

FootFall Connect Installation Guide – EMIS Practices

This installation guide has been developed for organisations who provide IT support to general practices and other provider organisations to install the FootFall Connect Toolbar on PCs.



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Introduction

FootFall is an online consultation system that runs independently in a browser on a practice PC. FootFall can operate and is fully functional without EMIS being present. However, to enable the saving of patient requests (and other operations – see below) from FootFall to EMIS, it requires the EMIS Client to be running on the same PC and the FootFall Connect Toolbar to be installed and running. This guide describes how to activate FootFall and how to install and run the FootFall Connect Toolbar.

Operations enabled using the FootFall Connect Toolbar

From the FootFall dashboard, the following operations are enabled:

1. Write FootFall episodes with coded data and attachments to EMIS
2. Get recent FootFall requests for the current EMIS patient
3. Send a FootFall message to the current EMIS patient
4. Schedule or have an immediate video consultation with the current EMIS patient
5. Show in EMIS the patient whose request is currently open in FootFall (Swap Patient)
6. Show the current EMIS patient in FootFall
7. Match an NHS number against patient details in EMIS

Activating FootFall

FootFall is a web-based service that runs in a browser. To activate FootFall:

1. On the same desktop that is running EMIS Web, open either Google Chrome or Microsoft Edge
2. Enter into the address bar of the browser the URL that your FootFall Administrator supplied you with. Press the RETURN key on your keyboard
3. You will be presented with a login screen. Enter the login details that your FootFall Administrator supplied you with and click the LOGIN button
4. An Authorised Users Only panel will be displayed and if you are an authorised user click the Accept button to accept the terms and conditions
5. The system should now display your worklist

If you have any difficulties with the above or your login is not accepted, please contact your FootFall Administrator in the practice.

Installing the FootFall Connect Toolbar

The MSI should be downloaded from
<https://apps.siliconservices.cloud/download/footfall-connect>

Once it has downloaded, proceed to install. The installation needs to be carried out on a local user's account by an administrator that has sufficient privileges. **Please note that the software will not operate correctly if it is installed using a system account or if installed on a networked machine with a shortcut.** Once the installation has finished, a FootFall Connect icon appears on the desktop.

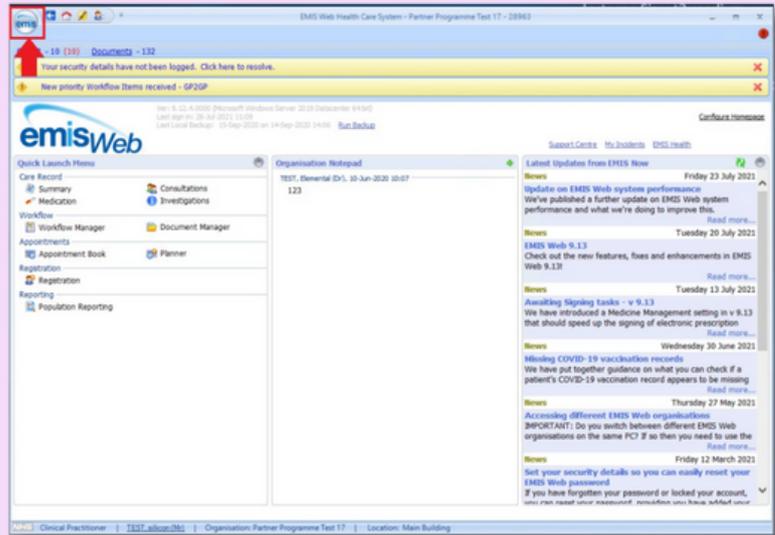
To initialise the FootFall Connect Toolbar, ensure that the EMIS Client is running and that you are logged into EMIS.

Updating the FootFall Connect Toolbar

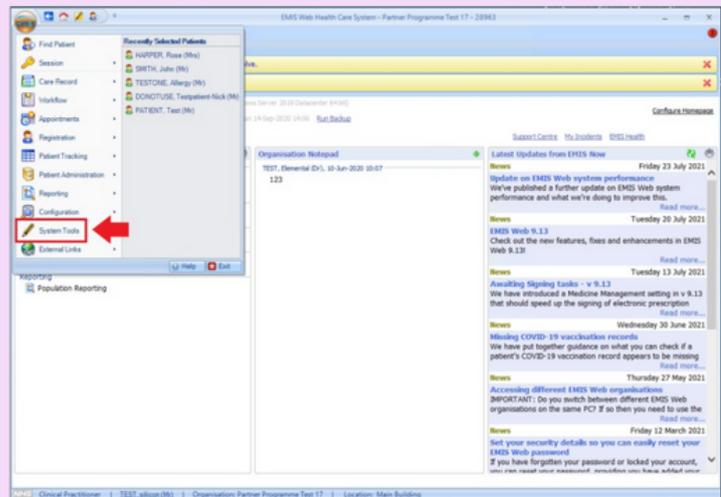
When a new version of the FootFall Connect Toolbar is available, you will be prompted to install the new version when you open the Integration Module. Click Install to install the new version. You will not need an administrator username and password to do this.

Activating the FootFall Connect Toolbar

1) Before running the integration module for the first time, you will need to activate the module from EMIS.

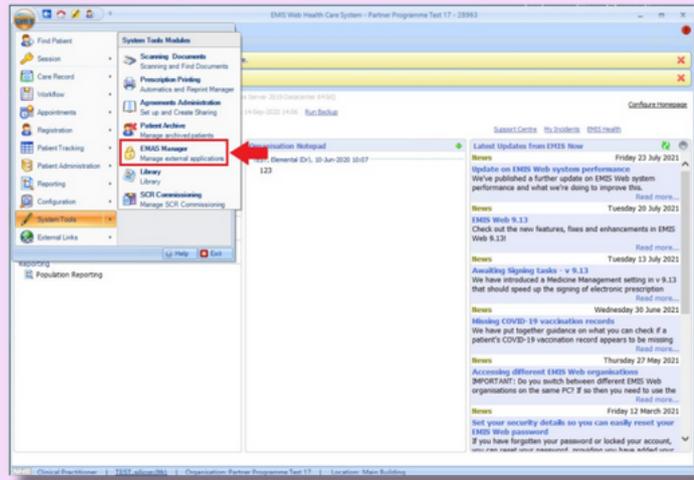


2) On the menu that appears, select System Tools:

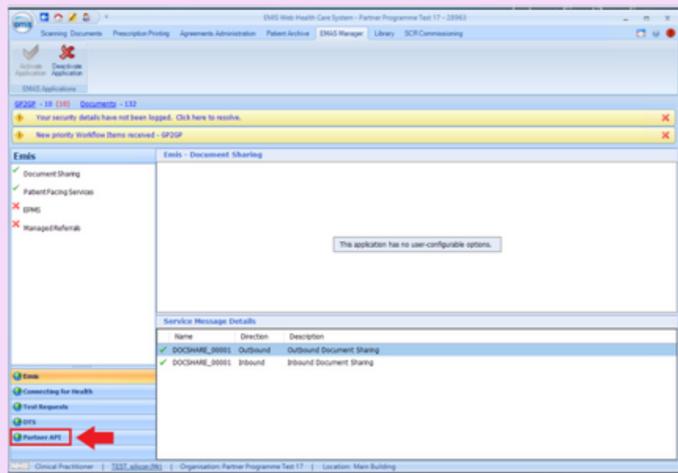


Activating the FootFall Connect Toolbar

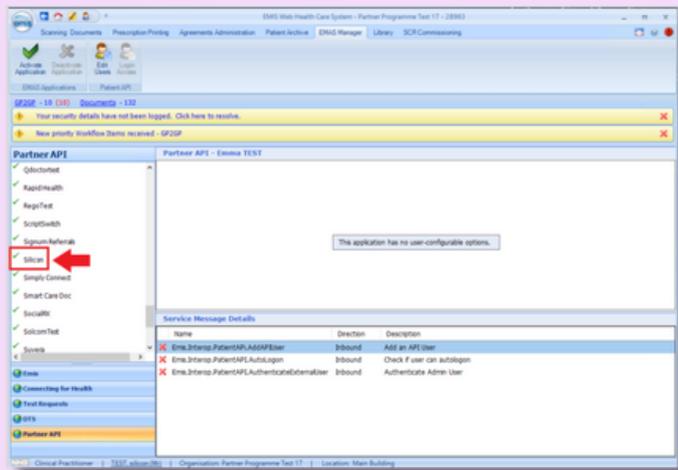
3) Select EMAS Manager



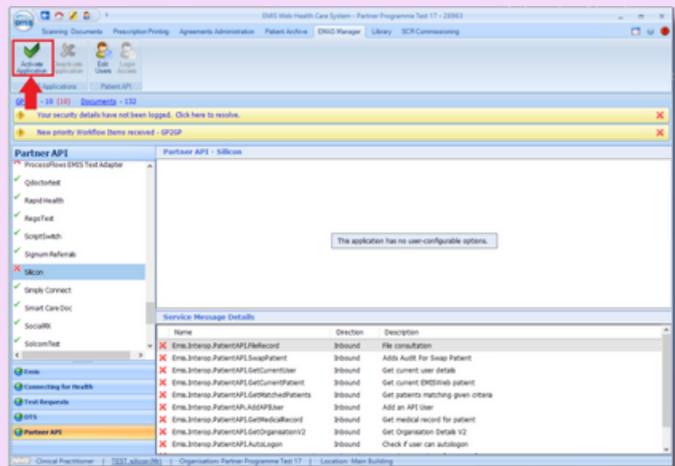
4) Select Partner API on the bottom left:



5) Select 'Silicon' or 'FootFall' on the left hand side:



6) Once 'Silicon' or 'FootFall' is highlighted, select Activate Application on the top left:



7) You have now enabled the FootFall Connect Toolbar to connect to EMIS and can proceed to starting the module.

Starting the FootFall Connect Toolbar

Double click the FootFall Connect desktop icon.



The first time that you run the Integration Module you will see a desktop prompt for your clinical username and password. This authorises the Integration Module to connect to the EMIS client. If successful, this is only required once and the module will automatically log on, in future initialisations.



Troubleshooting

Any problems with the Integration Module are reported on the Footfall dashboard when the above operations are attempted.

Message: Administrator privileges have not been given to complete the installation and connectivity of this application. Please uninstall and reinstall the app with administrator privileges to continue.

Resolution: The Integration Module has not been installed correctly. Click OK and then uninstall and reinstall the Integration Module. When the Integration Module is being reinstalled, if you are not using a Windows administrator account, you must enter an administrator username and password. If you are using a Windows administrator account, you must click Yes when it asks for administrator privileges. If the problem persists, contact Silicon Practice support below.

Message: Unable to connect to EMIS [CDB number]. Please make sure that EMIS Web is running and you are logged in. If the above CDB number is incorrect then select the Confirm button below.

Resolution: There was a problem with the connection to the EMIS Client from the Integration Module. Confirm that you are logged into EMIS Web under the correct account and that you are logged in. Ensure EMIS Web is not locked. If the CDB number shown in the message is not correct, click Confirm and reenter the CDB number to try again. If the problem persists, contact your FootFall Administrator in the practice or Silicon Practice support below.

Message: Unable to connect to EMIS [CDB number]. Please make sure that EMIS Web is running and you are logged in. If the above CDB number is incorrect then select the "Update CDB number" button below.

Resolution: The Integration module could not connect to the EMIS Client. Confirm that you are logged into EMIS Web under the correct account and that you are logged in. Ensure EMIS Web is not locked. If the FOOTFALL CONNECT INSTALLATION GUIDE 9 Version 1.6 CDB number shown in the message is not correct, click "Update CDB number" and re-enter the CDB number to try again.

Message: FootFall Connect is already running on this computer.

Resolution: Another user is logged into the same PC and already has the Integration Module open. Close the other user's Integration Module before trying again.

Message from FootFall dashboard: Unable to connect to EMIS [CDB number]. Please make sure that EMIS Web is running and you are logged into FootFall Connect. If the CDB number is incorrect, please change this in FootFall Connect.

Resolution: Double click the Integration Module icon on the desktop to start it. If the problem persists, contact Silicon Practice support below.

Message from FootFall connect: The given key was not present in dictionary.

Resolution: Login with the local system administrator role into Emis Web. On their profile navigate from the homepage > Emis ball > System tools > EMAS Manager > FootFall Login Access, and tick both boxes for any user that requires access.

Support

In the first instance you should contact your FootFall Administrator in the practice. Support is also available from Silicon Practice during the hours of 8am to 6pm Monday to Friday.

Email: support@siliconpractice.co.uk

Phone: 01793 710500