WELCOME TO TDS HEALTH

Customer Onboarding Guide

tds health

EASY ACCESS

We provide easy access to our platforms and products and work with you to determine the best methods for your users.

USER TRAINING

After your subscription starts, we want to help ensure that it is being used to its fullest potential. We're able to host webinars and provide tutorial videos and guides.

MARKETING SUPPORT

This guide provides an overview of tools available for marketing a subscription to your users. With resources such as videos, emails, handouts, logos and other graphics, we are able to provide what you need to promote your subscription.

CUSTOMER TESTIMONIAL

"One of my favorite things about working with the TDS Health team is the exceptional level of customer service. I've been a TDS Health customer for approximately 4 years, and everyone I've worked with has been extremely responsive, reliable, and kind."

MOLLY ANTOINE, MLIS
Library Supervisor, Baptist Health Sciences University

OUR COMMITMENT TO YOU

Customer Onboarding Guide

Welcome to TDS Health and thank you for your partnership! You have purchased our products for a reason and our team is here to understand exactly that. Your onboarding experience will be customized to your business needs as we work with you to realize objectives and craft strategies for success. We look forward to making access easy for you and your users with seamless account set-up and quick implementation and use of our products. TDS Health strives to know your internal initiatives, put actionable items in place to drive the desired behavior of your users and measure the success derived from these activities.

The elements of a successful partnership with TDS Health:

- You will be provided a dedicated Customer Engagement Manager who will serve as your point of contact during your first 30 days
- Your team will receive assistance in customizing their experience with account set-up based on a variety of access options and your unique needs
- You will receive a minimum of one customized training session focused on quick adoption, realizing value and getting you and your users set up for success
- You will have access to ongoing training throughout your time as a TDS Health customer, as additional training sessions can be scheduled during the life of your subscription
- You and your users will have access to a variety of user videos, recorded training sessions, training handouts, quick guides and more
- Our TDS Health Marketing Team can provide custom marketing materials to promote your subscription to users
- Throughout your subscription, you will receive personalized customer support by your Account Manager through phone, text, email or video conferencing

Once we finalize our partnership, our team gets to work. Onboarding is the most effective when we work together. While we take most of the burden off of your hands, customers that dedicate themselves to this process see great value and avoid challenges such as lack of adoption. Understanding what you consider success is critical to designing the action plan we will both follow in the next 30 days and beyond. Agreeing on desired goals and the required resources is important to maximizing the value from your investment with TDS Health. We look forward to a strong adoption of our products and we are here to support you!

CUSTOMER TESTIMONIAL

"Our experience with TDS Health has been a very positive one in every way. Their customer service has always been very responsive to our requests. Accessing the content has been seamless, intuitive and easy."

MICHAEL GRAHAM

Medical Librarian and CME Coordinator, PeaceHealth

STAT!REF ACCESS METHODS

Step #1: Choose Your Access Method

ACCESS OPTIONS

- IP address authentication (IPV4 or IPV6)
- Username and password
  - Full User: provides login rights to access a subscription
  - Client Manager: ability to run statistical reports and includes limited administrative rights
  - Statistician: ability to run statistical reports
- Integrated access: Federated Search, LMS/ILS, LibGuides, SSO, E-learning Platforms, EzProxy/Proxy Server, OpenURL-compatible Link Resolver

FEDERATED SEARCH

EBSCO A to Z
Serials Solutions 360

- Customer or agent of the FSE company provides TDS Health with an IP address
- TDS Health provides the customer's group alias (grpalias=)
- Updated MARC Records are sent monthly to the FSE appointed contact(s)

OCLC WorldCat

- Customer provides their OCLC Symbol
- TDS Health provides customer with a grpalias
- Customer needs to set the grpalias in the WorldShare Collection Manager interface
- Log into Collection Manager in the WorldShare interface
- Navigate to Metadata <> Manage Collections <> Settings <>
- Select Teton Data Systems from the drop-down menu
- Enter the Group Alias and Save

TDNet

- Not all steps are applicable to every customer
- Customer provides TDS Health an IP(s) to add to the group
- TDS Health provides customer with a grpalias
- TDS Health can provide the customer with a title list, URLs, etc… in Excel format
- TDNet may ask TDS Health to add a Link Resolver

STAT!Ref

CUSTOMER TESTIMONIAL

"STAT!Ref is 'the little company that could.' Working with customer service representatives over the telephone and with a regional sales representative is easy."

JEFFREY G. COGHILL, AHIP

Medical Librarian, East Carolina University

STAT!REF ACCESS METHODS

Step #1: Choose Your Access Method *(continued)*

LMS/ILS

ExLibris, Part of Clarivate
Alma, Voyager
Primo, Summon

- Customer provides TDS Health with IPs
- TDS Health provides the grpalias

LIBGUIDES

- Customer provides TDS Health with IPs
- TDS Health provides the grpalias

SINGLE SIGN-ON (SSO)

OpenAthens

- Customer provides TDS Health with Entity ID, Scope and IP(s), if applicable

LibLynx Identity, Access & Analytics Management

- Customer provides TDS Health with IPs
- TDS Health provides the grpalias

UK Federation Shibboleth/OpenSAML

- Customer provides TDS Health with IdP Entity IDs
- It is best if customer is part of the UK Federation, but TDS Health has done custom configurations

E-LEARNING PLATFORMS

TDS Health and STAT!Ref content are compatible with Blackboard Learn, Brightspace, Canvas, Moodle and more.

CUSTOMER TESTIMONIAL

"I am a pharmacy student at Butler and I am finding your database particularly useful in my class on clinical assessment. Having the integrated Stedman's Medical Dictionary has been a great tool or working on defining new terminology, completing pre-lab activities, and preparing for lab sessions. The interface is very user-friendly for the whole site and it is one that I am sure I will be using regularly as I move through the pharmacy program."

RICK PIATEK

Student, Butler University

STAT!REF ACCESS METHODS

Step #1: Choose Your Access Method *(continued)*

EZPROXY/PROXY SERVER

EZproxy/Proxy Server

- Customer provides TDS Health with a proxy IP address
- Customer will need STAT!Ref Stanza for their proxy config file:

  Title STAT!Ref (TDS Health)
  URL https://online.statref.com/?grpalias=
  HJ www.statref.com
  HJ https://online.statref.com
  HJ http://online.statref.com
  HJ marketing.statref.com
  HJ online.statref.com
  DJ statref.com

- Customer provides Proxy URL

OCLC EZproxy Hosted & Non-hosted

- Hosted
  - OCLC takes care of everything for the customer
  - Customer provides their OCLC contact the grpalias TDS Health assigns them

- Non-hosted
  - Customer manages their own proxy server
  - Customer provides TDS Health with IP(s) and the proxy URL, TDS Health provides them with the grpalias and stanza

LINK RESOLVER

- Customer provides OpenURL-compatible Link Resolver Base URL
- Customer provides Link Resolver Image Thumbnail (HTTPS links only, please)

CUSTOMER TESTIMONIAL

"We love it and have used it for years – you emphasize books that are primarily used as reference texts and those are the best type for online access."

CHRISTINE CHASTAIN-WARHEIT

Director, Medical Libraries, Christiana Care Health System

STAT!REF AND TDS HEALTH PLATFORM OVERVIEW

Step #2: Learn How to Use the Platform

The STAT!Ref resources that appear on the TDS Health platform via your login are unique to you. They are combined to create a powerful search engine that is specific to your users and based on the content included in your subscription, but the platform also includes a variety of value-added tools and features that are provided free of charge. See how to access and browse your purchased STAT!Ref titles below. Or, use the simple search bar to search for content in all of your titles. You can also click on the Resources drop-down for quick access to features or value-added resources, create a Profile by clicking on that link or use the Tools drop-down to create links and access the administrative area.

See a list of subscribed titles in the Titles tab here or via the STAT!Ref panel below

Email support@tetondata.com for support inquiries.
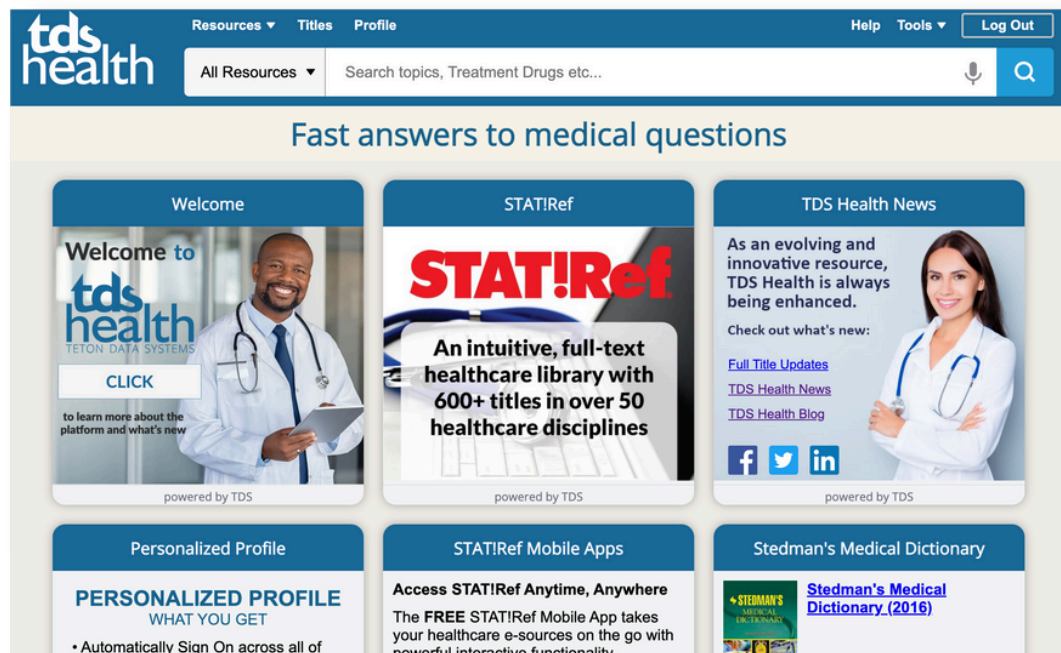
CUSTOMER TESTIMONIAL

"As a solo medical librarian for the past 10 years, one needs expert support from your medical digital resource vendors and one needs to have trust in them. I can say, that for these past 10 years at both of these hospitals, I have had the greatest support from TDS Health/STAT!Ref in providing timely, expert advice and resources at pricing that afforded our budgets the ability to sustain robust evidence-based resources...towards our goal of best patient outcomes. Bottom line? Best bang for your dollar. Incredible catalog of resources my docs want and my nurses need. And in the virtual world... these resources are in the pockets of my clinical library patrons. Volumes and volumes of the most sought-after references, and all accessible on their mobile devices. You have clinical questions? STAT!Ref has the resources with the answers. I wouldn't have my medical library without STAT!Ref."

CYNTHIA F. JOHNSON, MS

Medical Librarian, Salinas Valley Memorial Healthcare System

STAT!REF TRAINING & TOOLS

Step #3: Access Training Materials

See the resources below or access the help center on the TDS Health platform on the upper panel on the right. Or, email support@tetondata.com for administrative or user support.

TRAINING VIDEOS AND HANDOUTS

- TDS Health Quick Guide
- TDS Health Profile Guide
- TDS Health Profile Guide (Spanish)
- TDS Health Subscription Preview Handout
- TDS Health Subscription Preview Video
- TDS Health Subscription Preview Video (Spanish)
- How to Use STAT!Ref on the TDS Health Platform Video
- How to Use STAT!Ref on the TDS Health Platform Video (Spanish)
- TDS Health HL7 InfoButton
- TDS Health HL7 InfoButton FAQ
- STAT!Ref Mobile App Handout
- STAT!Ref Mobile App Handout (Spanish)
- STAT!Ref Mobile App Video Instructions
- STAT!Ref Mobile App Video Instructions (Spanish)
- Drug Shortages Set-up Guide
- Drug Interactions Guide
- Evidence Alerts Set-up Guide
- TDS Health Link Wizard How-to Guide
- EBMCalc Quick Guide
- Wiley Visual Library Overview
- Wiley Visual Library How-to Guide
- STAT!Ref Citation Guide
- Administration Help

STAT!Ref

CUSTOMER TESTIMONIAL

"I find that today, I am again sending on STAT!Ref Evidence Alerts to my users. The 'comments from clinical raters' is invaluable. That is the bottom line for me - good comments, I send the info to my clinicians; negative comments, I don't waste their time. The presentation of the data is excellent - easy to read - not so busy that it is distracting. This service saves my users a lot of time, and gets the useable evidence to them in quick time!"

PENNY LOGAN

Manager Library Services,
Capital Health

THANK YOU FOR PARTNERING WITH US

Customer Onboarding Guide

tds health

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EMAIL

support@tetondata.com

ADDRESS

PO Box 4798
235 East Broadway Ave
Jackson, WY 83001

SOCIAL

CUSTOMER TESTIMONIAL

"TDS Health is very quick to respond to requests for help, whether for quotes, statistics, or help with access issues. Requests have been addressed - and issues usually resolved - the same day."

JAN DANIEL
Technical Services Librarian, Greenville Technical College