SURGERY CONNECT
Training Staff To Use Surgery Connect

How

How will the training be provided?

- Our training sessions are like an online classroom, intended to train staff in groups.
- By default we use Google Meet to host the training, or we can use MS Teams on request.

What

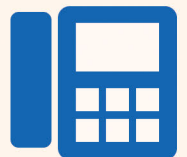## What does the training involve?

- There are two levels:
  - ▶ Management - for supervisor users (1.5 hrs)
  - ▶ User - for any user (1 hr)
  Choose what you need from booked sessions and regularly scheduled lunchtime sessions.
- The trainer presents slides.
- Questions can be asked throughout via the chat box and there is a Q&A session at the end.
- The training session slides and supporting materials will be sent afterwards as a toolbox to train other staff members who could not attend, plus links to tutorial videos.

Before

What can I do before training?

- Attend a Welcome Session and confirm your training requirements.
- Ensure communication with the Service Delivery Team to configure your service and get your system login details.
- Look at the handsets in your practice and familiarise yourself with the buttons.

After

What happens after training has been delivered?

- A copy of the presentation and other relevant materials will be shared with you. These can be used as a refresher for trained staff or as a resource for staff who are new or miss training.
- Support is available:
  - ▶ By phone
  - ▶ By Email
  - ▶ Via the Help Centre (training.surgeryconnect.co.uk)
  - ▶ Via the Support Portal after you go live (support.x-onweb.com)
- Call your practice test numbers and listen to your prompts.

X-on
GOOD CALL

Contact the Training Team
TRAINING@X-ON.CO.UK