



NECST REGISTRY

Frequently asked questions



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	Name	Signature	Date
Reviewed by	K Ryan Senior Business Analyst VCS	K Ryan	14/12/2020
Approved by	Cecilia Ng, Project Manager – Jean Hailes		
Approved by	Krystyne Dillon, VCS Director Global Projects	K Dillon	14/12/2020

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1.1	19/6/2020	Bindu Kakkadavath, Senior Business Analyst –VCS Digital Health	Changes as reviewed and added new sections for the new features developed.
1.2	27/08/2020	Kath Ryan – Senior Business Analyst VCS	Updated formatting and screen shots where required.
1.3	07/12/2020	Kath Ryan – Senior Business Analyst VCS	Added details on possible match and supported files types for upload.

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1 Frequently Asked Questions

1.1 How Do I Clear the Cache on Chrome

1. Open your web browser.
2. Click Ctrl+Shift+Delete on your keyboard.
3. Untick Cached Images and files and click Clear data.
4. Proceed to open the link to the registry (<https://register.necstregistry.org/>).

1.2 How Do I Clear the Cache on Firefox

1. Open your web browser.
2. Click Ctrl+Shift+Delete on your keyboard.
3. Untick Cache and click OK.
4. Proceed to open the link to the registry (<https://register.necstregistry.org/>).

1.3 How Do I Clear the Cache on Safari

1. Open your web browser.
2. Click on the Safari drop-down list and select Preferences.
3. Click the Advanced tab. Select the Show Develop menu in menu bar checkbox and close the Preferences window.
4. Select the Develop drop-down list. Click Empty Cache.
5. Proceed to open the link to the registry (<https://register.necstregistry.org/>).

1.4 How Do I Contact Support/Get Assistance

Contact the NECST Registry Support Officer/Administrator on email: admin@necstregistry.org and after triage issues will be raised with NECST Service Desk as required. Once resolved by the NECST Service Desk the information will be returned to NECST Registry Support Officer/Administrator to communicate to the originator of the incident.

1.5 What Are the Types of Episodes

Some of the episodes are automatically created in the NECST Registry, when the surveys/questionnaires completed by the person syncs from RedCap to the NECST Registry. These episodes can be viewed from the NECST Registry but are non-editable. Other episodes can be created and edited directly from the NECST Registry.

Editable Episodes	Non-Editable Episodes
<ul style="list-style-type: none"> • Clinical Pres Dx – Clinician • Medical Management • Medication • Imaging – US • Imaging – MRI • Surgical Management • Histopathology 	<ul style="list-style-type: none"> • Clinical Pres Med Hx • PROMs EHP-30 • PROMs EQ-5D • Clinical Pre Med Hx – Follow-Up

1.6 What Are the Supported Browsers

The supported browsers are:

- Chrome
- MS Edge

- Firefox
- Safari

1.7 What Are the Supported Devices

The supported devices are:

- Samsung S9, S10, S20
- iPhone 6/7/8 iOS 11
- iPhone X iOS 12
- iPhone X iOS 14
- Any Mac running Safari 14 or higher
- Windows 10 on computer

1.8 What Do I Need to do to Make My Registry Work on Safari (Mac or iOS)

For the Registry to work on Safari (Mac or iOS), you will need to turn off "Prevent Cross-site tracking" (which is on by default).



1.9 Why Can I Not See the Entire Screen

For the Registry to work effectively and allow you to see the entire screen, you must have the highest level resolution that your device can support and the smallest font size.

If you cannot see parts of the screen, click the Ctrl + Mouse Scroll button to zoom out of the screen or resize within the browser window.