



Accessing the EMMS EyeV Helpdesk

In order to raise an incident or technical issue with the EMMS EyeV platform, please contact the helpdesk using below methods:

If you can log in to the EyeV platform

Please visit the 'Raise an Incident' page, and this will create a support request with the Support Desk: [Raise an incident](#)

If you can't log in to the EyeV platform

Email - support.ney@eyev.health
Telephone - 0115 650 0102

The helpdesk opening hours are, 8am to 8pm, Monday to Friday and 9am to 4pm, Saturday and Sunday (excluding public holidays).

To access the self-service web page, you should open your web browser and go to <https://ney-eers.eyev.health/raise-an-incident/>. Please ensure you include as much detail as possible regarding the incident including the data, time, patient name or identifier and type of referral.

EMMS have developed a video guide for use of the portal, which can be found here <https://ney-eers.eyev.health/how-to-raise-an-incident/>

Depending on the type of incident or technical issue, this will be logged and assessed within the associated response times outlined below.

Classification	Definition	Acknowledgement Time	Resolution or Workaround Time
Critical (P1)	Entire system unavailable or unusable	15 minutes	2 Hours
High (P2)	An issue identified as having significant clinical risk with no obvious and agreed workaround.	15 minutes	4 Hours
Medium (P3)	Reduced function or capacity of the software, a key module or major function but with a small impact on business operation or clinical risk	2 Hours	1 Working Day
Low (P4)	Intermittent or partial faults resulting in loss of noncritical functionality where software is still usable. Cosmetic issues causing limited impact.	4 Hours	2 Working Days
Change Requests	Requested change to the system functionality or clinical forms	Agreed as part of the regional change control process.	