

HDPBC Training and Education

HDPBC Support: Submitting a General Inquiry

Version: V1.1

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Overview

Users can submit a General Inquiry if they have questions pertaining to their HDPBC data set(s), their HDPBC account, or other general questions. General Inquiries create help desk tickets in HSIAR RMS, so users can use HSIAR RMS to track communications and updates to their inquiry.

Prerequisites to Access the HSIAR RMS

To access the HSIAR RMS, you must login with an IDIR or Health Authority access credential.

Note: If you have multiple access credentials, use your home login credentials to access the HSIAR RMS.

- E.g., If you are a Ministry of Health employee with assigned PHSA access credentials, use your IDIR to login to the HSIAR RMS.
- E.g., If you are a Health Authority employee, use your health authority email and credentials to login to the HSIAR RMS.
- E.g., If you are with another organization and have been assigned PHSA credentials, use the PHSA credentials to login to RMS.

Submitting a General Inquiry

You may submit a General Inquiry if:

- You have a question about your HDPBC data
- You have an HDPBC account issue
- You have other general HDPBC questions

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Step 1: Log in to the HSIAR RMS

1. Follow this link: healthanalytics.gov.bc.ca
2. Log in with your home access credentials (refer to 'Prerequisites to Access the HSIAR RMS' section above for details).

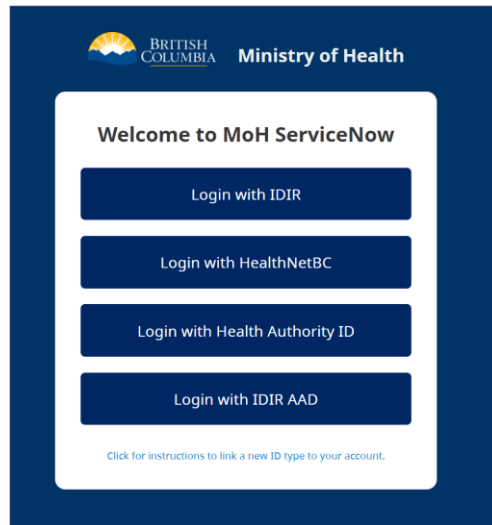


Figure 1. Login page for HSIAR RMS.

Step 2: Access the catalogue of services

1. In the navigation ribbon at the top of the page, select **Catalogue of Services** (**Error! Reference source not found.**).
2. A new page will open displaying the catalogue of services.

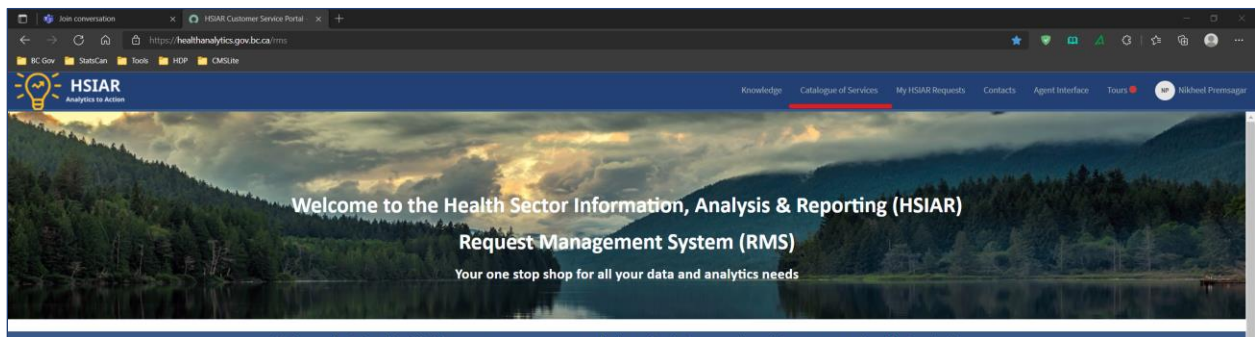


Figure 2. The Catalogue of Services tab is underlined in red.

Step 3: Select the 'General Inquiry' catalogue item

1. From the available selections, click the **General Inquiry** option. This option is outlined in red in Figure 3.
2. A new page will open that displays the General Inquiry form (Figure 4).

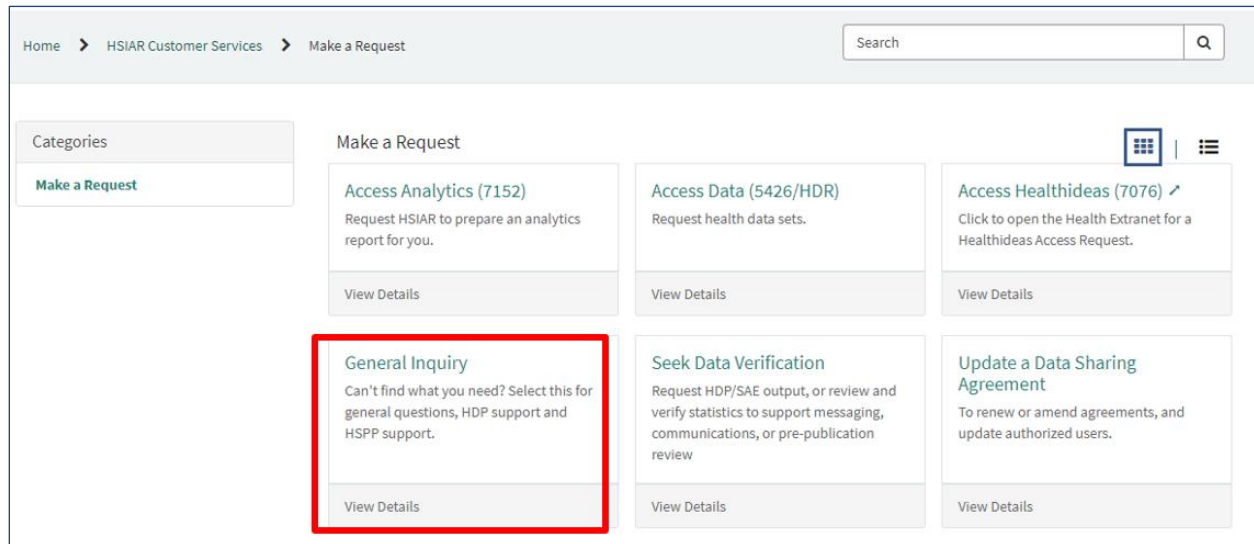


Figure 3. Selection of requests page.

Step 4: Complete and submit the General Inquiry form (Figure 4)

A screenshot of the 'General Inquiry' form. The title is 'General Inquiry' with a subtitle 'Can't find what you are looking for? We're here to help.' Below this is a warning: 'When making a request, please do not include personal or sensitive information. Should you need to provide personal information for the purposes of your request please connect with MutAnalytics@zbc.ca prior to submission.' The form contains several required fields: 'Who is this request for?' (dropdown menu), 'Employment Status' (dropdown menu), 'Job title' (text input), 'Is it related to an existing or past ticket?' (dropdown menu), 'Is there a deadline for this request?' (dropdown menu), and 'What can we help you with?' (dropdown menu). There is also an 'Additional Information' text area. A 'Submit' button is located in the top right corner. A 'Required information' section on the right lists the fields: 'Who is this request for?', 'Employment Status', 'Job title', 'Is it related to an existing or past ticket?', and 'What can we help you with?'.

Figure 4. General Inquiry form.

Step 5: Track your General Inquiry request

1. Click the **My Requests** tab at the top of the page (**Error! Reference source not found.**).
2. Click **My HSIAR Requests**. A new page will open that displays all your HSIAR requests.



Figure 5. Where to access your HSIAR Reports, outlined in red.

3. Click on a request to track its progress and communications with the HDPBC Front Desk (**Error! Reference source not found.**).
 - a. A history of the communication notes, attachments, and actions will be tracked in the request.

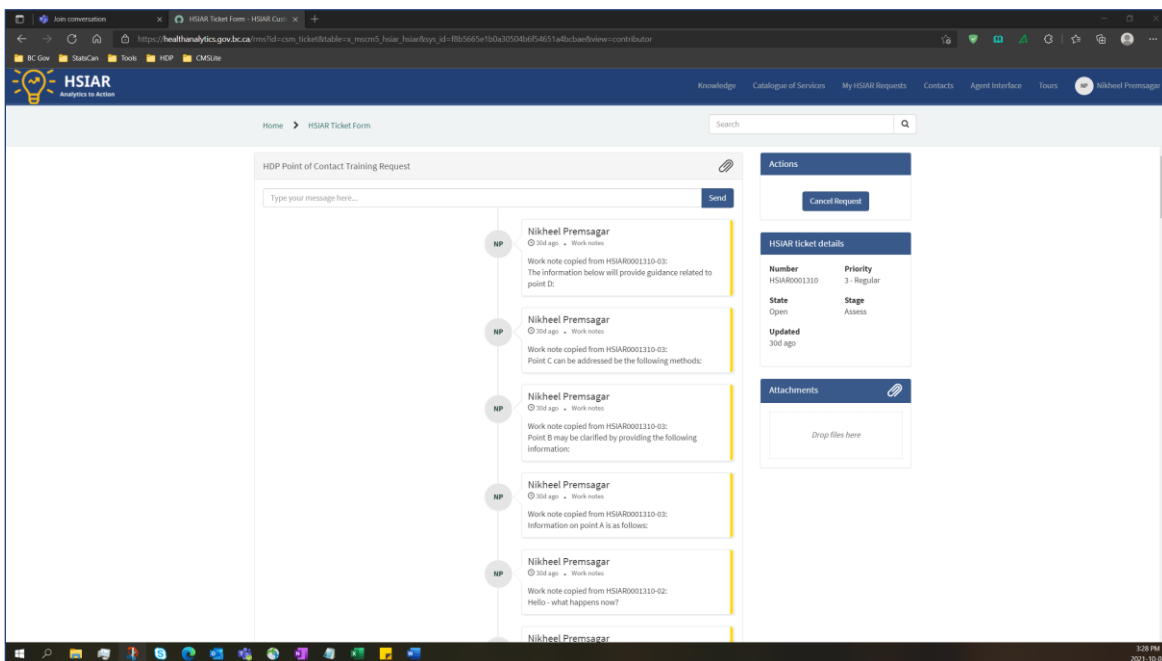


Figure 6. You can track the communications, send communications, and view the ticket details within each of your HSIAR request tickets.

Document History

Version	Table Heading	Author	Changes
1.0	6-Oct-2021	HDPBC	Draft initial version
1.0	20-Oct-2021	RMS	Content edits
1.0	3-Nov-2021	RMS	Content edits
1.0	16-Feb-2022	HDPBC	Content edits
1.1	8-June-2022	HDPBC	Formatting and content edits