

Online Help Overview

The topics in this section explain what online help is, how to move around in the help window and display information, and describe the various buttons and icons in the help window.

©2002–2013 by PDX, Inc.
All Rights Reserved
CONFIDENTIAL

What is EPS Help??

EPS Help is an online user's manual, distributed with the Enterprise Pharmacy System. The online user's manual, or help file, contains general information about EPS windows and tasks, plus step-by-step procedures for each task. The help file also contains a glossary of terms, a table of contents, an index, and a search feature to help you quickly find the information you need.

©2002–2013 by PDX, Inc.

All Rights Reserved

CONFIDENTIAL

Main Help Window

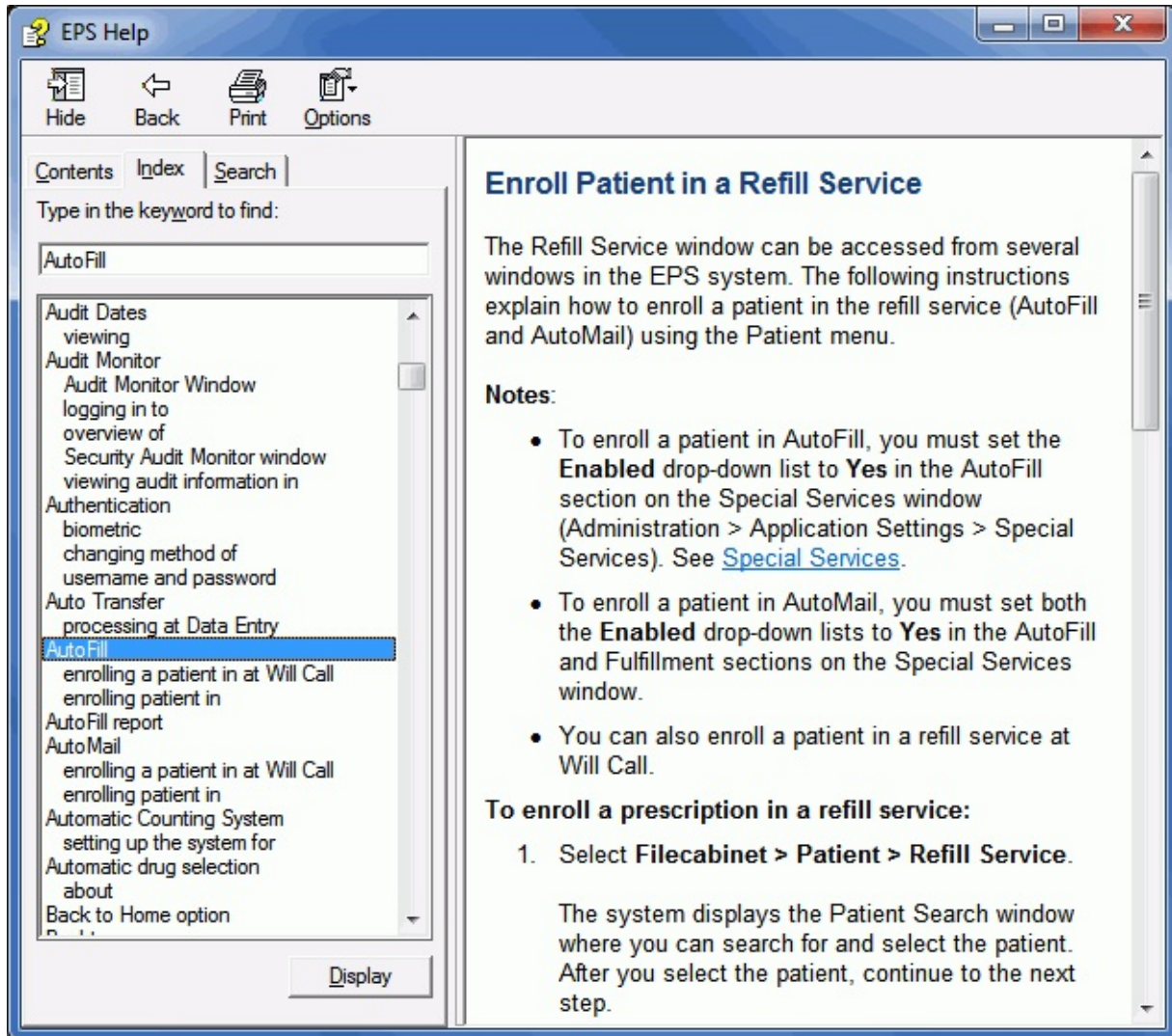
The main help window gives the description of the selected topic. These consist of window definitions, procedural help, and various information for the topic you selected.

©2002–2013 by PDX, Inc.
All Rights Reserved
CONFIDENTIAL

Help Window Features

In EPS, the main help window displays the selected topic.

Within a topic are links, images, See Also links, and notes. Always scroll to the end of a topic so you can see the See Also links and notes.



Help Tabs

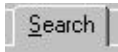
The tabs in the left side of the help window provide a variety of navigational tools to help you find the information you need in the help file:



The **Contents** tab displays books and pages, representing chapters and pages in **EPS**. Double-click a book to open or close it. Opening a book displays any sub-books and pages associated with that chapter. Click a page to view the topic in the main help window.



The **Index** tab displays a list of terms and phrases found in the help file. It also includes synonyms for those words to help you find the information you need. Double-click an index item to display the associated topic in the main help window, or click the item and select **Display**. If the word is linked to more than one topic, a Topics Found window opens with a list of topics from which to choose.



The **Search** tab helps you search for words in the help file and find all topics that contain those words. Every word in the help file is checked when you perform a search, so you may want to limit the search using the **Search previous results**, **Match similar words**, and **Search titles only** boxes at the bottom of the tab section.


Enter the desired word or words and press **Enter** on your keyboard or click **List Topics**. When the search is complete, the results display in a tab window where you can double-click a topic, or click a topic and then select **Display**.



If the window is too narrow to display all of the tabs, then arrows appear to the right of the tabs. Use those to scroll through the available tabs.

Links to Other Information

You have probably noticed by now that your help file is not like a book at all. Many of the help topics are linked to other topics so you can quickly jump to the information you need. In fact, EPS provides many time-saving ways for you to quickly find the desired information:

- Any blue underlined text ([like this](#)) that you see is a link to more information. When you move your mouse over the text, your mouse pointer changes to a hand:  . Click anywhere in the blue underlined text and you either jump to another topic or you see additional text that provides a definition or explanation.
- Many images in your help file are linked, too. The text always tells you when this is the case, but for an additional hint, the mouse pointer changes to a hand when you move over the image

Toolbar

The EPS Help window has a toolbar at the top with the following buttons:

- **Hide** or **Show** - Select to show or hide the help tabs and window on the left-side of the window.
- **Back** - Select to return to the previous page.
- **Print** - Select this to print the topic displayed in the help window.
- **Options** - Select to choose from a list of available options such as Hide Tabs, Stop, and Refresh.



Hide



Back



Print



Options

EPS Features Overview

The topics in this section explain the main graphical user interface (GUI) features in EPS that help you display information, move from window to window, identify yourself to the system, and use shortcuts to move around quicker in the system.

©2002–2013 by PDX, Inc.

All Rights Reserved

CONFIDENTIAL

Change Column Size

If you cannot read all the information in one column, you can expand it.

To resize columns:

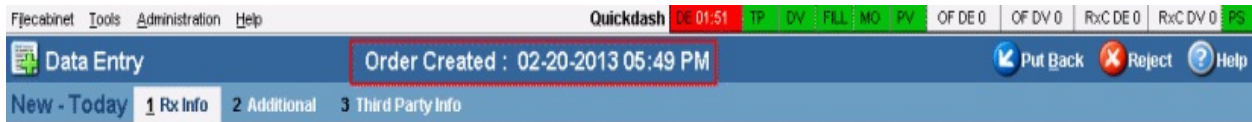
1. In windows that have columns, click and drag the line separating the column headers. (The pointer becomes a two-headed arrow ↔ when it is in the correct position to resize.)
2. Move the line until the column is at the correct width, then release the mouse-click.

Note: When you leave a window, any changes to column sizes are saved. They remain the same when you reopen the window or even restart the application.

Date-Time of Order Entry

The system displays the date and time an order becomes live in the system at the top of all workflow windows, call windows, and exception windows. It does not display the date/time on the Will Call window because the system can display multiple orders on that window.

Call Center staff can use this date and time to manage cut-off time for working alternate site tasks to meet contractual obligations.



Exit EPS

To exit from the system, click the **Close**  button in the top right corner of the window.

©2002–2013 by PDX, Inc.
All Rights Reserved
CONFIDENTIAL

Navigate Windows


Press **Tab** to move from one field to the next field in the tab sequence.

Note: On some windows, the tab sequence deliberately skips some rarely used fields.

Press **Shift + Tab** to move from one field to the previous field on the window.

Use number keys to go to a row within a table. For example, if you need to go to the third row in a table, then type the number 3 and the third row is highlighted.

Number keys also work within drop-down lists that have a number in front of the selection.

If the cursor is on a field from which you can enter search criteria, you can either press **Enter** or select the search icon  to the right of the field to display the corresponding search window.

Required Fields


The system typically displays a red asterisk (*) to the right of required fields. In cases where only one of a group of fields is required, the system does not display an asterisk but instead displays instructional text.





For example, when you add a new patient, you are required to enter at least one phone number on the Add Patient window. However, because not all of the phone number fields are required, the system does not display a red asterisk beside the fields. Instead, the system displays this instructional text at the top of the window:

Enter the required information (marked with *) and at least one phone number.

©2002–2013 by PDX, Inc.
All Rights Reserved
CONFIDENTIAL

Resizing Windows

You can resize windows in EPS using standard Windows features. Any window with these buttons  in the upper right corner can be resized.

	Minimize button— reduces the window to an icon at the bottom of the window.
	Maximize button— restores the window to full size.
	Restore button— restores the window to its previous size. This button is only on maximized windows
	Close button— closes the window and shuts down EPS.

Note: When you leave a window, the system saves the window size and position. They remain the same when you reopen the window or restart the system.

Scanning

You can scan signed documents, patient information sheets, third party cards, prescription hard copies, and other documents so you have the original information stored on the system for future reference. When you access a window from which you can scan a document, the system displays a message at the bottom of the window indicating that the scanner is available.

For example, if you display a patient record on the Patient Information window, the system allows you to scan a new patient information sheet at any time. To inform you that the scanner is available, the system displays the following message:

Scanner available for Patient Information documents (**Simplex**).

To initiate the scanning process, simply insert the patient information sheet into the scanner.

Image Controls

After a document is scanned, the system displays a window where you can adjust the image. The following describes the controls you can use to adjust an image.



This control allows you to adjust the brightness and contrast of the image.



This control allows you to adjust the size of the image.



This control allows you to reset the image to its original size.



This control allows you to rotate the image clockwise 90 degrees.



This control allows you to view the previous image in a series.



This control allows you to view the next image in a series.



This control allows you to save any changes you made to the image.

Image Note This field allows you to enter any information associated with the image.

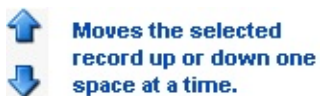
Scrolling

Information that has too many entries to fit the table can be viewed using the scroll bars .

Using your mouse, click and drag the slider bar view the information, or select the up and down buttons to move to one record at a time.



To change the position of a highlighted record in a table, use the up and down arrows on the scroll bar.



Sorting Data

Many column headers throughout the system are sortable. Depending on how your system is configured, sortable column headers could appear with rounded corners that look similar to a button. The best way to determine if you can sort a column is to click the column header. A column with multiple entries is sorted either alphabetically or numerically. Also, the sorted column shows an arrow when selected.

To sort table information:

In windows that have tables with sortable columns, select a column header to sort the entire table by that column. The result shows the selected column in alphabetical or numerical order, and the rest of the table resorted so that the content of each row does not change. Select the column again and the data is sorted in reverse order. The arrow points in the opposite direction.

See Also

[Changing Column Size](#)

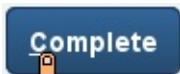
Using Biometric Identification

EPS is configured to use the Digital Persona fingerprint device for user identification throughout the system. When you add a new user record, you also scan each user's fingerprint. On several windows throughout EPS, the system identifies and authenticates the user by means of the biometric device. For example, you can use the biometric device to log into the system and start and complete Workflow tasks.

The following is a picture of the biometric device the system uses to read fingerprints:



Note: Only one button per window is enabled for biometrics. This button is identified with an icon as shown:



Also, if for some reason you do not have a fingerprint on file or the biometric device is temporarily unavailable, you can use your login name and password for identification and authentication.

Using Hot Keys

Notice that some labels on the window in EPS have an underlined letter. These are called keyboard shortcuts, or hot keys.

A hot key is a key or a combination of keys on a computer keyboard that, when pressed at one time, performs a task, such as selecting a menu option. Hot keys are sometimes called shortcut keys. Most hot key sequences in EPS begin with the **Alt** key, which is followed by the underlined number or letter in the label of the option you want to select.

Notes:

- If the cursor is in a table, you can use only the hot keys for that table. To use the hot keys on other parts of the window, you must first tab out of the table.
- Hot keys for images begin with the **Ctrl** key.

[Hot Keys to Navigate Tabs](#)

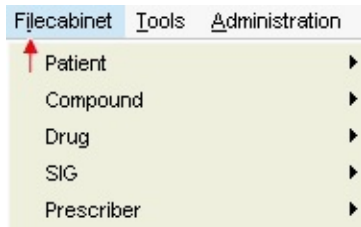
[Hot Keys in Tables](#)

[Hot Keys in Drop-down Lists](#)

[Hot Keys Using the Ctrl Key](#)

Hot Keys for Menus

The following example shows the hot key option on the Filecabinet menu. To select the Filecabinet option, you press **Alt + i** (for **Filecabinet**). Then, using the Down Arrow key, move down the menu and press **Enter** on the option you need.



Hot Keys to Navigate Tabs

The following example shows how hot keys are used to maneuver to various tabs in a window.



Hot Keys in Tables

Use number keys to go to a specific row in a table.

In the following table, the #1 row is selected.

Address Profile	
#	Type ▲
1	Home
2	Second Home
3	Work

To go to the third row in this table, type the number 3 and the third row is selected.

Address Profile	
#	Type ▲
1	Home
2	Second Home
3	Work

Hot Keys in Drop-down Lists

Number keys also work in drop-down lists that have a number in front of the selection. In the following example, to select a **Multiple Birth** of **Triplet**, type **3**.



A screenshot of a web form element. The title above the dropdown is "Multiple Birth". The dropdown menu is open, showing three options: "2 - Twin", "3 - Triplet", and "4 - Quadruplet". The option "3 - Triplet" is highlighted with a blue background.

Hot Keys Using the Ctrl Key and/or Alt Key

EPS uses the following Ctrl hot keys.

For windows containing images

Select **Ctrl + Alt +** on the keyboard number pad to zoom in on the image (make it larger). Select **Ctrl + Alt -** on the keyboard number pad to zoom out on the image (make it smaller). When you zoom in on an image, you can use the arrow keys to move the image left, right, up, and down.

To display windows

Use This key sequence	To display this window
Ctrl + F	ACS Fill Queue
Ctrl + L	Launch Secondary Client
Ctrl + O	Open Call Queue
Ctrl + Q	Price Quote
Ctrl + R	Work Queue
Ctrl + T	TP Exception Queue
Ctrl + W	Open Orders Review window

To acknowledge Yes or No prompts

Use This key sequence	To complete this prompt
Alt + Y	Yes
Alt + N	No
Alt + D	Done (Will Call > Change Billing)

To change Workflow modes from the Welcome window

Use This key sequence	To change to this Workflow mode
Ctrl + Shift + S	Standard
Ctrl + Shift + R	Conversion
Ctrl + Shift + O	On File

