

# Sending a Portal Message with the Option to Attach a File

This document outlines the process for sending a portal message and submitting files to the clinic. This feature has been designed to act like sending an attachment by email, though using our secure portal.

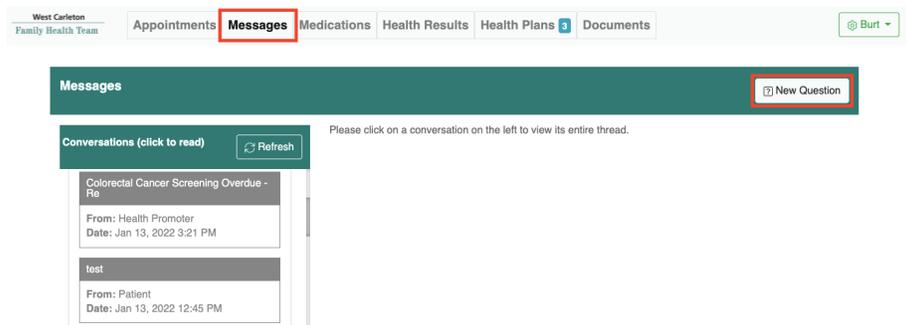
## STEP 1

Login to the West Carleton FHT Health Portal <https://portal.wcfht.ca/>

## STEP 2

Select the Messages Tab. Click the **“New Question”** button. Read and acknowledge the disclaimer to proceed.

Note: If you are replying to an existing message sent to you by a WCFHT staff member or healthcare provider, select the message from the **“Conversations”** panel and click **“respond”**.



## STEP 3

Type a subject and brief message.

To add a file to your message (document, form, photo etc.), click **“add attachment.”**

If you do not have a file to attach, simply click **“send”**.

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## STEP 4

Select the **“Browse”** button to locate the file from your computer or device.

Select the reason for attaching your file from the options listed. This helps staff receiving your message direct it to the appropriate person.

If applicable, enter the date of your upcoming appointment.

If applicable, select the name of the health provider that requested the attachment from the options listed.

Click **“Send”**.

The screenshot shows a web form titled "For **NON-URGENT** medical issues". Below the title is a text box with the instruction: "Send your **questions** or **concerns** about a medication or a **non-urgent** medical issue to our clinic and a doctor or nurse will typically respond back to you within three business days." The form contains several sections, each highlighted with a red box in the image:

- Attachment (optional):** A text box containing "Screen Shot 2022-01-25 at 12", a "Remove" button, and a "Browse ..." button.
- Reason for attaching:** A dropdown menu with the selected option "I have an upcoming appointment".
- Appointment date:** A text box with "Jan 27, 2022", a "Clear Date" button, and an "Add Date" button.
- Health provider:** A dropdown menu with the selected option "PA Melissa Graf".
- Navigation:** A "Back to Message" button.
- Final Actions:** "Close" and "Send" buttons.

Please note:

1. It can take 3 business days or more for staff to respond to your portal message. The portal is intended for non-urgent issues only! If your issue is urgent and cannot wait 3 or more business days, please call us at 613-839-3271.
2. Portal message attachments are not added to your chart immediately. Staff must manually process attachments and upload files to the appropriate area in your chart.