

Digital Health Innovation (DHI) Support Portal User Guide

Audience: Registered users seeking support services

Welcome!

This guide is intended for designated users who wish to access post Go Live Digital Health Innovation (DHI) Support services via the [DHI Support Portal](#). Clinics/sites 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) can:

- Manage their registered user Profile on the DHI Support Portal
- Review, access and manage all or current and closed tickets raised 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
 - General support email at DHSupport@phsa.ca
 - Toll-free support line at **1-833-297-8107**
 - Hours of operation - Monday to Friday (excluding holidays) from 8 a.m. to 5 p.m. PST.
- **Raise support tickets** on behalf of clinics and/or sites requiring assistance. This includes all DHI-supported products, including:
 - [List of all Customer Support ticket types](#)
 - [Unable to use or access your DHI Product](#)
 - [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 whose email is registered as a username in the **DHI Support Portal**. This username and password are required to access the DHI Portal and its support services. During the DHI onboarding process the clinic/site will be asked to provide a list of email addresses to be registered as users for their clinic(s)/site(s). Each registered users 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 folder and/or contact DHI support at DHSupport@phsa.ca or call the toll-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 DHSupport@phsa.ca
- Call our toll-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/servicedesk/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 DHSupport@phsa.ca or by calling the DHI Support toll-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. 15](#))

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

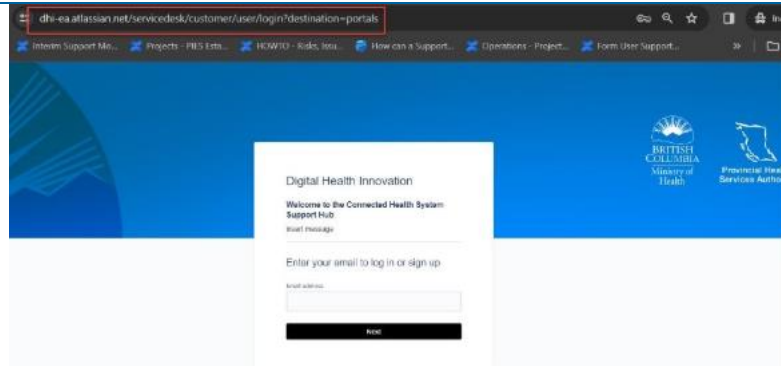
Contact DHI Support at DHSupport@phsa.ca or via our 1-833-297-8107 toll-free number if you have any questions or issues in accessing the DHI Support Portal.

Step 1: Log in

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**

Digital Health Innovation

Welcome to the Connected Health System Support Hub

insert message:

Enter your email to log in or sign up

Email address

user@email.com

Next

Tips:

Contact DHSsupport@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**

← Back

Digital Health Innovation

Log in to continue

Email address

user@email.com

Password

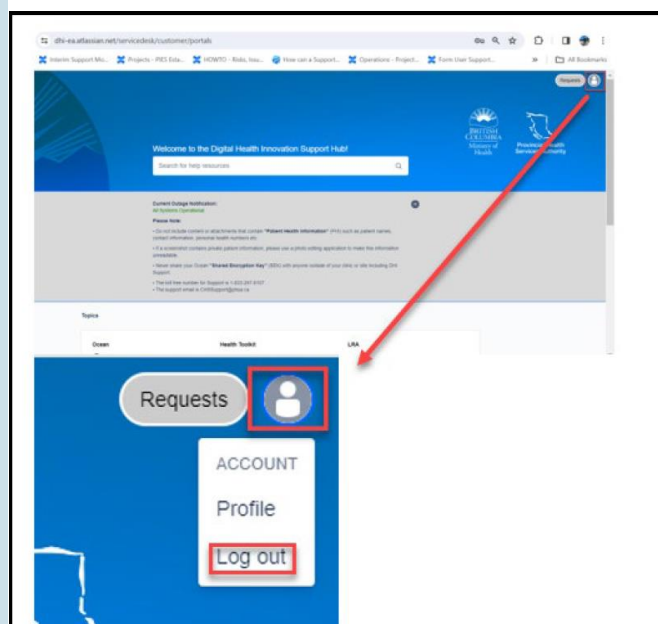
Continue

Forgot password?

Tips:

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

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

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

The screenshot shows two side-by-side panels. The left panel, titled 'Login', includes the header 'Digital Health Innovation' and 'Welcome to the Connected Health System Support Hub'. It prompts the user to 'Enter your email to log in or sign up' and features an email input field containing 'user@email.com' and a 'Next' button. A red box highlights the input field, and a red '1' is placed to its right. The right panel, titled 'Password Reset', also has the header 'Digital Health Innovation' and prompts the user to 'Log in to continue'. It includes an email input field with 'user@email.com' and a password input field. A 'Continue' button is at the bottom. A red box highlights the 'Forgot password?' link, and a red '2' is placed to its left.

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

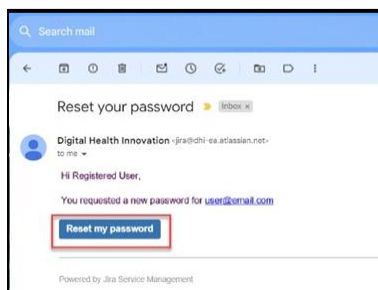
The screenshot shows a single panel titled 'Digital Health Innovation'. It prompts the user to 'Check your email to reset your password'. A message states 'We've sent a reset password link to user@email.com', which is enclosed in a red box. Below this message is a button labeled 'Resend reset password link'.

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@dhiea.atlassian.net

Click the “Reset my password” button.

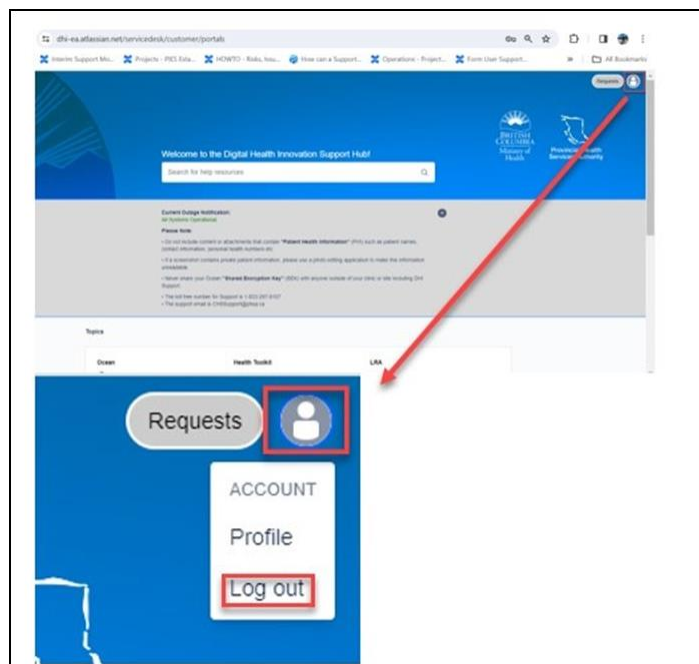
- Clicking on the “Reset my password” button will launch a new browser tab.
- User then enters in a new password.
- Click the “Confirm” button to reset the password



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

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

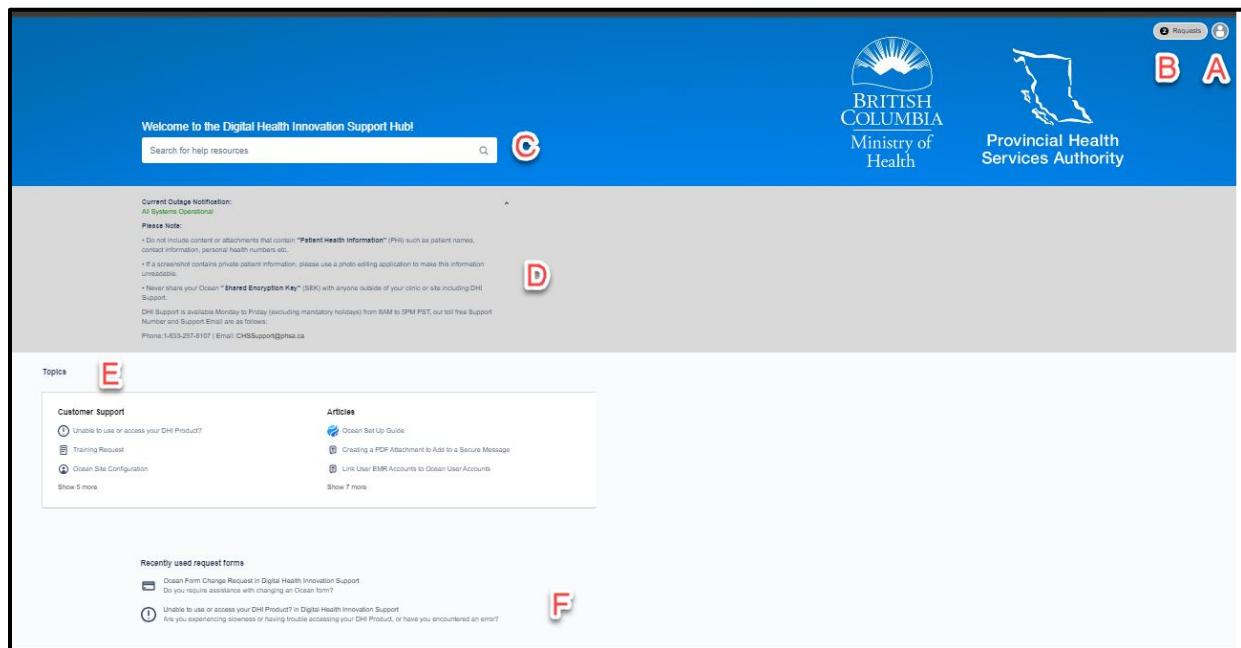
The registered user is now logged in the DHI Support Portal. The icon on the top right of the DHI Support Portal will show that the registered user is logged in and can log out or close the browser when finished using the portal.



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

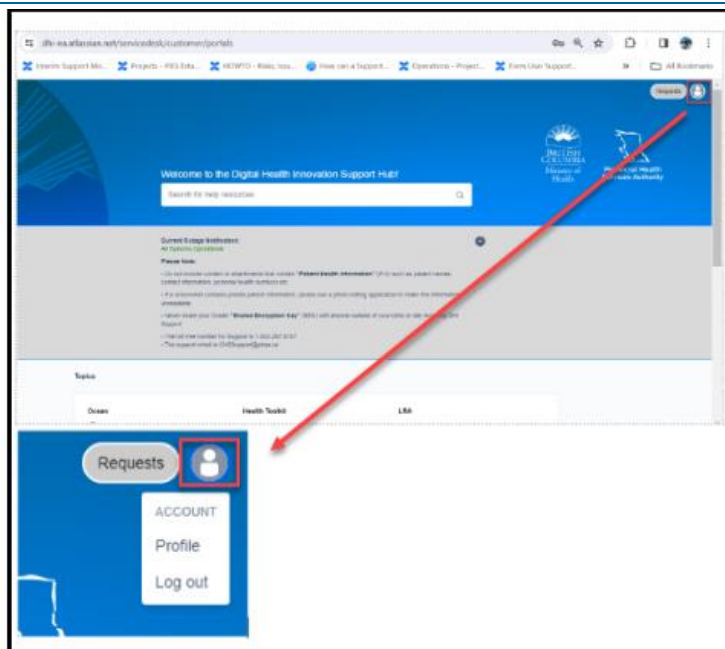
Topic areas for this section include:

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

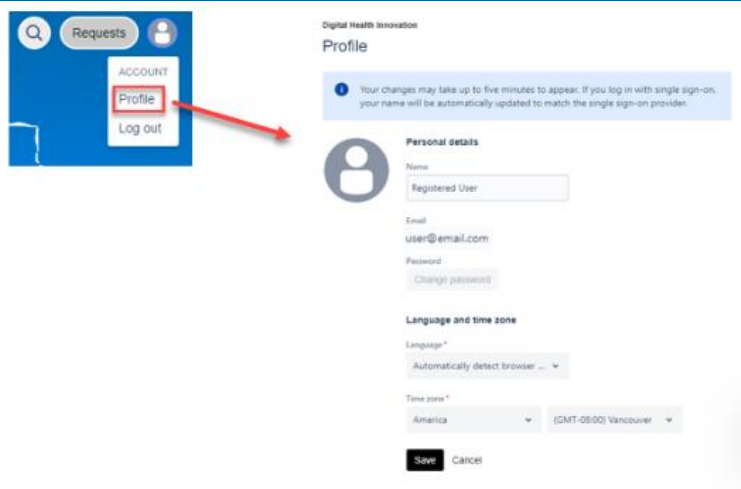


A. User Profile

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



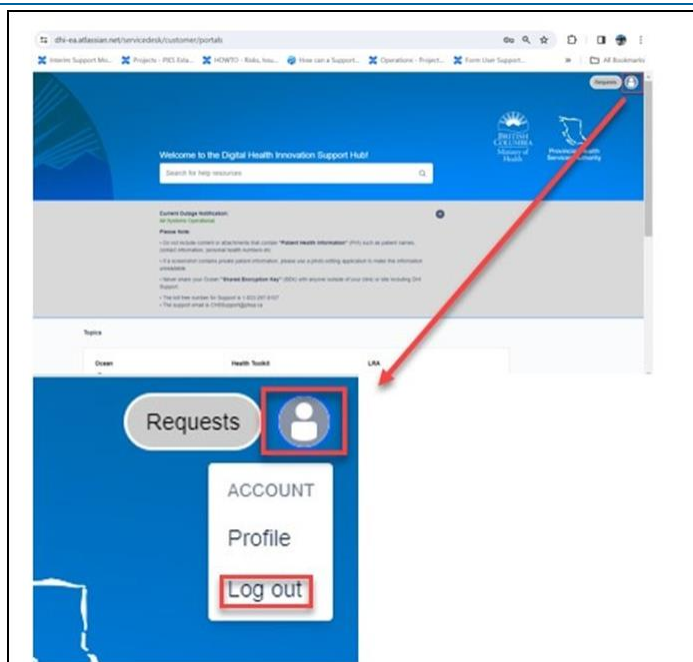
Clicking on the “Profile” button will open the User Profile details.



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” menu option 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 user is registered to.

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.

REQUESTS

Created by me **A** **1**

Greenvalley Clinic (Test Clinic) **B**

Mountainview Health Clinic (Test Clinic) **B**

All **C**

Tips:

The number next to “Created by Me” **defaults** to how many tickets they have **created by the user**, that are still **currently unresolved**. This number **can be modified** to show resolved and unresolved tickets.

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
- B. “Status” field that lets the user sort tickets by their status of open, closed, in progress, etc.
- C. Filter to view tickets created by the user or for each clinic/site they are a part of.
- D. Filter to view tickets created by the user by ticket type. i.e. Service Request, Incident/Problem, etc.
- E. “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

The screenshot shows the 'Requests' section of the DHI Support Portal. A dropdown menu is open, showing options: 'Created by me' (highlighted with a red box and a red arrow), 'Greenvally Clinic (Test Clinic)', 'Mountainview Health Clinic (Test Clinic)', and 'All'. Below the dropdown, a table displays a list of requests. The table has columns: Type, Reference, Summary, Status, Service project, and Requester. The first three rows of data are visible.

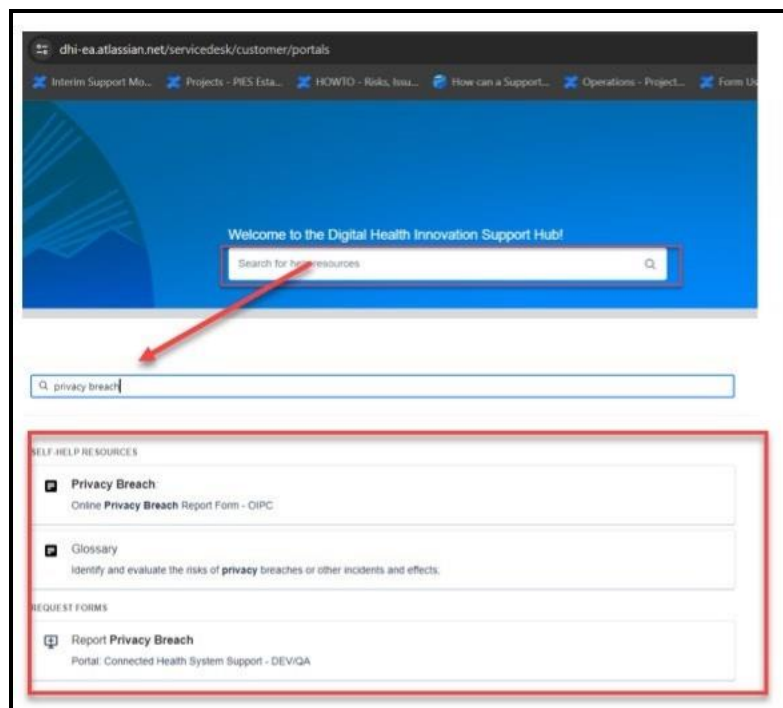
Type	Reference	Summary	Status	Service project	Requester
CHSSDEV-74	Order additional product(s)	WAITING FOR SUPPORT	Connected Health System Support - DEVIGA	Mark Douglas	
CHSSDEV-73	General Inquiries	OPEN	Connected Health System Support - DEVIGA	Mark Douglas	
CHSSDEV-72	Ocean Use or Access Issue Request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

- H. The “**Status**” column provides the current status of each ticket, including Open, In Progress etc.
- I. The “**Service Project**” column is an internal visual indicator that indicates to DHI Support Admins which environment the tickets are in.
- J. The “**Requester**” column is a visual indicator on which registered user has created the initial ticket.

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.



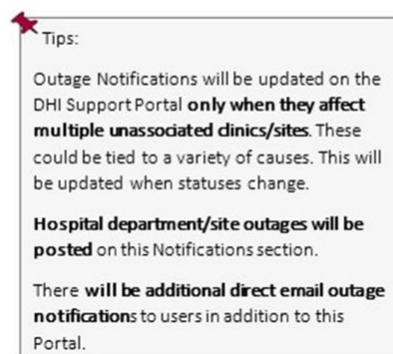
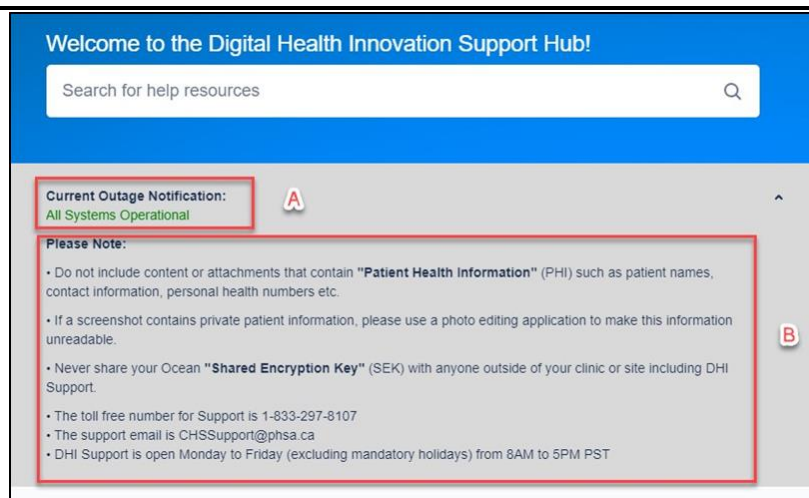
D. Notifications

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:

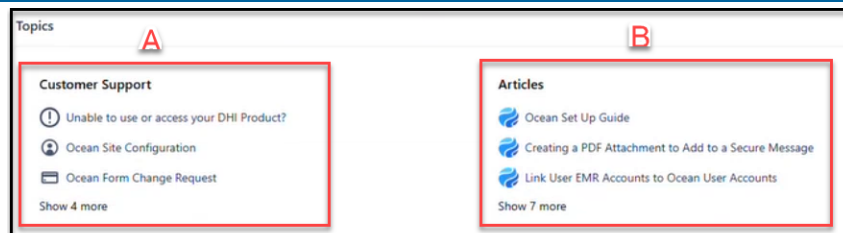
- PHI and screenshot instructions
- How to handle the clinic/site Ocean SEK
- The DHI Support toll-free phone number and email
- DHI Support Hours of Operation



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:

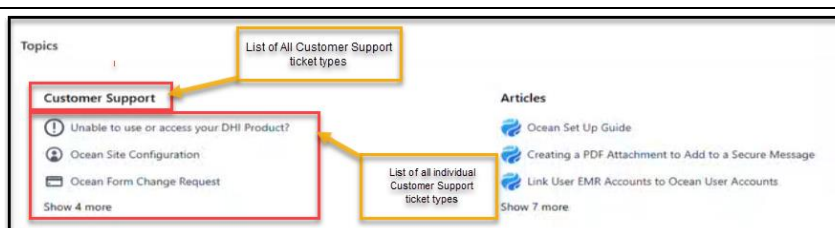
As seen in the first page of this guide, the types of specific tickets include:

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

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

[Ocean Form Change Request](#)

[Ocean Site Configuration](#)



[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?


Ocean Site Configuration
 Add or remove a user, Change clinic directory listing, Help me to 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)

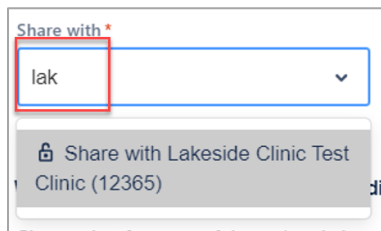
Share with Greenvale Clinic Test Clinic (55165)

No one

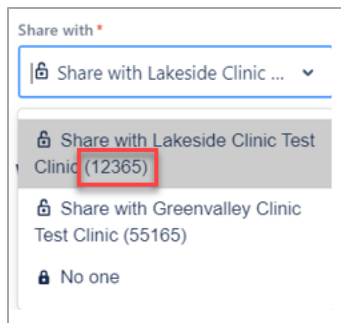
 Tips:

- 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.

Digital Health Innovation / Digital Health Innovation Support



Unable to use or access your DHI Product?

Share with*

 Share with Lakeside Clinic ...

Which product is your request regarding?

Please select from one of the options below.*

☐ Ocean
 ☐ Provider Toolkit

Subject

Be as specific and as brief as you can

Enter details of your request

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

Normal text
 









Need to attach screenshots or other items?

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 would select from the radio button choices of different DHI Products:

Which product is your request regarding?

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

☐ Ocean

☐ Provider Toolkit

If a Registered User selects from the “Ocean” radio button, then a new field will appear called “Does this request impact patient safety?”

Which product is your request regarding?

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

☒ Ocean

☐ Provider Toolkit

Does this request impact patient safety?

Select 'Yes' if it is a Patient Safety Request, otherwise select 'No'

☒ Yes

☐ No

DHI Support encourages the registered user to self-report anything they view as impacting on **Patient Safety** when they are unable to use or access Ocean.

The default answer is “No”

If the registered user does believe that this inability to use or access Ocean does impact on **Patient Safety**, then we encourage them to click on “Yes” and this will then a new text box opens up to ask for the detail.

If a Registered User selects from the “**Provider Toolkit**” radio button, then no additional fields asking about Patient Safety will appear.

Subject

Please enter a subject title

Description

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 ... ▾

🔗 📎 🔍 ⌂

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](#)

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

- 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

What is your Ocean Site Number?

(P12345) *

How can we assist you?

Please select from the available options below *

Select...

Need to contact us?

Drop us a note below:

Normal text



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

How can we assist you?

Please select from the available options below *

Select...

- 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

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.

Ocean Form Change Request

Please add specific details in description field

Share with *

No one

What is your Ocean Site Number?

(#12345) *

DHI- Ocean Form request

Please select from the Options below *

- ☐ Existing Form: This Ocean form has been created for me
- ☐ Existing Form: I have created this Ocean form
- ☐ New Form: I would like a new Ocean form created

Description

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 ▾ [List Icons] [Link Icon] [Code Icon] [Quote Icon] [More Icon]

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 unrecognizable.

Drop files to attach or browse

The kind of Ocean forms that the user needs assistance with:

This is where the registered user would add any **free text** of the details around their inability to use or access Ocean.

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.

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.

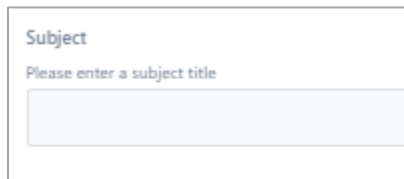
This **excludes** existing Ocean forms. Please use the [Ocean Form Change Request](#) for forms changes.

This is the complete “**Product Change Request**” DHI Support form view.

Includes the standard “**Share with**”

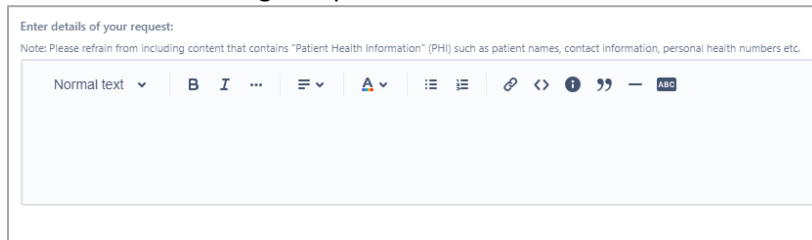
Registered Users can select which **DHI product** that they are interested in providing suggestions for changes/enhancements.

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



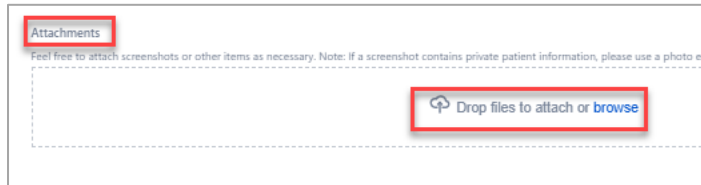
A form field for the subject line. It has a label 'Subject' and a placeholder text 'Please enter a subject title'.

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



A text editor area for entering details. It includes a toolbar with options like 'Normal text', 'B', 'I', 'List', 'Link', 'Image', 'Table', 'Quote', 'Code', and 'ABC'. Below the toolbar is a large text area for entering details.

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



An 'Attachments' section with a dashed box for dropping files. A button labeled 'Drop files to attach or browse' is located at the bottom right of the dashed box.

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

[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.

Includes the standard **"Share with"**

Which product are you requiring assistance with?

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

☐ Ocean

☐ Provider Toolkit

Subject

Please enter a subject title

Enter details of your request:

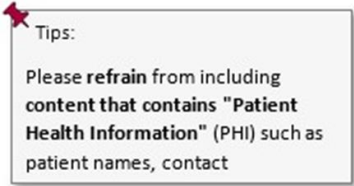
Please refrain from including content that contains "Patient Health Information" (PHI) such as patient names, contact information, personal health numbers etc.

Normal text

B I ... ≡ ▾ 🗑️ ☰ ☷ 🔗 <> ⓘ ” — 📎

Send

Cancel

	
<u>Report Privacy Breach</u> 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.