Texas Health Care Information Collection - THCIC
Health Facilities Numbered Letter, Volume 24 Number 3
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Data Manager and Data Certifier Login Deactivation

URGENT

On **July 1, 2021** System13 will deactivate all **Data Managers and Data Certifiers** (Data Users) Login accounts.

It is the responsibility of the **Primary Contact/Data Administrator** to reactivate Data User accounts on or after **July 1, 2021**, if each user is authorized by the facility to have continued access to our system.

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A list of Primary Contacts authorized to act as the facility's **Data Administrator** may be found at:
https://dshs.texas.gov/thcic/hospitals/FacilityList.xls

If the **Primary Contact** needs to be changed, the facility must complete and return to THCIC a THCIC Contact Form available at
https://dshs.texas.gov/thcic/hospitals/FacilityInformationRequest.pdf

This will be an annual process by THCIC for facilities to validate Data Users that have access to our system, as required by **HHS** (Texas Health and Human Services) **Enterprise Identity and Access Management (EIAM)**.

Texas Administrative Code (Title 1, Part 10, Section 202.21) mandates the validation of each facility staff (Data Administrator and Data Users) that has a business need to access applications and programs (System13) for the State of Texas and/or its affiliates.
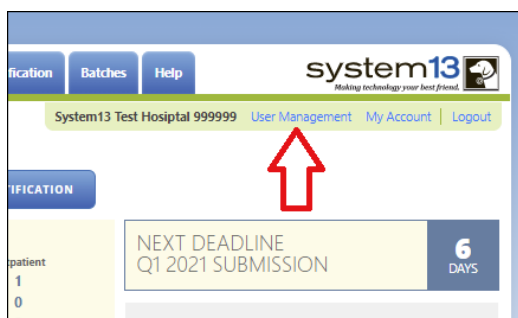
How to Reactivate User Login Accounts

The **Primary Contact/Data Administrator** must log into the online system with their Data Administrator Login at https://thcic.system13.com/login for each facility.

From the dashboard screen, click on the **USER MANAGEMENT** link in the top right corner.
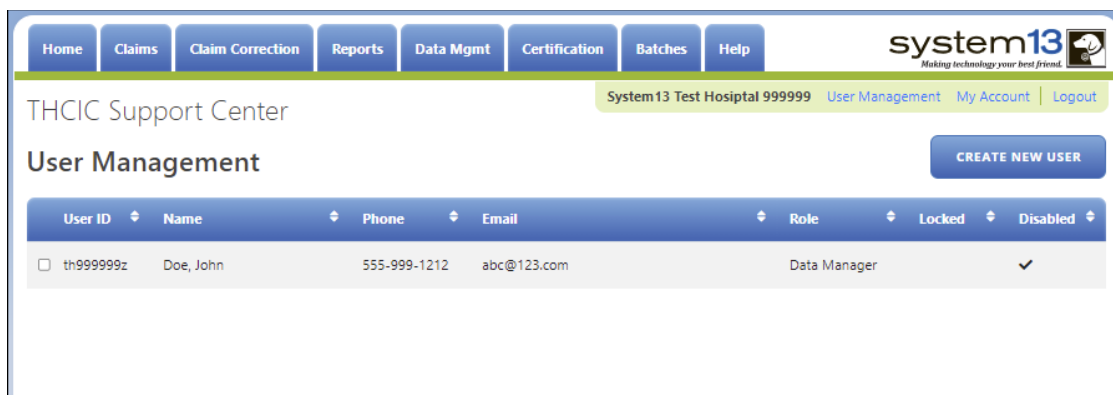

Only the **Data Administrator Login** has the **User Management** link.

If you do not see the **User Management** link on your Dashboard screen, you have **NOT** logged in with your assigned Data Administrator login username.

If you (Data Administrator) or your predecessor has added any Data Users, they will be listed here.
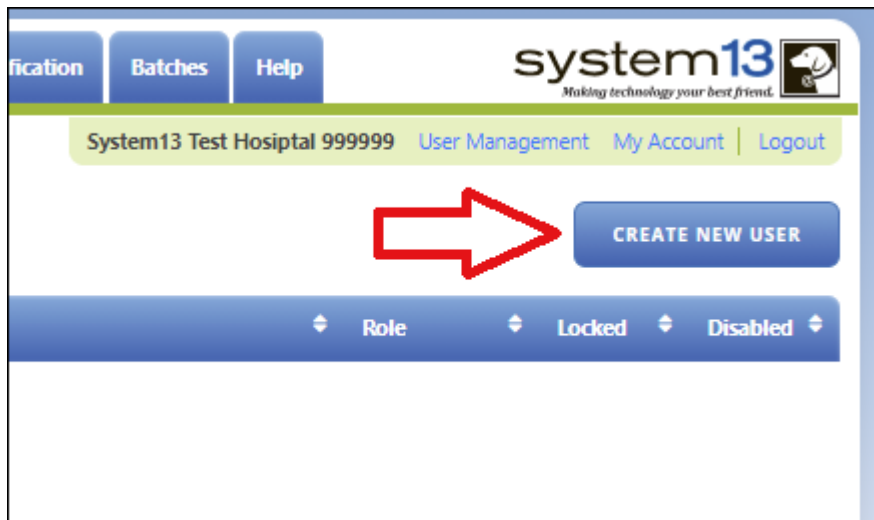
You (Data Administrator) must reactivate each Data User, if they are authorized by the facility (you the Data Administrator must determine with your facilities leadership) whom should have access to the facility's account (patient administrative claim records) in the system.

All reactivated **Data Users** will be required to reset their Login password on or after July 1, 2021. **Please ensure you have notified the Data Users.**

If a **Data User** should no longer have access, you (Data Administrator) must delete the **Data User** to prevent unauthorized access.

If you have no **Data Users** listed, you are done, unless you (Data Administrator) wish to add Data Users.

Facilities are limited to six (6) **Data Users** (this includes user roles (Data Manager or Data Certifier) you the Data Administrator select them for.

The **Primary Contact/Data Administrator's** name may **NOT** be listed as a **Data User** in the **User Management** list, as the Data Administrator Login has the same authorizations as all Data Users plus more.

If the Primary Contact/Data Administrator is unable to log into our system, usually due to an expired password, please call the System13, Inc. Helpdesk at 888-308-4953 for password help.

Passwords expire every 60 days for all **Data Users** and the **Data Administrator** and must be reset before it expires.

How to Reach Us

System13, Inc. (in Virginia)
Web site: https://thcic.system13.com

System13 Helpdesk
Monday-Friday, 8:00a – 5:00p (Central Time)
Phone: (888) 308-4953 or (434) 977-0000
Email: thcichelp@system13.com

THCIC (in Austin)
Web site: www.dshs.texas.gov/thcic

Main phone: (512) 776-7261 (limited due to COVID)
Email: thcichelp@dshs.texas.gov

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