

## IT System Troubleshooting

What to do and who to call in the event of a technical problem.

Your system supplier will provide support and establish whether the incident is a local network/ IT system failure or a national issue, providing resolution or keeping you informed about how the incident is being resolved. When calling your supplier or IT helpdesk, ensure a call reference number is assigned to your call so that the issue can be traced.

Put your  
logo here

Supplier details	
System name	
Branch, or postcode / account number (if relevant)	
Help desk contact details	
Help desk opening hours	
Where to find a copy of the troubleshooting guide	
Useful contacts	
<ul style="list-style-type: none"> <li>• EPS lead</li> <li>• Smartcards</li> <li>• Stationery orders</li> </ul>	
Where to find the list of GP practice contacts	
Emergency electrician	
Internal company contact for reporting system issues (if appropriate)	
Troubleshooting (Please check with pharmacy owner and system supplier before switching anything off)	
<b>If the dispensing system is not working</b>	<ol style="list-style-type: none"> <li>1. Check other programs work</li> <li>2. Check for an internet and telephone connection</li> <li>3. Call the system supplier helpdesk</li> </ol>
<b>If the Smartcard reader fails</b>	<ol style="list-style-type: none"> <li>1. Ask another person to try their Smartcard</li> <li>2. Try your Smartcard in a different reader</li> <li>3. Check the Smartcard Self Service Portal to reset, renew, unlock passcodes <a href="https://portal.national.ncrs.nhs.uk/portal">https://portal.national.ncrs.nhs.uk/portal</a></li> <li>4. Call system supplier helpdesk</li> </ol>
<b>If the dispensing barcode scanner is not working</b>	<ol style="list-style-type: none"> <li>1. Check the cable</li> <li>2. Try a different scanner</li> <li>3. Type in barcode</li> <li>4. Call the system supplier helpdesk</li> </ol>
<b>If EPS scripts can't be retrieved</b>	<ol style="list-style-type: none"> <li>1. Check the internet works</li> <li>2. Can you receive emails?</li> <li>3. Call the system supplier helpdesk and advise them of your internet connection status</li> </ol>
<b>If the dispensing token and label printer is not working</b>	<ol style="list-style-type: none"> <li>1. Check toner, cables and power</li> <li>2. Try a different printer</li> <li>3. Call the system supplier helpdesk</li> </ol>
<b>If there is a loss of power</b>	<ol style="list-style-type: none"> <li>1. Check plug is securely in the socket</li> <li>2. Check telephone line</li> <li>3. Try another appliance in socket</li> <li>4. Try another socket</li> <li>5. Call electrician or system supplier helpdesk as appropriate</li> </ol>

