



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).

	BRITISH COLUMBIA Ministry of Health
W	elcome to MoH ServiceNow
	Login with IDIR
	Login with HealthNetBC
	Login with Health Authority ID
	Login with IDIR AAD
C	lick for instructions to link a new ID type to your account.

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).

ome > HSIAR Customer Serv	ices 🕻 Make a Request	Search	۹
Categories	Make a Request		
Make a Request	Access Analytics (7152) Request HSIAR to prepare an analytics report for you.	Access Data (5426/HDR) Request health data sets.	Access Healthideas (7076) ≯ Click to open the Health Extranet for a Healthideas Access Request.
	View Details	View Details	View Details
	General Inquiry Can't find what you need? Select this for general questions, HDP support and HSPP support.	Seek Data Verification Request HDP/SAE output, or review and verify statistics to support messaging, communications, or pre-publication review	Update a Data Sharing Agreement To renew or amend agreements, and update authorized users.
	View Details	View Details	View Details

Figure 3. Selection of requests page.

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

General inquiry				a short
Can't find what you are looking for? We'r	e here to heip.			SHOTH
When making a request, please do not	include personal or se	nsitive information. Should you need to pro	ide personal information for	
the purposes of your request please co	nnect with MoHAnaly	ics@gov.bc.ca prior to submission.		Required information
Use this form if you have a question, nee	d to resolve an issue, o	r get access to a page.		Who is this request for? Employment Status
				Job title Is it related to an existing or past ticket?
• Who is this request for?				What can we help you with?
None		*		
Employment Status				
- None		*		
• Job title				
* Is it related to an existing or past ticket	1			
- None -		•		
is there a deadline for this request?				
- None -		•		
* What can we help you with?				
- None -				
Additional Information				

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.

Welcome to the Health Sector Information, Analysis & Reporting (HSIAR)
Welcome to the Health Sector Information, Analysis & Reporting (HSIAR)
Welcome to the Health Sector Information, Analysis & Reporting (HSIAR)
Your one stop shop for all your data and analytics needs

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.

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🛅 BC Gov 🎽 StatsCan 🎦 Tools 🎦 HDP 🎦 CMSLite				
HSIAR Analytics to Action		Knowledge	Catalogue of Services My HSIAR Requests	Contacts Agent Interface Tours 💌 Nikbeel Premsagar
	Home > HSIAR Ticket Form	Search	٩	
	HDP Point of Contact Training Request	Ø	Actions	
	Type your message here	Send	Cancel Request	
	W	Nikheel Premsagar © 3id age - Work notes Work note copied from HSIAR0001310-03: The information below will provide guidance related to point D:	HSIAR ticket details Number Priority HSIAR0001310 3 - Regular	
	NP	Nikheel Premsagar © 201 ago + Worknotes Work note copied from HSUAR0001310-03: Point C can be addressed be the following methods:	State Stage Open Assess Updated 30d ago	
	w	Nikheel Premsagar Ø 304 ap • Work notes Work note copied from HSIAR0001310-03: Point B may be clarified by providing the following information:	Attachments	
	W	Nikheel Premsagar © 201 µp + Work notes Work note copied from HSIAR0001310-03: Information on point A is as follows:		
	w	Nikheel Premsagar Ø 3lid age + Work notes Work note copied from HSIAR0001310-02: Hello - what happens now?		
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				2021-10-00

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	НДРВС	Draft initial version
1.0	20-Oct-2021	RMS	Content edits
1.0	3-Nov-2021	RMS	Content edits
1.0	16-Feb-2022	НДРВС	Content edits
1.1	8-June-2022	НДРВС	Formatting and content edits