

Password vs PIN

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There are two types of EMTrack user accounts, regular accounts and PIN-only accounts. If you have a regular account, you can log in with your username and password or with your username and Personal Identification Number (PIN). A PIN-only account, on the other hand, means you can only log in using your username and Personal Identification Number (PIN). Regular accounts cannot be converted to a PIN-only account, and vice versa, PIN-only accounts cannot be converted to a regular account.

Logging in with your username and password gives you full access to all the features that are available to your assigned role. For example, with an ED Normal or ED Admin role, when you log in with your password, you have full access to active patients. This means you are not only able to enter patients but also search for patients, view Protected Health Information (PHI) and Personally Identifiable Information (PII) as necessary, and update patient records. According to your role, you may have additional privileges such as searching for incidents, running reports, or adding users.

When you log in with your PIN, regardless of your role, you have only limited access to enter patient data. You cannot view PHI and PII. Likewise, you cannot access information about incidents or reports. PIN access to EMTrack was developed as a faster and easier way to log in. However, with the simplicity of access comes restrictions to information.

For example, a person logged in with a PIN can scan a patient's ID, enter their information, and even add details about an administered medication. Once the patient is uploaded into the solution, the person logged in with a PIN cannot retrieve that patient's information again. Meanwhile, the same person that is logged in with their password can search for the patient and, as necessary, view their entire record – including PHI and PII.