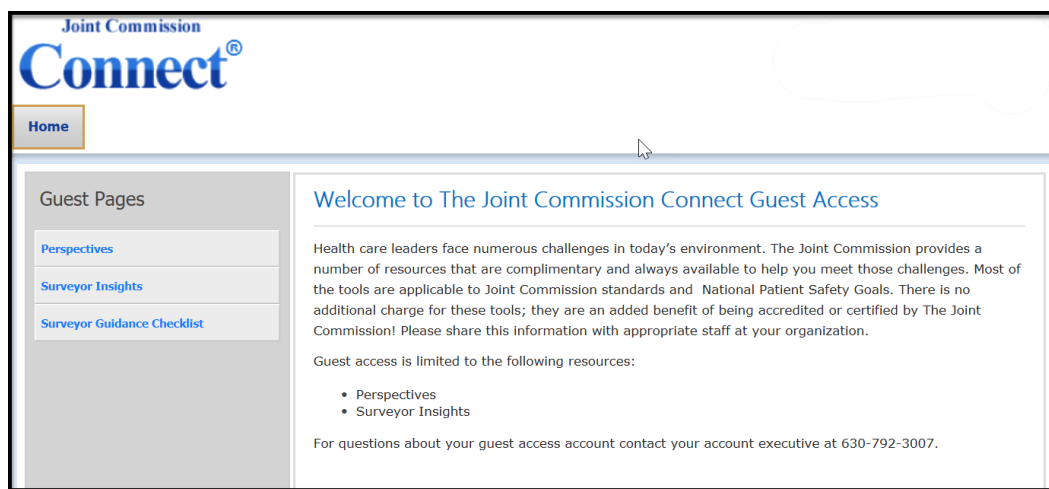


## Q1: What is Guest Access?

**A:** Guest login access allows a larger group of employees to have an authorized view of selected applications, tools and resources. Guest access is currently limited to the following:

- Perspectives
- Surveyor Insights
- Surveyor Guidance Checklist

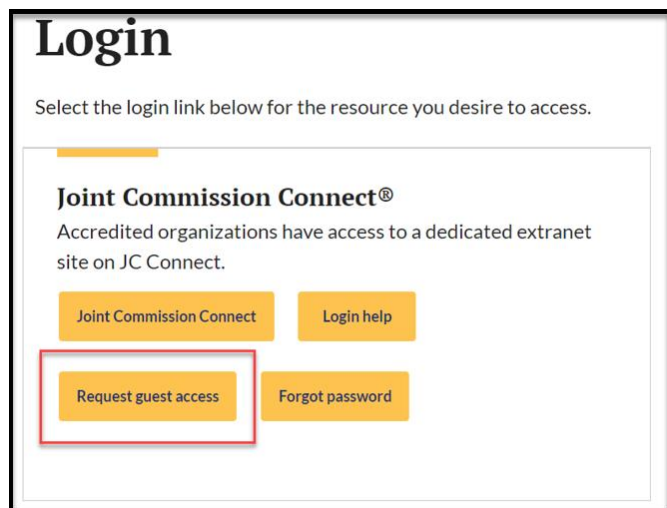
Approved guests receive their own login/password for the Joint Commission Connect® extranet site. Upon logging in, guests are directed to the home page shown in the screenshot below. *Please note that organization-specific data or full access to the extranet site is not available for guest users.*



## Q2: How do Employees Request Guest Access?

**A:** Employees request guest access by performing the following steps:

1. Selecting the “Request guest access” link on The Joint Commission website ([www.jointcommission.org](http://www.jointcommission.org)).



## FAQs about Guest Access for the Joint Commission Connect®

2. Completing and submitting the Guest Registration form.
  - a. Find your organization by entering either the city, state, zip or HCO ID.

The Joint Commission  
**Connect**<sup>TM</sup>

Log In

Help Center

- ▶ Forgot Password
- ▶ Login Help
- ▶ Guest Registration
- ▶ FAQ
- ▶ Computer Requirements

**Guest Registration**

Please find your organization by providing City and State, ZIP code or by Organization ID:

City:  State:

OR

Zip:

OR

Org ID:

- b. Select the appropriate organization from the dropdown menu.

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**Connect**<sup>TM</sup>

Log In

Help Center

- ▶ Forgot Password
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- ▶ FAQ
- ▶ Computer Requirements

**Guest Registration**

Please find your organization by providing City and State, ZIP code or by Organization ID:

City:  State:

OR

Zip:

OR

Org ID:

Mock Test HCO #12 - Testing PROD PROMO.  
10 East Wood Street  
asdf, FL 32801

Search

Continue

c. Enter the contact information and security question.

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**Connect**™

Log In

Help Center

- ▶ Forgot Password
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**Guest Registration**

**Your Organization:**

ID: 337860  
Mock Test HCO #12 - Testing PROD PROMO.  
10 East Wood Street  
asdf, FL 32801

Please enter your information below:

\*=Required field

\*Salutation

\*First Name

\*Last Name

\*Title/Position

\*Email

\*Email (verify)

(Please use an email associated with your organization)

\*Phone

Extension

8683ST

Please enter the letters/numbers from the image above. Do not include spaces.

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### Q 3: How is Access Granted Upon Submitting a Request?

**A:** If the requestor registers with an email that does not share the same domain as your organization, the guest access will need to be approved by your Security Administrator.

We were not able to validate your information. Your request has been forwarded to your organization's Security administrator for review. Please return to the [Login](#) page.

Within 24 hours, an e-mail alert is sent to the organization's primary contact that an employee has requested guest access. The request needs to be reviewed and approved before access can be granted.

When the primary contact receives the e-mail alert, he or she can navigate to the Guest Login Admin page to either accept or reject the request. Please note that this page is only visible to individuals who are designated as Security Administrators (*denoted by the key icon on the contacts page*).

## FAQs about Guest Access for the Joint Commission Connect®

The requestor will receive an email stating whether access has been approved or denied. For approved requests, login credentials will be included in the email.

[Home](#) | [Survey Process](#) | [Continuous Compliance](#) | [Communication](#) | [Resources and Tools](#) | [> Security Admin](#)

- [Update Contacts/Access](#)
- [Guest Login Admin](#)
- [TST Login Admin](#)
- [Oro™ 2.0 Login Admin](#)
- [View a Report of All Users](#)

### Review pending requests

Click the checkbox next to individual names (or the checkbox at the top of the pending list to approve/reject all pending requests at once) and select either the “Approve” or “Reject” button. Approved requests will transfer from the pending Login Requests (Pending) table to the Active Guest Login table.

[Self-Registration Instructions](#)

\*\*There are **(1)** new Login Requests to Process

**Login Requests (Pending)**

<input type="checkbox"/>	Last Name	First Name	Department	Title	Email	Phone Number
<input type="checkbox"/>	Smith	Samantha		Director	samantha.smith@test1.com	6302321190

**Active Guest Logins**

No Active Guest Accounts Available!