile Name*

Set as Default

Enter new Alert Profile Name

! High Priority Alerts

Location 1	<input type="text" value="Home Cell"/>	(615) 987-6543
Location 2	<input type="text" value="Home Phone"/>	(615) 000-0000
Location 3	<input type="text" value="Alternate Alpha Pager Email"/>	9876543210@vtext.com
Location 4	<input type="text" value="(None)"/>	
Location 5	<input type="text" value="(None)"/>	

List 2 phone contacts and E-Mail in "High" Priority

List at least one phone contact and E-mail in "Medium" Priority

List E-mail only in "Low" Priority

Medium Priority Alerts

Location 1	<input type="text" value="Home Phone"/>	(615) 000-0000
Location 2	<input type="text" value="Work Alpha Pager Email"/>	1233457890@vtext.com
Location 3	<input type="text" value="(None)"/>	
Location 4	<input type="text" value="(None)"/>	
Location 5	<input type="text" value="(None)"/>	

Low Priority Alerts

Location 1	<input type="text" value="Alternate Alpha Pager Email"/>	9876543210@vtext.com
Location 2	<input type="text" value="(None)"/>	
Location 3	<input type="text" value="(None)"/>	
Location 4	<input type="text" value="(None)"/>	
Location 5	<input type="text" value="(None)"/>	

This profile should only contain devices which you can be reached outside your work hours

Click "Save" when finished

Using “Scheduler”

- Using the Scheduler comes into play when you choose to establish a second “Alerting Profile”
- With a single “Alerting Profile”, the “Default” profile, will inherit all time blocks 24/7, 365 days a year.
- When a second profile is created, you must choose the time blocks that you wish to associate with a specific alerting profile.
- You will choose how to allocate your time using the “Scheduler” function on the next page.
- In “Scheduler”, it is simpler to select the blocks of time if they are all concurrent during the day.
- My “Work Profile” will be used to demonstrate the selection of time blocks in “Scheduler”

- [Change My Profile](#)
- [My Alerting Profiles](#)
- [My Password](#)
- [My Security Question](#)
- [My Alerting Security Code](#)
- [My Call In Account Number](#)
- [My Subscriptions](#)

Change My Alerting Profiles

Alerting Profiles

Default Alerting Profile Home and After Hours

- Home and After Hours
- Work Hours Profile

Set as Default New Edit Delete Scheduler

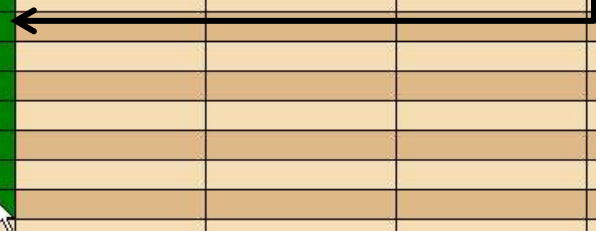
Your second profile will now be displayed

Select "Scheduler" to be take to the next screen

Change Alerting Profile Schedule for randy Test1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
4:00 AM							
4:30 AM							
5:00 AM							
5:30 AM							
6:00 AM							
6:30 AM							
7:00 AM							
7:30 AM							
8:00 AM	█						
8:30 AM	█						
9:00 AM	█						
9:30 AM	█						
10:00 AM	█						
10:30 AM	█						
11:00 AM	█						
11:30 AM	█						
12:00 PM	█						
12:30 PM	█						
1:00 PM	█						
1:30 PM	█						
2:00 PM	█						
2:30 PM	█						
3:00 PM	█						
3:30 PM	█						
4:00 PM							
4:30 PM							
5:00 PM							
5:30 PM							
6:00 PM							
6:30 PM							

Left click the mouse on a starting time and while holding down on the mouse button, drag the mouse down to your chosen end time and release the mouse button.
The next screen will pop up when the mouse button is released



https://home.tnhan.tn.gov/?EventKey=null&SelStart=15&SelEnd=32&SelPos=0&DetailIT...

Add Alerting Profile Schedule

* Indicates a required field

Day	Monday
From Time	7:30 AM
To Time	4:29 PM

Alerting Profiles*

- Home or After Hours
- Work Profile**

Click "Work Profile" to highlight and then click "Save" This will take you back to the time block window. Repeat the steps in slides 18 and 19 for the remaining time blocks for the week. The 7:30 AM to 4:30 PM slot from Monday thru Friday is now the "Work Profile" and the rest of those days are automatically used for the "Home or After Hours" Profile.
See next screen.

[Close Window](#)

Change Alerting Profile Schedule for randy Test1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2:00 AM							
2:30 AM							
3:00 AM							
3:30 AM							
4:00 AM							
4:30 AM							
5:00 AM							
5:30 AM							
6:00 AM							
6:30 AM							
7:00 AM							
7:30 AM							
8:00 AM	Work Hours Profile	Work Hours Profile	Work Hours Profile	Work Hours Profile	Work Hours Profile		
8:30 AM							
9:00 AM							
9:30 AM							
10:00 AM							
10:30 AM							
11:00 AM							
11:30 AM							
12:00 PM							
12:30 PM							
1:00 PM							
1:30 PM							
2:00 PM							
2:30 PM							
3:00 PM							
3:30 PM							
4:00 PM							
4:30 PM							

All time outside the 7:30 AM to 4:30 PM now assigned to the "Home and After Hours" profile.

"Work Profile" Alerting time

Click "Close Window" To continue

Close Window

- [Change My Profile](#)
- [My Alerting Profiles](#)
- [My Password](#)
- [My Security Question](#)
- [My Alerting Security Code](#)
- [My Call In Account Number](#)
- [My Subscriptions](#)

Change My Alerting Profiles

Alerting Profiles

Default Alerting Profile Home and After Hours

You currently have scheduled profiles. For the times of day that you have other profiles scheduled, your Default Alerting Profile will be overridden.

- Home and After Hours
- Work Hours Profile

Set as Default New Edit Delete Scheduler

You have now completed your TNHAN profile.
Click "HOME" to go to the Homepage

Confirming alerts can be done in one of 3 ways.

1. Confirm by phone - Listen to the intro message

NOTE: This can be bypassed by pressing 3

Enter a 4 digit security code, if prompted and listen to the entire event specific message. Press “1” to confirm the alert or “2” to repeat the event specific message.

2. Confirm by E-mail – Use the link in the E-mail. Can be done using Smartphones (See E-mail slide - #25)

3. Confirm by logging into the TNHAN website - can be done via Smartphone or computer using Firefox, Chrome, Safari, Internet Explorer at address: <https://tnhan.tn.gov>, then access “Login” to enter User Name and Password.
(See Slides 23&24) showing “Homepage” content

The "Directory" can be used as a search engine to find personnel in TNHAN

The screenshot shows the TNHAN alert system interface. At the top, there is a navigation bar with links for HOME, SEARCH, DOCUMENT CENTER, MY PROFILE, DIRECTORY, and LOG OUT. Below this is a welcome message and a sidebar with links for ANNOUNCEMENTS, DISCUSSIONS, QUICK LINKS, NEWS, and CALENDAR. The main content area displays an alert summary for 'Test Alert to Randy Test' sent by Randy Gowler on 1/22/2013 at 11:52:46 AM. The alert details are shown in a table with columns for ALERT TIME, SENT FROM, SUBJECT, PRIORITY, EVENT STATUS, and CONFIRMATION. Below the alert details, there are sections for Quick Links, News, Announcements, and Calendar. Annotations with arrows point to various parts of the interface: a blue bar at the top of the alert details, the alert time, the alert details section, the Quick Links section, the News section, the Announcements section, and the Calendar section.

Home | Search | **DOCUMENT CENTER** | My Profile | Directory | Log Out

Welcome to the TNHAN Alert Network.
You last updated your profile information on 1/16/2013.
Your password is expiring in 3 days.

Alert Summary
for randy Test1

ALERT TIME	SENT FROM	SUBJECT	PRIORITY	EVENT STATUS	CONFIRMATION
1/22/2013 11:52:46 AM	Randy Gowler	Test Alert to Randy Test	Low	Test	Not Confirmed

Quick Links

- Homeland Security Preparedness and Response
- T-HAN Volunteer Mobilizer Application for the Department of Health
- TN Training Website
- CDC Emergency Preparedness and Response
- Tennessee Department of Health Homepage

Alert Details

Announcements
None

Calendar
There are currently no upcoming events.

News

SHOC and RHOC Contact Information 12-14-12
This file is to be updated by the TNHAN Coordinator, based on updates provided by regional EP staff. ...[\(more\)](#)

Additional Contamination in Medical Products from NECC
HAN Additional Contamination Identified in Medical Products from New England Compounding Center dated December 3 ...[\(more\)](#)

“Quick Links” take you to other sites of interest

Your alert details appear here under the blue bar. Click date and time link to confirm the alert

Admins can post Event scheduling here

Additional info concerning alerts can be placed in these 3 areas for reference. Alerts will state which section the related information has been placed in.



All Sites

ADVANCED

HOME SEARCH DOCUMENT CENTER MY PROFILE DIRECTORY LOG OUT

Alert Confirmation

Alert confirmed as received.

LOG OUT-Leave system
Directory-Personnel search
MY PROFILE- update your information
DOCUMENT CENTER- Documents and Homepage postings
SEARCH- your available documents

Your alert is confirmed once you Click the E-mail link and login to TNHAN.

You can Click "HOME" to access further information.

The image shows a screenshot of an email client window titled "Test Alert to Randy Test [id: 340530] - Message (HTML)". The window includes a menu bar with "File", "Message", and "Adobe PDF". Below the menu is a toolbar with various actions like "Ignore", "Delete", "Reply", "Forward", "Meeting", "Move to?", "To Manager", "Team E-mail", "Rules", "OneNote", "Mark Unread", "Categorize", "Follow Up", "Translate", "Find", "Related", "Select", and "Zoom".

The email header shows:

- From: than.ceds@tn.gov (circled in black)
- To: Randy Center
- Cc:
- Subject: Test Alert to Randy Test [id: 340530]
- Sent: Tue 1/22/2013 11:53 AM

A red text box with a black border points to the "From" field, containing the text: "This is the address you will see in the 'From' line: than.ceds@tn.gov Do not reply to this address".

The main body of the email contains the following text:

This is a test alert for verification.

Acknowledge: Yes
Alert Program: HAN
Event Status: Test
Jurisdictional Level: State
Sensitive: No
Severity: Unknown

Time Sent: 1/22/2013 11:52:46 AM

Below this text is a blue hyperlink: [Click to Confirm Receipt of this Message](#)

A red text box with a black border points to the main body text, containing the text: "Area contains alert specific situational information for the alert and should be read carefully".

Another red text box with a black border points to the hyperlink, containing the text: "This link is the only way you can Respond via E-mail. Clicking here Takes you to the TNHAN login box. Once you login the alert is confirmed. See next slide.".

A third red text box with a black border points to the "Only respond to this email using the link below." instruction, containing the text: "Only respond to this email using the link below.".

At the bottom of the window, there is a "Retention Policy" section: "Retention Policy: All Folders (90 days) Expires: 4/22/2013" and a link: "See more about: THAN CEDS.".

Video training sessions will be available soon!
Please feel free to contact the TNHAN System Coordinator,
or your Regional Public Health TNHAN Administrator
If you have any questions.

TNHAN System Coordinator
Randy Gowler
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