

An introduction and 'how to' guide for Sesui can be found on radar: [Sesui Training Guide – Radar \(radar-brisdoc.co.uk\)](#)

Sesui Lite set up information for Greenway, Marksbury Road and 168 can be found in the appropriate base set up guide.

Sesui Top Tips

- Test the speaker and mic settings
- When issues are experienced with Sesui, they can usually be resolved by re-starting the application fully (see below for setup instructions)

A troubleshooting guide can be found at the end of this document

Reporting Sesui issues

FULL SESUI:-

- [Your Shift Manager report](#)- Please also log all Sesui issues on the SMR, in as much detail as possible - ie. please do not write 'Sesui didn't work', 'had problems with Sesui', as we need to know what the issues were.
- For the launch of incoming calls to Sesui, all issues should be reported via an email to the head of IUC, Lucy Grinnell

SESUI LITE:-

- [IT Support form](#)- Please ask Host or clinician to report any issues they have via the IT support form - **including the time the error occurred and the case number of the case they were dealing with.**
- [Your Shift Manager report](#)- Please also log all Sesui issues on the SMR, in as much detail as possible - ie. please do not write 'Sesui didn't work', 'had problems with Sesui', as we need to know what the issues were.

Training In Sesui

Unlike our previous telephone headsets, we do not have any USB splitter headsets for use within Sesui. To aid with training in Sesui we now have some training accounts that allow the person who is listening to the call to 'drop in' to the call. We have three accounts set up specifically for this purpose (credentials on Bitwarden).

These accounts can be used in the following ways:

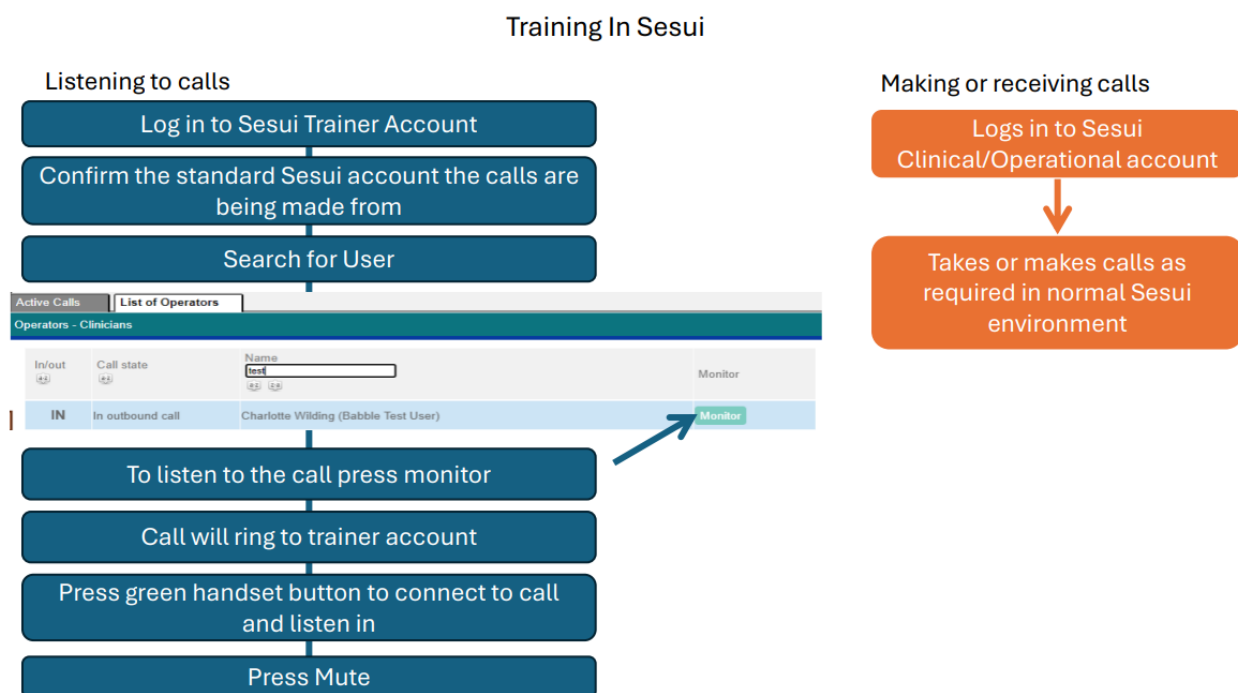
Shift Manager Sesui Guide

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- if you are training and require the trainee to listen to your calls, you will log into a 'standard' account and make the call. The trainee will log into one of the below 'training' accounts and will need to 'drop in' (as per the attached instructions) to listen to the call. It is very important when you drop in to a call you immediately select the 'mute' option to prevent the caller hearing two people.
- If as a trainer you are listening to a call, the trainee will log into a 'standard' account, and you will log into one of the training accounts.

As we often will have several hubs or training session on shift it is essential that as shift managers you are aware of what accounts are in use so in order to be able to allocate out other credentials if needed.

A how to guide (as below) has been shared with our clinical leads and trainers:

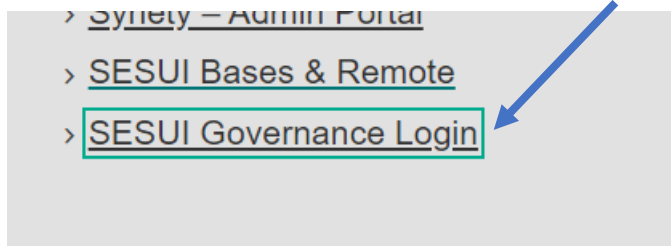


Sesui Call Recorder

As all calls are recorded within Sesui, should you need to access the details from a call whilst on shift please follow the guide below:

Credentials for accessing Call recording are found on Bitwarden

- Enter the website using the link on Brisdoc weblinks: (Sesui Governance Login)



- Add the username and password
- Select Sign In

A screenshot of a login page titled 'Making Vital Connections'. Below the title is the word 'Login'. There are two input fields: the first contains the text 'IUC Shift Managers' and the second contains a series of dots representing a password. Below these fields is an orange button labeled 'Sign in'. At the bottom, there is a line of small text: 'Access to this web site is subject to our [terms](#) and [conditions of business](#). Contact us on: 03445 600 600'.

Once in the call recorder you can search in a number of ways, narrowing down the call criteria, however if you know the time of the call the simplest way to search is to enter the date and select time slice



For Example: if you select the date and then add in the time frame it gives all calls within that period.

To see the call list select 'call list' within the call counts section:

A screenshot of a 'Call Counts' section. It features a table with the following columns: 'Day', 'Evening', 'Weekend', and 'Total'. The first row of data shows 'Call Count: [Call List](#)', '0', '27', and '0'. The 'Total' column shows '27'. A red arrow points from the text 'select \'call list\' within the call counts section:' to the 'Call List' link.

	Day	Evening	Weekend	Total
Call Count: Call List	0	27	0	27

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The calls displayed will be both incoming and outgoing calls, if the call was incoming it will display what line was called, i.e the professional line or the shift manager etc, and if the call was outbound it will display as “OUTDIALLER” with the number dialed being displayed in the ‘title box’

Details	Date	Time	CLI	Dialed number	Title
1125885740	29-Aug-2024	19:00:04	07	Shift Managers - 01173459083	Connected to operator: Shift Manager OOHs
917558332	29-Aug-2024	19:02:40	01173459125	OUTDIALLER	Outdial call to 01173459125 - Answered

To listen to the call select the small play button to the right of the call log

Title	S/F	Duration	
Manager OOHs	S	4:44	  
- Answered	S	4:26	  

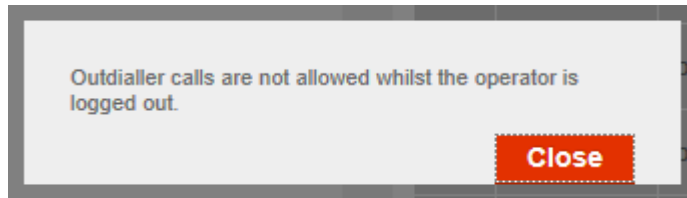
The call will then be played.

Please note at no point should calls be saved or stored by the SevernSide operational team, access to the call recorder is granted on a listening basis only.

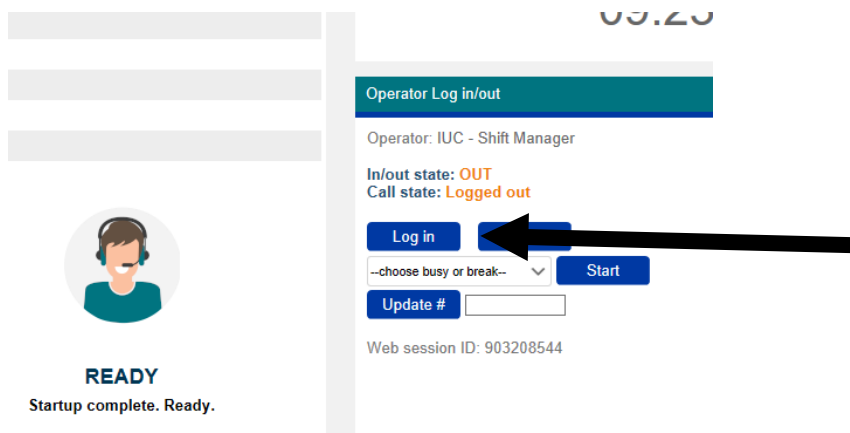
Sesui Troubleshooting

1. Outdialler calls are not allowed whilst the operator is logged out

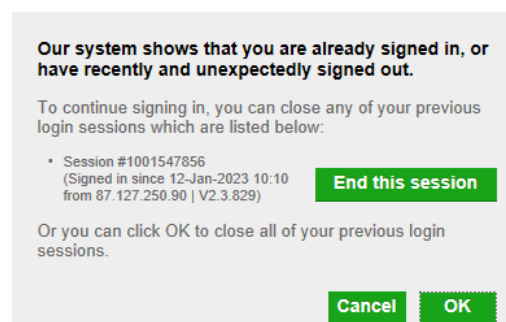
If the following message is received:



Fix: They have signed in but not logged in, press the log in button



2. Our System shows that you are already signed in, or recently and unexpectedly signed out when logging in and someone else is logged in please call the shift manager.



Fix: Check that we given the correct log in details and that no-one else may be signed into the account.

There are possible two fixes to this;

If the account is not in use then they are ok to continue, this will log the other user out

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Please note that accounts can not be logged out if the user is in a call.

Alternatively, from the shift manager account you can log the last user out

The shift manager account shows who is logged in:

pervisor (logged in as IUC - Shift Manager)

clock

Wednesday 15-Feb-2023
09:29:00

Operator Log in/out

Operator: IUC - Shift Manager

In/out state: **IN**
Call state: **Waiting**

Log in Log out

--choose busy or break-- Start

Update #

Web session ID: 903208544

VoIP Phone

Status: No current call. Waiting.

Login/Logout P/W Reset

Operator Management List

	In/Out	Call state	Name
U	IN	Waiting	IUC - Remote Clinician #9
U	OUT	Logged out	IUC - Remote Clinician #8
U	OUT	Logged out	IUC - Remote Clinician #7
U	OUT	Logged out	IUC - Remote Clinician #6
U	OUT	Logged out	IUC - Remote Clinician #5
U	OUT	Logged out	IUC - Remote Clinician #4
U	OUT	Logged out	IUC - Remote Clinician #3
U	OUT	Logged out	IUC - Remote Clinician #2
U	OUT	Logged out	IUC - Remote Clinician #10
U	OUT	Logged out	IUC - Remote Clinician #1
U	IN	Waiting	IUC - Shift Manager
U	OUT	Logged out	IUC - Remote Clinician #11
U	OUT	Logged out	IUC - Remote Clinician #12
U	OUT	Logged out	IUC - Remote Clinician #13
U	OUT	Logged out	IUC - Remote Clinician #14

Login/Logout P/W Reset

Operator Management List

	In/Out	Call state	Name
U	IN	Waiting	IUC - Remote Clinician #9
U	OUT	Logged out	IUC - Remote Clinician #8
U	OUT	Logged out	IUC - Remote Clinician #7

Click on IN and change to OUT

In/Out Call s

U

IN
OUT

Waiting

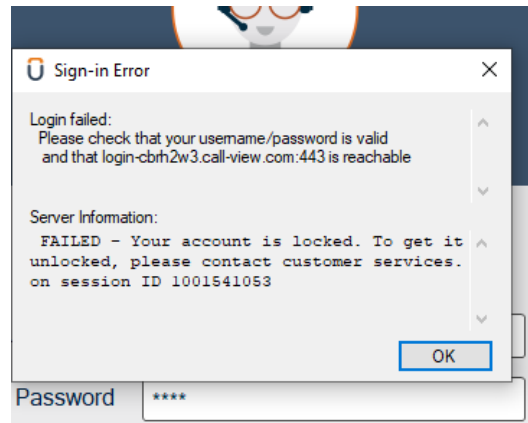
In/Out Call

OUT

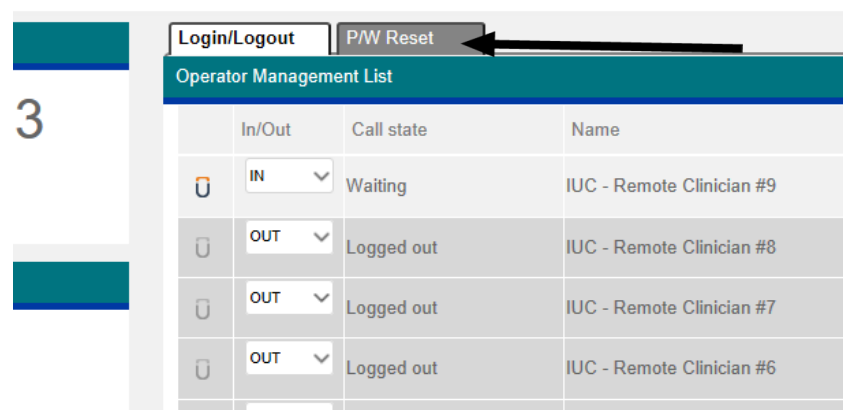
Logg

3. Account is locked

The application will log out after 6 incorrect attempts.



Fix: Within Shift manager screen, select P/W Reset



Enter in a PIN/ PASSWORD **Please enter the existing pin** and select Set

New password:

It will then show the account has been updated

Wilding (Babble Test User)	New password: Set
ote Clinician #1	New password: Set
	NEW PASSWORD SET

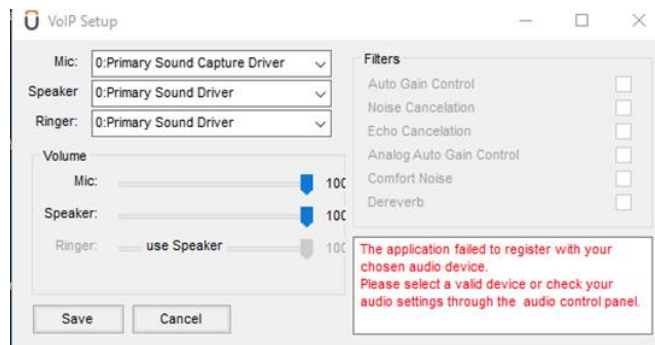
4. Your session has been ended

Your session has been ended at the request of someone else signing into the system. If this is unexpected, you may need to escalate to your supervisor.

[Click here to hide this dialog](#)

Fix: Check account allocation, another user is trying to access the same account, if people are extending shifts, then account allocation may need to be amended. Please note any amendments on message of the day.

5. The application failed to register with your chosen audio device.

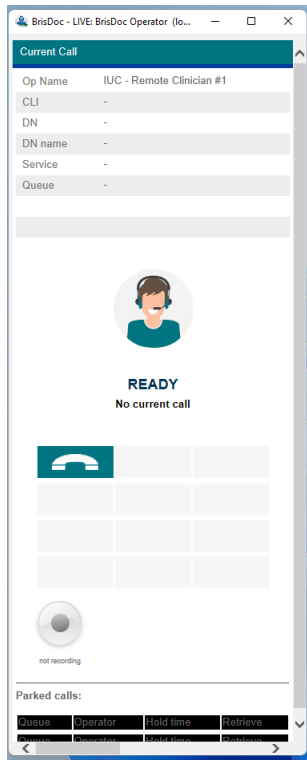


Fix: User needs to Log out, plug in USB headphones and then log back in.

6. Caller cannot hear user or states line is too quiet

- Ensure that the speakers and mic have been tested and that the headset has not been removed after launching Sesui.
- Restart the application
- Check the mic and listening settings are showing the correct headset

7. User is unable to see system in full screen/See Log In button



FIX: Expand the application

