1 Abbreviations & definitions

<table>
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<th>MyErasme</th>
<th>MyErasme allows healthcare providers to access the applications made available by Erasmus Hospital.</th>
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<td>eID</td>
<td>Electronic identity card</td>
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2 Accessing MyErasme

2.1 Creating a user account

To access the various applications, you must create your account beforehand, using the following procedure:

1. Check that you have an eID card reader and that your computer has the latest version of the application to read your eID card (the direct link is as follows: https://eid.belgium.be/fr/utiliser_votre_eid/installer_le_logiciel_eid).

2. Once the step above has been completed, click on "New user"

The screen shown below will appear with important instructions that you should read before continuing. If you have everything you need, click on "Continue registration" to access the secure application that will read your identity card.

![Screen shot of the registration process](image-url)
3. Select the correct certificate corresponding to your identity card, then click on "OK". Enter the four-digit PIN for your identity card and click on "OK"

![Image of certificate selection window]

4. Complete all the fields below:

![Image of user profile fields]

*Your password should not be too simple. It must have at least 8 characters and must contain at least one uppercase letter, one lowercase letter, one number and one special character.

![Image of password fields]

Finalise by clicking on continue
5. Once you have finished, a confirmation on the screen will inform you that a message has been sent to you at the e-mail address given above.

6. Click on the link in the e-mail, which will redirect you to the web page.

Your MyErasme account has now been created and validated. You can now log in.
2.2 MyErasme authentication

Once your account has been created, use your "Username" and "Password" for authentication.

Once authentication is complete, you will see the list of online services provided by Erasmus Hospital. A link will be visible for the services to which you have access, allowing you to launch the application.
2.3 How to change your personal data

On the welcome page after authentication, click on the tab showing your "username" and choose either “Change profile” or “Change password”.

2.3.1 Changing your profile
2.3.2 Updating your password

Mise à jour du mot de passe

Mot de passe *

Votre mot de passe actuel.

Mot de passe *

Votre (nouveau) mot de passe.

Confirmation du mot de passe *

Veuillez répéter votre (nouveau) mot de passe.

Changer le mot de passe
3 Application - Online reservation platform

3.1 Launching the application

Access to the online reservation platform is not provided automatically and requires internal validation. The request is initiated automatically once you have validated your user account (see 2.1 above). Allow a maximum of 1 to 2 working days to obtain access.

Notification of access will be sent by e-mail to the address you entered when creating your user account:

```
From: myerasme no-reply
Sent: mercredi 12 avril 2017 13:02
To: [email_address]
Subject: MyErasme: Application UG Broka

Cher/Chère [name],

Vous avez maintenant accès à l'application Plateforme de réservation en ligne.

Sincères salutations,

L'équipe MyErasme
```

Once you have received the e-mail confirming that you can access the application, after authentication in MyErasme you will now see:

![Application screenshot]
3.2 Making an appointment

Erasmus Hospital offers you appointment times for consultations (without a time limit) in all medical and surgical disciplines, with or without sub-specialties (depending on the discipline) with a specialist or otherwise.

Erasmus also provides urgent slots for your patients whose condition means that they need to be seen quickly by one of the disciplines (not necessarily by a sub-specialty or specialist, but if this is necessary it is preferable to contact the department directly).

If you are referring this patient for the first time, click on "Click here to register the patient" and you will be asked to enter full details for the patient you are referring. Otherwise, select the patient on the screen.
Once the details have been entered or the patient has been selected, a decision tree will be displayed and you will be asked to select the type of service and, if applicable, the sub-specialty you require. NB: the further you go into the sub-specialty, the fewer slots you will find available.

Once you have made your selection, depending on the department you have selected, you will be shown:

Either the telephone number to call in order to contact the department directly and find an opening:

Or the option to make an appointment directly within the appointment times offered by the department:

If you click on "Book appointment" the application will show you all the possible appointment times, starting with the earliest one. Select the date and the time slot that suits your patient and click on "Next".
If the dates displayed are not suitable, you can continue searching by clicking on "Continue to search for available appointment times" or "detailed search".

NB: to make urgent appointments, the second option is limited to a maximum of 15 days. No appointment times will be offered after that period.

After selecting the date and time you can provide additional information to assist the doctor at Erasmus who will be seeing the patient in clinic.

Once you have finished, you will see a summary of the appointment you have made and you can print out the appointment confirmation and give it to the patient.

NB: If you have difficulty printing out the appointment confirmation, this may be related to the browser you are using (FireFox), so we advise you to use Google Chrome.
The appointment has now been made and can subsequently be viewed/amended/cancelled.
### 3.3 How to view/amend/cancel an appointment

From the welcome page of the application (which is called the "Dashboard"), click on "Appointments & referrals", then on "Appointments" to access the appointments you have made for your patients. NB: the "Requests" function is currently not activated.

To see details of the appointment you have made, click on the small "+" symbol at the beginning of the line. The following options will then be displayed:
- Cancel appointment
- Move appointment
- Print confirmation letter (if you did not print it when making the appointment).
4  Support

Problems with your eID card
If you have problems with the eID card, please start by checking on the website at https://iamapps.belgium.be/tma/ to ensure that your browser is correctly configured. If it is not, please refer to the FAQs https://eid.belgium.be/fr/questions-et-reponses.

Problems creating your account
Due to circumstances beyond our control, if you are using a Mac computer you may not be able to create your account using the Safari or Google Chrome browsers. In that case, it is preferable to use FireFox.

Problems printing the appointment confirmation
Also due to circumstances beyond our control, you may not be able to print out the appointment confirmation for your patient. This may be related to the browser you are using (FireFox), so we advise you to use Google Chrome.

Other problems
If you encounter any other persistent problem, please send an e-mail to the following address: support.myerasme@erasme.ulb.ac.be

Please note that support is only available during working hours.