

## Accessing Service Settings

1. Sign in at [otnhub.ca](http://otnhub.ca), click the **User Panel** link (👤) in the top right banner.  
A **User/Self-Service** panel appears.
2. Click the **Services** link in the panel.  
The Services screen appears (Figure 2).
3. To view the eConsult options, locate the row titled **eConsult** and click its associated **Settings** icon (⚙️).  
The options appear underneath the eConsult row (Figure 3).
  - [Availability](#)
  - [Notification preferences](#)
  - [EMR access](#)
4. To hide the settings, click the **Settings** icon (⚙️).

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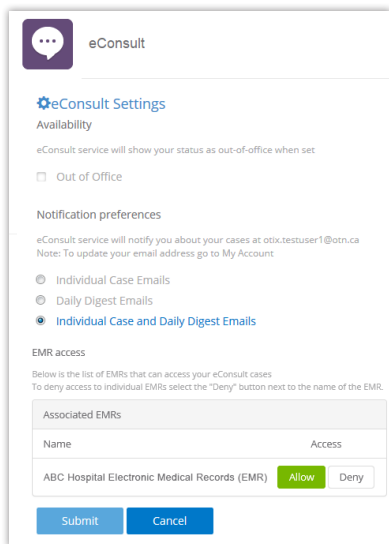


Figure 3: eConsult options

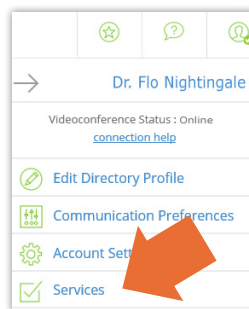


Figure 1: User panel menu

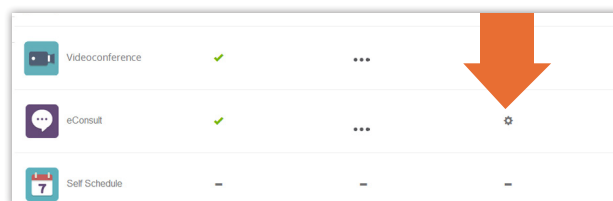


Figure 2: Videoconference settings icon

For further assistance and technical support, contact **OTN Technical Support**

Phone: 1-855-654-0888 Email: [techsupport@otn.ca](mailto:techsupport@otn.ca)



## Setting Availability Option

If you are going to be unavailable for a period of time, you can set an Out of Office notification.

If you are a specialist, during your out-of-office period your name in search results will appear in a red colour along with your return-to-office date.

1. To identify the **Start date**, type a date using the format yyyy-mm-dd or use the calendar widget to select a date.

To use the calendar widget, click (📅) beside a date field and then:

- To select a day, click the date.
- To change the month displayed,
  - To move forward or backward one month at a time, click the arrows beside the month name – previous (◀) or next (▶).
  - To view a drop-down list of all months in the year, click the month name.
- To change the year displayed, click the month name and then click the year in the title bar.
- To reset the calendar widget to the current date, refresh your browser (Ctrl+F5).

2. To identify the **End date**, type a date using the format yyyy-mm-dd or use the calendar widget to select a date.

3. To save the settings, click .

If all is okay, the **Settings** screen reloads and a success message appears.

If there is an error, an error message appears. Correct the error and try again.

4. If you change your mind and do not want to update the information, click .

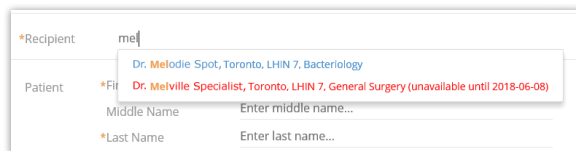


Figure 4: Specialist out-of-office notification

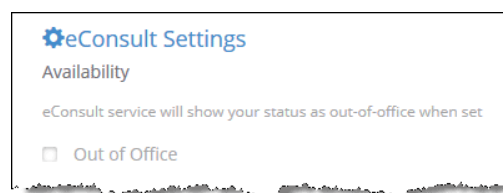


Figure 5: eConsult settings

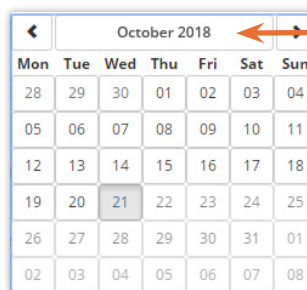


Figure 6: Calendar widget

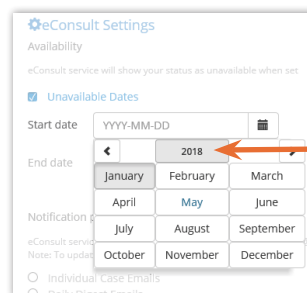



Figure 7: Calendar menu



## Setting Notification Preferences

The eConsult service will notify you about your cases using the email address you identified when you registered for the service. (To update your email address, use the Self Service feature, [My Account](#) )

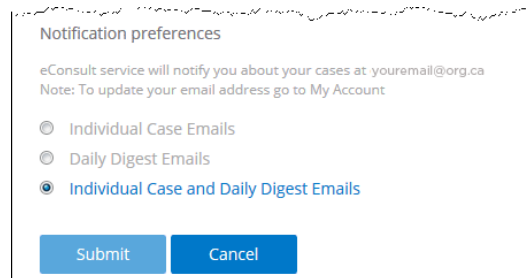
Which **Individual Case Emails** you receive depends on your role. For example:

- Requesting providers receive an email each time a specialist provides a consult or requests more information.
- Specialists receive an email each time a requesting provider sends them a case.
- Assigners for a group receive an email each time a requesting provider sends a case to their group.

The details in the **Daily Digest Emails** depend on your role. For example:

- Requesting providers receive a list of cases that need their attention and cases awaiting a response from the specialist.
- Specialists receive a list of cases that need their attention.

1. By default,  **Individual Case and Daily Digest Emails** is selected. If you want to receive all eConsult emails, leave this selected.
2. If you want to receive only one type of email notification, select the desired option.
3. To save the settings, click [Submit](#).  
If all is okay, the **Settings** screen reloads and a success message appears.  
If there is an error, an error message appears. Correct the error and try again.
4. If you change your mind and do not want to update the information, click [Cancel](#).



Notification preferences

eConsult service will notify you about your cases at you@email@org.ca  
Note: To update your email address go to My Account

Individual Case Emails

Daily Digest Emails

Individual Case and Daily Digest Emails

[Submit](#) [Cancel](#)

Figure 8: eConsult settings

## Setting EMR Access

This section appears only to specialists who are associated with one or more Electronic Medical Record (EMR) systems that are set to communicate with eConsult.

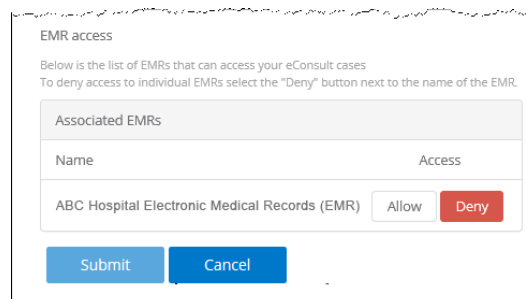
This section lists all the EMRs that can access your eConsult cases.

By default, access is allowed.

Only the specialist can change their EMR access.  
(That is, a delegate cannot change EMR access on behalf of a specialist.)

### Denying Access to an EMR

- To deny access to an EMR system, locate the EMR in the list and click .  
The button turns orange-red ().
- To activate the change in access, click .
  - If access is changed, the **Settings** screen reloads, a success message appears, and you can access cases associated with this EMR only by using eConsult.
  - If there is an error, an error message appears. Correct the error and try again.
- If you change your mind and do not want to change the EMR access, click .



The screenshot shows a web interface titled "EMR access". Below the title is a message: "Below is the list of EMRs that can access your eConsult cases. To deny access to individual EMRs select the 'Deny' button next to the name of the EMR." There is a table with the following content:

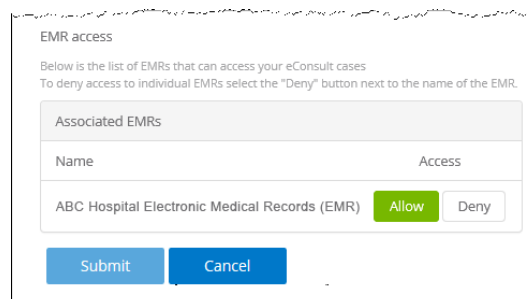
Associated EMRs	
Name	Access
ABC Hospital Electronic Medical Records (EMR)	<input type="button" value="Allow"/> <input type="button" value="Deny"/>

At the bottom of the form are two buttons:  and .

Figure 9: EMR access denied

### Allowing Access to an EMR

- To enable access to an EMR system, locate the EMR in the list and click .  
The button turns green ().
- To activate the change in access, click .
  - If access is changed, the **Settings** screen reloads, a success message appears, and you can access cases associated with this EMR using eConsult or the EMR.
  - If there is an error, an error message appears. Correct the error and try again.
- If you change your mind and do not want to change the EMR access, click .



The screenshot shows a web interface titled "EMR access". Below the title is a message: "Below is the list of EMRs that can access your eConsult cases. To deny access to individual EMRs select the 'Deny' button next to the name of the EMR." There is a table with the following content:

Associated EMRs	
Name	Access
ABC Hospital Electronic Medical Records (EMR)	<input type="button" value="Allow"/> <input type="button" value="Deny"/>

At the bottom of the form are two buttons:  and .

Figure 10: EMR access allowed