

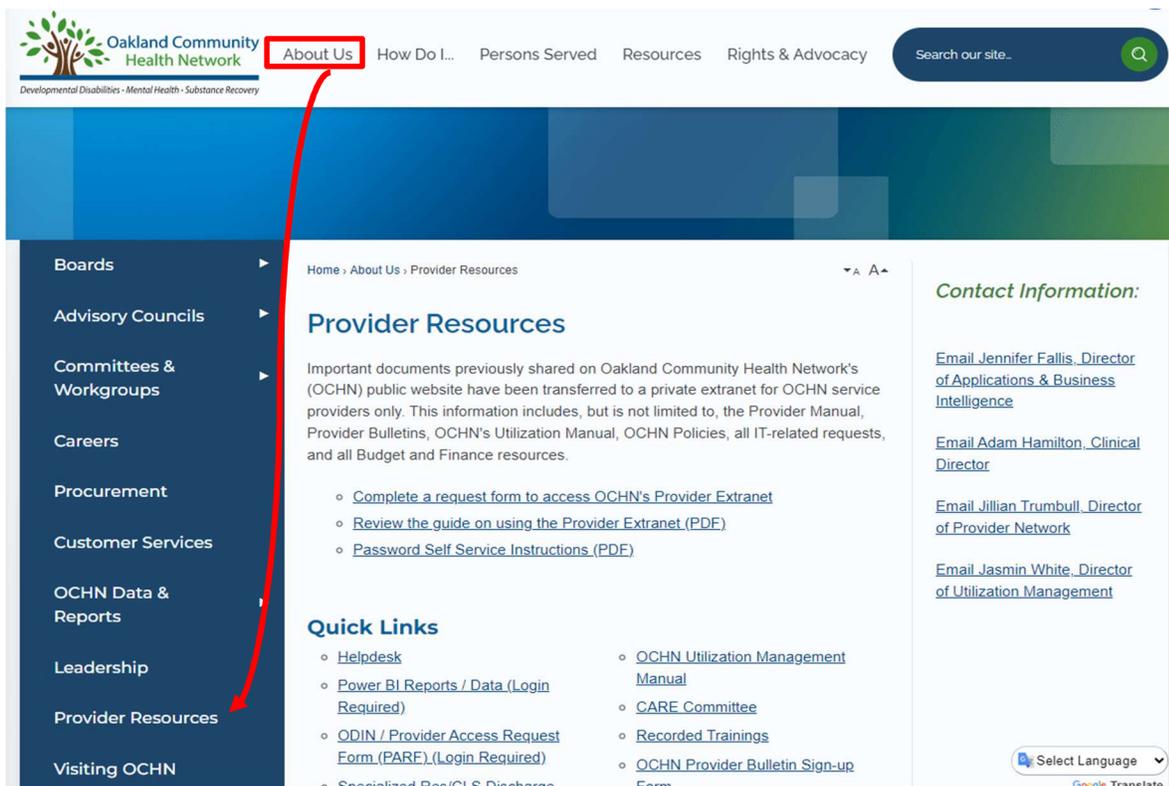
Oakland Community Health Network (OCHN)

[How to access the PARF \(Provider Access Request Form\)](#)

[How to submit a Help Ticket to the ODIN Helpdesk](#)

Request for ODIN Access

Navigate to OCHN's website > www.oaklandchn.org > About Us > Provider Resources



The screenshot shows the Oakland Community Health Network website. The navigation menu on the left includes: Boards, Advisory Councils, Committees & Workgroups, Careers, Procurement, Customer Services, OCHN Data & Reports, Leadership, Provider Resources, and Visiting OCHN. The 'About Us' link in the top navigation bar is highlighted with a red box, and a red arrow points from it to the 'Provider Resources' link in the left sidebar. The main content area displays the 'Provider Resources' page, which includes a list of links for accessing the Provider Extranet, a PDF guide, and password self-service instructions. A 'Quick Links' section is also visible, containing links to the Helpdesk, Power BI Reports, ODIN/Provider Access Request Form (PARF), Specialized Res/CI S Discharge, OCHN Utilization Management Manual, CARE Committee, Recorded Trainings, and OCHN Provider Bulletin Sign-up Form. Contact information for several directors is listed on the right side of the page.

- Once the **Provider Resources** link has been opened, another section of links will appear. In particular 'Quick Links'.
 - **Helpdesk** – this link will take the user to a secure ticketing portal so either an ODIN ticket can be entered [for all issues/questions related to ODIN] or a ticket for OCHN's IT helpdesk.
 - **ODIN/Provider Access Request Form (PARF) (login required)** – access links to ODIN and the PARF. This link is to be used for all new, modifying, and for the termination of accounts.

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Provider Resources

Important documents previously shared on Oakland Community Health Network's (OCHN) public website have been transferred to a private extranet for OCHN service providers only. This information includes, but is not limited to, the Provider Manual, Provider Bulletins, OCHN's Utilization Manual, OCHN Policies, all IT-related requests, and all Budget and Finance resources.

- [Complete a request form to access OCHN's Provider Extranet](#)
- [Review the guide on using the Provider Extranet \(PDF\)](#)
- [Password Self Service Instructions \(PDF\)](#)

Quick Links

- [Helpdesk](#)
- [Power BI Reports / Data \(Login Required\)](#)
- [ODIN / Provider Access Request Form \(PARF\) \(Login Required\)](#)
- [OCHN Utilization Management Manual](#)
- [CARE Committee](#)
- [Recorded Trainings](#)
- [OCHN Provider Bulletin Sign-up](#)

OCHN's secure ticketing portal to submit issues related to ODIN or OCHN's IT department

OCHN's EHR (ODIN) and PARF access links

ODIN is Oakland Community Health Network's Electronic Health Record (EHR). ODIN was created for OCHN and its provider agencies by Peter Chang Enterprises; (PCE). Please note that your ODIN username and password are completely separate from any Windows or Google Apps passwords you may have.

[Click Here to connect to ODIN Production / Live via the Internet. \(login required\)](#)

[Click Here to connect to ODIN Training Environment via the Internet. \(login required\)](#)

[Click here to connect to the Provider Access Request Form: \(PARF\).](#)

For those providers that do not have an ODIN administrator, requests for access to ODIN must be submitted through the ODIN Helpdesk.

For technical support with ODIN, please contact your local administrator. If secondary support is needed, please contact the ODIN Helpdesk via:

Ticket Portal: <https://helpdesk.oaklandchn.org>

Email: odin@oaklandchn.org

Phone: (248) 418.6204

[Return to OCHN Homepage](#)

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PARF Notes:

The supervisor of the staff requesting ODIN access needs to complete the PARF on their behalf. If staff is completing the form in the absence of the supervisor, the supervisor's email must be included on the PARF.

Once all information is completed and the form is 'Submitted' – it will be routed to OCHN for approval.

Once the request is approved, the ODIN Helpdesk will send the new user their login information via an encrypted email.

ODIN Helpdesk Ticket Submission

Through Email:

Compose an email and send it to odin@oaklandchn.org. The email will generate a ticket within our ticketing system.

Phone Call/Voicemail:

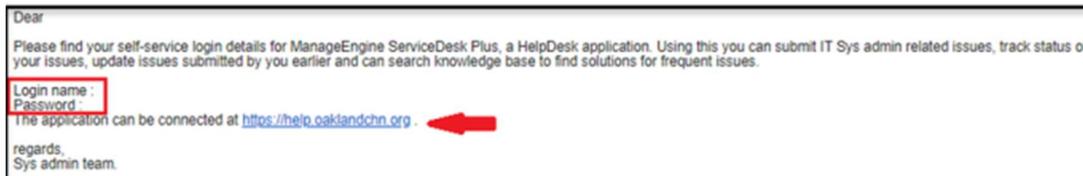
The ODIN Helpdesk phone number is: 248-418-6204. If no one can answer your call, leave a voicemail and a ticket will automatically be created.

Information to Include in Ticket/Request:

Please send us the person's conid, the issue, and any error messages. Once a representative from the ODIN Helpdesk has reviewed, a communication will be sent through the portal which can viewed within the portal, through email, or through the "notes" field in the ticket.

Note: OCHN's ticketing portal is secure so limited PHI can be included for troubleshooting an issue.

Below is what the requester will see from an email response at first time emailing the ODIN Helpdesk:

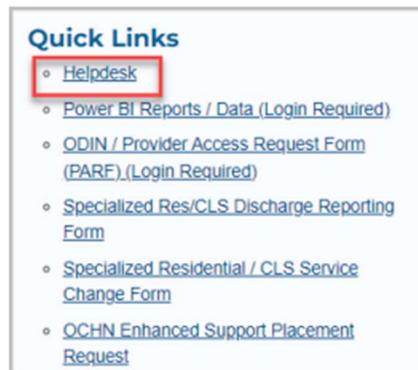


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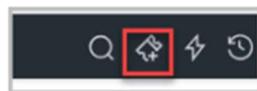
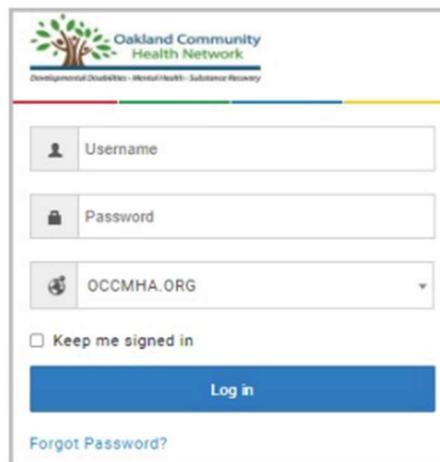
Logging into OCHN's Ticketing Portal:

Navigate to OCHN's website > www.oaklandchn.org > About Us > Provider Resources > Quick Links > Helpdesk



Username = requester's email address

Password = [temp password sent to requester > password requester created]



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