

NCL PRIMARY CARE LAPTOP FAQs

Q. I need IT Support. What do I do?

A. You can call the Camden GP IT Service Desk on **020 3688 1881** and select **Option 1**. Please note that the telephone is manned Monday to Friday from 9am - 5pm and will be answered by 1 of 2 temporary staff dedicated to supporting the laptops. Alternatively, you can send an email to nclccg.gpsupport@nhs.net providing the following information within the email: GP practice name, locality, Asset number (NCLGP*****), contact number, personal NHS email address and a description of your issue

Q. How do I setup my NHSmail account in Outlook?

A. left click the Start key on the bottom left corner of the screen > Outlook > Accept the licence agreement > type your NHSmail email address and left click Connect > left click and select Office 365 > enter your NHSmail password into the pop-up box and left click the OK button > left click Done and outlook will launch

Q. how do I print at my practice?

A. unfortunately, printing is not supported as each practice within NCL has its own network and your NCLGP***** device would need to be joined to that network which is not feasible. However, if you are working remotely and urgently need something printed at your practice, you can print to the printer 'Microsoft Print to PDF', save the file and email it securely via NHSmail to a colleague that has access to a printer on your local network and remember to delete the local copy afterwards.

Q. I am experiencing EMIS Web errors which are causing issues with data entry, prescribing, using templates and launching documents. What do I do?

A. This is due to EMIS rolling out patch updates and there being a version mismatch. We kindly ask all users to always access EMIS Web via the Configuration Switcher on the NCLGP laptops, even if you only accessing a single instance as this will ensure the latest EMIS Web updates are installed.

Q. When I unlock my computer, I keep seeing a 'Contacting Server....' Message. Why does this keep happening?

A. that message is EMIS trying to reconnect. Your laptop will be resuming from a 'sleep' state. During sleep, the VPN is disconnected, and this message will appear until the VPN has reconnected after which the connection to EMIS will be restored and the 'Contacting Server....' Will go away

Q. Microsoft Word and Excel do not integrate correctly within EMIS. What do I do?

A. This is a known problem with Office 365 and EMIS. Microsoft is working on a solution. It is advised that you keep the laptop scale and layout at 100% allowing for Microsoft Office 365 applications within EMIS to be fully functional

Q. How do I change the scale and layout?

A. The recommended scale and layout is 100% and it is recommended that you keep this setting. However you change can this by clicking on Start > Settings > System > Display > Advanced scaling settings > Enter a custom scaling size between 100% - 500% > type in a custom number in intervals of 25, log out and log back in to set the new scale and layout

Q. every time I log in, I keep getting the same 2 notifications:

- *Your input is needed to connect*

- *Pulse Secure connection complete*

A. left click the 'notifications' icon on the bottom right corner of your screen which will expand the notifications center > hover over the notification and left click the 'Settings' cog icon > left click 'turn off all notifications' by the 'Your input is needed to connect' notification. Repeat the process for the '*Pulse Secure connection complete*' notification to stop receiving these notifications

Q. Why are the 'F' keys not working within EMIS?

A. Press the 'Esc' key and any 'F' key at the same time to re-enable this function (tip: the padlock symbol with 'fn' written within it on any keyboard will toggle this functionality on and off within EMIS).

Q. How do I add 'My Computer' to my desktop?

A. Left click the Start Key > Settings > Personalisation > Themes > Desktop icon settings > Tick 'Computer' and left click 'Ok'

Q. How do I change my default Web Browser?

A. Left click Start > Settings > Apps > Default Apps > Web Browser > left click your existing web browser and left click your new chosen default web browser

Q. How do I change my default PDF viewer?

A. Left click Start > Settings > Apps > Default Apps > Set defaults by app > Adobe Acrobat Reader DC > set all file types to Adobe Acrobat Reader DC by left clicking each one individually and selecting Adobe Acrobat Reader DC

Q. I can't see Microsoft Teams. Where is it?

A. Open Windows Explorer by left clicking on the folder icon on the bottom left of the taskbar. Now browse to 'C:\Program Files (x86)\Teams Installer' and double click the 'Teams.exe' file, Microsoft Teams will launch and will also now be in your applications list

Q. I can't see the Microsoft Teams icon within my Outlook calendar?

A. Close Outlook. Sign out of Teams and ensure Teams is closed. Restart Microsoft Teams and sign back in using your NHSmail credentials. Now launch Outlook and the Microsoft Teams icon will be available within Outlook's Calendar

Q. How does the VPN work and how do I know if its connected?

A. The VPN will automatically initialise and connect every time you are logged into the laptop and connected to the internet. The VPN platform is called 'Pulse' and you can check if it is connected by left clicking on the ^ icon near the bottom right hand corner of your screen which will expand to display your hidden taskbar icons. The icon with a 'S' and arrow is the Pulse VPN application. If you double click this icon, you will be able to see the status of the connection

Q. Every time I log into the laptop, I get a pop-up window with 'Pulse Secure' displayed for a couple of seconds. Why is this happening?

A. This is the VPN initialising and is normal behaviour.

Q. I am still on Docman 6/7, can I access my Docman files?

A. Unfortunately, not as Docman 6/7 documents are stored on your local network at your practice. Once your practice is migrated onto Docman 10, you will be able to benefit from being able to access your Docman files from your NCLGP laptop

Q. The first time I run ERS on the laptop, I am presented with various popups relating to Java. What do I do?

A. Tick the 'Do not ask again until the next update is available.' Box and left click the 'Later' option. You will be presented with a 'Security Warning'. Tick the 'I accept the risk and want to run this application' message, expand the 'Show Options' message and tick the 'Do not show this again for apps from the publisher and location above' message and left click the 'Run' button to continue. You will also see a message at the bottom of your browser > left click 'Allow' and ERS will now be functional

Q. Can I log into the laptop in any other way besides with biometrics?

A. Yes, you can use your PIN or your password as alternative login method. You can do this on the logon screen by left clicking Sign-in option and selecting your chosen method to log on. Please note that the VPN will not work if you log onto the laptop with your username and password due to security restrictions with this logon method, so it is advised that you use your PIN.

Q. I want to change my biometrics login method. What do I do?

A. Left click Start > Settings > Accounts > Sign-in options > select new sign in method (Windows Hello face or Windows Hello Fingerprint) and follow on screen instructions. Please note that you will need your PIN to change the sign-in method. Finally select your legacy sign in method (Windows Hello face or Windows Hello Fingerprint) and select remove.

Q. How do I add more than 1 finger to unlock and log into my device?

A. Left click Start > Settings > Accounts > Sign-in options > Windows Hello Fingerprint > Add another > Get started > enter PIN > register finger and repeat....

Q. How do I remove the white Windows Search bar at the bottom of the taskbar?

A. Right click an empty section of the taskbar > Search > Hidden

- Q. How do I remove the 'Talk to Cortana' icon on the taskbar?**
- A. Right click an empty section of the taskbar > untick 'Show Cortana button'
- Q. How do I remove the 'Task View' icon on the taskbar?**
- A. Right click an empty section of the taskbar > untick 'Show Task View button'
- Q. How do I unpin applications for the taskbar?**
- A. Right click the application you want to unpin > unpin from taskbar
- Q. How do I pin an application to the taskbar?**
- A. Right click the application you want to pin to the taskbar > More > Pin to taskbar
- Q. Why do I need my mobile phone to register and use the device?**
- A. In order to be able to provide users with an automatic and seamless VPN connection, additional security in the form of Multi-Factor Authentication is needed and your mobile phone acts as the physical authentication device
- Q. Why do I have a PIN?**
- A. In order to be able to provide users with a automatic and seamless VPN connection, additional security in the form of Multi-Factor Authentication is needed and your PIN is one form of MFA
- Q. A specific website I want to access is not loading. What do I do?**
- A. Email nclccg.gpsupport@nhs.net explaining that you are trying to access a website and it's not loading. Provide the website URL and brief explanation of what the website is and why you require access to it

Useful links:

Coordinate My Care <https://nww.coordinatemycare.net/csp/healthshare/hsc/compat/login.html>

EMIS Support Tracker <https://www.emisnow.com>

Docman 10 <https://docman.thirdparty.nhs.uk>

ERS <https://nww.ebs.ncrs.nhs.uk/app-ebs>