

GP2GP Scotland Quick Reference Guide - Getting Help

This guide is a supplement to the existing GP2GP quick reference guides and on-screen help. It provides details of links to other supporting materials provided by INPS and Docman. Below are links to websites and contact information for GP2GP queries.

Help from Vision

For questions regarding the following topics, please refer to the resources listed below:

- Registrations
- Mail Manager
- Degraded data
- Priority Update
- GP2GP priority mapper

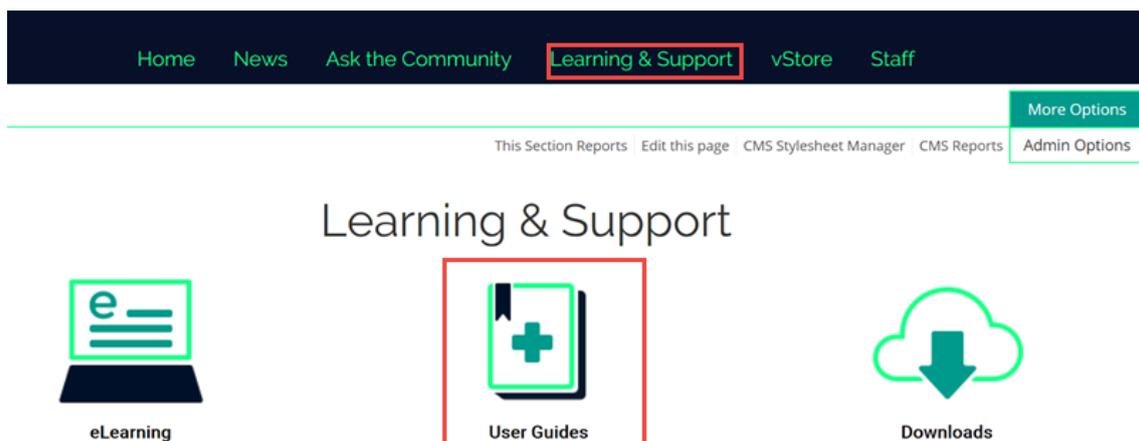
The Hive

The Hive website provides immediate access to user guides, helpline support and training queries. The website address is: <http://hive.visionhealth.co.uk>
<http://hive.visionhealth.co.uk>

or you can select it from the **Helpline Blog** within the Vision front screen.

User Guides

To view a user guide select **Learning and Support - User Guides**.



Home News Ask the Community **Learning & Support** vStore Staff

This Section Reports Edit this page CMS Stylesheet Manager CMS Reports Admin Options

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The Hive - User Guides





GP2GP user guides are found within the **Vision 3** Vision 3 category under **Regional - Scotland**. Alternatively, you can search for specific modular guides under **Vision 3 User Guides**.

If you cannot access the Hive, you can still access user guides from the old INPS website: <http://www.inps.co.uk/my-vision> <http://www.inps.co.uk/my-vision>

On screen help - F1



F1

When you are in any of the Vision modules you can press **F1** on your keyboard to open help for the particular module and screen you have open.

Helpline

There are various ways to raise a support issue. For more information, from the Hive select Learning and Support - Customer Support. To help resolve your GP2GP helpline query more quickly, please have the following information to hand:

- Your User Number
- A summary of the problem
- Patient's details

If you cannot access the Hive, you can still access helpline support from the old INPS website: <http://www.inps.co.uk/my-vision> <http://www.inps.co.uk/my-vision>

Docman

For queries regarding the Docman import and export process refer to the Docman help at - [Docman](http://www.docmanhelp.com/web/#01_docman_userguides/3_documents/gp2gp.htm)
http://www.docmanhelp.com/web/#01_docman_userguides/3_documents/gp2gp.htm