

WELCOME TO 4S DAWN SUPPORT - MEET THE TEAM



THE TEAM

TRACY FAIRHURST – SUPPORT TEAM LEADER

JACK CAPSTICK - REPORTS; GENERAL SUPPORT

MARK JEFFREYS - MESSAGES; GENERAL SUPPORT

DAVID ATKINSON - INSTALLS & UPGRADES

WORKING BETTER TO GET IT RIGHT FIRST TIME

support@4s-dawn.com

<http://www.4s-dawn.com/support/>

<http://www.4s-dawn.com/dawn-ac-reports>

<http://www.4s-dawn.com/customer-training-education/>

HELP US TO HELP YOU – THE SUPPORT PROCESS

- Email Support – give full and clear details of what is required and by when
- Receive emailed acknowledgement advising who will be dealing with your case, and the expected turn-around time
- Work with the Team member until your case is completed

UNDERSTANDING THE IMPORTANCE OF SAFETY

Not all requests can be turned around immediately for safety reasons.

For example:

- Target Ranges
- Dosing Regimes

THESE REQUIRE FULL TESTING BY 4S AND THE CUSTOMER – We try to accommodate as quickly as possible, but some changes cannot and should not just be done there and then

REGULAR SUPPORT ISSUES

- Passwords
- Printing – understanding the difference between local printers and DAWNMailer
- Interfaces

GETTING CONNECTED

N3 Connection – direct link for us to access your DAWN system

GTM (GoToMeeting) – Screen-share on your workstation/Server

TeamViewer – link to website

THE IDEAL SETUP

N3 ACCESS TO YOUR SERVER

FTP ACCESS TO ALLOW FILE TRANSFER (Non-Patient-Identifiable)

FULL ADMIN ACCESS

SQL SERVER ACCESS TO OUR OWN DATABASES

WHAT VERSION ARE YOU ON?

It always helps us to know what version of DAWN AC you are running – this can have an impact on many support issues you might encounter

We continually strive to improve our software, and release regular updates that contain solutions to many minor niggles in earlier versions

If you are already on V7, upgrade to the latest release – it is free, and you'll be getting the best out of the software

New Modules –

- Rivaroxaban
- Dabigatran
- DVT

All require your DAWN AC system to be on V7.9.38 or above

QUESTIONS AND SUGGESTIONS

We always welcome suggestions on how DAWN can work better for you



If you think a task is long-winded or 'clunky', ask us – there may be a better way

WE LOVE TALKING TO OUR CUSTOMERS

IF YOU HAVE AN URGENT PROBLEM – CALL US

The Support Desk is open

9:00 – 5.30

MONDAY TO FRIDAY

Sometimes, picking up the phone is always best

