

Web Activity Report for MAC

Overview

This guide provides an overview on using the Web Activity report for a Mac environment.

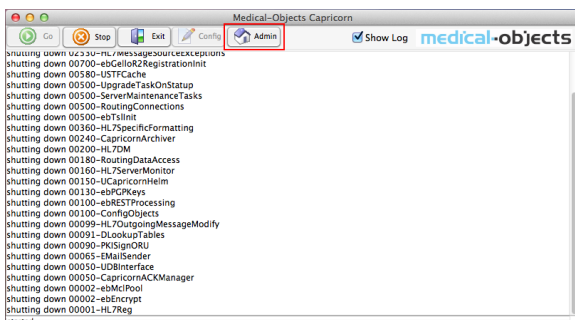
If you have any questions or require any further assistance, Feel free to contact the Medical-Objects Helpdesk on (07) 5456 6000.

Web Activity Report

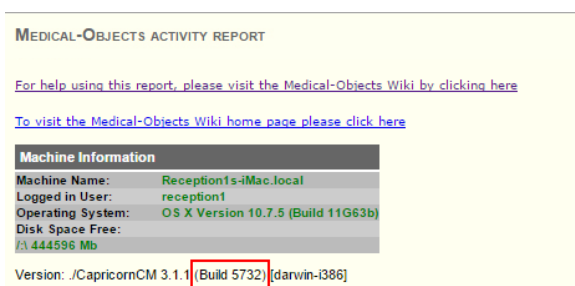
1. Open the Medical Objects Download Client by clicking on the planet icon in the bottom bar as illustrated in the screen shot below.



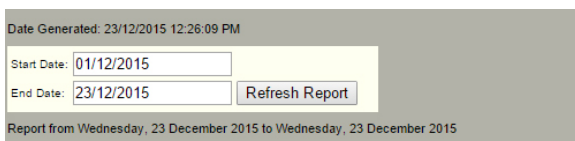
2. Once open, Choose the admin button to open the Activity Report.



3. The following screen shot displays the top part of the Web Activity Report that shows the practice name, computer specifications and where Medical-Objects Capricorn is installed.



4. The next area of the web report gives you the opportunity to look up past results via the query function. Just enter the required time frame and select **Refresh Report**.



Results Received

The following area of the web report looks at the results that have been received from other facilities.

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- 5.1 Reports That Cannot Be Delivered Currently (Recipient Offline)
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- The sending and receiving doctors are also listed, including their provider numbers.

Results Sent

- [illegible]

- ## Messages that cannot be sent

Medical-Objects Activity Report

For help using this report, please visit the Medical-Objects Wiki by clicking here

To visit the Medical-Objects Wiki home page please click here

Machine Information

Machine Name: Reception15-iMac.local

Logged in User: reception1

Operating System: OS X Version 10.7.5 (Build 11G63b)

Disk Space Free: 444596 Mb

Version: ./CapricornCM 3.1.1 (Build 5732) [darwin-i386]

Date Generated: 23/12/2015 12:26:09 PM

Start Date: 23/12/2015

End Date: 23/12/2015

Refresh Report

Report from Wednesday, 23 December 2015 to Wednesday, 23 December 2015

Medical-Objects WE HAVE RECEIVED - 0 MESSAGES

REPORTS THAT HAVE BEEN SENT TO THE DESTINATION - 0 MESSAGES

REPORTS THAT ARE IN PROCESS OF BEING SENT - 0 MESSAGES

REPORTS THAT ARE ADDRESSED AND IN TRANSIT - 0 MESSAGES

REPORTS AWAITING PROCESSING - 0 MESSAGES

REPORTS THAT ARE BADLY FORMATTED AND CANNOT BE SENT - 0 MESSAGES

REPORTS THAT ARE NOT ADDRESSED CORRECTLY (EG INCORRECT PROVIDER NUMBER) - 0 MESSAGES

REPORTS THAT CANNOT BE DELIVERED CURRENTLY (RECIPIENT OFFLINE) - 0 MESSAGES

END OF REPORT

Reports That Cannot Be Delivered Currently (Recipient Offline)

As shown above, if you have messages that are located under **Reports that cannot be delivered currently (recipient offline)** this means that the result/letter or referral cannot reach its destination due to either being in the process of registering a connection to the practice, or software or hardware issues at the receiving end. The software will continually try to send the result every 30 minutes, so there is no need to try and resend through Medical-Objects. However, it is advised to monitor the messages sitting in this section. If they remain there for a while you would be advised to fax a copy of the result/letters to the provider listed under that section to ensure delivery.

It is also recommended that you check your Genie address book to make sure the provider numbers listed are up to date. Please see [this guide for details on Genie Sending](#).

Reports That Are Addressed And In Transit

This section of the web report shows messages that are in the process of being sent. Results and letters have been sent to this provider before but are unable to at present due to hardware or software issue or the practice is offline. In this case if the results or letters are listed under the In Transit section for more than 24 hours please send a fax copy to the provider. If issues persist, Contact the Medical-Objects Helpdesk on (07) 5456 6000.

Unroutable

Messages that appear here will do so because of an issue with sending. It may be that the provider number is no longer valid or incorrect - or simply caused by a permissions issue when the software is trying to send the message out.

For assistance with these kinds of error messages, please contact the Medical-Objects Helpdesk on (07) 5456 6000.