# EMIS Mobile Frequently Asked Questions

Q: *How do I book patients into my EMIS diary on the iPad?*

A:

* From the **Appointments List** screen tap required patient
* From the Summary screen of selected patient tap + from top right hand corner
* Select **Book Appointment**
* Complete relevant search fields and tap on **Search**
* Tap **Select** on required appointment
* Complete the **Reason** and **Slot type** fields
* Select correct **Episode of Care** (This is a mandatory field and the appointment will not be able to be booked without this completed)
* Tap **Book Appointment** and then tap **OK**

The appointment is booked in EMIS Web without the need to sync

Q: *How do I edit a pending item?*

A:

* From the **Appointments List** screen tap required patient
* The Summary screen for the selected patient is displayed
* Select the item from the Pending section at the top of the Summary screen
* Tap the relevant item and amend the details
* Tap **Update**
* The item has been updated and remains in the Pending section prior to sync

Q: *How do I delete a pending item?*

A:

* From the **Appointments List** screen tap required patient
* The summary screen for selected patient is displayed. Items which are pending sync are displayed at the top of the screen
* On the relevant item **swipe left** and tap **Delete**
* The item is deleted and it is not uploaded to EMIS Web on the next sync

Q: *I Can’t see the sync icon in the top right hand corner of iPad*

A:

* The sync icon is only visible from the **Summary** page of the patient care record or Appointment List. If you move onto any of the other pages, ie **Problems**, **Documents** etc, the sync icon will not be visible.
* Tap the **Summary** page when you’re ready to sync

Q: *How do I email photos from my iPad*

A:

* Tap the Photos icon and select the Album where your photos reside
* Tap on the photo to select and tap on the icon top right that looks like a square with an arrow pointing north
* Tap the mail icon and enter your NHS email address in the ‘**To**’ field
* Tap on the Wording ‘**Images**’ to select Large
* Enter Pt initials in **Subject**
* Tap **Send**

Q: How do I ensure my iPad software is up to date?

A:

* Tap on the Settings icon
* Tap General
* Tap Software Update
* If a new update is available you will see the download option alternatively it will say ‘Your Software is up to date’
* Tap on **Download** (this will take approx. 10 mins)
* When the software has downloaded you will need to tap on **Install**
* Please note, you need to be connected to the Wi-Fi in order to be able to download the new software and the iPad must be connected to a power source