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**.

General	
> Accommodation Categories	> Logs 2
> Appointment Types	> Nurse List
> Area Codes	> Practices
> Band Mappings	> Printer and Scanner Configuration
> Booking Codes	> Program Numbers
> Cancelled Reasons (Appointments)	> Recall Reasons
> Cancelled Reasons (Theatre Rosters)	> Referral Types
> Checkers - Letters	> Referring Doctors
> Departments	> Security
> Deposit Types	> SMS History
> Doctors	> Staff Roles
> Doctor Specialities	> Survey
> Document Types	> System Configuration
> ECLIPSE Mapping	> Templates
> Health Funds	Clinical Note Template
> Health Fund Participants	SMS Templates
> Hospitals	Templates
> Invoice / IFC Messages	Theatre Hold Reasons
> Items	> Third Parties
> Item Types	Theatre Reason for Delayed Finish
> Locations	Theatre Reason for Delayed Start
	> User Groups
	> Users
	> Webhooks

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.

SETTINGS > LOGS All Users + 23/06/2024 H Search on @ Text O MRN [Search				
Username	Message	Date Created	Action	
Kelsey Hills (Altura) (Backend)	Patient [MRN - 157] Preadmit document committed (Manually-linked)	23/07/2024 12:20:16 PM		
Kelsey Hills (Altura) (Backend)	Patient [MRN - 130] Preadmit document committed (Manually-linked)	23/07/2024 12:19:05 PM		
Shae D	Logged in via Password - [IP Address: 122.202.10.206]	23/07/2024 12:16:47 PM		
Shae Darr (Altura) (Backend)	Patient [MRN - 103] - fund changed from 'W/C - Workers Compensation' to 'BUP - BUPA Australia'	23/07/2024 8:46:55 AM		
Shae Darr (Altura) (Backend)	Patient [MRN - 103] - fund changed from 'W/C - Workers Compensation' to 'BUP - BUPA Australia' changed via episode [Location - Shaes Private Hospital, Episode - 87]	23/07/2024 8:46:55 AM		

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.

Who can view the Audit Logs?

Any user can be given access to view the audit logs by the Subscriber for their facility. The access is granted or removed in **Settings** > User and **User Groups**.