



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?

Usernames 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.



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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.