

# 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*

### Table of content:

Clinical questions	p. 2
Technical questions	p. 6
Membership questions	p. 9



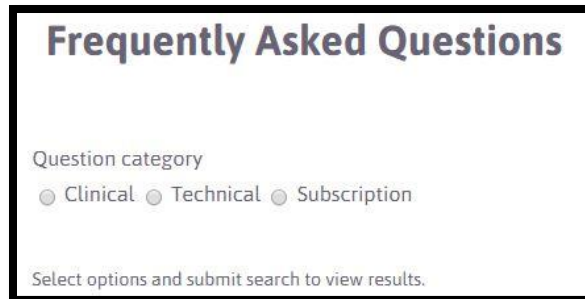
## Frequently Asked Questions (FAQ) user guide

### 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:




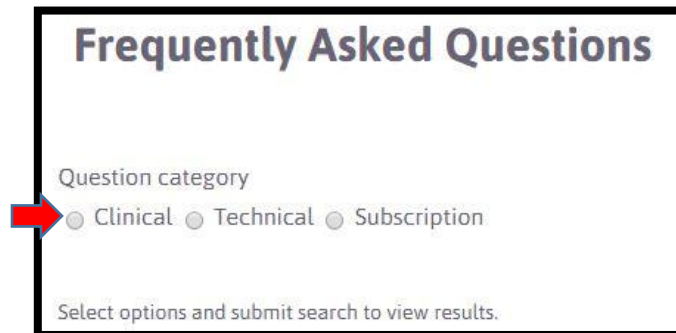
3. The following page will appear:



2

### 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



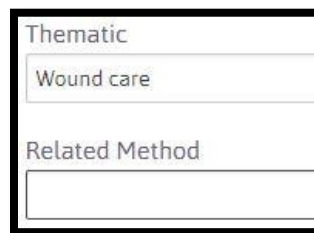
## Frequently Asked Questions (FAQ) user guide

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



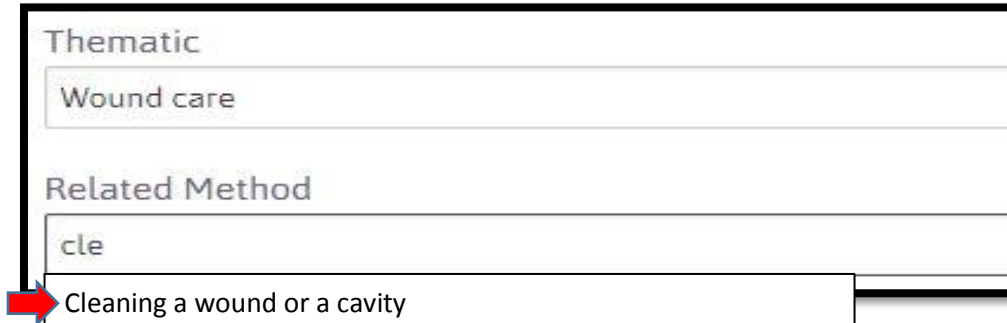
The screenshot shows a search bar with the text "Thematic" and "- Any -" below it. A red arrow points to a downward arrow icon on the right side of the search bar.

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



The screenshot shows a search bar with the text "Thematic" and "Wound care" below it. Below that, there is a section labeled "Related Method" with an empty search bar.

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



The screenshot shows a search bar with the text "Thematic" and "Wound care" below it. Below that, there is a section labeled "Related Method" with the text "cle" entered. A red arrow points to a dropdown menu below the search bar, which contains the text "Cleaning a wound or a cavity".

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

## Frequently Asked Questions (FAQ) user guide

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

Question

Why must we clean around the wound before pouring the solution?

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



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

Question category \*

Clinical  Technical  Subscription

Theme \*

Wound care

Related Method

Cleaning a wound or a cavity (61966)

Question \*

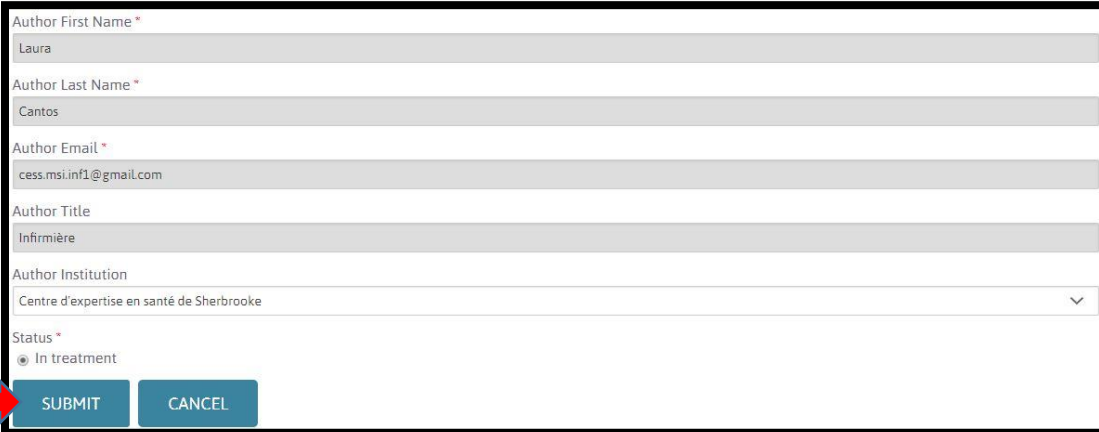
Why must we clean around the wound before pouring the solution?

Question Description

See Procedure section, executory steps: Pouring the solution

## Frequently Asked Questions (FAQ) user guide

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



The screenshot shows a form with the following fields:

- Author First Name \*: Laura
- Author Last Name \*: Cantos
- Author Email \*: ccess.msi.infl@gmail.com
- Author Title: Infirmière
- Author Institution: Centre d'expertise en santé de Sherbrooke
- Status \*:  In treatment

At the bottom, there are two buttons: **SUBMIT** and **CANCEL**. A red arrow points to the SUBMIT button.

5

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.

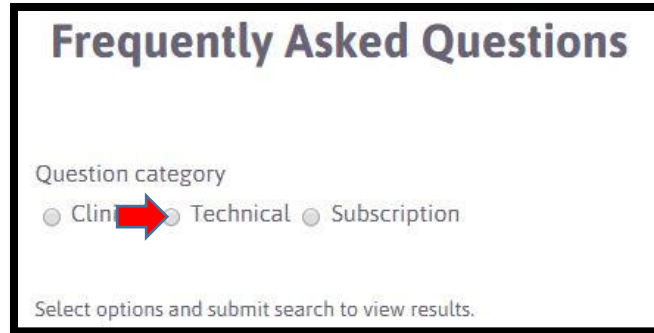
- You have 14 days to accept the answer. Once this delay has expired, we will consider our answer as accepted and it will be made available in the FAQ section

## Frequently Asked Questions (FAQ) user guide

### OPTION # 2: TECHNICAL QUESTIONS

19. Proceed with steps 1 to 3

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




**Frequently Asked Questions**

Question category

Clinical   Technical  Subscription

Select options and submit search to view results.

6

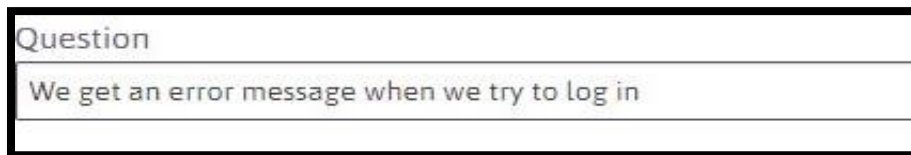
21. To submit a question, click on the arrow . A drop-down list will appear below the search bar. Browse this list to find the type of question you wish to ask



Type

- Any - 

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



Question

We get an error message when we try to log in



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



## Frequently Asked Questions (FAQ) user guide

### 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 )

Sort by Relevance 

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

MY QUESTION IS NOT ANSWERED

### 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

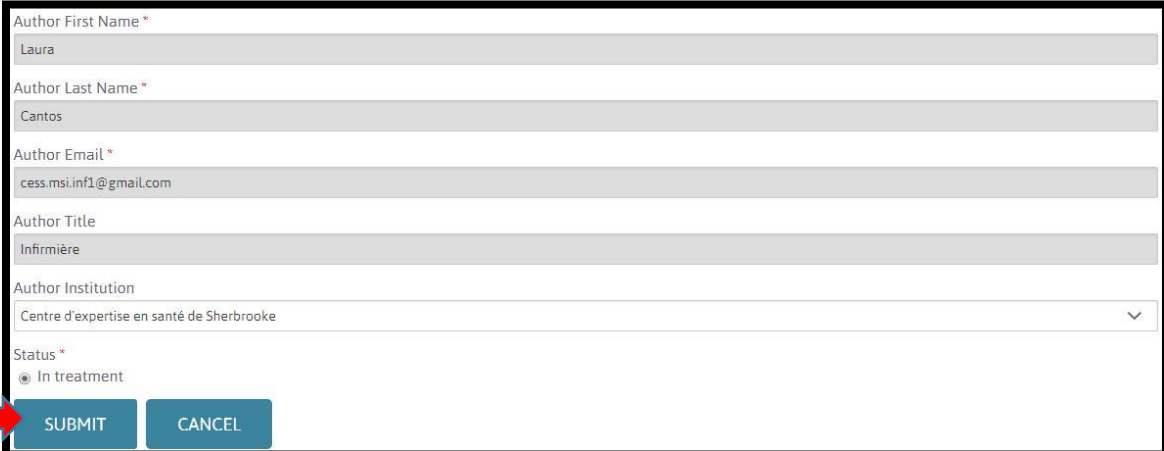
Question \*

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

Author Email \*

cess.msi.inf1@gmail.com

Author Title


Infirmière

Author Institution

Centre d'expertise en santé de Sherbrooke

Status \*

In treatment

 SUBMIT CANCEL

## Frequently Asked Questions (FAQ) user guide

**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

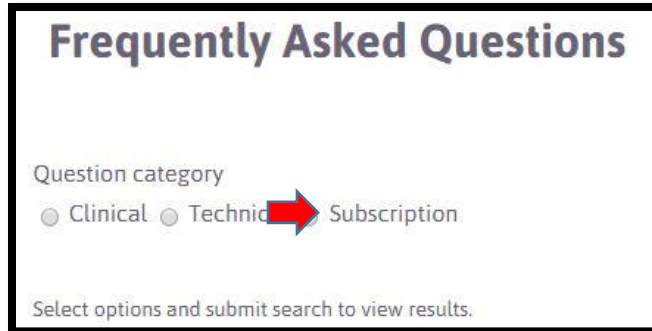


## Frequently Asked Questions (FAQ) user guide

### OPTION # 3: MEMBERSHIP QUESTIONS

31. Proceed with steps 1 to 3

32. Click on the circle to the left of the word "Subscription" (see )



Frequently Asked Questions

Question category

Clinical  Technic  Subscription

Select options and submit search to view results.

9

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



Question



What is the price for a private business?

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

arrow  next to the word "Relevance" (see )



Sort by Relevance

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



## Frequently Asked Questions (FAQ) user guide

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.

10

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

Author First Name \*

Laura

Author Last Name \*

Cantos

Author Email \*

cess.msi.inf1@gmail.com

Author Title


Infirmière

Author Institution

Centre d'expertise en santé de Sherbrooke

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”

Thanks for submitting your question. We will get back to you shortly.

Search criteria

## Frequently Asked Questions (FAQ) user guide

- 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
- 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