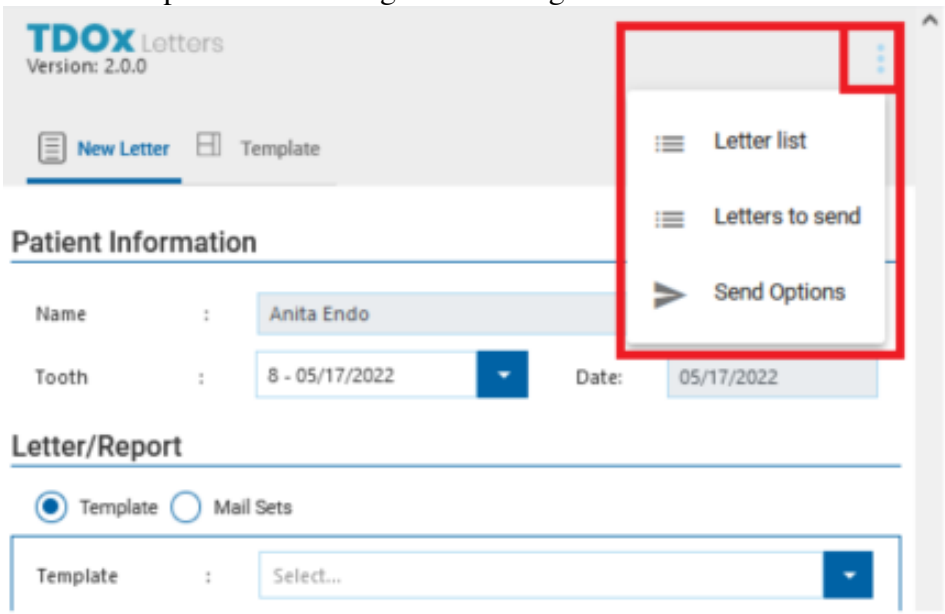
Cloud Letters - Essential things to know

918 TDOKB3 May 20, 2024 Cloud Ribbon Menu, TDO software 10.20K

Essential things to know about Cloud Letters

This article will go over important things to know regarding features, functionality and requirements.

- To eliminate any needs for re-training, the only nuance is that the "Letters List", "Letters to send" and "Send Options" were merged into a single menu. It is an icon of three dots as seen below.



- Practices must make a decision to either fully transition to Cloud or stay on Microsoft Word
- There is no extra cost if your practice is already subscribed to TDO Cloud Services.
- Google Chrome is required.
- Minimum TDO Version is 12.416d. We recommend updating to the latest build before installing Cloud Letters. This is for ease of access to Cloud Letters in TDO and less set up time.
- OpenVPN must be connected.

- Must use TLS security protocol.

- Operating System Windows 10 or 11.

- The web browsers pop-up blocker must be disabled in order to print. See KB 916 for instructions.

- Cloud Letters is encrypted to ensure discretion involving sensitive patient data.

- Cloud Letters loading times are reliant on your practices' local internet speeds, *download and upload*. See KB 39 for minimum and recommended requirements under TDO Cloud Services/Replica.

- Cloud Letters can be accessed on devices without TDO installed. The only requirement is an internet connection to access the TDO Admin Portal - See KB 875 for instructions.
    i. Users can access cloud letters while traveling.
    ii. The TDO Portals will work on modern mobile devices such as tablets and laptops, but be advised that the portals have not been fully optimized for all devices, especially mobile phones.

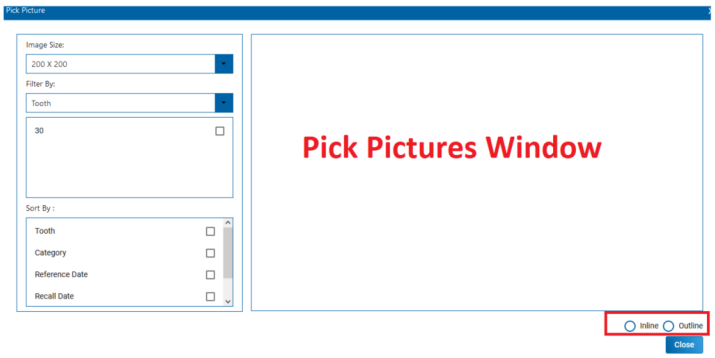
- Cloud Letters can be opened on multiple tabs simultaneously, allowing room for multitasking.
    i. Users can initiate batching letters on one tab then open cloud letters on new tabs to continue sending reports.

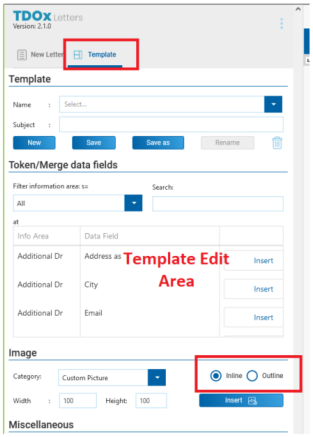
        I. Batching letters in TDO-12 would lock up the application while generating.

- Sending a letter through Cloud will:
    i. Generate a PDF version of the letter in the patients image organizer.
    ii. Generate a Microsoft word document version of the letter in the patient's Image Organizer.
    iii. Create a log of the sent letter inside the "Letters List".

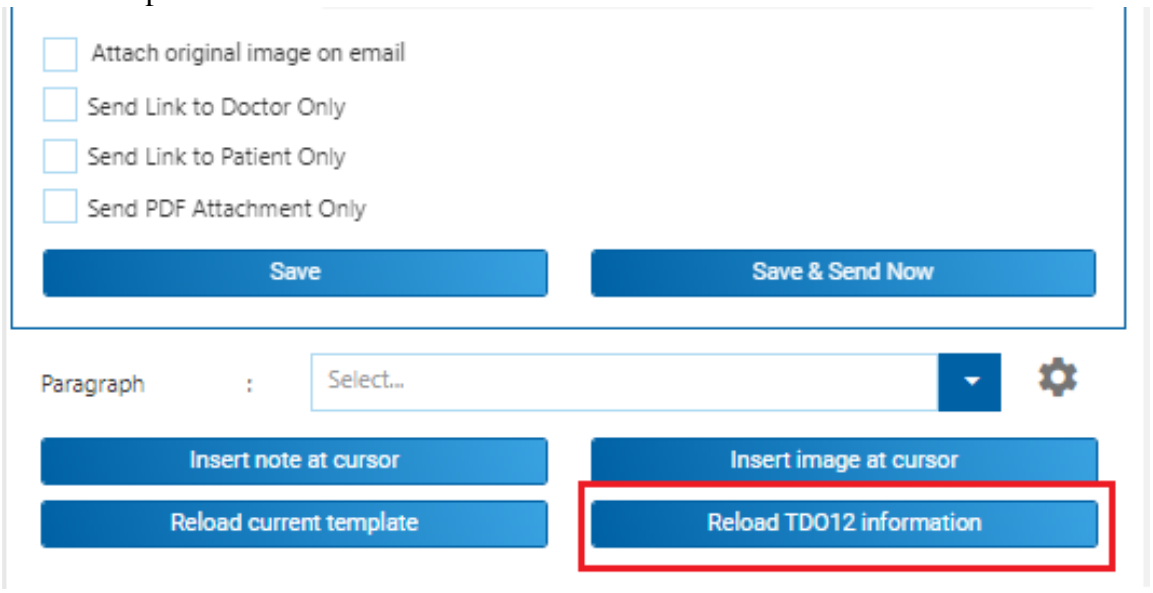
- To switch patients in cloud letters, simply launch cloud letters again and it will open in a new tab with the patient chart that is currently up in TDO.

- Applying an image as "Outline" as opposed to "Inline" will automatically send the letter out as a PDF attachment.





- "Reload TDO12 Information" button will refresh the page and pull the most recent data from TDO
    i. Use this to pull the most recent data from TDO-12.



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