

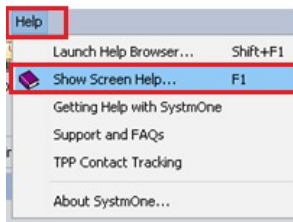
NECS Clinical Systems Specialist Team

SystemOne Using the Help and Support Files

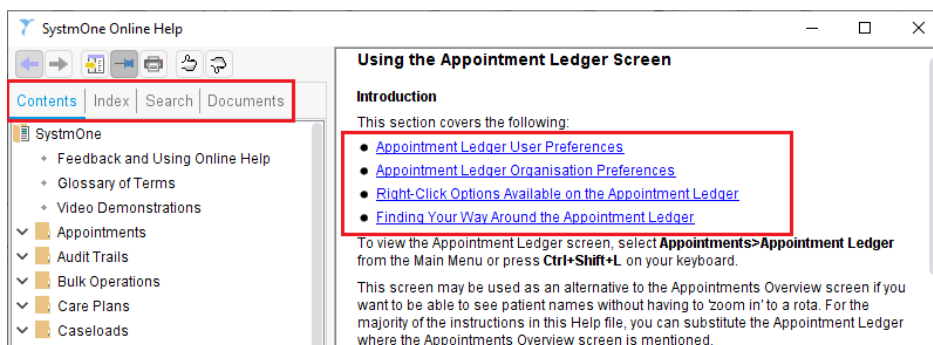
Help Files

1. To open the SystemOne Online Help files you can do one of the following:

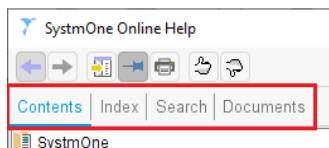
a. Click the **Help** Menu and select **Show Screen Help**



b. Press the **F1 function key** on your keyboard. This method will link the help files to the screen that you are on, for example if you are in the appointment screen, the relevant appointments help file will display



2. Click on the available **blue hyperlinks** that relate to your required subject or use the **Contents**, **Index** and **Search** tabs in the left-hand pane of the Help window to find the information you require

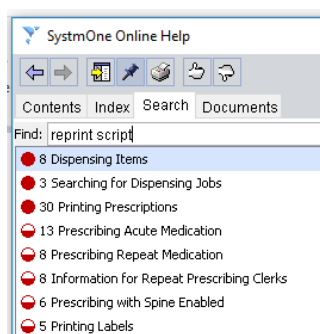


Using the Search Tab



Alternatively, you could try using the Search function in the **Online Help**:

1. Select the **Search** tab at the top of the left-hand pane of the Online Help window

2. Type a **word (or phrase)** in the **Find** field
3. Press **Enter**
4. A list of all the pages where this word or phrase is found is displayed:



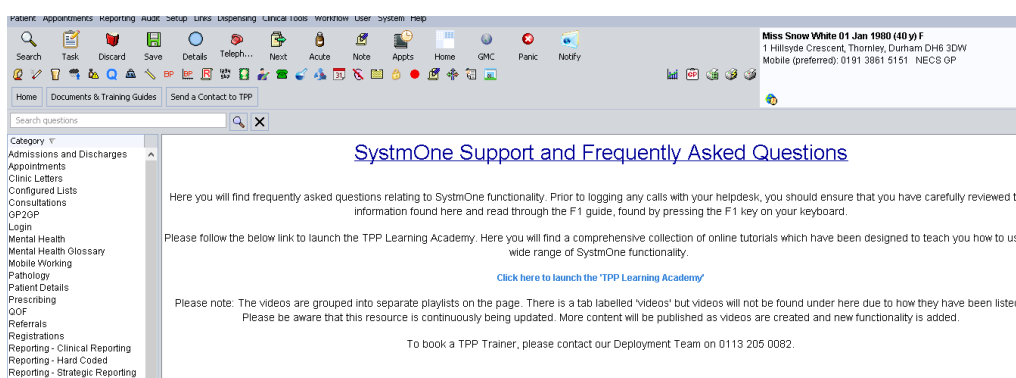
The figure at the start of each line indicates the number of times the word or phrase is displayed on that Help page

-  At the start of a line indicates that the words on that page fully match your search word or phrase
-  At the start of a line indicates that the words on that page only partially match your search phrase

Support and Frequently Asked Questions

If the Online Help does not help you to solve your problem, you may find a solution within the Support and Frequently Asked Questions section of SystemOne.

1. To open the Support and Frequently Asked Questions section in SystemOne, Click on the **Help** Menu and Select **Support and FAQs**



2. If required, search for your subject and click on the magnifying glass icon to filter the list of subjects. To clear your search, click on the **X** button
3. From your search, to return to the Support Home view, click the **Home** button
4. Click the **Documents and Training Guides** button. This will open a selection of documents and guides which you can also use for help