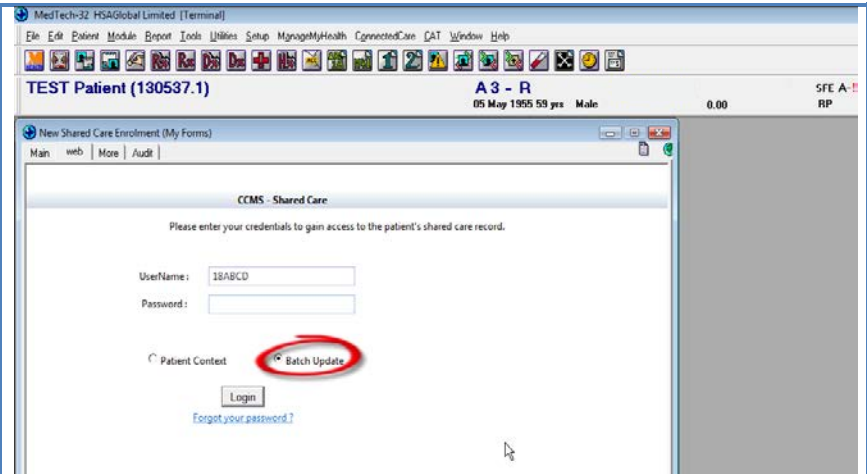# Whānau Tahi User Guide

How do I get Help?

HealthAlliance provides Whānau Tahi Connected Care support during business hours (0800-1700hrs)
They can be contacted on **0800 268 626** or sharedcare@healthalliance.co.nz

How do I complete a Batch Update from MedTech?

Launching Shared Care program • In the MedTech program select **Forms**. • Enter your Shared Care Password • Select **Batch Update** • Click Enter **Note:** Batch update needs to be executed at least once a day. This ensures that all the relevant data from MedTech is up-to-date in WTCC.	
Note: the Batch Update will run and complete automatically	