



VIVA Application Instruction Guide

The Instruction Guide is separated by the tabs on the website.
Feel free to search this document for key words using Control-F.

Inbox **1**

Viewing, Editing, Printing, Faxing and Storing Transcripts

Opening and Editing a Transcript

Downloading Transcripts

Managing your Archive

Archive **6**

Managing your Archive

Viewing Your Archived Transcripts

Upload **10**

Uploading Sound Files to be Transcribed

Tracking your dictations

Search **13**

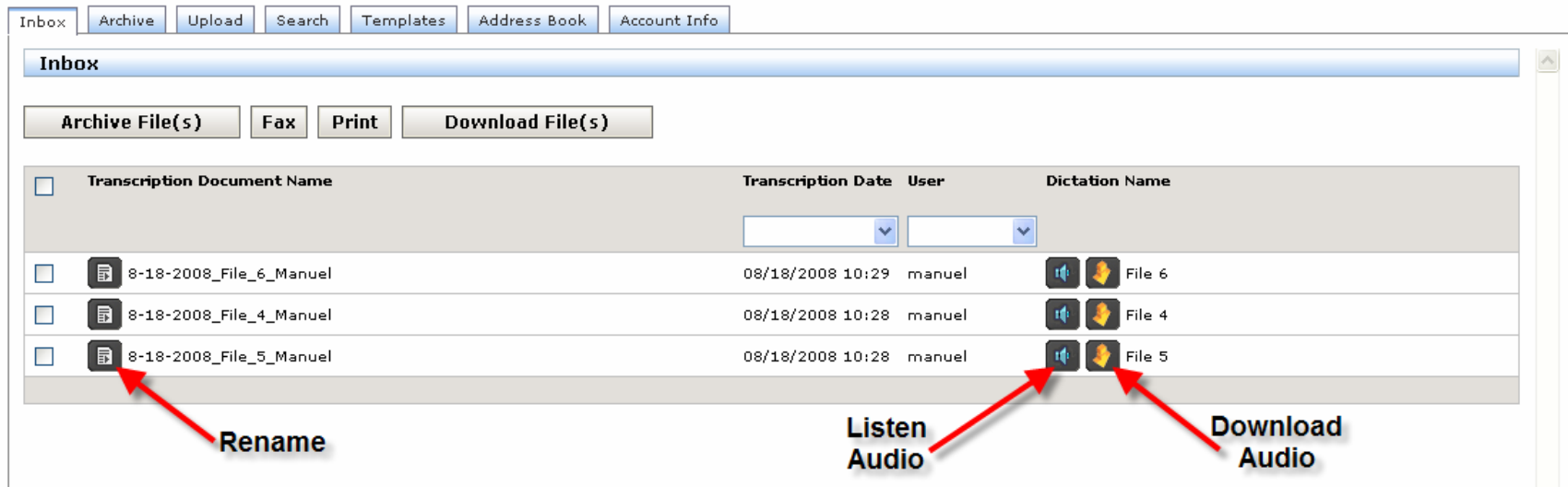
Templates **14**










Address Book **15**

Account Info **16**

Inbox

The Inbox tab contains features for **viewing, editing, printing, faxing and storing transcripts**. To the right of each transcript you will find the date of transcription, the name of the audio dictation file, and a line count. The checkboxes to the left can be used to select one or more files to be archived, faxed, printed, and downloaded from this location.

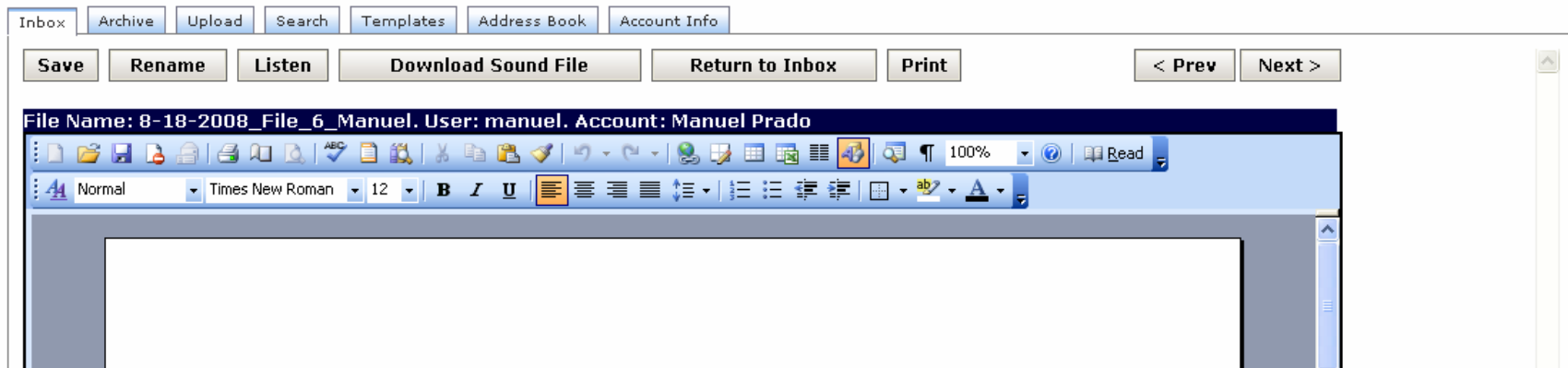


<input type="checkbox"/>	Transcription Document Name	Transcription Date	User	Dictation Name
<input type="checkbox"/>	 8-18-2008_File_6_Manuel	08/18/2008 10:29	manuel	  File 6
<input type="checkbox"/>	 8-18-2008_File_4_Manuel	08/18/2008 10:28	manuel	  File 4
<input type="checkbox"/>	 8-18-2008_File_5_Manuel	08/18/2008 10:28	manuel	  File 5

Transcripts can be renamed by pressing the icon next to the name. The icons in the Dictation Name column allow you to listen to or download the audio file that corresponds to that particular transcription.

Opening and Editing a Transcript

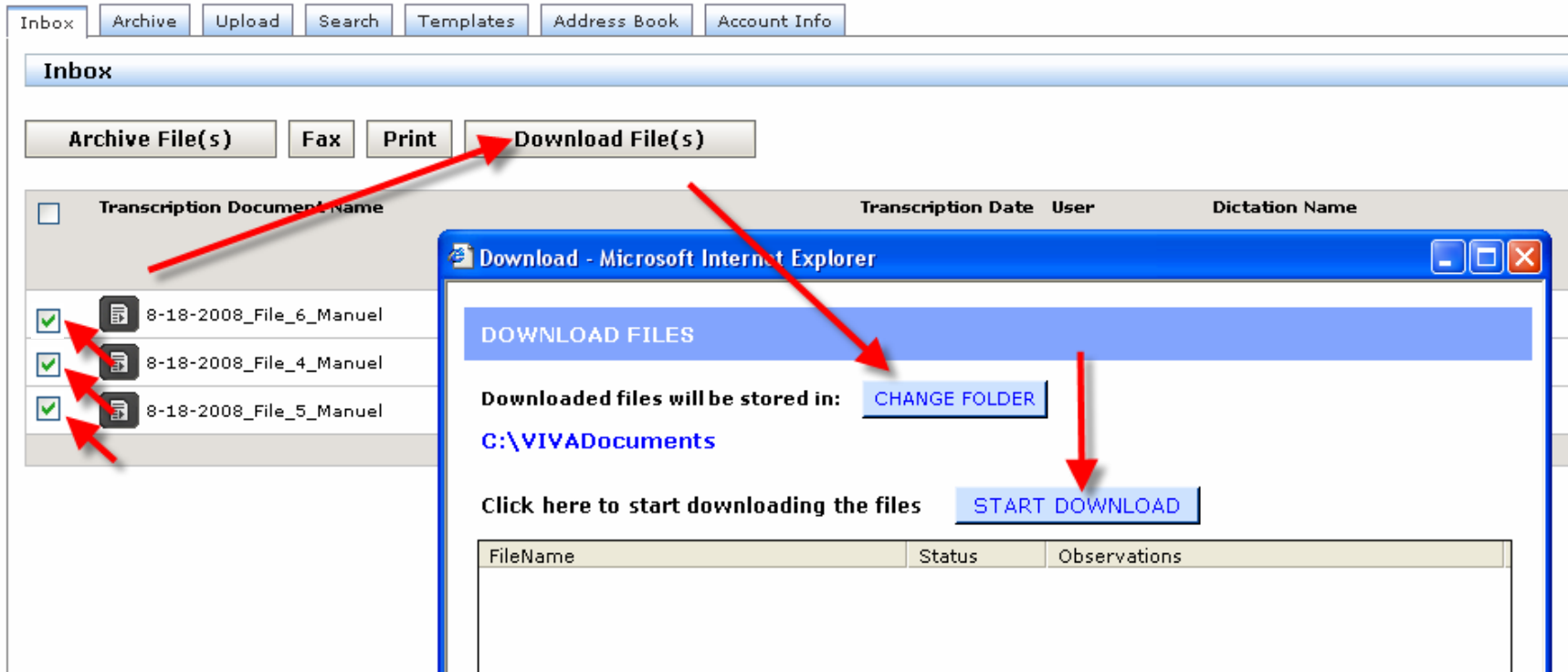
A transcript can be opened simply by clicking on the individual row, which will become highlighted in gray as the mouse cursor moves over it. When a document is open it will be displayed in Word, allowing you to make edits.



From this location, you can also rename the transcript, listen to or download the associated audio file, or print the document on your local printer. An automatic save function will prompt you to save your work every 10 minutes. The **Save** button can also be used at any time. When you are finished revising the document, remember to save any changes made, then the **Return to Inbox** will return you to the inbox. You can also use the **Previous** and **Next** button to navigate from document to document as you edit and save your transcriptions.

Downloading Transcripts

In order to download your completed transcripts from the VIVA website to your computer, you must first select the desired files by checking the corresponding boxes. Clicking the **Download File (s)** button will bring up a pop-up window where you will indicate the destination of the downloaded files. Click the **Change Folder** button. This will bring up another window where you can select the desired folder, or create new folder, by clicking the **Make New Folder** button at the bottom of the window. Once the correct folder is selected, click **Ok**, and then the



Inbox | Archive | Upload | Search | Templates | Address Book | Account Info

Inbox

Archive File(s) | Fax | Print | **Download File(s)**

<input type="checkbox"/>	Transcription Document Name	Transcription Date	User	Dictation Name
<input checked="" type="checkbox"/>	8-18-2008_File_6_Manuel			
<input checked="" type="checkbox"/>	8-18-2008_File_4_Manuel			
<input checked="" type="checkbox"/>	8-18-2008_File_5_Manuel			

Download - Microsoft Internet Explorer

DOWNLOAD FILES

Downloaded files will be stored in: **CHANGE FOLDER**

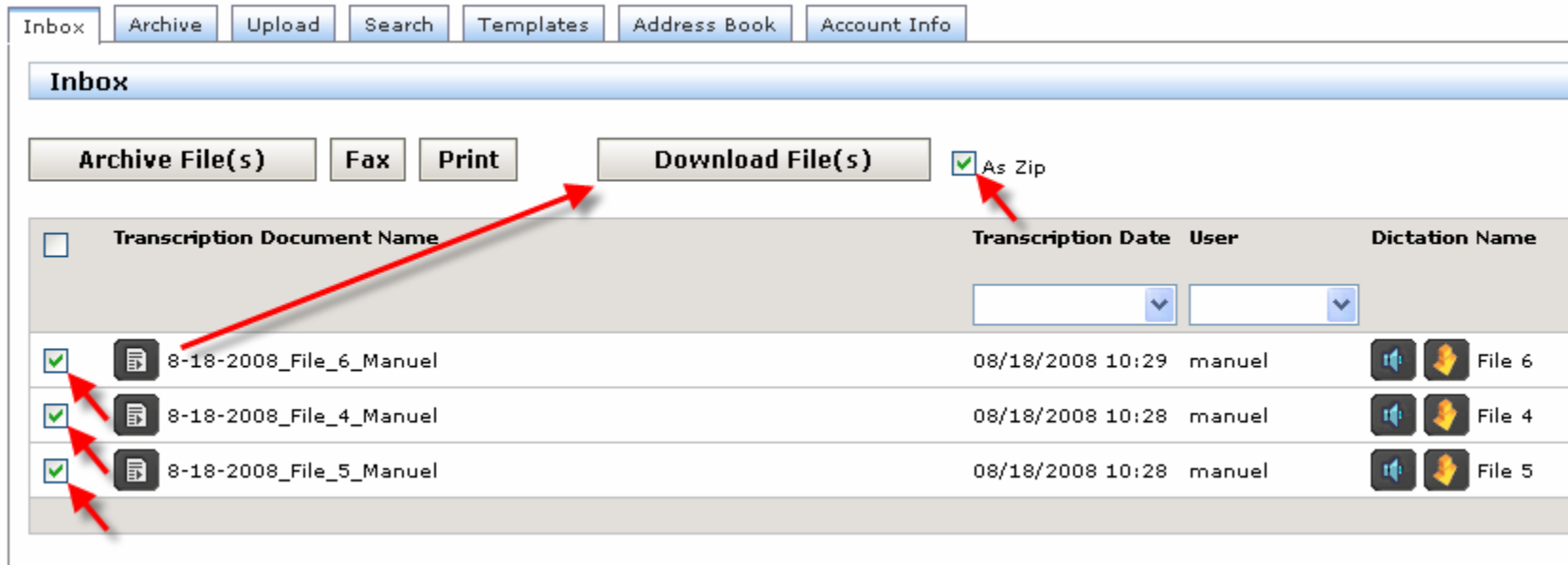
C:\VIVADocuments

Click here to start downloading the files **START DOWNLOAD**

FileName	Status	Observations
----------	--------	--------------

Downloading Transcripts as a Zip File

In order to download your completed transcripts from the VIVA website to your computer as a .zip file, you must first select the desired files by checking the corresponding boxes. Check the box to the left of the **Download File(s)** labeled **As Zip** then click the **Download File(s)**. Make sure that your pop-up blocker is disabled for this site, and click to save the .zip file to your computer. Once saved, you can either extract the files, by clicking the extract option, or simply drag the files from the .zip folder to your computer.



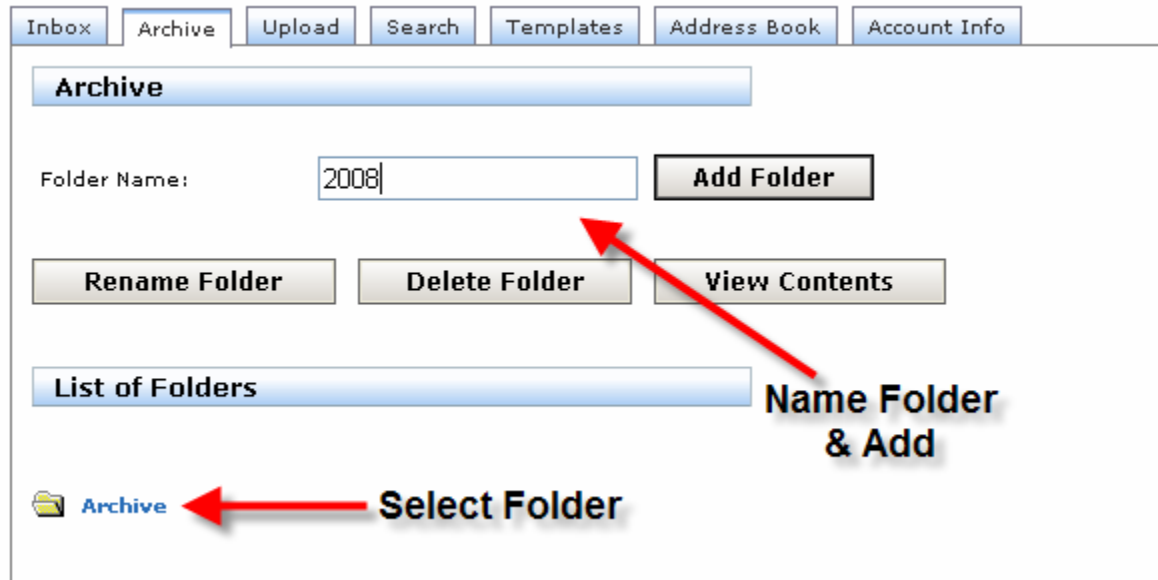
<input type="checkbox"/>	Transcription Document Name	Transcription Date	User	Dictation Name
<input checked="" type="checkbox"/>	8-18-2008_File_6_Manuel	08/18/2008 10:29	manuel	File 6
<input checked="" type="checkbox"/>	8-18-2008_File_4_Manuel	08/18/2008 10:28	manuel	File 4
<input checked="" type="checkbox"/>	8-18-2008_File_5_Manuel	08/18/2008 10:28	manuel	File 5

Managing your Archive

In order to send a file to your Archive, you must first create a folder in the Archive tab.

Archive

To do so, click on the **Archive** tab button to display the Archive screen and choose the location. Enter a name for your new folder and click the **Add Folder** button.




Inbox Archive Upload Search Templates Address Book Account Info

Archive

Folder Name: **Add Folder**

Rename Folder **Delete Folder** **View Contents**

List of Folders

 **Archive** **Select Folder**

Name Folder & Add

You will see your new folder and a message confirming the action was successful. Repeat this step if you would like to build a more elaborate archive. Remember to select the desired location of the subfolder you are adding. In the sample below, two more folders were added to **2008**.



Rename Folder

Delete Folder

View Contents

The folder was successfully added

List of Folders

Javascript Tree Menu

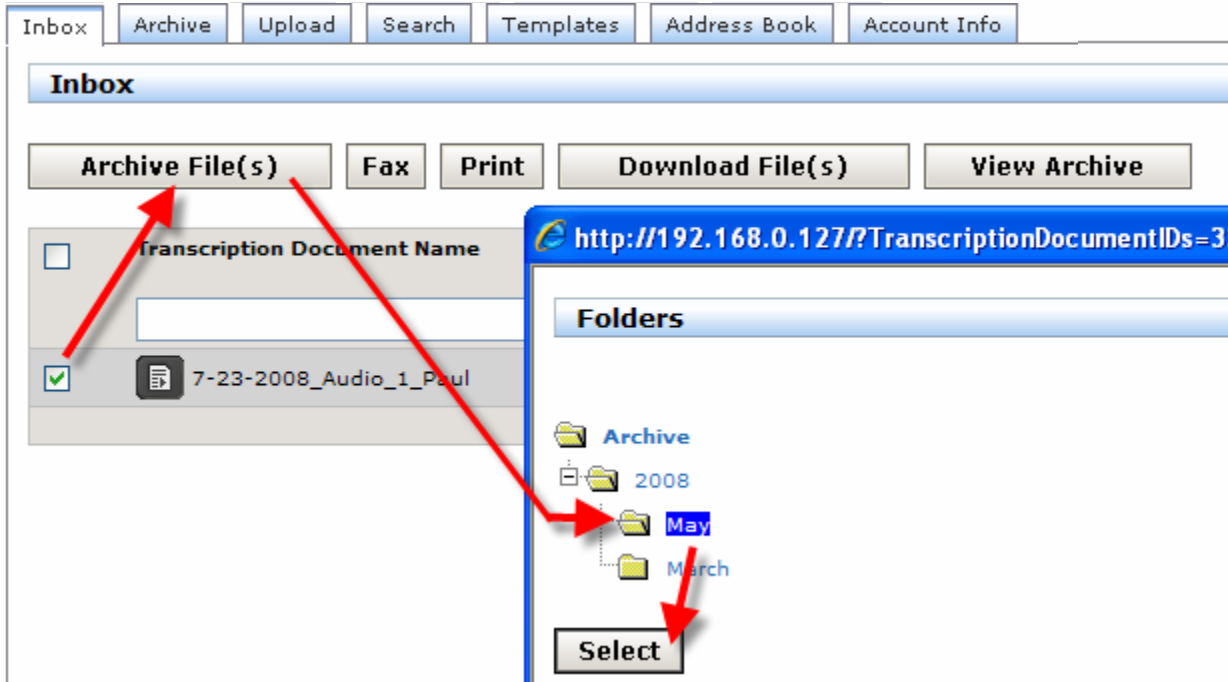
 Archive

 2008

 March

 May

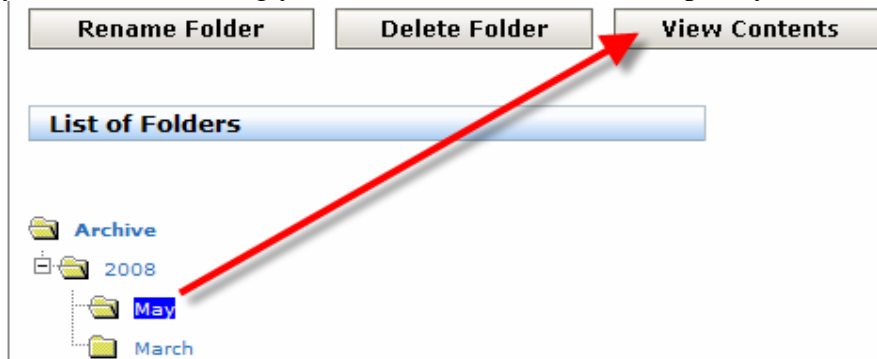
You can also select a folder and use the **Rename** and **Delete** functions if any changes are necessary. Once you have created a basic folder structure, you can send transcripts from your Inbox to these locations by selecting them and clicking on the **Archive File(s)** button. The folder tree you created will be displayed, and you can send the file to its permanent location by selecting a folder and clicking the **Select** button.





Viewing Your Archived Transcriptions

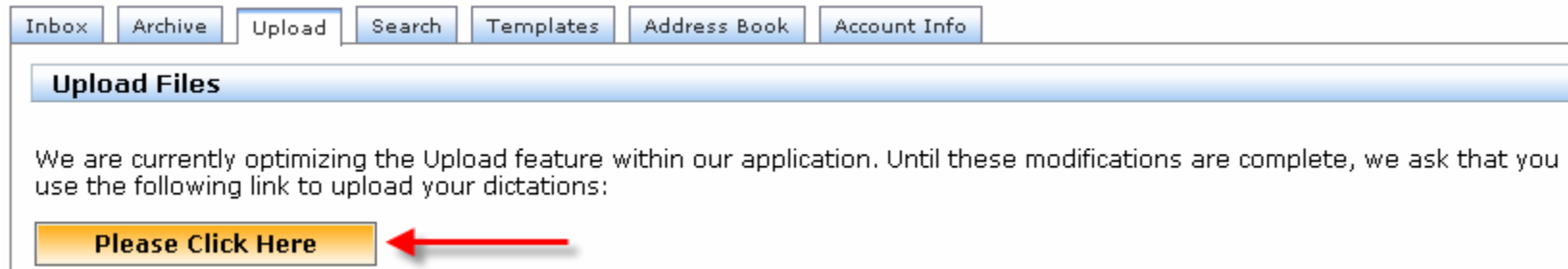
Archived transcriptions will now be stored in your folders. To view these documents, click on the **Archive** tab at the top of the window. The same location where you create and manage your folders can also be used to view their contents. Simply select the folder which you would like to open, and click on the **View Contents** button. This will display the files in that folder in the same format as your Inbox, allowing you to edit, fax, download, and print your archived documents.



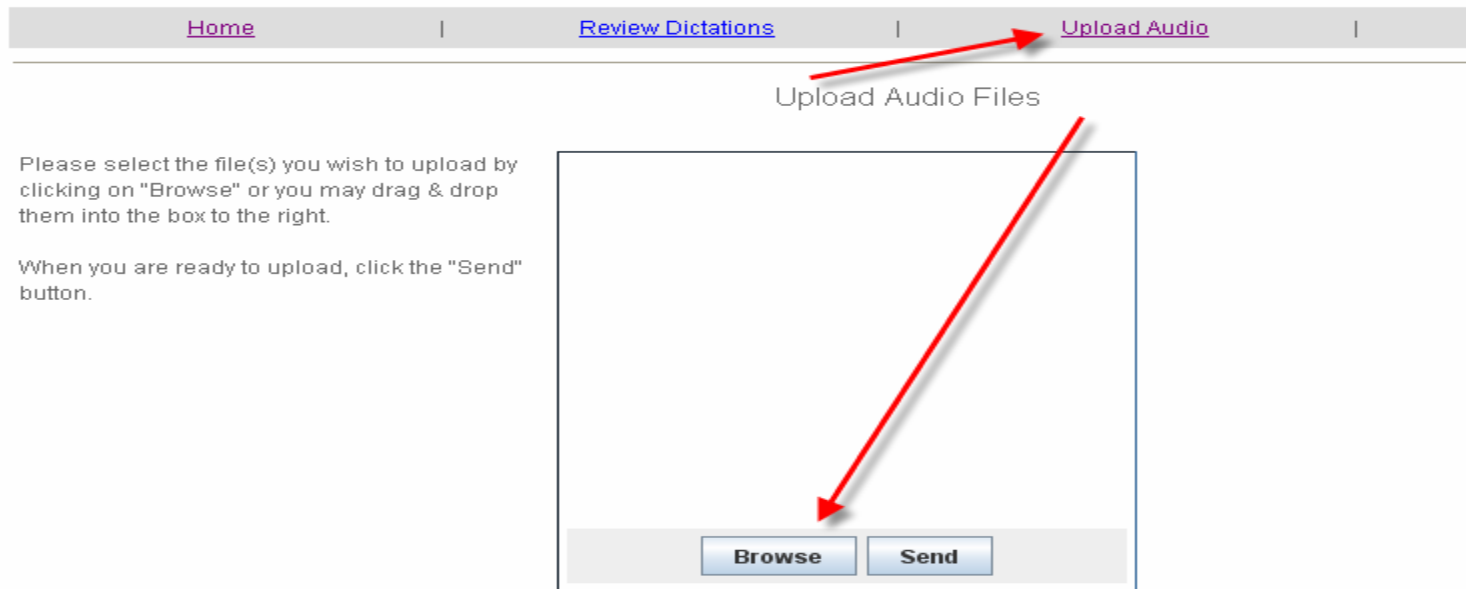
Upload

Uploading Sound Files to be Transcribed

This tab is used to upload dictations into the system. First click the gold button labeled **Please Click Here** to open the uploading system.



First you will need to sign in again with your username and password. For those of you familiar with the old uploading system, this uploading system has not been modified. Otherwise, click the Upload Audio button at the top of the screen, then after the Java screen loads, click the **Browse** Button.





Tracking your dictations




The Upload tab also allows you to view your **Upload Log**. This report contains a complete list of all recently uploaded files, which can be sorted by date. In addition, the Status column of this report allows you to track the latest status of a dictation in three separate stages.

The stages are:

New – Uploaded but not yet transcribed.

In Process – Currently in any one of VIVA’s transcription or Quality Control steps.

Approved – Waiting in your inbox for printing, faxing or on-line editing.

Sound File Name	Upload Date	Upload By	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Audio 1	07/23/2008 12:47	Paul	Approved 
Audio 2	07/23/2008 12:49	Paul	Approved
Audio 3	07/23/2008 12:49	Paul	In Process 
Audio 4	07/23/2008 12:49	Paul	New 
Audio 5	07/23/2008 12:49	Paul	New

[Back to Home](#)

Search

Searching for your transcriptions is now easier and faster than ever. The Quick Search allows you to easily enter names of files. You may also sort by user if your account has multiple providers. Finally, you can search for a date range by using the calendar icons to select a time interval.

Inbox
Archive
Upload
Search
Templates
Address Book
Account Info

Quick Search

Sound File Name

Transcription Document Name

User Name

Upload Date

to

July, 2008							
Today							
wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
26			1	2	3	4	5
27	6	7	8	9	10	11	12
28	13	14	15	16	17	18	19
29	20	21	22	23	24	25	26
30	27	28	29	30	31		

Select date

The Keyword Search allows you to search for one or more keywords such as patient names, drugs, treatments, etc. An advanced options icon is available for more complex searches. Click on it to display the various query options.

Keyword Search

Complete the keywords in the textboxes separated by operators "AND" and "OR"

and

Use Advanced Options

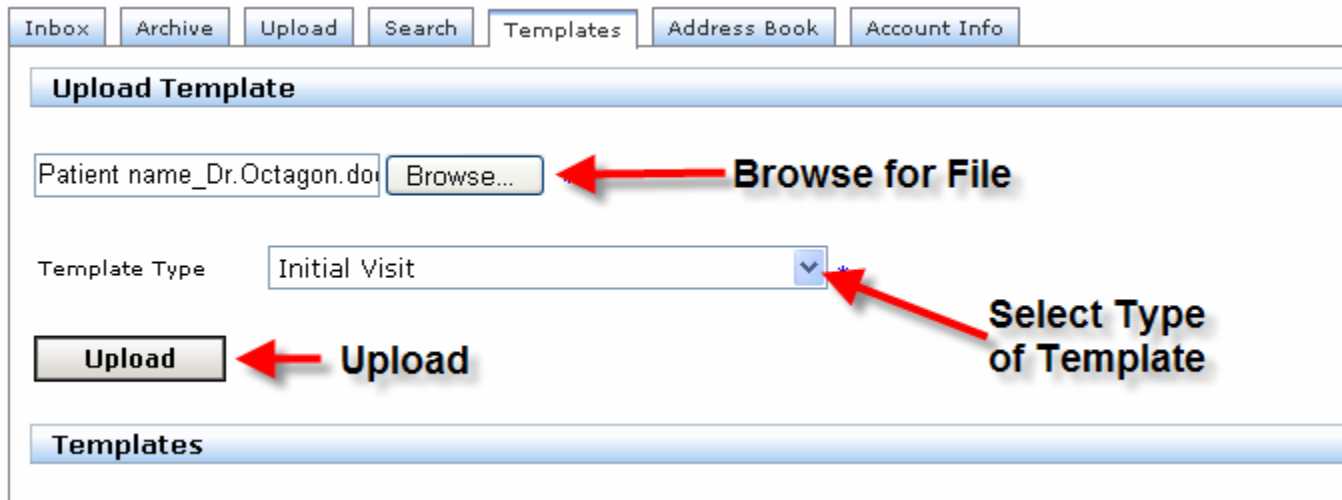
Advanced Options Guide

←

Templates

VIVA Clients are now able to store, manage and edit their templates online.

Templates are uploaded into the system as Microsoft Word documents. This process is as simple as selecting the appropriate Word document from your computer, selecting a type of template from the drop-down menu, and clicking on the **Upload** button.



Upload Template

Patient name_Dr.Octagon.doc **Browse for File**

Template Type Initial Visit **Select Type of Template**

Upload

Templates

As an additional reference for our transcriptionists, we encourage all clients to name these documents according to the file naming convention your practice uses. If this reference is not provided, VIVA's default convention is: **Date of Transcription, Audio File, Name Client.doc**. In the example below, the client has indicated the chosen format for different types of transcriptions that doctors in that practice use. When your list is populated, you may select any template and make changes to it using the online Word component, rather than having to upload the document again.

Templates

Template Type	Name
Physician's Notes	DateofService_PatientName_Dr.Murphy
Standard Template	TranscriptionDate_PatientName_Dr.Jones
SOAP	PatientLast,First_DateofService

View/Edit Template

Address Book

The Address Book allows you to populate a list of referral physicians, or other contacts you may want included in your transcripts on a constant basis. VIVA will be able to access these contacts as they are working on your documents. To add a contact use the **Add New Contact** button and enter the required fields. As your list become longer, you can use the **Filter** button to search according to Name or Company. As usual, the dropdown menus also allow you to sort by a specific value.

Inbox
Archive
Upload
Search
Templates
Address Book
Account Info

Address Book

First Name:
 Last Name:
 Company:

Name	Company	Email	Phone Number
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Arcadi, Melissa	Melissa		3153503890
Doe, John	Manuel Prado	john.doe@business.com	(866) 566-7891
Farrin, Emily	Manuel Prado	emily.farrin@vivatranscription.com	(415) 462 2856
Murphy, Paul	Manuel Prado	paul.murphy@vivatranscription.com	(415) 738-5356

Account Info

The Account Info tab is designed to manage your personal information and track your usage. This is also the location to change your username and/or password whenever necessary. To do so, simply select a user and click on **Edit** for changing the username and e-mail, or **Change Password** to set a new password.

Name	Email Account	Last Login
<input type="text" value="demo"/>	<input type="text" value="sample@viva.com"/>	<input type="text" value="7/29/2008 11:16:00 AM"/>

To check your line count, click on the Account Info tab. Click **Usage**, from the drop-down menu select the desired month. If you need further information you can click the View Statement button, which bring up a list of all documents transcribed with their individual line count.

Inbox Archive Upload Search Templates Address Book Account Info

Account Information Usage

Usage Count

10 - 2008

(10 - 2008) Line usage: 7214