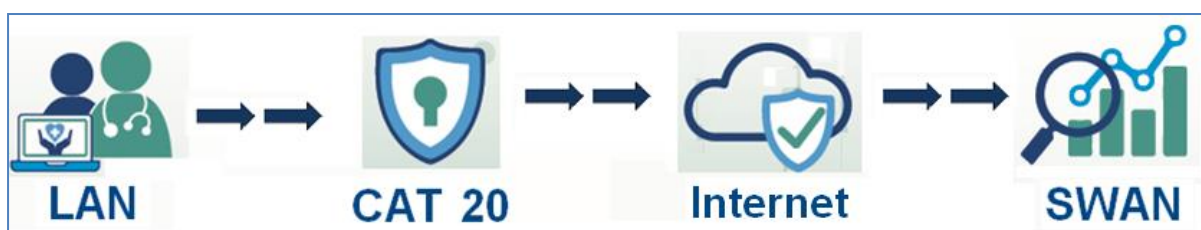# Managing your connection to NHS

The physical set up

Dental practices access NHS edental services by connecting to the NHS Scottish Wide Area Network (SWAN).

The practice computers are the Local Area Network (LAN), this connects to a NHS device named CAT20 and by connecting to your commercial internet your LAN accesses SWAN.

LAN

Once a dental practice is connected to SWAN, then LAN is the responsibility for the practice to maintain using your IT partners and software providers however you can also get support from ehealth facilitators at your local Health Board.

Note: There are some eDental services that are website based and only available on SWAN. On your main practice server plus each PC that requires access you will have had 2 static routes added, these are critical routes that point your system to the website.

Route 10.240.0.0   other ehealth services provided by your local Health Board

Route 164.134.0.0   eDental, CHI lookup, Business objects for eSchedule reports www.bo.scot.nhs.uk , SCI gateway referrals www.scigw.scot.nhs.uk/web/login.aspx

These will present as highlighted below [route] [netmask] [gateway address]

Consideration to maintain these routes must be taken when replacing computers or carrying out computer upgrades that could remove them for example a windows version upgrade. If you require the gateway address which is unique for each location, request it by emailing the customer service team with your location ID or an example dentist list number.

Support for checking or reinstating routes should be from your IT partners or ehealth facilitators at your local Health Board.

There are 2 electronic certificates that are required for the authorising of general edental access and also the patient look up process when you create a claim. These certificates are contained within your computers certificate management centre and display the expiration date as highlighted below.
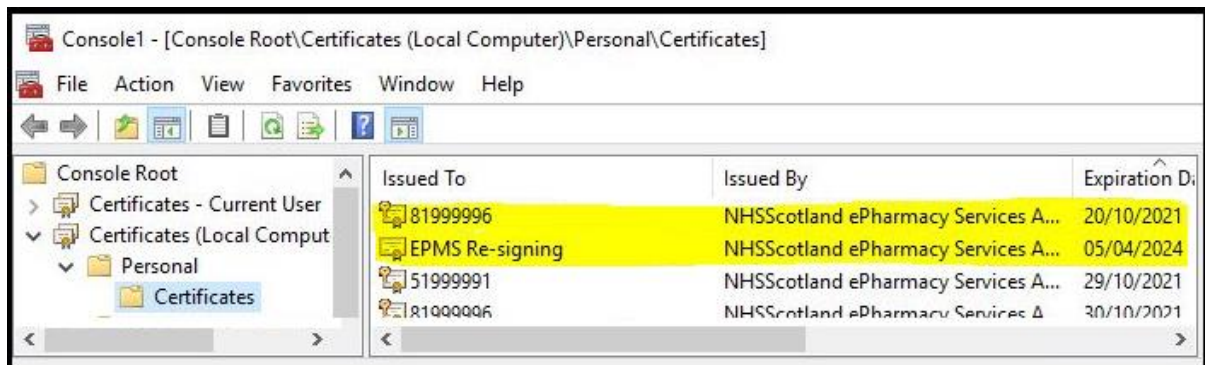
The updating of certificates is normally only required after receiving a communication from the PSD dental & ophthalmic customer services team. If either certificate has expired contact the customer service team for advice.

CAT20

The brand name of a CAT20 is Fortinet Fortigate 30E/30D and NHS engineers configure each CAT20 with technical details that are critical for accessing your internet. These devices are very reliable and rarely require more than the recommended occasional/weekly reboot by way of power off/on, allowing 10 minutes to restore the secure connection to edental services.
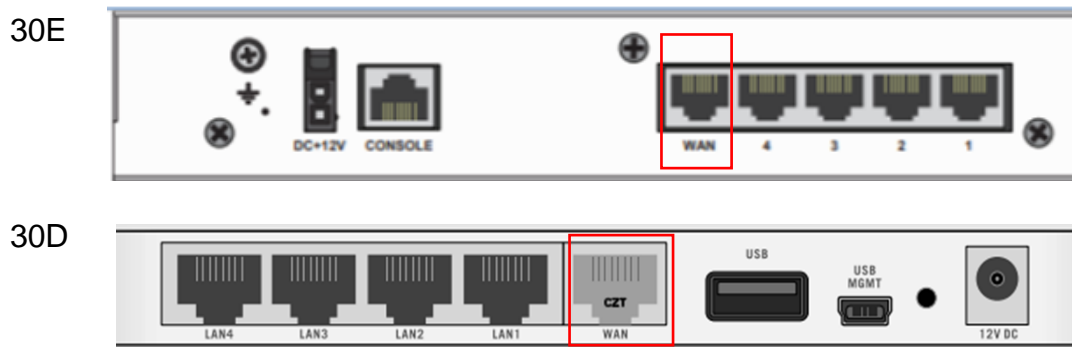
The front of the 30E device has green lights on PWR, STA, WAN – LINK/ACT and SPEED. (The Speed light may be Yellow; this is OK)

The front of the 30D has green lights on for power and WAN which displays as circle with line through it.

The rear of device has the connection to your network via the WAN Port as highlighted below

30E

30D

Note: If no lights are on, check that the power cable is plugged into the device and the electric power and switched on at the socket.

If no WAN lights, check where the network cable is plugged into your network. It should be plugged in to the WAN socket as highlighted above and the other end in to your WIFI router or network switch.

The CAT 20 is given an IP address on your network and is pre-set with your broadband default gateway IP address. If you change your broadband provider or

router the IP addresses/Default Gateway may change and the CAT20 will need to be reconfigured.

Make sure you have someone with the required computer skills if attempting to reconfigure the router's Internal IP Addresses and default gateway back to what it was originally set as, and that same skilled person should be used if contacting us for support.
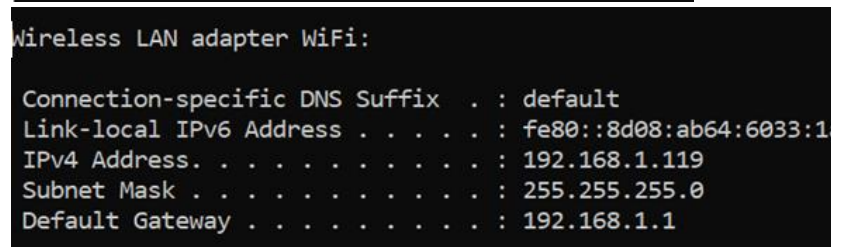
To locate default gateway address for Windows 10.

At the computer used to access services via the CAT20, click on the search bar and type cmd, right click on "cmd.exe App" and run as administrator.
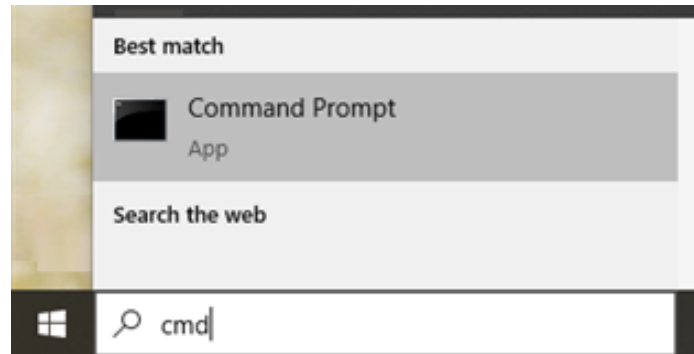
Say yes to the message "Do you want to allow this app to make changes to your device" Type ipconfig, press enter.
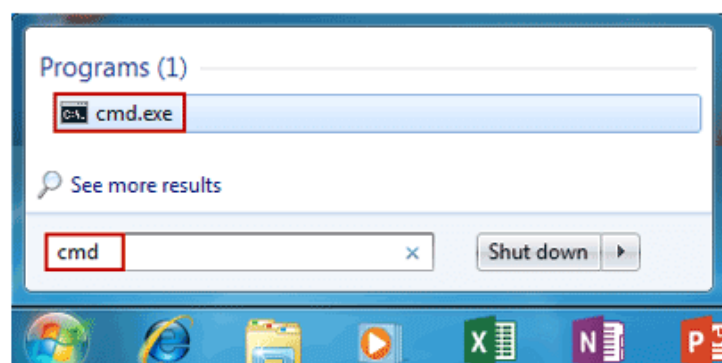
Screenshot/snip the information similar to example on right and save to a word document for reference.

To locate default gateway address for Windows 7

At the computer used to access services via the CAT20, click on the windows button, type cmd in the search box that appears just above the windows button, cmd program should appear, right click and run as administrator

Type ipconfig, press enter.

Screenshot/snip the information similar to the example on right and save to a word document for reference

Your internet may on occasion be the cause of connection issues and you should reboot and test your internet to eliminate it as the cause of an issue and we recommend you carry out a reboot the CAT20 after any rebooting of the internet.

SWAN

There are rarely unexpected issues on the SWAN network and any planned down time is communicated through eSchedule communications, service updates on our website. If there was an unexpected issue we would place a telephone message on the PSD helpdesk system and publish a service update online: https://nhsnss.org/services/practitioner/dental

Support request

If further support is required for any loss of edental services, please complete the edental services support request form before contacting PSD customer service support: nss.psddental@nhs.scot