Getting Help

Do you need some help? Follow the steps below for help and support with your **Cegedim Primary Care Hosted Solution**:

Online Help (F1)	Within the software, press **F1** on your keyboard to access the online help centre or search the Knowledge Base to get the answers you are looking for. You can also use our comprehensive Help Centres.
Learning Zone	Is your query a 'How do I?' Have you checked the Learning Zone? Our **Learning Zone** provides bite-size tutorial videos and eLearning modules to help you develop your knowledge and skill set.
Password Resets	If your query is regarding a password reset for either Hosted or Vision Anywhere accounts, have you checked these useful links? **Hosted Account Password Reset** Hosted Passwords - Managing Your Passwords (PDF) Hosted Passwords - Password Reset using Imprivata Single Sign On **V360 information (for resetting Vision Anywhere accounts)** V360 Log in - Login using your NHS email address and Vision password. 3 Quick Steps to Unlocking a User Account in V360 Managing User Accounts in V360
Local Help Desk	Contact your local Helpdesk, Health Board or Facilitator Team.
Priority Support	The following number should be used to contact your dedicated **Cegedim Customer Support Team**: **0330 303 3334**

Cegedim Customer Support Team	Call the **Cegedim Customer Support Team** or raise a customer support request here. We are here to support you, your team and your business. From quick questions, technical queries or product support, call the appropriate support number: 6 days a week: Monday - Friday 7.00am - 7.00pm Saturday 9.00am - 1.00pm Call **0330 303 3346** You can also access the **Cegedim Service Desk live chat** from the **Cegedim Healthcare Solutions** website here.
Account Management Team	Contact your **Account Management** Team. You can find all the contact information here.
Training Team	Do you have a question or 'How do I' query for our Training Team? Click here to book a 30 minutes Ask the Trainer session.