

Technology At Doctors Care

For Volunteers



Welcome!

- * This is meant to be a basic introduction to the variety of technology here at Doctors Care
- * Please do not hesitate to ask any staff member regarding further questions
- * This presentation is available in the volunteer information binder at the front desk



Phone System

- * Must dial 9 before the phone number to access an outside line
- * To Check Voicemail:
 - * Press the “MESSAGE” key on any phone
 - * You will be prompted to enter the extension then # of the line you are trying to access, then enter the password (for the inquiry call lines the code is 609#)
 - * There will be prompts throughout on how to stop, rewind, transfer and delete the message



Phone System Cont...

- * **Listening to Your Messages**
- * **To listen to messages in your mailbox:**
- * **1. Log in to your mailbox. The number of new messages is announced.**
- * **2. Press 2 to receive your messages. The header of the first message is played.**
 - * • You can press 0 to skip the message header and listen to the message
- * **3. As you listen to your messages you can use the following controls to listen to all or part of the message again.**
 - * • Press 2 to restart message.
 - * • Press 23 to replay header.
 - * • Press 3 to pause / resume.
 - * • Press 5 to rewind 5 seconds.
 - * • Press *5 to restart.
 - * • Press 6 to advance 5 seconds.



More Phones!!

- * 4. When you have listened to the message you have the following options:
- * · Press 1 to reply to or forward the message. For more information, see [Replying to a Message](#) .
- * · Press *1 to forward a fax message .
- * · Press *3 to delete the message and continue to the next message.
- * · Press # to skip the message and play the next message.
- * The following controls are also available.
- * · Press *# to skip to the next category.
- * · Press **8 to restore the message that you just deleted.
- * · Press **4 to leave the message in current category and skip to next category.
- * · Press *2 to go back to previous message.
- * · Press **9 to hang up and end voicemail.



How To Place A Call On Hold & Transfer A Call

- * To place a call on hold look at the screen, there will be 4 options, press the corresponding white key below.
- * To retrieve a call, use the circular arrows to scroll and highlight the number you wish to connect with then pick up the phone
- * To transfer a call press the 'transfer' corresponding white button and you will be prompted to enter the extension to which you want the call to be transferred



Fax Machine

- * There are 3 fax machines located throughout the facility, they also double as copiers and printers
 - * Each fax machine has a name: Jobs, Zukerberg and Woz
 - * How to fax:
 - * Press the fax/facsimile button (typically has a picture of a phone on it)
 - * Enter 9 then the number you are faxing to
 - * Please be aware that long distance numbers require a 9-1-then the area code and number you are faxing to
- Place the paper(s) face up, they will feed through automatically and a confirmation page will print showing that the transmission was “OK” meaning it was received



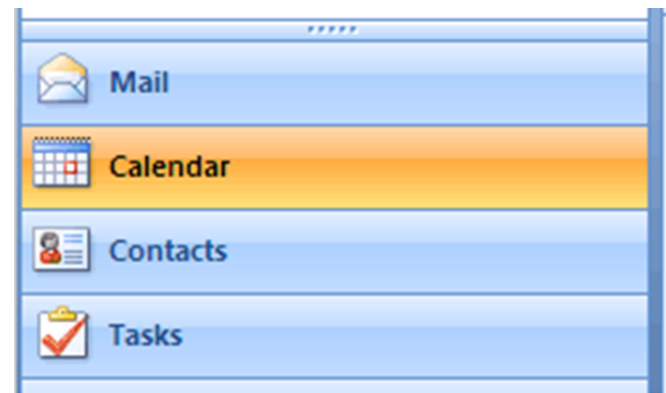
Accessing Your Email At Home

- * To access your Doctors Care email from home enter:
mail.doctorscare.org
- * The Outlook sign-in screen will pop-up: enter your user name and password just as you would here in the building



Checking Calendars In Outlook

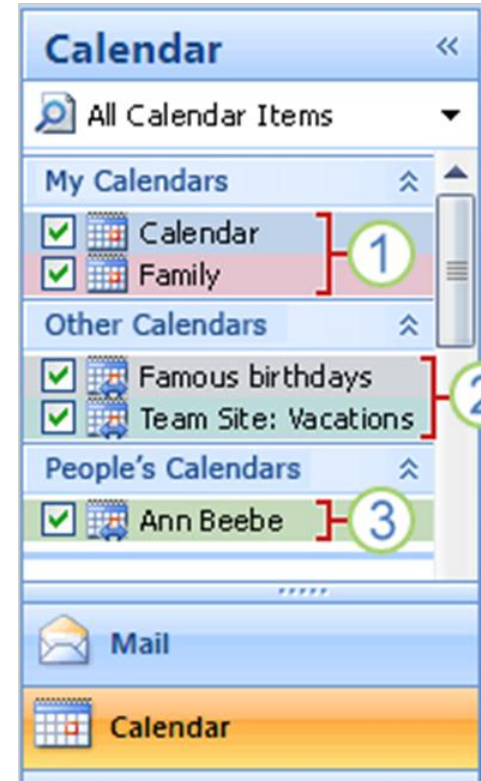
- * Open Microsoft Outlook by double clicking the “Email” icon on your desktop.
- * Click “Calendar” on the lower left-hand side of the screen.



- * This will open the Community Connection Team’s calendar automatically.

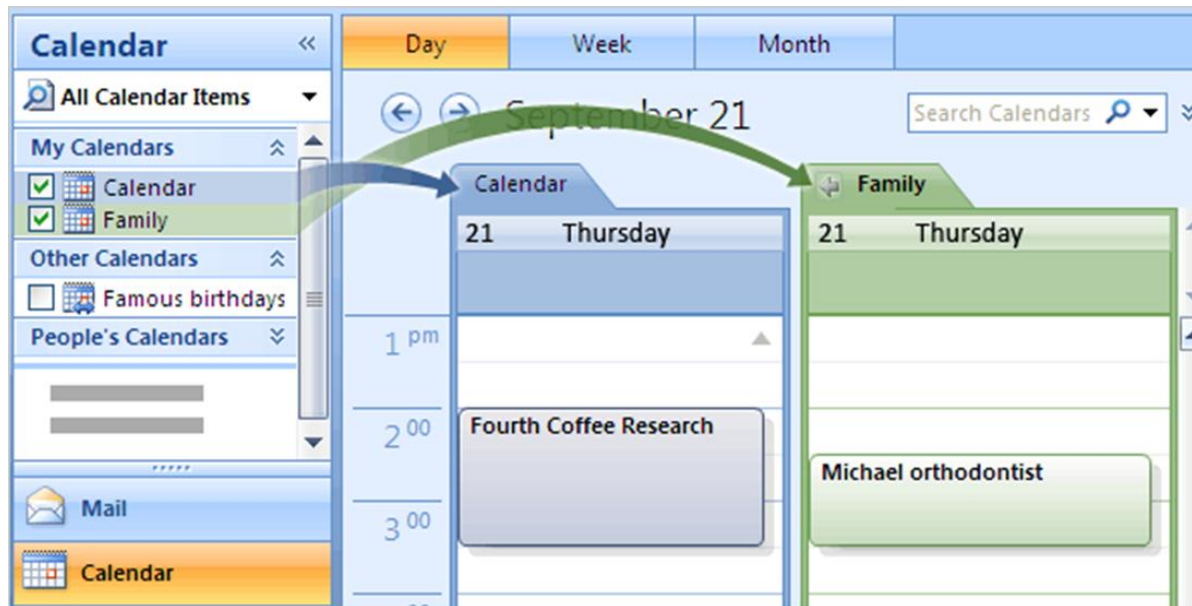
Checking Calendars Cont.

- * On the left-hand side of the screen you will see check boxes for your calendar as well as everyone else in the organization.
- * Check the box of the calendar you would like to view. Uncheck boxes of calendars you would like to hide.
- * If you don't see the calendar you are looking for, click on "Open a Shared Calendar" and type the name of the person.



Multiple Calendars

- * You can view multiple calendars simultaneously.
- * Double click on an appointment to find out more details about the appointment.



Use A Program Often?? PIN IT!

* **To Pin a Program to the Taskbar**

1. Right click on a program, file or shortcut that you want to pin to the taskbar, and click on **Pin to Taskbar**.

OR

2. Drag a program .exe file or shortcut (ex: OUTLOOK), to a empty area of the taskbar until you see the **Pin to Taskbar** pop-up, then drop it.



Printing & Scanning

- * All of our equipment is named, you will see the name on the machine
- * When printing please make note of the name listed, if you wish to switch which printer you send your documents to please do so via the “properties” button on the print screen
 - * The scanner is located in the administrative side of the facility
 - * The directions are on the screen but please ask for assistance if needed, you can be re-trained on use of the scanner if your project requires such



U.S. Address Look-up

- * Each patient must have their zip code verified to ensure they are in our service area
- * Use Melissadata.com
<http://www.melissadata.com/lookups/>
- * Enter the address and zip code to verify county



Help Desk

- * Open the Internet Explorer browser, it will open to the 'Doctors Care Tech Resource' page automatically
- * On the right hand side you will see 'Doctors Care Systems' with 'Help Desk' listed below
- * Click on 'Help Desk' and enter your password
- * Complete the form and submit- the tech department will respond as soon as they can



Your Tech Resources

- * Jeff Gayle- “The Tech Guru”
- * For basic questions, any Doctors Care staff member or volunteer will be able to assist you
- * Do not be afraid to ask, we know it is a lot of information



Visit Us Online: Websites

- * Organization Website
 - * <http://www.doctorscare.org/>
- * Twitter
 - * [Twitter.com/doctorscareco](https://twitter.com/doctorscareco)
- * Facebook.com
 - * facebook.com/doctorscarecolorado



Questions??

