

SURGERY CONNECT

Webinar - Questions & Answers

Q1. I see users have a “temp surgery connect handset.” Is this what they logged on to? Why is this?

This will change depending on which phone they have logged into within the surgery, so it will not have a set work number. The id gets updated each time they log in. Their three digit short dial will stay the same (follow the user) no matter which phone/device they log in to.

Q2. I am an administrator and I am in the Config Console but I can not see certain options, e.g. playlists, menus, short dials?

Those options will only be available in the Configuration Console, if your Surgery Connect system was set up through the Configuration Console. If your service was set up in XFlow and the Service Delivery Console those options will be in SDC or X-flow instead. Please view our Informing your Patients Webinar, and our Short Dial and Central Directory webinar for further information.

All of our webinars can be found here: [Surgery Connect Webinars](#)

Q3. Will there be a webinar on Integration in the future?

We are planning an Integration webinar soon.

Contact Information

For information, the main contact details which you may wish to note, for use after the 'Go Live' to your new Surgery Connect service are:

- **Training** requests should be emailed to training@x-on.co.uk
- For **technical assistance**, contact our Service Desk by ringing tel. 0333 332 6633 or by using the Support Portal option <https://support.x-onweb.com/>

If you need to download any additional copies of user guides, quick reference information or phone prompt cards, these are available from the online Help Centre

<https://training.x-on.co.uk/instruction-guides.html>

Training Webinars for Manager Users of Surgery Connect

<https://www.x-on.co.uk/surgery-connect-training-webinar.htm>

These videos will give you detailed instructions and advice on key areas of your Surgery Connect system.

This area is aimed at Practice Managers, but everyone can benefit from learning more about the flexibility that Surgery Connect has to offer and what steps can be taken to maximise the system for the benefit of your staff and patients.

The webinars are run every two weeks, and the page is updated regularly.

If you would like to be invited to the live webinars, please email: training@x-on.co.uk

If you have any problems viewing the videos, please make sure you open the links in Google Chrome.