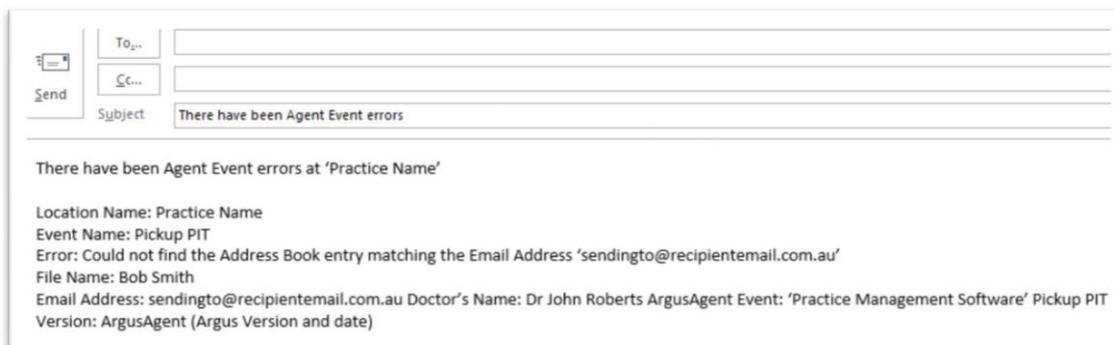


1: How to identify if you have an Agent Error

Your practice will receive the below email if there has been an Agent Error.



2: What causes an Agent Error

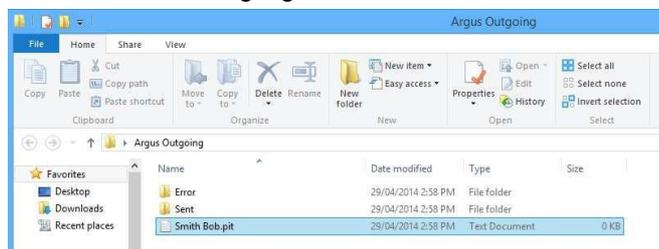
The most likely causes of an Agent Error include-

- a) The message created from your clinical application has an incorrect email address listed for the recipient
- b) The following information is missing from your message-
 - I. Patient first name
 - II. Patient surname
 - III. Patient date of birth (Australian format)
 - IV. Recipient name
 - V. Receptient email address
 - VI. Date of letter creation

The secure messaging software will try to send messages once every 20 minutes, by default (this is configurable). If the issue isn't investigated you will continue to receive Agent Error emails every 20 minutes.

3: How to resolve an Agent Error

- a) Check the fields listed in 2a and 2b, to ensure all information is correct
- b) Navigate to your desktop and open the 'Argus Outgoing' folder. Look for the message that is trying to send, it will look like the highlighted file below



- c) The intended recipient can be found in the email you received
- d) Delete or move the file to the 'Error(s)' folder
- e) Check the recipients email address in the 'Argus Address Manager' and Practice Management Software address book is correct
- f) Once corrected, the message can be re-sent from the Clinical Application.

SECURE MESSAGING

AGENT EVENT ERRORS



If you do not have the an 'Argus Outgoing' folder on your desktop, please contact Telstra Health support and they can arrange the folder to be added.

If the Agent Error appears again, please contact Telstra Health support.

Important note

To speed up your support call you can start a TeamViewer session, which allows our support team to gain access to your machine faster.

- a) Open your start menu and go to 'All Programs'
- b) Locate the 'Argus Connect' folder and run the 'Active Remote Support' icon which will generate an ID that you can supply the tech to gain access to your PC
- c) Alternatively you can get this ID by visiting www.telstrahealth.com/argus and click on "Install TeamViewer Quick Support" in the right sidebar.

Telstra Health Support

Phone: 1800 952 282

Email: argussupport@health.telstra.com

Web: telstrahealth.com/argus