

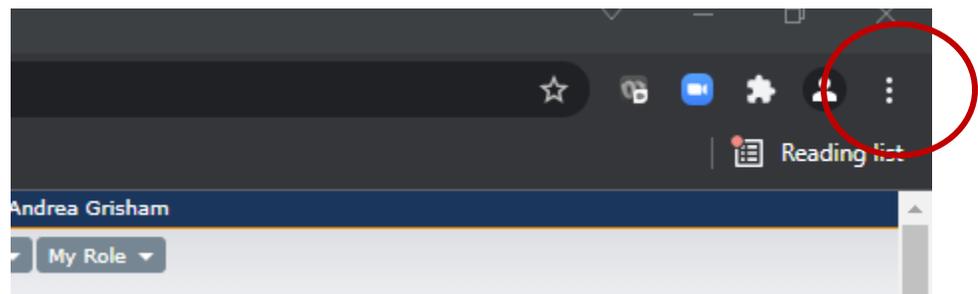
Streetwise Frequently Asked Questions:

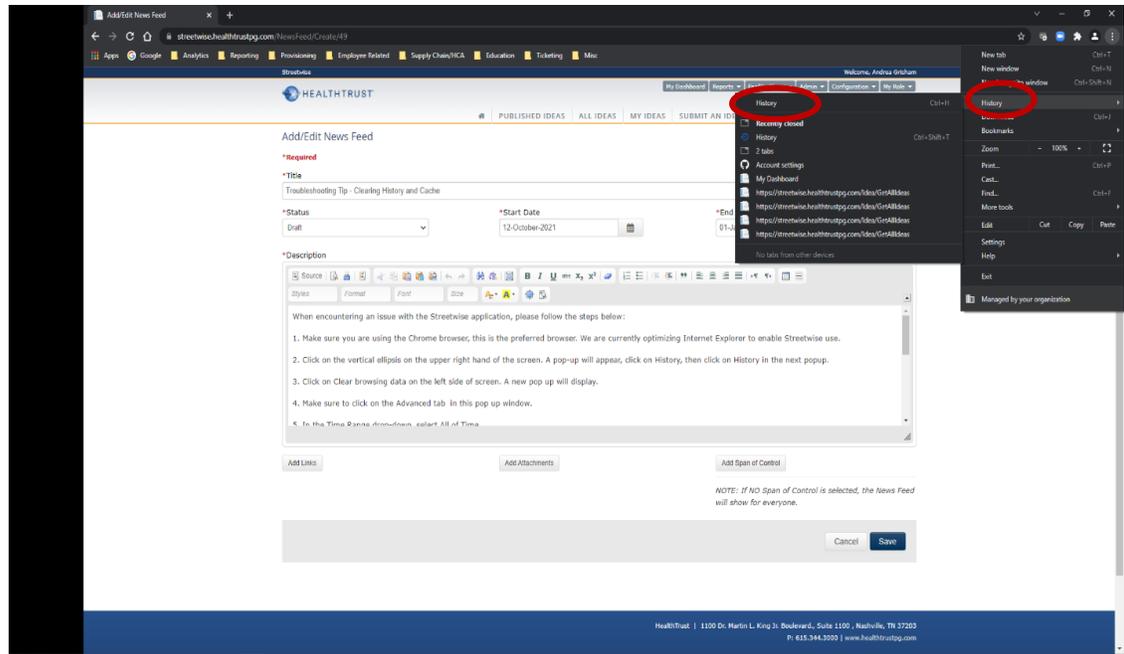
Why can't I login?

1. Once Streetwise opens, Select Login. Username should be entered as HCA\ 3-4 ID. Password is your regular network password. (Users can hover over Login and see the prompt).
 - b. Example: HCA\ABC1234

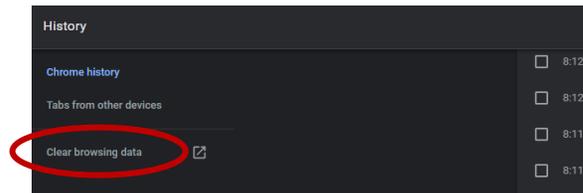
Why isn't Streetwise working properly?

1. Make sure you are using the Chrome browser, this is the preferred browser.
2. Make sure you are updating your Streetwise link regularly.
 - a. We recommend that users save Streetwise as a favorites link with the understanding that if the application begins to malfunction, it may be due to an "old" link. We deploy new features or bug fixes every month, sometimes bi-monthly. Users may need to access Streetwise by typing in the URL below and resaving.
<https://streetwise.healthtrustpg.com/>
 - b. This also applies to Business Objects reports. If users have a saved version of any Business Objects report, they must be sure to save a new version of the report regularly to make sure that they are utilizing an up to date version. Users should be sure to check the Streetwise Newsfeed regularly for updates and alerts.
3. Users should clear their history and cache.
 - a. **Trouble Shooting Tip – Steps to Clear History and Cache:**
 - i. Click on the vertical ellipsis on the upper right hand of the screen. A pop-up will appear, click on History, then click on History in the next popup.

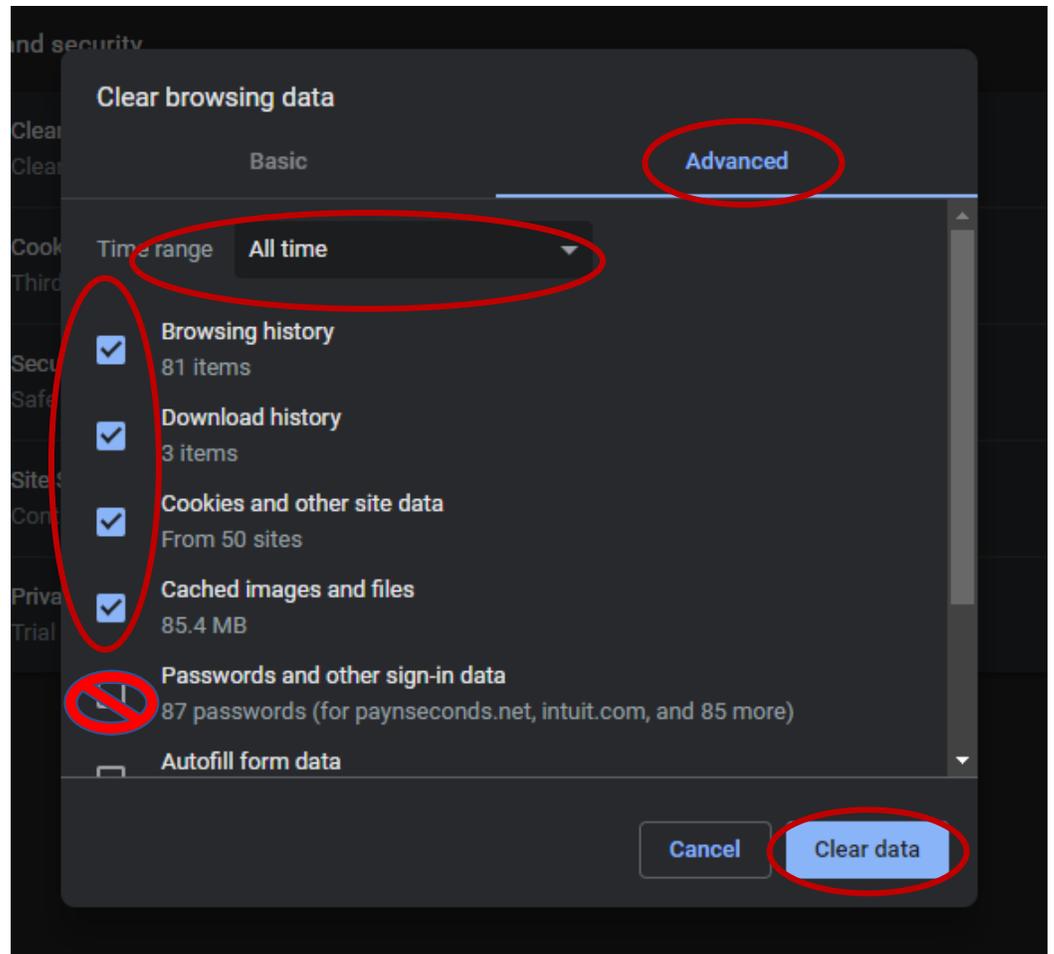




- ii. Click on Clear Browsing data on the left side of screen. A new pop up will display.



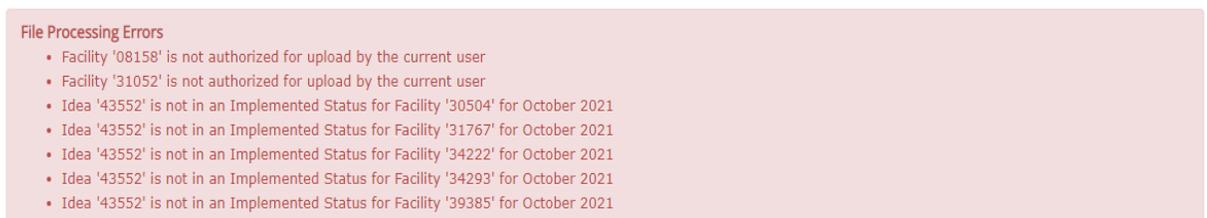
- iii. Make sure to click on the Advanced tab in this pop-up window.
- iv. In the Time Range drop-down, select All Time.
- v. Select Browsing History, Download History, Cookies and other site data and Cached images and files (do not click on Passwords and other sign-in data)
- vi. Click on Clear Data at the bottom of the pop-up window.



- vii. Close your browser.
- viii. Re-open browser (remember - Chrome is the preferred browser).
- ix. Login to Streetwise. <https://streetwise.healthtrustpg.com>
- x. Attempt the task you were working on again.

Why can't I upload for my facility or division?

Reasons that the user may be receiving error message similar to the one shown below:



1. Span of Control Issue – User should make sure that they have the correct Span of Control for the facilities/division they are uploading for.

- a. User can check their access in Streetwise under My Role in the top right hand of app.

The screenshot shows the Streetwise application interface. At the top, there is a dark blue header with the Streetwise logo on the left and the user's name 'Welcome, Callahan Smith' on the right. Below the header is a navigation bar with the 'HEALTHTRUST' logo and several menu items: 'My Dashboard', 'Reports', 'Facility Planning', 'Admin', 'Configuration', and 'My Role'. A secondary navigation bar contains a home icon and links for 'PUBLISHED IDEAS', 'ALL IDEAS', 'MY IDEAS', 'SUBMIT AN IDEA', 'FACILITY PLANNING', and 'FACILITY SAVINGS'. The main content area is titled 'My Dashboard' and features three sections: 'NEWS FEED' with 9 items and an 'Archived News' dropdown, 'MY BOOKMARKED IDEAS' with 0 items, and 'MY SAVED IDEAS' with 0 items. The news feed shows two items: 'Streetwise 3.5.0 Feature Release' by Smith, Callahan dated NOV 30 2021, and 'IMPORTANT NOTICE - Point of Contact Updates' by Grisham, Andrea dated NOV 23 2021.

- i. If user does not have the correct Span of Control for the facilities/division that they are uploading for, user should put in an ESAF request to expand their Span of Control.
- b. User is trying to upload for a facility that has been discontinued. User should make sure that they are uploading savings for facilities that are still active.

Still can't find what you are looking for?

Please refer to these resources for more helpful information:

1. Streetwise Reports – Presentation from Team Talk
2. Streetwise User Guide (Updated Feb 2021)

To navigate to these resources, please login, click on My Dashboard, and look for these posts under the News Feed Section.

My Dashboard

NEWS FEED 9 Archived News ▾

Streetwise 3.5.0 Feature Release By: Smith, Callahan	NOV 30 2021
IMPORTANT NOTICE - Point of Contact Updates By: Grisham, Andrea	NOV 23 2021
Streetwise Reports - Presentation from Team Talk By: Grisham, Andrea	OCT 28 2021
Troubleshooting Tip - Clearing History and Cache By: Grisham, Andrea	OCT 12 2021

REQUIRED INFORMATION NEEDED 0 ▾

No ideas require information at this time

IDEAS READY FOR REVIEW 9 ▾

My Dashboard

NEWS FEED 9 Archived News ▾

Updated - Corporately Reported Ideas as of October 2020 By: Grisham, Andrea	SEP 11 2020
WELCOME TO STREETWISE 2.X By: Grisham, Andrea	OCT 09 2019
Streetwise User Guide (Updated Feb 2021) By: Grisham, Andrea	APR 29 2019
Cross Reference Template By: Van Norstran, Laura	DEC 20 2017

REQUIRED INFORMATION NEEDED 0 ▾

No ideas require information at this time

IDEAS READY FOR REVIEW 9 ▾