



## PharmAlarm Installation Guide

### About PharmAlarm

PharmAlarm is a physical device which plugs into a USB port on your computer. The device works with PharmOutcomes to let you know when an event has occurred that requires your attention.

When you receive a notification, the device will flash until you deal with the message in PharmOutcomes or manually remove the alert. This avoids the need to keep signing in to PharmOutcomes to check for messages and serves as a visible reminder if you are unable to deal with a notification immediately.



### Overview of the Installation Process

Installing PharmAlarm is straightforward and should take less than five minutes. The main steps are:

- Unpack and plug in the device,
- Download and install the PharmAlarm software from <https://pharmalarm.app>
- Register your PharmAlarm on-line,
- Test the PharmAlarm.

*Please note that if you receive an on-screen prompt asking for an Administrator password at the start of the installation process, this is due to the way your computer has been set up and is not related to PharmAlarm.*

*PharmAlarm does not require Administrative privileges for installation or execution, however some organisations deploy restrictive security measures for safety and compliance purposes. If this is the case, you will need to contact either your IT team or the person who controls your PC locally to obtain the necessary permissions to install the software and device.*

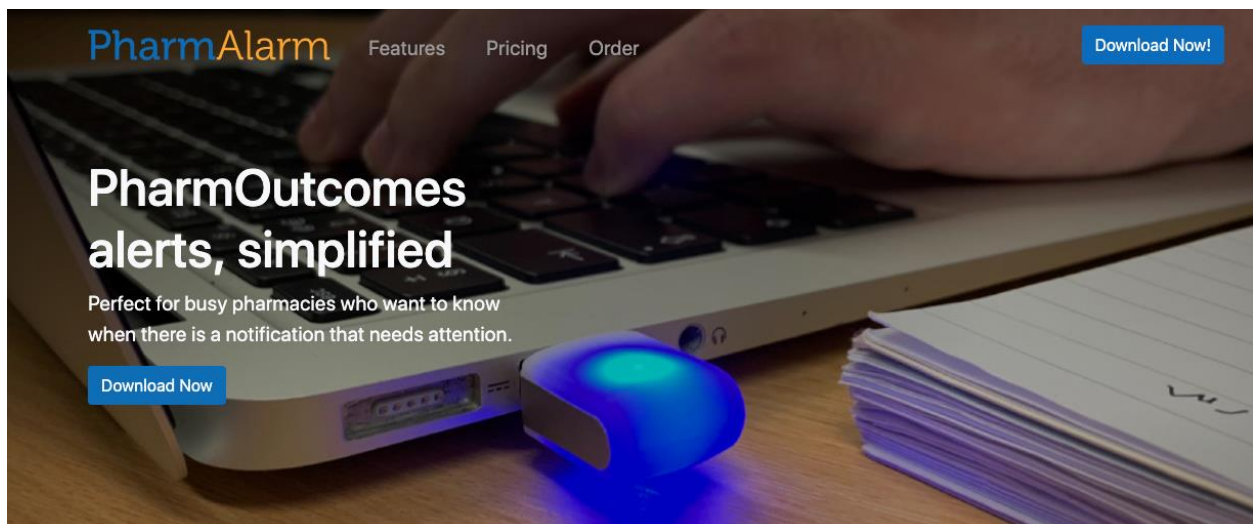
For any other issues please contact our Helpdesk team by emailing [pharmalarm@phpartnership.com](mailto:pharmalarm@phpartnership.com) or via the [PharmOutcomes help page](#).

## Unpack and Plug In the Device

1. To begin, unpack the **PharmAlarm** and plug it into a free USB port on your computer. The **PharmAlarm** will flash once as you plug it in to let you know the device is working. If it doesn't flash once, try another USB port.
2. The **PharmAlarm** box includes an extension cable to make it easier for you to position the device so that it can be easily seen. For maximum visibility please make sure you can clearly see the flat face of the device when it is plugged into the computer or the extension cable. Some users find it helpful to use Velcro to position the device where they want it.

## Download and Install the PharmAlarm Software

3. Once you have positioned the device, open a browser window and navigate to <https://pharmalarm.app>
4. Click on the **Download Now** button to start the download process.

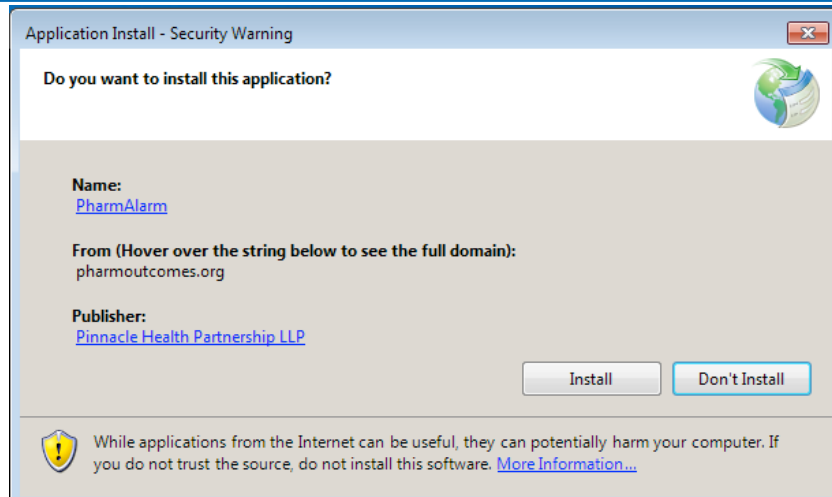


5. The downloaded file will usually show at the bottom left hand corner of your browser screen. If it's not displaying there, the default download location for most browsers is the 'Downloads' folder.
6. When the download is complete, click on the downloaded file to launch **setup.exe** and click **Run** if prompted. This will begin the installation process of **PharmAlarm**

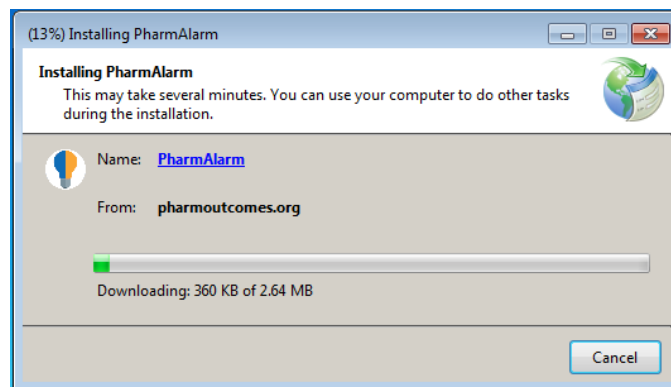
*Please note:*

- *The following steps may vary slightly depending on the version of Windows on your computer.*
- *The PharmAlarm installer you just downloaded contains an uninstaller which will try to remove previous versions of PharmAlarm from your computer. If the uninstallation process should fail, please see the instructions at the end of this guide.*

7. The installer will ask whether you wish to install **PharmAlarm** now or cancel installation process. Click **Install** to continue the installation of **PharmAlarm**. If you would like to install at a later time, click **Don't Install**. This will cancel the installation process and you can resume it anytime by launching **setup.exe** again.



8. The installer will download the installation files.



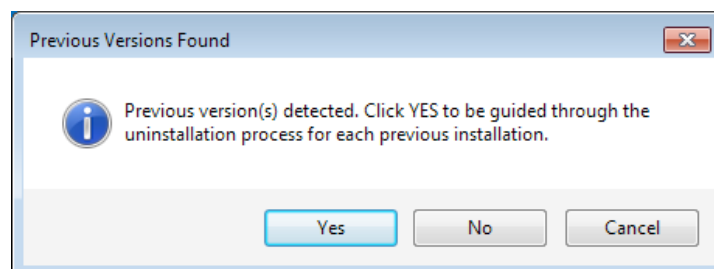
9. If the installer detects previous versions of **PharmAlarm**, you will be prompted to uninstall them. Click **Yes** to begin removal process of previous versions.

*Please note:*

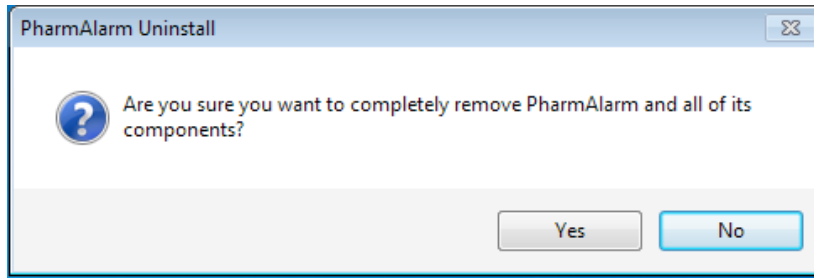
*- Removal of old version(s) will also remove all existing alerts, keys and settings. This cannot be undone!*

*- PharmAlarm 2019 is not backwards compatible with older versions. This means that you will need to register a new key for this version of PharmAlarm, unless otherwise instructed.*

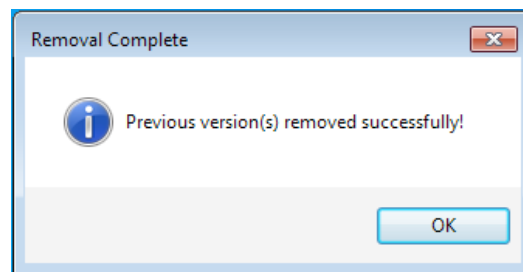
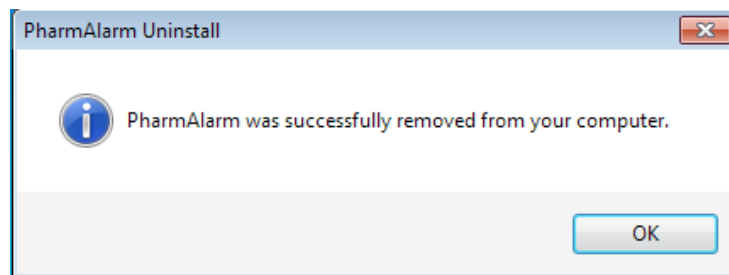
If no previous versions of **PharmAlarm** are found skip to step 12



10. You will be prompted to confirm removal of existing version(s) of the application. Click [Yes](#) to continue.



11. Once the uninstallation process completes, you will get a confirmation prompt informing you that previous version(s) have been removed. Click [OK](#) on both prompts to continue. (There is a TroubleShooting Page at the end of the guide if you encounter any problems)



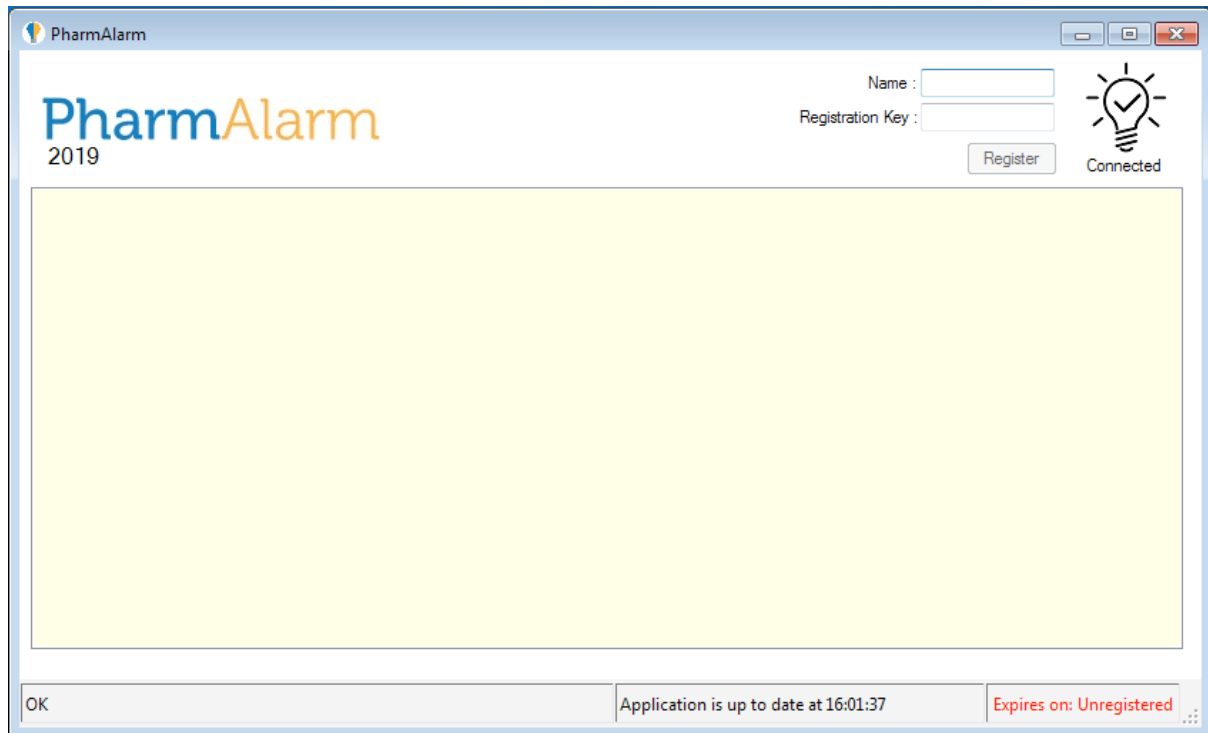
12. A shortcut is placed onto the Desktop for easy access and [PharmAlarm](#) launches.

The software has now been installed successfully and you are ready to Register your own [PharmAlarm](#)

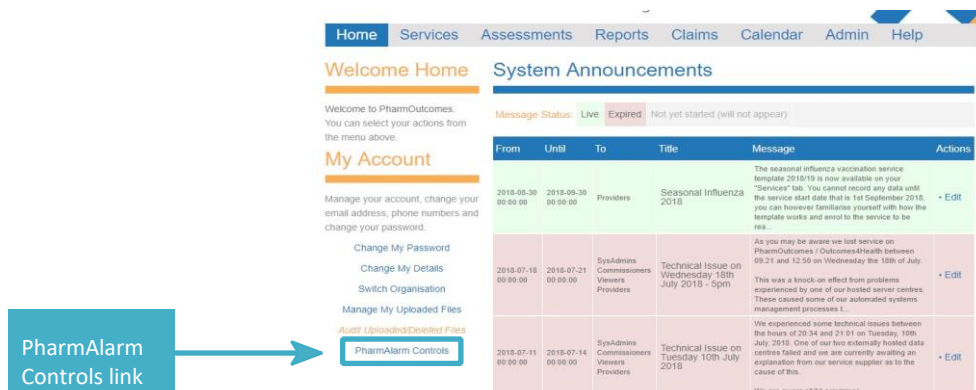


## Register the PharmAlarm for Your Location

13. Having downloaded the software for **PharmAlarm**, you need to link it to your PharmOutcomes account so that it can start receiving alerts for your location.



14. The first field (**Name**) is used to help you easily locate your device on the **PharmAlarm Controls** page. It also helps our support team identify which PC is linked to which **PharmAlarm** if you have more than one **PharmAlarm** installed on your premises.
15. **Enter a name** for the computer which makes it easy to identify (e.g. Room 1).
16. You now need to get a **Registration Key** from PharmOutcomes to link the **PharmAlarm** to your location.
17. Log in to your account on <https://pharmoutcomes.org> and go to the **PharmAlarm Controls** page. This is accessible from the left-hand side of the **Home Page** under **My Account**.



18. The page will normally appear similar to the one shown in step 19. If instead you see the following message and the 'Create Registration Key' button is greyed out, this means that you do not currently have a licence for PharmAlarm associated with your account. If this happens, please contact [pharmalarm@phpartnership.com](mailto:pharmalarm@phpartnership.com).

PharmAlarm License issues

Not licensed

Create New Registration Key

19. On the PharmAlarm Controls page, click on the orange Create New Registration Key button as highlighted below. This will generate a unique Registration Key which will appear in the lower section of the screen as shown ready to be activated.

Manage your account, change your email address, phone numbers and change your password.

- Change My Password
- Change My Details
- Update My Organisation Details
- PharmAlarm Controls

### PharmAlarm Colour Chart

Notification	Pattern
Incorrect Surgery Selected	Amber
Outstanding GP Notification waiting to be sent	Amber
NHS 111 Referral	Blue
Rejected Referral	Blue
New Hospital Referral	Blue
Message Received	Green

Create New Registration Key

In PharmOutcomes, click here to create a new registration key

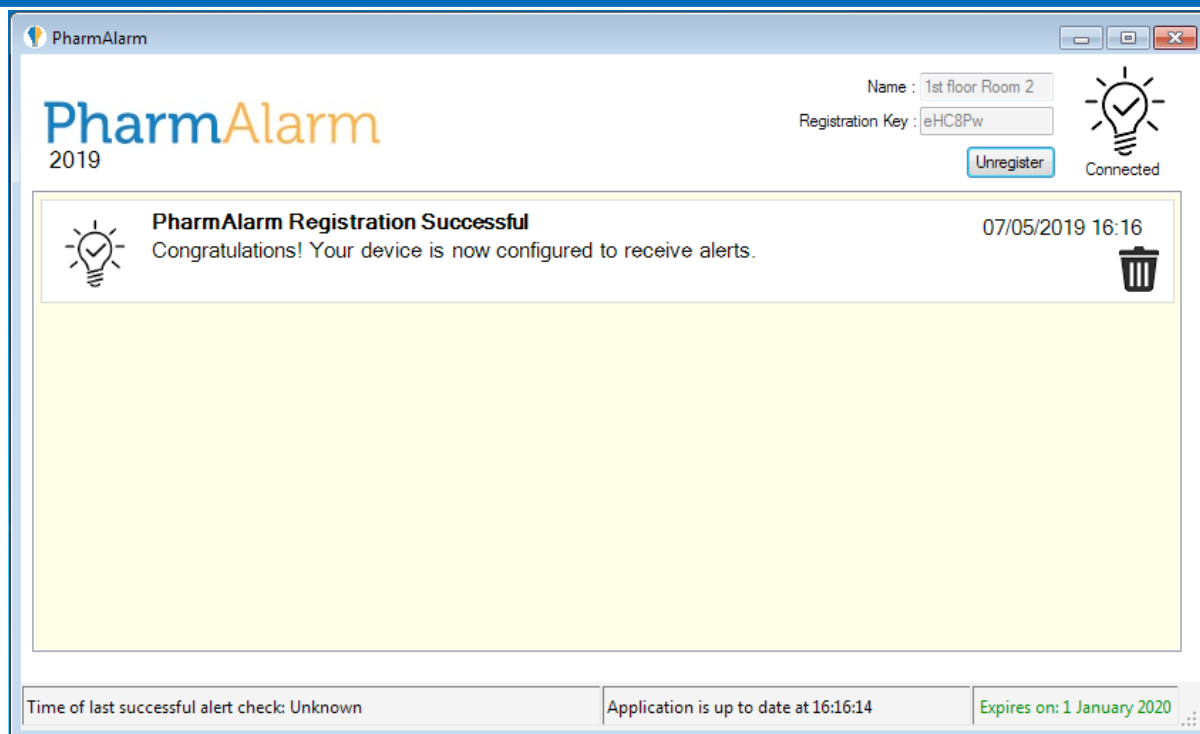
### Unregistered Keys

• Keys that you have recently created. Requires activation within the PharmAlarm application.

Registration Key	Action
AYWgUh	Delete

Your new Registration key will appear here

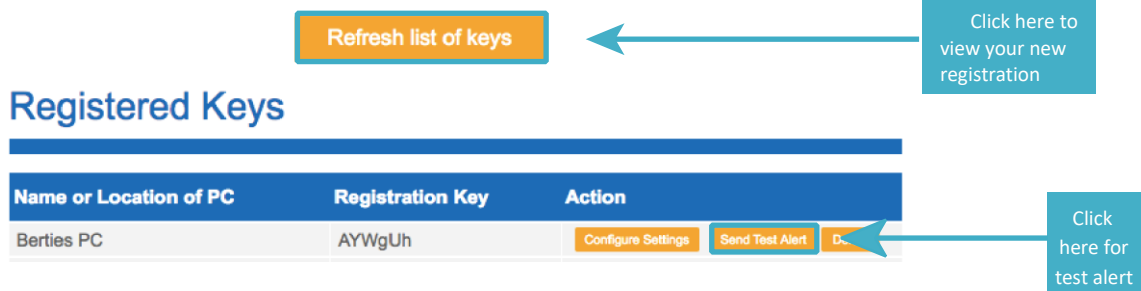
20. Highlight and copy the Registration Key created by PharmOutcomes.
21. Switch back to the yellow PharmAlarm Settings Window and paste the registration key into the Registration Key field.
22. Click the Register button. An alert should appear indicating success.







23. Your [PharmAlarm](#) is now installed and linked to PharmOutcomes.

## Testing the PharmAlarm

24. To test your installation, **switch back** to the **PharmAlarm Controls** page on PharmOutcomes and click the **Refresh List of Keys** button. The **PharmAlarm** you have just registered will now appear in the **Registered Keys** section with the same name you entered in the yellow settings box previously.
25. To test the device, click the **Send Test Alert** button found underneath the **Action** column as shown above.

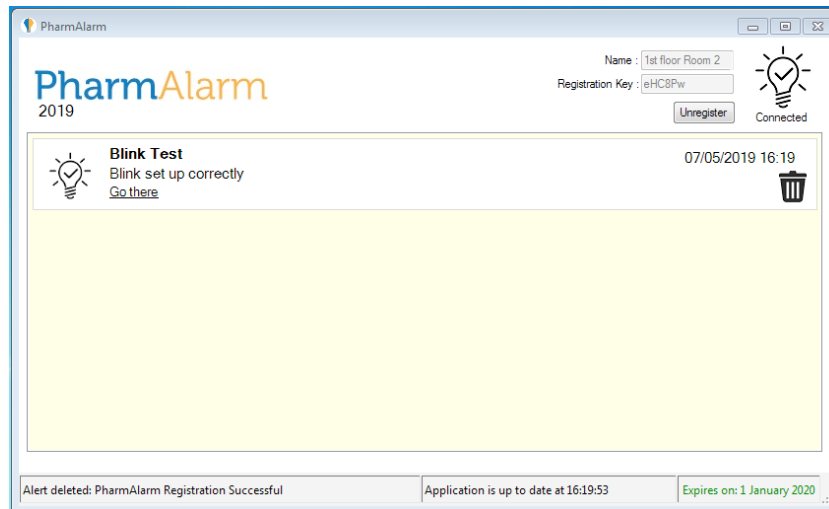


26. Within 30 seconds your **PharmAlarm** device should light up flashing various colours. Depending on your version of Windows, you may also receive a confirmation notification saying that the device has been set up correctly.

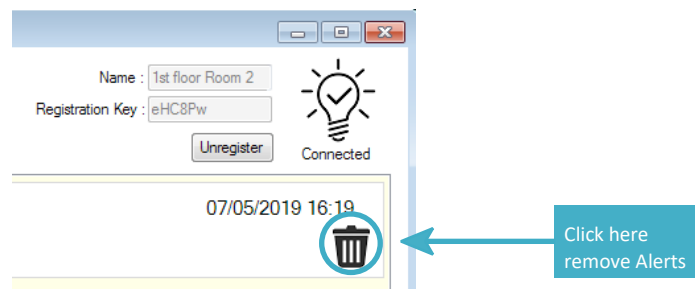
	NHS 111 referral (DMIRS/NUMSAS) Rejected referral Hospital referral
	Invalid surgery selected Outstanding notification to GP
	Message received
	Error Please check you have a live internet connection or contact <a href="mailto:pharmalarm@phpartnership.com">pharmalarm@phpartnership.com</a>



27. To view the test message, switch to the PharmAlarm window.



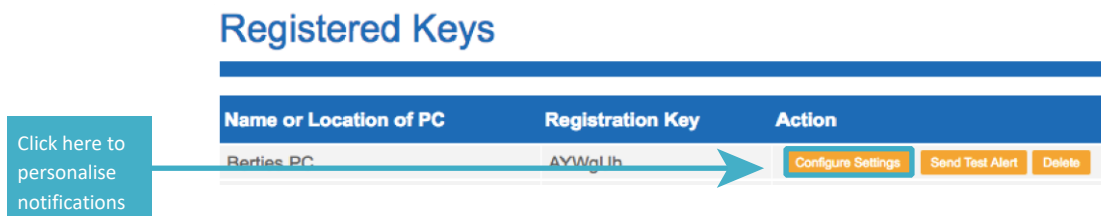
28. To remove the test message and stop the PharmAlarm from lighting up, select the notification and press the bin icon. If the PharmAlarm continues to flash colours, select the registration notification and press the bin icon.



29. It is not necessary, but you can, if you wish, remove any other messages in the future in the same way.

## Configuring and Using the PharmAlarm

30. Your [PharmAlarm](#) is closely integrated with PharmOutcomes and alerts will be removed automatically when they have been actioned in PharmOutcomes to avoid the need for you to delete them manually. For example, the [PharmAlarm](#) will flash when you receive a Referral and will stop flashing automatically once the referral is accepted on PharmOutcomes.
31. You have the option to personalise the type of notifications that make [PharmAlarm](#) flash. This is controlled by PharmOutcomes rather than by the software that you have downloaded.
32. To edit the type of notifications that make [PharmAlarm](#) flash, [switch](#) to the [PharmAlarm Controls](#) page using the link on the PharmOutcomes home page.
33. Locate the [PharmAlarm](#) device you want to configure in the [Registered Keys](#) section of the page and click the [Configure Settings](#) button as shown below.



34. This will bring up a new window which will allow you to configure your [PharmAlarm](#) and turn off any alerts that you may not need. By default all alerts are automatically selected and we recommend you start with this configuration until you get used to the device. *(Please note that the alerts listed for you may vary from those shown below as these depend on the user organisation type).*

The image shows a screenshot of the 'PharmAlarm Configuration' window. It displays the device name 'Berties PC' and the registration key 'AYWgUh'. Below this, there is a section titled 'Configure Alerts' with a list of checkboxes, all of which are checked: 'ReferralNHS', 'RejectedReferral', 'InvalidSurgerySelected', 'MessageReceived', 'HospitalReferral', and 'OutstandingNotificationGP'. A 'Save Configuration' button is located at the bottom right of the window.

PharmAlarm Configuration

Name: Berties PC  
Registration Key: AYWgUh

Configure Alerts

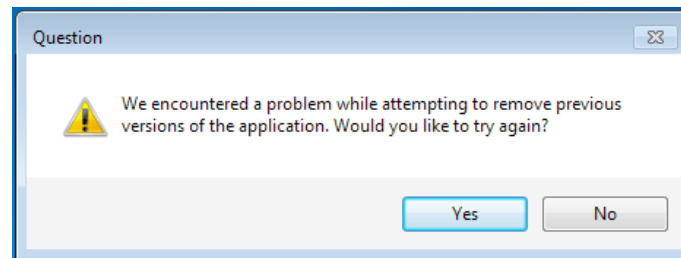
- ReferralNHS
- RejectedReferral
- InvalidSurgerySelected
- MessageReceived
- HospitalReferral
- OutstandingNotificationGP

[Save Configuration](#)

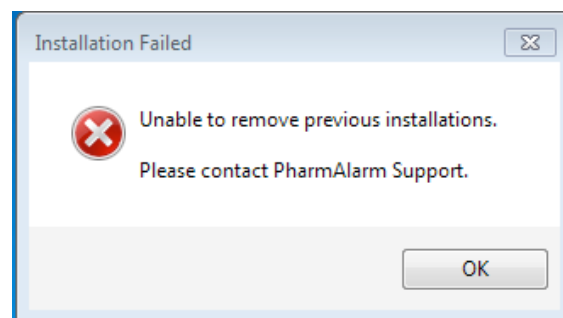
35. Once you have completed your selection, click [Save Configuration](#).
36. You can update the configuration at any time to ensure the [PharmAlarm](#) is showing information appropriate to you.

## Troubleshooting

1. If an older version of [PharmAlarm](#) has been installed on your computer previously, the installer might have difficulties removing it due to incompatibility between the technologies used to build the application.
2. If at any stage during the installation of the software you see a screen similar to the following, the installation is unlikely to complete successfully. We recommend that you select the [No](#) button at this point.



3. This will bring up a screen similar to the following. Select [OK](#) to exit the setup process.



4. Before you can continue with the installation, you will need to delete the existing [PharmAlarm](#) software from the PC and start again. To do this, please:
  - Go into the [Windows Control Panel](#).
  - Select [Programs and Features](#).
  - Select [Uninstall a Program](#)
  - Click on the [PharmAlarm programme](#) from Pinnacle Health Partnership LLP
  - Click on [uninstall](#)
  - When prompted, confirm you want to uninstall the [PharmAlarm](#) software.

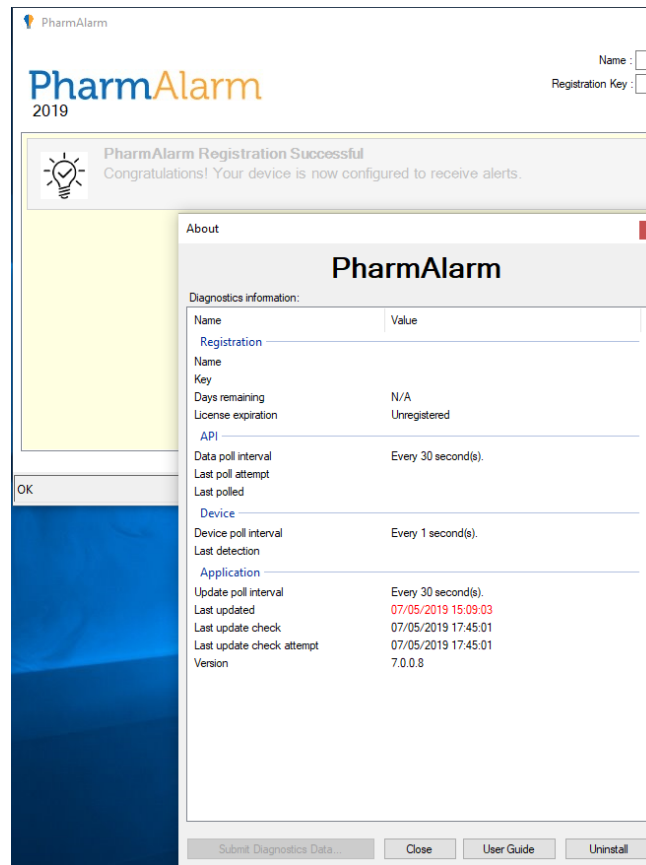
The programme you need to uninstall will look something like this:

Program Name	Publisher	Installed On	Size	Version
PharmAlarm version 3.0.0.0	Pinnacle Health Partnership LLP	24/10/2018	6.74 MB	3.0.0.0

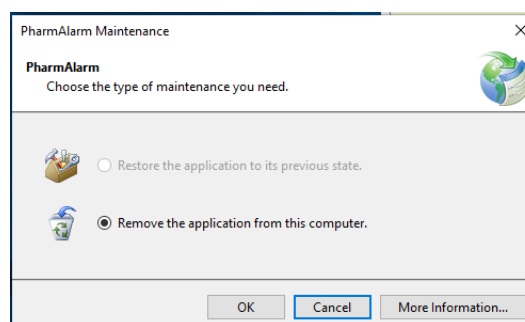
5. Once you have removed the existing programme you should be able to install the software successfully by following the steps in this guide. If you have any further problems, do please contact [pharmalarm@phpartnership.com](mailto:pharmalarm@phpartnership.com) who will be happy to assist.

## Uninstalling PharmAlarm

1. PharmAlarm contains a built-in uninstaller which can be accessed by left-clicking on the PharmAlarm2019 logo. This will open up the About window which contains various information about your PharmAlarm.



2. From the About window, click on the Uninstall button.



3. Make sure 'Remove the application from this computer.' option is selected and click OK to finish uninstallation procedure.

*Please Note: Uninstalling the application will remove all alerts, settings and registered key(s). This cannot be undone. You will need to generate a new key if you reinstall PharmAlarm.*