

Ocean new user set-up

Audience: New Ocean users

Purpose: Set up a new user in an Ocean site to send, receive and manage eReferrals. (10 minutes)

Sign up for your Ocean user account

1. You will have received an email inviting you to create a user account in your organization's Ocean site. In the email select **Join Ocean**.
2. The Ocean sign-up page will display in your browser. **Complete the form** by entering information and making choices from the dropdown menus and checkboxes as shown below. **NOTE:** Usernames cannot be changed after they are created.
3. On the bottom right select **Sign Up for Ocean**.

The screenshot shows the 'Sign Up' form with the following fields and callouts:

- Personal Information:** First Name (Michele), Last Name (Raye), Requested Username (micheleraeye), Password (with strength indicator), Confirm Password, Email (michele.raye@enablearn.com), User Role (MOA / Secretary), Province (British Columbia).
- Why are you signing up for Ocean?** (Dropdown menu: I want to join an existing Ocean site)
- Clinic/Organization Name:** (Text field: Sample Clinic)
- Which OceanMD products are you interested in?** (List of checkboxes: Patient Tablets, Check-In Kiosks, Patient Messages, Patient Reminders, Website Forms, Ocean Studies, Ocean eReferral Network, OceanMD Resource Library). Callout: "These selections are OPTIONAL and you will receive marketing emails".
- How did you find us?** (Dropdown menu: My site uses Ocean). Callout: "This selection is REQUIRED because you need to receive this type of information".
- What EMR are you using?** (Text field: OSCAR)
- Critical System Notifications:** (Checked checkbox). Callout: "This selection is OPTIONAL but is useful to receive product update information. You will receive marketing emails."
- Product Updates:** (Checked checkbox). Callout: "This selection is REQUIRED because you need to receive this type of information".
- Sign Up for Ocean** button.

4. The Ocean License Agreement displays. Read the Agreement and select **I Agree**.

Enter your shared encryption key (SEK)

- All Ocean sites require the use of a shared encryption key (SEK) to protect patient data.
- Your Ocean site admin will provide you with your organization's SEK.
- Enter it into the system to join the Ocean site.

To enter the SEK:

1. At the top of the screen, select **Menu > eReferrals & eConsults**.
2. On the left, select **Enter Your Shared Encryption Key**.
3. Enter your SEK > Enter.

Update your User Settings

To access User Settings:

1. On the top right, select your name or clinic.
2. The profile menu displays. Under User Settings select **My Account**.
3. The Account Information page displays.

To update specific Account Information:

1. Enter an email address for Referral Notification Email.
2. Set your Default Home Page (eReferrals is recommended).
3. On the bottom right select **Save Changes**.

To edit Clinical Contact Information:

1. At the top, select **Edit Clinical Contact Information**.
2. Update information.

To set up Clinical Delegates who can send and manage eReferrals on your behalf (optional):

1. At the top, select **Edit Delegates**.
2. Enter delegate information for as many delegates as you like.

Link your Ocean user with an integrated EMR

- If your organization is using an EMR that integrates with Ocean, you'll need to link your Ocean user account with your EMR user account.
- Doing this will allow you to sign into both systems by logging in once.

To link the two accounts, follow the instructions on this page:

[Link User EMR Accounts to Ocean User Accounts](#).

Receive eReferral email notifications

- Notification emails regarding eReferrals are sent from OceanMD to both clinics and patients. These emails contain important information regarding patient care or administrative tasks.
- If you've received your initial invitation to an Ocean site from OceanMD, you should receive notification emails.
- If eReferral email notifications from OceanMD are not appearing in your inbox, you can:
 - Check your spam folder. If you locate an OceanMD email there, change your email settings to allow emails from OceanMD.
 - Contact your internet service provider for help.
 - Contact [Ocean support](#).

More about Ocean

For comprehensive information about using Ocean refer to:

- [Shared Encryption Key \(SEK\)](#)
- [My Account Page](#)
- [Clinical Contact Information](#)
- [Clinical delegates](#)
- [Integrated EMR](#)