HEALTH

SECTION 1: WHAT IS ADDRESS MANAGER

The Address Manager is a web-based application that allows you to access your local copy of the Address Book.

SECTION 2: ADDING USERS TO YOUR ADDRESS BOOK

Anyone you wish to send must be in your Address Book.

1) Open Address Manager and Login.
2) Click on **'Add Addresses'**.

3) Type in the name (or part name) of the practitioner or practice you'd like to add.

(Alternatively, you can use another search option).

4) Click **'Search the Human Services Directory'**.
5) Click in the checkbox next to the required practitioner(s) name so the box(es) now contains a tick.
6) Click on **'Add selected entries to Address Book'**.
7) Repeat the process to populate your address book with all the practitioners you wish to send to.
8) Click on **'Return to Addresses'**.

SECTION 3: REGULAR UPDATES TO YOUR ADDRESS BOOK

The local copy of the Address Book updates daily by comparing its contents with the Human Services Directory and downloading any changes.
You will receive an email advising that your Address Book has been updated, detailing what has been changed. These changes would need to be reflected into your clinical application.

SECTION 4: IMPORTANT ASPECTS OF MAINTENANCE

Keeping Us Informed

Notifying Us of Practice Changes

The secure messaging solution utilises the National Health Services Directory, containing thousands of organisations and practitioners, it's important that we keep the directory up to date. Therefore, please ensure you inform us of any changes regarding your practitioners and/or organisation.

For example:

    I. New doctors at your organisation
    II. Doctors who have left your organisation
    III. Change in Practice Manager and preferred contact details
    IV. Changes to your organisation details, such as phone number, address, etc.

This is to ensure the Users Database is up-to-date and senders are able to locate the correct recipient at the correct location.

Changes to server & workstation environments

The secure messaging software may need to be updated to work in co-ordination with any changes at your organisation. It is important to inform us of any of the following changes to your server environment:

- **Changing clinical software and or Internet provider**
    - The secure messaging software may need to be reconfigured when changing your clinical software and or dedicated Argus email address or error notification address(es).
- **Major system upgrades**
    - Some upgrades, including Operating System changes, can impact your software. Therefore it is beneficial to advise us of any upcoming changes
- **New workstations have been installed**
    - The secure messaging software may need to be reinstalled or reconfigured on your new workstation computers
- **Changing 'file drop/file pickup directory'**
    - If the directories for incoming and/or outgoing messages are altered, the secure messaging software will need to be reconfigured to work with the new directories
- **Server upgrades/replacements**
    - Please ensure you inform us of any major server upgrades **PRIOR** to turning-off the existing server, as we will need to take a backup of the current installation database

When you have a secure messaging subscription, our Telstra Health Support team are easily able to help you ensure your service is going to keep working, despite the changes happening in your organisation.

Managing Your Secure Messaging Subscription

Keeping your secure messaging subscription up-to-date ensures you have full support and a fully functional installation, including future upgrades and patches.

Please refer to our website for further information.

Telstra Health Support
Phone: 1800 952 282 Web: telstrahealth.com/argus