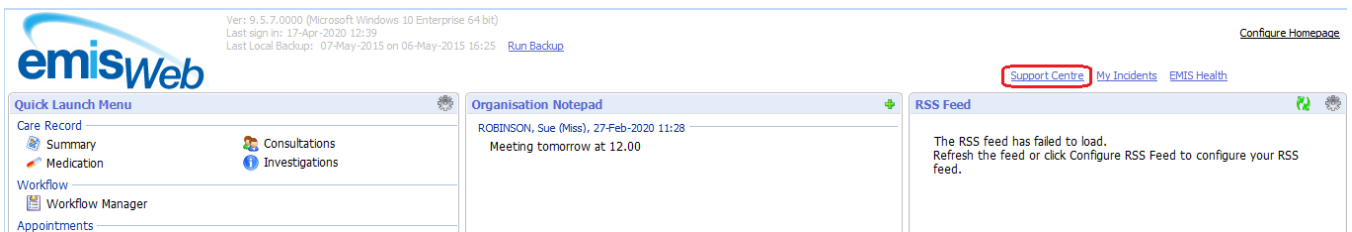


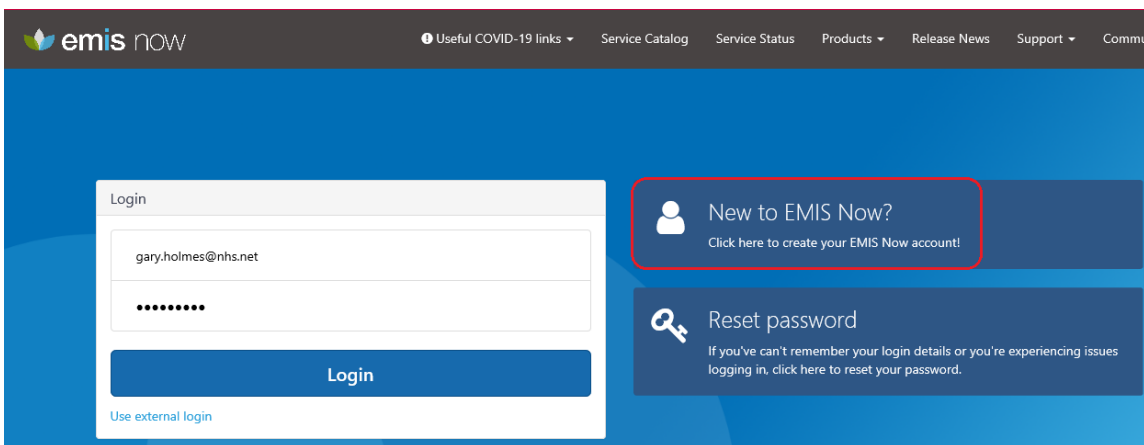
NECS Clinical Systems Specialist Team EMIS Web – Support Centre

Access EMIS Support Centre

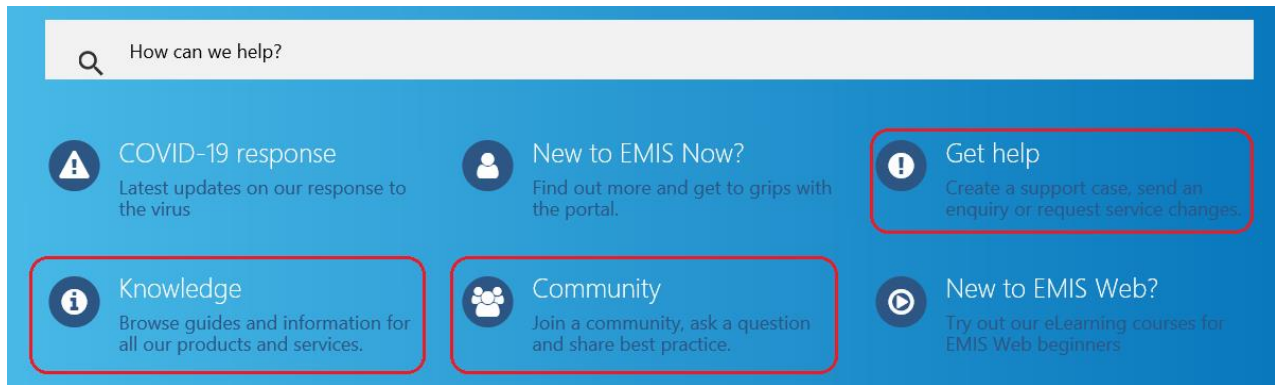
1. Click **Support Centre** link from the EMIS homepage



2. If prompted to enter your email address, enter your NHS.NET email address and click **OK**. That will take you to the EMIS Now support centre
3. If prompted to login to EMIS Now, click on the link that says **New to EMIS Now?** to register for a new account and follow the instructions to register

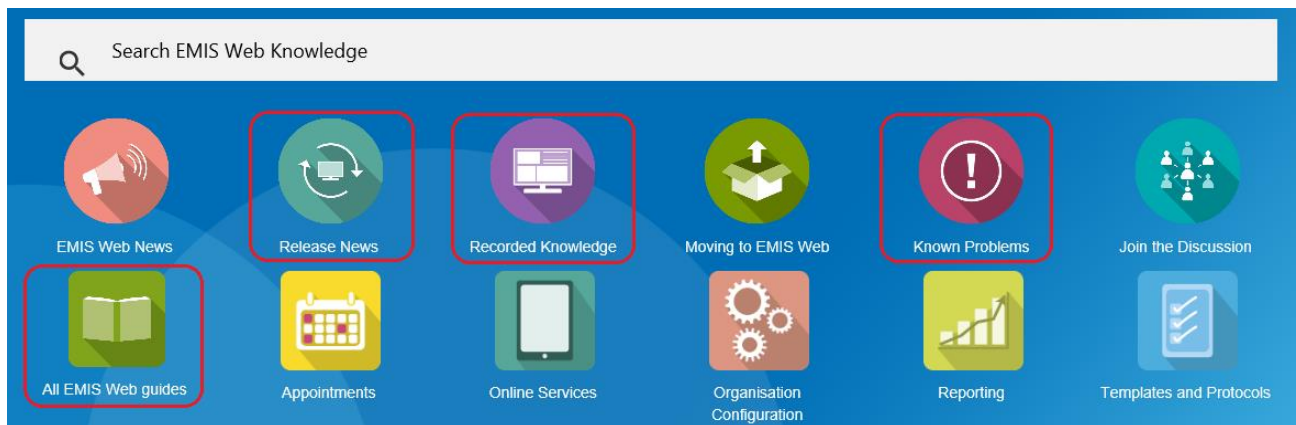


4. Once you are in EMIS Now, you can navigate to the various sections.
 - a. **Knowledge** gives access to various guides and information on your clinical system.
 - b. **Community** gives access to the forums to view what questions other users are asking / replying to, or to create your own question that other users or EMIS staff can respond to.
 - c. **Get Help** allows you to create a new support request for your Practice

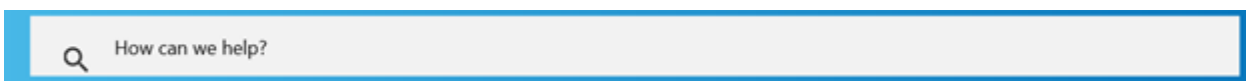


5. **Knowledge** section allows you to view guides and information to assist you in using EMIS Web

- All EMIS Web guides** allow you to view guides for the selected section of EMIS Web
- Recorded Knowledge** allows you to view videos and recorded guides for the selected section of EMIS Web
- Known Problems** gives information on current outstanding known issues in EMIS Web
- Release News** gives documentation and information on previous or future new releases of EMIS Web



6. The **Search Box** can be used in the various sections to search for what you are looking for or need assistance with



7. Close **EMIS Now** to return to your EMIS session