

FootFall Connect Installation Guide – SystemOne Practices

This installation guide has been developed for organisations who provide IT support to general practices and other provider organisations to install the FootFall Connect Toolbar on PCs.



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Introduction

FootFall is an online consultation system that runs independently in a browser on a practice PC. FootFall can operate and is fully functional without SystemOne being present. However, to enable the saving of patient requests (and other operations – see below) from FootFall to SystemOne, it requires SystemOne to be running on the same PC and the FootFall Connect Toolbar to be installed and running. This guide describes how to activate FootFall and how to install and run the FootFall Connect Toolbar.

Operations enabled using the FootFall Connect Toolbar

From the FootFall dashboard, the following operations are enabled:

1. Write FootFall episodes with coded data and attachments to SystemOne
2. Get recent FootFall requests for the current SystemOne patient
3. Send a FootFall message to the current SystemOne patient
4. Schedule or have an immediate video consultation with the current SystemOne patient
5. Show in SystemOne the patient whose request is currently open in FootFall (Swap Patient)
6. Show the current SystemOne patient in FootFall
7. Match an NHS number against patient details in SystemOne

Activating FootFall

FootFall is a web-based service that runs in a browser. To activate FootFall:

1. On the same desktop that is running SystemOne, open either Google Chrome or Microsoft Edge
2. Enter into the address bar of the browser the URL that your FootFall Administrator supplied you with. Press the RETURN key on your keyboard
3. You will be presented with a login screen. Enter the login details that your FootFall Administrator supplied you with and click the LOGIN button
4. An Authorised Users Only panel will be displayed and if you are an authorised user click the Accept button to accept the terms and conditions
5. The system should now display your worklist

If you have any difficulties with the above or your login is not accepted, please contact your FootFall Administrator in the practice.

Installing the FootFall Connect Toolbar

The MSI should be downloaded from: [FootFall Connect Installer](#)

Once it has downloaded, proceed to install. You will need a Windows administrator username and password to do this or alternatively you will need to allow administrator privileges. Once the installation has finished, a FootFall Connect icon will appear on the desktop.

To initialise the FootFall Connect Toolbar, ensure that SystemOne is running and that you are logged in.

Updating the FootFall Connect Toolbar

When a new version of the FootFall Connect Toolbar is available, you will be prompted to install the new version when you open the Integration Module. Click Install to install the new version. You will not need an administrator username and password to do this.

Activating and starting the FootFall Connect Toolbar

Double click the FootFall Connect desktop icon.



Select the clinical system you wish to use - in this case, SystemOne. When prompted, enter your practice ODS code and, if applicable, please also enter your practice PIN code.

You will only need to complete this step once, unless you wish to change the practice clinical system, the ODS code or PIN code.

A screenshot of the 'FootFall Connect - Settings' dialog box. It has a title bar with a minus sign and a close button. The content includes: 'Your clinical system:' with radio buttons for 'EMIS Web' and 'SystemOne' (selected); 'Your ODS code:' with a text input field; 'Provided PIN, if applicable:' with a text input field; and three buttons at the bottom: 'Cancel', 'Reset Settings', and 'Confirm'.

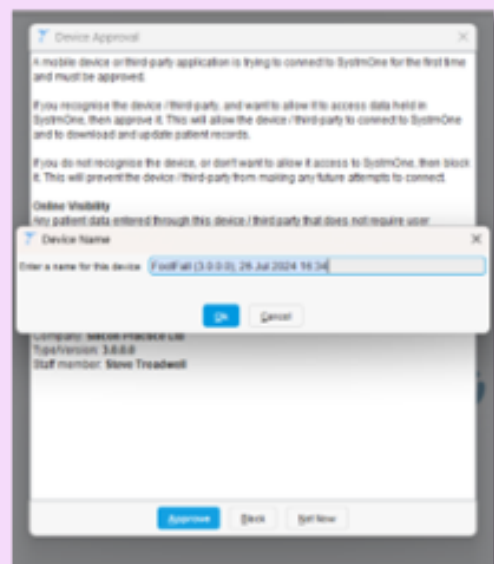
Device Approval

The first time that you run the Integration Module you will need to open SystemOne.

From here, you will see a desktop prompt for Device Approval. This authorises the Integration Module to connect to SystemOne.

If successful, this part of the process only has to be done once. The module will automatically log in during future initialisations.

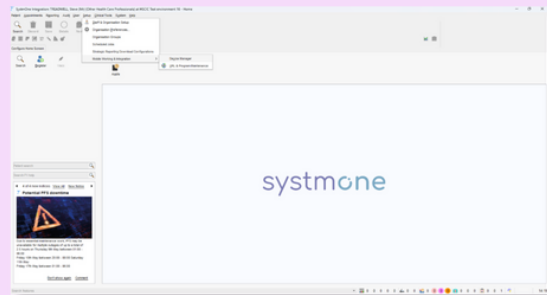
Once you have selected 'Approve', you can enter a name for the new device. However, we advise keeping this as 'FootFall Connect'.



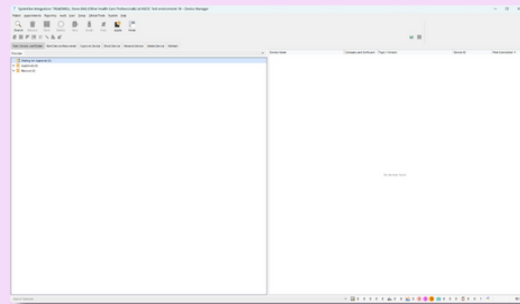
Reauthorising

If you're experiencing any issues during installation, you can remove the device manually using the Device Manager in SystmOne, then reauthorise FootFall Connect again.

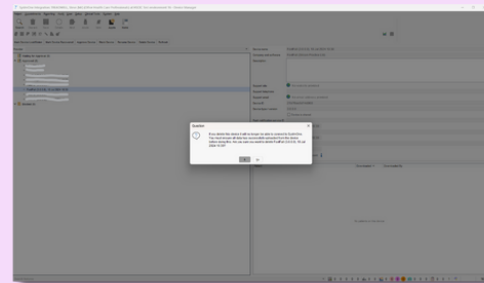
1) Click Setup > Mobile Working & Integration > Device Manager.



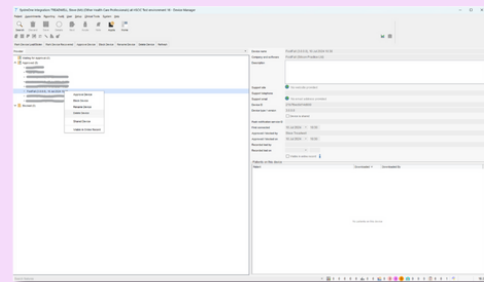
2) Open down Approved devices list on the left sidebar.



3) Right click on the selected, previously approved device and click on Delete Device. You can also Rename, Block or Approve devices. Block devices will be moved to the Blocked devices list.



4) Wait 10 seconds and confirm the deletion.



Please repeat device approval step (see previous section)

Troubleshooting

Any problems with the Integration Module are reported on the Footfall dashboard when the above operations are attempted.

Message: Administrator privileges have not been given to complete the installation and connectivity of this application. Please uninstall and reinstall the app with administrator privileges to continue.

Resolution: The Integration Module has not been installed correctly. Click OK and then uninstall and reinstall the Integration Module. When the Integration Module is being reinstalled, if you are not using a Windows administrator account, you must enter an administrator username and password. If you are using a Windows administrator account, you must click Yes when it asks for administrator privileges. If the problem persists, contact Silicon Practice support below.

Message: FootFall Connect is already running on this computer.

Resolution: Another user is logged into the same PC and already has the Integration Module open. Close the other user's Integration Module before trying again.

Support

In the first instance you should contact your FootFall Administrator in the practice. Support is also available from Silicon Practice during the hours of 8am to 6pm Monday to Friday.

Email: support@siliconpractice.co.uk

Phone: 01793 710500