

FDB OptimiseRx Activation – FAQs

Is any software installation required?

No. OptimiseRx is integrated with the clinical system so no additional software installation is required, it simply needs to be activated (see activation guide)

How long does it take to activate OptimiseRx?

Activation is quick and easy and should only take a few minutes.

Who can activate OptimiseRx?

Activation needs to be done by a user with administration rights on the clinical system.

What is a GUID?

A GUID is a Globally Unique Identifier – this is the code which needs to be entered on the clinical system to activate OptimiseRx?

Where can I find my activation code?

Practices can obtain this from their local Medicines Optimisation Team. Profile managers within the Medicines Optimisation Team can find this code under the settings tab of the OptimiseRx portal.

Does OptimiseRx have to be activated on every computer?

No, activation only needs to be done once on a single computer within the practice

Does OptimiseRx have to be configured for individual prescribers?

No, OptimiseRx is activated at practice level so no additional user configuration is required

Will OptimiseRx work for locums/temporary staff?

Yes, once activated at a practice, OptimiseRx messages will be seen by all users with prescribing rights on the clinical system

Will OptimiseRx be active for remote workers?

Yes, if prescribers are logging onto the clinical system remotely at a practice which has OptimiseRx activated then messages will still be seen

Does OptimiseRx require an HSCN/N3 connection?

Yes, the OptimiseRx service is accessed via the HSCN network.

What do I do if I am unable to activate/OptimiseRx is not working?

Please contact FDB for further support.