

## How to access and use the SHOP Downtime Resources

### Summary:

The SHOP Downtime Resources presents clinical and corporate staff access to documents in the event of a network failure. The documents stored are from the SHOP website ( <http://shop.healthcarebc.ca> ). This downtime solution should only be referenced when the SHOP website is not available.

This document provides instructions on:

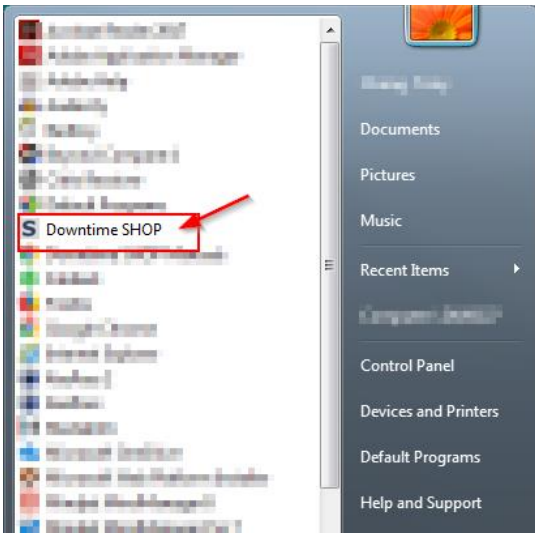
- How to access the SHOP Downtime Resources
- Access for users of generic service accounts (eg. PCIS)
- How to search / filter
- How to get help
- Frequently Asked Questions

## How to access the SHOP Downtime Resources

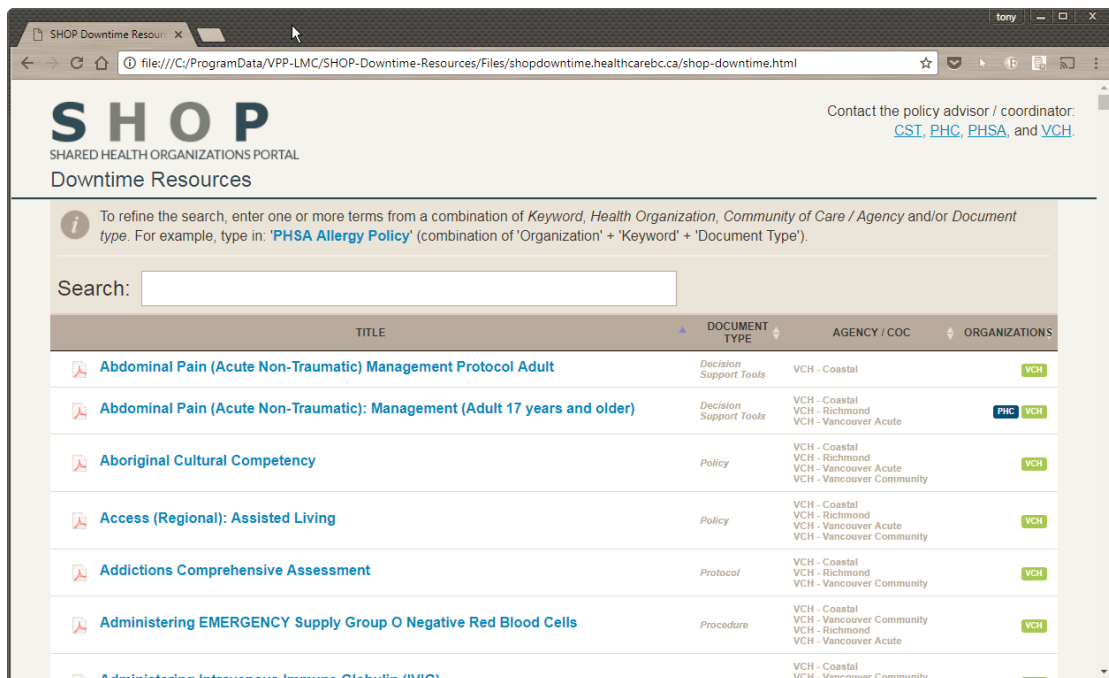
1. Locate a computer that has Downtime SHOP installed. These include all 724 Cerner workstations as well as specially requested systems. [A list of confirmed workstations can be found here.](#)
2. From the system, Open the Start menu, select All programs



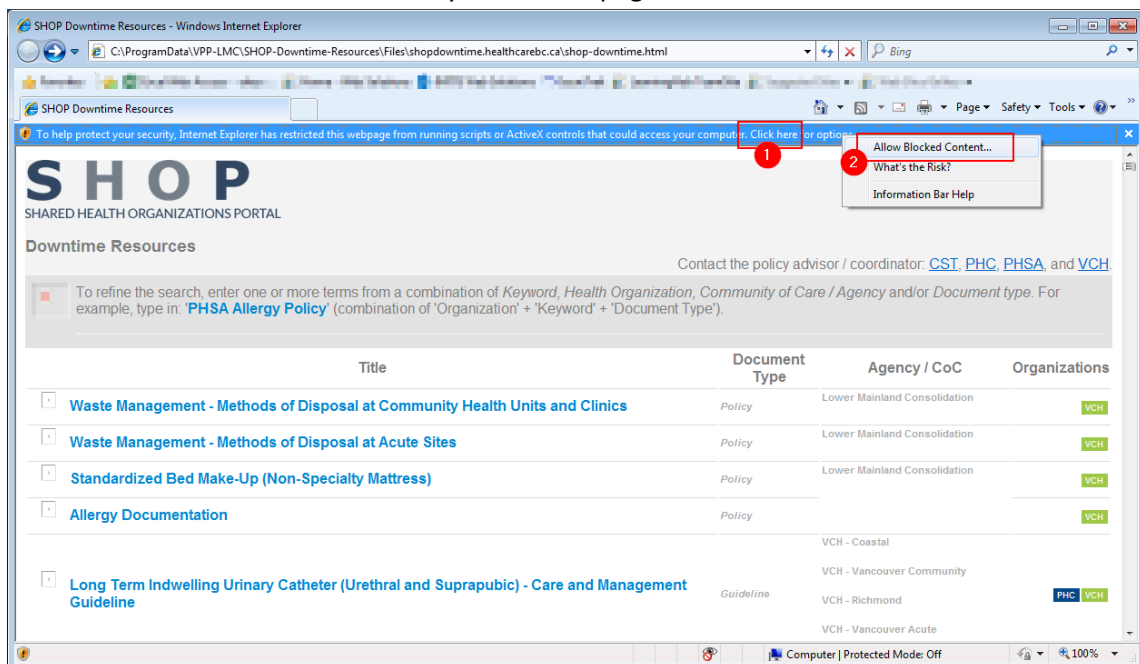
then, locate and select Downtime SHOP



3. The default browser should launch and open a webpage which contains a listing of documents  
**If the default browser is Google Chrome or Microsoft Edge**, access to the website is straight-forward and you will see the page as expected.

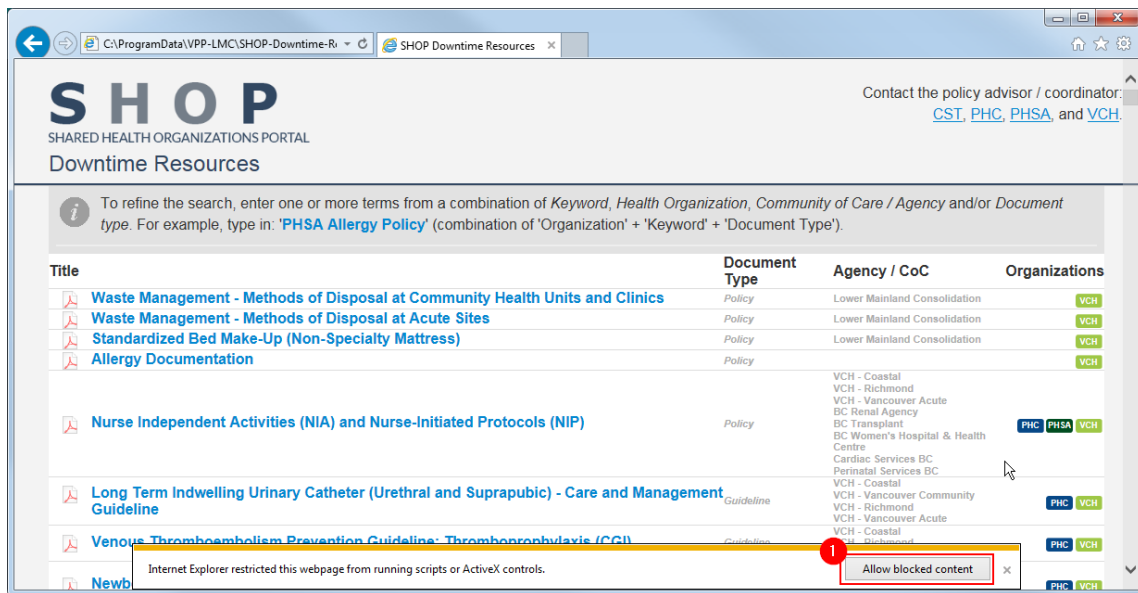


If the default browser is Internet Explorer 8, the document list is full and you are able to scan through the unsorted list. A warning will appear at the top of the browser. Select the 'Click here for options' and then 'Allow Blocked Content'. By doing so, you will be able to sort and search for content directly on the webpage.

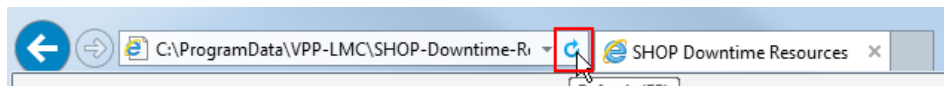


If your default browser is Internet Explorer 11, a warning will appear at the bottom of the browser for 3 seconds.

Select the 'Allow Blocked Content'. By doing so, you will be able to sort and search for content directly on the webpage.

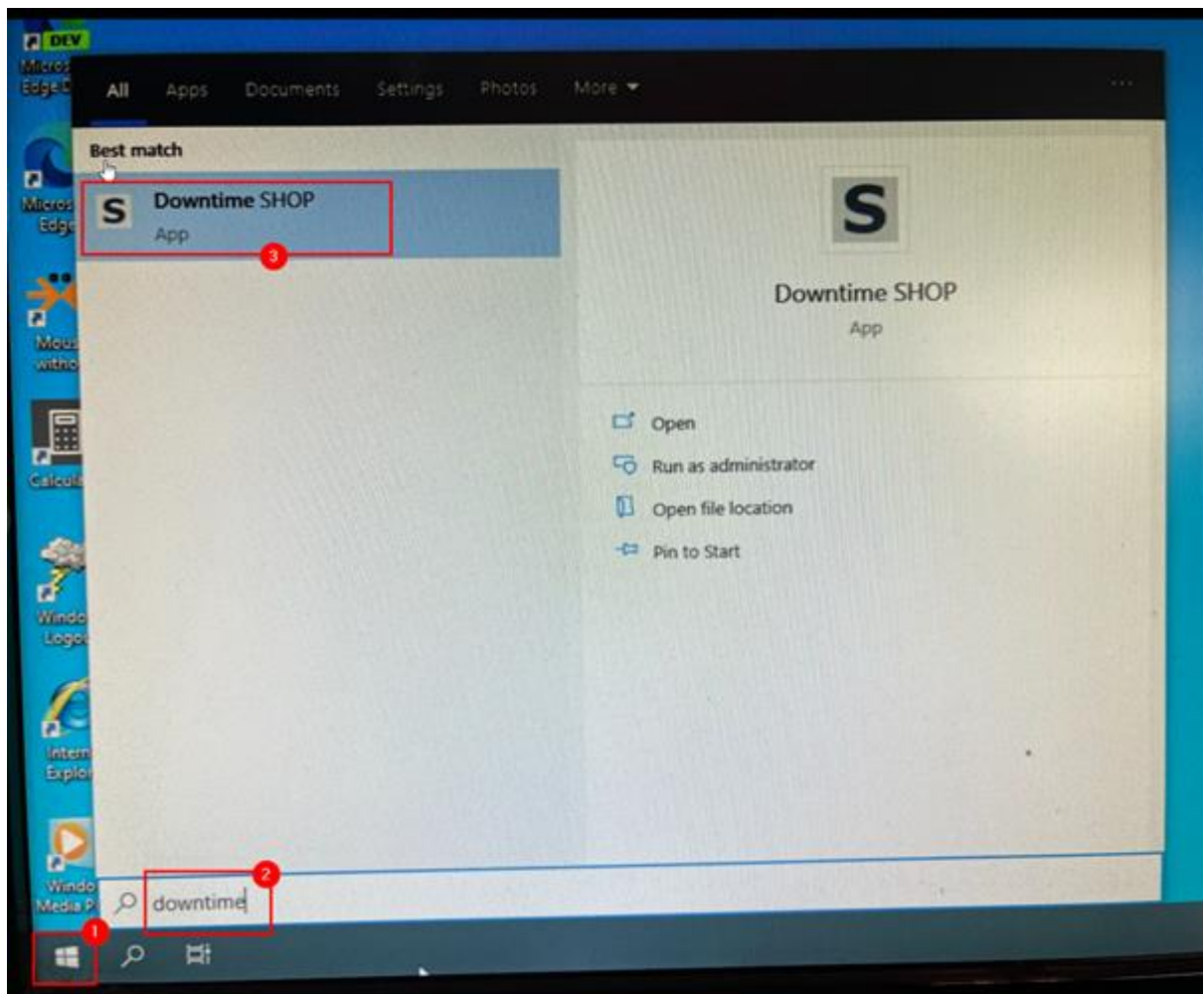


If you do not see the warning, please refresh the page by pressing F5 on the keyboard or selecting the refresh icon in the browser address bar.



**If you log into a system with a generic service account**, such as 'PCIS', Downtime SHOP is still available on your system, but does not appear immediately.

1. Select Start, then type in 'Downtime SHOP' to search for it in the Start Menu.



2. Select 'Downtime SHOP' to open it in the default browser.

## How to Sort

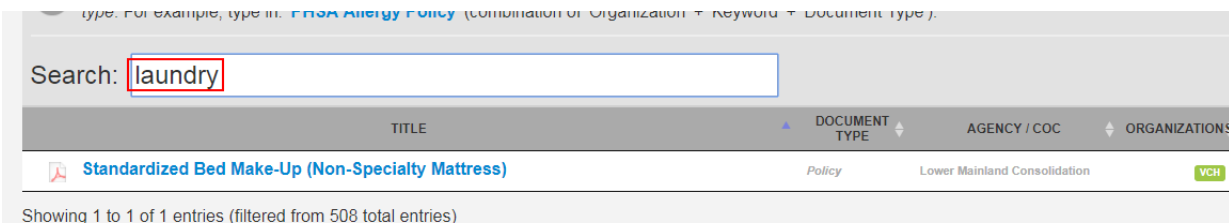
Each column can be alphabetically sorted by selecting the heading of the table

TITLE	DOCUMENT TYPE	AGENCY / COC	ORGANIZATIONS
Abdominal Pain (Acute Non-Traumatic) Management Protocol Adult	Decision Support Tools	VCH - Coastal	VCH
Abdominal Pain (Acute Non-Traumatic): Management (Adult 17 years and older)	Decision Support Tools	VCH - Coastal VCH - Richmond VCH - Vancouver Acute	PHC VCH
Aboriginal Cultural Competency	Policy	VCH - Coastal VCH - Richmond VCH - Vancouver Acute VCH - Vancouver Community	VCH

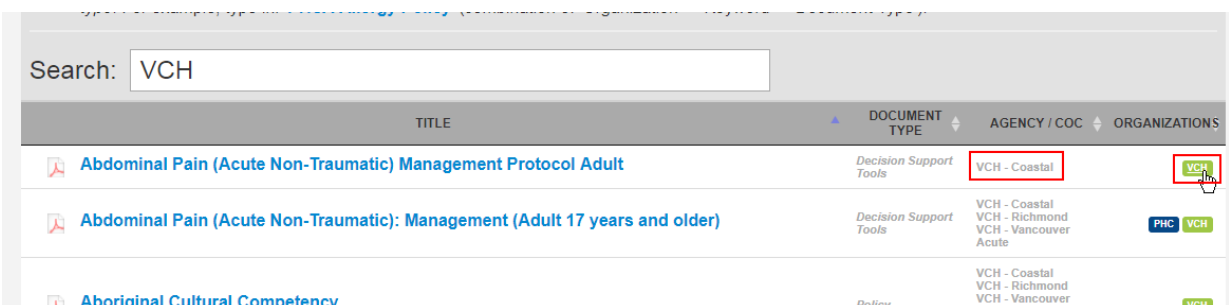
## How to search/filter documents

Users can search by **title**, **keyword**, **document type**, **agency/Community of Care** or **organization** by entering text in the search field. The search acts as a filter and will return all documents that match with

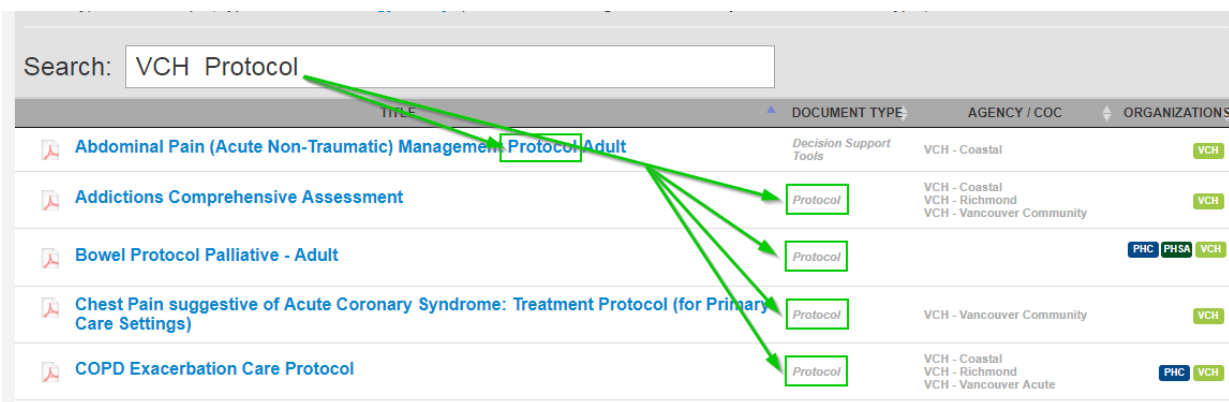
\*all\* keywords entered (as opposed to \*any\* keyword entered). The search does not look in the body of the document itself for the search term(s).



Information in columns can be selected to filter the term. For instance, to filter by organization, select the name of the organization under Agency / Community of Care, or Organizations column:



The search will filter the results based on the term. Search for 'Protocol' will return results from title, keyword and document type.



## Frequently Asked Questions

1. **Question:** I don't see the start menu icon on my computer.

**Answer:** This solution was implemented for computers with the 'standard' configuration and image. If your computer had a special configuration and caused it to be unmanaged and not based from the 'steady-state', then you would not have the downtime solution.

2. **Question:** I don't see the search bar, or I'm not able to sort.

**Answer:** If you are on Internet explorer 8 or 11, you will have to 'allow blocked content' in order to see the search bar or be able to sort.

3. **Question:** How can I get this offline solution for my documents that aren't hosted on SHOP?

**Answer:** This downtime solution applies to documents that hosted on the SHOP website. To see if your documents fit the criteria, please speak with the contact for your organization from the SHOP contacts page, <http://shop.healthcarebc.ca/contact> .

4. **Question:** Where are the Downtime SHOP systems located?

**Answer:** [A list of confirmed workstations can be found here.](#)