BING – Running a Report via BING Portal

Digital Health
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Quick Reference Guide

This Quick Reference Guide will explain how to:

- Run a Report via BING Portal.

Definitions:

BING – Virtual mailroom used at Western Health to send patient's correspondence via text messages or post.

EasyPost Mailroom – desktop application to allow users to send patient letters from iPM and EMR.

Running a Report on SMS Replies from BING Portal

To view patient's reply to SMS sent (e.g. MBS Consent SMS):

1. Log into the BING portal online via
   https://portal.bingmail.com.au/signin_to_bingmail
2. Select **Reports** tab.
3. Expand **Create Reports** section.
4. Select **SMS** option.

The SMS window displays.

5. Enter your search filters, such as:
   a. Date ranges.
   b. Department.
   c. Type: Select Replies.
   d. Output: Select I'll wait for it now.
6. Click **Run**.

The CSV file is downloaded.

7. From the CSV file:
   - View the patient's reply from the **Reply** column.
   - Expand the **SMS Text** column to view the SMS sent to the patient, to quickly find patient's name and URN.