MyDHG User Guide

Use MyDHG to collaborate with your DHG team and share key information securely.
Please note this application has been optimized for Google Chrome and Microsoft Edge. Using any another browser is not recommended.
Not all features listed below may be applicable to your site access.

SITE REGISTRATION

For future use of MyDHG please visit DHG.com or bookmark my.dhg.com in the optimized browser.

1. You will receive an email from DoNotReply@dhg.com. (subject line: **Welcome to MyDHG!**)
2. Click the access link in the **Welcome to MyDHG** email & create an account using youremail address.
3. Enter the access code provided in the **Welcome to MyDHG** email and create a password.
4. Select a secure authentication method (phone or email) to be used each time you log in.
5. Click **Register** to create your MyDHG account.
6. Enter your email\ phone number and follow the prompts to complete secure authentication.
7. Review and accept the **Terms of Use**.

SITE OVERVIEW

1. Top right corner: Use the Ellipsis to set site permissions, set notifications preferences, pin a site (only if you have access to multiple sites) or to get a direct link to the site for authenticated users.
2. MyDHG offers a default selection of daily(7PM), weekly(Sunday evening), hourly and none. **Update to your specific needs.**
3. Right side bar: Contact your Engagement Team by clicking the blue envelope icon in the **Your Engagement Team** section or access **DHG Knowledge Share** resources, including accounting updates, upcoming events, and the Growthcast podcast.

MANAGING SITE PERMISSIONS

1. To grant site access to another member of your team, click the Ellipsis in the top right corner and select Manage Permissions.
2. Select Add User and enter the team member's email address.
3. Set **Permissions** level to Member (user can access and respond to Requests) or Admin (same permissions as Member, plus access to manage users).
4. Click **Update** and then **Save Users**.

RESPONDING TO REQUESTS

1. Requests are displayed in order by Due Date, showing Name and Description.
2. Click to open a Request and get more detail on the Request, comment on the Request, or upload a document in response to the Request.
3. Mark Requests as **In Progress** or **Complete** to track progress.
4. To add a document, click Select Files or drag/drop documents into the Request. Upon selection or drag and drop, the file(s) will immediately upload, so be sure that you are selecting the correct file(s) and the correct Request. Files uploaded in error must be manually deleted.
5. Within a Request, add comments to communicate with your engagement team. Select **Save Comment** after typing your comment.
6. Select **Update Request** to save all activity within a Request.

Accessing Documents

1. All documents are shown under Files.
2. Use the ellipse to select to Download the File or Delete the File.
3. To add a document, click Select Files or drag/drop documents into the files area. Upon selection or drag and drop, the file(s) will immediately upload. Files uploaded in error must be manually deleted.
4. Within the Documents, add comments to communicate with your engagement team. Select **Save Comment** after typing your comment.

EDITING ASSIGNMENTS FOR REQUESTS

1. For each request, **Assignments** are used to notate who is tasked to complete a Request or who may want to be notified of activity related to the Request.
2. Site levels Admins may add or edit Assignments within individual Requests by opening the Request and clicking **Edit Assignments.**
3. A user must be added at the Site Level before they can be assigned to a Request. See Managing Site Permissions instructions above to add a user at the Site Level.

SUPPORT

Reach out to your DHG team or email support@my.dhg.com.