

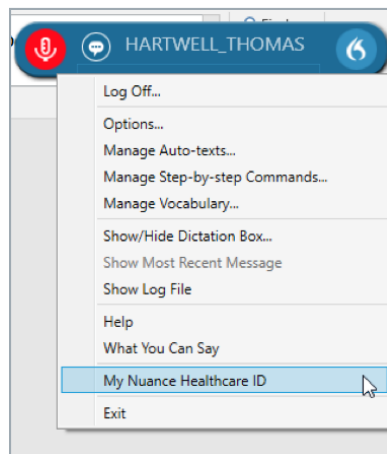
# Frequently Asked Questions

## Why do I need a Nuance Healthcare ID?

Every Dragon Medical One license includes the ability to register a Nuance Healthcare ID (NHID). By registering your NHID, you gain free access to productivity tools such as Clinical Calculators—all within Dragon Medical One. You also can activate your personal voice profile and secure, speech-enabled workflows through mobile apps like Imprivata Cortext, CareThread, and TruliaCare.

## How do I register my Nuance Healthcare ID?

Within Dragon Medical One, click on the blue flame on the Dragon Medical speech bar and select “My Nuance Healthcare ID” and follow the steps. Our [How to register your Dragon Medical One Nuance Healthcare ID](#) video details the complete workflow.



## I want to use my existing Dragon Medical profile in an application that's not included in the Nuance Healthcare ID store. What can I do?

You can try contacting the application vendor to request integration. Vendors can learn more about embedding Dragon Medical in their application at [nuancehealth-caredeveloper.com](http://nuancehealth-caredeveloper.com). We have a variety of materials you can share with them that detail how speech recognition

with medical features improves application performance to [optimize clinical productivity](#). Our Nuance Healthcare Development Platform [video](#) and [data sheet](#) provide information on embedding secure clinical speech recognition and clinical language understanding (CLU) functionality into their healthcare solutions. Vendors can also [register with Nuance for a free evaluation](#).

## How do I activate my voice profile in my mobile application?

To activate your Dragon Medical Voice profile in your mobile application, your application vendor must be included in the Nuance Healthcare ID application store. If your application vendor is listed in the Nuance Healthcare ID application store, you must first [register a Nuance Healthcare ID](#). Once your NHID is registered, you can activate your [Dragon Medical voice profile](#).

## What if I forget my Nuance Healthcare ID password?

Within Dragon Medical One, click on the blue flame on the Dragon Medical speech bar and select “My Nuance Healthcare ID” from the drop-down menu. Click the “forgot password” link on the login screen.

## When I create a password for my Nuance Healthcare ID, will that affect my Dragon Medical One password?

The answer depends on your current Dragon Medical One setup. Users configured with “no authentication” require no password—your Dragon Medical One password will not be affected when you create your NHID password. Organizations configured to require a password via LDAP (Lightweight Directory Access Protocol) to a Microsoft Active Directory, for example, will not be affected, and you can continue to use your existing Microsoft password to access Dragon Medical One and your NHID password to access the NHID application store. Organizations that use Nuance’s “native authentication” require a Nuance-specific password, and your Nuance Healthcare ID password will replace your existing Dragon Medical One password.

**What if I don't see Clinical Calculators after registering a Nuance Healthcare ID?**

If you don't see Clinical Calculators immediately after registration, log off Dragon Medical One and log back in again.

**What if I have multiple Dragon Medical One usernames?**

If you have more than one Dragon Medical One username, you will need to register a Nuance Healthcare ID for each username.

**Can I use my Nuance Healthcare ID across different organizations?**

Currently, users must have a unique Nuance Healthcare ID for each organization. One Nuance Healthcare ID cannot be used across multiple organizations.

**Can I use Dragon Medical Analytics to see usage data for Nuance Healthcare ID store applications?**

Yes.

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**About Nuance Communications, Inc.**

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare) or call 1-877-805-5902. Connect with us through the healthcare blog, [What's next](#), [Twitter](#), [LinkedIn](#) and [Facebook](#).

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