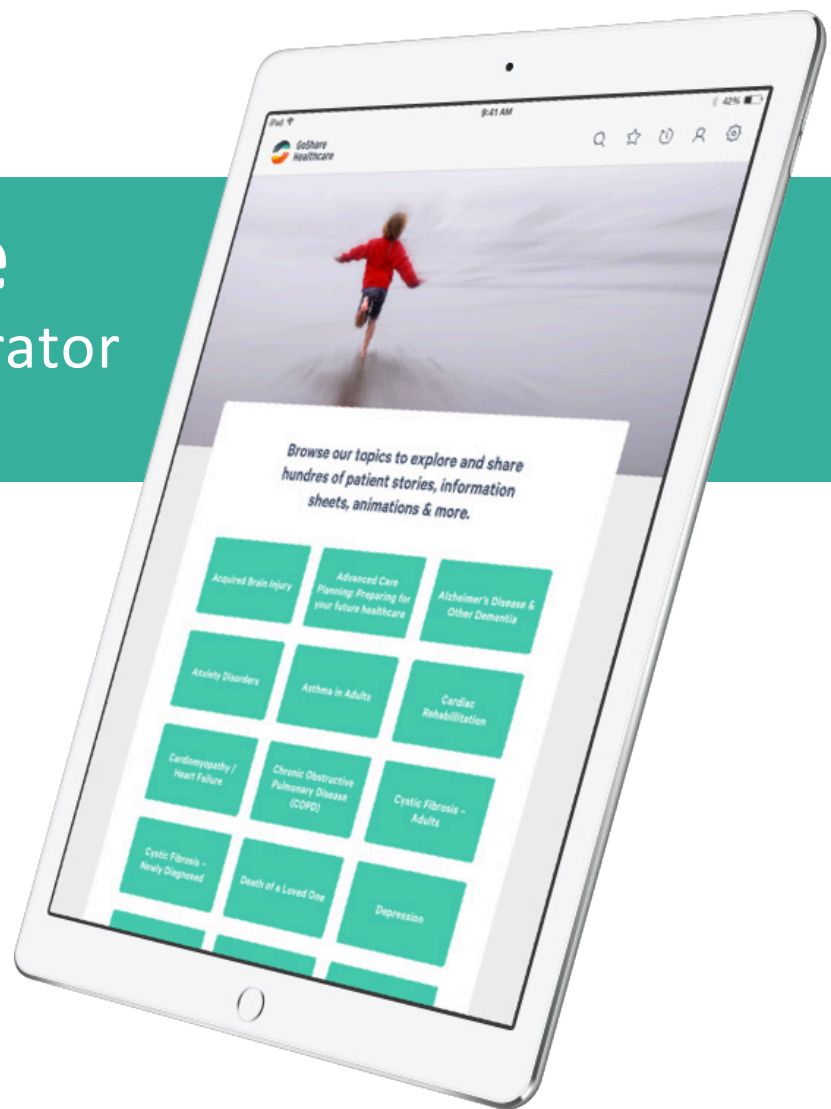




GoShare Healthcare

goshare.realtimehealth.com.au

User Guide Branch Administrator Getting started



Powered by



HEALTHILY

Patient Education Solutions

GoShare Healthcare

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V1 130917

For the Branch Administrator

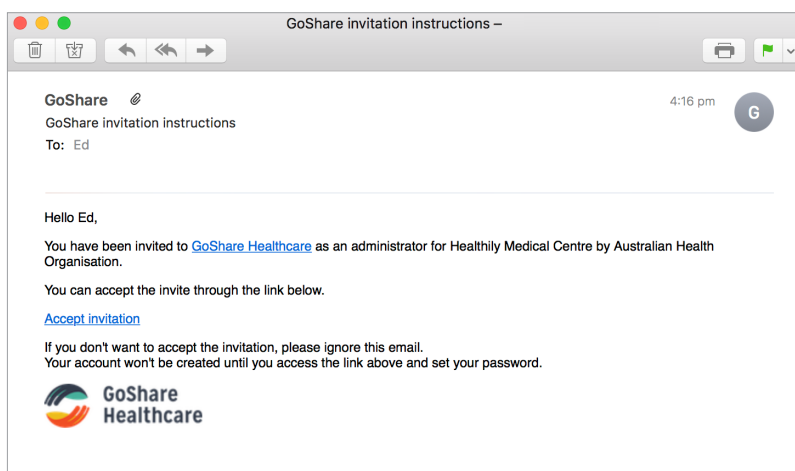
Get Started

Accept your invitation

You will receive an invitation email from the Organisation Administrator.

Click on Accept Invitation link to accept. Enter password. Confirm Password.

Click on “Set my Password”. You will land in your Administration area. You will see two tabs at the top of the screen – Branches and Users. The Menu icon is at the top left-hand side of the screen.



How to customise your Branch version

After accepting your invitation, you will be taken to your Branch customisation screen to create your Branch version. There are guidelines in the right-hand column.

This page will determine what the recipient sees and reads when they receive and open their email or SMS.

Some of the information about your Branch will have been prepopulated as part of your invitation however you can edit and customise as appropriate. Where there is a word in brackets, e.g. [Recipient] these will automatically populate from the system information.

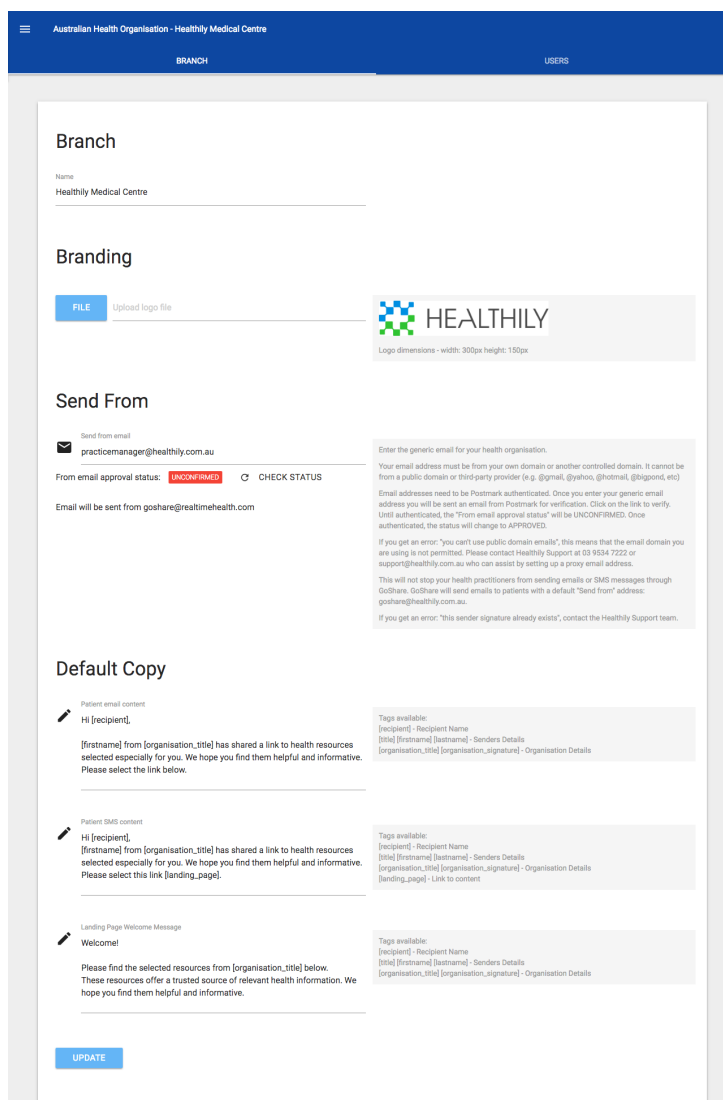
You can return to customise this page or update information or message content at a later stage by signing in to GoShare, select the “cog” icon and click on “Admin” to get back to your Administrator area.

Branch Name

This is the name given to your health organisation at set up. It may be included on the recipients email or SMS greeting when you customise this copy. You can modify your Branch name by typing in an alternate name.

Branding

You can upload your logo in a .JPG or .PNG format. Logo dimensions are: width 300px height 150px. Contact Healthily if you require assistance in formatting or resizing your logo.



“Send From” email address

Enter an active generic email for your health organisation. This email address should be monitored although the recipient is notified that it is a No Reply message.

GoShare requires that the “Send From” email address is authenticated by our email provider to prevent GoShare emails going into the recipients “Junk” folder. Email addresses hosted by a third-party Internet Service Provider (ISP) and on a public domain cannot be authenticated. This includes services such as Gmail, Hotmail, Yahoo, and Bigpond. If the “Send From” email cannot be authenticated you will get a message “You can’t use public domain emails”, **contact Healthily to set up a proxy email**. Phone 03 95347222, 1800 60 33 33 or email support @healthily.com.au.

The default “Send From” email will be goshare@healthily.com.au until your email address is authenticated.

Type in your preferred “Send From” email address. The “Email approval status” will remain Unconfirmed until authenticated. This does not stop emails being sent by Users.

You will receive an email from our email provider Postmark, to verify your email. Simply click on the link to verify. The “Email approval status” will change to “Confirmed”.

Customise the email & SMS message template to the recipient

The message has been prepopulated with default wording. You can customise the template text for both Email and SMS. This will be the template for the health practitioners in your Branch. They can further customise and personalise before they send their information to the recipient. The right-hand column explains which fields will self-populate from data in the system.

Customise the greeting message on the recipient content page

This is the greeting message that will be first viewed by the recipient when they open their link to view the content. The message has been prepopulated default wording. You can customise this for your Branch. This cannot be further customised by the health practitioner.

When you have completed the page, click “Update” and the information will be saved. You can go back into the Branch Administrator screen at any time to modify as required.

Invite to GoShare

Invite a User

Click on the Users tab at the top of the screen.

Click on the “+” icon on the bottom right hand corner of the screen.

In the Invite User page, complete the User details required and click “Submit”.

If a User with that email already exists, a message will appear on the screen. A User can only have one email address. Another email address will need to be used. If there is still a problem, contact Healthily for assistance. Phone 03 95347222, 1800 60 33 33 or email support @healthily.com.au.

If the invitation is successful, the new User will appear on the User screen.

You can click on the “3 dots” icon on the right-hand side to delete the User prior to them accepting.

You can click on “Resend Invite” at a later stage if the invitation has not been accepted.

Invite or create another Administrator

You can assign administrator rights to another member of your organisation.

Follow the steps for Invite a User. Click on “Branch Administrator role” at the bottom of the screen and click “Submit”.

Returning to GoShare

Sign in to GoShare

Go to the URL goshare.realtimehealth.com.au or click on the GoShare icon on your desk top or taskbar and click “Sign In”. Enter email and password and click “Sign in”. You will be taken to the main content screen in GoShare. To go to your Administrator area, click on the “Cog” icon and click on Administration.

If you are in the Administrator screen, click the ‘Menu’ icon in the left-hand side top of the screen and select “GoShare” and you will be taken back to the main content screen. From here you can use the GoShare functionality following the instructions in this User Guide.

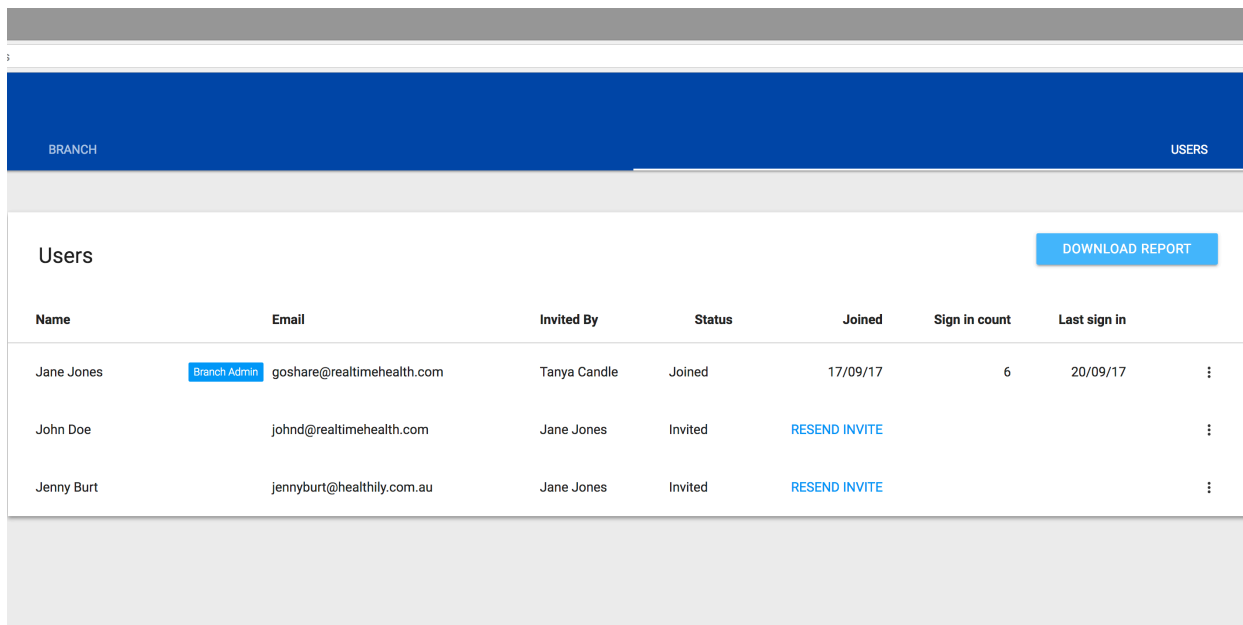
Sign Out from GoShare

If you are in the Branch Administrator screen, click the ‘Menu’ icon in the left-hand side top of the screen and select “Sign Out”. If you are in GoShare select the “Cog” icon and click Sign Out.

Reports

As a Branch Administrator, you have access to the following reports:

Branch and User activity



BRANCH							USERS	
Users							DOWNLOAD REPORT	
Name	Email	Invited By	Status	Joined	Sign in count	Last sign in		
Jane Jones	Branch Admin goshare@realtimehealth.com	Tanya Candle	Joined	17/09/17	6	20/09/17	⋮	
John Doe	johnd@realtimehealth.com	Jane Jones	Invited	RESEND INVITE			⋮	
Jenny Burt	jennyburt@healthily.com.au	Jane Jones	Invited	RESEND INVITE			⋮	

Where the User has accepted the invitation, and has Status as Joined, you can see the number of times they have signed-in to GoShare and the last date they signed in.

Click on “Download Report” to generate a .csv report which will open in Excel.

If you are a User as well as a Branch Administrator, please refer to the comprehensive User Guide.