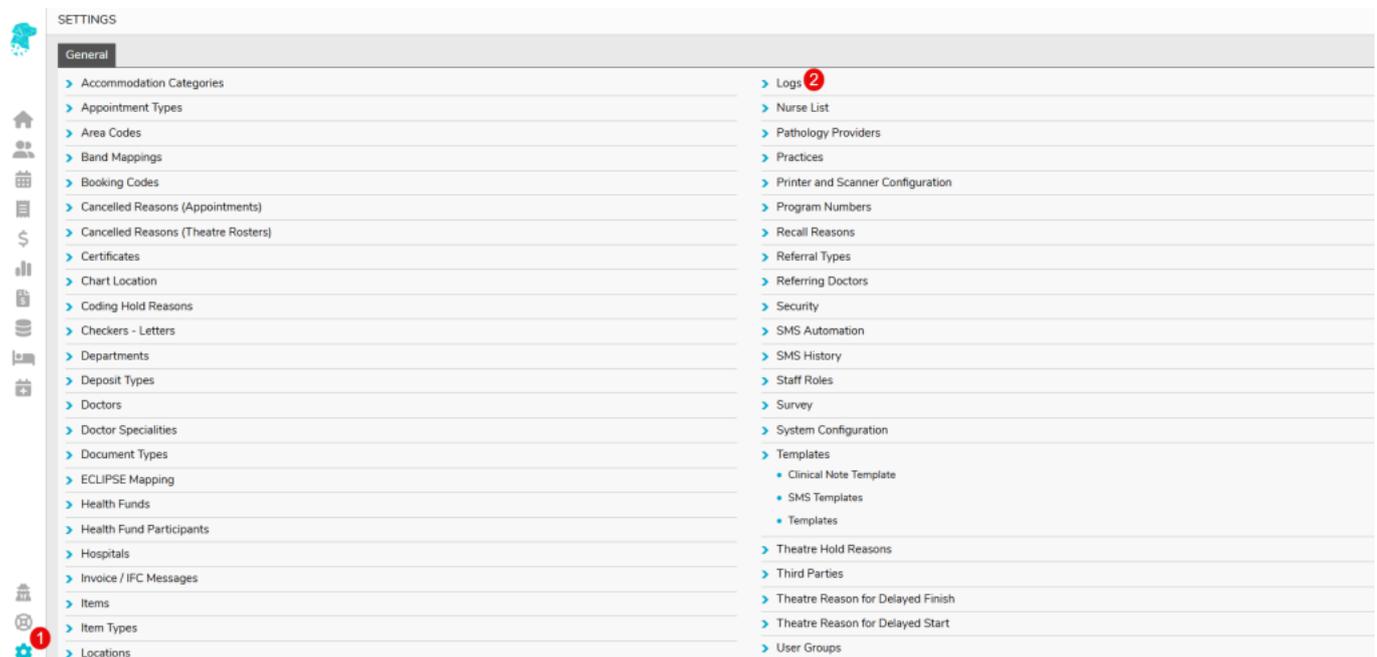# Tracking User Activity in FYDO

Did you know you can view user activity history in FYDO? Whether it's to track changes made to an invoice, to see when a patient record was deleted or which user undertook what action, and when, the FYDO's **Audit Logs** feature can help! Read on to learn more.

The audit logs show information about *the action* performed, *who* performed it, *when* they performed it, and their *IP address*. It can be used for troubleshooting purposes or monitoring user activities.

To view the audit logs, first navigate to **Settings**, then **Logs**.

How is user activity recorded?

Every user login is unique. So when a user logs in and begins taking actions on FYDO, their activity is logged. Here are some examples of logged user activity in FYDO:

- User login
- Changes to patient record
- Changes to appointment details
- Billing and invoicing changes
- Claims sent and batches receipted
- Payments taken, split, or reallocated
- Documents deleted
- Batches removed

You can view user action history within a date range, sort by user, action, or date, as well as search.

Why use FYDO's Audit Logs?

Let's take a closer look at the benefits of this feature.

1. **Greater accountability**: logged user action history fosters a culture of responsibility by users being aware that their actions are being logged, promoting responsible behaviour within the organisation.
2. **Enhanced troubleshooting**: logged user action history can aid in pinpointing the source and cause of an issue, helping users to troubleshoot problems faster.
3. **Improved security**: logged user action history offers a log of most system activities, enabling the identification of unauthorised access attempts, powering administrators to take the necessary steps to secure the system.


# User Blocking & Unblocking

Why do users get blocked?

For security reasons, FYDO user accounts are blocked if a certain number of failed **login** or **two-factor authentication** attempts are made.

How do users get blocked?

After the 3rd failed login attempt, you will need to confirm the captcha and once 5 failed attempts are reached, the user will be blocked from logging in for *10 minutes*.
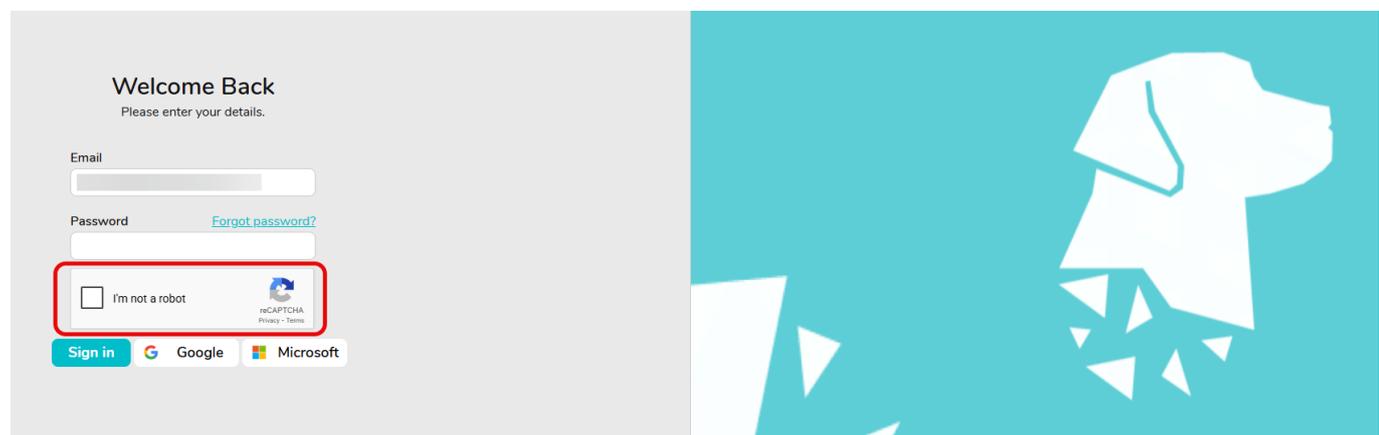
The blocked user will also receive an email notifying them of this.
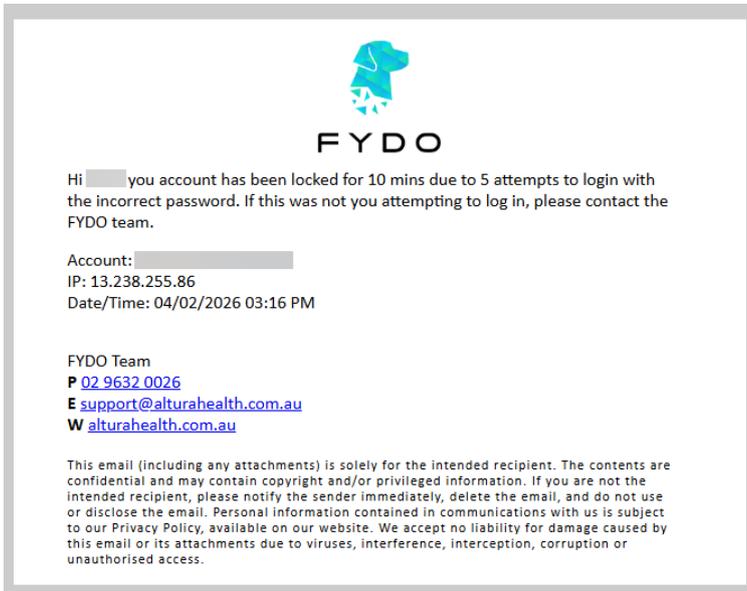
You may retry logging in once the 10-minute timeout has lapsed.

If another 5 failed login attempts are made, the user will be blocked from logging in permanently. They will again receive an email notifying them of this and so will the subscriber.

Who can unblock users?

The **Subscriber** or users with the **Unblock Permission** can unblock users.

You can check to see whether a user has the **Unblock Permission** by navigating to *Settings > User Groups* and selecting the User Group that they are assigned to.

The settings that govern the Unblock User Permission is found under **Settings General.**

Alternatively, the user with the permission group "*Subscriber*" can also unblock users, as this permissions group has the highest privileges.

How to unblock users?

- First, login with a user who has the aforementioned **Unblock Permissions** option enabled or with the **Subscriber** permissions group
- Then, navigate to *settings > users > right click on the blocked user > select* **Unblock**

That's it! The user will be able to retry logging in or reset their password.

If it is the subscriber that is blocked and there are no other users with the Unblock Permissions enabled, to unblock them, or if you are having any other difficulties with unblocking a user, please contact FYDO support on 02 9632 0026 or support@alturahealth.com.au

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[Inviting Users to Fydo](#)

Need to invite more users to Fydo? Read below to find out how!

First lets head to **Settings**

Then, from the menu, select **Users**.

You will arrive at a page displaying information about all your users. To create a new one, lets click on **Add User**

Fill out any relevant information. Things such as:

- First and Last Name
- Email (where the invite will be sent to)
- Group (user group access level)
- Personal Message (this is optional)
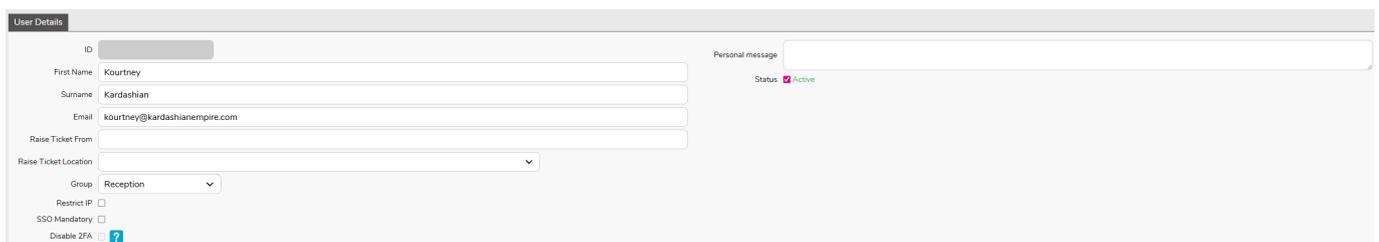
Once you have the details entered. Click the green **Save** button

All done! Fydo will now send an email to the designated address, with instructions on how to proceed.

User Groups in Fydo

If you don't have any **User Groups** set up within Fydo, here's how you can do it!

1. First, lets go to **Settings.**

2. Then, select **User Groups.**

You will now see a list of all your **User Groups,** as well as some additional information about them such as:

- **Name**
- **Description**
- **Linked Users (Amount of users in this group)**
- **Status**

If you wish to create a new group, select **Add User Group,** as seen below.

Now, set a **Name** and a **Description (Optional)** for your group.

Setting up permissions for your newly named **User Group** is as simple as clicking **On/Off** for any parts of Fydo you wish to grant, or deny access to.

There are a whole host of options, so have a look around and see which settings are perfect for your group.

Once you are happy with what you have created, click **Save.**

You have now created a **User group!**

Accepting a FYDO Invitation

Received an invitation from FYDO to join? Read below to see what's needed from you.

Hello Kloe,

Kloes Private Clinic would like to invite you to FYDO.

To accept this invitation, please click on the link below.

Click Here to accept or decline invitation.

FYDO Team
P 02 9632 0026
E support@alturahealth.com.au
W alturahealth.com.au

This email (including any attachments) is solely for the intended recipient. The contents are confidential and may contain copyright and/or privileged information. If you are not the intended recipient, please notify the sender immediately, delete the email, and do not use or disclose the email. Personal information contained in communications with us is subject to our Privacy Policy, available on our website. We accept no liability for damage caused by this email or its attachments due to viruses, interference, interception, corruption or unauthorised access.

Once you receive the email, click the link shown above.
This will open in a new tab in your web browser.

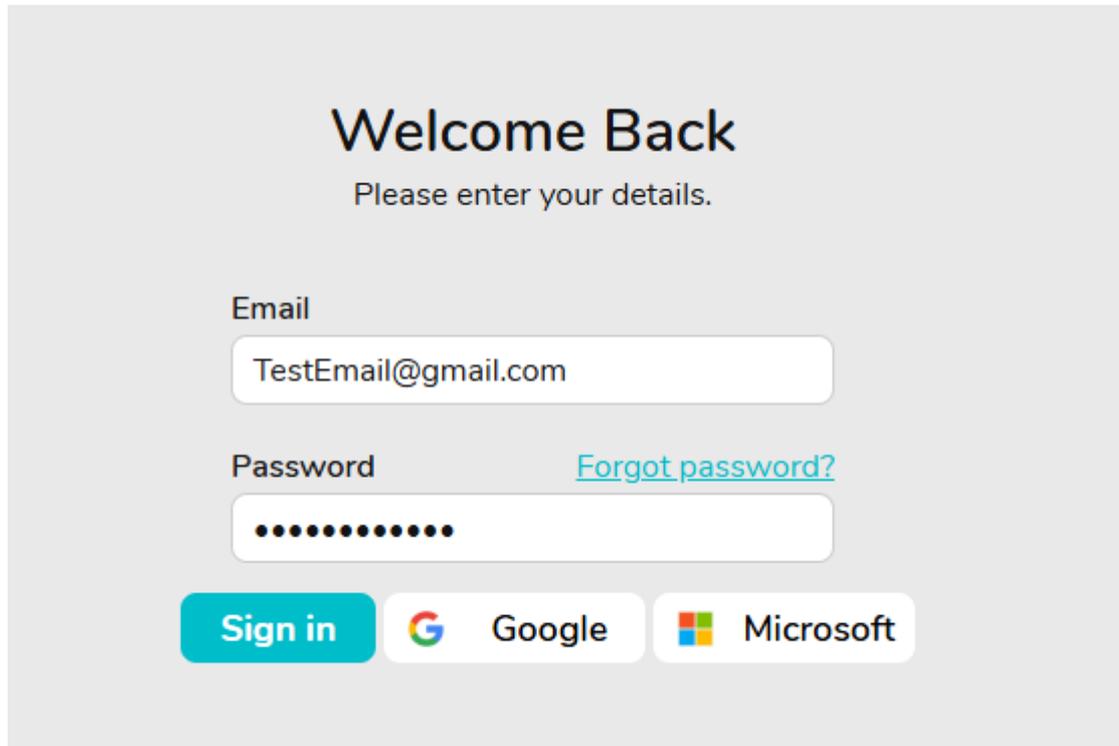Simply click **Accept Invite** to begin creating your account!

Now, set your **Password** and choose your **Timezone**. Then click **Create Account**.
Alternatively, if you prefer to create an account with a Google or Microsoft account, click **Continue**

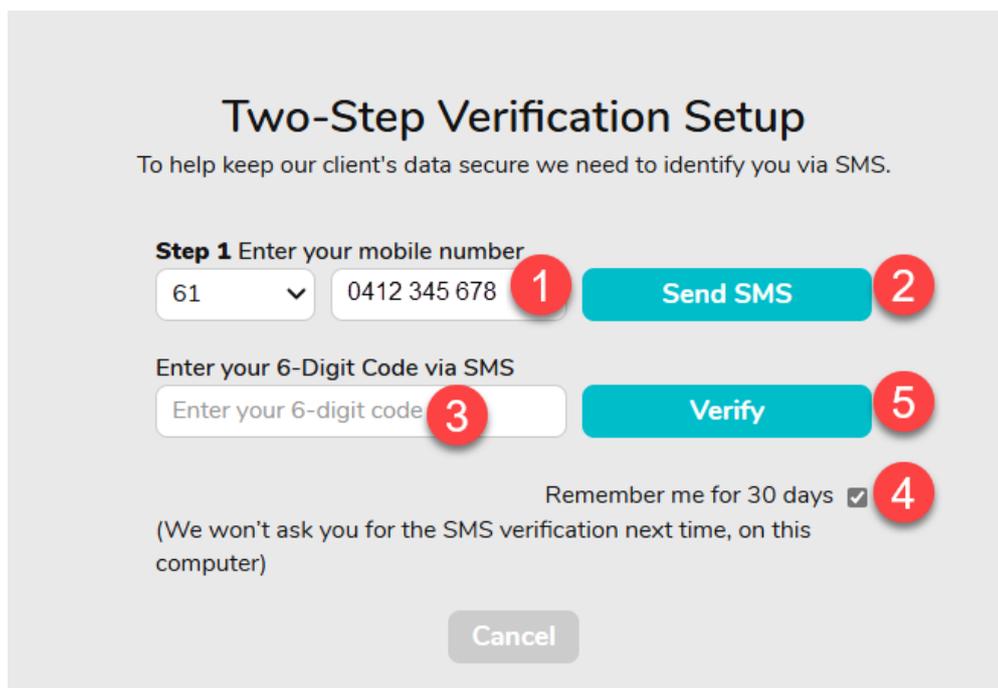with **Google** or **Continue with Microsoft** and follow the prompts.

Your password requires at least 12 characters, 1 uppercase, 1 lowercase and 1 number.

Now we're ready to log in. Enter the details you just created and click **Sign In**.
If you created your account using a Google or Microsoft account, click **Google** or **Microsoft** to log in.

Welcome Back
Please enter your details.

Email

TestEmail@gmail.com

Password   Forgot password?

••••••••••••

Sign in   G Google   Microsoft

The next step is to set up two-factor authentication, for the security of your users and your data.

Two-Step Verification Setup
To help keep our client's data secure we need to identify you via SMS.

Step 1 Enter your mobile number

61   0412 345 678   **1**   Send SMS   **2**

Enter your 6-Digit Code via SMS

Enter your 6-digit code   **3**   Verify   **5**

Remember me for 30 days ☑ **4**

(We won't ask you for the SMS verification next time, on this computer)

Cancel

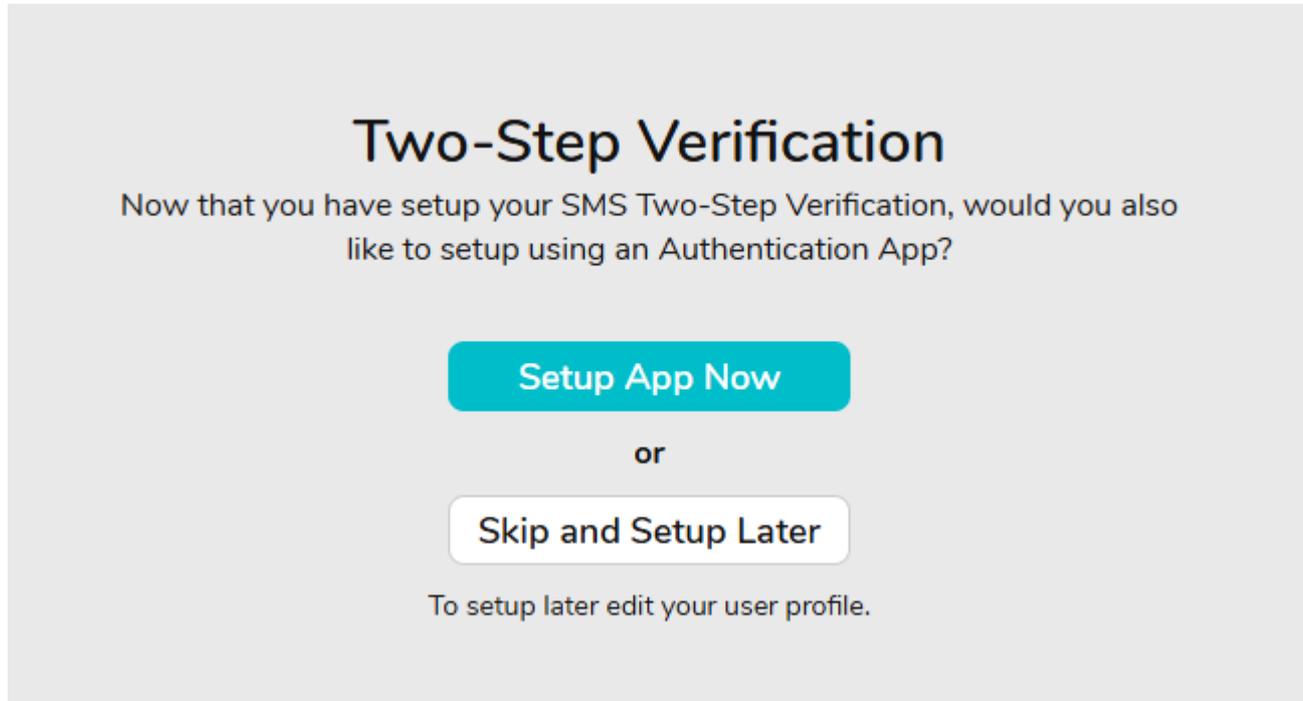**1. Enter your mobile number** (The leading 04 is required!)

2. Click 'Send SMS'

3. Enter the 6 digit code that was sent to your mobile

4. Tick Remember me for 30 days (Optional)

5. Click Verify

Now that you've set up SMS Two-Step Verification, you also have the option to set up an **Authenticator App.**

If you'd like to set up the Authenticator App, click **Set Up App Now**. You'll find steps on how to set up an authentication app on the following page: FYDO Two-Step Authentication – FYDO Wiki
Or, if you prefer to skip this step for now, simply click **Skip and Set Up Later**.

All done! You can now log in and access FYDO from any browser!