

PCSE Ophthalmic Bulletin – February Edition



Dear Colleague,

Welcome to the February Edition of the PCSE Ophthalmic Bulletin. This month we focus on how to get the most from our online Ophthalmic services. In this issue:

- How to register for the Performers List and Ophthalmic Payments
- What to do if you haven't received our original registration letter
- Get help with PCSE User Guides
- What to do if you use a Practice Management System

How to register

Even though you may have staff who already order supplies through PCSE Online, in order to assign staff for the Performers List or Payments roles, the Contract Manager of the practice must do two things: They must enter a unique code (found in the original registration letter) into PCSE Online to register your practice and then assign at least one person in your practice the role of 'User Administrator'.

User Administrators are important because they assign all of the other roles available to you in PCSE Online. If possible, we recommend that you have more than one person assigned this role for contingency (you can have up to four).

PCSE sent a letter to Contract Managers in September 2019 that contained a unique registration code. **This code expires on 31 March 2020 so, if you haven't already registered, please make sure that you do so before then.**

What if we don't have the letter?

If the contractor at your practice did not receive the letter, or no longer has the letter, don't worry. We'll send you another one if you email your request to our dedicated user registration team at pcse.user-registration@nhs.net

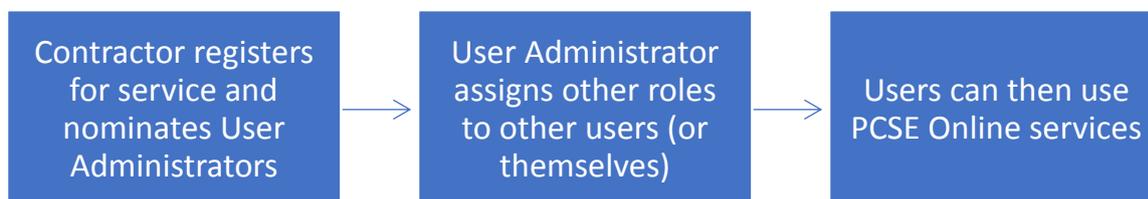
Our Contract Manager has registered our practice and assigned a User Administrator – what do we do next?

Your User Administrator/s should now be able to assign the other roles that your PCSE Online users will need (a User Administrator is purely someone who can assign roles).

Click this link to open our [User Management Guide](#) that explains the different types of role that your User Administrator can assign.

Each role has a different purpose. It's possible for one single user to be a User Administrator and hold all of the other roles too, but you can also split the work up between different users, as you wish.

Please make sure that you know what each role does because the act of assigning a role to someone will grant that person permission to see data that you may consider sensitive or even confidential.



Get further help with our guides

As well as our User Management Guide, we have several other guides that may be of use, take a look below:

- **User Management Guide:** this guide explains how to create user accounts (including Performers), and add or edit user roles, including deactivating a user
- **Quick guide for Applicants:** a short guide for Performers joining the performer list for the first time
- **Main Guide for Applicants:** everything new applicants need to know when applying to join the Performers List on PCSE Online

[Link to user guides](#)

Guidance for PMS Users

If you use a Practice Management System (PMS) you also have to register for PCSE Online using the method explained above, this is because there are some things you can only do via PCSE Online. For example, you will use your PMS to process payments (eGOS), but you still have to use PCSE Online to see the statements for those payments (you can use it to track claims too).

We also recommend that you register for PCSE Online even if your PMS provider has not yet launched their eGOS service. This is because of the code expiry date in the letter we sent to contractors in September. It also means you will be ready for when your PMS goes live.

PCSE Online Queries

If you have any queries about our online services, please take a look at our User Guides above or visit the PCSE website. If you can't find the answer you need you can also call our Customer Support Centre on 0333 014 2884.

You can also try our [online help](#) for answers to the most frequently asked questions from our customers.

Best Wishes

Primary Care Support England (PCSE)