



Ncompass Navigation



Ncompass Navigation

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Introduction to Ncompass

Ncompass is an online scheduling tool designed for OTN Members to schedule and manage videoconferencing events. It's simple to use, secure and gives OTN Members access to the same scheduling information as OTN's Customer Care (Scheduling Services)

With Ncompass you can do the following:

- ✓ **Check your schedule for upcoming events;**
- ✓ **Get detailed information about events and participants in real-time;**
- ✓ **Leave electronic notes in your calendar for schedulers;**
- ✓ **Access manuals, forms and other online resources quickly;**
- ✓ **Generate activity reports for your site and region;**
- ✓ **Use Portal Calling features to connect your Point to Point events**



How to Log into Ncompass



One Account for all Telemedicine

OTN Credentials

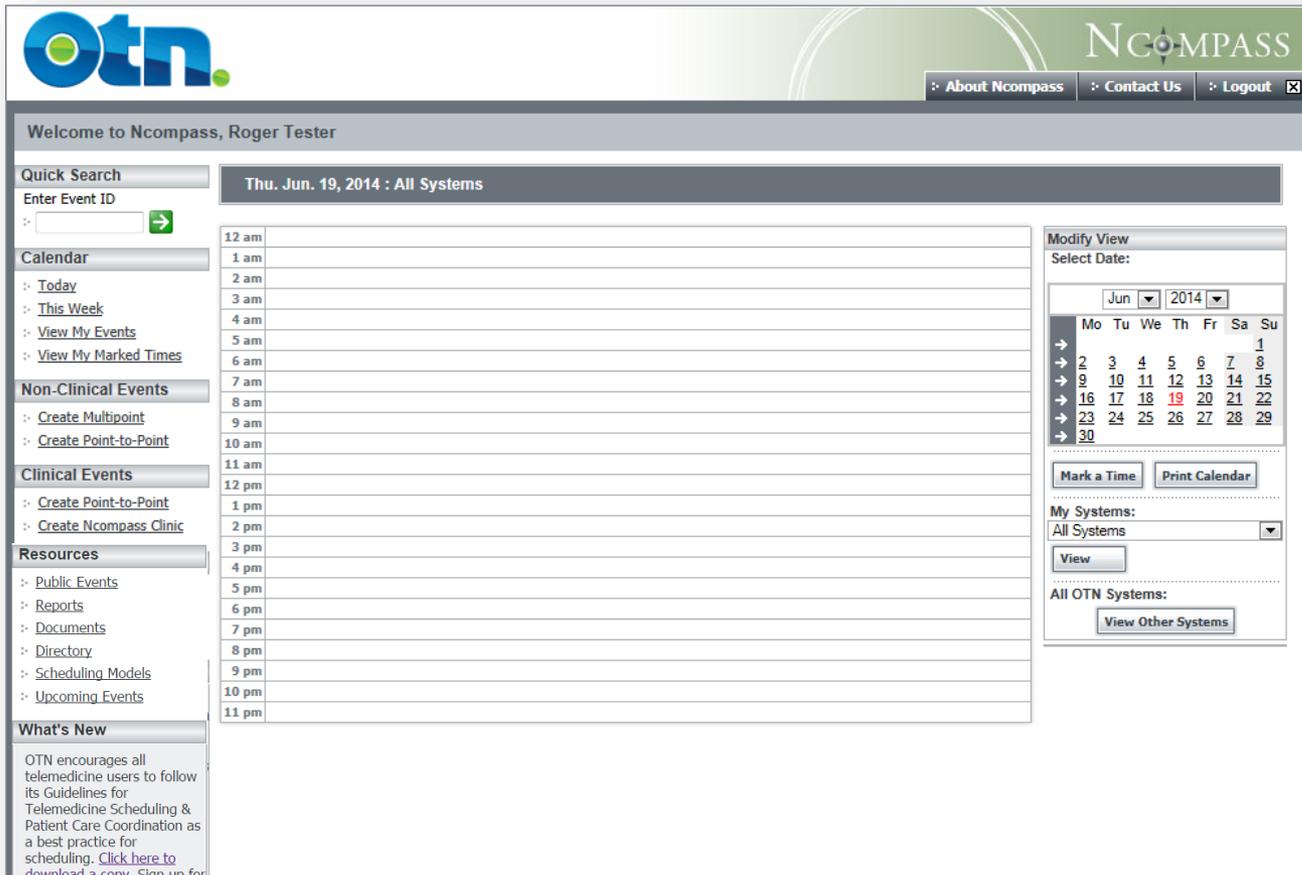
Password

[Forgot password?](#)

Sign In

Once trained and authorized, you can access Ncompass through the internet at: <https://schedule.otn.ca>. To bookmark the Ncompass Login page please click the “Bookmark Page” link

[1] Enter your Ncompass login credentials. Your User Name will be your first name, followed by a space, and then your last name. An initial password will be supplied to you by OTN and you will be prompted to change it the first time you log in. The new password must be at least 6 characters in length. You should never share your password with others.



The screenshot displays the Ncompass web application interface. At the top left is the OTN logo. The main header area includes the NCOMPASS logo and navigation links for 'About Ncompass', 'Contact Us', and 'Logout'. Below the header, a welcome message reads 'Welcome to Ncompass, Roger Tester'. The central area features a 'Quick Search' section with an 'Enter Event ID' input field and a search button. To the right of the search is a date and system filter: 'Thu. Jun. 19, 2014 : All Systems'. The main content is a calendar grid showing the time slots from 12 am to 11 pm. On the left side, there is a vertical navigation toolbar with several sections: 'Calendar' (Today, This Week, View My Events, View My Marked Times), 'Non-Clinical Events' (Create Multipoint, Create Point-to-Point), 'Clinical Events' (Create Point-to-Point, Create Ncompass Clinic), 'Resources' (Public Events, Reports, Documents, Directory, Scheduling Models, Upcoming Events), and 'What's New' (a notice about telemedicine guidelines). On the right side, there is a 'Modify View' section with a 'Select Date' calendar for June 2014, and 'My Systems' and 'All OTN Systems' dropdown menus with 'View' buttons.

[2] Once you login into Ncompass – this is your default system view which always opens to today date and all the events that are scheduled with your associated systems. The Main navigational toolbar appears on the left hand side of the calendar. This toolbar enables Ncompass users to access the features and functions in Ncompass. The toolbar remains on the screen when a selection is made, and the selection will appear to the right of the toolbar.

Calendar

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- ❖ [Today](#)
- ❖ [This Week](#)
- ❖ [View My Events](#)
- ❖ [View My Marked Times](#)

Non-Clinical Events

- ❖ [Create Multipoint](#)
- ❖ [Create Point-to-Point](#)

Clinical Events

- ❖ [Create Point-to-Point](#)
- ❖ [Create Ncompass Clinic](#)

[3] Below the Calendar heading are links that allow you to view the videoconferences you have today or for the week. The "View My Events" option will assist you in finding events that you are involved in or have created in Ncompass. The View My Marked Time link displays a page listing your marked time notes in chronological order for the month.

The Non-Clinical Events heading provides links for creating a multi point or point to point event. The Clinical Events Heading provides a link for scheduling Clinics.

How to Use the Ncompass Calendar

Modify View

Select Date:

Jun 2014

	Mo	Tu	We	Th	Fr	Sa	Su
→							1
→	2	3	4	5	6	7	8
→	9	10	11	12	13	14	15
→	16	17	18	19	20	21	22
→	23	24	25	26	27	28	29
→	30						

Mark a Time Print Calendar

My Systems:

All Systems

All Systems

Other System

TOR_OTN_0099_OTN_10

TOR_OTN_0099_TRIP_01

View

[4] The Modify View section, located at the right of the screen provides a drop-down menu that includes all the system addresses linked to your Ncompass profile. Select the system that you want to view from the drop down menu and [5] click the “View” button. Now you will be able to view the calendar details for a given system, which is displayed in the centre of the screen.

How to Use the Ncompass Calendar

Modify View

Select Date:

Jun 2014

	Mo	Tu	We	Th	Fr	Sa	Su
→							1
→	2	3	4	5	6	7	8
→	9	10	11	12	13	14	15
→	16	17	18	19	20	21	22
→	23	24	25	26	27	28	29
→	30						

Mark a Time Print Calendar

My Systems:

All Systems

View

All OTN Systems:

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View Other Systems

When organizing an event, it's helpful to view other sites calendars to determine whether their systems are already booked. This is similar to viewing other people's calendars in Outlook. You have the choice of viewing all the associated system calendars for a selected site or simply a specific system.

[6] The "View Other Systems" button, allows you to find other OTN members' system addresses. By clicking this button, you will be able to search other systems based on: site number, city, region and other variables.

How to Use the Ncompass Calendar

OTN ID

Name **7**

Site Class

Address

Postal Code

Region

City

Connection Type Off-Net IP Gateway Off-Net IP SBC Off-Net ISDN
 On-Net IP VPN-e On-Net IP VPN-s On-Net Routerless IP

Connection Speed Kbps

ISDN Number

Clinical Use Either Yes No

Administrative Use Either Yes No

Educational Use Either Yes No

Portal Calling Activated Either Yes No

System Status Active Being Tested Certified Decommissioned Failed Certification
 Inactive Not Cert Not in Use

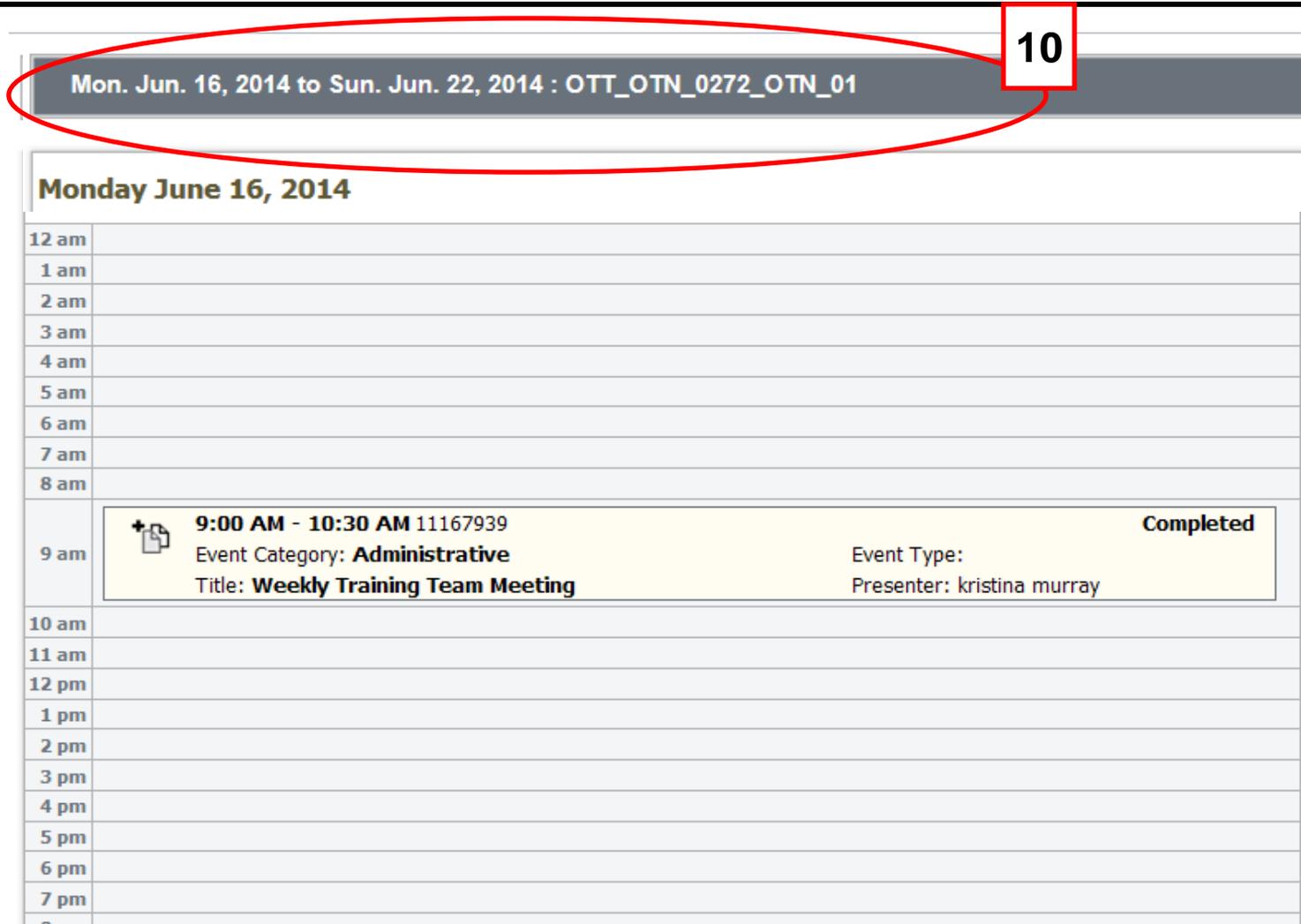
Notes contain

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[7] Type the site number in the “Name” field and [8] press the “Search” button located at the bottom of the screen. [9] Once you have selected the specific system from the search listing, you will notice that you return to the calendar view, but the system indicated at the top of the calendar is the one you selected on the search system page.

1 sites and 15 systems found. Please click on system name to select the system.

#	Name	City	System Status	Conn. Type	Conn. Speed	Clinical Admin. Edu.	Site Class
1.	Ontario Telemedicine Network (OTN) - Ottawa			-	-		Member
1.	OTT_OTN_0272_OTN_01, room: Riverview Main Boardroom	9	Active	On-Net IP VPN-s	512	✓	Member



The screenshot shows a calendar interface. At the top, a grey bar displays the date range "Mon. Jun. 16, 2014 to Sun. Jun. 22, 2014 : OTT_OTN_0272_OTN_01". A red oval highlights this bar, and a red box with the number "10" is positioned to its right. Below the date range, the calendar is set to "Monday June 16, 2014". The time slots range from 12 am to 8 pm. An event is scheduled for 9 am, titled "Weekly Training Team Meeting", with a category of "Administrative" and a presenter of "kristina murray". The event status is "Completed".

Time	Event
12 am	
1 am	
2 am	
3 am	
4 am	
5 am	
6 am	
7 am	
8 am	
9 am	9:00 AM - 10:30 AM 11167939 Completed Event Category: Administrative Event Type: Title: Weekly Training Team Meeting Presenter: kristina murray
10 am	
11 am	
12 pm	
1 pm	
2 pm	
3 pm	
4 pm	
5 pm	
6 pm	
7 pm	
8 pm	

[10] This is particularly useful if you are booking an event and you need to check to see if the system is already booked event.

Modify View

Select Date:

Jun 2014

	Mo	Tu	We	Th	Fr	Sa	Su
→							1
→	2	3	4	5	6	7	8
→	12	10	11	12	13	11	15
→	23	24	25	26	27	28	29
→	30						

Print Calendar

My Systems:

Other System

View

All OTN Systems:

View Other Systems

[11] By navigating to the right of the screen you can select a specific day by clicking on the calendar day. The selected day will now be displayed in the main calendar. There are two ways that you can view a week's activity at a time. [12] Firstly, choose a given week by selecting the horizontal arrow in front of the week or use the THIS WEEK link. You are able to locate days or weeks in previous months and years by using the drop down menu.



How to Find an Event in Ncompass

Thu. Sep. 04, 2014 : All Systems

12 am	
1 am	
2 am	
3 am	
4 am	
5 am	
6 am	
7 am	
8 am	
9 am	
10 am	
11 am	
12 pm	<div data-bbox="948 639 1031 736">13</div> <div data-bbox="115 719 1141 868"><p>12:00 PM - 12:45 PM 36056118 TOR_OTN_0099_TRNG_01 Event Category: Educational Event Type: Other (required to free text) Event Title: OTN Best Practices Lunch Learn - Personal Vid Presenter: Roger Kenchington Systems In Event: TOR_OTN_0099_TRNG_01, TOR_OTN_0099_OTN_18</p></div>
1 pm	
2 pm	
3 pm	
4 pm	
5 pm	
6 pm	
7 pm	
8 pm	
9 pm	
10 pm	
11 pm	

[13] You can view the details of your events by selecting them directly from your calendar. To open the details page, hover your mouse over the event and click the event.

The screenshot shows the Ncompass interface with a red circle highlighting the 'Event Details' section. The event information includes:

- Date:** Sep 04, 2014 - 12:00 to 12:45 (no setup time)
- Event Title:** OTN Best Practices Lunch Learn - Personal Videoconferencing (PCVC)
- Event Description:** The session will cover the practical aspects of scheduling a consultation, using the Personal Videoconferencing application, demonstrate a clinical consultation in action and outline the keys steps involved in running successful telemedicine events. A PDF guide with handy checklists will also be included with the training.
- Event Type:** Other
- Other Description:** Personal Videoconferencing Lunch and Learn
- Presenter(s):** Roger Kenchington
- Requestor:** Andrew Morgan
- Req. Contact:** 4164464110x4288, amorgan@otn.ca
- Initiating System:** Host
- Start Call Automatic:** Yes
- Participating Systems:**
 - Allowed to Attend: 25
 - Currently Registered: 1
 - Still Available: 24
 - Space Available: "24" slots are available
 - Registration deadline: Sep 04, 2014
 - Access: Participants can self-register
 - Category: Educational
 - Conference Mode: Participant View: Full Screen Layout
 - Host View: Full Screen Layout
 - Webcast Status: Not Webcast
- Event URL:** [Event URL](#)

Registered Systems

Site Name	System Name
Host	Ontario Telemedicine Network (OTN) - Toronto
	TOR_OTN_0099_TRNG_01

Participant Systems:

Site Name	System Name	Contact Name	Contact Info	Cal	Unreg
Ontario Telemedicine Network (OTN) - Toronto	TOR_OTN_0099_OTN_18	Hugh Kellam	hkellam@otn.ca 613 454 7841		

Requestor Details

Note: If you need help or you need to deregister, please contact the event requestor

Requestor Name: Andrew Morgan
 Requestor Email: amorgan@otn.ca
 Requestor Fax:
 Requestor Telephone: 4164464110x4288

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[14] The event details provides the following information:

1. Start and End time (including set-up time)
2. Event Number
3. System(s) involved
4. Status (i.e Scheduled, Canceled)
5. Event Category (i.e. Educational, Administrative, Clinical, Clinic)
6. Event Type (i.e. Speech Therapy)
7. Title (for non-clinical events)
8. Patient Name (if authorized)
9. Presenter (for non-clinical events)
10. Consultant (for clinical events)

How to Find an Event in Ncompass

Event Finder

Association with Event:

- Creator
- Host or Patient Site
- Participant or Consultant Site
- All associated events

Scheduled Date range

From:
24 August 2014 To: 24 September 2015

Events Starting Between:
[] and []
(24 Hour Format, HHMM)

Created Date Range

From:
-- -- -- To: -- -- --

My Systems:
All Systems

Patient Name:
[] []

Consultant Name:
[] []

Event Category:

- Clinical
- Non-clinical
- Either

Event Status:

- Unscheduled
- Scheduled
- Cancelled
- All statuses

Total Clinic Patient Count:

- Zero
- More Than Zero
- Either

Scheduled By:

- Self-scheduled (TMCs)
- Requested events (Central Scheduling Services)
- Either

Published Events:

- Published
- Unpublished
- Either

[15] Once you select "View My Events" link, your page will reload and display all your associated events for the next 30 days. Both clinical and non-clinical events are displayed on the "My Events" page. The Event Finder located on the right hand side allows you to customize the information that is displayed based on the filters selected. Make the appropriate changes to the settings provided and [16] click the "Update List" button. The changes you make are temporary, and your screen will revert back to the original view when you return using the "View My Events" link.

How to Find an Event in Ncompass

Welcome to Ncompass, Roger Kenchington

Calendar

- Today
- This Week
- View My Events

Non-Clinical Events

- Create Multipoint
- Create Point-to-Point

Clinical Events

Requests

- Request Clinical
- Request Non-Clinical
- View Saved Requests
- View Sent Requests

Resources

- Public Events
- Reports
- Documents

Message of the day

What's New: Effective June 4th, 2010 the cutoff time for users creating, modifying and/or registering for multipoint events will be extended to 3p.m.

My Upcoming Non-Clinical Events

AUGUST 2010 17

Private Event	Completed
EVENT DATE: Mon, Aug 23 09:00-10:30	EVENT #: 11167939
CHAIR / PRESENTER: kristina murray	EVENT CATEGORY: ADMINISTRATIVE
EVENT TITLE: Weekly Training Team Meeting	
YOUR SYSTEM(S): TOR_OTN_0099_OTN_10	

Private Event	Completed
EVENT DATE: Mon, Aug 23 10:00-11:30	EVENT #: 12692327
CHAIR / PRESENTER: Roger Kenchington	EVENT CATEGORY: EDUCATIONAL
EVENT TITLE: OTN Training	
YOUR SYSTEM(S): TOR_OTN_0099_TRNG_01	

Private Event	Completed
EVENT DATE: Tue, Aug 24 14:00-15:30	EVENT #: 12708548
CHAIR / PRESENTER: Roger Kenchington	EVENT CATEGORY: EDUCATIONAL
EVENT TITLE: OTN Training	
YOUR SYSTEM(S): TOR_OTN_0099_TRNG_01	

Private Event	Cancelled
EVENT DATE: Wed, Aug 25 10:00-10:30	EVENT #: 11209174
CHAIR / PRESENTER: Joy Harris	EVENT CATEGORY: ADMINISTRATIVE
EVENT TITLE: S.W.A.T. Clinical Team bi weekly meeting	
YOUR SYSTEM(S): TOR_OTN_0099_OTN_10	

Event Finder

Print All

Association with Event:

- Creator
- Host or Patient Site
- Participant or Consultant Site
- All associated events

Scheduled Date range

From: 24 August 2014 To: 24 September 2015

Events Starting Between: [] and [] (24 Hour Format, HHMM)

Created Date Range

From: -- -- -- To: -- -- --

My Systems: All Systems

Patient Name: [] []

Consultant Name: [] []

[17] Both clinical and non-clinical events are displayed on the "My Events" page. Scheduled events are displayed in green. Unscheduled events are displayed in yellow. Cancelled events are displayed in red.

How to Mark Time in the Calendar

Modify View
Select Date:

Jun 2014

	Mo	Tu	We	Th	Fr	Sa	Su
→							1
→	2	3	4	5	6	7	8
→	9	10	11	12	13	14	15
→	16	17	18	19	20	21	22
→	23	24	25	26	27	28	29
→	30						

18

Mark a Time **Print Calendar**

My Systems:
All Systems

View

All OTN Systems:
View Other Systems

[18] Ncompass users can communicate whether their system is or is not available by marking time in their calendar. The “Mark a Time” button allows you to write any notes on your calendar regarding a specific system.

By selecting a date on the calendar and clicking on the “Mark a Time” button, you are able to provide a subject title, time, status and notes for a specific system on a given day and time.

How to Mark Time in the Calendar

CREATE A MARKED TIME

SUBJECT:

OTN Training Meeting

19

SYSTEM:

TOR_OTN_0099_OTN_10

TOR_OTN_0099_TRNG_01

MARKED TIME STATUS:

Reserved

DATE:

18-06-2014

dd-mm-yyyy

START TIME:

1600

24 hour format: hhmm

END TIME:

1700

PUBLIC NOTES:

I intend to use both the training room and videoconference system at this time.

PRIVATE NOTES :

Please contact Hugh and Andrew.

MAKE REOCCURRING :



20

Submit Marked Time

[19] Complete the subject field and select the system that you want to write a note for. Mark the status of the system and complete the start and end time fields.

If you write a note in the Public note field, anyone will be able to read the note. Private Notes are visible only to you, those attached to your system and to any member of the OTN Scheduling team.

If you click on the “Make Recurring” checkbox, you have some additional fields to complete. Select how often the note will recur. The choices are daily, weekly or monthly. You will also need to Input the amount occurrences you want before the notes stop. [20] Click the “Submit Marked Time” to finalize.

Marked Time Status

Status	Description
Available	System is available for clinical, educational and administrative events.
Available for Non-Clinical Events	System is available only for administrative or educational events.
System Closed	<p>System is not available for any events (i.e. system broken, system not in use for specific period of time, etc.).</p> <p>Note: If you mark a system this way, no one else can book this system into an event.</p>
Reserved	<p>System is reserved for use (i.e. "on hold" for an event).</p> <p>Note: If you mark a system this way, another user can still schedule this system into another event. If you see this label on a system, please check with the user who marked this system as "reserved" before booking this system into another event.</p>
Resources Unavailable	System is available, but there are no human resources available for use with this system (i.e. no nurse or telemedicine coordinator resources available).



How to Mark Time in the Calendar

8 am	
9 am	
10 am	10:00 AM - 11:00 AM Reserved TOR_OTN_0099_TRNG_01
11 am	
12 pm	
1 pm	
2 pm	
3 pm	
4 pm	4:00 PM - 5:00 PM Reserved TOR_OTN_0099_TRNG_01
5 pm	
6 pm	
7 pm	
8 pm	
9 pm	
10 pm	
11 pm	

21

[21] If you go back to your specific system calendar, you will see that the time has been marked. Click on the marked component to view specific notes.

The screenshot shows a web interface with a sidebar on the left and a main content area on the right. The sidebar contains three sections: 'Quick Search' with an input field and a green arrow button; 'Calendar' with links for 'Today', 'This Week', 'View My Events', and 'View My Marked Times' (circled in red with a red box containing the number 22); and 'Non-Clinical Events' with links for 'Create Multipoint' and 'Create Point-to-Point'. The main content area is titled 'My Upcoming Marked Times' and displays a table of reserved times.

Date	Time Range	Status
Fri, Jun 20	18:00PM - 19:00PM	Reserved
Fri, Jun 27	18:00PM - 19:00PM	Reserved
Fri, Jul 04	18:00PM - 19:00PM	Reserved
Fri, Jul 11	18:00PM - 19:00PM	Reserved
Fri, Jul 18	18:00PM - 19:00PM	Reserved

[22] By clicking the View My Marked Time link a page appears listing your marked times chronologically for the month. You can search through your marked times notes using the Marked Times Finder.

Resources

- ∴ [Public Events](#) **23**
- ∴ [Reports](#)
- ∴ [Documents](#)
- ∴ [Directory](#)
- ∴ [Scheduling Models](#)
- ∴ [Upcoming Events](#)

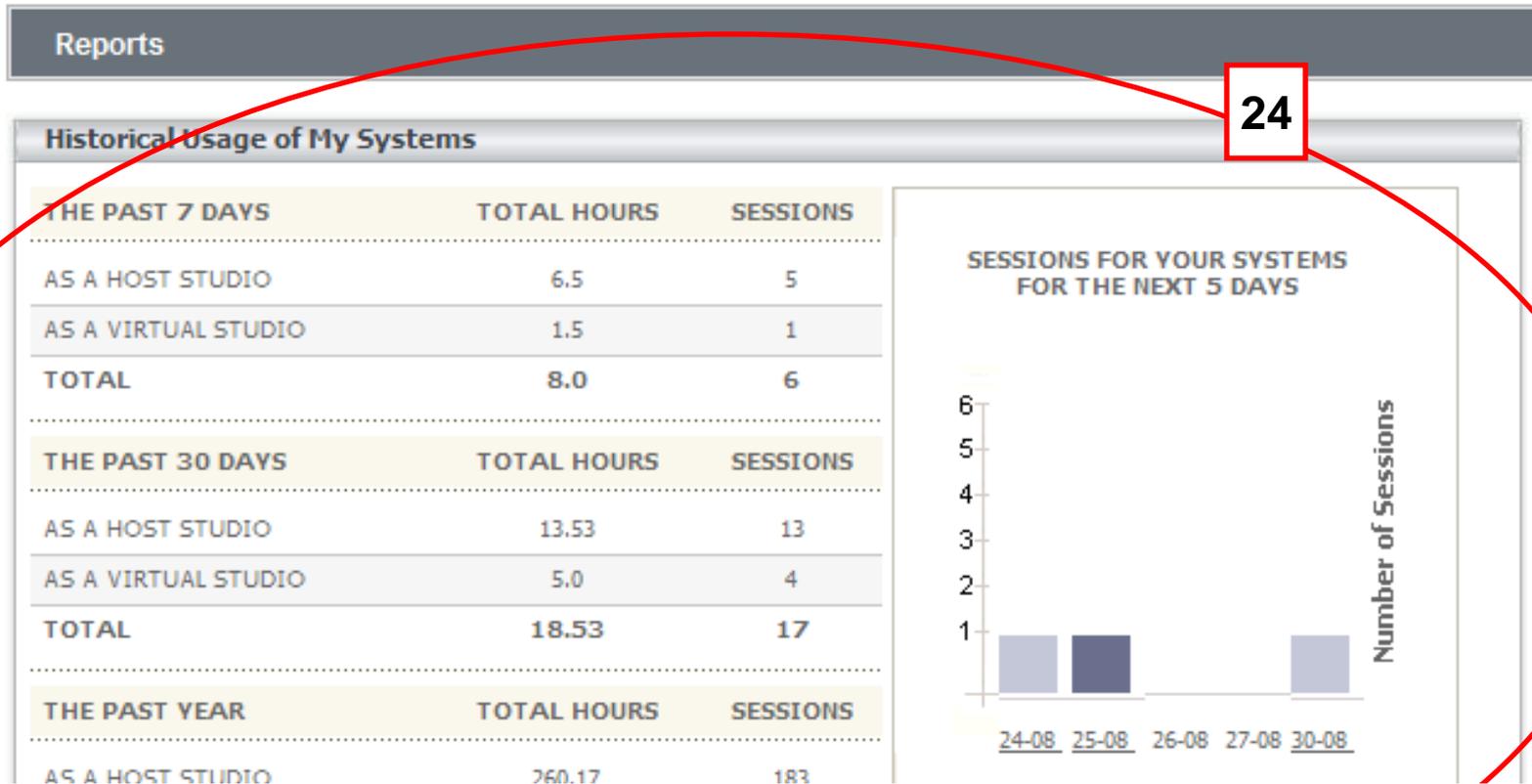
What's New

OTN encourages all telemedicine users to follow its Guidelines for Telemedicine Scheduling & Patient Care Coordination as a best practice for scheduling. [Click here to download a copy.](#) Sign up for our [Lunch n Learn](#) Sessions to know more about our new Ncompass enhancements and scheduling guidelines

[23] There are several reports available to you in Ncompass. To select the reports click on “Reports” under the “Resource” heading in your Main navigational toolbar.

The Document section of Ncompass is where we house our manuals and other important links to various areas on our website. We will also direct you to this section when upgrade training is required. To select the documents section click on “Documents”.

Below the Resources heading is a “Message of the day” to keep



[24] The “Historical Usage of My System” section in the centre of the screen provides a snapshot of all of the videoconferences in which you have participated. The Historical Usage report is broken down by the last 7 days, the last 30 days and the last year. It displays both the number of hours and number of sessions in which your systems have participated in videoconferences. This report will change daily.

Reports and Documents

The screenshot shows a 'Report Generator' window with three sections: 'Session Lists', 'Utilization Reports', and 'Systems To Report On'. Red circles and boxes highlight specific elements: a circle around the date range (24 August 2010) and the 'View Session List' button, and a box around the number '26' which is positioned over the 'View Session List' button. Another box around the number '25' is positioned over the 'View Session List' button.

Report Generator

Session Lists
View the Session List for the

Period of:

24 August 2010

To:

31 August 2010

View Session List

Utilization Reports
Report By:

Consultant

From:

1 August 2010

To:

24 August 2010

Generate Report

Systems To Report On

- TOR_OTN_0099_TRNG_01
- TOR_OTN_0099_OTN_10
- rkenchington

[25] The first type of report is called a Session List. To create a Session List, select the system and provide the date range. [26] Click the “View Session List” button to generate the report. The Session List provides specific details such as the time and date of the event, as well as the participating systems. Selecting it from the bar graph will display all events that all of your systems are participating in on that day. All systems will be included and all details about the events will appear with the exception being actual patient names.



Session List

Studios:

TOR_OTN_0099_TRNG_01, TOR_OTN_0099_OTN_10, rkenchington

Time of Printing: August 24, 2010 10:59 AM

For August 24, 2010 Through August 31, 2010

27

02:00 PM - 03:30 PM	<u>12708548</u>	Educational	Scheduled	<u>Roger Kenchington</u>	August 24, 2010
OTN Training					
Start Times Below Include Setup Time.					
Unknown Non-Clinical			Setup Time	Start	End
TOR_OTN_0099_TRNG_01 (Host Studio)			0	02:00 PM	03:30 PM
Participating Studios:					
<u>BAR_CCAC_0498_NSM_01</u>			0	same	same
01:00 PM - 02:30 PM	<u>12628097</u>	Educational	Scheduled	<u>Roger Kenchington</u>	August 25, 2010
OTN Training					
Start Times Below Include Setup Time.					
Unknown Non-Clinical			Setup Time	Start	End
TOR_OTN_0099_TRNG_01 (Host Studio)			0	01:00 PM	02:30 PM
Participating Studios:					
<u>HAM_HHSC_0147_HC_02</u>			0	same	same
<u>LON_OTN_0271_OTN_02</u>			0	same	same
09:00 AM - 10:30 AM	<u>11167952</u>	Administrative	Scheduled	<u>kristina murray</u>	August 30, 2010
Weekly Training Team Meeting					
Start Times Below Include Setup Time.					
Unknown Non-Clinical			Setup Time	Start	End
OTT_OTN_0272_OTN_01 (Host Studio)			0	09:00 AM	10:30 AM
Participating Studios:					
<u>TOR_OTN_0099_OTN_10</u>			0	same	same

[27] The Session List provides specific details such as the time and date of the event, as well as the participating systems.

Report Generator

Session Lists
View the Session List for the
Period of:
24 August 2010
To:
31 August 2010
[View Session List](#)

Utilization Reports
Report By:
Consultant
From:
1 August 2010
To:
24 August 2010
[Generate Report](#)

Systems To Report On
 TOR_OTN_0099_TRNG_01
 TOR_OTN_0099_OTN_10
 rkenchington

28

29

[28] The other type of report is called a Utilization Report. This type of report provides fewer details and more statistical information. To create this report, choose Service from the “Report By” drop-down menu. This selection allows you to view all the videoconferencing activity. Select the system that you want to report on, as well as the specific date range. [29] Click on the “Generate Report” button. This will launch a new page with the statistical information for the selected system and time period.



Clinical Services At Your Site

30

Source: TSM-RMSS

Period: August 01, 2010 Through August 24, 2010

Time of Printing: August 24, 2010 11:02 AM

Services At Studios TOR_OTN_0099_TRNG_01, TOR_OTN_0099_OTN_10, rkenchington
August 01, 2010 To August 24, 2010

	Patients Seen	Events Scheduled	Group Clinics	Total Event Duration
Administrative				
Internal				
Admin		1		60
Unknown Non-Clinical				
Unknown Non-Clinical		3		270
Administrative Total		4	0	330
Educational				
		9		600
Educational Total		9		600
Overall Total	0	13	0	930

[30] The Utilization Report provides statistical information for the selected system and time period.

Documents and Manuals

OTN Telemedicine Coordinator Contact List

1. This contact list includes all Telemedicine Coordinators (TMCs) at OTN member sites.
2. This list is meant to facilitate communication between sites for arranging telemedicine activity. **Please do not distribute this list to third parties or use it for purposes other than coordinating clinical, administrative or educational telemedicine events.**
3. If you need to change or correct your contact information, please complete the form provided and email to ContactUpdates@otn.ca.

 [OTN Telemedicine Coordinator Contact List](#)

 [OTN Member Coordinator Information Update Request Form](#)

Frequently Used Documents and Manuals

 [Ncompass eRequest, Calendar, & Resources Guide](#) (updated Jun. 3, 2010)

 [Self-Registration and Self-Scheduling Guide](#) (updated Jun. 3, 2010)

 [Latest Known Software Issues](#)

 [Webcasting Request Form](#)

 [TMS Resource Library](#)

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[31] We have two manuals for your reference; The Ncompass User guide and the Self Registration and Self Scheduling Guide. When software modifications are made, we update these guides and put them on the documents section for your perusal. You can open and/or save these guides to your own computer if desired.

The “Latest known Software Issues” is a document that contains a description of current software bugs. You do not need to reference this list when experiencing a problem, as it there for your information only. Please contact either the Service desk or ncompass@otn.ca if support is required.

Ncompass Terminology

Auto Initiate	An Ncompass feature that enables events to start and end automatically without manual intervention. This means that if you schedule an event to start at 8:00 AM, the systems involved will automatically connect at that time, provided the videoconferencing systems have been turned on.
Clinical Event	An event that directly or indirectly discloses patient information.
Clinic Frame	The actual scheduled videoconference event which contains all the details regarding the video call and includes the: date, start and end times as well as the systems involved.
Multipoint	An event that involves more than three sites in the videoconferencing. Any multipoint event requires a bridge. A bridge acts like the hub of a wheel, bringing together the spokes or in this case the individual sites, in a videoconference. All multipoint events have a clearly defined start and end time and must be scheduled at least 30 minutes before the event.



Ncompass Terminology

Ncompass	Ncompass is an online scheduling tool designed for OTN Members to schedule and manage videoconferencing events. It's simple to use, secure and gives OTN Members access to the same scheduling information as OTN Scheduling.
Patient Appointment	An optional component which allows the clinical scheduler to add details such as the start and end time of an patient's appointment, the patient name, contact information as well as any particulars regarding the appointment. Please note, you will not be able to add patient appointment information if your clinic is a multipoint event. To do this you will need to contact OTN Scheduling.
Point-to-point	An event that takes place between two videoconference systems and do not require the involvement of a bridge. Consequently, point-to-point calls can be scheduled at any time. Furthermore, point-to-point events provide users with portal calling features.