

## ClinicFlow Technical Support Guide

### Support Contact Hours

Our support desk is available to assist you with technical issues related to ClinicFlow during the following hours\*:

<b>Monday - Friday**</b>
8am - 5pm*

\* Note that all times are in EST and the support desk is closed on Statutory holidays.

\*\* Weekend support is available as an add-on. If weekend support is requested, CANImmunize requires at least two-weeks advance notice.

### Ways to Contact Support

You can contact our ClinicFlow support desk by phone, chat, or email.

Contact Method	Details
Phone number	Major Incident line: +1 (647) 931-6763
Email	kcfsupport@canimmunize.ca
Chat	You can also reach ClinicFlow support agents via chat, located in the bottom right corner of the Admin Console.

### Who Can Contact Support?

CANImmunize support agents support Admin Console and ClinicMode users. They do not offer support services for the public.

### A note about Personal Health Information


When contacting ClinicFlow support, please do **NOT** transmit personal health information via email

or chat. If you need to inquire about a particular patient, please follow the following steps so that our agent can assist you:

1. Log in to the Admin Console and navigate to the "Repository" tab.
2. Enter the name of the patient and click on their profile.
3. Click "Copy ID" in the top left corner. This is referred to as the patient ID and can be safely transmitted via email or chat so that a support agent can assist you with a particular patient.

PATIENT

← **English-Test, Katie** Edit Delete

Copy ID 

**Patient Info**

First Name	Katie	Last Name	English-Test	Preferred Name	
Date of Birth	January 2, 2022 (2 years old)	Gender	Male	Pronoun	
Health Card Number	9784956741 (ON)	Email	<a href="mailto:kathryn+katie@canimmunize.ca">kathryn+katie@canimmunize.ca</a>	Phone	(646) 565-6565
Address	Street City L1L1L1	Managing Organization	Training Organization - KCF		