

# ARGUS SECURE MESSAGING

## QUICK REFERENCE GUIDE – FRONT DESK



**IMPORTANT: Please ensure you have 32 bit version of Microsoft Word installed not 64 bit.**

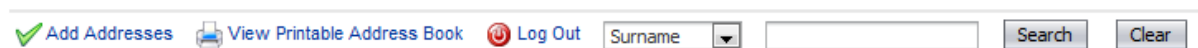
### SECTION 1: CHECK INCOMING ARGUS DOCUMENTS

Incoming documents from Argus will reside in the folder 'C:\Programs Files (x86)\ArgusConnect\Incoming' Or 'C:\Programs Files\ArgusConnect\Incoming'. (This is dependent on your computers operating system version)

### SECTION 2: ADDING ARGUS USERS TO YOUR ARGUS ADDRESS BOOK

Anyone you wish to send to using Argus must be in your Argus Address Book.

- 1) Open Argus Address Manager and Login.
- 2) Click on 'Add Addresses'.



- 3) Type in the name (or part name) of the practitioner or practice you'd like to add.



(Alternatively you can use another search option).

- 4) Click 'Search the Human Services Directory'.
- 5) Click in the checkbox next to the required practitioner(s) name so the box(es) now contains a tick.
- 6) Click on 'Add selected entries to Address Book'.
- 7) Repeat the process to populate your address book with all the practitioners you wish to send to.
- 8) Click on 'Return to Addresses'.

### SECTION 3: ADDING ARGUS ADDRESS TO FRONT DESK ADDRESS BOOK

- 1) Open your Front Desk Address Book. (File -> GP/Medical Referrers).
- 2) Replace the existing email address with Argus email address. (This is not an important step but will help staff at the practice know who they can send to via Argus)

### SECTION 4: SENDING AN ENCRYPTED MESSAGE USING ARGUS IN FRONT DESK

1. Open patient. Click on 'Additional' tab. Select the GP you wish to send to.
2. Click on 'Billing' tab. Click on the 'Letter' button and select the Argus template.
3. Write your letter, then click on 'Argus' menu and choose 'Send'.
4. Click on 'Select Recipient'.
5. Click on the required recipient so they are highlighted, then click 'Use Now'.
6. If errors appear in red text below the recipient field, contact Argus Support, otherwise click 'Send'.
7. Front Desk will now prompt you to save the file to the patient attachments.

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### SECTION 5: IMPORTANT ASPECTS OF ARGUS MAINTENANCE

#### Keeping Argus Informed

##### Notifying Argus of Practice Changes

As Argus utilises the National Health Services Directory, containing thousands of organisations and practitioners, it's important that we keep the directory up to date. Therefore, please ensure you inform Argus of any changes regarding your practitioners and/or organisation.

For example:

- I. New doctors at your organisation
- II. Doctors who have left your organisation
- III. Change in Practice Manager and preferred contact details
- IV. Changes to your organisation details, such as phone number, address, etc.

This is to ensure the Argus Users Database is up-to-date and senders are able to locate the correct recipient at the correct location.

##### Changes to server & workstation environments

The Argus software may need to be updated to work in co-ordination with any changes at your organisation. It is important to inform Argus of any of the following changes to your server environment:

- **Changing clinical software and or Internet provider**
  - Argus may need to be reconfigured when changing your clinical software and or dedicated Argus email address or error notification address(es).
- **Major system upgrades**
  - Some upgrades, including Operating System changes, can cause an effect on your Argus Software. Therefore it is beneficial to advise us of any upcoming changes
- **New workstations have been installed**
  - The Argus software may need to be reinstalled or reconfigured on your new workstation computers
- **Changing 'file drop/file pickup directory'**
  - If the directories for incoming and/or outgoing messages are altered, Argus will need to be reconfigured to work with the new directories
- **Server upgrades/replacements**
  - Please ensure you inform us of any major server upgrades **PRIOR** to turning-off the existing server, as we will need to take a backup of the current installation database

When you have an Argus subscription, our Argus Support team are easily able to help you ensure your Argus is going to keep working, despite the changes happening in your organisation.

##### Managing Your Argus Subscription

Keeping your Argus subscription up-to-date ensures you have full support and a fully functional Argus installation, including future upgrades and patches.

Please refer to our website for further information.

<u>Argus Client</u>	<u>Argus Support</u>
User: .....	Phone: 1800 952 282
Password: .....	Web: telstrahealth.com/argus