



BORN *Information BITS*

Accessing the BORN Help Desk

Welcome to this edition of the BORN Information BITS which will focus on when and how to contact the BORN Help Desk. The BORN Help Desk supports user technical issues. For clinical issues, please contact your BORN Ontario Coordinator. Please remember that Personal Health Information (PHI) which includes OHIP #, names, date of birth, etc. should ONLY be shared verbally or on password protected voice mail.

Before Calling the BORN Help Desk

Before contacting the BORN help desk please complete the following steps:

- 1) Can you replicate your problem/issue?
- 2) Did you try to solve the problem/issue by contacting your:
 - a. Local super user or local BORN administrator?
 - b. Local help desk/IT department?

Contacting the BORN Help Desk

- 1) Local Call – 613-737-2404
- 2) Toll Free Call – 1-855-881-BORN (2676)
- 3) Email – helpdesk@bornontario.ca

Calling the Help Desk:

During business hours (7:30 a.m. – 5:00 p.m. Monday-Friday), the help desk agent will take your information and details around your problem/issue and will perform basic troubleshooting. If the helpdesk is unable to resolve your problem/issue they will escalate to the appropriate group/individual.

After business hours (5:00 p.m. – 7:30 a.m., weekends and holidays), phones are answered by an on-call agent. If it is an emergency, the on-call agent will immediately escalate your call to the appropriate group/individual. If the issue can wait until the next business day, the on-call agent will take your information and pass it on to the BORN help desk which will address the issue during regular business hours.

N.B.: After hours contact is only recommended if there is an emergency or a system outage. Issues such as password resets and questions about the system cannot be performed/answered by the on-call agent. The use of downtime forms is recommended in these situations.

Emailing the Help Desk

When emailing the BORN Help Desk with an issue, please include the information from the next section. Be as concise as possible. The more accurate and detailed the information is, the more likely the BORN help desk will be to resolve your issue.

Information to Have Ready

When calling the BORN Help Desk please have the following information ready for the help desk agent:

- a) Your name
- b) Your organization's name
- c) The nature of the problem. Please be as precise as possible. Consider the following questions:
 - a. What browser were you using when the problem occurred (see below for instructions on how to determine your browser version)?
 - b. Did you receive any error messages? If so, what were they? Please provide a screen shot of any error messages (see below for instructions on how to do a screen shot). Make sure to inform the help desk that you have a screen shot of the issue.
NB: When doing a screen shot please ensure that no PHI information is captured.
 - c. Is anyone else experiencing the problem?
 - d. Is the problem isolated to one machine?
 - e. Can you easily duplicate the problem? What steps cause the problem to occur?

Depending on the nature of the issue, some of these questions may not be applicable.

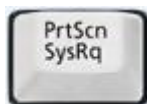
How to Determine Your Browser Version

- 1) Go to: <http://detectmybrowser.com/>
- 2) Copy the information from the first 2 information boxes: Quick Browser Detection; and Browser Plugins

How to do a Screen Shot

- 1) With the error/issue on the screen hold the ALT key and push the Print Screen key.

press



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Windows captures the entire **screen** and copies it to the **clipboard**.

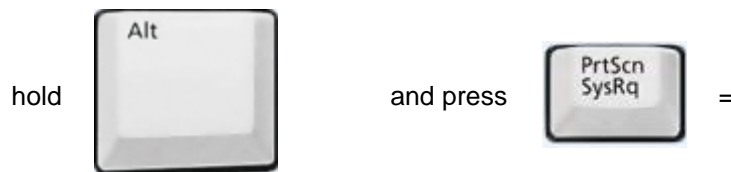
Where can I find that key?



Look for this group of keys at the **upper right** of your keyboard.

Note: Print Screen (PrtScn) might have been abbreviated differently on your keyboard

How do I take a screenshot of a single window?



Windows captures only the currently active **window** and copies it to the **clipboard**.

- 2) Open Microsoft Word and start a new document (if you do not use Microsoft Word, open the application you use)
- 3) Paste (CTRL-V or Edit, Paste) onto the new document. The screen shot should be pasted into your document.
- 4) Save the document.
- 5) Ensure you let the help desk know you have a screen shot to send them.

NB: When doing a screen shot please ensure that no PHI information is captured.

Escalation

If you are having difficulty contacting the BORN Help Desk or wish more information regarding BORN Ontario, please contact info@bornontario.ca.

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