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# BORN Information System

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## Messaging User Guide

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# BORN Messaging User Guide

## What is BIS Messaging?

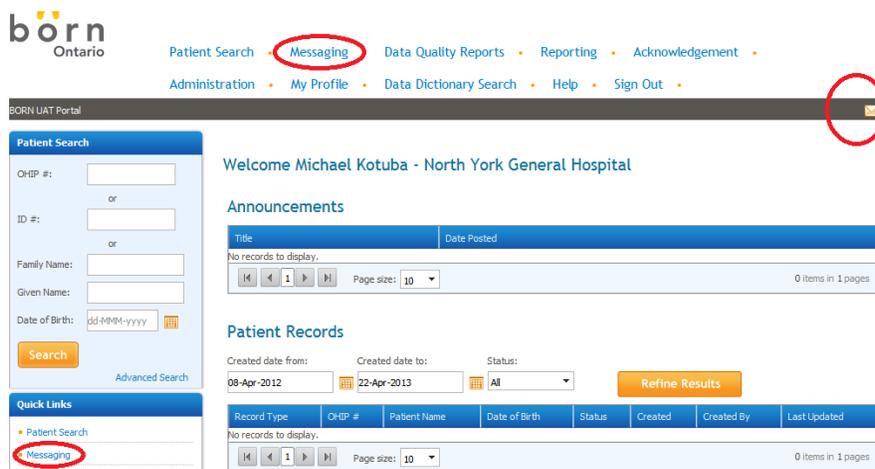
The BIS messaging system was created to allow users to communicate with BORN employees in a safe and secure manner. The system will allow users to send personal health information (PHI) without worrying about accidental disclosure. All users of the BIS have access to the messaging system.

The system mimics a regular email program, but is restricted to the BORN Information System (BIS). It cannot be used to send email outside of the BIS or to other users in an organization.

## Accessing the Messaging Client

The BORN Messaging can be accessed in one of three ways:

- using the link in the top navigation bar;
- using the link on the left hand navigation menu; or
- clicking the envelope icon on the top right bar.



## The Messaging Client

The messaging client contains 3 tabs; inbox; sent; and drafts.

**Inbox:** contains all messages sent to you. The tab lists who sent the message; the subject; message category (if applicable); the date it was received; the date you read the message; and a link to delete the message

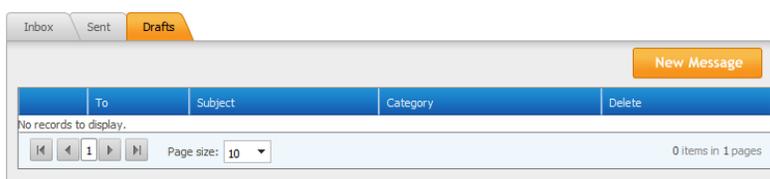


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**Sent:** contains all messages that you have sent. The tab lists who you sent the message to; the date the message was sent; the subject; message category (if applicable); and a link to delete the message



**Drafts:** contains all the messages you have started but have not sent yet. The tab lists who you are sending the message to; subject; message category (if applicable); and a link to delete the message

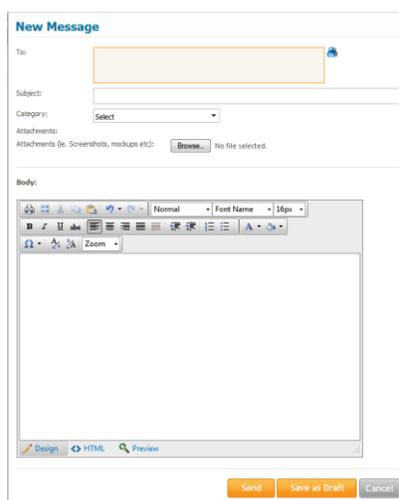


## Starting a New Message

To start a message, click on the **“New Message”** button in the messaging client.



A new window will open where you can create your message.



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## Addressing Your Message

Messages sent through the BIS Messaging System can only be addressed to BORN employees. To address your message, click on the person icon on the right side of the “**New Message**” window.



This will pull up a list of BORN employees that you can send a message to. Select the person(s) you wish to send your message and click ok. Their name will now be populated in the “**To**” field.

## Adding a Subject to Your Message

Click on the subject field and type a subject. The maximum length of the subject is 255 characters.



## Selecting a Category for Your Message

In order to help better identify the issue you are trying to resolve or the reason for your message you must select a category that pertains to the message you are sending. Click the category dropdown and select a category from the provided list.



## Adding an Attachment to Your Message

The BORN Messaging System allows you to add a file attachment up to 2 megabytes (2mb) in size. To add an attachment:

- 1) Click the “Browse” button.
- 2) Navigate to the file you wish to attach and select it.



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## Creating the Body of the Message

BIS Messaging contains a rich text editor that will allow you format the content of your message. Enter the text of the message into editor in the “Body” section.

Once you have entered your message text you can either “Save as Draft”, “Send”, or “Cancel”.

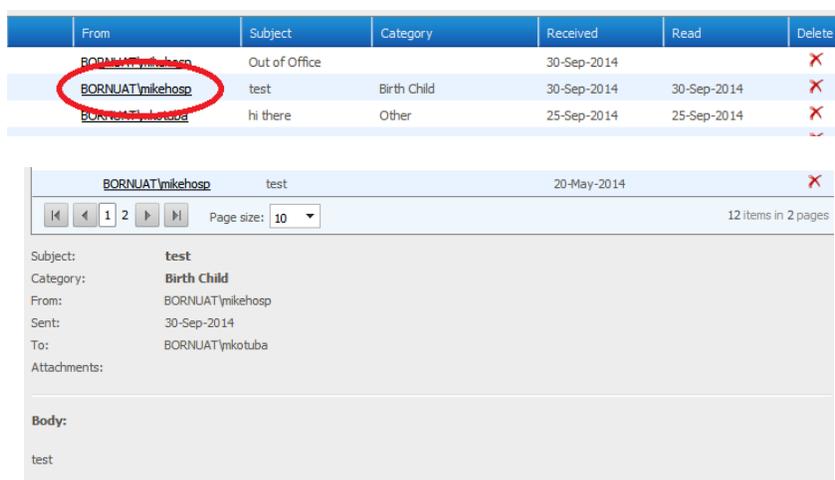
**Save as Draft** – will save your message until you are ready to send it. This will allow you to edit the message as needed.

**Send** – will send the message to the recipients

**Cancel** – will delete the message

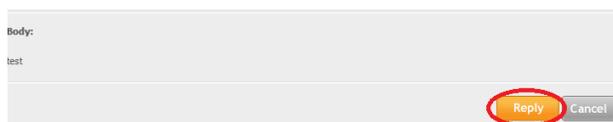
## Reading a Message

From your Inbox click on the link of the message you wish to read. The message will open at the bottom of Inbox.



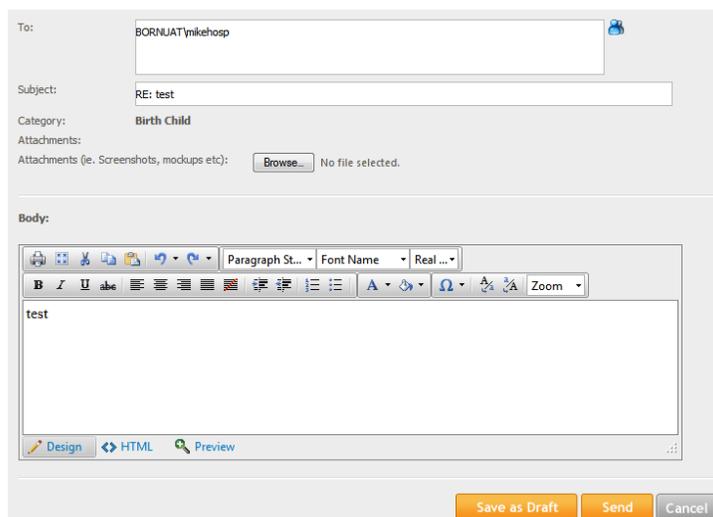
## Replying to a Message

To reply to a message click the “Reply” button at the bottom of the original message.



This will open a new message in the original message’s place.

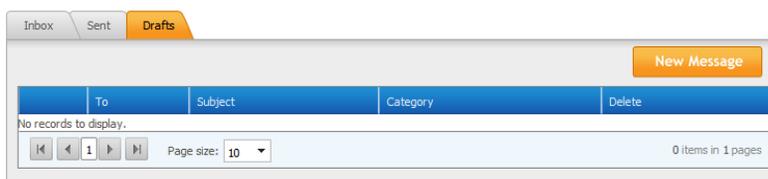
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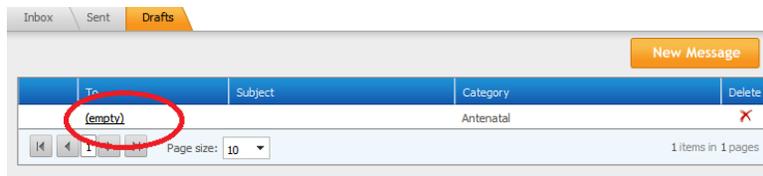
You may then enter a reply and either send it, save it as a draft, or cancel it.

## Accessing Your Draft Messages

To retrieve a draft message, select the “Drafts” tab in the message client.



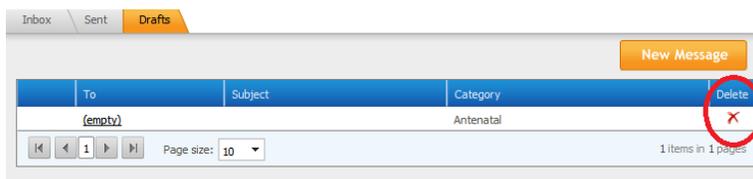
Select the draft message you wish to open and click the associated link.



The message will open up at the bottom of draft’s list allowing you to edit or send it.

## Deleting Messages

To delete a message click the red “X” to the right of the message you wish to delete. You will be prompted to confirm you wish to delete the message. Click “OK” to delete the message or “Cancel” to return to the message list.



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## Message Notifications

When a message is sent to you, you will receive an email notification to the account that is in your BORN profile. The email will indicate that there is a message for you in the BORN Information System and to please login to read it.

If you do not wish to receive these notifications, you can turn them off by selecting “My Profile” – “Edit My Profile” from the right-hand navigation menu. This will open the “Edit User Profile” Screen. Check the “Turn BORN Messaging Notifications Off:” box to turn the notifications on or off. Notifications are on by default.

Quick Links

- NSO DERF Search
- Patient Search
- Messaging
- Batch Upload
- Data Quality Reports
- Reporting
- Acknowledgement
- Administration
- Linking and Matching
- My Profile
- Edit My Profile
- Change My Password
- Midwifery Invoice System
- Niday Conversion Utility
- Sign Out

### Edit User Profile

My Acceptable Use Agreement

\* fields are mandatory

User ID #: mkotuba Prefix #: Mr

Given Name #: Michael Middle Name: Family Name #: Kotuba

MW Provider Number: 9999 (The provider number is the Ministry of Health and Long Term Care generated number. BORN uses only the last four digits of 70-xxxx.)

Job Title #: BSA Email Address: mkotuba@bornontario.ca

Telephone 1 #: 613-737-7600x6020 Telephone 2:

Is Active #:  Yes  No Deactivate on: dd-MMM-yyyy

Is RSA User:

Turn BORN Messaging Notifications Off:

Turn on BORN Messaging Out of Office Notification:

## Out-of-Office Notifications

The BIS messaging system has an “Out-of-Office” feature. It works the same way an email out-of-office notice works. To set your out-of-office, select “My Profile” – “Edit My Profile” from the right-hand navigation menu. This will open the “Edit User Profile” Screen.

Linking and Matching

My Profile

- Edit My Profile
- Change My Password

Midwifery Invoice System

Niday Conversion Utility

Sign Out

Data Dictionary Search

Select Organization

Help

Is Active #:  Yes  No Deactivate on:

Is RSA User:

Turn BORN Messaging Notifications Off:

Turn on BORN Messaging Out of Office Notification:

Start Date: dd-MMM-yyyy

End Date: dd-MMM-yyyy

Out of Office Message:

Check the “Turn on BORN Messaging Out-of-Office Notification” box to turn on or off out-of-office notification. You must also set a start and end date as well as provide a message for your out-of-office notification.

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