

Download App, Log-in, Support Resources (Providers, Schedule Owners)

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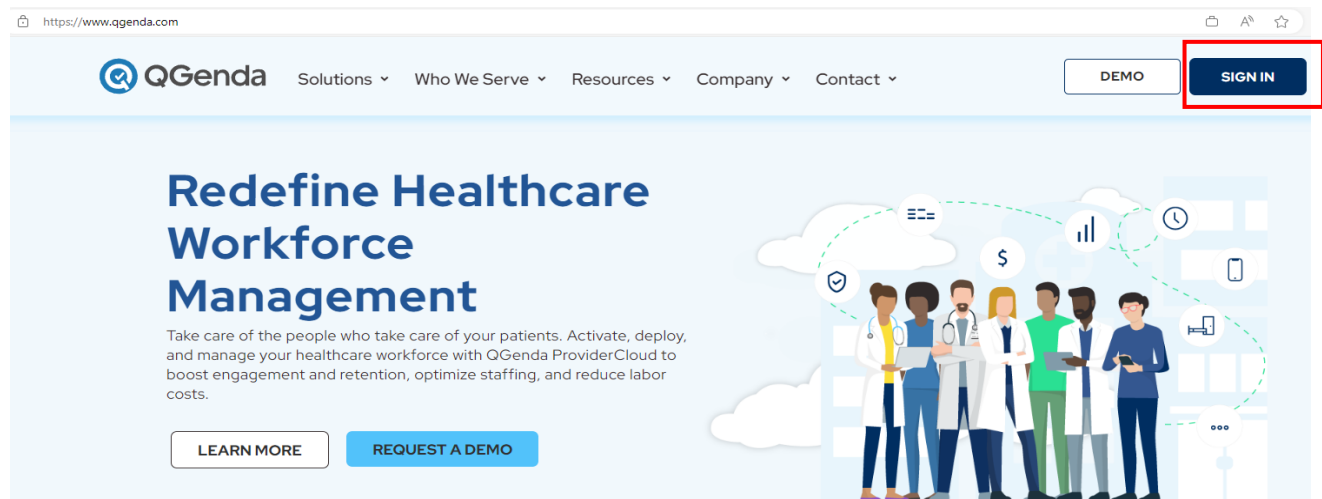
Purpose: To provide an overview of the QGenda App set-up process and support resources available.

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1. **Log-in to QGenda Account:**

- a. QGenda can be accessed on the desktop and from the mobile app.
- b. Users must be profiled in Qgenda before accessing their account.
- c. Visit [QGenda.com](https://www.qgenda.com).
- d. Click on the “Sign In” button in the top right-hand corner.



- e. The email associated to your NM profile should populate.
- f. If an email does not populate, or to change the email used, click “Create an Account” in the bottom right and enter your information at the prompts.
- g. Click “Continue” to access the NM QGenda Home Tab.



Email

[Continue](#)

New to QGenda? [Create an Account](#)

2. **Download the QGenda Mobile App**

- a. **Download** the QGenda mobile app for [iOS](#) or [Android](#).
- b. For more information on how to use the app visit the [Mobile App Guide](#)

3. **IT Support Resources:**

- a. For issues with QGenda, open an NM Service Now ticket.
- b. For new requests or changes to current configuration – Select the applicable NM QGenda form. Search Service now for or click this link: [New QGenda Scheduling Requests](#)
 - Add a provider to an existing schedule.
 1. On-boarding: providers are auto-provisioned via the onboarding process and logic rules and will be automatically added to the applicable schedule group(s). If they do not appear on the schedule once provisioning is complete – use this form to request they are added to the Qgenda schedule group.
 2. Off-boarding: Providers will be removed from QGenda once termination is fully processed and will no longer be searchable by name.
 - Add a new schedule owner to an existing schedule group.
 - Create a new schedule group or task.
 - Modify an existing static number (contact # used in place of scheduling providers)
- c. For schedule technical questions - Contact the QGenda Support number on the Admin tab.
- d. For Advanced Scheduling technical modifications (Example – automation schedule rules changes) - contact QGenda Advanced Support: AdvancedSupport@QGenda.com

4. **QGenda Learning Resources:**

a. **NM Tip Sheets and Recording for Providers:**

- Go to Physicianforum.nm.org > Physician Resources > Clinical and Informatics > Vocera and QGenda Resources
- Or
- Go to NMI > Departments > Information Resources > Information Services pages (hover for pop-up) > Vocera & QGenda

b. **QGenda Resource Materials on QGenda.com:**

- Go to the Schedule or Admin tab for resources specific to the respective tab.
- Click the “?” at lower right for additional information in the QGenda Resource Center: Instructions and interactive tutorials (NOTE: Tutorials do not have sound).
- Click the [Help Center](#) in upper right for detailed information on features and how to use them.