Self-Serve Activation for Marketplace Applications

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This document covers assigning security permissions and using Self-Serve Activation for Marketplace Applications.

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The PointClickCareMarketplace

Frequently Asked Questions

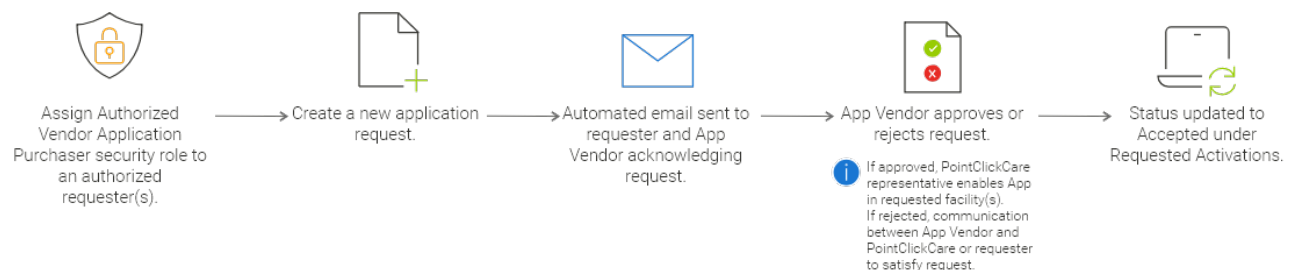|	
What is the PointClickCare Marketplace?	The PointClickCare Marketplace is an external website where you can view information on third party services and integrated apps as well as PointClickCare add-on products. All products help you extend your technical capabilities and leverage your Electronic Health Record (EHR) investment.
What are the benefits?	In addition to extending your technical capabilities and leverage your EHR investment, the Marketplace has the following benefits. • Provides an easy way for you to see which vendors work with PointClickCare. • Enables you to easily evaluate apps and/or services. • Ensures you know the integrated apps can be quickly deployed and work seamlessly with your existing workflows • Provides simple user management by leveraging existing setup and passwords.
Is there a limit to the number of apps I can use?	No. Any integration of a validated app is available to be enabled for facilities after a contract is signed with the vendor. You also need a minimum tier of PointClickCare enabled for these integrated apps.
What do the items on the Marketplace cost?	The Marketplace itself is free. Each item on the Marketplace is unique, and the associated costs are determined by the vendors. For integrated apps, there may also be a PointClickCare integration framework charge if your facility is not currently on the integration framework. For more information, contact your Customer Success Manager.
What support does PointClickCareoffer for the apps on the Marketplace?	All of the apps on the Marketplace are supported by the companies that built them. The support information can be found in the support section of the product page. If there is an issue concerning the app, or its integration with PointClickCare, contact the app's company support line. PointClickCare will work with the app companies directly to resolve any integration issues.

Self–Serve Activation for Marketplace Applications Workflow

Self-Serve Activation for Marketplace Applications allows you to manage integrations with third party applications from the PointClickCare Marketplace. Using self-serve activation saves you time by streamlining the process of activating or deactivating apps and selecting the facilities in which they are installed or uninstalled.

This quick reference guide (QRG) is a suggested workflow. You must always follow your facility policies and procedures. If you are not sure what your workflow is, see your manager. Your facility may not use all aspects of anything listed below.

Assign Authorized Vendor Application Purchaser security role to an authorized requester(s). → Create a new application request. → Automated email sent to requester and App Vendor acknowledging request. → App Vendor approves or rejects request. If approved, PointClickCare representative enables App in requested facility(s). If rejected, communication between App Vendor and PointClickCare or requester to satisfy request. → Status updated to Accepted under Requested Activations.

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Security for Self-Serve Activation for Marketplace Applications

The following are security permissions related to Self-Serve Activation for Marketplace Applications. 1 Authorized Vendor Application Purchaser role is available, or you can create a custom role with the following permissions.

> **TIP**
> It is recommended to assign this security permission to those with purchasing authority.

Procedure

1. Do one of the following:

    • Single facility: Admin > Setup > Security Roles.

    • Multi-facility: Management Console > Standards > Financial Management > Security Roles.

2. **Edit** an existing or create **New** security role(s). Click **Save**.

3. Ensure appropriate users are assigned to the role(s).

    > **NOTE**
    > For multi-facility organizations, you must have access to the Management Console.

Security Permission	Access Level
Major Module = Admin	
Vendor Application (parent)	Access to Enable Integration
Activate	Y - Access to the application activation screen.

Using Self-Serve Activation for Marketplace Applications

Using Self-Serve Activation for Marketplace Applications allows you to manage integrations with third party apps from the PointClickCare Marketplace. From a single location, you can:

• submit new requests

• track the progress of submitted requests

• view apps integrated for your organization.

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Using self-service activation saves you time by streamlining the process of activating or deactivating apps and selecting the facilities in which they are installed or uninstalled.

NOTE

When selecting facilities for an activation request, you can only select facilities in which the app is not already activated. For Deactivation requests, you can only select facilities in which the app is already activated.

WARNING

You must have appropriate integrations enabled before you can purchase and install apps. For more information, contact your PointClickCare Customer Success Manager (CSM).

When a new activation request is submitted:

1. Email notification is sent to requester from deal.desk@pointclickcare.com confirming the request is received. The application request appears with the status of Pending.

2. After the request is processed, an email notification is sent to requester from deal.desk@pointclickcare.com notifying them the request is approved or rejected. The application request appears with the status of Approved or Rejected under Requested Integrations.

Status	Requested Date	Application Name	Request Type	Requested Facilities
Approved	03/29/2019	QR App 5	Activation	FACILITY_3, FACILITY_30
Pending	04/03/2019	ZC-aap	Deactivation	FACILITY_10

If working in a multi-facility database, you can only access the Application Activation from the Management Console.

Procedure

1. Do one of the following:

   • Single facility > Home > Marketplace > Manage Integrations.

   • Multi-facility > Management Console > Home > Marketplace > Manage Integrations.

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2. Click **Activation Request** or **Deactivation Request**.

3. Complete the fields as required.

4. Click **Submit**.

Options

Below is a list of the options available to you.

*   **Application** - Select an application.

    > **NOTE**
    > Click **Marketplace Homepage** to view details on all available applications.

*   **Select facilities to activate application** - Select the facilities in which the application is installed.

*   **Title** - Type the title of the authorized requester.

*   **Which email would you like to be notified at?** - Type email address. This email is used for communication regarding this request.

*   **Requested by** - Type the first and surname of the requester. Requester must be an authorized signer for your organization.

    > **NOTE**
    > Title, email, and request by auto populate if the fields are completed in your security role.

*   **Reason for deactivation** - Type the reason. Appears only if Deactivation Request is selected.

*   **Please read and agree to the Terms of Agreement to continue** - Read the Terms of Agreement and Accept to submit your request.

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