

## Frequently Asked Questions

- **ScriptSwitch has stopped working on a single GP's machine**

This is likely to be as a result of a new PC. With some clinical systems (TPP, ISOFT and EMIS) the software needs to be re-installed on the machine. This can normally be done via the support team, occasionally it will require a site visit.

- **ScriptSwitch has stopped working for all GPs in the practice**

This is likely to be a new clinical system server installation. This should be reported to the Customer Services team – often this can be reactivated over the phone, but with some clinical systems a site visit will be required to re-install the complete site. Our clinical system partners normally copy the ScriptSwitch software across and it will simply need re-activating

**NB:** *Let the Customer Services team know of planned server replacements and we can deal with more efficiently ensuring continuity of ScriptSwitch use within the practice*

- **An error message displayed and now ScriptSwitch is not working for the GP**

This could be a new PC or new server, please contact Customer Services

With TPP the error message could have resulted in the GP being deactivated in the User Settings menu. To reactivate use the following steps:

1. Login to SystmOne by user. The user smart card will be required
2. Go to the User menu at the top of the screen. Check User Preferences
4. Prescribing
5. Scriptswitch Prescribing
6. Enable ScriptSwitch by ticking the box
7. Click OK to activate

If ScriptSwitch is still not active contact the Customer Services team.

- **My password for Central Reporting won't work**

Use the forgot password option on the Central Reporting website. This will prompt for your email address and username. Then click .

- **I've forgotten my username for Central Reporting**

On the Central Reporting website key your email address and click . If this doesn't work – normally because the email address has been changed since your account was activated - contact the Customer Services team who will resolve the problem

- **I am new to the Practice or PCT and need a username and password for Central Reporting**

Contact Customer Services who will set up your details and delete any inactive users.