



## SCC-LIS\_TIP OF THE WEEK

MODULE: SoftLab/SoftMic	SOFTWARE VERSION: 4.0.8
TOPIC: General Computer Help	ISSUE DATE: 18JULY2018
DISTRIBUTION: End Users_All	PAGE: 1 of 1
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### TOPIC/QUESTION:

Can I get help from LIS when I am having issues with my computer hardware; the internet; medipatient; email; peoplesoft or any other general computer or application malfunction?

### ANSWER/TIP:

If your computer problem is not related to the SCC-Laboratory Information System then your LIS Administrators are NOT the appropriate resource for assistance with the problem.

If at Stanton → Please refer to the below guide to determine who to contact for your particular need.

If at Inuvik/Fort Smith/Hay River → The below guide can be used as a starting point and supplemented with your own site-specific protocols.



STANTON TERRITORIAL HEALTH AUTHORITY

### Who do I phone for help with Password Issues?

Password Reset Contacts		
E-Mail	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
Network	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
MediPatient	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
VPN Employee	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
HealthSuite (YHSSA Billing)	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
HealthNet / VC Scheduler	1-877-656-1595	<a href="mailto:HealthNet_Support@gov.nt.ca">HealthNet_Support@gov.nt.ca</a>
PeopleSoft / ScheduleSoft	1-866-475-8162	<a href="mailto:hrhelpdesk@gov.nt.ca">hrhelpdesk@gov.nt.ca</a>
Ormed	765-4002	Stanton's Finance Department
PACS	669-4159	Stanton's Diagnostic Imaging
LIS	669-4273	Stanton's Lab
EMR - Wolf	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>

### Who do I phone for help with other Computer Issues?

Your Issue/Problem:		
Programs (Outlook, Word, Excel, Internet Explorer, etc)	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
Network Connection / Login	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
Computer / Monitor / Printer	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
HealthNet / VC Scheduler	1-877-656-1595	<a href="mailto:HealthNet_Support@gov.nt.ca">HealthNet_Support@gov.nt.ca</a>
MediPatient	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
PeopleSoft / ScheduleSoft	1-866-475-8162	<a href="mailto:hrhelpdesk@gov.nt.ca">hrhelpdesk@gov.nt.ca</a>
PACS	669-4159	Stanton's Diagnostic Imaging
LIS	669-4273	Stanton's Lab
EMR - Wolf	920-4408	<a href="mailto:TSCServiceDesk@gov.nt.ca">TSCServiceDesk@gov.nt.ca</a>
EMR		<a href="mailto:YHSSA_Helpdesk@gov.nt.ca">YHSSA_Helpdesk@gov.nt.ca</a>
Accentus	669-4111 x 2259 669-4324 1-866-282-2322 ext 4020	Inpatients = Health Records Outpatient = Transcription services After hours = <a href="http://www.accentus.ca">Accentus</a>

All systems-related signup forms are located at <S:\SRHB-FORMS\Computer Services>.

- > Network Setup Request forms are submitted to Computer Services staff at Stanton or to the TSC.
- > Healthnet and Government System Access Forms are submitted to Department of Health.
- > VPN (employee and contractor) access forms are submitted to TSC.