

Management Portal – How to change alert and reminder settings

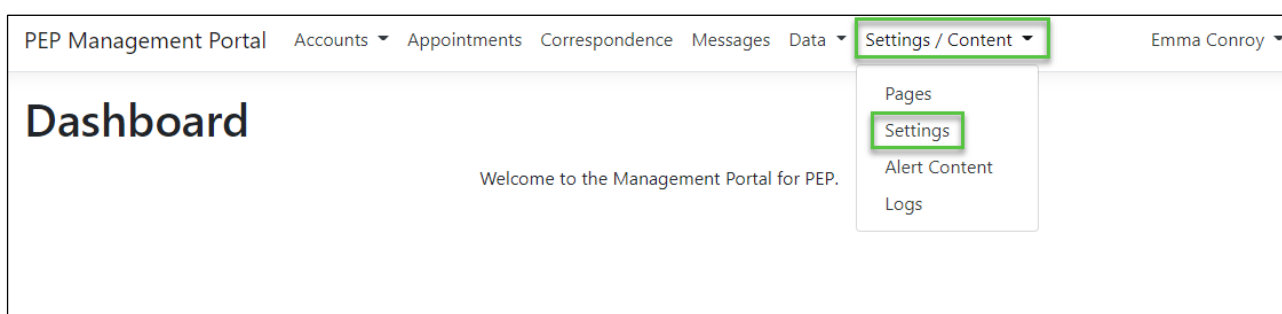
Scenario

This guide shows how to update the Global settings in the My GNCR Management Portal.

Users with a 'Global' access level can edit all of the settings.

Instructions

1. Select the **'Settings/Content'** menu and then **Settings**



2. The settings page will be displayed. The following settings can be changed for Appointments. The values should be set in hours.

New Appointment First Follow Up Timeout	The time that the first alert will be sent out for the New Appointment alert.
New Appointment Second Follow Up Timeout	The time that the second alert will be sent out for the New Appointment alert.
New Appointment Third Follow Up Timeout	The time that the 'Not RSVPed' or 'Not Read' message will be returned to the trust.
Appointment Changed First Follow Up Timeout	The time that the first alert will be sent out for the Appointment Changed alert.
Appointment Changed Second Follow Up Timeout	The time that the second alert will be sent out for the Appointment Changed alert.
Appointment Changed Third Follow Up Timeout	The time that the 'Not RSVPed' or 'Not Read' message will be returned to the trust.
Appointment Cancelled First Follow Up Timeout	The time that the first alert will be sent out for the Appointment Cancelled alert.
Appointment Cancelled Second Follow Up Timeout	The time that the second alert will be sent out for the Appointment Cancelled alert.
Appointment Cancelled Third Follow Up Timeout	The time that the 'Not RSVPed' or 'Not Read' message will be returned to the trust.
Appointment Reminder First Follow Up Timeout	The time that the first alert will be sent out for the Appointment Reminder alert.
Appointment Reminder Second Follow Up Timeout	The time that the second alert will be sent out for the Appointment Reminder alert.

3. The following settings can be changed for correspondence. The values should be set in hours.

Correspondence Source Document File Expiry	The time that a document is held on the system. This value should be in days.
New Correspondence First Follow Up Timeout	The time that the first alert will be sent out for the New Correspondence alert.
New Correspondence Second Follow Up Timeout	The time that the second alert will be sent out for the New Correspondence alert.
New Correspondence Third Follow Up Timeout	The time that the 'Not RSVPed' or 'Not Read' message will be returned to the trust.
Correspondence Updated First Follow Up Timeout	The time that the first alert will be sent out for the Correspondence Updated alert.
Correspondence Updated Second Follow Up Timeout	The time that the second alert will be sent out for the Correspondence Updated alert.
Correspondence Updated Third Follow Up Timeout	The time that the 'Not RSVPed' or 'Not Read' message will be returned to the trust.

4. The following settings are set at a global level and can only be changed by users with a Global access level:

Digital Only Timeout	This sets the interval of how often the Digital Only setting resets for patients. The value should be in days. NOTE: Changing this setting will not affect any current patients Digital Only Timeouts.
Deceased Patient Silence Period	This sets the silence period for a deceased patient. This value represents how long the cleanup process should be delayed when a patient is marked as deceased. This value should be in days.
Global Organisation	A Global Organisation Identifier that will be used when an Organisation Id cannot be obtained from an appointment or correspondence.

5. To save any changes click **'Save'**

6. A confirmation message will display:

The Settings were successfully updated.