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. <u>Trouble Shooting Tip – Steps to Clear History and Cache:</u>

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.



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	When encountering an issue with the Streetwise ap	oplication, please follow the steps below:				
	1. Make sure you are using the Chrome browser, th	is is the preferred browser. We are currently op	timizing Internet Explorer to enable Streetw	ise use.		
	2. Click on the vertical ellipsis on the upper right ha	and of the screen. A pop-up will appear, click on	History, then click on History in the next po	pup.		
	3. Click on Clear browsing data on the left side of s	creen. A new pop up will display.				
	4. Make sure to click on the Advanced tab in this p	oop up window.				
	5. In the Time Ranne dron-down, celert All of Time			•		
				li		
	Add Links	Add Attachments	Add Span of Control			
			NOTE: If NO Span of Contro will show for everyone.	ol is selected, the News Feed		
				Cancel Save		
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ii. Click on Clear Browsing data on the left side of screen. A new pop up will display.

History	
Chrome history	8:12 A
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Clear browsing data	8:11 A
	8:11 A

- 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 <u>not</u> 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:

	offity (99159) is not authorized for upload by the surrent user
• Fat	unity 08158 is not authorized for upload by the current user
 Face 	cility '31052' is not authorized for upload by the current user
• Ide	ea '43552' is not in an Implemented Status for Facility '30504' for October 2021
• Ide	ea '43552' is not in an Implemented Status for Facility '31767' for October 2021
• Ide	ea '43552' is not in an Implemented Status for Facility '34222' for October 2021
• Ide	ea '43552' is not in an Implemented Status for Facility '34293' for October 2021
• Ide	ea '43552' is not in an Implemented Status for Facility '39385' for October 2021

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.

Streetwise						Welcome, Callahan Smith	
HEALTHTRUST			Μ	ly Dashboard 🛛 Reports 👻	Facility Planning 🛛 Admin 🔻 🗍 🤇	Configuration 👻 🛛 My Role 👻	
4	PUBLISHED IDEAS	ALL IDEA	S MY IDEAS	SUBMIT AN IDEA	FACILITY PLANNING	FACILITY SAVINGS	
My Dashboard							
NEWS FEED 9	Archived News 🗸					*	
Streetwise 3.5.0 Feature Release By: Smith, Callahan	NOV 30)	No Bookmarked	Ideas at this time		•	
IMPORTANT NOTICE - Paint of Contact Undated	202: NO	L 	MY SAVED IDEA	S 🕕		*	
By: Grisham, Andrea	23		No Saved Ideas	at this time		•	

- 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
Streetwise Reports - Presentation from Team Talk By: Grisham, Andrea	001 28 2021
Troubleshooting Tip - Clearing History and Cache By: Grisham, Andrea	OCT 12 2021
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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 \ensuremath{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	>
	Cross Reference Template By: Van Norstran, Laura	DEC 20 2017	
	REQUIRED INFORMATION NEEDED		~
	No ideas require information at this time		•
	IDEAS READY FOR REVIEW 9		~