



Fresenius Medical Care

Managing Your FMC4ME Account Access

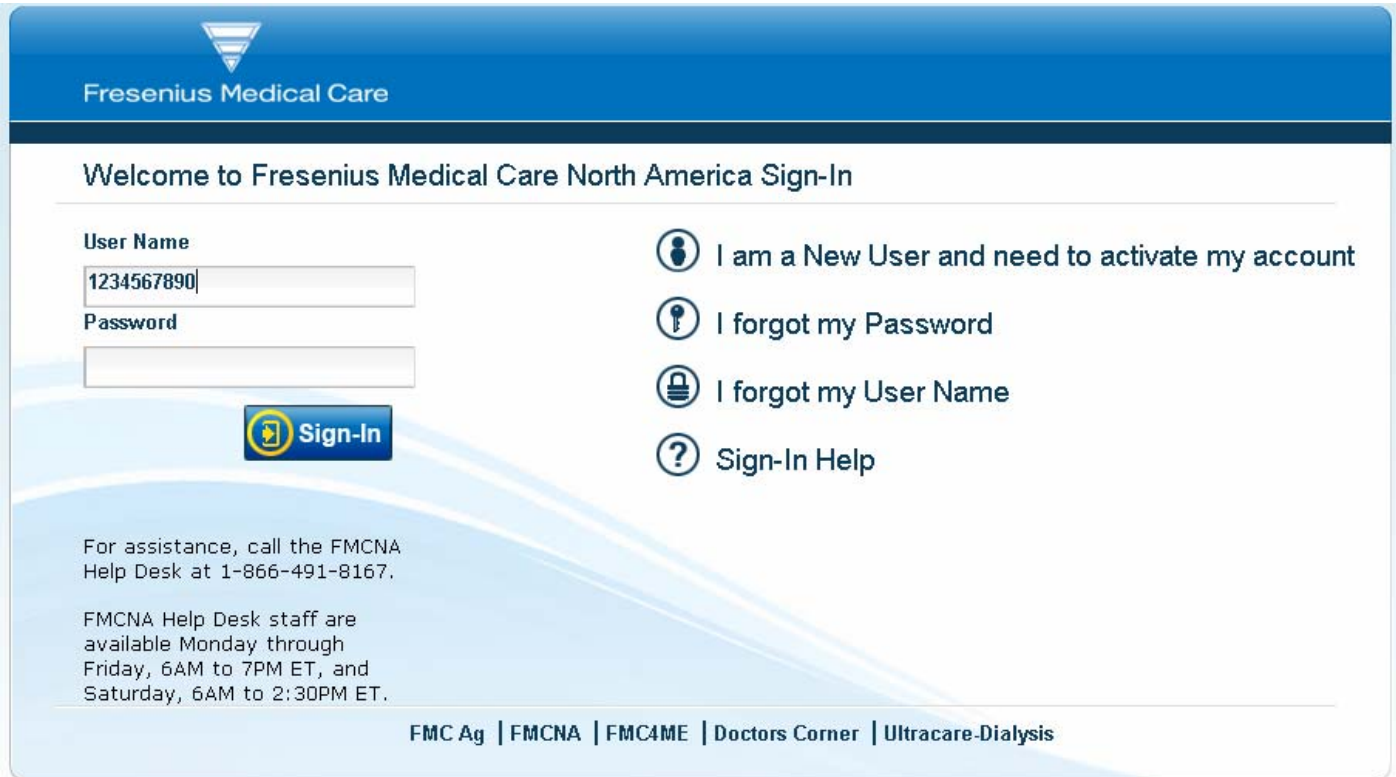
November 2010

Managing Your FMC4ME Account Access

Welcome to the *new* Fresenius Medical Care North America Self-Service Sign-in.

If you have questions or concerns regarding any of the steps outlined in this user guide, please call the Help Desk on (866) 491-8167 and they will assist you with this process.

You can activate your account and retrieve a forgotten password (reset your password) for FMC4ME from the convenience of your office or home. All you need to get started is your employee number or contractor ID, the last four digits of your social security number, and your date of birth.



The screenshot shows the Fresenius Medical Care North America Sign-In page. At the top is the Fresenius Medical Care logo and name. Below that is the heading "Welcome to Fresenius Medical Care North America Sign-In". The page features a sign-in form with two input fields: "User Name" containing the text "1234567890" and "Password". To the right of the form are four links with icons: "I am a New User and need to activate my account" (person icon), "I forgot my Password" (key icon), "I forgot my User Name" (lock icon), and "Sign-In Help" (question mark icon). A blue "Sign-In" button is positioned below the form. At the bottom left, there is contact information for the FMCNA Help Desk, including the phone number 1-866-491-8167 and operating hours. At the bottom right, there is a navigation menu with links for "FMC Ag", "FMCNA", "FMC4ME", "Doctors Corner", and "Ultracare-Dialysis".

Managing Your FMC4ME Account Access

1. Activating Your Account

To start the account activation process, enter your user name, which is your employee number or contractor ID, and the Captcha challenge text, then click Submit.

If you cannot read the Captcha characters, click the Refresh button next to Captcha, and a set of new characters appears.

Activate Account

Please enter your user name to begin activating your account. Your User Identifier may be one of the following:

- NPI or UPIN Number for Providers
- Employee Number for Employees
- Contractor ID for Contractors

*User Name:

Fajevi Grotan

← Refresh Captcha text

*Enter Text:

Enter the "Captcha" text as shown into the field above.

* indicates a required field

For assistance, call the FMCNA Help Desk at 1-866-491-8167. FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET.

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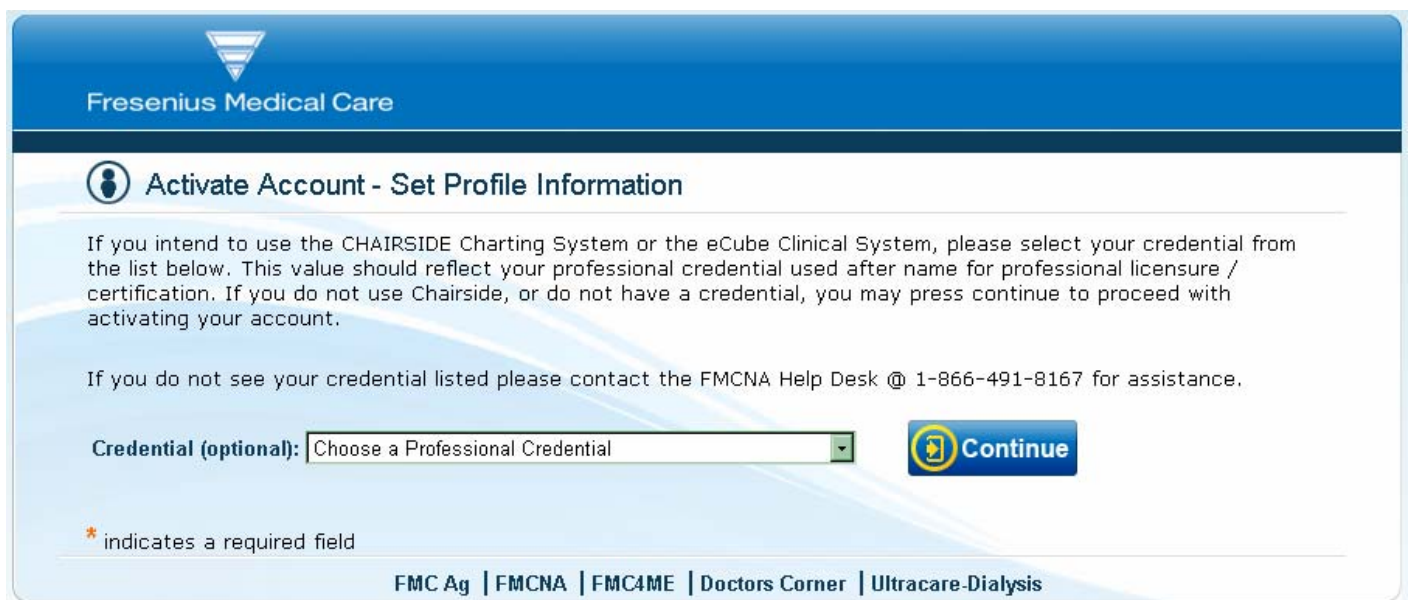
Managing Your FMC4ME Account Access

Next, validate your identity by entering the last four digits of your social security number and the number of the day you were born, then click Submit. You have six attempts to do this successfully.



The screenshot shows a web form titled "Activate Account - Confirm Identity" with the Fresenius Medical Care logo at the top. Below the title, it says "Please enter the required information to activate your account." The "User Name" is displayed as "1234567890". There are two required fields: "What are the last 4 digits of your Social Security Number?" with a masked input field (four dots) and "What day of the month were you born on? (01-31)" with a masked input field (two dots). A "Submit" button is located below the second field. A note at the bottom left states "* indicates a required field". The footer contains links for "FMC Ag | FMCNA | FMC4ME | Doctors Corner | Ultracare-Dialysis".


Next, you may choose to set your credential if you have one. This step is optional. The credential is used by Chairside and may not be applicable to all employees or contractors. If you do not have credential, click Continue.



The screenshot shows a web form titled "Activate Account - Set Profile Information" with the Fresenius Medical Care logo at the top. Below the title, it says "If you intend to use the CHAIRSIDE Charting System or the eCube Clinical System, please select your credential from the list below. This value should reflect your professional credential used after name for professional licensure / certification. If you do not use Chairside, or do not have a credential, you may press continue to proceed with activating your account." Below this, it says "If you do not see your credential listed please contact the FMCNA Help Desk @ 1-866-491-8167 for assistance." There is a "Credential (optional)" label followed by a dropdown menu with the text "Choose a Professional Credential". A "Continue" button is located to the right of the dropdown. A note at the bottom left states "* indicates a required field". The footer contains links for "FMC Ag | FMCNA | FMC4ME | Doctors Corner | Ultracare-Dialysis".

Managing Your FMC4ME Account Access

You are prompted to choose 3 security questions. The first two questions are used by you to reset your password or to recover a forgotten user name. The third question is used by the Help Desk staff to validate your identify; they will ask this question when you call for assistance.




Activate Account - Set Security Questions

To help protect your account, please specify a security question & answer for each item below. The first two Security Questions will be used when you've forgotten your password or user name. The answers to these two questions will be kept private, and will not be shared with FMCNA staff members. The Help Desk security question will be used to validate your identity when you call the FMCNA Help Desk. This question and answer pair will be shared with FMCNA Help Desk staff.

*Question 1: *Answer:

*Question 2: *Answer:

*Help Desk Question: *Answer:

 Submit

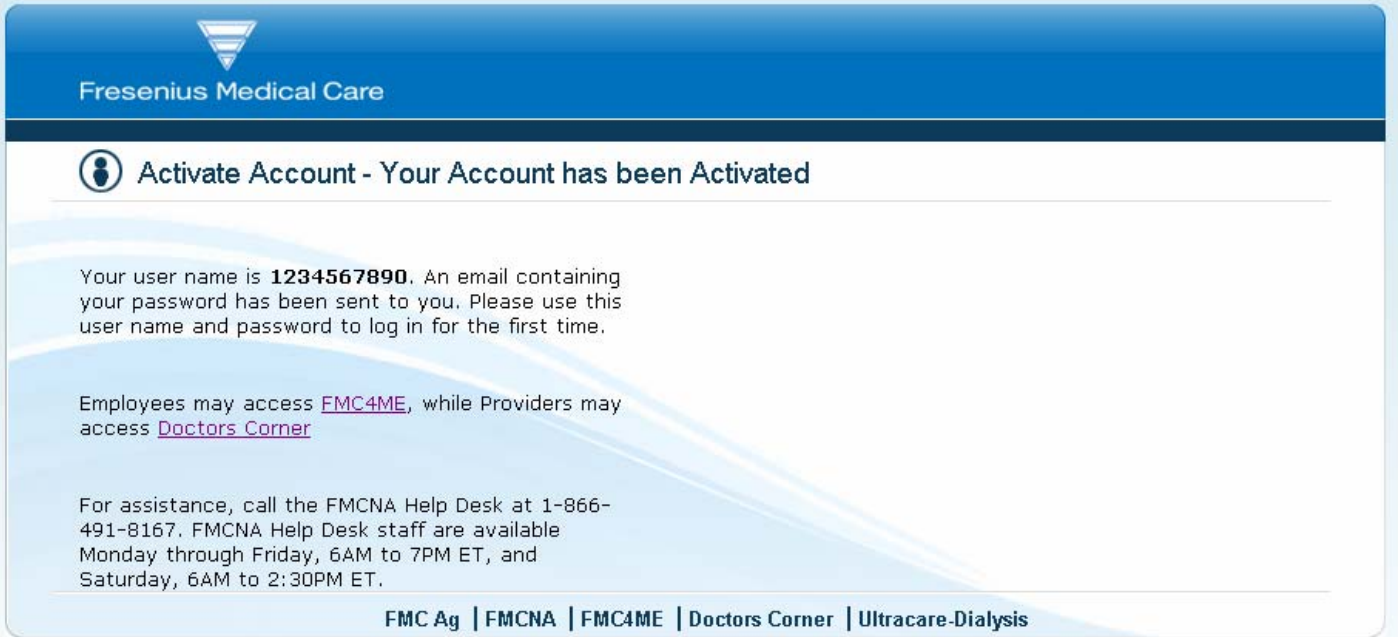
* indicates a required field

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Managing Your FMC4ME Account Access

The account activation success screen verifies that the account activation was successful and your account is active. An email containing your random, automatically generated account password is sent to your email address.

The next time you attempt to sign-in, use the account password provided in the email. You are then prompted to setup a new password of your choosing.



The screenshot shows the 'Activate Account - Your Account has been Activated' screen. It features the Fresenius Medical Care logo at the top left. The main heading is 'Activate Account - Your Account has been Activated' with a person icon. Below this, the text states: 'Your user name is **1234567890**. An email containing your password has been sent to you. Please use this user name and password to log in for the first time.' It also provides links for 'Employees' to access [FMC4ME](#) and for 'Providers' to access [Doctors Corner](#). At the bottom, it offers contact information for the FMCNA Help Desk: 'For assistance, call the FMCNA Help Desk at 1-866-491-8167. FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET.' The footer contains navigation links: 'FMC Ag | FMCNA | FMC4ME | Doctors Corner | Ultracare-Dialysis'.

Managing Your FMC4ME Account Access

2. Resetting Your Password

To start the Reset Password process, click “I forgot my Password” on the Sign-In screen. On the Reset Password screen, enter your User Name and the Captcha challenge text.

If you cannot read the Captcha characters, click the Refresh button next to Captcha and a set of new characters appears.

Reset Password

Please enter your User Name below to begin resetting your password.

*User Name

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*Enter Text:

Enter the "Captcha" text as shown into the field above.

Submit

* indicates a required field

Your User Name may be one of the following:

- Personal User Name for Providers who have chosen their own User Name
- UPIN for Providers who do not have a NPI Number
- Reset Captcha text** who do not have a UPIN Number
- Employee Number for Employees
- Contractor ID for Contractors

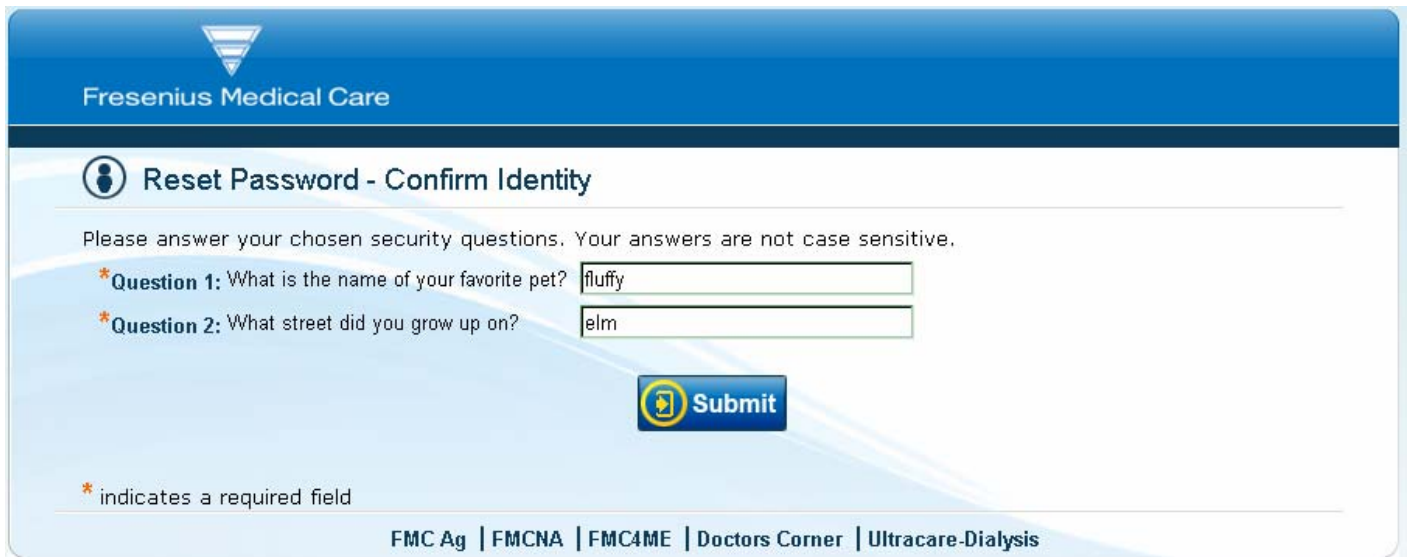
If you are unsure of your User Name, you can Recover your User Name.

For assistance, call the FMCNA Help Desk at 1-866-491-8167. FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET.

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Next, answer your security questions, then click Submit. You have six attempts to enter these correctly. If these attempts fail, try activating your account once more. If you are still unable to reset your password, call the Help Desk for assistance.




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Reset Password - Confirm Identity

Please answer your chosen security questions. Your answers are not case sensitive.

* **Question 1:** What is the name of your favorite pet?

* **Question 2:** What street did you grow up on?

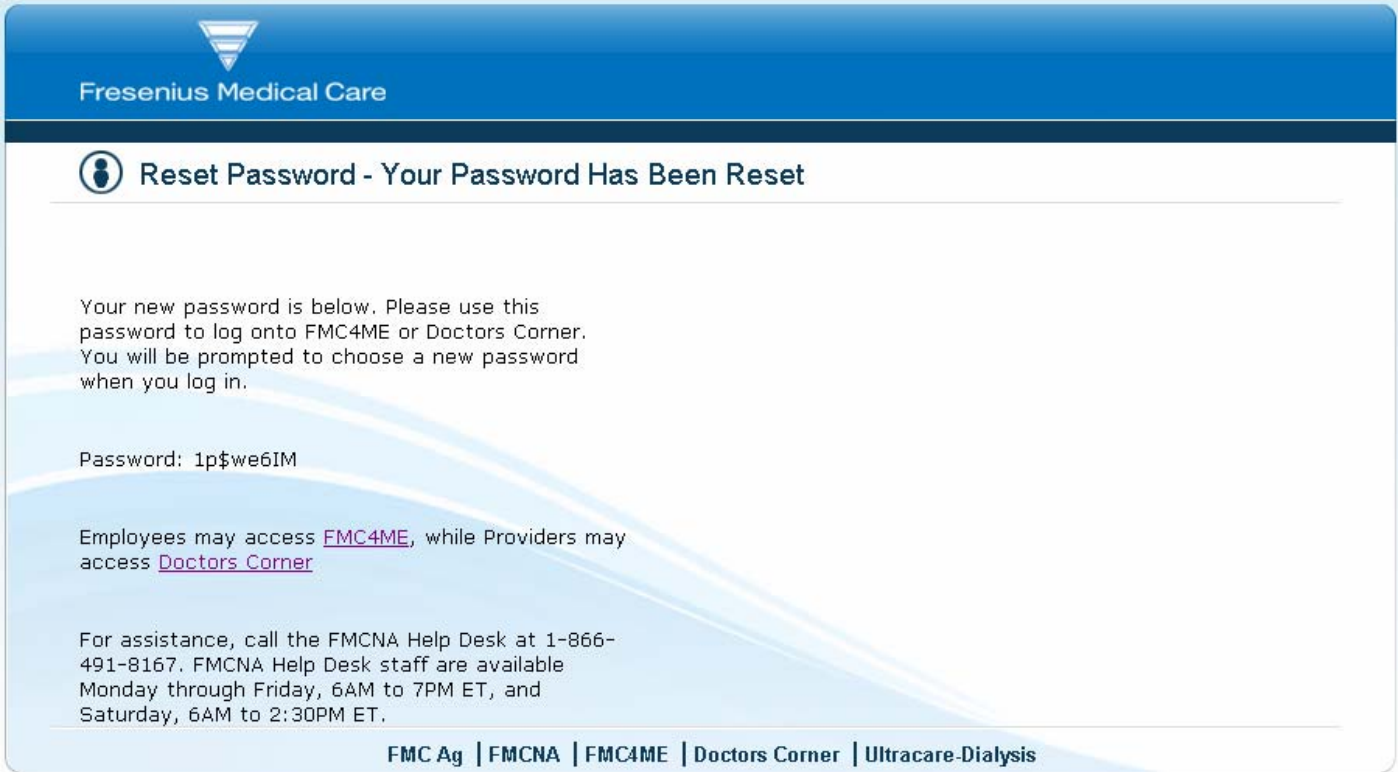
 Submit

* indicates a required field

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Once the questions are answered, a new password is automatically generated and appears on the screen. You may wish to write this password down.



The screenshot shows a web page with a blue header containing the Fresenius Medical Care logo and name. Below the header is a white content area with a blue border. At the top of this area is a blue icon of a person and the text "Reset Password - Your Password Has Been Reset". The main text reads: "Your new password is below. Please use this password to log onto FMC4ME or Doctors Corner. You will be prompted to choose a new password when you log in." Below this, the password "1p\$we6IM" is displayed. Further down, it states: "Employees may access [FMC4ME](#), while Providers may access [Doctors Corner](#)". At the bottom of the content area, it provides contact information: "For assistance, call the FMCNA Help Desk at 1-866-491-8167. FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET." A footer bar at the very bottom contains the text: "FMC Ag | FMCNA | FMC4ME | Doctors Corner | Ultracare-Dialysis".

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 Reset Password - Your Password Has Been Reset

Your new password is below. Please use this password to log onto FMC4ME or Doctors Corner. You will be prompted to choose a new password when you log in.

Password: 1p\$we6IM

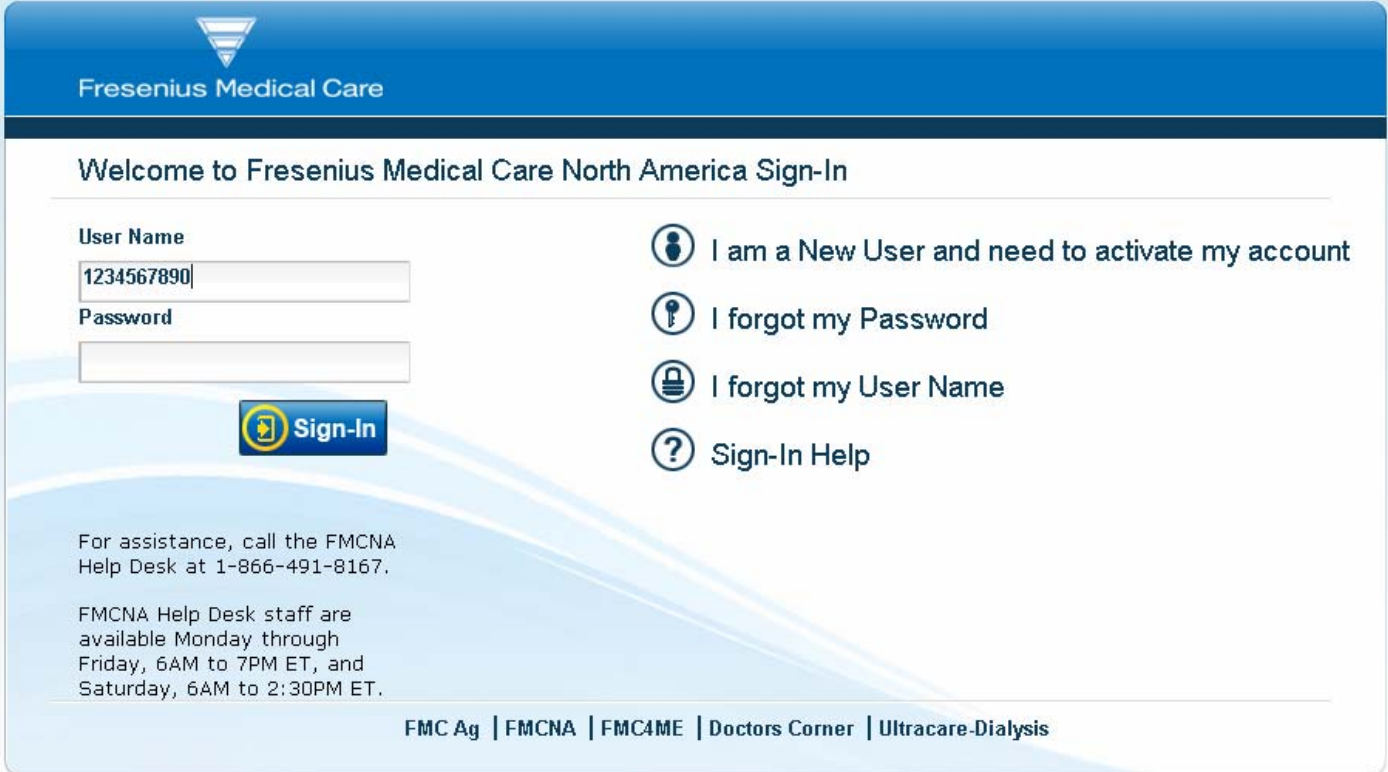
Employees may access [FMC4ME](#), while Providers may access [Doctors Corner](#)

For assistance, call the FMCNA Help Desk at 1-866-491-8167. FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET.

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Return to the FMC4ME Sign-In page. Enter your user name and the automatically generated password, then click Sign-In.

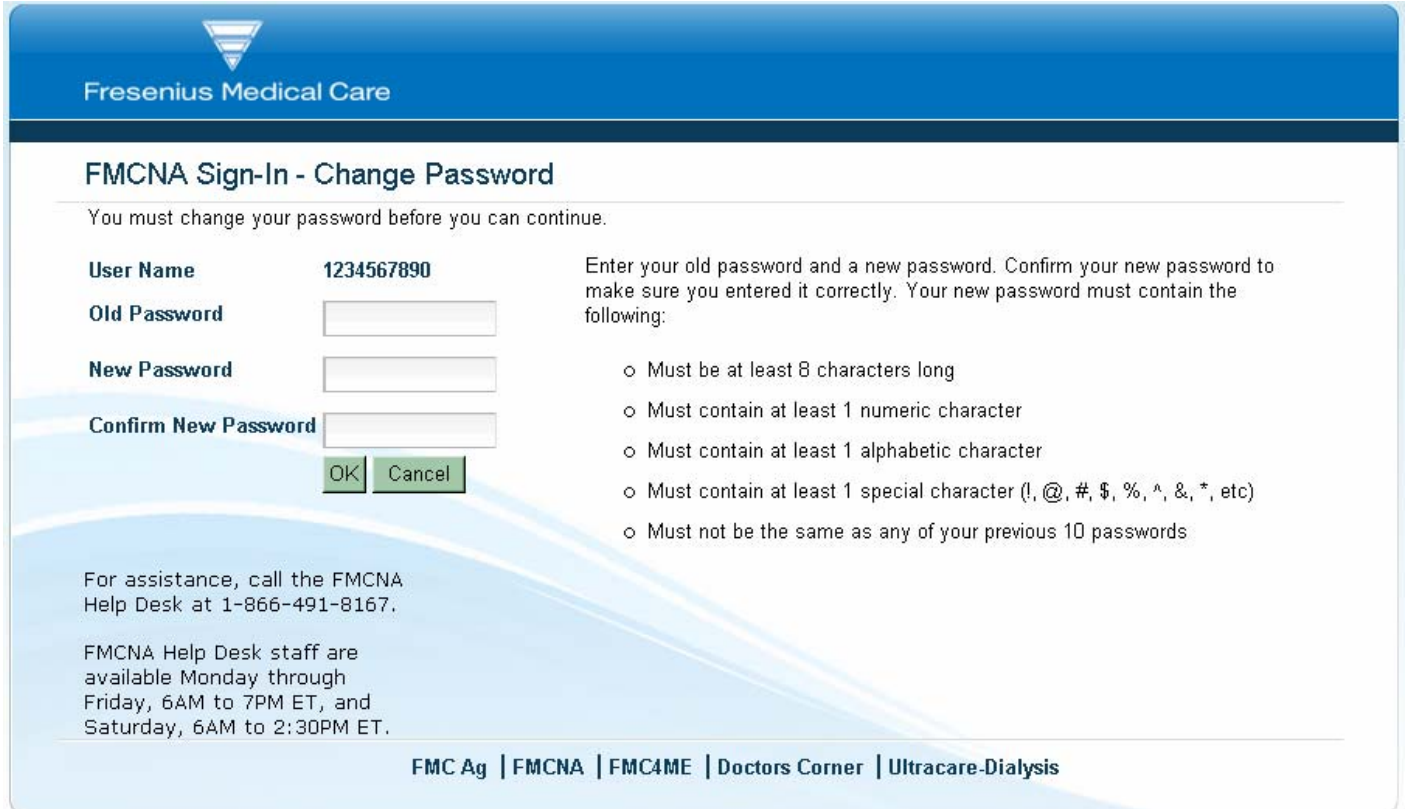


The screenshot shows the Fresenius Medical Care North America Sign-In page. At the top is a blue header with the Fresenius Medical Care logo and name. Below the header, the page title is "Welcome to Fresenius Medical Care North America Sign-In". There are two input fields: "User Name" with the value "1234567890" and "Password" which is empty. A blue "Sign-In" button is located below the password field. To the right of the input fields are four links with icons: "I am a New User and need to activate my account" (person icon), "I forgot my Password" (key icon), "I forgot my User Name" (lock icon), and "Sign-In Help" (question mark icon). Below the input fields, there is a paragraph of text: "For assistance, call the FMCNA Help Desk at 1-866-491-8167. FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET." At the bottom of the page, there is a footer with the text: "FMC Ag | FMCNA | FMC4ME | Doctors Corner | Ultracare-Dialysis".

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When you sign-in to FMC4ME with the automatically generated password, you are prompted to change your password. Enter the old and new passwords, then click OK.

An email will be sent to your email account stating that you have reset your password. If you receive an email, but did not reset your password, please contact the Help Desk and let them know as soon as you can.



The screenshot shows a web form titled "FMCNA Sign-In - Change Password" with a blue header containing the Fresenius Medical Care logo. The form includes a message: "You must change your password before you can continue." Below this, there are four input fields: "User Name" (pre-filled with "1234567890"), "Old Password", "New Password", and "Confirm New Password". To the right of these fields is a list of password requirements. At the bottom of the form are "OK" and "Cancel" buttons, a help desk contact number, and a footer with navigation links.

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FMCNA Sign-In - Change Password

You must change your password before you can continue.

User Name 1234567890

Old Password

New Password

Confirm New Password

Enter your old password and a new password. Confirm your new password to make sure you entered it correctly. Your new password must contain the following:

- Must be at least 8 characters long
- Must contain at least 1 numeric character
- Must contain at least 1 alphabetic character
- Must contain at least 1 special character (!, @, #, \$, %, ^, &, *, etc)
- Must not be the same as any of your previous 10 passwords

For assistance, call the FMCNA Help Desk at 1-866-491-8167.

FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET.

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Managing Your FMC4ME Account Access

3. Recovering Your User Name

If you forget your user name, click “I forgot my User Name” on the Sign-In screen. On the Recover User Name screen, enter your last name, the last four digits of the social security number, the day you were born, and the displayed Captcha text.

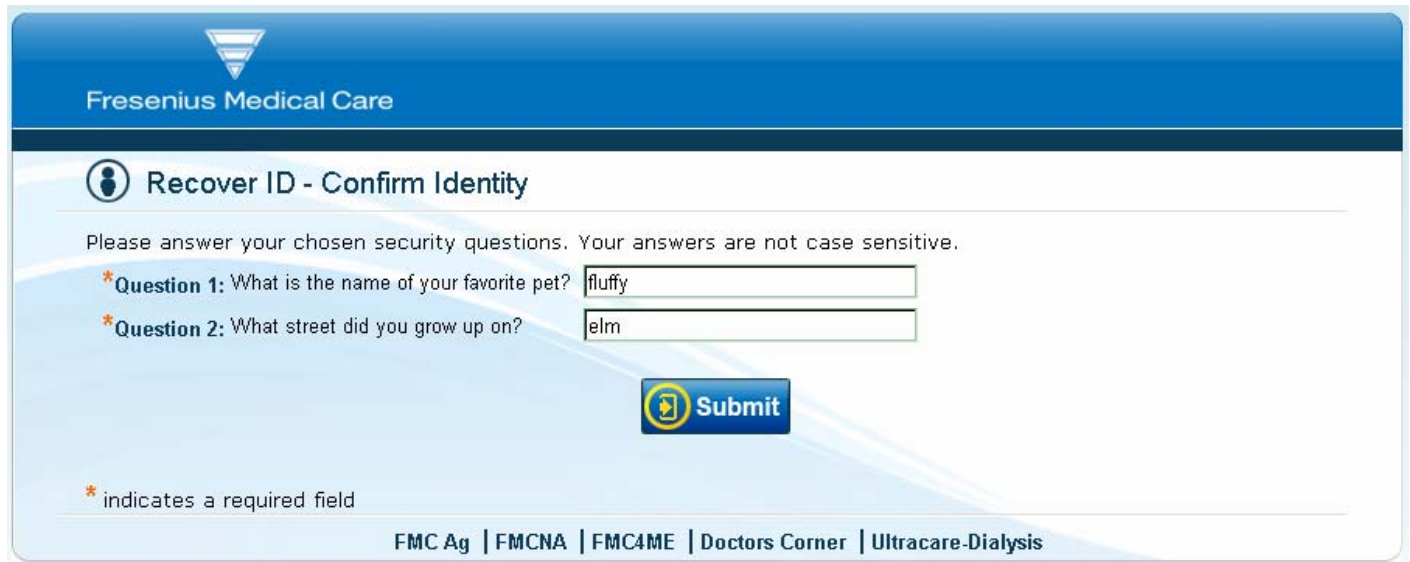
If you cannot read the Captcha characters, click the Refresh button next to Captcha, and a new set of characters appears.

The screenshot shows the 'Recover User Name' form with the following elements:

- Header: Fresenius Medical Care logo and name.
- Title: Recover User Name (with a lock icon).
- Instruction: Please enter the information below to recover your user name.
- Fields:
 - *What is your last name? (Text input: Doe)
 - *What are the last 4 digits of your Social Security Number? (Text input: four dots)
 - *What day of the month were you born on? (01-31) (Text input: two dots)
 - For example, if you were born on May 18th, enter "18"
 - Captcha: A box containing the text "453 Existence". To its right is a 'Refresh Captcha text' button (a blue square with a circular arrow icon) indicated by a red arrow.
 - *Enter Text: (Text input: empty)
 - Enter the "Captcha" text as shown into the field above.
- Submit Button: A blue button with a yellow arrow icon and the text 'Submit'.
- Footer: For assistance, call the FMCNA Help Desk at 1-866-491-8167. FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET.
- Legend: * indicates a required field.
- Page-Footer: FMC Ag | FMCNA | FMC4ME | Doctors Corner | Ultracare-Dialysis

Managing Your FMC4ME Account Access

If the information provided matches, you are prompted to answer your two security questions. Enter the answers, then click Submit.



Recover ID - Confirm Identity

Please answer your chosen security questions. Your answers are not case sensitive.

*Question 1: What is the name of your favorite pet?

*Question 2: What street did you grow up on?

Submit

* indicates a required field

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If your answers are correct, your user name is displayed on the screen. An email is also sent to your account. Please contact the Help Desk if you receive a notifying email, but did not try to recover your username.



Recover User Name - Your User Name Has Been Recovered

Your user name is: **1234567890**

Please use this user name to log into FMC4ME or Doctors Corner for the first time.

Employees may access [FMC4ME](#), while Providers may access [Doctors Corner](#)

For assistance, call the FMCNA Help Desk at 1-866-491-8167. FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET.

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Managing Your FMC4ME Account Access

4. Existing Users without Security Questions


If you have not set-up your security questions, this prompt appears when you sign-in to FMC4ME.

Please Set Your Security Questions

FMCNA has introduced improved security measures to help protect your account from unauthorized access. As part of these improvements, we require that all users select a set of security questions that will be used to validate your identity when resetting your password or recovering your login name online. Additional questions will be used by help desk staff to validate your identity when you call in for assistance. Please setup your FMCNA Security Questions now. You will continue to receive this message every time you login until you select your questions.

[Set Security Questions](#) [Skip for Now](#)

If you click Set Security Questions, the Set Security Questions screen appears, where you to choose and answer your three questions.



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Update Profile - Set Security Questions

To help protect your account, please specify a security question & answer for each item below. The first two Security Questions will be used when you've forgotten your password or user name. The answers to these two questions will be kept private, and will not be shared with FMCNA staff members. The Help Desk security question will be used to validate your identity when you call the FMCNA Help Desk. This question and answer pair will be shared with FMCNA Help Desk staff.

*Question 1: *Answer:

*Question 2: *Answer:

*Help Desk Question: *Answer:

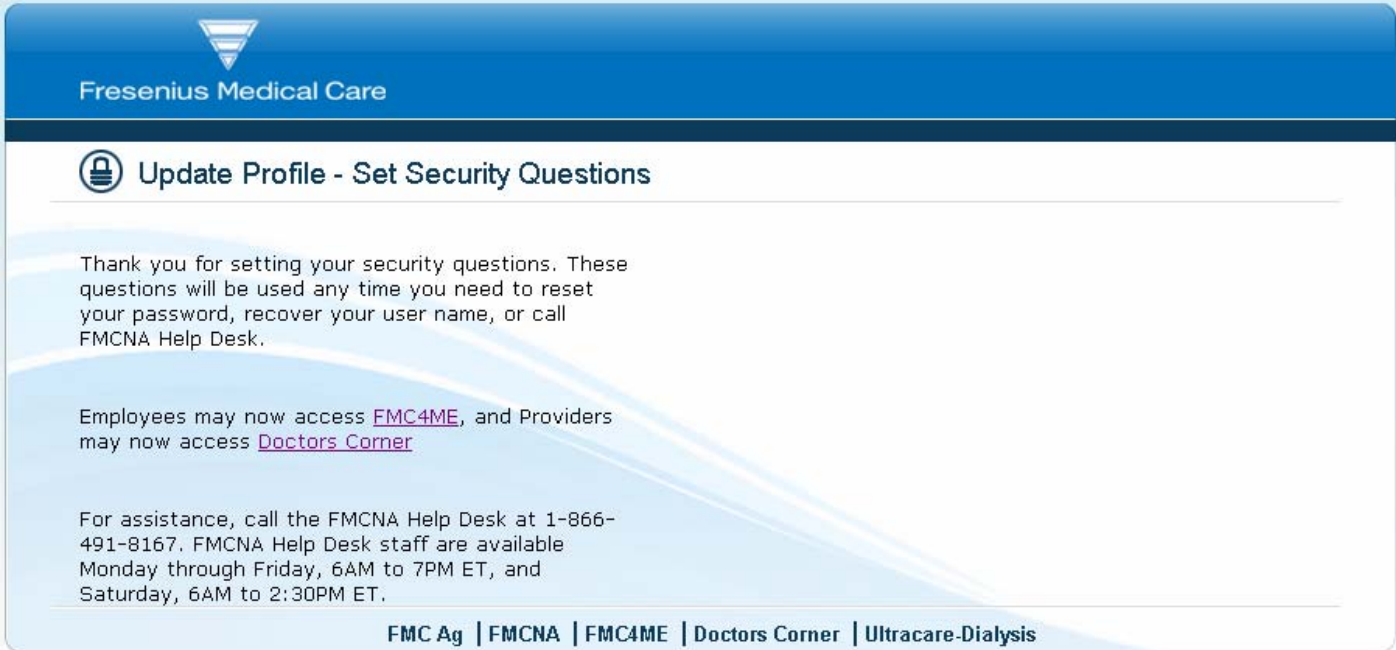
 Submit

* indicates a required field


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Managing Your FMC4ME Account Access

When you finish, this confirmation message appears.



The screenshot shows a confirmation message from Fresenius Medical Care. At the top is a blue header with the Fresenius Medical Care logo and name. Below the header is a dark blue bar with a lock icon and the text "Update Profile - Set Security Questions". The main content area is white with a light blue decorative wave at the bottom. It contains three paragraphs of text: a thank you message, a notice about access to FMC4ME and Doctors Corner, and contact information for the FMCNA Help Desk. At the bottom is a footer with navigation links: FMC Ag | FMCNA | FMC4ME | Doctors Corner | Ultracare-Dialysis.

 Fresenius Medical Care

 Update Profile - Set Security Questions

Thank you for setting your security questions. These questions will be used any time you need to reset your password, recover your user name, or call FMCNA Help Desk.

Employees may now access [FMC4ME](#), and Providers may now access [Doctors Corner](#).

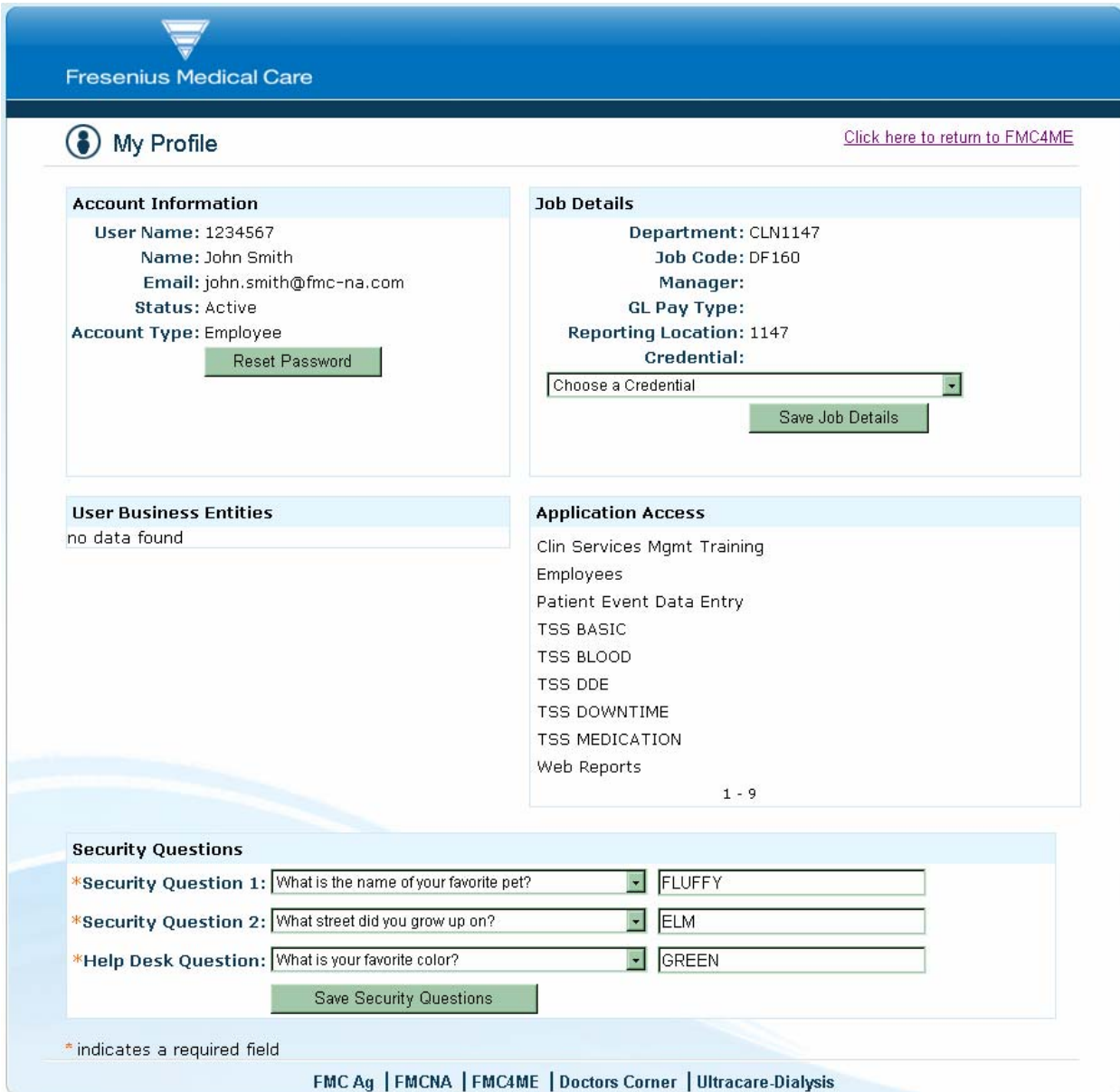
For assistance, call the FMCNA Help Desk at 1-866-491-8167. FMCNA Help Desk staff are available Monday through Friday, 6AM to 7PM ET, and Saturday, 6AM to 2:30PM ET.

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Managing Your FMC4ME Account Access

5. My Profile Page

The My Profile page is accessible from FMC4ME by clicking the link in the top right corner of the screen. This page displays your information that is on file. You may update the Credential, Password, and Security Questions from this page. You can also see a list of applications that you have access to.



My Profile [Click here to return to FMC4ME](#)

Account Information User Name: 1234567 Name: John Smith Email: john.smith@fmc-na.com Status: Active Account Type: Employee <input type="button" value="Reset Password"/>	Job Details Department: CLN1147 Job Code: DF160 Manager: GL Pay Type: Reporting Location: 1147 Credential: <input type="text" value="Choose a Credential"/> <input type="button" value="Save Job Details"/>
User Business Entities no data found	Application Access Clin Services Mgmt Training Employees Patient Event Data Entry TSS BASIC TSS BLOOD TSS DDE TSS DOWNTIME TSS MEDICATION Web Reports 1 - 9

Security Questions

*Security Question 1:

*Security Question 2:

*Help Desk Question:

* indicates a required field

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Note: It is very important that you update your security questions as these are required to reset your password and to request help from the Help Center over the phone.