A Step-by-step guide to logging into SHARE for the first time and verifying your access. This tool can also be used as a reference guide to each of the tabs available to you in the SHARE Clinical Portal.
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## INDEX

**Log on to SHARE**  
*Logging in to SHARE*  

**Patient Search Tab**  
*Overview*  

- **Before You Start...**  
  Changing default search settings  
- **Search for a Patient**  
  Perform Patient Search – how to verify patients  

**Results Tab**  
*Overview*  

- **Change Results Settings**  
  Change amount of historical data to display in Results tab  
- **Viewing a Lab Result/Report**  
  Review of Results Viewer box; how to view and search for a result  

**Other Tabs**  
Introduction and Overview of all other tabs available in SHARE  

- **Facesheet**  
  Demographic Patient Information  
- **Abbreviation Guide**  
  List of SHARE Abbreviations  
- **Helpful Tips**  
  Data Scope for SHARE  
- **Communications**  
  Technical and Project Updates  
- **My Page**  
  Customizable resource page in SHARE  
- **Site Controls**  
  Change your password  

**Printing in SHARE**  
*Overview*  

**End Session (Logging Out of SHARE)**  
*Overview*  

**Resources and Troubleshooting**  
*Service Desk Contact Information*  

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Introduction to the SHARE Clinical Portal v1.0 (June 11, 2015)
Introduction to the SHARE Clinical Portal

Now that you have completed the SHARE training and received your ‘SHARE User ID’, follow these step-by-step instructions to:

Log on to SHARE for the first time
Search for and find a patient
Access the patient's lab results

NOTE: In order to verify that you can access Lab values in SHARE you will need to have one or two Health Card Numbers of patients with whom you have a care relationship who has recently had lab work completed.

This introduction will also describe the tabs you have access to in addition to the “Patient Search” and “Results” tabs and provide some general items of note.
Introduction to the SHARE Clinical Portal v1.0 (June 11, 2015)

Follow the VMware Horizon login guide*

Click on the SHARE icon [or go to web address]

Enter your SHARE User ID - You must use lower case

Enter your temporary password

You will now be prompted to change your password**

You will then be taken to the Patient Search Screen

STEP 2: After you login through VMWare – this link will be on the External Desktop

STEP 3-4

Welcome to the SHARE Clinical Portal.

Log In

Username: [blank]
Password: [blank]

[Log In]

SHARE Online Training (LMS) Site
For Workstation Requirements to run SHARE click HERE.

*Follow the VMware Horizon Login instructions provided in the following document: 3.9 VMware Login Instructions (SHARE)

**Your new password must be at LEAST 8 characters long and cannot use symbols (!*$@, etc.)

Click “update” to continue
NOTE: Please make sure that you have the patient Health Card Number(s) ready at this point.

**Before you start...**

Change your default Search Settings to search the Master Patient Index (MPI) by Health Card Number (HCN) – this allows you to search all patients with records in SHARE using their HCN – the most reliable patient identifier.

**STEP 1**
Select the "edit" button in the Patient Search box

**STEP 2**
Select "MPI" as your "Search Type" and "HCN" as your "Patient ID"

**STEP 3**
Then select "Save" - this will take you back to the Patient Search Tab
**Introduction to the SHARE Clinical Portal v1.0 (June 11, 2015)**

**Search for a Patient**

**STEP 1**
Verify that the "Search Type" is set to "MPI" and the "Patient ID" is set to "HCN".

**STEP 2**
Enter the patient's HCN into the "Patient Identifier" box and click "Search".

**STEP 3**
If the HCN is valid* and the Patient has records in SHARE**, then their name will display below.

**STEP 4**
Verify that you have the correct patient (check Name and Date of Birth).

**STEP 5**
Click on their name - this will take you directly to the "Results" tab.

*If the patient’s name does not appear, verify that you have typed their HCN correctly.

**Not all patients have records in SHARE. If their HCN has been entered correctly but nothing comes up it is possible that they have not had any lab results entered into SHARE. If you know that they have had lab work done recently which should be in SHARE but results do not appear, attempt the second HCN. If that also does not work, call the Service Desk to verify that your access is correct."
Change Results Settings

The “Results” tab will default to show results from the last 30 days; if you would like to change this to show more or less:

STEP 1
Select the "edit" button above the "Results Viewer"

STEP 2
Scroll down the page until you see "Display Options" select the "Start on and Go Back" box

STEP 3
Type in your desired number of days to display (between 1 and 9999)

STEP 4
Select "Save" - this will bring you back to the "Results Viewer" tab

Enter the amount of days you wish to view results for (from today’s date, "go back" 1-9999 days) then click “Refresh”

You can also change the default settings (for example: if you know you will always want to view at least 90 days of history you can set SHARE to automatically show that):

Introduction to the SHARE Clinical Portal v1.0 (June 11, 2015)
**Viewing Lab Results/Results**

After you select the patient record you will be directed to the ‘Results’ tab (See below).

To the left of each result in the “Results Viewer” section you may see coloured flags – each flag’s meaning is explained below:

- **V**
  - You have viewed the result.
- **New**
  - New result that you have not yet viewed; after you have viewed the result, the icon is removed.
- **SIA**
  - Significant or Abnormal result that you have not yet viewed.
- **SIA**
  - Significant or Abnormal result that you have viewed.
- **Pan**
  - Panic-status result that you have not yet viewed.
- **Pan**
  - Panic-status result that you have viewed.

The Patient’s information will display at the top of the page.

If you changed the date range the correct number will display here.
To view a specific result simply click on the hyperlink (blue underlined) title in the “Item” column.

You will be redirected to the Lab result (see below). If you would like further details, select the “Test” link* and a separate window will open to give you more details about the test result.

*Not all tests have this option, some will display all of the relevant information immediately.

You can sort and filter your results in the Results Viewer by clicking on the title of any of the columns. A small black arrow will appear beside the name – if it is pointing up then your list has been sorted in Ascending Order by the contents of that column; if it is pointing down it has been sorted in Descending Order.

To go back to your “Results Viewer” list either click on the “Results List” button at the top left hand side of the lab result or click on the “Results” tab at the top of the page.

**Do NOT navigate in the SHARE Portal with the browsers’ “Back” and “Forward” buttons. You will be taken out of the portal.**
If you would like to search for a specific type of lab result:

1. Go to the "Item Search" box
2. Type the result/lab test you want to find*
3. Select "Refresh"

*Sometimes SHARE test result names are not specific or the same as what you would expect. You may have to make your search vague or scroll through to see how that test is named before filtering by item. Any Item Search in SHARE brings up any result with the text you have typed in the result title (e.g., if you type “GLU” into the Item Search you will see results for anything with “GLU” in the name – “GLUCOSE”, etc)

**CONFIRM YOUR ACCOUNT SETUP**

If you have been able to search for and find your patient, have been taken to the results tab, and if your SHARE Desktop looks the same as the image above let your Pharmacy Owner/Manager know so they can confirm your account setup with the Department of Health and Wellness.

The information provided after this point is for your reference.
**OTHER TABS**

**Facesheet**
This section hosts the demographic information for your patient from every visit recorded in SHARE – displaying the most recent visit initially or the current visit you are viewing.
This section is helpful, for example, if you are having a hard time contacting your patient and want to verify that their phone number is correct in your records.

![Facesheet screenshot](image)

** Abbreviation Guide **
The “Abbreviation Guide” tab lists all of the abbreviations in SHARE results and lists and what they stand for (e.g., site, hospital, health district codes).

![Abbreviation Guide screenshot](image)

**Helpful Tips**
This section holds the data scope, outlining how far back the results in SHARE will go – 2010 for Halifax and IWK, 2012 for all other areas of Nova Scotia.

![Helpful Tips screenshot](image)
Communication

In this section you will see updates and information from the SHARE technical and project teams regarding the SHARE Clinical Portal. This could include information about new features, updates on major issues or resolutions, etc.

My Page

This is a customizable page to use as a resource for yourself in SHARE.

It includes a “Favourites” section to save useful links directly in SHARE to avoid closing out or minimizing SHARE while performing a search.

There is also a comments box in this tab – comments or suggestions entered here go directly to the technical team and can be made anonymous (select the “anonymous” box below the text box).

Site Controls

This section allows to you navigate around the SHARE Portal and change certain settings including your Password.
The Print option is at the top of every “box” or section in SHARE. To print a result or a section within SHARE for reference simply open that result (or scroll to the section you want) and scroll to the top* of that section – the green bar with the title – and select the “print” icon.

A printer properties window will open. Verify that the correct printer is selected and print the section.

*The print option will print everything in the section below the icon on the screen. Make sure that you select the correct print icon.
To protect patient privacy and avoid unauthorized persons accessing the information available in SHARE you must log out whenever you are finished with SHARE.

To close your session in SHARE all you have to do is select the “log out” button at the top of your page.

**NOTE:** Do not select “suspend” or close your browser window to exit.

In order to avoid leaving your session logged in accidentally, you can go the “Site Controls” and select “My Preferences” to change the settings to automatically log-out if you have been inactive or away from your computer for 5 or 10 minutes.

**RESOURCES and TROUBLESHOOTING**

If you are experiencing issues with SHARE or your access (i.e., forgot password, or have been locked out) contact the **Service Desk** at **1-866-224-2555**.

There are also resources available through SHARE directly on the “My Page” tab. Select “SHARE FAQs” document.