

## Logging into Vision 3 Using a Managed Service

A **Managed Service** is a strategic hosting platform that encourages local healthcare teams to embrace data sharing, interoperability and integrated care.

Patient records are stored on secure remote managed servers. Using cloud technology a managed service provides clinicians with fast access to patient records and enables locally authorised healthcare teams to collaborate electronically, exchange information and review progress wherever they are located.

Benefits to using a managed service include:

- No training required to switch
- All major third party products are supported and updates are deployed quickly
- No server to maintain, no backup or reindex to manage
- Faster patient load times
- Reporting runs 60% faster than a local server

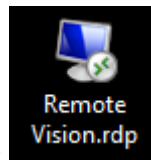
This quick reference guide is designed to help you with the following aspects of using a managed service:

- Accessing **Vision 3** via a managed service, see [Logging into a Managed Service Session](#) on page 2 for details.
- Frequently asked questions about using a managed service, see [Frequently Asked Questions](#) on page 3 for details.
- Accessing your GPC via a managed service log in, see [Accessing GPC via a Managed Service Log in](#) on page 5 for details.
- Logging out of a managed service session, see [Logging out of a Managed Service Session](#) on page 6 for details.

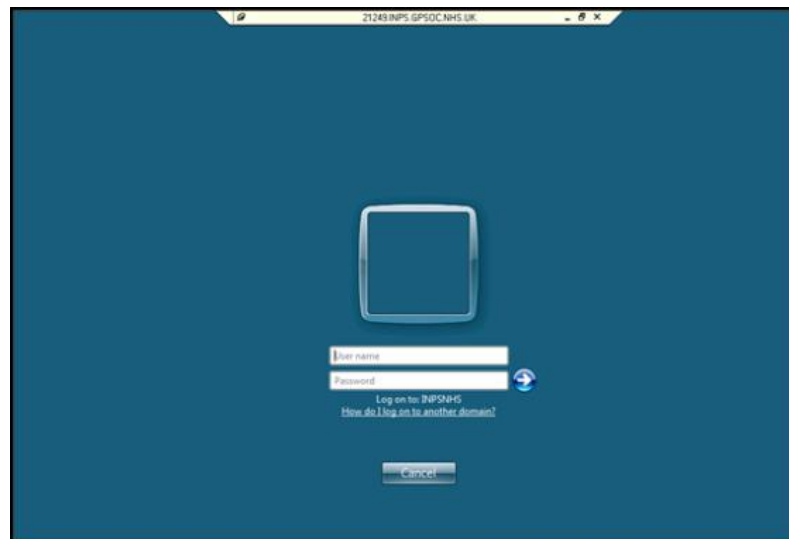
## Logging into a Managed Service Session

To log into a managed service system:

1. From your computer, log into Windows in the usual way to display your desktop.




2. Double click **Remote Vision.rdp** and the **Log On screen** displays:



3. Complete as follows:
  - **User name** - nnnnn.aaaa where nnnnn is your practice user number and aaaa is your initial and the first four letters of your surname, for example, 12345.JSMIT for user 12345 and John Smith.

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 **Note** – In England, Wales and Northern Ireland, you can only access **GP Communicator** (GPC) or check your **Mail Gateway** by logging in using the EDI.nnnnn log in provided by your **Cegedim Healthcare Solutions**. In Scotland only nominated staff can access the **GP Communicator** (GPC) from an additional option on their desktop.

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- **Password** - Enter the password you set up on your initial log in.
  - **Log on to** - Should default to **INPSNHS**, if it does not, select **Other User** and change the log on name to INPSNHS\nnnnn.aaaa.
5. Select **OK**.



- Your managed service desktop displays with **Vision 3** ready for use.

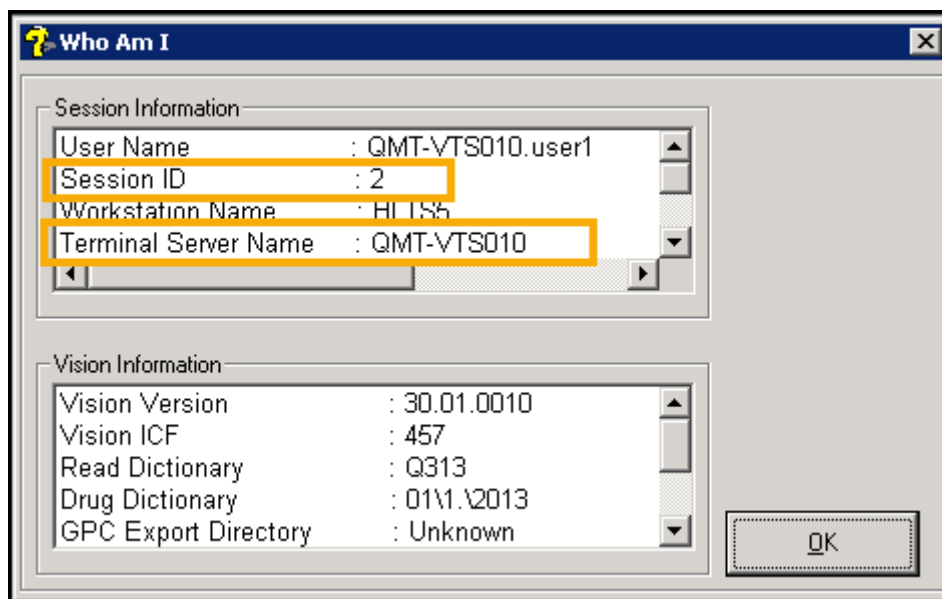
## Frequently Asked Questions

### ? How do I check Who am I?

To check your session details, usually for the Helpdesk:



- From within your session, double click **Whoami** and the **Who Am I** screen displays all the relevant information of your Session ID and Terminal Server Name:



- Select **OK** to close.

### ? Why can I not log in to more than one machine at a time?

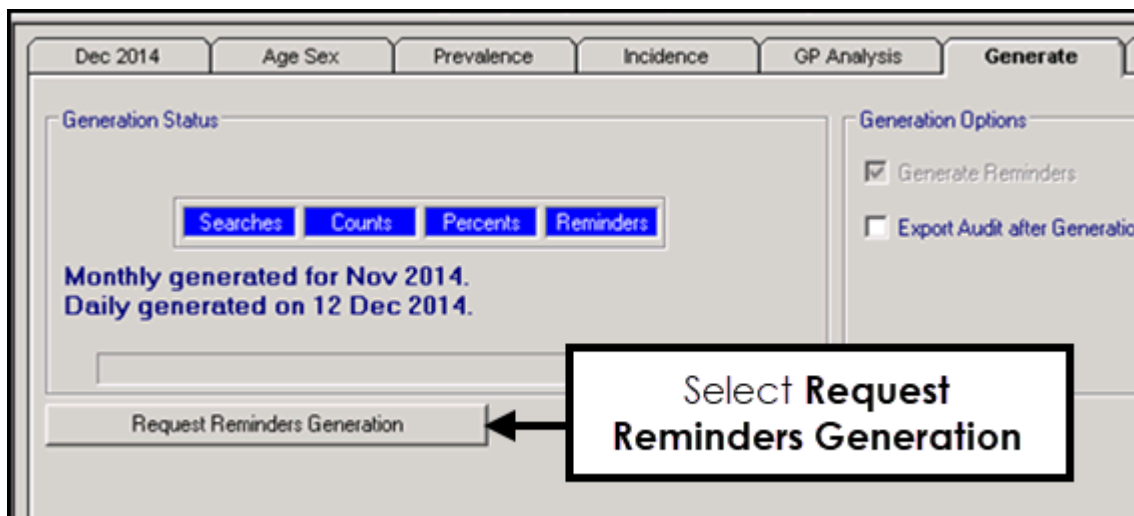
You can only be logged in on one managed service session at a time, this helps ensure the managed service is ISO 27001 security compliant for the highest level of physical access and security processes.

## ? How do I run Clinical Audit?

A **Clinical Audit** generation runs automatically every night. If you want to run an ad-hoc **Generate/Regenerate Reminders**:

1. From **Clinical Audit**, select the **Generate** tab.
2. Select **Request Reminders Generation**.


Your reminders are generated/regenerated as part of the automatic overnight run:



## ? Which version of Word is available through a managed service?

Currently, **Word 2016** is available via your managed service log in.

## ? How do I switch back to my local machine?

To leave a managed service connected and running, but to switch back to your local desktop, from the **Remote Server Toolbar** at the top of your screen, select **Minimise** . You are returned to your local desktop with the managed service session minimised on your bottom toolbar.

To return to your managed service session, select the minimised icon on your bottom toolbar:



## Accessing GPC via a Managed Service Log in

Once your practice migrates to a managed service system you no longer have a **GPC** workstation at your practice.

## Accessing GPC in England, Wales and Northern Ireland

All of the work your **GPC** machine used to do, is now done via a specific managed service log in known as the **Electronic Data Interchange (EDI)** log in.

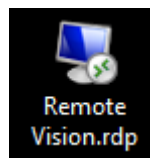
The **EDI** Log in can be used from any workstation. As you can have two managed service sessions running from one machine, you can be logged in as yourself and as the **EDI** at the same time.

When you log into **EDI**, all the messages that you used to receive via your **GPC** machine, for example Pathology results, are received and processed into your system.

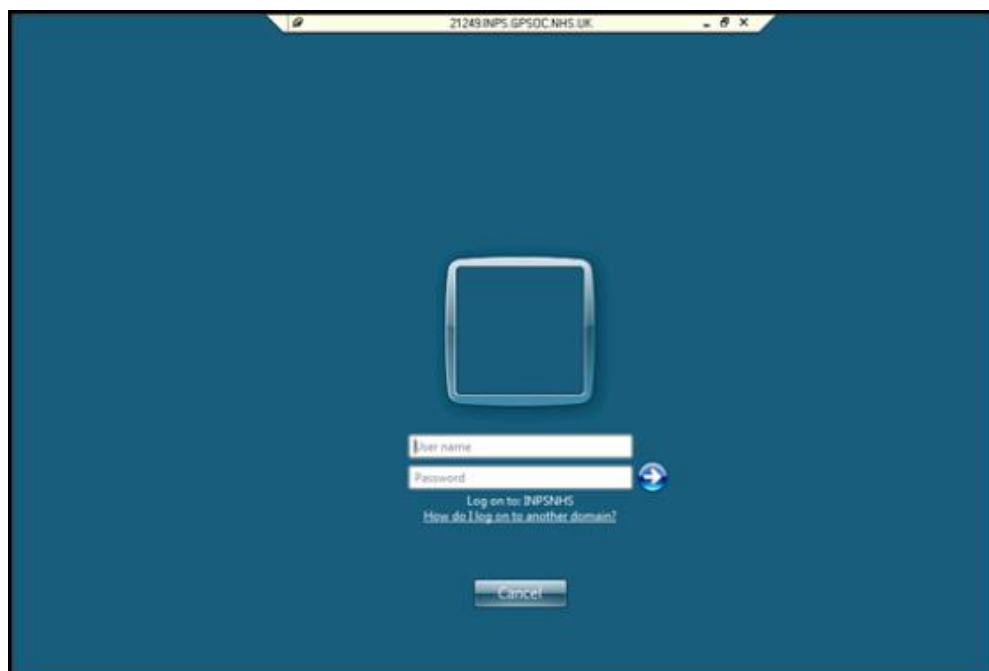
It is therefore vital that you designate a member of staff to log into a managed service with the **EDI** log in first thing every morning. It should then be left logged in until the end of business each day to ensure the timely receipt of messages.

To log into your **EDI** account:

1. From your computer, log into Windows in the usual way to display your desktop.



2. Double click **Remote Vision.rdp** and the **Log On screen** displays:



3. Complete as follows:

- **User name** - INPSNHS/nnnnn.EDI (where nnnnn is your user number) or the alternative log in provided by **Cegedim Healthcare Solutions**.

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 **Note** - You can only access **GP Communicator** (GPC) or check your **Mail Gateway** by logging in using the EDI.nnnnn log in provided by your **Cegedim Healthcare Solutions**.

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- **Password** - Enter the password you have been allocated by **Cegedim Healthcare Solutions**.


5. Select **OK**.

6. Your **EDI** managed service desktop now displays, select **Mail Gateway**



to enable your clinical scheduler to run. This ensures your mail is processed through to **Vision 3**.

7. Log in to **Vision 3** in the usual way if required.

8. Select **Minimise**  to return to your local desktop leaving the EDI log in running:



**Remember** - You can log into the same machine with your own managed service log in whilst **EDI** is running.

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## Accessing GPC in Scotland

All of the work your **GPC** machine used to do, is now done via **Mail Gateway**



available from the remote desktop of your nominated staff. As this is linked to their remote log in, it can be accessed from any workstation.



When you select **Mail Gateway**, all the messages that you used to receive via your **GPC** machine, for example Pathology results, are received and processed into your system.

It is therefore vital that one of the nominated staff access **Mail Gateway**



first thing every morning and then minimise it so that your clinical scheduler can run. This ensures your mail is processed through to **Vision 3** in an appropriate and timely manner.


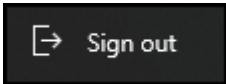
## Logging out of a Managed Service Session

You have two options to come out of a managed service session:

- **Log Off** - Closes down all the processes in your session and then closes down your session, see [Logging off a Managed Service](#) on page 7 for details.
- **Disconnect (not recommended)** - Removes your connection to the session running, but leaves the session, and therefore any processes, running, see [Disconnecting from a Managed Service](#) on page 7 for details.


## Logging off a Managed Service

To log off a managed service session, closing all running processes:


1. From the managed service main screen, select **Start** .
2. Select **Account** .
3. Finally, select **Sign out** .

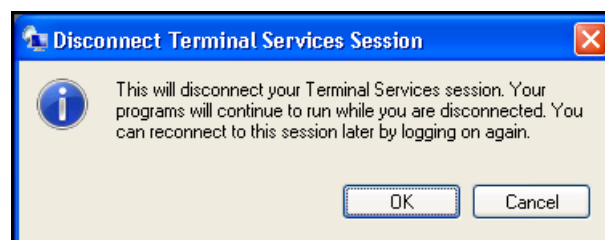
You are now fully logged out of the managed service system and are back to your local desktop.

## Disconnecting from a Managed Service

 **Important** - This is not a method **Cegedim Healthcare Solutions** recommends.

To disconnect from a managed service session, leaving all processes on a managed service server running:

1. From a managed service main screen, select **Close**  on the remote session toolbar at the top of the screen and the **Disconnect Terminal Services Session** screen displays:



2. Select **OK** to disconnect your session, but to leave your processes running.