

SECTION 1: WHAT IS THE MESSAGE MANAGER & WHY USE IT






The Message Manager is a web based application that allows you to monitor your incoming and outgoing correspondence. Regular monitoring will allow you to detect any failures early and prevent delays in correspondence being sent out and/or received by their intended recipient.

SECTION 2: CONFIRM ARGUS HAS SENT THE LETTER FROM YOUR CLINICAL APPLICATION

- 1) Open Message Manager via the icon on the desk top & login with your details.
- 2) From the Main Message Views
- 3) Select from the drop down list 'Sent-All Messages'
- 4) Check the list of letters in this view.
- 5) Check the 'Status' icons on each message.
- 6) Confirmation that the recipient Argus has received your message is indicated by 'Acknowledged'.

Message Status Legend - (at bottom of message view page):

ACK Status - Legend

Message Not Yet Sent	
Acknowledged	
Awaiting Acknowledgement	
Failed (No Acknowledgement)	
Failed (Expired)	
ACK Not Required	(no icon)

Encryption Status - Legend


Encrypted	
Unencrypted	(no icon)

SECTION 3: CONFIRM ARGUS HAS RECEIVED THE LETTER FROM YOUR SENDERS




- 1) Open Message Manager via the icon on the desk top & login with your details.
- 2) From the Main Message Views
- 3) Select from the drop down list 'Received-All Messages'
- 4) Check the list of letters in this view.
- 5) Check the 'Status' icons on each message.
- 6) Confirmation that your Argus has received incoming message is indicated by 'Processed'.

Message Status Legend - (at bottom of message view page)

Encryption Status - Legend

Encrypted	
Unencrypted	(no icon)

Processed Status - Legend

Processed	
Processing Failed	
Reprocessing	
Not Processed	(no icon)

SECTION 4: 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