

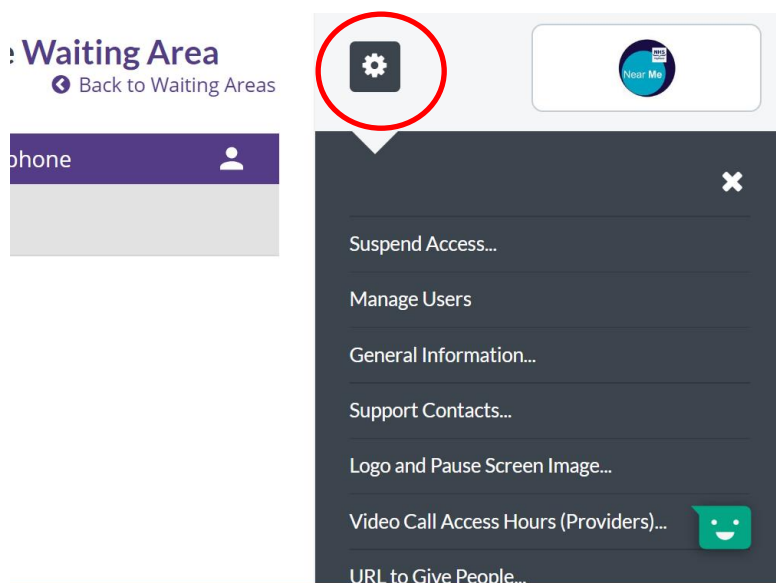
## USER GUIDE FOR LEAD ADMINISTRATOR AT PRACTICE

### User Management

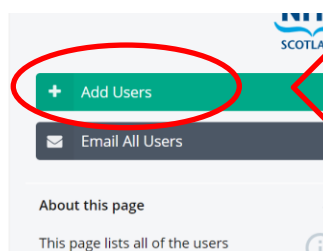
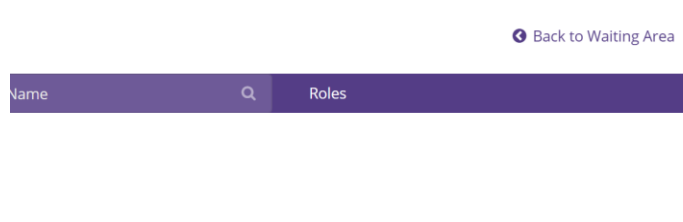
The Administrative Leads nominated by the practice will be given “service administrator” rights. This means they can add or delete users for that waiting area. For patient confidentiality reasons, it is important to remove any users who should no longer have access to the waiting area (eg, due to leaving the practice).

### Adding users

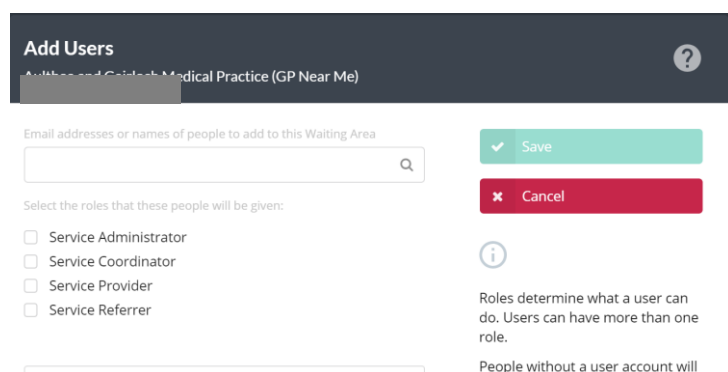
1. Open Waiting Area



2. Click on settings cog to bring up menu
3. Then click “manage users”



4. Click “add users”

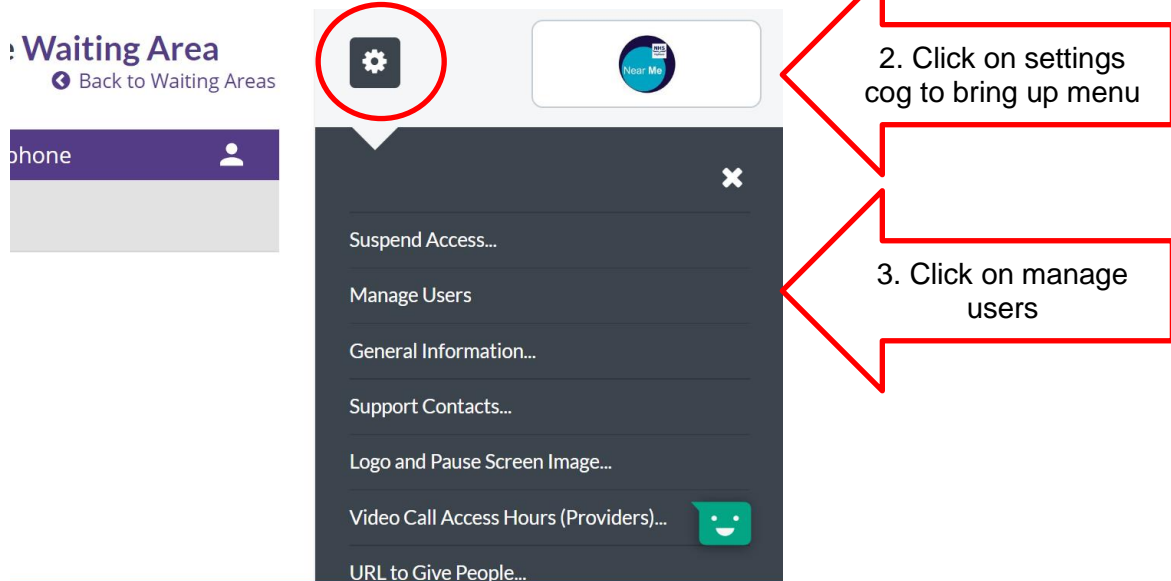


5. Enter the NHS email address of the person to add and tick the roles (usually just service provider) then save

**Roles:** Administrator – full administrative rights (practice manager/deputy)  
 Provider – enables making video calls and sending notifications (clinicians and staff)  
 Referrer/Co-ordinator – not applicable (used for multiple waiting area systems)

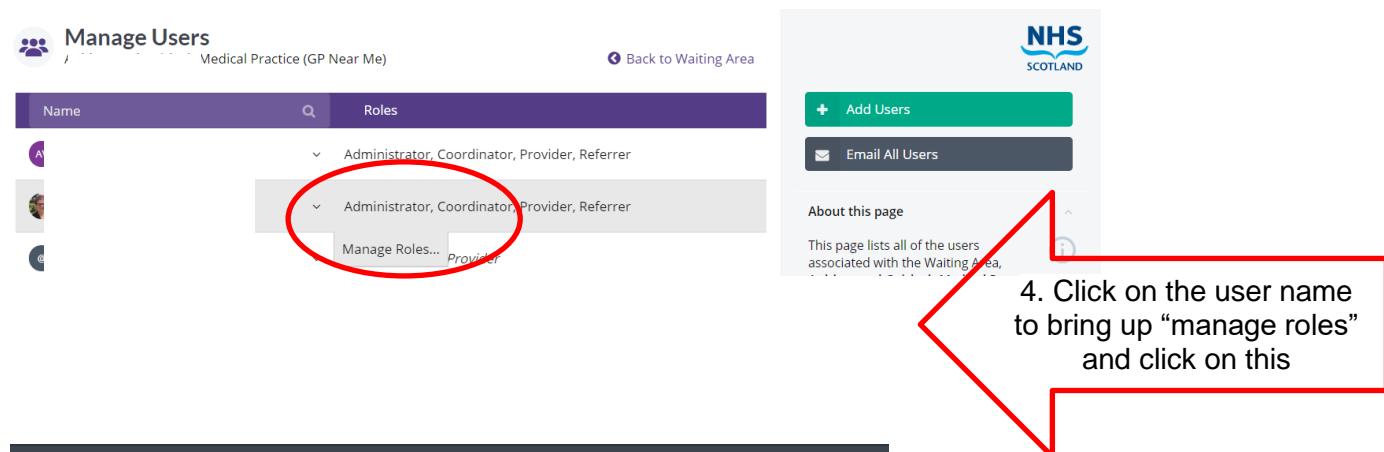
## Removing users and changing user roles

1. Open the waiting area

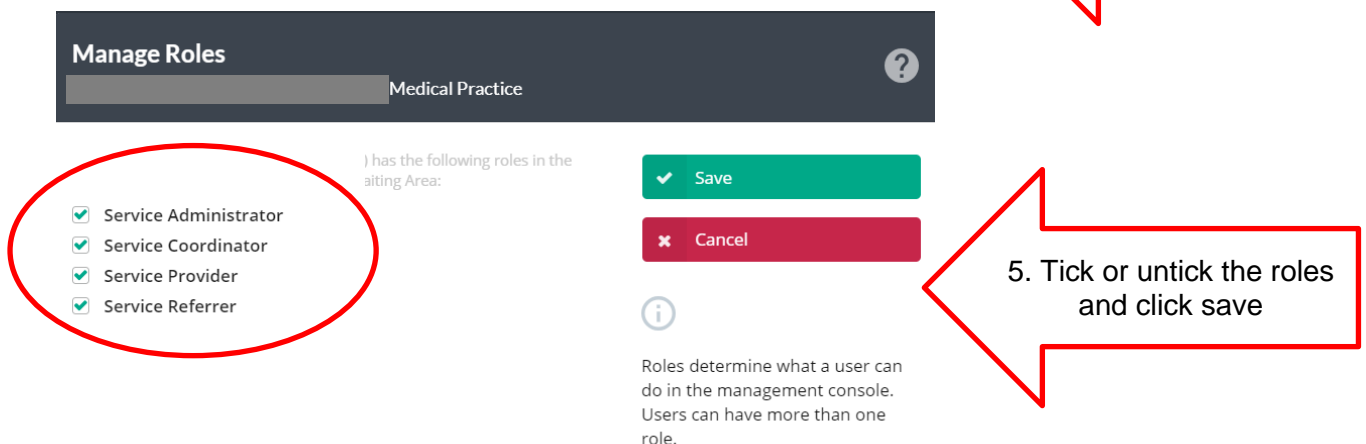


2. Click on settings cog to bring up menu

3. Click on manage users



4. Click on the user name to bring up "manage roles" and click on this



5. Tick or untick the roles and click save

Please note this action is solely for your waiting area. The user may still have roles in other waiting areas. To completely delete someone from the Near Me system, please email: [vc.support@nhs.net](mailto:vc.support@nhs.net)

## Other Administrative Functions

The image shows a dark grey administrative menu with a white gear icon at the top left and a 'Near Me' button at the top right. The menu items are listed on the left, and their functions are described in red-bordered boxes on the right.

Suspend Access...	
Manage Users	To manage or email all users
General Information...	To change practice name
Support Contacts...	
Logo and Pause Screen Image...	
Video Call Access Hours (Providers)...	To change the hours the video system can be accessed
URL to Give People...	URL: please check with Board/HSCP before editing
Before Calls (Patient Details)...	To change patient entry fields
Before Calls (Important Information)...	To change information callers see (recommended to retain)
During Calls...	To change message patients see when waiting to connect
After Calls...	To change the screen the patients see after calls (eg, add survey: there is a national evaluation survey)
Delete Waiting Area...	