

Front Desk 2018

Practice Management System

Front Desk Insights – User Guide

Contents

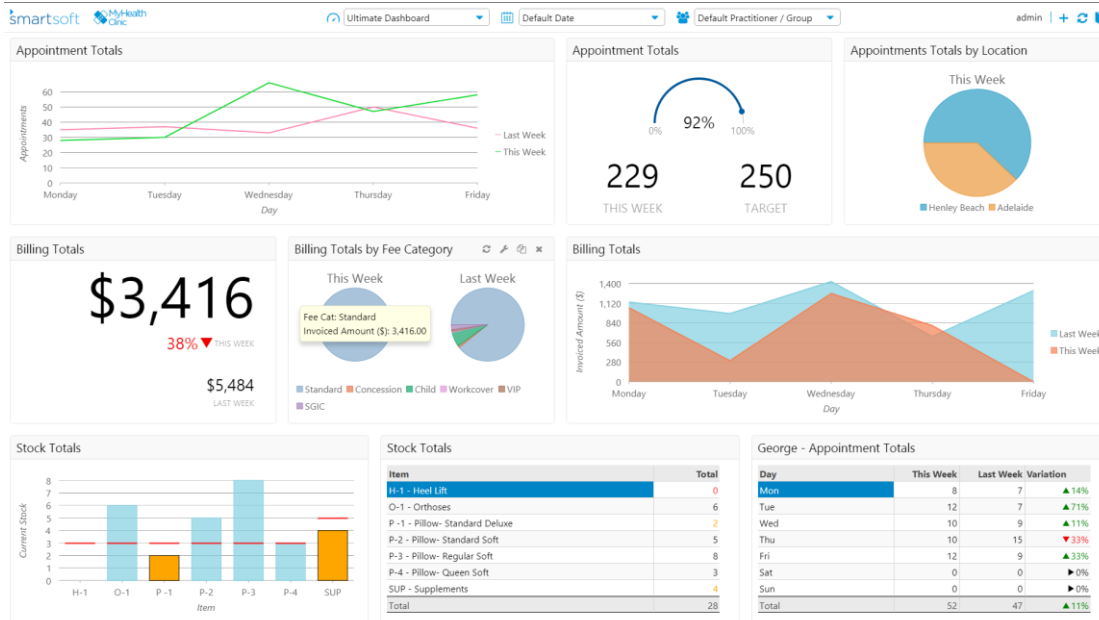
OVERVIEW.....	2
ACCESSING FRONT DESK INSIGHTS.....	2
USER ACCESS.....	3
CREATING & EDITING DASHBOARDS.....	5
ADDING WIDGETS.....	6

Smartsoft (Australia) Pty Ltd
Free Call (Australia): 1800 18 18 20
International: + 61 8 8361 2666
Free Fax (Australia): 1800 18 18 30
International Fax: + 61 2 8006 5205
Web: <http://www.smartsoft.com.au>
Email: info@smartsoft.com.au



Overview

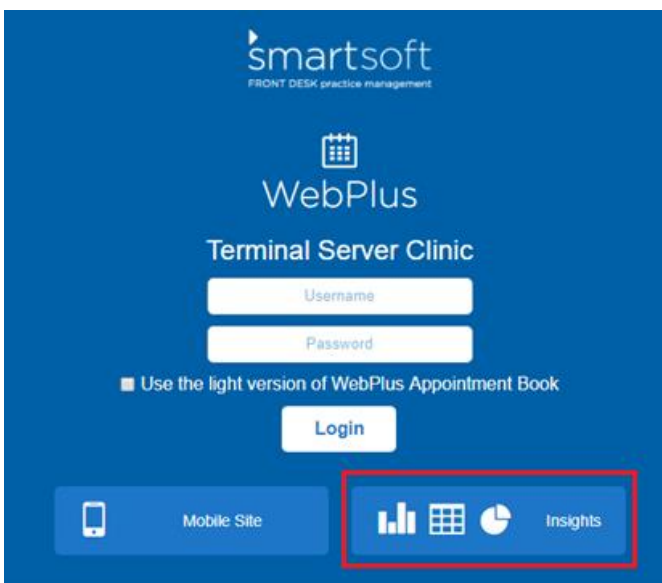
Front Desk Insights is a new reporting dashboard that allows users to create customisable widgets and present their practice management data as graphs, tables and KPI metrics. This online application is available to Front Desk users at no cost and provides live business intelligence, offering clear and flexible feedback on day-to-day business operations.



Front Desk Insights functionality available in Web Appointment Book version 7 or higher.

Accessing Front Desk Insights

To access Front Desk Insights, visit the login screen of your Web Appointment Book and select the insights button. The Web Appointment Book login screen can be accessed in a web browser by navigating to <http://localhost/FrontDesk/Dashboard>. Alternatively, you can replace 'localhost' with the local IP address or the computer name.



User Access

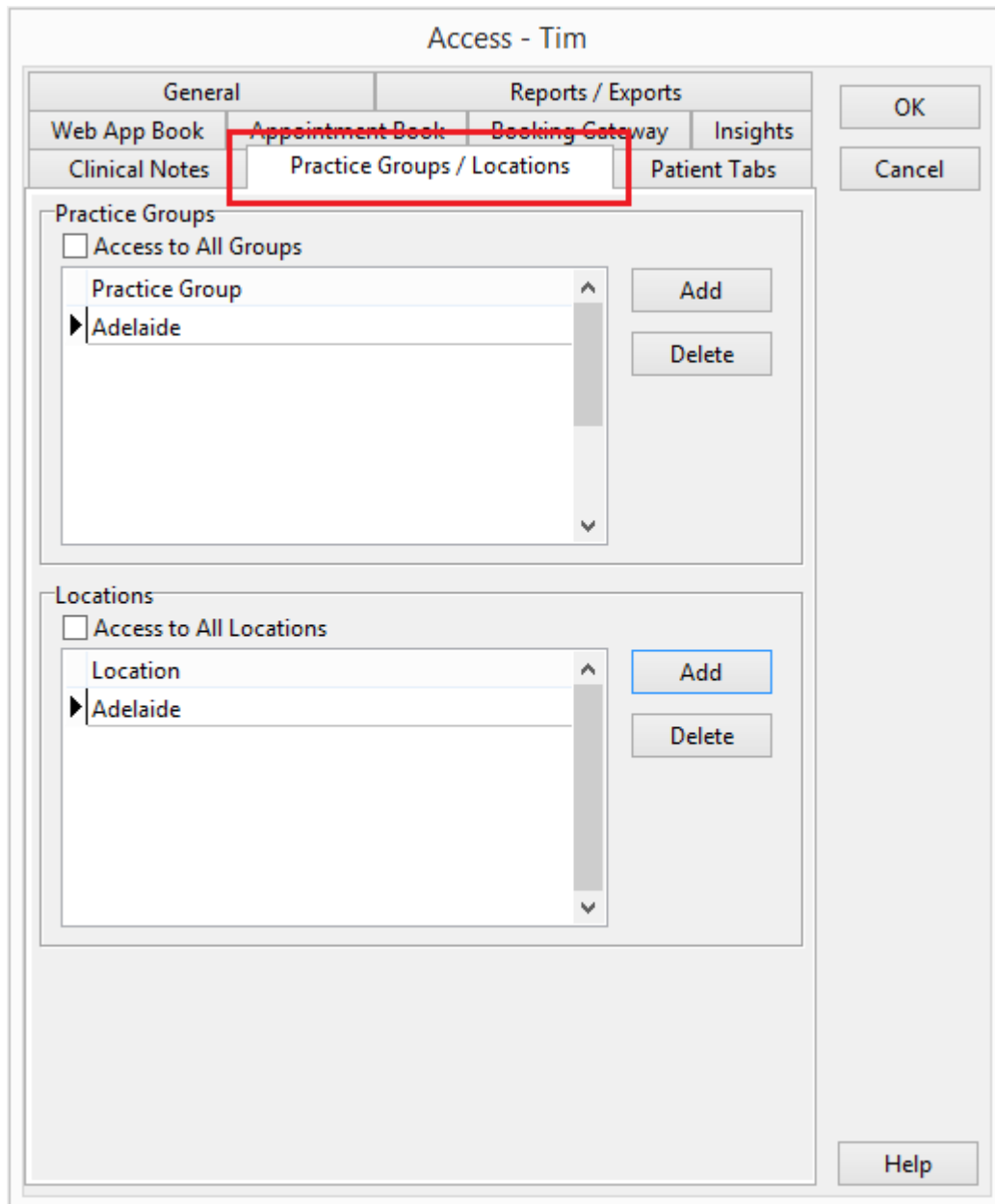
After installation, Front Desk Insights can only be accessed by the Admin user. We recommend using the Admin account to explore, setup and familiarise yourself with Front Desk Insights.

For other users, access to Front Desk Insights is provided on a per dashboard basis under the Insights tab in Front Desk from **System > Security > Access**. A user can either have full or read only access to the dashboards made available to them.

The screenshot shows a dialog box titled "Access - Tim". At the top, there are tabs for "Clinical Notes", "Practice Groups / Locations", "Patient Tabs", "General", "Reports / Exports", "Web App Book", "Appointment Book", "Booking Gateway", and "Insights". The "Insights" tab is highlighted with a red box. Below the tabs, there are three radio button options under "Insights Access": "Do not allow access to any Dashboards", "Allow access to all Dashboards", and "Allow access to selected Dashboards". The "Allow access to selected Dashboards" option is selected. Below these options is a list box with a header "Name" and one entry "Default Dashboard". To the right of the list box are "Add" and "Delete" buttons. Below the list box is the "Access Level" section with two radio button options: "Full" (selected) and "Read Only". On the right side of the dialog, there are buttons for "OK", "Cancel", "All", and "None". At the bottom right, there is a "Help" button.

User Access

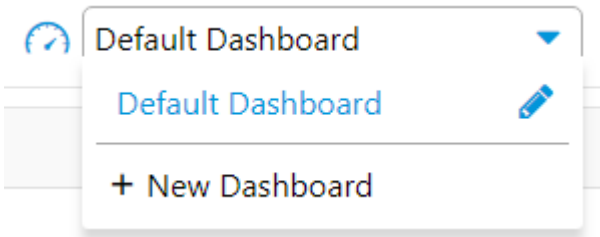
It is important to note that a Front Desk Insights user will only have access to practice groups and locations as specified within the **Practice Groups/Locations** tab.



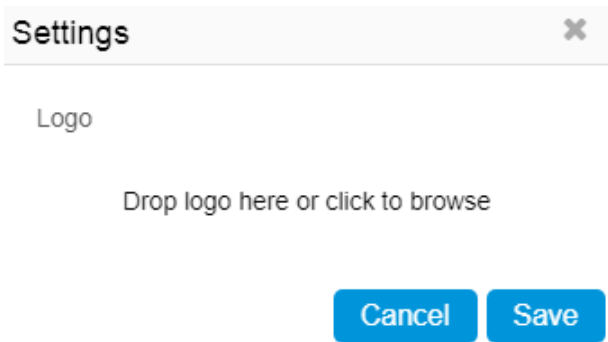
Creating and Editing Dashboards

Front Desk Insights includes a single default dashboard. Additional dashboards can be created for different purposes, such a location or practitioner specific dashboard, or for different business roles i.e. practice manager, practitioner etc.

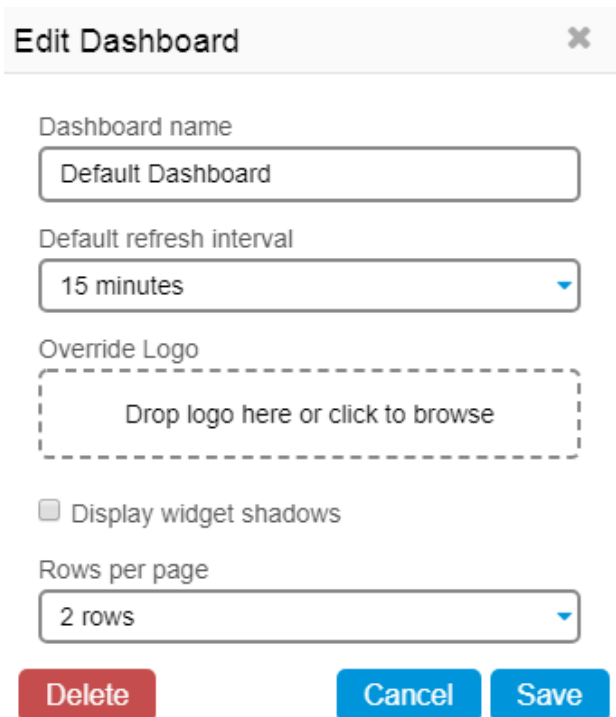
To add a new dashboard, select the dropdown menu at the top of the screen and select New Dashboard. To edit existing dashboards, select the pencil icon.



To add your clinic logo to all dashboards, select 'click to add your logo' in the top left. You can drag and drop your clinic logo onto this screen or click to browse.



When adding or editing dashboard, you can customise the following properties

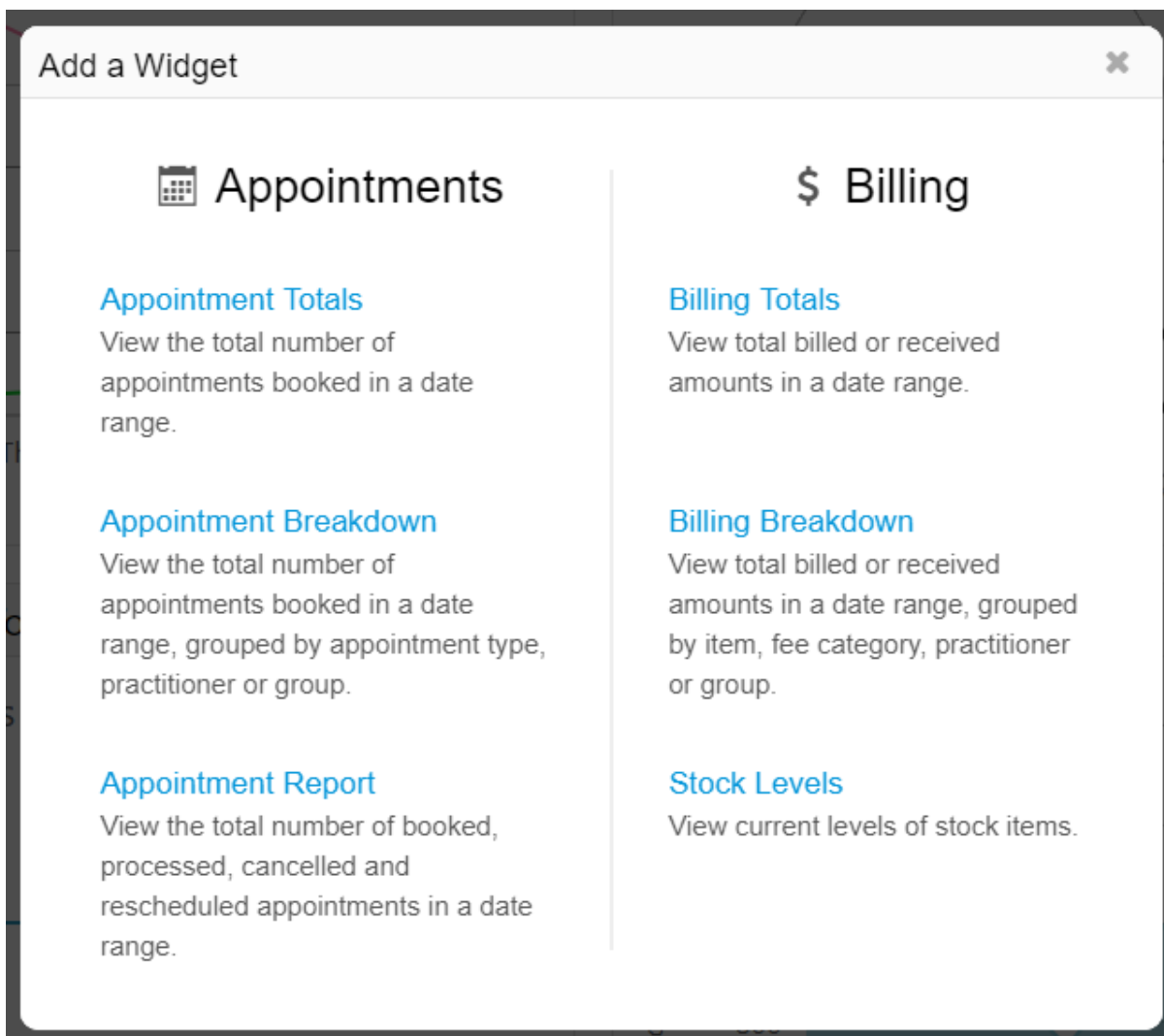


Adding Widgets

Adding widgets to your dashboards is as simple as clicking the + icon in the top right of the screen. Here, you'll also find options to refresh the selected dashboard, switch to full screen view and to logout.

Tim | + ↻ ↗ ↵

Front Desk Insights currently includes 6 types of widgets that can be customised in many ways.



After selecting the widget type, you'll be able to start customising your widget name and selecting what type of widget to add. Widgets have three key areas that can be customised:

- Date – Select a primary and comparison date range (optional)
- Filters – Select what data should be included in the widget
- Display – Selected how the data should be presented in the widget

Adding Widgets

Select Add to drop the widget into your dashboard.

When mousing over a widget, you can choose to refresh the data, edit settings, duplicate and delete.



The quick select options at the top of the dashboard can be used at any time to temporarily override the date range and practitioner/group of all widgets on a dashboard.



In the future, Smartsoft will be introducing new types of widgets that explore other areas of your Front Desk data. We look forward to hearing your feedback.