

Frequently Asked Questions (FAQ) user guide

Welcome to the Frequently Asked Questions page

The Frequently Asked Questions (FAQ) page is a tool that allows all users of the MSI platform to either:

- Find the answer to your question directly in the FAQ page
- Ask questions to the MSI team directly on the platform

There are three available options:

1. Questions on content of OCMs
2. Technical questions
3. Subscription questions

The following guide allows you to discover the best way to make use of the FAQ page.

We hope this tool is helpful,

The MSI team

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Using the Frequently Asked Question tool

1. Go to the MSI Home page
2. Click on the following tab situated on the right side of your screen:



3. The following page will appear:

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OPTION # 1: CLINICAL QUESTIONS

4. Click on the circle to the left of the category labeled “Clinical” (see →)

5. A red text box will appear. Take note of points 1 to 3 since these could answer your question

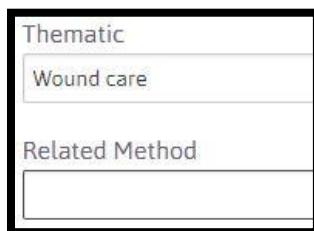
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6. To submit a question, click on the arrow  . A drop-down list will appear below the search bar. Browse this list to find the theme you are searching for

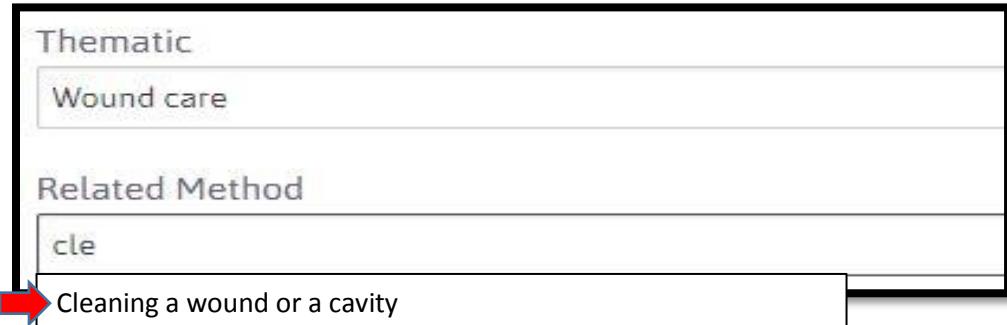


7. The “Related Method” search bar will appear. Click on the search bar and enter the first few letters of the OCM title that relate to your question

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8. A drop-down list will appear below the search bar. Browse this list to find the OCM you are looking for



9. If the OCM you are looking for

- Is in the drop-down list: Select it by clicking on its title
- Is not in the drop-down list:
 - Add one or more keywords
 - OR change keywords

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- 10.** Once the OCM has been selected, the search bar “Question” will appear. Type in your question

A screenshot of a search bar interface. The top part is labeled "Question". Below it is a text input field containing the question "Why must we clean around the wound before pouring the solution?".

- 11.** Then click on the following tab to launch the search:



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- 12.** If your question

- Generates answers: Check and see if they are suitable. If there are many answers, you may sort them by relevance by clicking on the

arrow next to the word “Relevance” (see)



- Does not generate the answer you are looking for: Click on the following tab:



- 13.** A form will appear. Complete the mandatory sections marked with an asterisk. In “Question description”, specify the OCM section where the information related to your question is located

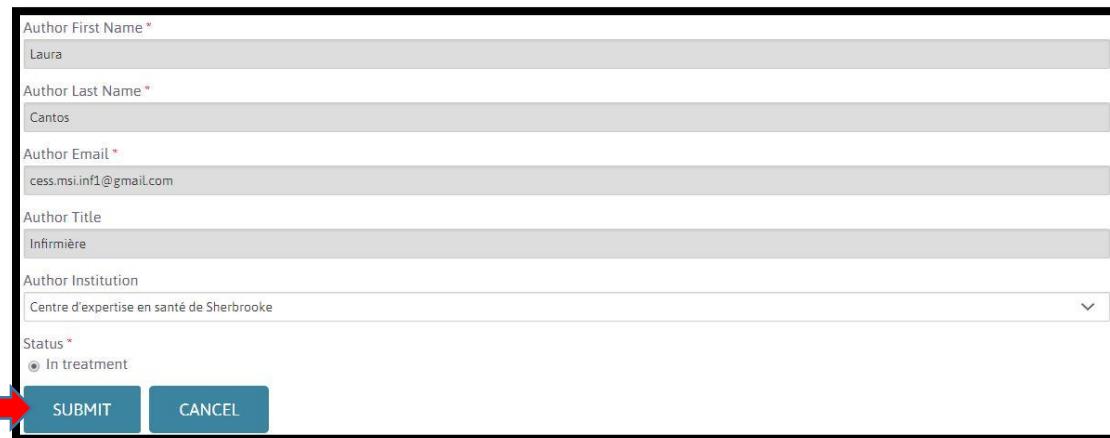
A screenshot of a form for submitting a question. The form includes the following fields:

- Question category *:
Clinical (radio button selected), Technical, Subscription
- Theme *:
Wound care
- Related Method:
Cleaning a wound or a cavity (61966)
- Question *:
Why must we clean around the wound before pouring the solution?
- Question Description:
See Procedure section, executory steps: Pouring the solution

At the bottom of the form is a large, empty text area for additional notes.

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14. Once the form is complete, click on “Submit” (see 



Author First Name *
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Author Title
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Status *
 In treatment

SUBMIT **CANCEL**

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15. You will be redirected to the Homepage. A message stating that your question has been submitted will appear above “Search criteria”



16. The MSI team will receive an e-mail informing them that a question has been submitted

- The team has 3 working days to answer you
- OR if this deadline cannot be respected, an email will be sent to you with the reason for the delay

17. The team will send you an e-mail containing either:

- A request for further clarification
- The answer to your question

18. Click on “[here](#)” in the e-mail to view the required clarification or the answer to your question.

- You have 14 days to accept the answer. Once this delay has expired, we will consider our answer as accepted and it will be made available in the FAQ section

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OPTION # 2: TECHNICAL QUESTIONS

19. Proceed with steps 1 to 3

20. Click on the circle to the left of the word “Technical” (see 



The screenshot shows a search interface for 'Frequently Asked Questions'. At the top, it says 'Question category' with three options: 'Clinical' (radio button selected), 'Technical' (radio button highlighted with a red arrow), and 'Subscription'. Below the search bar, there is a message: 'Select options and submit search to view results.'

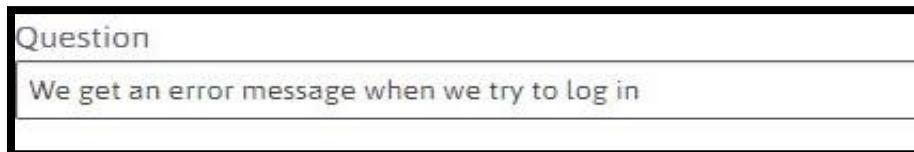
6

21. To submit a question, click on the arrow  . A drop-down list will appear below the search bar. Browse this list to find the type of question you wish to ask



The screenshot shows a search interface with a dropdown arrow icon. A red arrow points to the arrow icon. The dropdown menu is currently closed.

22. Once the question type is selected, the “Question” search bar will appear. Type in your question



The screenshot shows a search interface with a question input field. The field contains the text: 'We get an error message when we try to log in'.

23. Then click on the following tab to launch the search:



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24. If your question

- Generates answers: Check and see if they are suitable. If there are many answers, you may sort them by relevance by clicking on the

arrow  next to the word “Relevance” (see 



- Does not generate the answer you are looking for: Click on the following tab:



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25. A form will appear. Complete the mandatory sections marked with an asterisk. The “Question description” section allows you to add information

Question category *

Clinical Technical Subscription

Type *

Connexion

Question *

We get an error message when we try to log in

Question Description

Happens when trying to log in with or without a password

26. Once the form is complete, click on “Submit” (voir

Author First Name *

Laura

Author Last Name *

Cantos

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Author Title

Infirmière

Author Institution

Centre d'expertise en santé de Sherbrooke

Status *

In treatment

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27. You will be re-directed to the Homepage. A message stating that your question has been submitted will appear above “Search Criteria”



28. The MSI team will receive an e-mail informing them that a question has been submitted

- The team has 3 working days to answer you
- OR if this deadline cannot be respected, an email will be sent to you with the reason for the delay

29. The team will send you an e-mail containing either:

- A request for further clarification
- The answer to your question

30. Click on “[here](#)” in the e-mail to view the required clarification or the answer to your question

- You have 14 days to accept the answer. Once this delay has expired, we will consider our answer as accepted and it will be made available in the FAQ section

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OPTION # 3: MEMBERSHIP QUESTIONS

31. Proceed with steps 1 to 3

32. Click on the circle to the left of the word “Subscription” (see 



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33. The "Question" search bar will appear. Add your question

34. Then click on the following tab to launch the search:



35. If your question

- Generates answers: Check and see if they are suitable. If there are many answers, you may sort them by relevance by clicking on the



next to the word “Relevance” (see 



- Does not generate the answer you are looking for: Click on the following tab:



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36. A form will appear. Complete the mandatory sections marked with an asterisk. The “Question description” section allows you to add information



Question category *

Clinical Technical Subscription

Question *

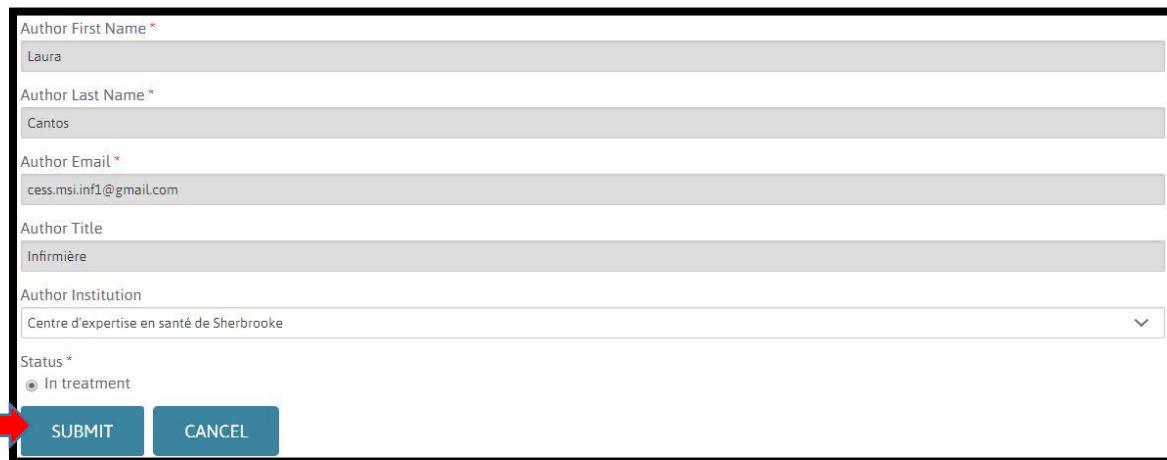
What is the price for a private business?

Question Description

We are a facility that cares for the elderly.

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37. Once the form is complete, click on “Submit” (see →)



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Status *

In treatment

SUBMIT CANCEL

38. You will be re-directed to the Homepage. A message stating that your question has been submitted will appear above “Search Criteria”



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39. The MSI team will receive an e-mail informing them that a question has been submitted

- The team has 3 working days to answer you.
- OR if this deadline cannot be respected, an email will be sent to you with the reason for the delay

40. The team will send you an e-mail containing either:

- A request for further clarification
- The answer to your question

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41. Click on “[here](#)” in the e-mail to view the required clarification or the answer to your question

- You have 14 days to accept the answer. Once this delay has expired, we will consider our answer as accepted and it will be made available in the FAQ section