

## Argus 6 – For Client End Users

### GENIE USER MANUAL

30 Mar. 15

Version 1.2

## Document Contact

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# Contents

1.	PREFACE .....	5
1.1	About Us .....	5
1.2	Help and Support .....	5
1.3	Feedback .....	5
1.4	Intended Audience .....	5
1.5	Naming Conventions & Definitions.....	5
2.	Introduction.....	6
2.1	What Is Argus .....	6
2.2	How Argus Works .....	6
2.3	Who Does It Let Me Communicate with .....	7
3.	Basic Argus functionality .....	8
3.1	Confirming readiness of other Argus users to receive electronically .....	8
3.2	Adding a Recipient to your Argus Address Manager.....	8
4.	Using Argus with Genie.....	11
4.1	How to setup an Argus recipient as a Contact in the Genie Address Book.....	11
4.2	Sending a letter via Argus in Genie.....	13
4.3	Receiving incoming messages in Genie .....	16
5.	Argus daily maintenance .....	17
5.1	Using Argus Message Manager.....	17
5.1.1	Monitoring Sent and Received Messages.....	17
5.2	Argus Message Cycle .....	19
5.2.1	The Sending process .....	19
5.2.2	The Receiving Process .....	20
5.2.3	Message Actions.....	21
6.	Important Aspects of Argus Maintenance .....	23
6.1	Keeping Argus Informed .....	23
6.1.1	Notifying Argus of Practice Changes.....	23
6.1.2	Changes to server & workstation environments.....	23
6.1.3	Managing Your Argus Subscription.....	24
7.	Trouble Shooting.....	25
7.1	Trouble Shooting – Basic.....	25
7.1.1	Basic Argus Error Notifications.....	25
7.2	Trouble Shooting - Intermediate.....	26
7.2.1	Argus Error Notifications .....	26
8.	How to contact Argus .....	26

# 1. PREFACE

## 1.1 About Us

Argus, a division of HealthConnex operates to deploy, install, support and develop Argus, a computer program that enables health service providers to **securely exchange clinical documents** between their computer systems.

Argus **seamlessly integrates with existing clinical software** and speeds up reporting processes, saving time and resources as well as encouraging co-operation between providers.

Our aim at Argus is to offer a **common messaging option** for all Australian healthcare providers which is equally available and affordable to anyone, whilst adhering to principles of **open standards, transparency of technology, and interoperability**.

Argus has a charter to serve the Australian healthcare community by providing secure messaging facilities which maximise the efficiency of delivery of healthcare by the sharing of clinical information between providers at as low a cost as possible, as seamlessly as possible.

## 1.2 Help and Support

Argus provides a central point of contact for software assistance and the resolution of software issues. As part of this, Argus offers a variety of professional services, online resources, and availability to experienced product specialists who are ready to action your service requests.

### Contact Information:

Web: <https://www.argusconnect.com.au/content/contact-us>

Phone: Support Hotline: 03 9037 1000

## 1.3 Feedback

To help us improve what we offer you, Argus would like your feedback (positive and negative) about this guide, and about any other aspect of our products please email your feedback to [argus@argusconnect.com.au](mailto:argus@argusconnect.com.au)

## 1.4 Intended Audience

This document is intended for use after a formal Argus Training session or webinar. This is a detailed step by step guide with relation to using Argus alongside Genie.

Intended Audience: Argus End Users with a functioning Genie System and Basic, Intermediate and Advanced working knowledge of IT systems.

- Clinical Managers
- Administrators
- Practitioners
- Medicare Locals

## 1.5 Naming Conventions & Definitions

Term	Definition
HCX	HealthConnex
SMD	Sealed Message Delivery
NEHTA	National E-Health Transition Authority

## 2. Introduction

### 2.1 What Is Argus

Argus is a product that facilitates secure electronic communication of patient related information between healthcare providers.

For practitioners with a Patient Management System or Clinical software, electronic correspondence can be viewed and filed electronically against a patient file, saving time opening envelopes, scanning documents and maintaining paper files.

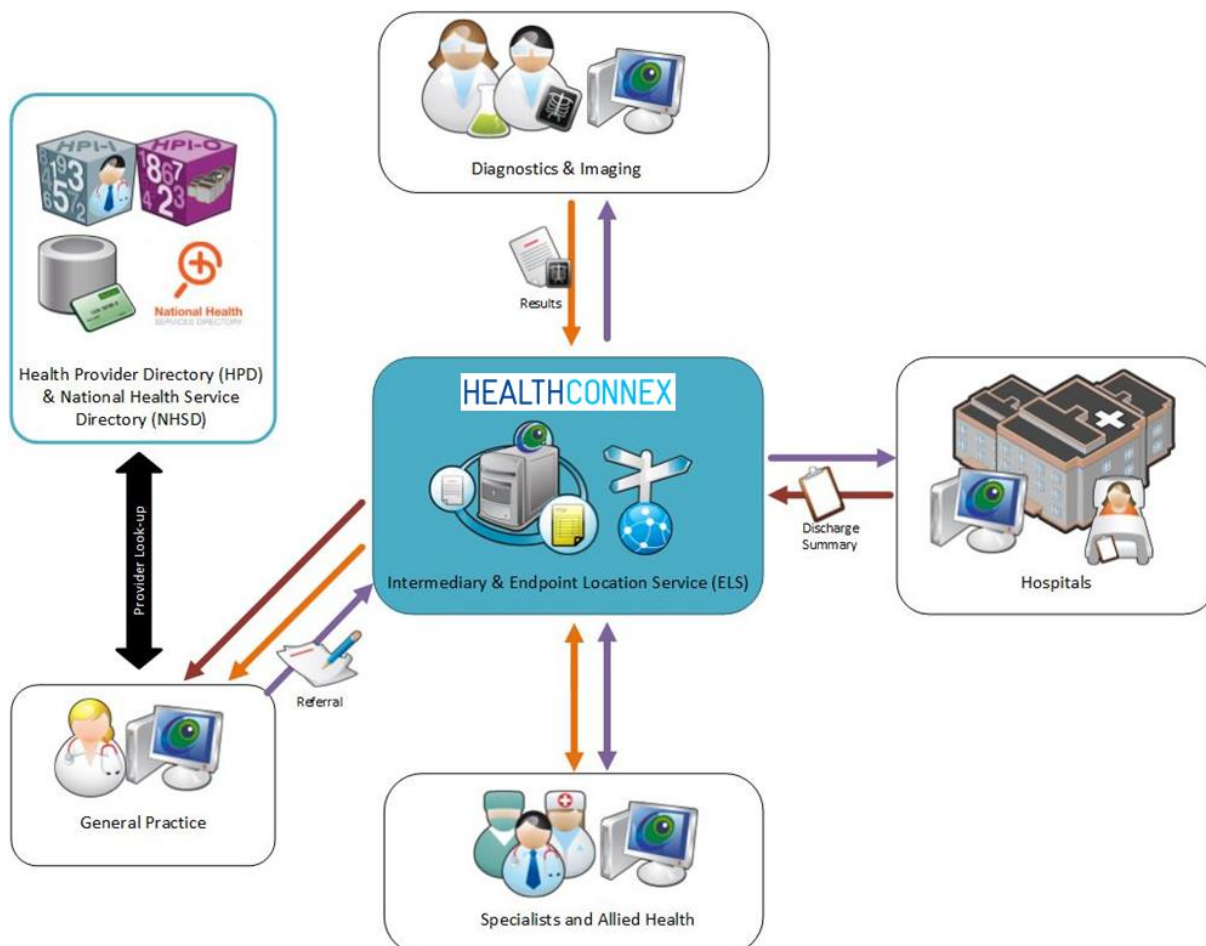
Argus is developed to NEHTA's Secure Message Delivery (SMD) specification published by Standards Australia providing end to end SMD delivery. Backward compatible, Argus ensures healthcare providers at varying stages of eHealth adoption can continue to communicate.

### 2.2 How Argus Works

Argus enables healthcare providers to electronically exchange clinical documents securely via SMD reducing the costs associated with stationery, printing, faxing and posting reports. Electronic transmission speeds up the delivery of patient information whilst providing clarity that is often lost with poor handwriting and fax rendering.

## 2.3 Who Does It Let Me Communicate with

Used by Allied Health, General Practitioners, Hospitals, Practice Nurses, Pathology, Radiology and Specialists to name a few, Argus enables communication between health and care professionals delivering admission notifications, medication reviews, care plans, event notifications, ED and discharge summaries, reports, referrals, patient progress notes.



### 3. Basic Argus functionality

#### 3.1 Confirming readiness of other Argus users to receive electronically

- 1) It's important to contact the Practice in person prior to your first electronic message to them to confirm that they have integrated receiving electronic messaging into their Practice routine.
- 2) In most instances they will have done this, however it is important to clarify.

#### 3.2 Adding a Recipient to your Argus Address Manager

- 3) To be able to send to other Argus recipients you must first add them to your local **Argus Address Manager**.
- 4) Access the **Argus Address Manager** by double-clicking on the icon (normally on the Desktop of the computer which has Argus installed). The icon looks like this:



- 5) Default username is **argus** and default password is **argus**.

#### IMPORTANT NOTE:

We recommend your username and password is personalised. If this has not already been done please contact the Argus Support Team on 03 9307 1000. It is important to advise Argus Support and keep on hand the details of this change in order to access your **Argus Address Manager**.

- 6) To look-up Argus recipients you need to click on **Add Addresses**



- 7) Type in the name (or part name) of the practitioner or practice you'd like to add (in the example shown below the search term is "argus"), then click on the **Search the Human Services Directory** (all Argus users are listed in this national directory)

Tip: Do not enter a search term and hit the Enter key – you need to click the Search the Human Services Directory button to return results



**Search Options:**

Practice or Practitioner Name ▼ argus +

Search the Human Services Directory

Note: that you can also click on the drop-down showing Practice or Practitioner name to choose a different way to search the Directory, as shown here:

**Search Options:**

Practice or Practitioner Name ▼ [ ] +

- Practice or Practitioner Name
- Practitioner Given Name
- Practitioner Surname
- Suburb
- Postcode
- Medicare Locals and Divisions
- Medical Specialty
- Email or Provider ID
- State
- Service Type
- HPI-O or HPI-I

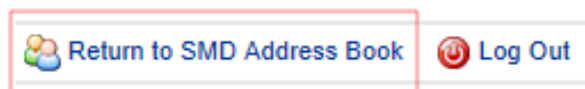
Locals

- 8) In the results list click in the checkbox next to the required practitioner(s) name so the box(es) now contain a tick, and then click on the **Add selected entries to Address Book** button, as shown here:

<input type="checkbox"/>	Argus Test Site	Support groups - Support groups - (Brendan Price)		Suite 3, , 15-30 I
<input type="checkbox"/>	Argus Test Site	Support groups - Support groups - (Tim Beaston)	Beaston, Tim	Suite 3, , 15-30 I
<input type="checkbox"/>	Argus Test Site	Support groups - Support groups - (Tim Beaston)		Suite 3, , 15-30 I
<input checked="" type="checkbox"/>	Argus V6 Live	General Practice/GP (doctor)	Broumbil, Helen	9 University Driv
<input type="checkbox"/>	Argus V6 Live	General Practice/GP (doctor)		9 University Driv
<input checked="" type="checkbox"/>	Argus V6 Live	Allied Health - Social Work	Carler, Laurence	9 University Driv
<input type="checkbox"/>	Argus V6 Live	Allied Health - Social Work		9 University Driv
<input checked="" type="checkbox"/>	Argus V6 Live	Allied Health - Speech pathology/therapy	Johnston, Arthur	9 University Driv
<input type="checkbox"/>	Argus V6 Live	Allied Health - Speech pathology/therapy		9 University Driv

**Add selected entries to Address Book** Show: 50 rows per page **Update**

- 9) Repeat the process to populate your address book with all the practitioners to which you wish to send to.
- 10) Click on **Return to SMD Address Book**:



- 11) Back at your **Argus Address Book** screen you need to copy the email for a Practitioner (before switching over to Medical Director to create or update their Address book entry to ensure you can

send to them electronically from within Best Practice). You should note that the Argus Address Book has two ways to view your entries. The first way as shown here is titled **Your Address Book**, this will display Practices that are still using Argus 5 and whom are not SMD complaint. You will notice a **Copy Email** link next to each Practitioner email address, as highlighted:

ARGUS ADDRESS MANAGER

Argus Address Manager: Your Address Book

This page shows the entries you currently have in your Argus address book. To delete, select one or more entries and click the 'Remove Selected Addresses' button in the table below. To search the Human Services Directory and add more entries to your address book, click the 'Add Addresses' link.

[Add Addresses](#)
[View SMD Addresses](#)
[View Printable Address Book](#)
[Log Out](#)

Your Argus Address Book (7)

Site Name	Service	Practitioner	Provider ID	Email	HPI-O
<input type="checkbox"/> Argus Test Sites	General Practice/GP (doctor)			anna.get@argusconnect.com.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Argus Test Sites	General Practice/GP (doctor)	Beaston, Tim		anna.get@argusconnect.com.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Argus Test Sites	General Practice/GP (doctor)	Kirsteuer, Anna		anna.get@argusconnect.com.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Ballarat & District Aboriginal Cooperative	General Practice/GP (doctor)			argus@badaac.net.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Ballarat & District Aboriginal Cooperative	General Practice/GP (doctor)	Roberts, Penelope		argus@badaac.net.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Connectingcare Online System	Community Health Care - Health Information/Referral - PKI Test Service to LC - Connectingcare			lcarlos@data.com.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Gastroenterology Services Tasmania	Specialist Medical - requires referral - Gastroenterology & Hepatology			589127@argus.net.au   <a href="#">Copy Email</a>	

Show: 50 rows per page [Update](#)

The second way is titled **Your SMD Address Book** and is accessed by clicking on the **View SMD Addresses** link, as highlighted above. Your SMD Address Book will list other sites that have also upgraded to Argus 6. As shown below this view does not include the **Copy Email** link, so you have to select the email and copy to the clipboard:

ARGUS ADDRESS MANAGER

Argus Address Manager: Your Address Book

This page shows the entries you currently have in your Argus address book. To delete, select one or more entries and click the 'Remove Selected Addresses' button in the table below. To search the Human Services Directory and add more entries to your address book, click the 'Add Addresses' link.

[Add Addresses](#)
[View SMD Addresses](#)
[View Printable Address Book](#)
[Log Out](#)

Your Argus Address Book (7)

Site Name	Service	Practitioner	Provider ID	Email	HPI-O
<input type="checkbox"/> Argus Test Sites	General Practice/GP (doctor)			anna.get@argusconnect.com.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Argus Test Sites	General Practice/GP (doctor)	Beaston, Tim		anna.get@argusconnect.com.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Argus Test Sites	General Practice/GP (doctor)	Kirsteuer, Anna		anna.get@argusconnect.com.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Ballarat & District Aboriginal Cooperative	General Practice/GP (doctor)			argus@badaac.net.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Ballarat & District Aboriginal Cooperative	General Practice/GP (doctor)	Roberts, Penelope		argus@badaac.net.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Connectingcare Online System	Community Health Care - Health Information/Referral - PKI Test Service to LC - Connectingcare			lcarlos@data.com.au   <a href="#">Copy Email</a>	
<input type="checkbox"/> Gastroenterology Services Tasmania	Specialist Medical - requires referral - Gastroenterology & Hepatology			589127@argus.net.au   <a href="#">Copy Email</a>	

Show: 50 rows per page [Update](#)


## IMPORTANT NOTE:

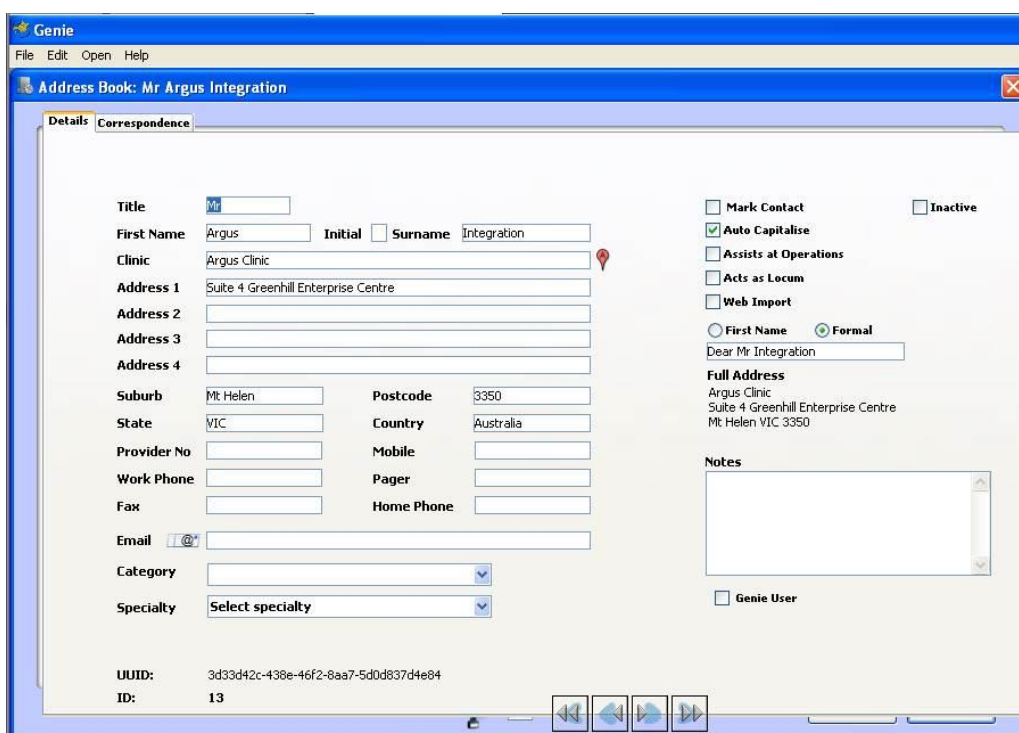
Argus 6 is backward compatible, this means that you will be able to send and receive from other Argus users regardless of the stage of eHealth adoption they are at which is reflected by the version of Argus they have installed. These address books will be merged in a later release of Argus 6.

## 4. Using Argus with Genie

### 4.1 How to setup an Argus recipient as a Contact in the Genie Address Book

The step above has copied the Practitioner's Argus email address to the clipboard.

- 1) Open **Genie**.
- 2) Select **Open – Address Book** from the menu bar.
- 3) This opens the search function for Addresses in Genie.
- 4) Select **Cancel** button.
- 5) Select the icon  to add a recipient. You can also edit existing entries.
- 6) Add the following details
  - Title = Mr
  - First Name = Argus
  - Given Name = Integration
  - Clinic = Argus Clinic
  - Address 1 = Suite 4 Greenhill Enterprise Centre
  - Suburb = Mt Helen



The screenshot shows the 'Details' window for a contact named 'Mr Argus Integration'. The 'Correspondence' tab is selected. The form contains the following fields and values:

- Title: Mr
- First Name: Argus
- Initial:
- Surname: Integration
- Clinic: Argus Clinic
- Address 1: Suite 4 Greenhill Enterprise Centre
- Address 2:
- Address 3:
- Address 4:
- Suburb: Mt Helen
- Postcode: 3350
- State: VIC
- Country: Australia
- Provider No:
- Mobile:
- Work Phone:
- Pager:
- Fax:
- Home Phone:
- Email:
- Category:
- Specialty: Select specialty

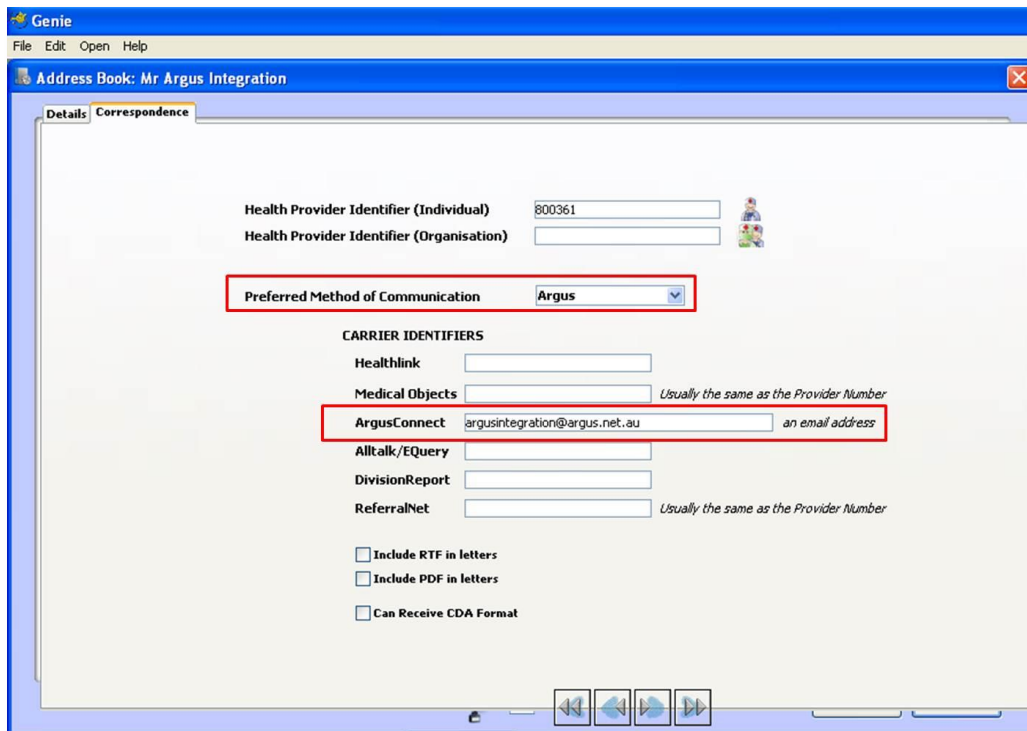
On the right side, there are several checkboxes and options:

- Mark Contact
- Inactive
- Auto Capitalise
- Assists at Operations
- Acts as Locum
- Web Import
- First Name
- Formal
- Dear Mr Integration
- Full Address: Argus Clinic, Suite 4 Greenhill Enterprise Centre, Mt Helen VIC 3350
- Notes:
- Genie User

At the bottom, the UUID is 3d33d42c-438e-46f2-8aa7-5d0d837d4e84 and the ID is 13.

- 7) Select Tab Correspondence.
- 8) Select Preferred Method of Communication = Argus
- 9) Under 'Carrier Identifiers' Argus Connect ,add Email [argusintegration@argus.net.au](mailto:argusintegration@argus.net.au)

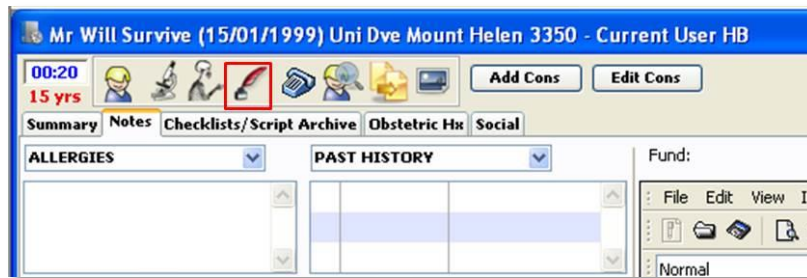
- 10) This is however dependent on the version of Genie. Only the latest version has the email field under the correspondence tab. Otherwise it needs to be included in the email field on the details tab.
- 11) Select OK.



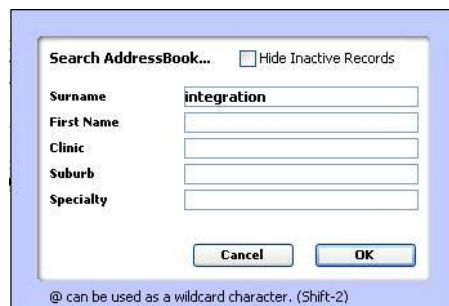
- 12) Select OK again.

## 4.2 Sending a letter via Argus in Genie

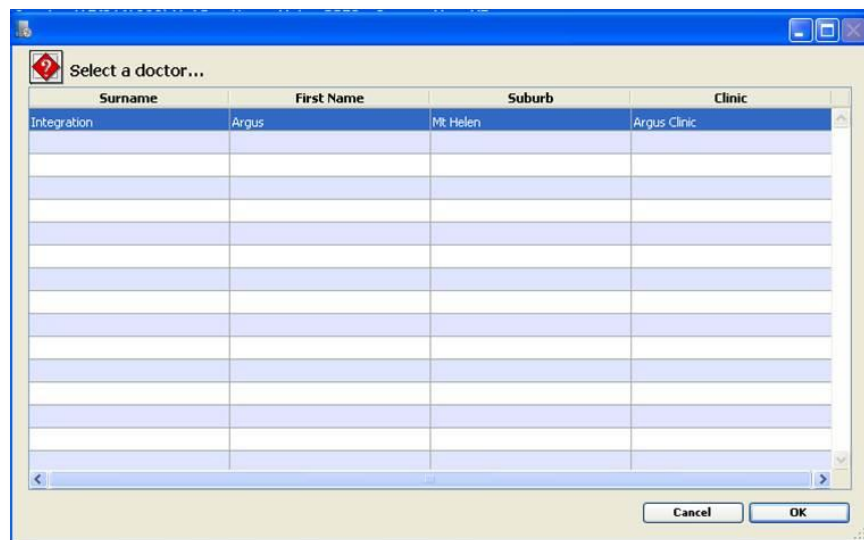
- 1) Open Patient
- 2) Select New letter icon



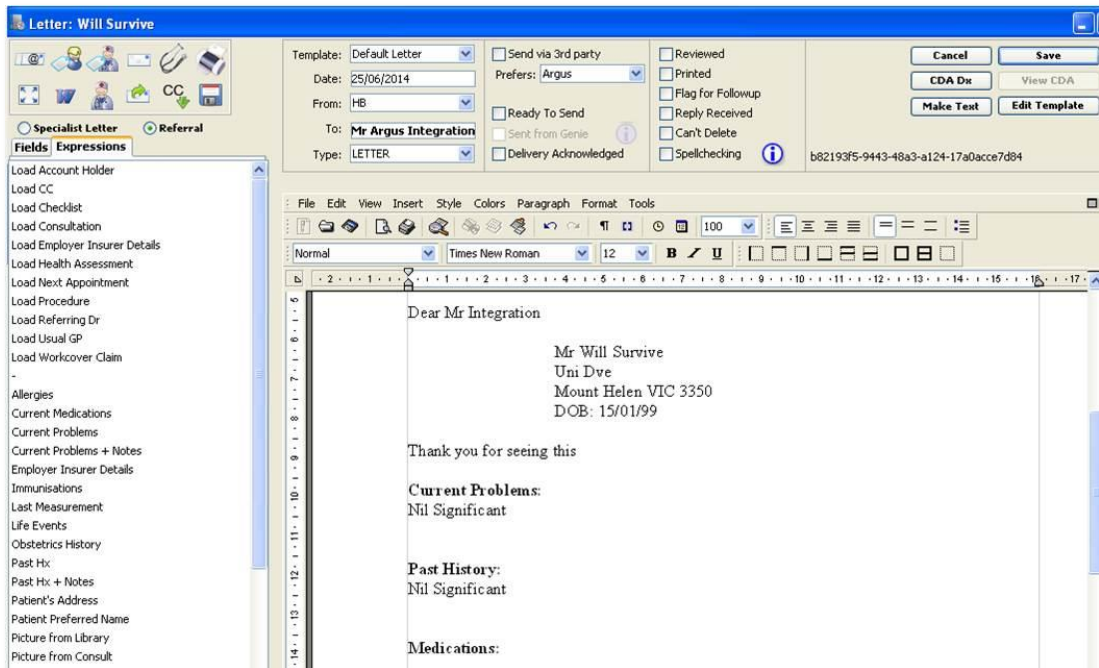
- 3) Search for recipient – “Integration”.



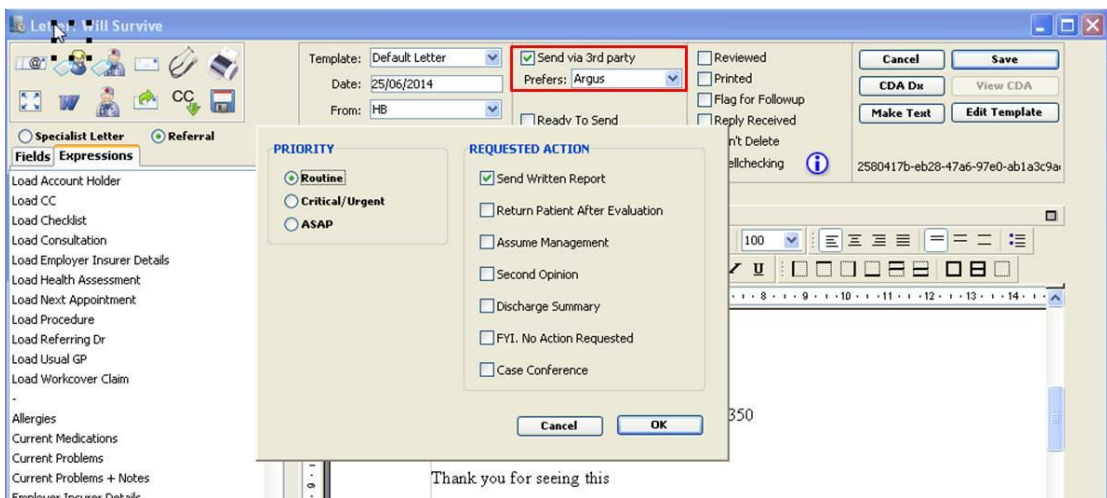
- 4) Select recipient.



- 5) Select OK.



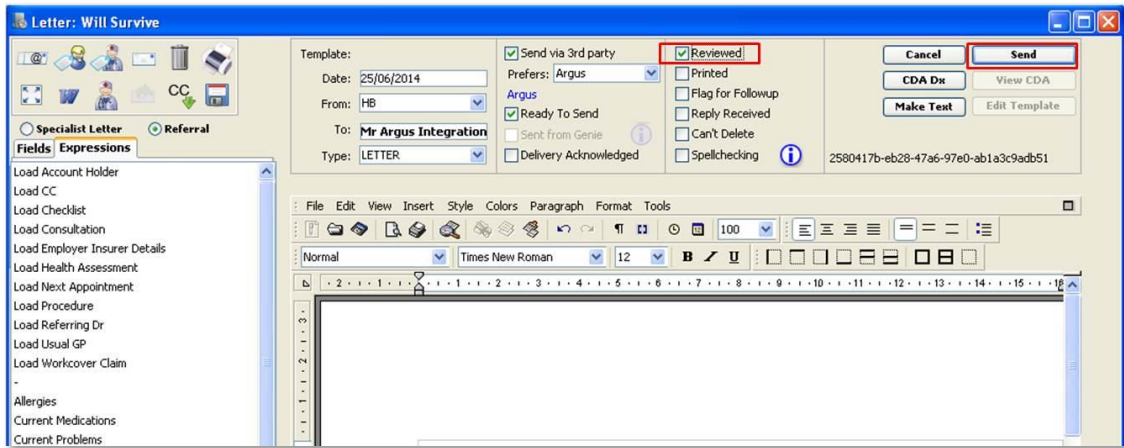
- 6) Type your letter detail.
- 7) Select **Send via 3<sup>rd</sup> party**.
- 8) Ensure **Prefers:** is set to **Argus**.



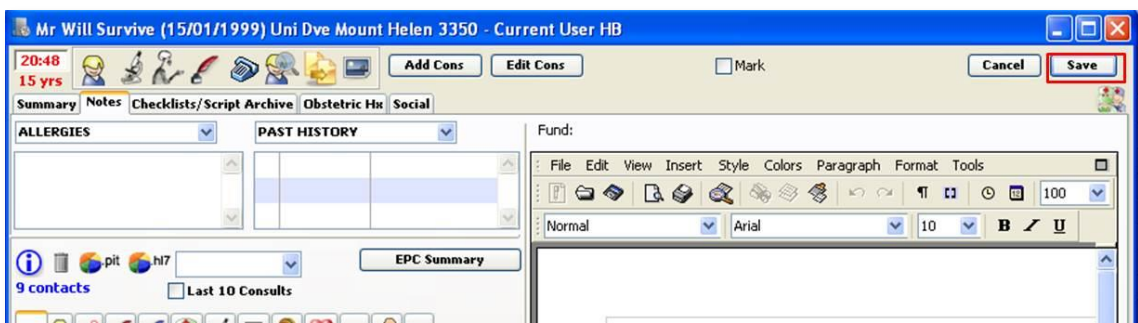
- 9) Select OK.

**Note:** If you wish the letter to be reviewed before sending then **DO NOT** check the 'Reviewed' checkbox and the ready to send checkbox, If you wish to send immediately, select the checkbox Ready to Send. Ticking the ready to send option changes the save option to send.

- 10) Select **Send or Save depending on your version of Genie.** (latest version of Genie has the send option)



11) Select **Save**.



12) Check the Correspondence log Sent tab for the letter.

**Correspondence Log**

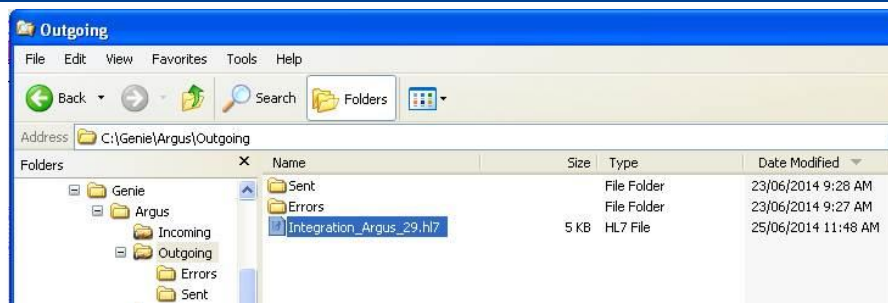
This machine is set to export letters for Argus

view all

Sent Received Error Log

Date	Time	ACK	Patient	Type	To	
25/06/2014	11:05	<input type="checkbox"/>	Survive, Will	REF	Integration, Argus	Argus
25/06/2014	10:54	<input type="checkbox"/>	Survive, Will	REF	Integration, Argus	Argus
5/06/2014	15:59	<input type="checkbox"/>	Survive, Will	REF	PDF, Helen	Argus
5/06/2014	15:58	<input type="checkbox"/>	Survive, Will	REF	B1, Helen	Argus

**Note:** The letter should now reside in the outgoing folder, example C:\Genie\Argus\Outgoing, ready to be sent via Argus. The time for it to appear here is dependent on your Genie system.



- 13) Check the Argus Message Manager for the status of your message being sent.

### 4.3 Receiving incoming messages in Genie

- 1) Incoming messages will appear in one of two areas, they can be configured to appear in **Open - Incoming Letters** or alternatively **Pathology and Radiology**.



- 2) Check Incoming list of letters.

The screenshot shows the Genie software interface displaying the 'Incoming Letters' list. The window title is 'IncomingLetter: 9 of 15 Records - Current User HB'. The interface includes a search bar, a 'view all' button, and filters for 'Doctor: All' and 'Linked?: Unlinked'. The main area contains a table with the following data:

Date	Surname	First Name	Sender	Addressee	Type	
03/04/13	Survive	Will	Dr Cure All	Mr Helen Brownbill	Referral Note	8003
06/12/13	James	Glenn	SAMUEL ADMIN	Glenn James	Referral note	8003
22/04/14	Leon	John	Dr Belinda Smith Smd	Dr Ali Bazargan	LETTER	Dr Be
07/05/14	Zedmed	Anne	Dr Bruce Bond	Mrs H B	Letter - Referral Letter	
07/05/14	Zedmed	Anne	Dr Bruce Bond	Mrs H B	Letter - Referral Letter	Argus
07/05/14	Zedmed	Anne	Dr Bruce Bond	Mrs H B	Letter - Referral Letter	
07/05/14	Zedmed	Anne	Dr Bruce Bond	Mrs H B	Letter - Referral Letter	
16/05/14	Grant	Sally	Doctor Good Smith	Dr Good Doctor	Discharge Summarization	8003
28/05/14	Seinfeld	Jerry	Dr Christine Ellison	Support Group/S - One On	Discharge Summarization	8003



## 5. Argus daily maintenance

### 5.1 Using Argus Message Manager

#### 5.1.1 Monitoring Sent and Received Messages

It is important to monitor the **Argus Message Manager** on a regular basis. This will assist in ensuring that messages are being sent and received, as expected. Although notifications of problems will be emailed to the business contact for a Practice at the time they occur, regular checking of the **Argus Message Manager** is an important part of risk management.

- 1) Access the **Argus Message Manager** by clicking on this icon (normally on the Desktop of the computer which has Argus installed).

The icon looks like this (not to be confused with 'Argus Messenger') :

Note: The default login details are 'argus' and 'argus'



- 2) You can change the **Main Message View** by choosing from the drop-down as shown here:

The screenshot displays the 'Message Manager: View All Messages' web interface. At the top, there is a navigation bar with links for 'Configure Message Manager Settings', 'Argus Management Portal', and 'Log Out'. Below this, the 'Main Message Views' section contains a dropdown menu that is currently open, showing a list of view options. The options include 'Sent - All Messages' (which is highlighted in blue), 'Sent - Messages Not Yet Sent', 'Sent - Messages Awaiting Acknowledgement', 'Sent - Acknowledged Messages', 'Sent - Failed Messages (No Acknowledgement)', 'Sent - Non HL7 Messages', 'Sent - Transport Responses', 'Received - All Messages', 'Received - Processed Messages', 'Received - Non Processed Messages', 'Received - Non HL7 Messages', 'Received - Acknowledgements', and 'Received - Transport Responses'. To the left of the dropdown, there is an 'Advanced Search' link and a 'Resend' button. Below the dropdown, a table is partially visible with a header 'Tracking ID'.

The Message Manager has the following standard views

**TIP – HL7 messages are the clinical messages sent and received by Argus – for example, referrals and reports**

- **Sent - All Messages**

This will display ALL sent messages regardless of status or purpose.

- **Sent - Messages not yet sent**

This is a list of any messages awaiting initial sending.

- **Sent - Messages Awaiting Acknowledgement**

This is a list of messages successfully sent but awaiting acknowledgement (receipt) by the recipient.

- **Sent - Acknowledged Messages**

This is a list of messages that have been successfully acknowledged by the recipient's Argus software.

- **Sent - Failed Messages (No Acknowledgement)**

This is a list of messages that have reached the maximum resend limit with no response from the recipient. (This usually indicates an issue at the recipient's end. See Argus Messenger – Common Error Notifications, Usually 3 days after sending)

- **Sent - Non HL7 Messages**

This is a list of system messages (i.e. Acknowledgements, Error notifications etc).

- **Sent – Transport Responses**

This is a list of responses sent automatically to the sender of a message to indicate that the message was received

- **Received - All Messages**

This will display ALL received messages regardless of status or purpose.

- **Received - Processed Messages**

This is a list of all messages successfully processed and exported.

- **Received - Non Processed Messages**

This is a list of messages that were unable to be processed (this can be due to decryption or export issues, etc).

- **Received - Non HL7 Messages**

This is a list of regular messages, usually not intended for Argus (i.e. incorrectly sent messages, mail server rejection notice, etc).

- **Received - Acknowledgements**

This is a list of the acknowledgement messages sent back by the recipients' Argus software to indicate successful receipt of the message.

- **Received – Transport Responses**







This is a list of responses received automatically from the recipient of a message to indicate that the message was received.






## 5.2 Argus Message Cycle

### 5.2.1 The Sending process

Argus works as a service and does a send/receive cycle every 20 minutes, this cycle can be followed in the Message Manager.

A message progress can be followed using the legend at the bottom of the Message Manager.

ACK Status - Legend		Encryption Status - Legend	
Message Not Yet Sent		Encrypted	
Acknowledged		Unencrypted	(no icon)
Awaiting Acknowledgement			
Failed (No Acknowledgement)			
Failed (Expired)			
ACK Not Required	(no icon)		

Process Flow	ACK Status
When a message has been added to the Argus database and is waiting to be sent in the next cycle the red clock will appear	Message Not Yet Sent 
The recipients Argus installation will then receive and decrypt the message and process it into their clinical software package. At this stage the message will then show a green tick to signify that all has gone correctly	Acknowledged 
Once Argus has completed its 20 minute cycle the message will have been sent and will now display a yellow clock	Awaiting Acknowledgement 
Messages will attempt to be delivered for 3 days, if for some reason the recipient isn't able to receive the message after 3 days the message will display a yellow clock with a small red X	Failed (No Acknowledgement) 
Messages will reside on the gateway for 24 days, if for some reason the recipient isn't able to receive the message after 24 days the message will display a red X.	Failed (Expired) 

A failed Acknowledgement signifies an error at the recipients end. If you receive a failed Acknowledgement please contact the Argus Support team by phone on 03 9037 1000 or by email [argus@argusconnect.com.au](mailto:argus@argusconnect.com.au). Support will then contact the intended recipient and rectify any potential issues, at which point the message can then be re-sent.




## IMPORTANT NOTE:



The send/receive cycle can also be manually performed from the Argus Server to instantly send/receive messages. If you'd like to learn how to do so please contact Argus Support.

### 5.2.2 The Receiving Process

As with sending messages, you can also view the process of received messages by referencing the Legend

#### Processed Status - Legend

Processed	
Processing Failed	
Reprocessing	
Not Processed	(no icon)

Process Flow	Processing Status
When a message has been received, decrypted and sent to your clinical software package you will see the following image next to the message which signifies that all has gone as it should have	Processed 
If the following image appears, there can be multiple causes, contact Argus Support to investigate	Processing Failed 

Sometimes message are not processed, in this case the message may have been sent from a non-encrypted messaging system or it could be an Acknowledgement received in response to a message you've sent. Messages that have not been processed do not display an icon.

## 5.2.3 Message Actions

### Resending Messages

Any messages sent by Argus can also be marked for resending from both the main Message View page and also from the Message Detail page.

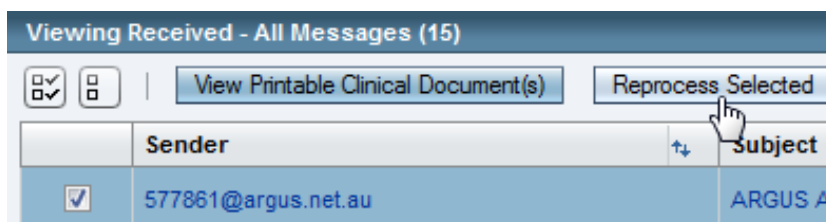
Select one or more sent messages by ticking the checkbox and click the 'Resend Selected' button. The Message Viewer will display an informative message if the selected messages were successfully marked for resending. Messages will be resent the next time Argus performs a mail synchronisation.



### Reprocessing Messages

Any messages received by Argus can be marked for reprocessing from both the main Message View page and also from the Message Detail page.

Select one or more sent messages and click the 'Reprocess Selected' button. The Message Viewer will display an informative message if the selected messages were successfully marked for reprocessing. Messages will be reprocessed the next time Argus performs a mail synchronisation.



Once completed the below image will appear beside the message

Reprocessing



### Archiving Messages

Argus will automatically Archive successfully completed messages from both sent and received views at a pre-configured interval, this is usually every 28 days. Individual messages can be archived from the Message Detail page in the Argus Message Viewer.

Click the 'Archive Message' button when viewing the detail of any message. The Message Viewer will return to the main Message View page after archiving the selected message.

## Deleting Messages

Any messages sent or received by Argus can be marked for deletion from the Message Detail page in the Argus Message Viewer.

Click the 'Delete Message' button when viewing the detail of any message. The Message Viewer will return to the main Message View page after deleting the selected message.

Or, select one or more messages from the main Message View page and click the 'Delete Selected' button. The Message Viewer will display an informative message if the selected messages were successfully deleted.

## 6. Important Aspects of Argus Maintenance

### 6.1 Keeping Argus Informed

#### 6.1.1 Notifying Argus of Practice Changes

As Argus 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 Argus of any changes regarding your practitioners and/or organisation.

For example:

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

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

#### 6.1.2 Changes to server & workstation environments

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

- Changing clinical software and or Internet provider
  - Argus may need to be reconfigured when changing your clinical software and or dedicated Argus email address' or error notification address'.
- Major system upgrades
  - Some upgrades, including Operating System changes can cause an effect on your Argus Software; therefore it is beneficial to advise us of any upcoming changes
- New workstations have been installed
  - The Argus 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, Argus 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 an Argus subscription, our Argus Support team are easily able to help you ensure your Argus is going to keep working, despite the changes happening in your organisation.

### 6.1.3 Managing Your Argus Subscription

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

Your Argus software will advise you when your subscription is approaching expiry. Additionally, a few weeks prior to expiry an email notification of your subscription expiry date will be sent to your nominated contact email address.

To renew your subscription simply follow this link;

<https://www.argusconnect.com.au/subscription/existing/>

(Or go to our main website ([www.argusconnect.com.au](http://www.argusconnect.com.au)) and click on 'Existing Customers').

You will be prompted for your Argus Customer ID, if you do not have this, please contact us and we will assist you.

Follow the prompts and you will be presented with a quote prior to payment. Alternatively, if you would like a costing quote, please contact Sales on (03) 9037 1000 or [argus@argusconnect.com.au](mailto:argus@argusconnect.com.au).

Subscriptions include the following benefits;

- Full technical support of the Argus Software.
- All future software upgrades and new version releases available online.
- No time limit or number-of-call limit for remote support enquiries.
- Problem resolution by phone, email or remote access.
- Support during normal business hours Monday – Friday, 9.00 am – 5.00 pm (AEST).



## 7. Trouble Shooting

### 7.1 Trouble Shooting – Basic

#### 7.1.1 Basic Argus Error Notifications

Error	Description	Action
Maximum Resend Limit Reached	Argus has not received an Acknowledgement from the intended recipient after multiple sending attempts.	This usually indicates an issue with the recipient's Argus. You should contact the Argus Support team on 03 03 9037 1000 to resolve the issue.
Address Book Update Failure	The Address Book Auto-Update service was unsuccessful.	<p>This indicates that there was a problem communicating with the Argus Users Directory.</p> <p>Once a day Argus makes a connection to the central Argus server to confirm all entries in the local Argus Address Book are correct. If, for whatever reason, the connection cannot be made this email is sent. This error is only a problem if it occurs once a day every day.</p>

## 7.2 Trouble Shooting - Intermediate

### 7.2.1 Argus Error Notifications

Error	Description	Action
Rule Failure Notification	Argus was unable to deliver received correspondence to "drop" directory.	Confirm the drop directory exists and has write permission for all network users. If problem still persists, contact Argus Support team.

## 8. How to contact Argus

If you require any further information or assistance, please contact Argus staff on one of the following methods:

### **Phone:**

You can phone Argus on (03) 9037 1000, your enquiry should typically be able to be answered within 1 business day.

### **Email:**

You can email Argus at [argus@argusconnect.com.au](mailto:argus@argusconnect.com.au) your enquiry may take 1-5 business days for a response.

### **Online:**

Argus has an online contact form which will help direct your enquiry to the appropriate people, you can submit your enquiry here: <https://www.argusconnect.com.au/content/contact-us>

### **IMPORTANT NOTE:**

To speed up your support call you can start a TeamViewer session to allow the support tech to gain access to your machine faster.

To do so, open your start menu and go into 'All Programs', from there locate the 'Argus Connect' folder and run the 'Active Remote Support' icon which will then generate an ID that you can supply the tech to gain access to your PC.

Alternatively you can get this ID by visiting our website [www.argusconnect.com.au](http://www.argusconnect.com.au), click the support tab towards the top right and scroll down to 'Activate Remote Support for Windows'.