

DAWN Support Team

Tracy Fairhurst, 4S DAWN Clinical Software

Tracy introduced the new members of the support team to delegates and outlined the support process including the importance of safety in terms of turnaround times for certain support issues. Target Ranges and Dosing Regimes for example, require full testing by both 4S and the customer prior to implementing the changes.

Regular support issues were covered including; passwords; printing; and interfaces, and customers were directed to the wealth of support resources available to them, which often provide the answers to common support questions, negating the need for the customer to phone the support team and log a call, thereby saving them time.

Support Resources:

- Email:
support@4s-dawn.com
Contact the team to log a support call – if you have a specific deadline, please note this in the email
- Support Webpage:
www.4s-dawn.com/support
Including a Quick Start Guide, User Manual and Interface Troubleshooting Guide among others
- DAWN AC Reports Webpage:
www.4s-dawn.com/dawn-ac-reports
Contains over 100 common reports with downloadable setup instructions
- Training & Support Videos:
www.4s-dawn.com/customer-training-education
Free online videos covering a range of topics

The various ways the 4S DAWN support team can access customer sites to carry out relevant support tasks were also covered and these include, an N3 (NHS Intranet) connection giving the team a direct link to the customers DAWN system; GoToMeeting software to enable screen-sharing on the customers workstation/server; and TeamViewer.

Ways to connect with the customer's system were followed by the ideal setup to enable the support team to easily and efficiently provide a high level of support.

Many of our customers have the ideal setup in place which involves:

- N3 access to the customer's server
- FTP access to allow file transfer (non-patient identifiable)
- Full admin access by the DAWN support team
- SQL server access to the DAWN databases

DAWN Version numbers were discussed and the importance of upgrading the DAWN system was highlighted. The DAWN team continually strive to improve the software and release regular updates that contain efficiency, useability and safety improvements. Customers were reminded that if they were already on DAWN AC Version 7, upgrades to the latest release are included in the annual maintenance fee.

The latest DAWN Version is 7.9.39 and customers can find out which version they are currently on by looking at the top right of the front screen (current version number in brackets next to 'DAWN 7.9')

Finally, customers were reminded that for urgent support calls, the DAWN team are always at the end of the phone and are happy to help in any way they can, whilst for less time-urgent support issues the support email address should be customers first port of call, where they will receive a confirmation email with guidance on timescales for addressing the issue.