



TELUS Health Community Portal Guide

Revised November 30, 2016
MDQS-6-3036 Rev. 2.0

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TELUS Health Community Portal

The TELUS Health Community Portal is a web portal designed for physicians, clinicians, clinic managers and administration staff who use TELUS Health electronic medical records (EMR) software. On the community, you can:

- Create groups, share best practices and interact with your peers within the **Chatter** social networking feature.
- Submit suggestions for new **Ideas** and enhancement requests for your EMR. Vote and comment on other people's suggested **Ideas**.
- Get informed by having access to frequently asked questions and **Knowledge** articles. Access training materials such as videos, webinars recordings, learning aids, release notes and user guides.
- Search for answers to your questions. If you don't find the answer, you can post your questions in the **Q&A** section and receive answers from TELUS Health or other community users.
- Request support by creating new **Cases** or tracking your existing open **Cases**.

The screenshot displays the TELUS Health EMR Community portal. At the top left is the TELUS Health logo with the tagline 'EMR Community'. A navigation bar includes 'Home' (highlighted), 'Chatter', 'Cases', 'Ideas', 'Knowledge', and 'Q&A'. A user profile for 'Jane Smith' is visible in the top right. The main content area features a 'Community Portal' banner with a sunflower image and the text 'Learn. Find. Share.' and 'WOLF EMR'. Below the banner is an 'Articles' section listing 'Frequently Asked Questions', 'System Reqs 3.0', and 'V2.0 User Guide'. On the left side, there are two sections: 'Recent Items' with a list of search results and 'Other Resources' with links to 'TELUS Health' and 'TELUS Corp.'.

Registering

You can register for the Community Portal from the main logon page. Your email address is used as your user name and each person must register with a unique email address.

Steps

1. On the main portal page, under **Don't have an account? Register now**, type your email address and click **Register**.

TELUS HEALTH FR

Welcome to the TELUS Health Community Portal

Q&A

Ask questions and look up answers to frequently asked questions.

Ideas

Submit and evaluate suggestions to enhance your EMR.

Knowledge

Find training materials and information bulletins.

Chatter

Collaborate with colleagues, share files, and join groups.

Secure customer login

Email:

Password:

[Forgot your password?](#)

Don't have an account?
Register now

Email:

[Get Help](#)

2. If TELUS Health already has your email address in our records, simply choose your EMR and then click **Submit**.

You will receive an email from TELUS Health with a link to set your password and confirmation of your user name (your email address).

Email address:
none@none.com

EMR:

PS Suite
Wolf
Kinlogix

- If TELUS Health does not have your email address in our records, choose your EMR, complete all of the fields in the registration form and then click **Submit**. Within 24 hours, you will receive an email from TELUS Health with a link to set your password and confirmation of your user name (your email address).

First time login

After you are registered, click the link in the registration email that you received. You will be prompted to set your password. Choose a password that is at least 5 characters long and that you can remember. If it helps, write it down somewhere so you can refer to it.

Set or reset your password.

New password:

Verify new password:

[Change password](#)

If you forget your password

If you ever forget your password, on the main login page, click the **Forgot you password?** link. Submit your email address and you will receive an email from TELUS Health with a link to reset your password.

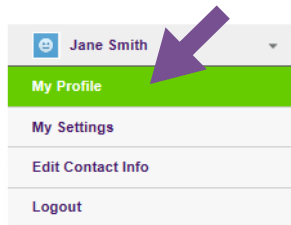
You can also change your password at any time (click your user name in on the top right corner of the screen and then click **My Settings > Security Settings**).

Set up your community profile

Set up your community personal profile to upload a photo and update your contact information and preferred language. This makes it easy for others portal users to contact or recognize you.

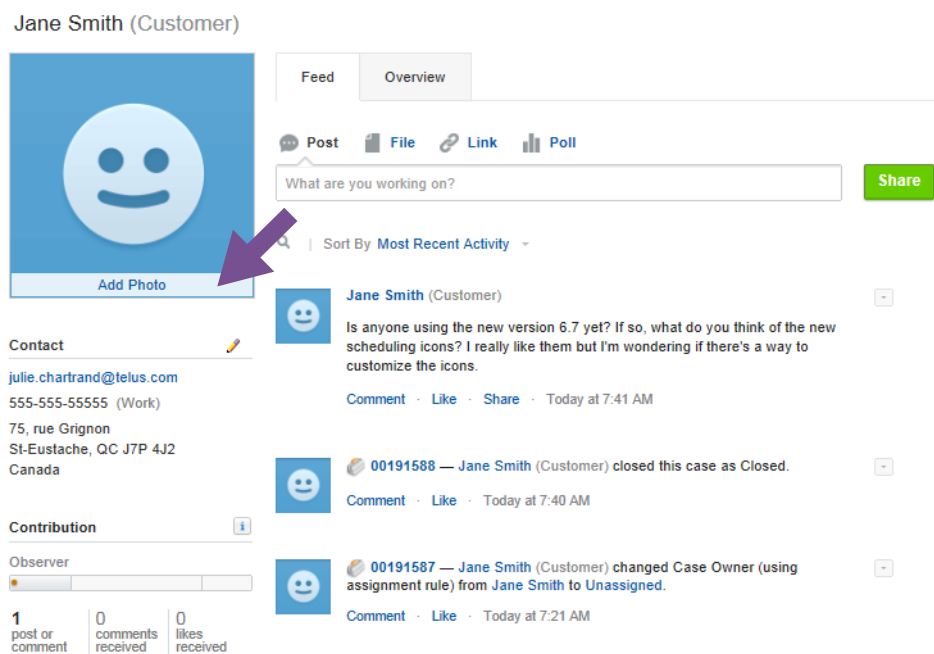
Steps

1. Click your user name in on the top right corner of the screen and then click **My Profile**.




2. Upload a photo:

- Hover your mouse over the happy face icon and click **Add Photo**.



- Browse to your photo on your computer, select it, and save it.

3. Add or edit your contact information.

- Next to **Contact**, click the pencil icon .
- In the **About** and **Contact** tabs, add the information that you want to share. If you want to share your contact info with all community users, choose the **External** option. To make your information available only to TELUS Health employees, choose **Employees**.



4. View your profile and portal activities:

- Click the **Overview** tab to view your activity within the **Q&A** and **Ideas** sections, view which groups you belong to, and see who's following you and who you are following.
- Click the **Feed** tab to see your Chatter feed or to post an update.

Set your email notification settings

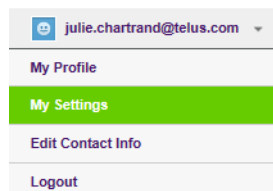
By default, you receive email notifications for all activities that happen within Chatter and that relate to you (such as when someone follows you, mentions you in a post, comments on a post, etc.). You can change these settings to receive less or no email notifications for Chatter activities.

You cannot turn off these email notifications:

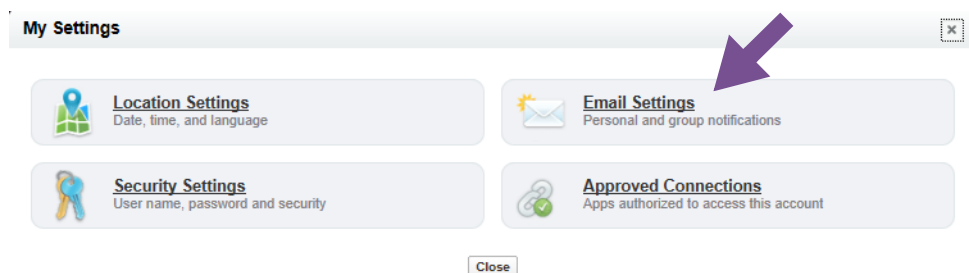
- If you posted an **Idea**, whenever other users comment on your idea.
- If you posted a question in the **Q&A** section, whenever other users answer a question.
- If you created **Cases**, whenever there is a new comment or change in status for your case.

Steps

1. Click your user name in on the top right corner of the screen and then click **My Settings**.



2. Click **Email Settings**.



3. Specify when you want to receive email notifications related to your Chatter feed. These settings control only the activities within your Chatter feeds in the Community Portal. You will

still receive system-related emails (i.e., password changes) and product emails from TELUS Health and email notifications for responses to **Ideas** and **Q&As** that you posted.

Email Settings x

Choose to receive Telus Health Community emails so you don't miss important updates.

Receive emails

<p>Follows</p> <p><input checked="" type="checkbox"/> Follows me</p> <p>Posts or Likes</p> <p><input checked="" type="checkbox"/> Posts on my profile</p> <p><input checked="" type="checkbox"/> Shares a post I made</p> <p><input type="checkbox"/> Likes a post or a comment I made</p> <p>Mentions, Messages, or Endorsements</p> <p><input checked="" type="checkbox"/> Mentions me in a post</p> <p><input checked="" type="checkbox"/> Mentions me in a comment</p>	<p>Comments</p> <p><input checked="" type="checkbox"/> Comments on my status or a change I made</p> <p><input checked="" type="checkbox"/> Comments on a post on my profile</p> <p><input checked="" type="checkbox"/> Comments after me</p> <p><input checked="" type="checkbox"/> Comments on an item I bookmarked</p> <p><input checked="" type="checkbox"/> Comments on an item I like</p>
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Groups ↑	Frequency
Billing in Ontario	Weekly Digests ▾
PS Suite Users	Weekly Digests ▾

Changing your language preferences

You can change the default language of the TELUS Health Community portal. Note that content (such as knowledge articles) may not always be available in your language.

Steps

1. Click your user name in on the top right corner of the screen and then click **My Settings**.

julie.chartrand@telus.com ▾

My Profile

My Settings

Edit Contact Info

Logout

2. Click **Location Settings**.

My Settings x

<p>Location Settings Date, time, and language</p>	<p>Email Settings Personal and group notifications</p>
<p>Security Settings User name, password and security</p>	<p>Approved Connections Apps authorized to access this account</p>

3. Choose your new language and locale and then save your change.

Chatter

Chatter is a social networking tool within the TELUS Health Community Portal and enables you to post information with other users and to follow other users, similar to Facebook, Twitter, and LinkedIn.

You see a feed of users' posts, and you can comment and join in discussions. You can share files, join groups, and follow other users.

You also see a feed of your **Cases** activity within the **Chatter** section of the community portal.

The screenshot shows the Chatter interface with the following elements and callouts:

- 1:** Points to the post creation options: Post, File, Link, and Poll.
- 2:** Points to the search bar.
- 3:** Points to the 'Add Topics' section of a post.
- 4:** Points to the 'What I Follow' sidebar menu.
- 5:** Points to the 'Recommendations' sidebar.

1. Post a new tip, thought, or conversation and then **Share** it. You can also choose to post a file, link, or poll.
2. Search for information within Chatter.
3. After you add content, add **Topics** so that other users can easily find the information.
4. Change what you see in your feed.
You can search for **People** in the community and then choose to follow them to see what they post. See who you follow and recommendations of who to follow.

See what active **Groups** exist and join groups.

See all **Files** that were shared by other users within the community.

- Chatter provides **Recommendations** to help you identify the people, groups, files, and records that closely relate to your job and interests. The more recommendations you accept, the more updates you see in your feed.

Viewing your feed

Your feed is the list of conversations that appears when you go to the Chatter section. By default, you see a chronological list of all of the content that was shared by people that you follow, shared to one of your groups, or shared directly with you (with an @ mention).

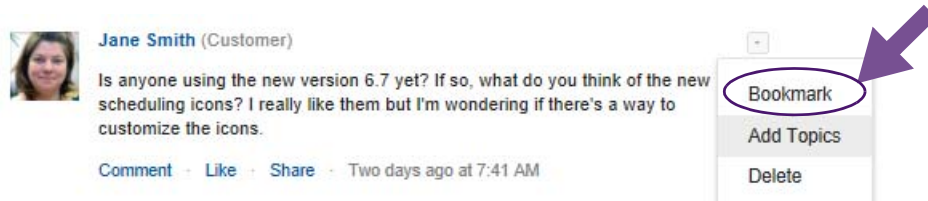
You can add more content in your feed by following more people and by joining groups.

The screenshot displays the Chatter 'Recent Posts' interface. On the left is a navigation sidebar with options: Feed, What I Follow, To Me, Bookmarked, People, Groups, Files, and Topics. The main feed area shows a search bar with the text 'What are you working on?' and a 'Share' button. Below the search bar is a 'Show All Updates' link. The feed contains two posts from Jane Smith (Customer). The first post asks for help with a PDF handout for a well-baby exam. The second post is about learning EMRs and includes a file named '1 - EMR 101.pptx' (1.7 MB). On the right side, there are two sections: 'Recommendations' which lists 'PS Suite Group', 'ttran@234.com', 'Yoseph Chandra', and 'Wolf EMR Users'; and 'Trending Topics' which provides instructions on how to add topics to posts.

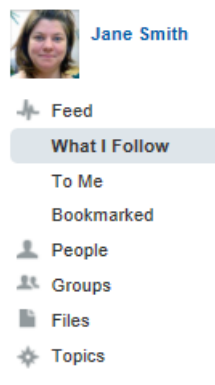
Tips

- **Comment** on, **Like**, or **Share** a conversation in your feed using the links below that conversation.
- Use the **Recommendations** on the right side of Chatter to discover new people and content. Click **Follow** next to the person, record, or file you want to follow.
 - Click **Join** to become a group member.
 - Click **More** to see an even longer list of recommendations.

- To find a post later, click the arrow next to a post and **Bookmark** it.



- Change what you see in your feed. In the left side of Chatter, choose to view people, groups, files, or content by topics.

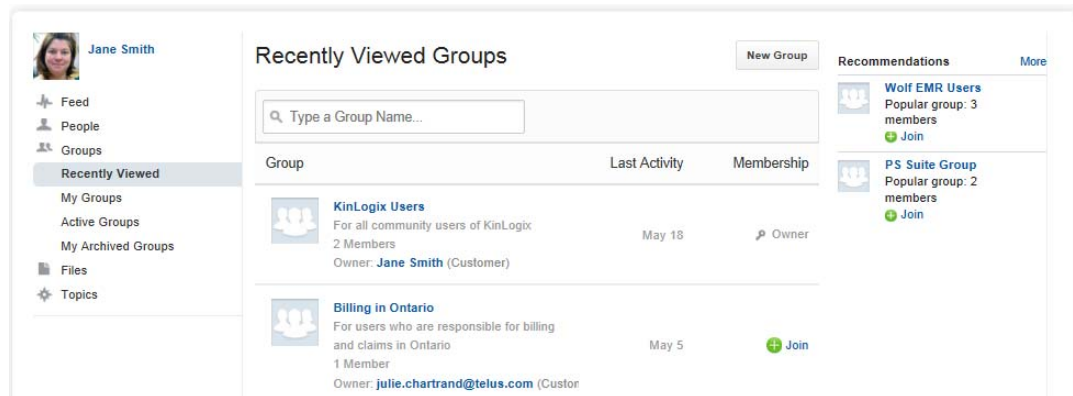


Joining and creating groups

Join an existing group or create a new group to participate in special-interest discussions and collaboration and to see more content in your Chatter feed. You see all of your groups' posts within your Chatter feed.

Steps

1. To see available groups, to join a new group, and to create a new group, click **Groups** in the left menu.



2. To create a new group, click **New Group**, name your group and provide a description so that other users know what you will discuss in this group. If you make a group private, you must manually accept new members. You will receive an email when someone asks to join your group. Anyone can join a public group.
3. To join an existing group, click **Active Groups** in the left menu to see all group. Then, click **Join** or **Ask to join** (for private groups). If you asked to join a private group, you will receive an email when the group owner adds you to his or her group.

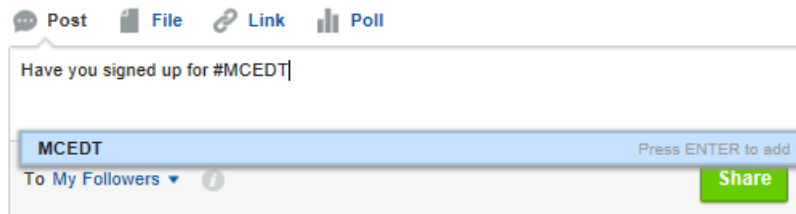
Posting an update

You can quickly share a tip, ask a question, and share a file or link with other portal users. The people who follow you or are in the same groups as you will see what you post within their Chatter feeds. People can then comment on your post and engage in a conversation right in the feed.

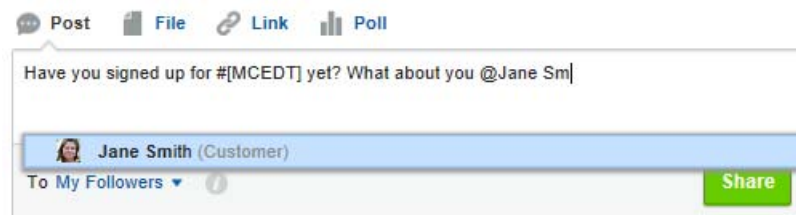
If someone does not follow you or is not in the same groups as you, they can still see what you have posted by viewing your profile from the People section of Chatter or by searching within Chatter. Posts made in a private group can only be seen by members who are in that group.

Tips

- Use hashtags (#) in your posts so that others can easily find information and to categorize your posts (e.g., #MCEDT or #billing).
Type # and the word that you want to tag and then press Enter {Return} to add it.



- Use @ mentions to loop people into conversations and to directly mention them. Maybe you want to say thank you to another community user for sharing useful information (e.g., Thank you @Jane for sharing your stamp!).
Type @ and part of the user's name. A list of users will appear. Click the user to add him or her.



Sharing files

You can post a file that you want to share with other community users. For example, you can post a form, stamp, handout, or presentation.

Steps

1. In your Chatter feed, click **File** and then select to **Upload a file from your computer**. Select the file, type a description, and then **Share** the file.

2. To see all files that were shared in Chatter, click **Files** in the left menu.

Actions	Name	Owner	Last Modified
	Consultation Request - ArchiveEnabled	Smith, Jane (Cust...	5:47 AM
	QC5188-NEA-Clinic Sheet V4	Smith, Jane (Cust...	May 17
	1 - EMR 101	jennifer.kong@tel...	May 12

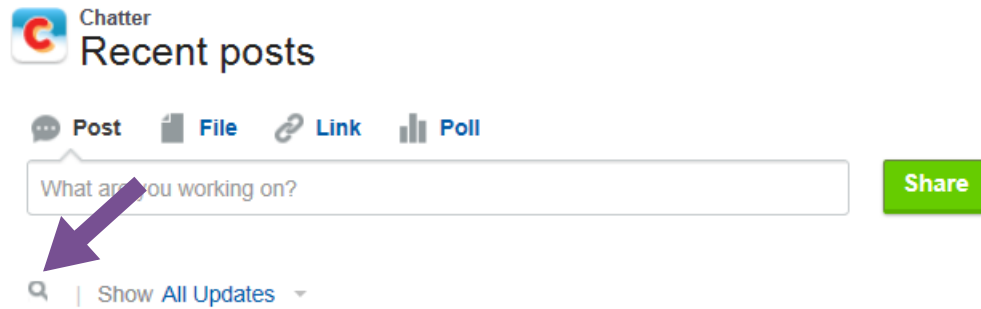
3. From the **Actions** column, you can choose to download the file, share it, or upload a new version.

Searching for information in Chatter

Over time, your Chatter feed will become quite long. You can search your Chatter feed to find content that was already posted. You can also search for information that was posted by others and that does not appear in your feed.

Steps

1. In your feed, click the search button and then type your search terms.



2. If no matches are found in your feed (people you follow and groups that you belong to), you have the option to search all feeds.
3. Once you find what you are looking for, you can **Bookmark** it to easily find it later.

Q&A

Do you have a question about your EMR? The **Q&A** section is where you can search for answers to your question. If you don't find the answer, you can post your questions and receive answers and comments from other users or from TELUS Health staff.

The screenshot shows the TELUS Health Q&A interface. At the top, the TELUS Health logo and navigation links (Home, Chatter, Cases, Ideas, Knowledge) are visible. Below the logo, the text 'Wolf EMR Community' is displayed. On the left, a 'Browse by categories' menu lists: PS Suite, Billing, Scheduling, EMR, and Community Portal. A purple arrow labeled '2' points to the 'Billing' category. The main content area is titled 'Q&A Recent Questions and Answers'. It features a search bar with the placeholder text 'What would you like to know?'. Below the search bar, a green notification box with a checkmark says 'We posted your question to the community. We'll email answers to you as soon as possible.' A purple arrow labeled '1' points to this notification. Below the notification, there is a filter dropdown menu currently set to 'Show Unsolved Questions sorted by Date Posted'. A purple arrow labeled '3' points to this dropdown. The main question displayed is 'How do I add a new user?' by Jane Smith, dated May 20, 2014. A purple arrow labeled '4' points to the question title. The question has 0 likes, 0 followers, and a flag icon.

By default, you see all questions sorted by the date when they were posted. You can use the categories in the left menu to filter the questions that you see.

1. Use the filters below the question field to show only certain types of questions.
 - **Most Popular** questions are the ones that received the most “likes” within a certain amount of time.
 - **Solved Questions** are questions that received an answer and the person who asked the question (or TELUS Health) marked one of the replies as the “best answer”. The best answer appears directly below the question and above other replies. Best answers help other community users with the same question quickly find the most relevant and useful information.
2. Use the categories on the left to show only questions for that area.
3. Click a question to see its details and answers. Like a question to vote for it. Follow a question to receive email notifications when it is updated. The numbers show how many people like or follow that question. You can also flag inappropriate content for moderators.

- If you know the answer or want to show your support for a question, use the links below the question.

When you **Follow** a question, you will receive email notifications whenever someone posts an answer. To stop receiving email notifications about this question, go back to it and **Unfollow** it.

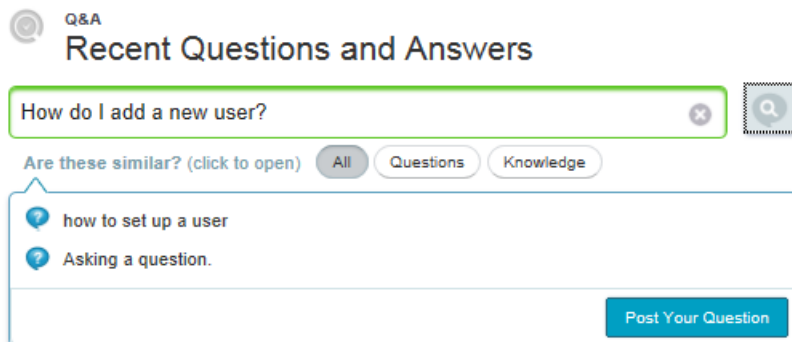
When you **Like** a question, it ranks higher in popularity. If you notice inappropriate activity, you can **Flag** it for TELUS Health staff.

Asking a question

When you ask a question in the **Q&A** section, the portal provides a list of suggested answers from answers to other questions and from the vast database of knowledge articles. If you don't find an answer to your question, you can post your question to the community and receive answers and comments from other users or from TELUS Health staff.

Steps

- From the **Q&A** section, type your question in the text box and click the  button.



The screenshot shows the 'Q&A Recent Questions and Answers' section. At the top, there is a search bar containing the text 'How do I add a new user?' with a search icon to its right. Below the search bar, there are three filter buttons: 'All', 'Questions', and 'Knowledge'. Underneath the filters, a list of suggested questions is displayed, including 'how to set up a user' and 'Asking a question.'. At the bottom right of the list, there is a blue button labeled 'Post Your Question'.

- A list of possible answers appears. If one answers your question click it, otherwise, click **Post Your Question**.

3. If you post your question, type your full question (use the buttons to format it, if you want), choose a topic that most matches your question, and then click **Post to Community**.

4. Your question now appears and is ready for an answer.

Answering or commenting on a question

If you know the answer to someone's question, go ahead and answer it or add your comments. Other users can vote for your answer by liking or disliking it.

Under the question, click the **Answer** link. Type your answer and then click **Answer**.

The person who asked the question and people who are following the question will receive an email notification with your answer.

Email notifications for questions

When you post a question, you will always receive an email notification when someone posts an answer or comment to your question. You cannot turn off these email notifications.

If you **Follow** someone else's question, you will also receive an email notification. You can **Unfollow** a question to stop receive email notifications.

Ideas

Have an idea for improving your TELUS Health EMR? Do you want to request an enhancement or a new feature? In the **Ideas** section, you can post, vote for, and comment on ideas for your EMR.

Once you post an idea, other users can vote on it and add comments. Each vote adds 10 points to an idea and comment activity increases its ranking level. The number of votes and comment activity may help this idea become a reality in the software.

- The **Popular Ideas** tab sorts the ideas by an internal calculation that reflects the idea's positive votes and their age. Ideas with newer positive votes display higher on the page than ideas with older positive votes. This allows you to browse ideas that have most recently gained popularity, followed by older ideas that received positive votes in the past.
- The **Recent Ideas** tab sorts the ideas by date submitted and shows the most recent ones at the top.
- The **Top All-Time** tab sorts ideas by the number of points. This allows you to see the most popular ideas since the inception of the community.
- The **Comments** tab lists the comments received that were most recently submitted. You can also view all the comments for a particular idea by clicking that idea.

Change the **Category** filter (below the tabs, on the right side) to show only ideas that are related to an area of the EMR.

Change the **Status** filter to show only ideas that are in a specific product development cycle.

Click an idea to view the details and comments from other users.

Status of ideas

When TELUS Health reviews and evaluates ideas for inclusion in the product development process, we will update the status of the idea accordingly. The status lets you know where the idea stands and when you can expect an update. Here are the definitions of each available status:

- **New:** The idea is newly submitted and has not yet been reviewed by the TELUS Health product management team.
- **Under Review:** The TELUS Health product management team is currently reviewing and considering the idea for inclusion on our roadmap. The idea will be reviewed and updated in the future. Please note that feature and product plans are always subject to change.
- **On Roadmap:** The idea is on our roadmap for an upcoming release, however development work has not yet started and a release date or version has not yet been set. The idea will be updated when development work has started. Please note that feature and product plans are always subject to change.
- **In Development:** The idea is on our roadmap for an upcoming release and development work has started. An exact release date or version may not yet have been set. The idea will be updated when the feature is available and ready for delivery. Please note that feature and product plans are always subject to change.
- **Now Available:** The idea is delivered and is generally available. No further updates will be made to the idea.
- **Existing Feature:** The idea is a feature that already exists in the product. No further updates will be made to the idea.
- **Not Planned:** The idea has been declined and is not planned or being considered for our short or long term roadmap. No further updates will be made to the idea unless future roadmap plans change.

Posting an idea

Post an idea so that TELUS Health can consider adding it in future releases of the software and to generate discussions with other users of the community. When you post an idea, it appears at the top of the **Recent Ideas** tab and your vote (promote) with 10 points is automatically applied to the idea.

Steps

1. From the **Ideas** section, click **Post Ideas**.

2. Type a title. If similar ideas were already posted, a list appears below your title.

If one looks similar to yours, click it to view it in a new window. You can read a description of the idea and vote for it and add a comment instead of posting your duplicate idea to the community.

If none of the ideas in the list are similar to your idea, proceed with the following steps to post your unique idea.

3. Add a description. You can format the text, add an image and include a link to a web site.
4. Choose one or more categories for your idea and click **Post**.

Voting for an idea

If you like an idea, click **Promote** to show your support. Each vote adds 10 points to an idea.

The screenshot shows two idea cards. The first card is titled "Mobile Now Available" and has a description: "I want to be able to access my schedule via my mobile phone. I'd also like to be able to take a picture with my phone and easily upload it to a patient record." It has 0 comments and was posted by jane.smith to EMR - Medical on 16/05/2014 3:33 PM. To the left of the card are two buttons: "promote" (10 Points) and "demote" (10 Points). A red arrow points to the "promote" button. The second card is titled "Automated appointment reminders New" and has a description: "Nowadays, it's harder and harder to reach patients by phone for appointment reminders. We should be able to send email or SMS (text message) reminders." It has 1 comment and was posted by jane.smith to EMR - Administrative on 16/05/2014 3:31 PM. To the left of the card is a "promoted" button (20 Points).

You cannot promote or demote the same idea more than once and you cannot promote an idea that you have already demoted or demote an idea that you have already promoted. Demoting removes 10 points.

An idea can have negative overall points if more users demote the idea than promote it.

To see the last 100 people who voted on an idea, click the idea and scroll to the bottom.

Email notifications for ideas

You will always receive an email notification when someone adds a comment to an idea that you posted. You cannot turn off these notifications.

Knowledge

The **Knowledge** section contains content published by TELUS Health, such as product bulletins, FAQs, learning materials, release notes, system requirements, and user guides.

1. You can search the articles for specific text or search for specific types or articles. The search also looks in attachments within knowledge articles. Type your search terms and press Enter {Return}.

You can use the buttons below the search field to filter the results by category (i.e., only articles related to billing) and article type (i.e., only release notes). Click **Reset** to clear the filters.

2. By default, articles appear in the order that they were published. In the **Sort by** choice, you can change the sort order. Click a title to view the article.
3. The view score and ranking show you what is popular within the community.
4. You can choose to filter your results by category.
5. Click an article to view it.
 - If the article includes an attachment, it appears near the top. Click the attachment to open it or save it to your computer.
 - To rate the article for its quality or usefulness, select a number of stars in the upper left corner.

- To print the article, click **Printable View** in the upper right corner. A printer-friendly view opens in a new window.
- To see the publishing details of the article, click **Show Properties** in the upper right corner.

Cases

Cases are currently available only for Wolf and PS Suite EMR users.

If you cannot find answers in the Community Portal, the support team can help you resolve your EMR issues. From the **Cases** area, you can access the EMR support team online to create new support cases and to update or view the progress of your existing cases.

Note: Do not use the Community Portal to report urgent issues that require immediate help. If your EMR becomes inaccessible from your clinic location, please call our support team.

TELUS HEALTH
Wolf EMR Community

Home Chatter Q&A Ideas Knowledge Cases

Recent items

- 00638542
- 00638541
- Workaround for Problem...
- 00638502

Other Resources

- TELUS Health
- TELUS Corp.
- Alberta Health

All Incident Cases

List Feed

New Case

Action	Case Number	Subject	Status	Date/Time Opened	Related Problem N...	Related Pr
Edit +	00638471	test out	Open	03/08/2016 11:48 AM		
Edit +	00638472	W3TY	Closed	03/08/2016 1:45 PM		
Edit +	00638476	test_if you receive t...	Open	05/08/2016 9:55 AM		
Edit +	00638483	Testing	Closed	08/08/2016 12:36 PM	00638484	Open
Edit +	00638485	Hi there	Closed	08/08/2016 12:46 PM	00638484	Open
Edit +	00638486	test_case_demo	Open	12/08/2016 12:45 PM	00638487	Open
Edit +	00638488	test	Open	15/08/2016 4:14 PM		
Edit +	00638490	regular_user_with at...	Open	15/08/2016 5:29 PM		
Edit +	00638495	test_case	Closed	16/08/2016 1:43 PM		
Edit +	00638497	test_case	Open	16/08/2016 2:16 PM		
Edit +	00638498	test_attachments	Closed	16/08/2016 2:41 PM		
Edit ✓	00638502	Seeing an ORADB...	Closed	22/08/2016 11:19 AM	00638503	Open

Click a column header to sort the cases (such as by status or date opened) and click a case number to view its details.

What cases can I see?

By default, you see only cases or service requests that you have created or logged with the support team (through the community portal and by telephone or email). You don't see the ones logged by other users in your office.

If you are a clinic administrator and you need to see and manage all cases logged by all users in your office, contact the EMR support team so that your community portal permissions can be changed.

PS Suite EMR

You see all cases or service requests (all statuses) created on or after November 17, 2016.

Wolf EMR

You see all cases or service requests (all statuses) created at any time.

Email notifications for cases

You receive the following email notifications from TELUS Health:

- When you open a new case (to confirm that we have received and opened your case)
- When TELUS Health adds a new comment to your case
- When TELUS Health closes your case. We provide closure comments to let you know how your case was resolved.

In all instances, the email includes a link for you to view the details of your case on the community portal.

You also see a feed of your **Cases** activity within the **Chatter** section of the community portal.

Cases resulting in a software problem

If your case results in a software problem (a bug) that will be fixed in a new version of the EMR, you will see a related problem number and a related problem status next to your case.

The screenshot shows the TELUS Health Wolf EMR Community portal. The main content area displays a table of incident cases. A red circle highlights a row with the following data:

Action	Case Number	Subject	Status	Date/Time Opened	Related Problem N...	Related Pr
Edit +	00638471	test out	Open	03/08/2016 11:48 AM		
Edit +	00638472	W3TY	Closed	03/08/2016 1:45 PM		
Edit +	00638476	test. if you receive t...	Open	05/08/2016 9:55 AM		
Edit +	00638483	Testing	Closed	08/08/2016 12:37 PM	00638484	Open
Edit +	00638485	Hi there	Closed	08/08/2016 12:16 PM	00638484	Open
Edit +	00638486	test case demo	Open	12/08/2016 12:45 PM	00638487	Open
Edit +	00638488	test	Open	15/08/2016 4:14 PM		
Edit +	00638490	regular user with at...	Open	15/08/2016 5:29 PM		
Edit +	00638495	test case	Closed	16/08/2016 1:43 PM		
Edit +	00638497	test case	Open	16/08/2016 2:16 PM		
Edit +	00638498	test attachments	Closed	16/08/2016 2:41 PM		
Edit ✓	00638502	Seeing an ORADB...	Closed	22/08/2016 11:19 AM	00638503	Open

In some instances, TELUS Health will provide a workaround to the problem, so that you can continue to use the functionality (with a few extra steps) until the problem is fixed in a future version. When a workaround is available, TELUS Health will close your case and will notify you via email that a workaround is available. Click the link in the email to view the case details on the portal and see the workaround steps. The defect will be tracked through the problem ticket until the defect is resolved in a new release of the EMR.

Creating a new case

Create a new case to log a new issue with the support team. Please provide us with as much information as possible so that we can resolve your issue in a timely manner.

- When and where in the EMR did the problem occur?
- Was there an error message? What did it say?
- What is the desired outcome of the task(s)?
- If you have a request or inquiry, please include all of the related information.

Note: Do not use the community portal to report urgent issues that require immediate help. If your EMR becomes inaccessible from your clinic location, please call our support team.

Steps

1. From the **Cases** area, click **Create New Case**.

The screenshot shows the TELUS HEALTH Wolf EMR Community interface. At the top, there are navigation links: Home, Chatter, Q&A, Ideas, Knowledge, and Cases. The 'Cases' link is highlighted. Below the navigation, there is a 'Recent items' section with a list of case numbers and a 'Workaround for Problem...' link. To the right, there is a 'New Case' button and a dropdown menu for 'All Incident Cases'. A red arrow points to the 'New Case' button. Below the dropdown, there is a table of cases with columns: Action, Case Number, Subject, Status, Date/Time Opened, Related Problem N..., and Related Pr.

Action	Case Number	Subject	Status	Date/Time Opened	Related Problem N...	Related Pr
Edit +	00638471	test out	Open	03/08/2016 11:48 AM		
Edit +	00638472	W3TY	Closed	03/08/2016 1:45 PM		
Edit +	00638476	test if you receive t...	Open	05/08/2016 9:55 AM		
Edit +	00638483	Testing	Closed	08/08/2016 12:36 PM	00638484	Open
Edit +	00638485	Hi there	Closed	08/08/2016 12:46 PM	00638484	Open
Edit +	00638486	test case demo	Open	12/08/2016 12:45 PM	00638487	Open
Edit +	00638488	test	Open	15/08/2016 4:14 PM		
Edit +	00638490	regular user with at...	Open	15/08/2016 5:29 PM		
Edit +	00638495	test case	Closed	16/08/2016 1:43 PM		
Edit +	00638497	test case	Open	16/08/2016 2:16 PM		
Edit +	00638498	test attachments	Closed	16/08/2016 2:41 PM		
Edit ✓	00638502	Seeing an ORADB...	Closed	22/08/2016 11:19 AM	00638503	Open

2. Type a summary of your issue as the subject and a detailed description. Be as descriptive as possible.

Case Edit New Case

REMINDER: This is an unsecured method of communication. Please do not include personal health information in your communications to TELUS Health.

Case Edit

Submit Cancel

Incident Case Details

! = Required Information

Contact Name Jane Smith

Assigned To Role
Override --None-- i

Account Name

Status Open

Case Origin Portal

Software Version

Case Record Type Portal Incident Case

Description Information

Subject

Description

Related Problem
Number
Public Workaround
Details

Submit Cancel

3. Click **Submit**.

After you submit your case, it is assigned a case number. You will receive a confirmation email and the support team will begin investigating your issue.

Viewing and editing a case

View a case to see the details of its status and any comments or workarounds provided by the support team. You can also edit your cases's subject and description and add new comments.

Steps

1. In the **Cases** area of the community portal, click the case number to open it.
2. Review the case details.

Tip: Click **Show Feed** near the top left to open or collapse the day-by-day feed related to the case.

- If your case resulted in a defect within the EMR, an additional problem number is assigned to your cases.

- If a workaround is available, you can see the problem workaround details.

Case **00638502** [Printable View](#)

[Show Feed](#)

[Back to List: Cases](#)

[Case Comments \[1\]](#) | [Emails \[1\]](#) | [Case History \[3\]](#)

Case Detail [Edit](#) [Close Case](#)

Incident Case Details

Contact Name	Jane Smith	Case Number	00638502
Account Name	Wolf - Traction Test Account	Case Owner	
Contact Phone	(613) 555-5555	Assigned To Role	Wolf Level 1 CEC
Contact Mobile		Assigned To Role Override	
Contact Email	julie.chartrand@telus.com	Status	Open
		Case Origin	Portal
		Software Version	

System Information

Created By	Jane Smith, 22/08/2016 11:19 AM	Last Modified By	Julie Chartrand, 31/08/2016 10:33 AM
		Case Record Type	Portal Incident Case

Description Information

Subject Seeing an ORADB 123 error when cancelling an appointment

Description When I cancel an appointment for some patients, I see the following error:

ORADB 123 Unable to cancel.

The appointment still cancels as expected, but I'm not sure why the error appears.

Problem Ticket Details

Related Problem Number	00638503	Related Problem Status	Open
Related Problem Category	Scheduling	Related Problem Fixed in Version	
Related Problem Sub-category	Appointments		

Workaround Details

- To add a comment and communicate additional information to the support team, click **Add Comment**. Any changes will be visible to the support team members who are investigating your issue.
- To edit the case subject or description, click **Edit**.

Closing a case

If you end up resolving your issue on your own or if you created a case in error, you can close it.

Steps

1. In the **Cases** area of the community portal, click the case number to open it.
2. Click **Close Case**.



Close Case

Case Edit

Submit Cancel

Close Case Details

! = Required Information

Case Number	00638541
Status	<input type="text" value="--None--"/>
Customer Case Close	<input type="text" value="Closed"/>
Comments	<input type="text" value="Discarded"/>

Submit Cancel

3. In the **Status** field, choose one of the following:
 - **Closed** to indicate that you found your own solution.
 - **Discarded** to indicate that you logged the case in error.
4. In the comments field, type a description to let us know why you are closing you case.
5. Click **Submit**.