

IT Support Officer SOP

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Purpose

To outline the responsibilities, procedures, and key contact information for the IT Support Officer. This SOP ensures consistent and efficient handling of all IT-related issues within the practice, including EMIS support, hardware troubleshooting, user access, and general system maintenance.

Scope

This SOP applies to the IT Support Officer and covers first-line technical support for systems, hardware, and software used in the practice, including coordination with second-line support teams when necessary.

Responsibilities

- Serve as the first line of support for all IT-related issues.
- Troubleshoot hardware and software problems to the best of your ability.
- Escalate unresolved issues to second-line support (SCWCSU, EMIS, or other relevant vendors).
- Maintain accurate records of incidents, resolutions, and escalations.
- Ensure that all IT equipment, software, and user accounts are functioning correctly and updated regularly.

Procedures

1. EMIS Issues

If anything occurs with the EMIS system that cannot be resolved internally:

- Call EMIS Support on 0330 024 1270 (Option 1).
- Alternatively, access EMIS Now (Customer Support Portal) at <https://emisnow.com>.
- You may use live chat or submit a support request. Organisation ID (CBD): 16593.

2. Hardware or Software Issues (Non-EMIS)

- For printer issues, Smartcards, or hardware/software faults not related to EMIS, contact SCWCSU.IT.
 - Phone: 0300 561 0550
 - Self-service portal: Home Page - Self-Service Portal (topdesk.net)
- They can also assist with Smartcard issues and on-site support.

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3. Waiting Room TVs (Envisage)

- If TVs in waiting rooms fail, contact Egton via the EMIS support methods.
- Try rebooting first:
 - In the Comms room, turn off and on the box labelled 'Envisage'.
 - If unresolved, reboot the box above the TV in the upstairs waiting room (access via ceiling tile).

4. Brisdoc and Related Systems

- For Brisdoc-related IT issues (such as Rota access), contact Brisdoc head office:
 - Phone: 0117 937 0900
- Brisdoc IT Lead: Clive Scott-Green 0117 937 0914.

5. Other Key IT Contacts

- Windows (One Domain) passwords – 0300 561 0400
- ICE setup – email ICE.Support@UHBristol.nhs.uk
- Telephones (Bistech) – 01202 33 22 99 / ServiceDesk@bistech.co.uk
- Smartcards – 0300 561 0429
- Boots Maintenance – 0115 957 5555 (Option 5, Store 243)

Weekly Tasks

Laptops:

- Each week, power on the under-desk laptop to perform updates.
- Run Command Prompt and type 'gpupdate /force', then restart when prompted.
- Open EMIS to install any updates.
- Properly shut down to allow Windows updates to install.

AccuRX Setup

AccuRX is used for patient communications. Full guides: <https://support accurx.com>.

- Log into EMIS > System Tools > EMAS Manager > Partner API > Edit Users.
- Ensure new users are ticked, assign a simple password (e.g., Password1).
- Under Partner Systems, select AccuRX > Login Access > tick Auto Login and Allow Login.
- Add users under AccuRX toolbar > your initials > Manage Users.

Virus Scanning

- All computers have Windows Defender.
- Run scans via the shield icon near the clock > Virus & Threat Protection > Quick Scan.
- For deeper scans, contact SCWCSU.

Spirometry Machine (Room 6)

- Provided by Care Fusion, linked with EMIS.
- If 'No transducer' error appears, unplug and reinsert upside down.
- Ensure grey USB and black flash drive (CareFusion logo) are connected.
- Follow on-screen prompts for readings.

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Self-Arrival Screen

- Located near second-floor toilets.
- To reboot, unplug and replug power cable.
- Admin portal login: Username 16593admin / Password Egton@16593.
- Portal: <https://patientflow.egton.thirdparty.nhs.uk/>

Envisage TV Screens

- Used for calling patients and health advertising.
- CODA login: <https://envisage-system.co.uk>
- Username: 16593Admin / Password: aQ1vB9tF8kE6nR1s.

DTS Integration Errors

- Go to Workflow Manager > Lab Reports > clock icon > View Interchange History.
- Filter by Status = Error and reprocess as required.
- Call EMIS support if unsure.

One Domain 3rd Party Server Access

- Applications are on a shared server. Logins:
 - BRISTOL\Y02578.emis !!P4a4cf0d
 - BRISTOL\Y02578.mjog !!Pbeba8b5
 - .\Y02578.phone
- If 3rd party access fails, contact Sam Evans.

Printer Troubleshooting

- Check power, cables, paper jams, and settings.
- Ensure printer is set as Default and clear queue if blocked.
- Disable 2-sided printing for scripts.
- If not listed, re-add via Devices and Printers > Add Printer > Select shared printer by name.
- If persistent, restart Print Spooler via Task Manager or call SCWCSU.

Electronic Door Locks

- Doors use AAA batteries. If flashing red four times, replace batteries.
- Programming card (in safe) adds new cards. Swipe Programming Card > New Card > Programming Card again.
- DO NOT use shadow cards as they delete card access.

Universal Troubleshooting Steps

1. Check power or restart system.
2. Check internet/network connections.
3. Reconnect peripherals (e.g., keyboard, card reader).
4. Identify what works/doesn't work.
5. Test device on another computer.
6. Escalate unresolved issues to relevant support.

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ICE User Setup

- Email ICE.Support@UHBristol.nhs.uk for new user setup.
Include:
Name, GMC/NMC, Access required, Practice code (Y02578), and contact number (0117 954 9828).
- Once credentials are received, update via EMIS > System Tools > EMAS Manager > Test Requests.
- Add user under Provider: University Hospitals Bristol NHS Foundation Trust.
- For NBT users, email servicedesk@nbt.nhs.uk.

Version Control

Date	Version	Author	Change Details
24.09.2024	1.0	IT Support Officer	
16.06.2026	1.1	Megan Joscelyne	Page 3 point 5, IT Lead contact changed from Deb Lowndes to Clive Scott-Green.

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