

## Technical Trouble Shooting Guide for Users

### **Inability to log into Shared Care Tool**

You may have the wrong username, forgotten your password or do not have an account.

### **Forgotten Username?**

Your username is always *firstname.lastname*.

### **Forgotten Password?**

Email the System Administrator:

[Orion@ncahs.health.nsw.gov.au](mailto:Orion@ncahs.health.nsw.gov.au)

### **No Account?**

To get an account set up for you please visit here:

<https://integratedcare.nswlhd.health.nsw.gov.au/orion/get-access-orion/>

### **First Login?**

Follow the Care Team Invite email link or go to


<https://orion.nswlhd.health.nsw.gov.au>




Please enter your user ID and password

User ID

Password

 Forgotten your password? Email the System Administrator: [orion@ncahs.health.nsw.gov.au](mailto:orion@ncahs.health.nsw.gov.au)

 NSW Shared Care **LIVE** Environment

Use the **generic password**: nswsc!

You will then be prompted to update your password.

Passwords need to have 8 characters with a number, special character, upper case and lowercase letter.

## Technical Troubleshooting Guide for GPs

### **Problems installing EMR Connect.**

Prior to Orion software installation, ensure your IT support has whitelisted (allowed access to) the following URL's and TCP ports:

- hiasobi-apps.azurewebsites.net:443
- orion.nswlhd.health.nsw.gov.au:443
- 5w55kd4vfg.execute-api.ap-southeast-2.amazonaws.com:443
- oridashi.com.au:80
- emrc-desktop-client-updates-prod.s3-ap-southeast-2.amazonaws.com:443
- update.emr-connect.orionhealth-sass.net:443
- www.google-analytics.com:443
- www.googletagmanager.com:443
- emrc-desktop-client-updates-prodlive.s3-ap-southeast-2.amazonaws.com:443

### **If you need help, contact the NNSWLHD's Orion Project Team.**

<http://integratedcare.nswlhd.health.nsw.gov.au/orion/orion-contact/>

or

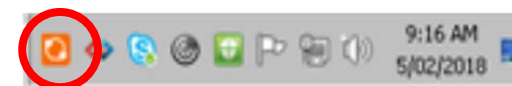
Project Lead Tim Marsh on 02 6620 0829.

**NNSWLHD Project Contacts:**  
Tim Marsh 0266200829  
Andrew Dodds 0428106734

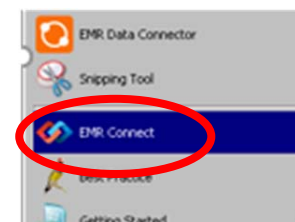
## Technical Troubleshooting Guide for GP's

### **Problems loading EMR Connect.**

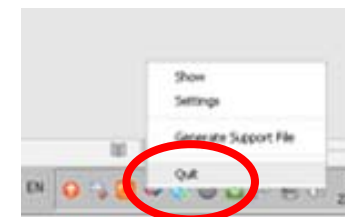
**Step 1.** Ensure the Data Connector is running in the system tray, if not open data connector.



**Step 2.** Open EMR Connect



**Step 3.** If EMR Connect is already open and there is no display, right-click the EMRC icon in the system tray & quit EMR Connect and then reopen.



Please visit the Orion Page for QRG's, How to Videos and support.

<https://integratedcare.nswlhd.health.nsw.gov.au/orion/>