

# MJog Support Centre



## EMIS SNOMED Coding Issues

We are currently experiencing wide spread issues with writing SNOMED codes back to EMIS Web. We have investigated and believe that the problem is occurring at the EMIS end of the connection and have thus logged a call with EMIS Support to address this. We will keep you posted on any updates we get from them.

In the meantime, if you encounter this issue yourself please still let us know and we will add your practice to the list we have given EMIS.

Thank you and we apologise for any inconvenience this may be causing you, especially at this difficult time.



## NHSmail SMS Delivery Reports within NHS Scotland

Customers using NHSmail in Scotland are no longer receiving SMS delivery reports but messages are being sent; this is due to email routing issues within the Scottish IT systems and beyond the control of MJog. Customers using NHSmail in England are not affected. Customers in Scotland and in England using BT/EE HTTPS API are not affected.

NHS Scotland has now provisioned BT/EE HTTPS API accounts for each Health Board. MJog has started the process to switch accounts over to using the new HTTPS API accounts.

### Sending a Coronavirus advice campaign?

A Coronavirus advice template is available to download and send to your patients



### Moving to SNOMED CT

A guide to tell you how to switch your MJog over to use SNOMED CT



### Changes to FFT in April 2020

There are small changes which will affect FFT templates



### Your MJog's home page has changed

Everything is still there, just in a different place. We've provided a guide to help



MJog Webinars



MJog Smart



New to MJog?  
Start here ...



Interactive Training  
Guides



Flu Campaign Training  
and Information



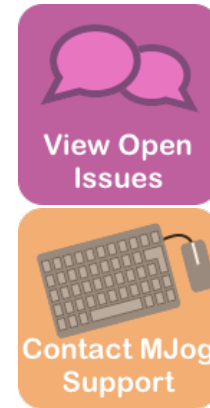
MJog Desktop GP

How can we help?

## Help by topic

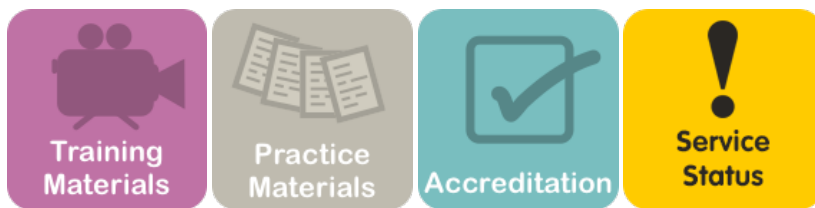


## Still need help?



If you are having trouble logging a support question, please [click here](#).

## Other resources



## Hot questions

- MJog computer being replaced / re-install required?
- MJog Support Centre
- What happens to my texts when NHS Mail SMS is withdrawn
- Is the Friends and Family app available for Android
- How to I change the NHS Mail password
- MJog Support Centre

## Hot guides

- MJog Support Centre
- How to set up Friends and Family Test
- MJog Support Centre
- How to run a flu campaign