



Accessing 24/7 Support & Help

It's safe and important to ask questions and report issues, improvements and ideas to help all of us be successful - together.

1. **Look for a Super User.** Super Users have received extra training to support you during each shift. They are wearing yellow or orange.

If a Super User is not available:

2. **For non-urgent issues, email the IT Service Desk & Solution Centre via Insite, or go to the Connect Care Support page on Insite.** The Connect Care intake process will triage all issues and questions.
3. **Call the IT Service Desk & Solution Centre at 1-877-311-4300 and press 1 for Clinical Applications.** Follow the instructions to Connect Care.



Connect Care Question or Issue?

Help yourself with these resources

- **Connect Care Learning Home Dashboard**, which includes tip sheets and updates
- **Connect Care Knowledge Library and Training Course Materials pages on Insite:** on the Connect Care homepage, use the Quick Reference links on the right side of the screen
- **CMIO Information:** manual.connect-care.ca



Contact your Super User to ask a question, report an issue and improvement. Look for people wearing yellow or orange. Available onsite and on shift.



For non-urgent issues, go to the Connect Care Support page on Insite.



Phone the IT Service Desk & Solution Centre at 1-877-311-4300, press 1 for Clinical Applications then follow instructions to select Connect Care.



Super Users are here to help.

Contact Your Super User



Look for the yellow/orange

Super Users are wearing yellow or orange to stand out – look for smocks, t-shirts, armbands, lanyards, or scrub caps.

- Please report issues, improvements and ideas so we can be successful.
- Super Users have received additional training in Connect Care.
- Super Users work as a team to provide you with on-the-spot, at-the-elbow support. Super Users can submit urgent tickets on your behalf to the IT Service Desk & Solution Centre to resolve issues.
- Super Users can help you find bulletins and tip sheets to answer questions.
- **If a Super User is not available, contact the IT Service Desk & Solution Centre at 1-877-311-4300, press 1 for Clinical Applications and follow the instructions for Connect Care.**
- For more support options, go to the **Connect Care Support page on Insite.**

