Navigating the Bridge Referral Application

Logging into the Bridge
1. Double click on the Holon icon or shortcut on your desktop.

2. Click **Sign In** in the lower right corner.

3. Enter your email address or username and password and click **Sign In**.
   - **Sign In** will be greyed out until the credentials are entered.

4. The first time you log in, you will be asked to create a new password. The new password must contain:
   - At least 8 characters
   - One lowercase letter
   - One uppercase letter
   - One number or symbol
   Once entered, click **Change Password**.
Navigating the Referral Application

The **Keep me signed in** feature is not available at this time

**90 Day Password Expiration**
Your password will expire after 90 days. At that time you will receive a notification instructing you to setup a new password.

**Minimizing the application**
You can keep the application available on your computer, but minimized so it does not take up space on your desktop. To minimize the application, click the “>” icon.

When minimized, the Bridge application will still display on the desktop as a ribbon or tab.

The icon may be moved anywhere on the screen. Click and hold the **2 lines** above the red circle and then drag to the desired location.

To open the application, click directly on the **red circle**.

For Referral questions or issues, contact GLHC at (844) 454-2443 or support@gl-hc.org.

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Navigating the Referral Application

Application Tiles
Once logged into the application, the window will display tiles depending on how your profile is setup. The two tiles available at this time are Referrals and Settings. The Referrals tile will open the Referral Application. The Settings tile will open the user and organization preferences options.

Click on the tile to open that area of the application.

Referrals
To use the Referrals application click on the Referral tile. The window will open up the Referrals application. There are six sections of the application.
Sections of the Referral Application

Section 1: Header

This section contains the name of your organization as well as three buttons.

A. New Referral – Click here to start a new referral.
B. Settings – Click here to turn on email notifications, Administrators use this button to navigate to the Inbound Referral Form / Referral Questionnaire.
C. Questions – Click here for contact information for GLHC Support, as well as links to training guides and videos.

Section 2: Organizing Referrals

On the far left hand of the screen, this panel provides ways to sort and batch referrals into groups based on several criteria (for example; status, urgency, new activity).
Section 3: Referral Worklist

This panel lists referrals that meet the criteria selected in the organization panel. Brief information about each of those referrals is shown as well.

This list of referrals changes based on the criteria set in the Organizing Referrals section.

At the top of the Referral Worklist section, you can switch between listing referrals that your organization has **Sent** or **Received**.

You can use the **Search, Sort, Download**, and view the list in a **Large View Worklist**.

For more information about these features reference the **Referrals Worklist Options User Guide**.

Section 4: Referral Header

This section displays general demographic information of the patient within the referral selected in the Referral Worklist section.

From this section, the user can also take action on the referral.

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Section 5: Referral Messages

This section, displayed beneath the Referral Header, is where the sending and receiving office can create, send, and read messages. Messages can contain attachments as well.

Section 6: Referral Timeline

This section lists all Attachments and documents the timeline of the Referral
Navigating the Referral Application

Settings
The Settings tile allows users to access Account Security and About & Help. If you have administrative rights to the organization, you will also see Admin settings.

Account Security

4 Digit Pin Code

The 4 Digit Pin Code is needed to change your password and log out of your current session.

If this is the first time you have entered your pin, you will be required to create a new 4 digit pin code and then re-enter it for confirmation.

Changing Your Password
To change your password, click Change Password.

Enter your current password. Then create and confirm a new password. The new password must meet the password criteria.

Auto Login
(Not available at this time)
Navigating the Referral Application

Logging Out

1. To log out of your current session, click **Active Sessions** and then click **Logout of current session**.

   ![Active Sessions](image1)

   ![Logout of current session](image2)

If more than one Active Session displays, GLHC recommended that you log out of all sessions separately.

User Profile

The **User Profile** tile allows users to access and modify their **name, email address**, and **profile picture**. Users can not change their username. To make changes to the User Profile, click on your user name.

![User Profile](image3)

**Note:** Do not add any specialties to your User Profile as this section is only to be used if you are a Provider. Contact your Referral Administrator if you have any questions regarding this section located at the bottom of the User Profile.
Navigating the Referral Application

Name Change:
If the User’s name changes, simply make the change in appropriate line (First Name, Last Name). The screen will flash green when the name is accepted.

Note: Any changes to the User Name will also display in the Referral application to current or historical referrals. See example below where Stephen Spieker was changed to Steve Spieker:

![Example of Name Change]

Email Address
To add an email address, enter it in the EMAIL ADDRESS field. An email address must be added to a user profile if the user wishes to obtain email notifications about new referrals.

1. To receive email notifications, open the Referral Application and click on the gear next in the upper right hand corner of the screen.

   ![Gear Icon]

2. Click on the circle to the left of Receive notifications for new inbound referrals.

   ![Uncheck Circle]

3. To stop receiving notifications, click the checked circle again to uncheck it.
Profile Picture
Messages in the Referral application will display the user’s initials if there is no added profile picture.

Once a profile picture is added it can’t be deleted. It can only be modified with another picture.

1. To add a picture, click on your User Name.

2. Select add photo.

3. Double-click on JPG photo on your computer. Move and adjust the circle on the photo to choose the portion of the photo you wish to use. The four arrows can be used to vertically move the circle. The two arrows can be used to widen or shrink the picture.
4. Once you have adjusted the picture, select **Crop** at the bottom of the screen.

5. The picture will display in your User Profile.

**Note:** If the picture does not display, select another JPG picture as some pictures do not work in this feature.

**Note:** User Profile pictures will display within the Referral Message section.