

Sending a Message Task

Date created: April 8, 2022

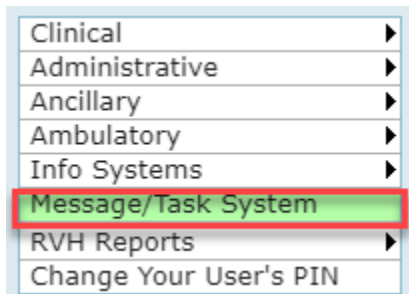
Audience: Registration Clerks, Clerical Staff, Portal Coordinators

Overview

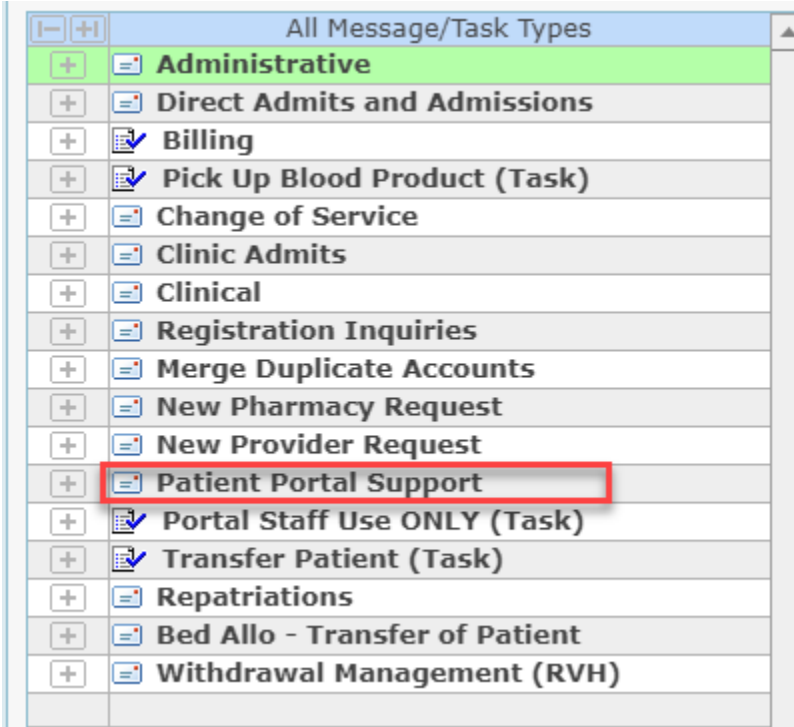
This feature is used for sending portal coordinators non-urgent messages for account updates and changes.

There are 2 ways to reach the msg/task screen

1. From Registration desktop choose msg/task from sidebar
2. From the main screen in EXPANSE

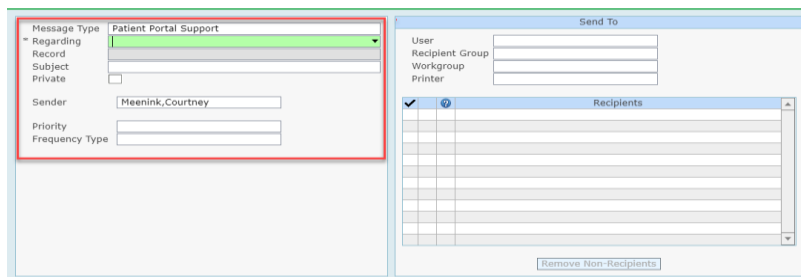


- Once open, click **Create**
- Select **Patient Portal Support**

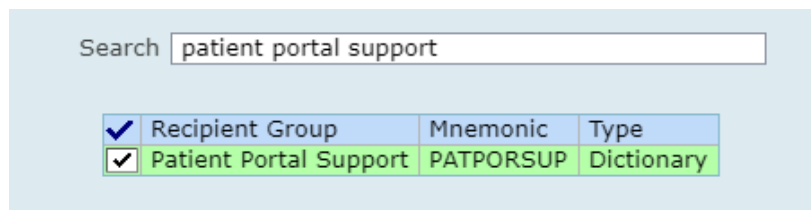


- Fill out the required fields (example: patient name, subject & priority etc.)

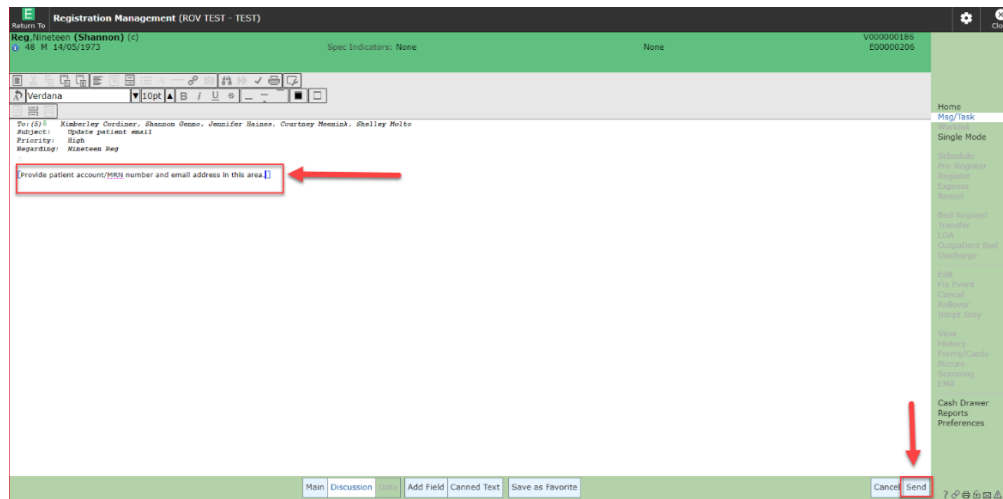
If your matter is urgent, please call the Portal Coordinators at 705-797-2955



- Under **recipient** group, search patient portal support and click **OK**



- Once all fields have been filled in correctly, click **discussion** at the bottom to type your message to the Portal Coordinators



- Click **Send** once you have typed your message to the coordinators

It can take up to 72 hours to respond to your message, if urgent please call portal coordinators at 705-797-2955.