

Digital Health Innovation Support Portal - Guide

Welcome!

This guide is intended to be used by designated users who wish to access post Go Live Digital Health Innovation (DHI) Support services via the [DHI Support Portal](#). Clinics/sites who are being onboarded during the DHI onboarding process will have the ability to register 2+ designated users using email addresses. These “registered users” can log into the DHI Support Portal and **on behalf of** their clinic(s)/site(s):

- Manage their registered user Profile on the DHI Support Portal
- Review, access and manage all of current and closed tickets raised by them by clinic/site name
- Search for information on the portal via the Search Bar
- View DHI Outage Notifications and alternative means for contacting DHI Support
 - The general support email is CHSSupport@phsa.ca
 - The tool free support line is **1-833-297-8107**
 - Hours of Operation for DHI Support is Monday to Friday (excluding holidays) from 8AM to 5PM PST.
- Raise support tickets on behalf of the clinic(s) and/or site(s) that need assistance. These are inclusive of all DHI supported products, including:
 - [List of all Customer Support ticket types](#)
 - [Unable to use or access your DHI Product](#)
 - [Training Request](#)
 - [Ocean Site Configuration](#)
 - [Ocean Form Change Request](#)
 - [Product Change Request](#)
 - [Order Additional Product\(s\)](#)
 - [General Inquiries](#)
 - [Report Privacy Breach](#)
- [Access common self-help articles](#)
- Access recently used request forms

Registered Users and the DHI Support Portal

A “registered user” is a person at a clinic/site that has an email that is registered as a username with the DHI Support Portal. This username and a password are required to access the DHI Portal and its support services. During the DHI onboarding process the clinic/site will be asked for a list of emails that will be registered users for their clinic(s)/site(s). Each of these will receive an email from jira@dhi-ea.atlassian.net to create a password. If users do not receive this email, then they should check their spam filters and/or contact DHI support at CHSSupport@phsa.ca or call the tool free support line at 1-833-297-8107

After a clinic/site has gone live with any DHI product they can add/remove as many registered users for the DHI Portal by:

- Submitting a “General Inquiries” ticket on the DHI Support Portal
- Send an email to the general support email at CHSSupport@phsa.ca
- Call our tool free support line at 1-833-297-8107

Important Note - It is up to the clinic/site to decide how many users can be registered with the DHI Support Portal. Typically, DHI Support recommends a minimum of 2 registered users per clinic/site to ensure that their organization has more than one person who can access the DHI Support Portal services.

Purpose of this DHI Support Portal guide

The purpose of this DHI Support Portal guide is to provide a “self-help how to” guide for easily accessing DHI Support services for the clinic(s)/site(s) they are registered to.

Prerequisites for using this guide:

- The DHI Support Portal URL is <https://dhi-ea.atlassian.net/service desk/customer/portals>
- A user must be registered with one or more clinic(s)/site(s) that they need support for. This is done via the initial DHI Onboarding process. Each user must provide an email account to DHI during this process to be used as their login ID.
- These “registered users” can add or remove additional users to their clinic(s)/site(s) via an email CHSSupport@phsa.ca or by calling the DHI Support tool free number at 1-833-297-8107

Please review the following 4 main sections **after** your email has been registered as your username with DHI Support.

- **Login** ([pg.3](#))
- **Reset Password** ([pg. 5](#))
- **Site Navigation and Portal Features (includes managing existing tickets)** ([pg. 7](#))
- **Submitting Tickets** ([pg. 5](#))

These 4 main sections will provide you with an ongoing reference guide on how to access DHI Support services using the Support Portal.

Contact DHI Support at CHSSupport@phsa.ca or via our 1-833-297-8107 tool free number if you have any questions or issues in accessing the DHI Support Portal.

Provincial Digital Health and Information Services

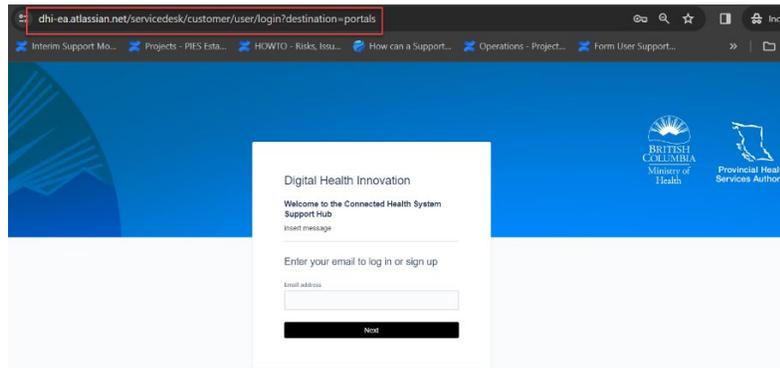
Partnering with the BC health sector, providers and citizens

Step 1: Login

Click on the link below to launch the DHI Support Portal.

<https://dhi-ea.atlassian.net/servicedesk/customer/user/login?destination=portals>

Your browser view should look like the image to the right.

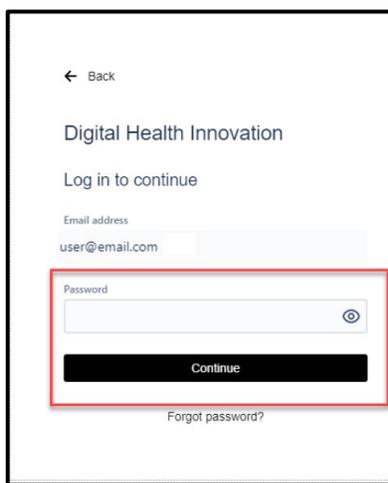


Enter your registered user email address and click **Next**



Tips:
Contact CHSSupport@phsa.ca if your email is not recognized. Please include your full name, phone and clinic/site name in any email.

Enter your password and click **Continue**

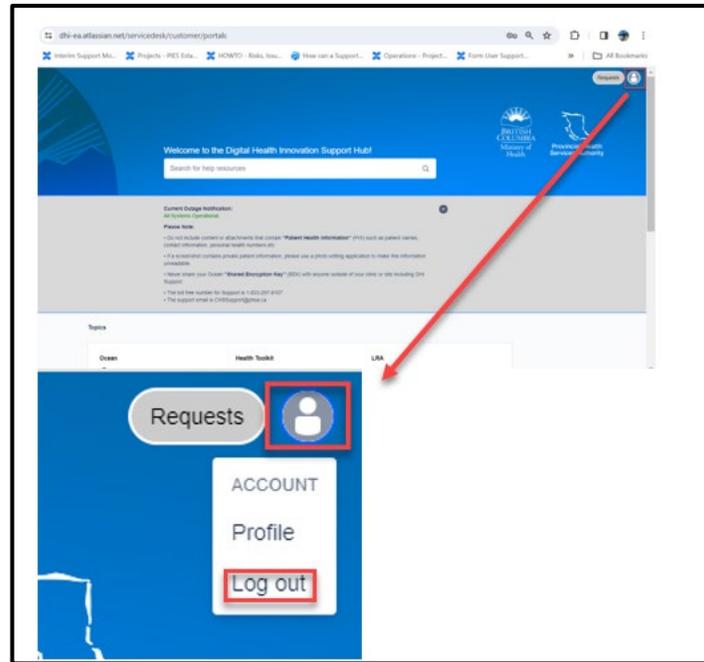


Tips:
If you cannot remember your password or need to reset, then see the "Reset Password" section of this guide.

Provincial Digital Health and Information Services

Partnering with the BC health sector, providers and citizens

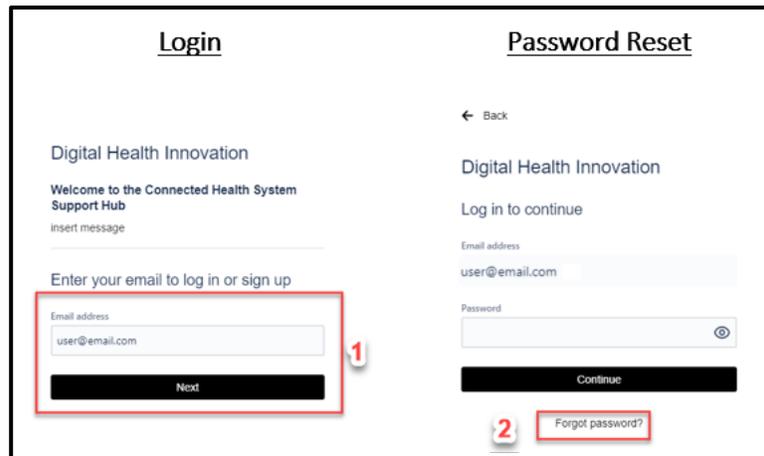
The **registered user is now logged in** the DHI Support Portal. The **icon on the top right** of the DHI Support Portal will **show** that the registered user is logged in and **can log out** or **close the browser** when **finished** using the portal.



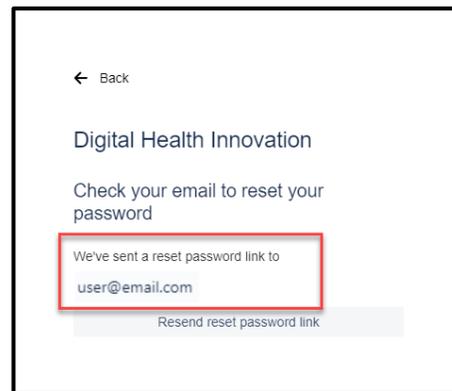
Step 2: Reset Password

If a **registered user** has **forgotten** their password and/or **wants to reset this password** they would to

1. **Login** using their registered username
2. Instead of entering a password, they would click on the “**Forget password**” button.

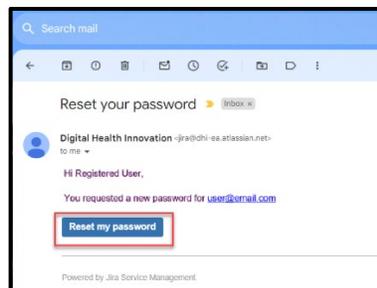


The DHI Support portal will automatically send an email to the **registered user's** email address to **reset their password**.



Registered User **logs** into the **same email account as their DHI Support Portal username**, and they will **receive** the following email from the email jira@dhi-ea.atlassian.net

Click on the “**Reset my password**” button.



Tips:
If you **did not receive this email**, then check your **spam filter**. If you **still cannot find this email**, then email CHSSupport@phsa.ca

Provincial Digital Health and Information Services

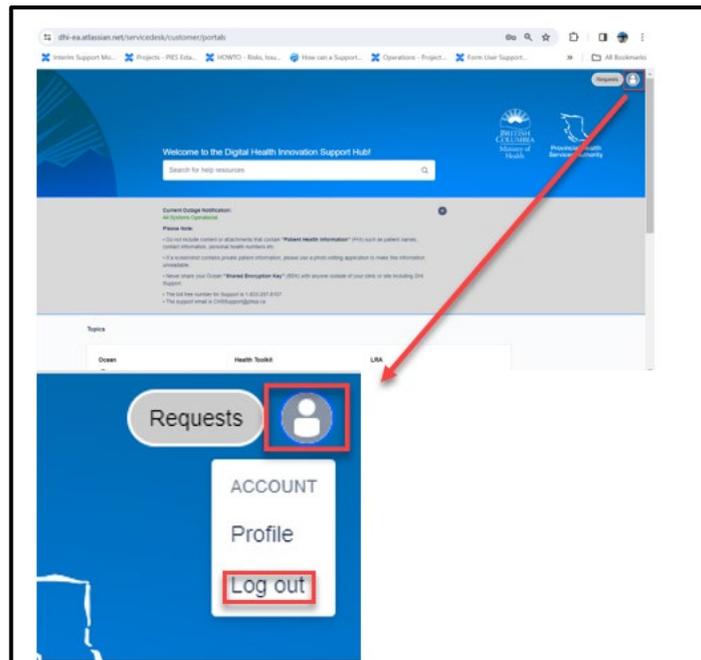
Partnering with the BC health sector, providers and citizens

- Clicking on the “Reset my password” button will **launch a new browser tab**.
- User then enters in a new password.
- User clicks the “Confirm” button to reset the password.



 **Tips:**
Passwords have a minimum of 8 characters to be accepted.

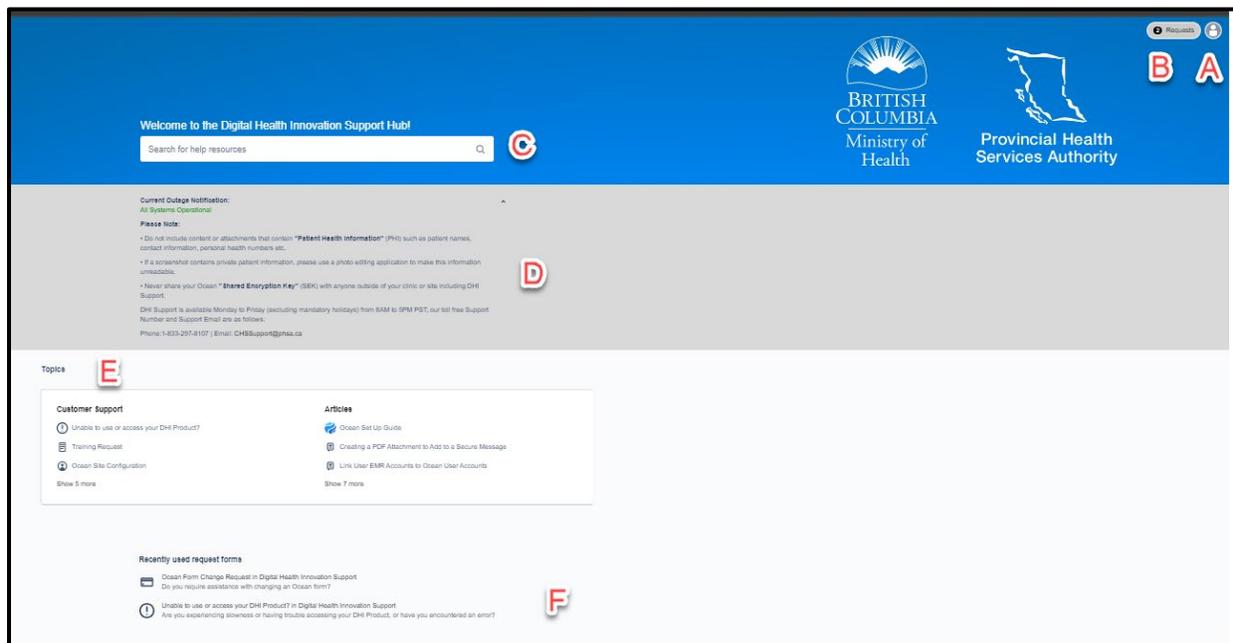
The **registered user is now logged in** the DHI Support Portal. The **icon on the top right** of the DHI Support Portal will **show** that the registered user is logged in and **can log out or close the browser when finished** using the portal.



Step 3: Site Navigation and Portal Features (includes managing existing tickets)

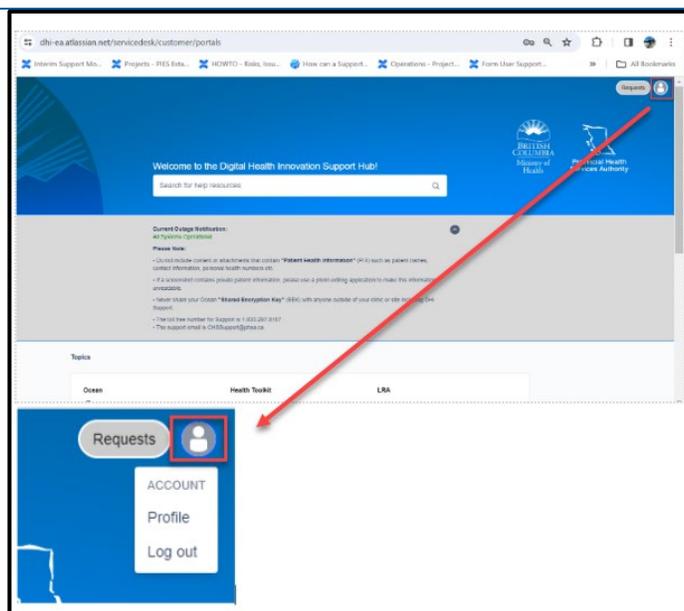
Topic areas for this section include:

- A. [User Profile](#)
- B. [Requests \(includes managing existing tickets\)](#)
- C. [Search Bar](#)
- D. [Notifications](#)
- E. [Topics](#)
- F. [Recently used request forms](#)



A. User Profile

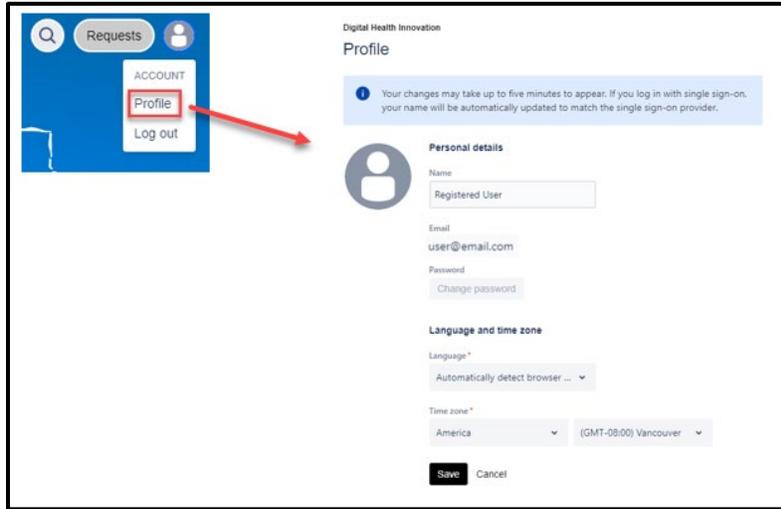
The User icon on the top right of the DHI Support Portal page will show that the registered user is logged in.



Provincial Digital Health and Information Services

Partnering with the BC health sector, providers and citizens

Clicking on the “Profile” button will open up the User Profile details.

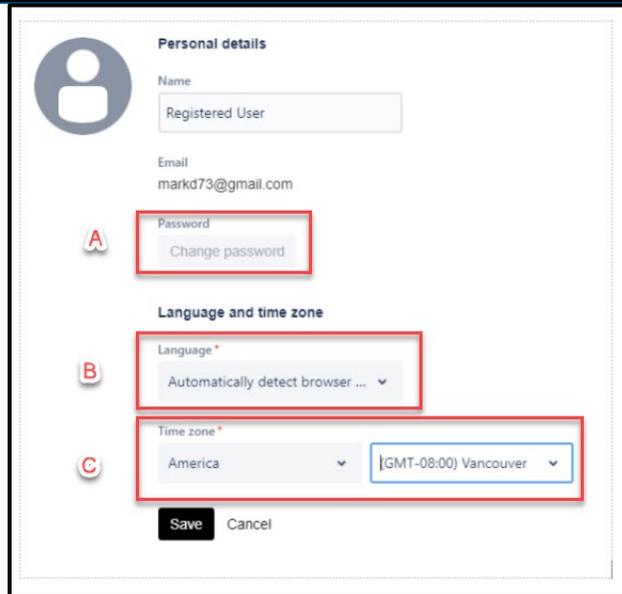


Registered Users can:

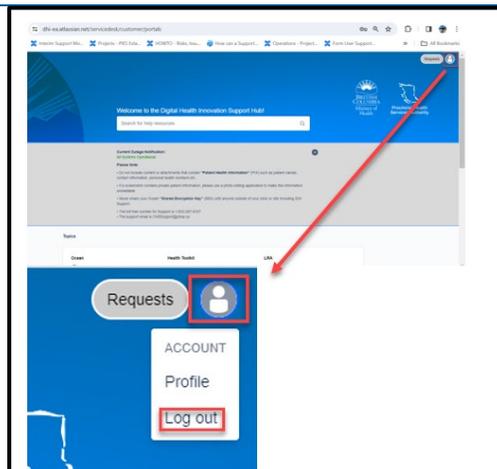
A – The Change Password button on this screen is only available to internal DHI Administrative users. If a non-Admin registered user wants to change their password, then see the “[Password Reset](#)” portion of this user guide.

B – Change Languages for the Portal

C – Change Time Zones for the Portal



By clicking on the “Log out” button this will log the registered user out of the DHI Support Portal. Alternatively, the registered user can simply close the browser.



B. Requests (including managing existing tickets)

The “Requests” view is the main method for a registered user to manage existing tickets.

This “Requests” button allows the logged in registered user to see all of the current, ongoing and closed support tickets that were:

A - Created by the registered user for all clinic(s)/sites(s) that a registered user is authorized for.

B – Created by all users for a single clinic/site

C – Created by all users for all clinic(s)/sites(s) that a registered user

To view all of the tickets created by the registered user for all clinic(s)/sites(s) that a registered user is authorized for; a user clicks on the “Created by me” section.

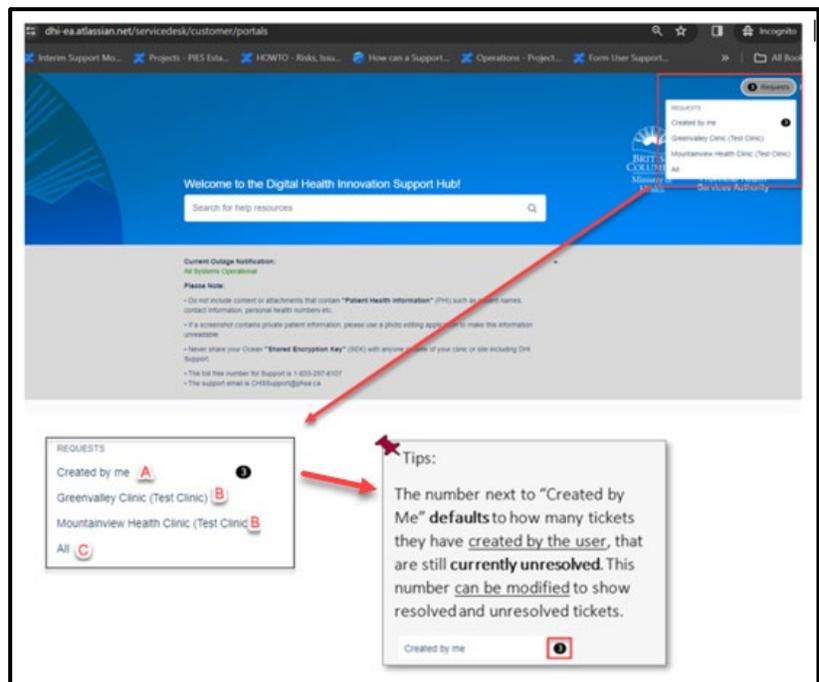
This will display the following fields:

A – “Request contains” text search for all tickets

This is a key concept

Tips:

- A registered user can belong to 1+ clinic(s)/site(s) within the DHI Support Portal.
- A registered user can create support tickets on behalf of every clinic/site they are associated with.



Provincial Digital Health and Information Services

Partnering with the BC health sector, providers and citizens

B – A “Status” field that lets the user sort tickets by their status of open, closed, in progress, etc

C – A filter to **view tickets created by the user or for each clinic/site** they are a part of.

D – A filter to **view tickets created by the user by ticket type**. i.e. Training Request, Incident/Problem, etc.

E – A “Type” is a **visual indicator of the ticket type** for a specific ticket.

F – The “Reference” column has a **hyperlink per ticket** to allow an end user to **open specific tickets**.

G – The “Summary” column is the **details provided in the Summary field** when a ticket is created

H – The “Status” column provides the current status of each ticket, including Waiting for Support, Open,

I – The “Service Project” column is an **internal visual indicator** that indicates to DHI Support Admins which environment the tickets are in.

J – the “Reporter” column is a visual indicator **on which registered user** has created the initial ticket.

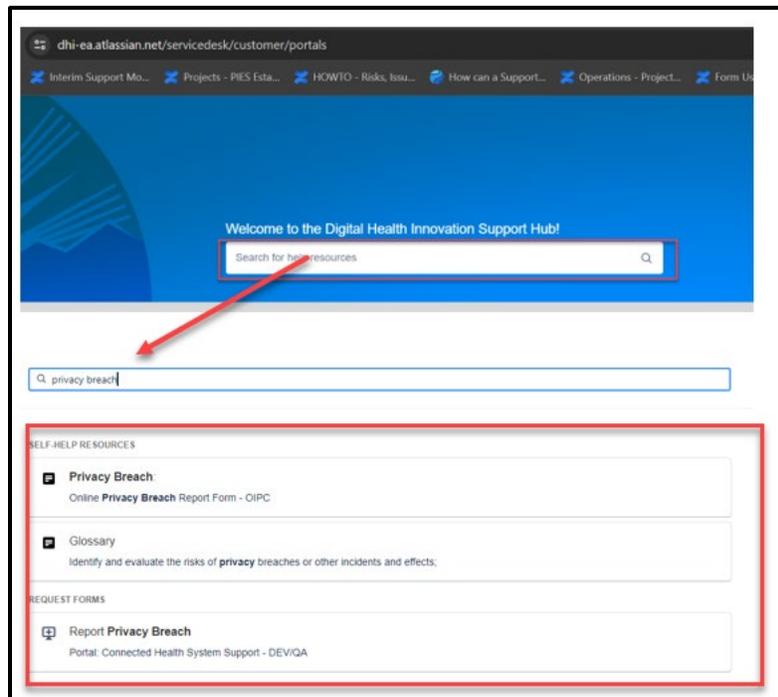
The screenshot displays the 'Requests' interface. At the top, there is a 'REQUESTS' dropdown menu with 'Created by me' selected and highlighted by a red box. Below this, there is a table of requests with columns for Type, Reference, Summary, Status, Service project, and Requester. The table contains three rows of data:

Type	Reference	Summary	Status	Service project	Requester
📄	CHSSDEV-74	Order additional product(s)	WAITING FOR SUPPORT	Connected Health System Support - DEVIGA	Mark Douglas
📄	CHSSDEV-73	General Inquiries	OPEN	Connected Health System Support - DEVIGA	Mark Douglas
🕒	CHSSDEV-72	Ocean Use or Access Issue Request	OPEN	Connected Health System Support - DEVIGA	Mark Douglas

C. Search Bar

A registered user can do a **free text search** of the DHI Support Portal by clicking on the search bar and typing in the required text.

This will provide links to **articles, ticket types, etc that can be opened/launched directly** from the red box in the image.



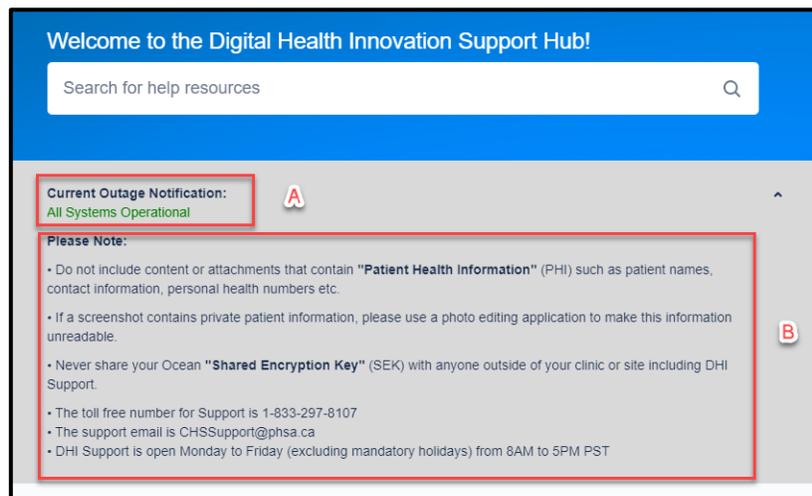
D. Notifications

The DHI Support Portal provides registered users two kinds of Notifications including:

A – The “**Current Outage Notifications**” is one of several methods that DHI Support will provide clinics/sites with **up-to-date Outage notifications for any DHI product**, including – Ocean, LRA and Health Toolkit.

B – The “**Please Note:**” section includes a **variety of long-standing information** that includes:

- PHI and screenshot instructions
- How to handle the clinic/site Ocean SEK



Tips:

Outage Notifications will be updated on the DHI Support Portal **only when they affect multiple unassociated clinics/sites**. These could be tied to a variety of causes. This will be updated when statuses change.

Hospital department/site outages will be posted on this Notifications section.

There **will be additional direct email outage notifications** to users in addition to this Portal.

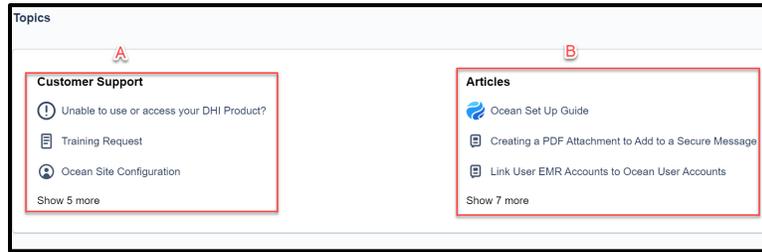
- The DHI Support toll-free phone number and email
- DHI Support Hours of Operation

E. Topics

The topics section of the DHI Support Portal is broken into two main sections:

A – these are the Customer Support specific links that **open a web form for creating new DHI Support tickets**

B – the “Articles” section provides links to the **most viewed “how to” support articles for the Ocean product**. These articles are hosted directly on the Ocean website. Clicking on any of these articles will launch a new browser tab to this article.



How to open a support ticket on the DHI Support Portal:

As seen in the first page of this guide, the types of specific tickets include:

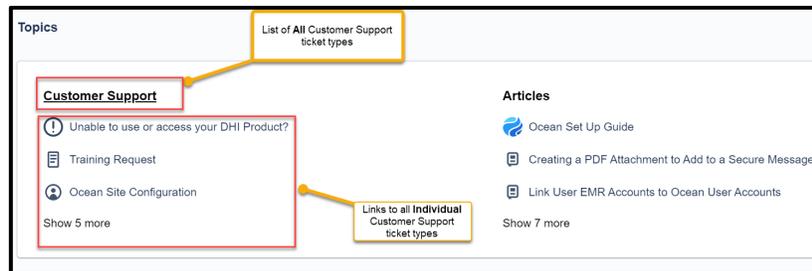
[List of all Customer Support ticket types](#)

[Unable to use or Access your DHI Product](#)

[Training request](#)

[Ocean Site Configuration](#)

[Ocean Form Change Request](#)



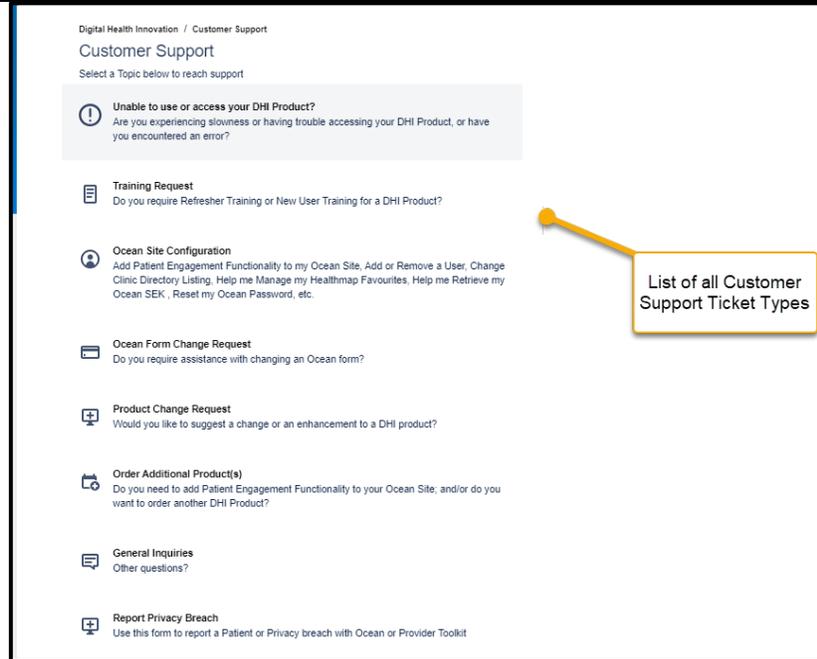
[List of all Customer Support ticket types](#)

[Product Change Request](#)

[Order additional product\(s\)](#)

[General Inquiries](#)

[Report Privacy Breach](#)



Digital Health Innovation / Customer Support
Customer Support
Select a Topic below to reach support

- Unable to use or access your DHI Product?**
Are you experiencing slowness or having trouble accessing your DHI Product, or have you encountered an error?
- Training Request**
Do you require Refresher Training or New User Training for a DHI Product?
- Ocean Site Configuration**
Add Patient Engagement Functionality to my Ocean Site, Add or Remove a User, Change Clinic Directory Listing, Help me Manage my Healthmap Favourites, Help me Retrieve my Ocean SEK, Reset my Ocean Password, etc.
- Ocean Form Change Request**
Do you require assistance with changing an Ocean form?
- Product Change Request**
Would you like to suggest a change or an enhancement to a DHI product?
- Order Additional Product(s)**
Do you need to add Patient Engagement Functionality to your Ocean Site, and/or do you want to order another DHI Product?
- General Inquiries**
Other questions?
- Report Privacy Breach**
Use this form to report a Patient or Privacy breach with Ocean or Provider Toolkit

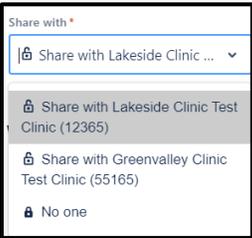
List of all Customer Support Ticket Types

Tips:

- We will view in depth all Customer Support ticket types in detail in the next sections.

There is a Common Field that all of the ticket types share that identifies which clinic/site the ticket is for:

“Share with” allows registered users to select the specific site/clinic.



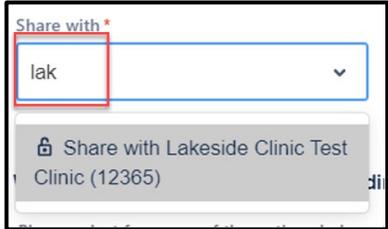
Share with *

- Share with Lakeside Clinic ...
- Share with Lakeside Clinic Test Clinic (12365)
- Share with Greenvalley Clinic Test Clinic (55165)
- No one

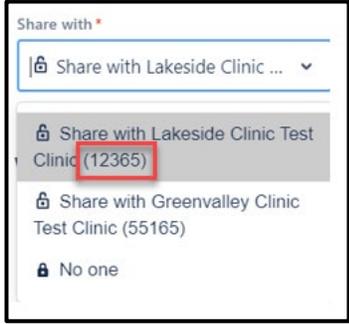
★ Tips:

- If a registered user is only associated with a **single clinic/site** then this field will default to that single clinic/site
- If a registered user is associated with **more than one clinic/site** then the default is "No One". Users would then search/select for the correct clinic/site

Registered Users that are associated with more than one clinic/site can either select from the list and/or conduct a text search to select from the list.



If a clinic/site has a registered Ocean Site Number; then this number will be included in parenthesis after the name of the clinic/site.



[Unable to use or Access your DHI Product](#)

Use case: If a clinic/site cannot use a DHI product due to a software error or if they cannot access the product.

This is the complete **"Unable to use or access your DHI Product?"** DHI Support form view.

Attachments

Feel free to attach screenshots or other items as necessary. Note: If a screenshot contains private patient information, please use a photo editor to redact the information.

Drop files to attach or browse

Tips:

Please refrain from including any attachments or screenshots that contains "Patient Health Information" (PHI) such as patient

Training request

Use case: If a clinic/site wants to order new user or refresher training for their staff for any DHI Product.

This is the complete "Training request" DHI Support form view.

Digital Health Innovation / Digital Health Innovation Support

Training Request

Please fill out form below

Share with*

Share with Lakeside Clinic ...

For which product do you require training on?

Please select from one of the options below...*

Ocean

Provider Toolkit

Clinic Contact Name

(First and Last name) *

Contact Email

(first.last@email.com) *

Contact Phone Number

(779-888-9999 / 1-800-655-1234)

Extension Number

If you have an Extension number, please enter it here

When do you require this training? (Please provide a date range, we'll do our best to accommodate your request)

From this Date

To this Date

What EMR/CI/BI System is used at your location?

Select System Name *

Which type of user training do you require?

Select Options Below *

Name(s) of the Users

List the name(s) of the users who require training (eg: Firstname and Lastname) *

Is there anything else you would like us to know about your request?

Includes the standard “Share with”

Registered Users would select which DHI Product they want training for with these radio buttons.

For which product do you require training on?

Please select from one of the options below... *

Ocean

Provider Toolkit

The name of the person that DHI Training should be following up with:

Clinic Contact Name

(First and Last name) *

The email of the person that DHI Training should be following up with:

Contact Email

(first.last@email.com) *

The phone number (plus possible extension) of the person that DHI Training should be following up with:

Contact Phone Number

(777-888-9999 / 1-800-555-1234)

Extension Number

If you have an Extension number, please enter it here

The preferred clinic/site date ranges for training availability. This includes a drop-down calendar date range selection:

From this Date

e.g. 3/15/2024



To this Date

e.g. 3/15/2024



< March 2024 >

SUN	MON	TUE	WED	THU	FRI	SAT
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

A drop-down list for selecting the EMR/CIS/System being used by the clinic/site:

What EMR/CIS/System is used at your location?

Select System Name*

Select...

- Arya EHR
- BrightHealth MOIS
- Cerner
- Intrahealth Profile
- Meditech
- MEDFAR Plexia
- Ocean Portal
- OSCAR

The drop-down list of the types of user training required. Includes New User, Refresher or Both:

Which type of user training do you require?

Select Options Below: *

Select...

New User Training

Refresher Training

Both

The names of the users who require training:

Name(s) of the Users

List the name(s) of the users who require training (eg: Firstname and Lastname) *

Normal text v B I ... ≡ v A v ☰ ☷

Registered users can add additional written responses for context if desired. They would then click “Send” to submit this form.

Drop us a note below:

Normal text v B I ... ≡ v A v ☰ ☷

Send Cancel

Ocean Site Configuration

Use case: If a clinic/site needs to configure their [Ocean site](#), and wants a guide and/or direct assistance in:

- Add patient engagement functionality to their site
- Add or Remove a User
- Change my Ocean Site Directory Listing
- Help me Manage my Healthmap Favourites

This is the complete “Ocean Site Configuration” DHI Support form view.

Digital Health Innovation / Connected Health System Support - DEVIGA

Ocean Site Configuration

Share with *

No one v

What is your Ocean Site Number?

(#12345) *

How can we assist you?

Please select from the available options below *

Select...

Need to contact us?

Drop us a note below:

Normal text v B I ... ≡ v A v ☰ ☷

Send Cancel

Includes the standard “Share with”

This is a dropdown of the different Ocean Site configuration options.

- Help me retrieve my SEK
- Reset your Ocean Password
- Etc

How can we assist you?
Please select from the available options below *

Select...

- Add Patient Engagement Functionality to my Ocean Site
- Add or Remove User to my Ocean Site
- Change my Ocean Site Directory Listing
- Help me Manage my Healthmap Favourites
- Help me Retrieve my Ocean SEK
- Reset my Ocean Password

DHI Support provides links to Ocean self-help specific user guides that are hosted on their external website to assist users. DHI Support recommends trying these guides first before submitting a formal ticket.

How can we assist you?
Please select from the available options below *

Add or Remove User to your Site

Have you tried this Ocean guide for adding a user?

⚠ When clicking on the Guide below, please hold down the Ctrl button (Windows) or the ⌘ (MAC) to open in a new tab.

Guide: Adding a New User to Your Site

If the guides above did not solve your issue, then feel free to complete this form and click 'send' below for additional help.

Registered users can add additional written responses for context if desired. They would then click “Send” to submit this form.

Drop us a note below:

Normal text | B | I | ... | ≡ | A | ... | ... | ... | ... | ... | ... | ... | ... | ...

Send Cancel

Ocean Form Change Request

Use case: If a clinic/site wants DHI to assist with the modification of existing Ocean forms (created by DHI or the clinic), or the creation of a net new Ocean form.

This is the complete “Ocean Form Change Request” DHI Support form view.

Attachments

Feel free to attach screenshots or other items as necessary. Note: If a screenshot contains private patient information, please use a photo editing application to make this information unreadable.

Drop files to attach or browse

Tips:

Please refrain from including any attachments or screenshots that contains "Patient Health Information" (PHI) such as patient

Product Change Request

Use case: If a clinic/site would like to **request** a Product change to **change existing functionality** or **add new functionality** to any DHI Product.

This **excludes** existing Ocean forms. Please use the [Ocean Form Change Request](#) for forms changes.

This is the complete "Product Change Request" DHI Support form view.

Digital Health Innovation / Digital Health Innovation Support

Product Change Request

Share with *

Share with Lakeside Clinic ...

Please provide your ideas for changes to an existing product below.

For which product is your request regarding?

Please select from one of the options below... *

Ocean

Provider Toolkit

Please provide additional details:

Enter a subject title *

Be as specific and as brief as you can

Enter details of your request:

Note: Please refrain from including content that contains "Patient Health Information" (PHI) such as patient names, contact information, personal health numbers etc.

Normal text | B | I | ... | A | ... | < > | ...

Need to attach screenshots or other items?

Note: If a screenshot contains private patient information, please use a photo editing application to make this information unreadable.

Drop files to attach or browse

Send Cancel

Includes the standard "Share with"

Registered Users can select which DHI product that they are interested in providing suggestions for changes/enhancements.

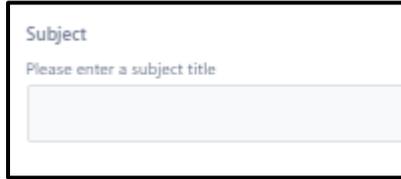
For which product is your request regarding?

Please select from one of the options below... *

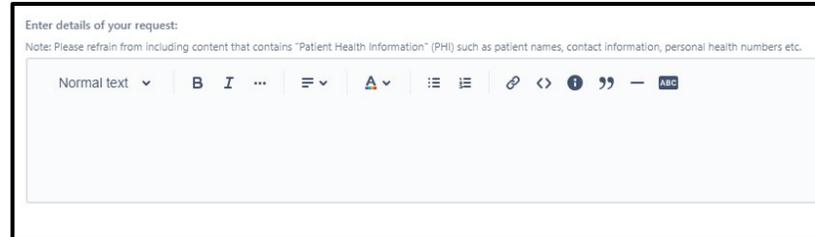
Ocean

Provider Toolkit

This is the Subject Line. Similar to how Subject Lines are used in a traditional email.



This is where the registered user would add any **free text of the details** around Product Change Request



Tips:
Please **refrain** from including **content that contains "Patient Health Information" (PHI)** such as patient names, contact

Registered users can drag and drop or browse for “attachments” on their computer, such as screenshots or other documentation.

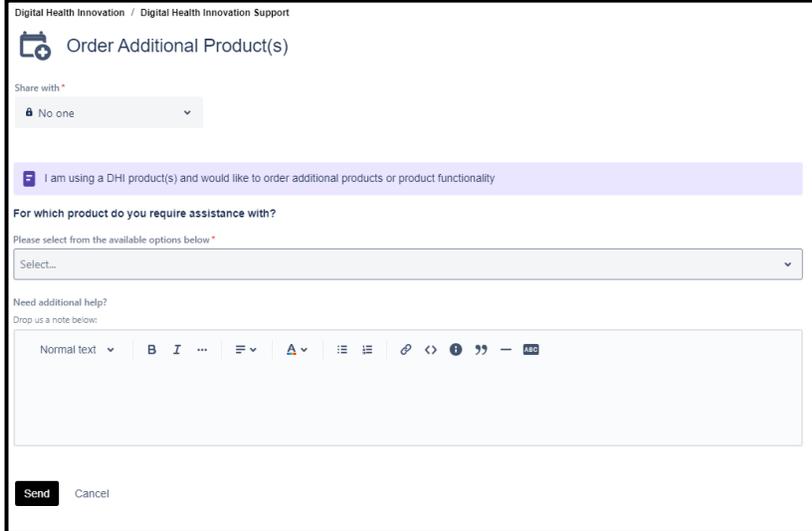


Tips:
Please **refrain from including any attachments or screenshots that contains "Patient Health Information" (PHI)** such as patient

[Order additional product\(s\)](#)

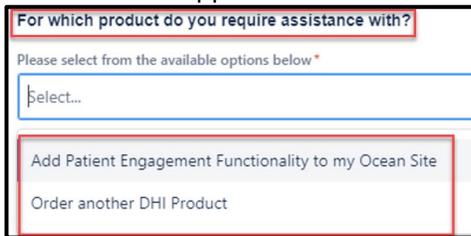
Use case: If a clinic/site wishes to order Ocean patient engagement functionality and/or other DHI Products.

This is the complete “**Order additional product(s)**” DHI Support form view.

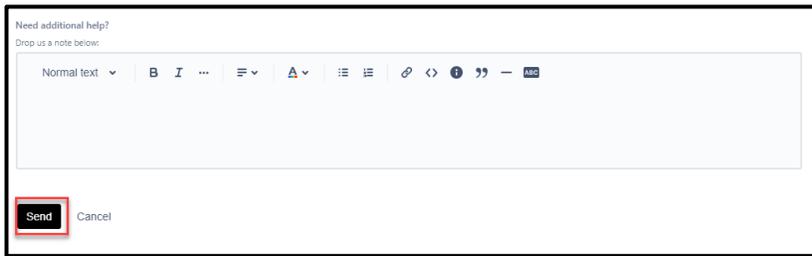


Includes the standard “Share with”

What specific additional DHI products does the clinic/site wish to order via DHI Support:



Registered users can add additional written responses for context if desired. They would then click “Send” to submit this form.



General Inquiries

Use case: If a clinic/site has any other support needs that are not covered with other DHI Support portal tickets, then they can use this form.

This is the complete “**General Inquiries**” DHI Support form view.

Report Privacy Breach

Use case: If a clinic/site suspects or knows there has been a Privacy Breach in relation to their use of Ocean then this form will be submitted to PHSA Privacy, who will then reach out the clinic/site directly to follow up.

This “**Report Privacy Breach**” DHI Support form view is based on the existing PHSA Privacy Breach Form and is very detailed in scope; as such the fields are self-explanatory in nature.

Includes the standard “Share with”