

# Introduction

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# Introduction

## 1. The Manual

This manual is intended for two purposes: to help you learn the system during the first exciting weeks of familiarisation with OPAS and to act as a reference guide to answer specific questions.

You should read the first part of the manual, *Moving around OPAS*, before diving into the rest of the manual.

The next part then gives detail on the facilities within OPAS roughly in the order in which you are likely to use them. It can be used as a training manual by working through it sequentially. You should, however, be receiving adequate training, and the manual is designed to be a reminder on how to do those tasks not performed regularly or as a refresher guide after training. Note that some menu items do not show for all users: some only show if you log in as an administrator. If you need to access a screen that does not show for your login, refer to your administrator within the Orthotics Department.

Finally, a comprehensive index is then provided, referring you to the main part of the manual: this will serve as the first port of call for questions and problems.

## 2. Conventions

- Options to be selected from the main menu are shown like this.
- Options to be selected from the top of the screens or in pop up boxes are shown like this.
- *Field names are shown like this.*
- Keys, which are to be pressed, are shown like this: **Enter**  
Thus you would press the **Enter** key, not type the word Enter.
- Key-presses shown like this: **Ctrl-Enter** indicate that the first key is held down, then the second key is pressed briefly, then the first key is released.
- clicking with the mouse is always the left mouse button unless otherwise stated.

## 3. Training

An installation & familiarisation session, followed by at least two training days, is included in the price of the purchased system.

The training sessions can be taken at any time. When you feel ready for more training, please phone Linda Pawson on 01904 492425 to arrange a convenient date.

The training sessions assume that you are familiar with the computer keyboard and the mouse: they are not intended to be Windows training sessions. If necessary, it may be appropriate for your staff to take a standard Windows training course before being trained specifically on OPAS. If you prefer, we will be happy to give standard Windows training to your staff before starting the OPAS training (and if your staff prove to be unfamiliar with standard Windows concepts and operation, this will be essential), but there will be a charge as this is not included.

The familiarisation session will look at adding new patients and orders into OPAS. In the first training session, we will check the reference data and ensure that you know where it is and what it is used for, and then recap on entering & updating patients and orders.

We will then cover the following topics as required. The order in which they are covered will depend on your particular requirements.

- **Appointments**
  - Setting up clinic details
  - Creating clinic dates
  - Making and updating appointments
  
- **Stock Control**
  - Setting up stock items
  - Ordering stock
  - Maintaining stock levels
  
- **NSI (Non-Scheduled Items)**
  - Setting up any suppliers and/or items which are not included on the NHS OPRICE list
  
- **Reports**
  - Looking at the different ways in which OPAS can produce written reports

If after the two training sessions you are still unsure and need further training, please contact Wynnlogde to discuss further training requirements. We recommend training to be taken in half-day sessions, since more is often too much to take on board in one day.

## 4. Support hotline

# 01904 492425

If you have a problem which cannot be solved by this manual, please phone us for help on 01904 492425. Please start by giving your name and the **hospital** you are calling from.

You must be at the keyboard when you phone, since we will probably ask you to type things and tell us what happens.

Please note that we are happy to provide support for the OPAS software, but not for your hardware or other software, e.g. network or backup problems. If the problem is related to a hardware fault or a network problem, then since we are responsible only for the OPAS software, we will refer you to your technical support personnel.

To save time, before you phone us, please try the following:

- messages and prompts appear throughout the system and if you are unsure at any point, firstly look at the bottom left corner of the screen to see if a message or prompt is visible that will help you. Please make a note of any error messages, and what you were doing when the errors occurred. This is vital information if the support desk is to understand the problem.
- look in this manual in the relevant section to check that you have followed the correct routine
- quit out of OPAS back to the operating system (e.g. the Windows desktop), then run OPAS again and see if the problem has disappeared
- quit out of OPAS back to the operating system (e.g. the Windows desktop), shut down the computer, wait for one minute, switch the computer on again, run OPAS again and see if the problem has disappeared.

## 5. Backups

It is essential that you take adequate backups; we recommend that you take daily full backups of OPAS. We cannot be responsible for your data. If a problem occurs, however caused, we may ask that you restore your most recent backup. Remember that if a computer, network or power problem occurs and your OPAS data is damaged, you have potentially lost all work done since the last backup, and will have to re-do that work, after restoring from the backup.

If your technical support personnel are in any doubt as to what should be backed up, they should contact the Support hotline.

**It remains your responsibility to ensure that these backups are taken and that you are familiar with both the backup and the restore routines in use.**

## 6. Contact summary

Martin Craven

Wynnlodge Limited  
5 The Willows  
Strensall  
York  
YO32 5YG

Phone: 01904 492425  
Fax: 01904 492772  
E-mail: martin@wynnlodge.co.uk

Re: Programming issues  
Wish list items for future versions  
Purchase of further licences  
Renewal of annual support

Linda Pawson

Wynnlodge Limited  
5 The Willows  
Strensall  
York  
YO32 5YG

Phone: 01904 492425  
Fax: 01904 492772  
E-mail: linda@wynnlodge.co.uk

Re: Wish list items for future versions  
Purchase of further licences  
Renewal of annual support  
Additional training requirements  
Points concerning the manual

## 7. Copyright

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