






FREQUENTLY ASKED QUESTIONS

Is there a help menu?

GuildLink® is reasonably straight forward to use, however the programme does have a built-in help guide. You can access this by pressing F1 at any time while you are in the programme.

Navigation and helpful shortcuts

<u>Icon</u>	<u>Description</u>	<u>Shortcut</u>
	Add a new record. It is really important that you click on 'Add' or press F4 before typing in information, otherwise it will be lost.	F4
	Delete this record. You will be prompted to confirm any deletions to prevent you from accidentally deleting items.	F3
	Save your changes.	F9
	Cancel your changes. At any time prior to saving your changes, you can click 'Cancel' to undo your changes.	F11
	Find a record. When you click on 'Find' a new window will appear that allows you to filter and sort records. When you have found the item you want, select it and click 'Ok' to move to that record.	Ctrl + F

Should I change my password?

It is strongly recommended that you change the default passwords. Please ensure you record your passwords and keep them in a secure location. You may also like to adjust the user security rights.


How do I download the SOPs?

Once you have loaded GuildLink®, you need to download the standard operating procedures (SOPs) from the Guild web repository. Simply follow the steps below to download the SOPs.

- Click 'AuditLink'
- Click 'SOPOL'
- Click 'Check for new content online'
- Click the 'Fetch Content' button at the bottom left of the screen. A list of content available to import will appear
- Click the 'Select All' button at the bottom right of the screen
- Click the 'Process' button

The new content will now be available in the SOP screen.

Is there a way to edit the SOPs in a full screen?

By clicking on the full text editor button  you can edit SOP details like purpose, procedure, aim, intent and comment text in a full screen, Word processor like environment. This allows for much more formatted text entry with bullets, highlighting and even tables.

When you have finished editing, click on 'Return'. To cancel your changes simply click on 'Cancel'.

Can I customise the reports?

Most reports have a logo at the top left when printed. You can install your own logo file using the 'Install report logo' option under the 'System' menu. A built in wizard guides you through this.

Can I see when an SOP was changed and by who?

Many screens within GuildLink® record every time a record is saved. This provides an Audit of which user has made changes and when. To view the Audit Log press Ctrl + L.

How do I add a new policy?

To add a policy simply click on the 'Add' button. The system has been developed to save you from yourself as much as possible. So when you are adding a new document you simply choose document heading, category, and status from the drop down lists.

Document name: You must enter a document name, if you don't then the system will not let you save this document.

Validation: The system will validate whenever you try to save a new document. Any mandatory fields that you have not completed will highlight with a warning icon. You will also receive a summary message when you attempt to save the item explaining what is wrong.

Comments: These are optional but allow you to add prompts to assist when carrying out a policy.

Aim and intent: This is where you detail the policy. Simply click on the add icon to add new rows and then enter your text.

Outline: You can only enter numbers and full stops. The format should be 01.01, 01.02, etc to set the sort order when printing. You cannot type letters into the fields.

How do I load review details?

To add a review entry, click on the add button above the grid and then choose a review date and the staff member who carried out the review.

Here you can set how often a policy must be reviewed such as annually or six monthly. You can choose which staff roll (job title) is responsible for the review. Job titles are used as they are not affected by changes to staff.

Reviews are automatically sorted to show the most recent review first.


How do I view the appendices?

Within the policy forms the appendices button  opens the Appendices folder within the GuildLink® folder in the C:\ drive.

This is where you should save electronic copies of all your forms and logs that are used in the pharmacy (eg. the log for recording the fridge temperature). Name the file something logical like 'Appendix 01 Fridge Temp Log', and in your policy text or comments enter 'See Appendix 01 Fridge Temp Log'.

That way when someone is looking at the document on screen and sees an appendix reference they can click the appendices button and look for the appendix in numerical order and just double click to open it.

How do I print a SOP?

Within the SOP screen the reports button at the top right of the screen  allows you to preview an SOP and to print it, or to preview all SOP's as a single document and print this.

How do I make a back up?

You should ensure that you back up all of your data regularly, GuildLink® is no exception.

If you are running GuildLink® on a large network then you may need your network administrator to add the GuildLink® database to your regular scheduled backups.

If you are running GuildLink® on a single computer then you can create a simple back up file using the built in backup function. Simply choose 'Make a backup' from the 'System' menu and the wizard will start.

Choose a path to create the backup, by default this will be a sub folder called BACKUPS. The backup is in a compressed format suitable for transfer to a hard drive or memory stick.

Always keep a copy of your back in a secure location, preferably off-site.