

WEEKLY REMOTE MONITORING SOP

SCENARIAL 1: THROUGH PHONE

1. call the facility contact person
2. Introduce yourself
3. Ask how the systems are performing
 - a) Hardware-
 - i. touchsceens
 - ii. printers
 - iii. scanners
 - iv. network cables
 - b) software
 - i. system speed
 - ii. new users
 - iii. other questions that may apply.
4. Conclude the call
5. If any issues, log into redmine

SCENARIAL 2: THROUGH REMOTE LOGIN

1. Check network connectivity
 - a) if unstable or down, contact the network team
 - b) if stable, proceed to 2
2. Communicate to facility about your remote login
 - a) specify your intentions
 - b) communicate about possible system interupitions
3. Log the login in the login form
4. Log into the remote server
5. Start the application

- a) Check the system performance
 - i. go through the whole system flow
 - ii. note the system speed
 - iii. remember to void encounters created
 - iv. stop the application
 - b) Document the issue if any in redmine
6. Follow up if documented issues are resolved

[illegible]