

Panorama Bulletin

January 28, 2015

Information Bulletin 0021

Issue: Post Go Live Support

On February 2nd with the Go Live for Panorama you need to know where to find the support you might need if you have questions or are encountering problems:

- 1) If the issue is related to your access to your Panorama account or it is a computer (IT) issue, please phone the eHealth Service desk at **1-888-316-7446**. You can also register or login to Panorama from the website – see the website below:

- 2) Checkout the eHealth Saskatchewan Panorama Gateway website at www.ehealthsask.ca/panorama. Click on Immunizations. There are user guides, bulletins, policies, and training modules on most situations you will encounter.

- 3) If you don't find an answer on the Saskatchewan Panorama Gateway website (especially for questions about "How do I..."), your next call should be to your specific RHA/First Nation Jurisdiction Trainer/Super User.
 - If you don't already know who your Trainer/Super User is, please check with your local Public Health Nurse Manager/Supervisor.

 - Super Users are regional experts who are supporting the implementation of the immunization component on the front line and they will also be responsible for communications. They will be a conduit between:
 - the Ministry of Health/eHealth Saskatchewan and the region, and
 - eHealth Service Desk and front line users.

Versions Affected

Version 2.5.3

Contact

If you have any questions or concerns please contact your **Panorama Superuser**.