

Medicus: Report an Issue or Problem

Information

This guide will show you how to report an issue or problem regarding the new critical care reporting software called Medicus. Also accompanying, is guidance on how to use snipping tool.

Instruction

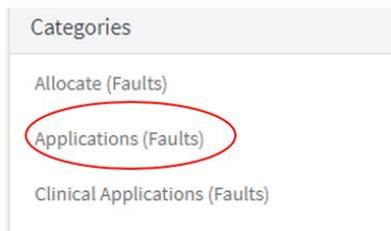
1. Open the **IT Service Portal** either from the icon on your Desktop or via the intranet page.



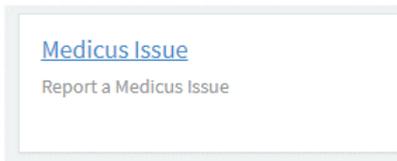
2. Log in with your Trust username and password.
3. Click on **Report Something**.



4. From the list on the left-hand side, choose **Clinical Applications (Faults)**



5. Then click on the **Medicus Issue** tab.



6. You can then complete the form to explain the issue that you are having.
7. At the bottom of the form, there is a **paperclip icon** to attach screen shots, snips, or email to help demonstrate the issue.
8. Click **submit** when finished. *Please be aware that the submit button is **BEFORE** the paperclip icon if you want to attach any screenshots.*

Snipping Tool

1. If you are not familiar with the snipping tool, it can be found here in the search window on the bottom left-hand side of your screen.

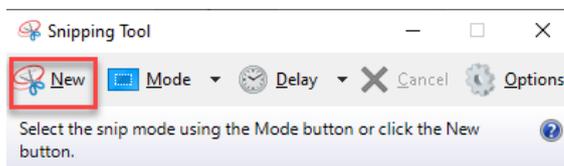


2. Type in **snipping tool**.
3. Then, from the right-hand column that appears, click on **pin to taskbar** for quick access.

4. To use the snipping tool, click on the icon in your taskbar.



5. Click on **New**.



6. Place cursor to top left side of area to capture.
7. Click and hold to drag to bottom right side of area to capture. Release mouse key.
8. Either copy (ctrl c) and paste (ctrl p) or can save as a file by clicking on 'File' in top left corner of application window.

