

INFORMATICS – Extended Out of Hours and weekend support is now available for EMIS Web and EMIS Mobile users.

Summary: The Informatics Applications team will now be able to provide limited out-of-hours support for EMIS Web and EMIS Mobile users.

Locations / Services affected: Central, South, North and Trafford sites (29336 and 29370).

Start Date: Tuesday 28th March 2023

What is happening?

The Informatics Applications Team will be providing out-of-hours support for critical incidents occurring outside of normal working hours including weekends for EMIS Web and EMIS Mobile.

What should I be aware of?

The Applications Team will only be supporting critical, high priority and service affecting issues categorised as P1/P2 issues including:

- **Multiple users unable to login to EMIS through Horizon/VDI**
- **Multiple users unable to login to EMIS Web on their PC through Global Protect or MFT Network**
- **Multiple users unable to connect to EMIS Mobile**

How do I raise an issue?

For any requests and issues, please contact the Service Desk **(0161 701 2020)**.

The service desk will triage the support requirements and if the request falls into the criteria set out above for out of hours support, they will then escalate the issues to the Applications Team for further support.

Please continue to follow your existing business continuity and escalation processes.

Kind regards,

Informatics

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