WWW.TETONDATA.COM

# WELCOME TO TDS HEALTH

Client Onboarding Guide

## CLIENT 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

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.

WWW.TETONDATA.COM

# OUR COMMITMENT TO YOU

## Client Onboarding Guide

Welcome to TDS Health, and thank you for your partnership! You selected our solutions for a reason, and our team is committed to understanding your goals and helping you achieve them. Your onboarding experience will be tailored to your organization's unique needs as we work together to define objectives and develop strategies for success. We strive to make implementation seamless with efficient account setup, easy access, and rapid adoption of our products. Throughout the process, TDS Health seeks to understand your initiatives, identify actionable opportunities to encourage user engagement, and measure the impact of those efforts.

The elements of a successful partnership with TDS Health:

- You will be assigned a dedicated Client Engagement Manager who will serve as your primary point of contact during your first 30 days.
- Your team will receive personalized assistance with account setup, including configuration based on your preferred access options and organizational needs.
- You will receive at least one customized training session designed to accelerate adoption, demonstrate value, and position your users for success.
- Ongoing training is available throughout your subscription, with additional sessions that can be scheduled as your needs evolve.
- You and your users will have access to a variety of resources, including user videos, recorded training sessions, quick guides, handouts, and more.
- Our Marketing team can provide customized promotional materials to help raise awareness and drive engagement with your subscription.
- Throughout your subscription, you will receive personalized support from your Account Manager via phone, text, email, or video conferencing.

Once our partnership begins, our team gets to work. The most successful onboarding experiences are built through collaboration. While we manage the majority of the implementation process, organizations that actively participate often achieve stronger adoption and greater long-term value. Understanding what success looks like for your team allows us to create a shared action plan for the first 30 days and beyond. By aligning on goals, priorities, and available resources, we can maximize the return on your investment in TDS Health. We look forward to supporting your success and helping your users get the most from our products!

tds health

### CLIENT TESTIMONIAL

*"The Client Engagement Team at TDS Health has been wonderful to work with. Their team has been responsive, supportive, and genuinely invested in helping us successfully implement and utilize the platform within our Diagnostic Medical Sonography program at Triton College. Whenever questions or challenges came up, the team was quick to provide guidance and follow-up support. They were patient during onboarding, attentive to our specific program needs, and consistently professional in their communication. It is clear that they care about building strong relationships with their customers and ensuring a positive experience. We appreciate the time and effort the team has dedicated to helping us navigate the system and look forward to continuing our partnership with TDS Health."*

**HEATHER AMWOZA**

Chairperson, Diagnostic Medical Sonography Program, Triton College

WWW.TETONDATA.COM

# 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®

### CLIENT 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.

STAT!Ref®

### CLIENT 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)

STAT!Ref®

### CLIENT 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**

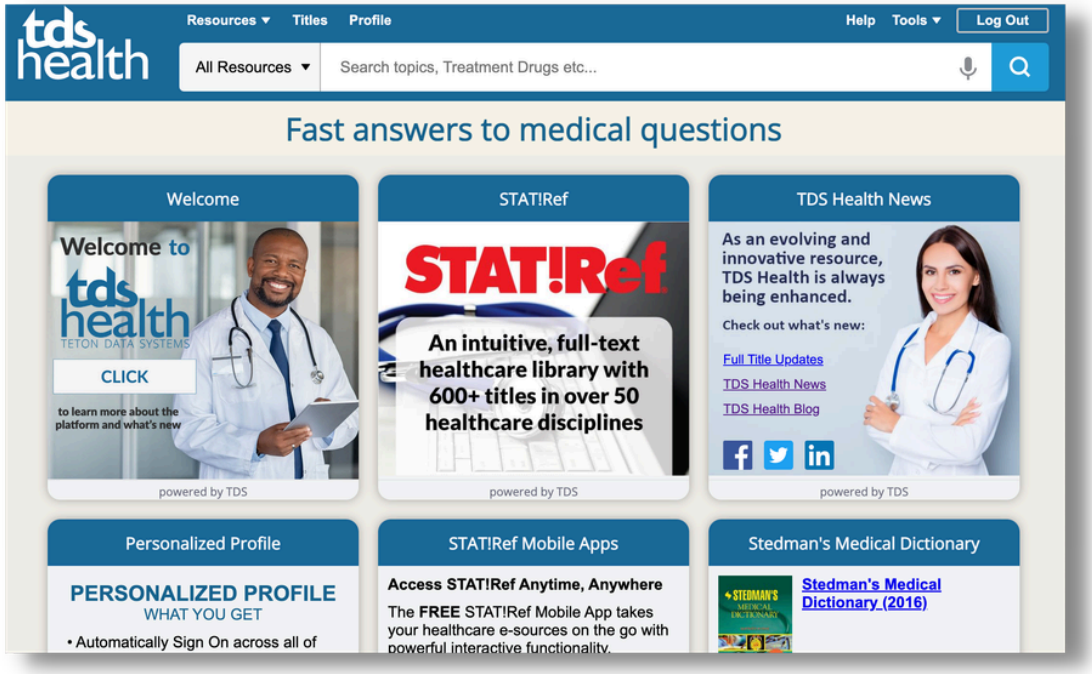
Director, Medical Libraries,
Christiana Care Health System

# 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.

STAT!Ref®

### CLIENT 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

WWW.TETONDATA.COM

# 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®

### CLIENT 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

WWW.TETONDATA.COM

# THANK YOU FOR PARTNERING WITH US

Client Onboarding Guide

## CLIENT 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

## CONTACT US


**WEBSITE**

www.tetondata.com

**PHONE**

1-800-901-5494

**EMAIL**

engagement@tetondata.com