Dear Customer,

We would like to bring to your attention the importance of the system alerts generated by the Docman GP application. This communication specifically relates to use of the Scheduler application which among other tasks collects electronic correspondence via NHS Mail. All practices using the Docman Scheduler for collections via NHS Mail should be aware of the following configuration and required user interaction;

- The Scheduler interface provides an overview of task collections. Where documents cannot be validated, these are highlighted as an error (in red) for action
- In addition, if alerts are configured (per the first guide/link below), each defined user will receive an error notification when Scheduler encounters an error during a collection. All users in the Report Errors list receive a notification through Collaborator (on their main screen)
- The Scheduler event logs also identify any documents which fail the validation process (for further action by the user) and this includes an audit. Please refer to the second link below which explains how to view these log files
- Once an e-mail has been processed, it is placed into the IMAP configured location, which can either be a defined folder or the deleted items. Docman does not delete any e-mail(s) from the NHS Mail account. This allows the user to locate the relevant e-mail (and attachments) as applicable.

http://www.docmanhelp.com/web/#04_edt/05a_report_error_user.htm%3FTocPath%3DDocman%2520Scheduler%2520(EDT)%7C_____6

http://www.docmanhelp.com/web/#04_edt/04_viewing_collection_logs.htm%3FTocPath%3DDocman%2520Scheduler%2520(EDT)%7C_____5

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