G-SOFT

G-SOFT Channeling Center

User Manual

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1 Sign in

Every person — receptionist, doctor or admin — has their own username and password. Three wrong passwords block the account until an admin unblocks it.

STEP 1 OF 1

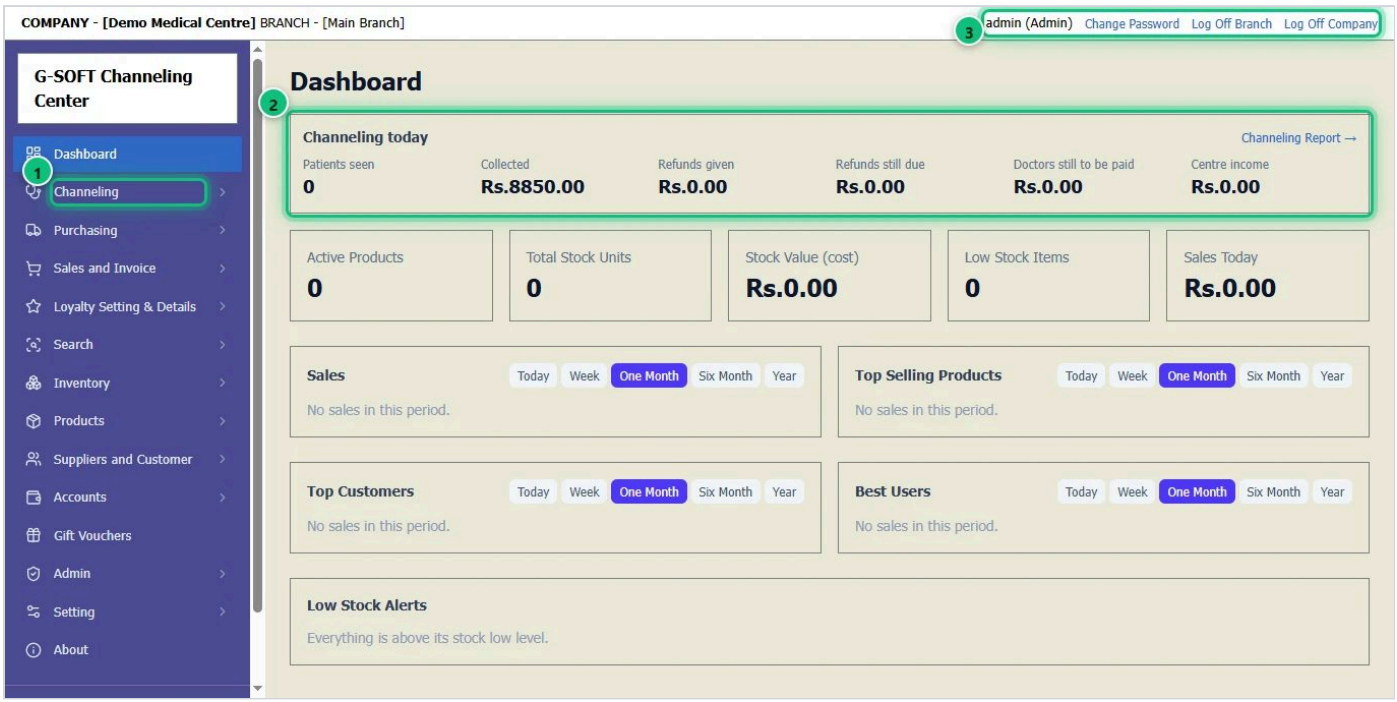


1. Type your **username** 1 and **password** 2.
2. Click **Sign in** 3, or press **Enter**.

2 The main screen

After signing in you see the Dashboard and the menu that opens every part of the program.

STEP 1 OF 1

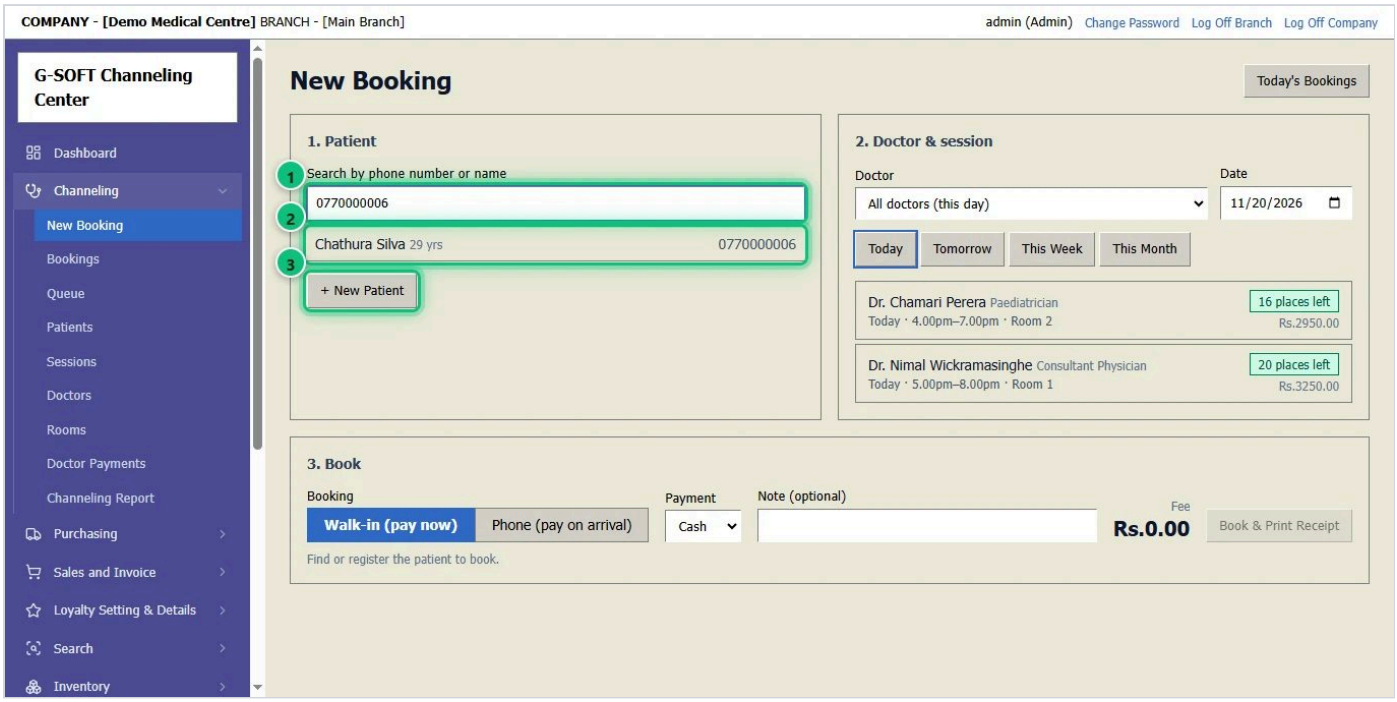


1. The **menu** on the left opens every part of the program. **Channeling** 1 has New Booking, Bookings, Queue, Patients, Sessions, Doctors, Rooms, Doctor Payments and the Channeling Report. The pharmacy (Sales and Invoice, Purchasing, Products, Inventory) is further down.
2. **Channeling today** 2 shows patients seen, money collected, refunds and what the doctors are still owed today.
3. The top bar shows **who is signed in** 3. **Log Off Branch** / **Log Off Company** sign you out.

3 Book a patient

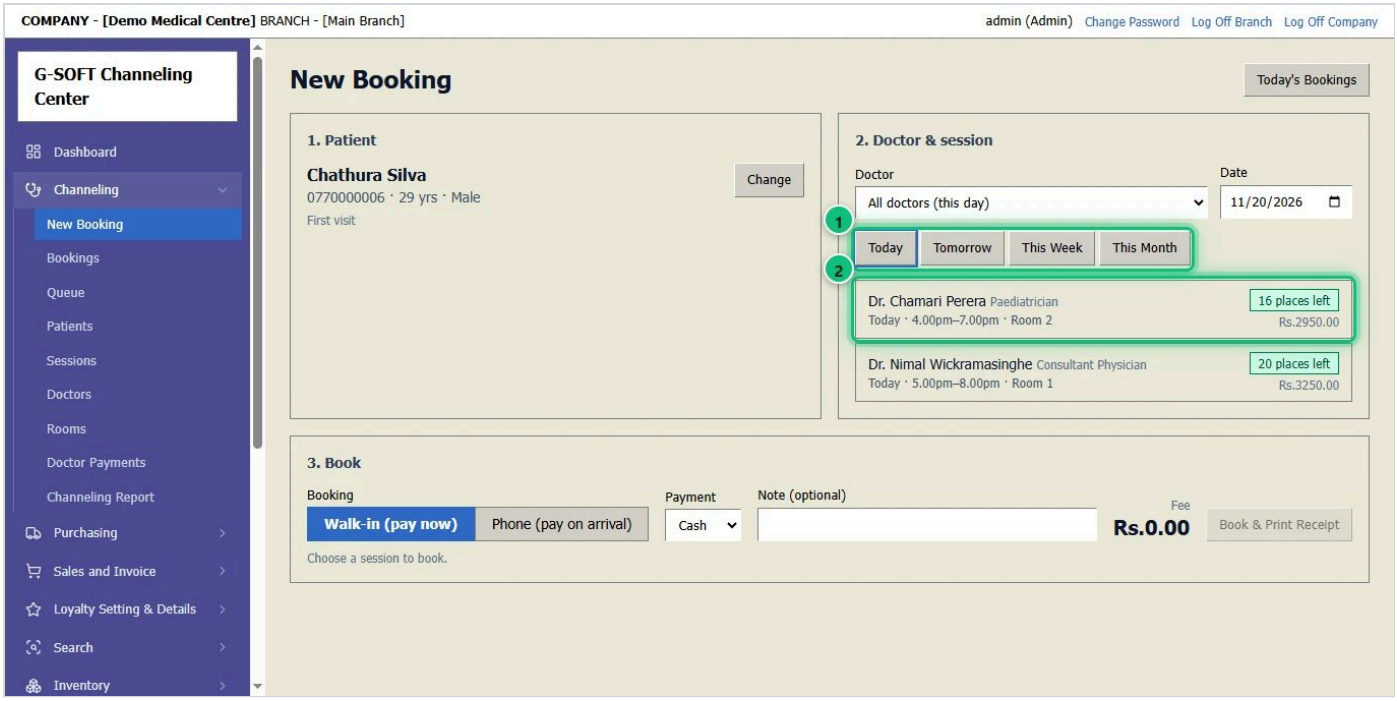
Find or register the patient, choose the doctor's session, and book — the patient gets a queue number and a receipt.

STEP 1 OF 4



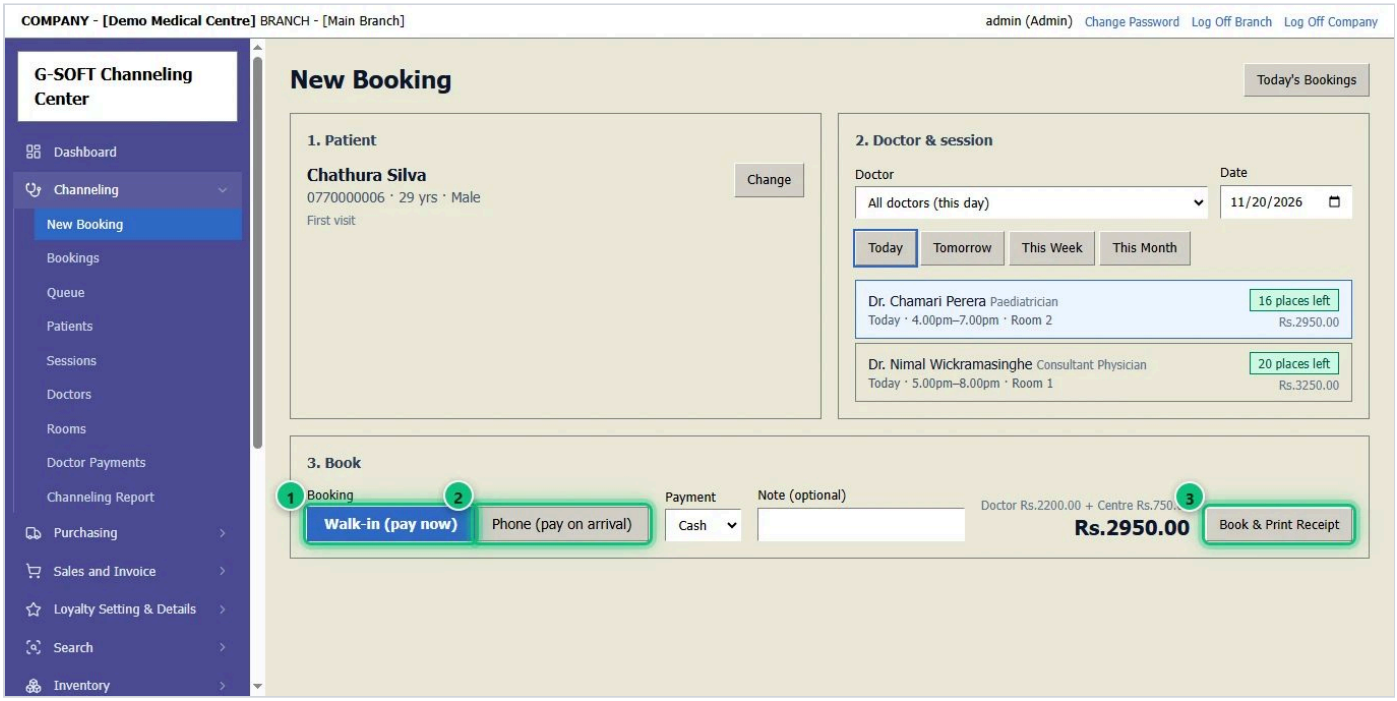
1. Open **Channeling** → **New Booking**.
2. **1. Patient**: type the patient's phone number or name 1 and pick them 2.
3. A new patient? Click **+ New Patient** 3 and type their name, phone and age.

STEP 2 OF 4



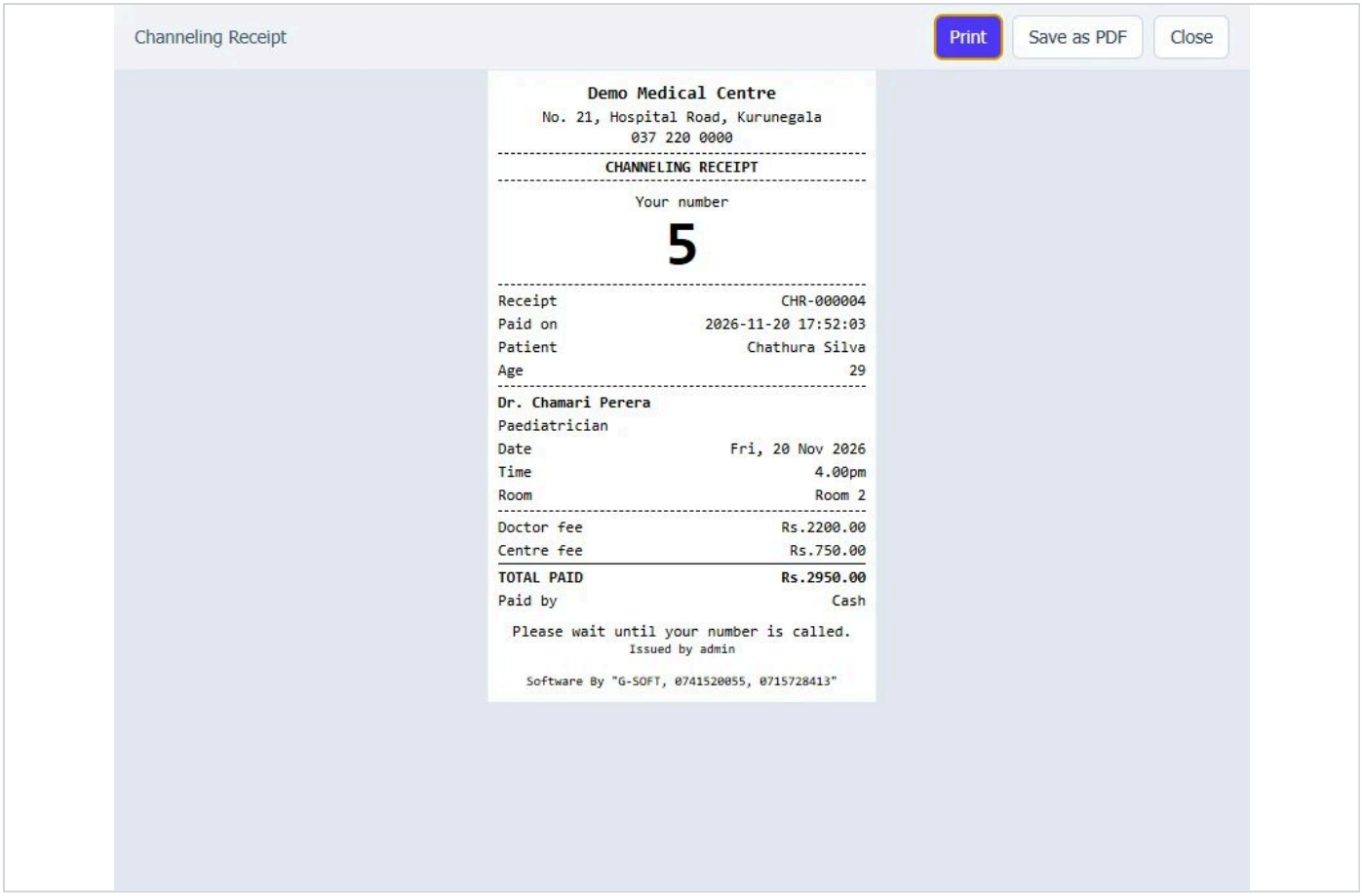
1. **2. Doctor & session**: choose the day (1) — Today, Tomorrow, This Week — or a doctor.
2. Click the **session** (2). It shows the time and how many places are left.

STEP 3 OF 4



1. **3. Book**: **Walk-in (pay now)** (1) for a patient at the counter — choose how they pay.
2. **Phone (pay on arrival)** (2) for a phone booking: they pay when they arrive, and get an SMS with their number.
3. Click **Book & Print Receipt** (3).

STEP 4 OF 4

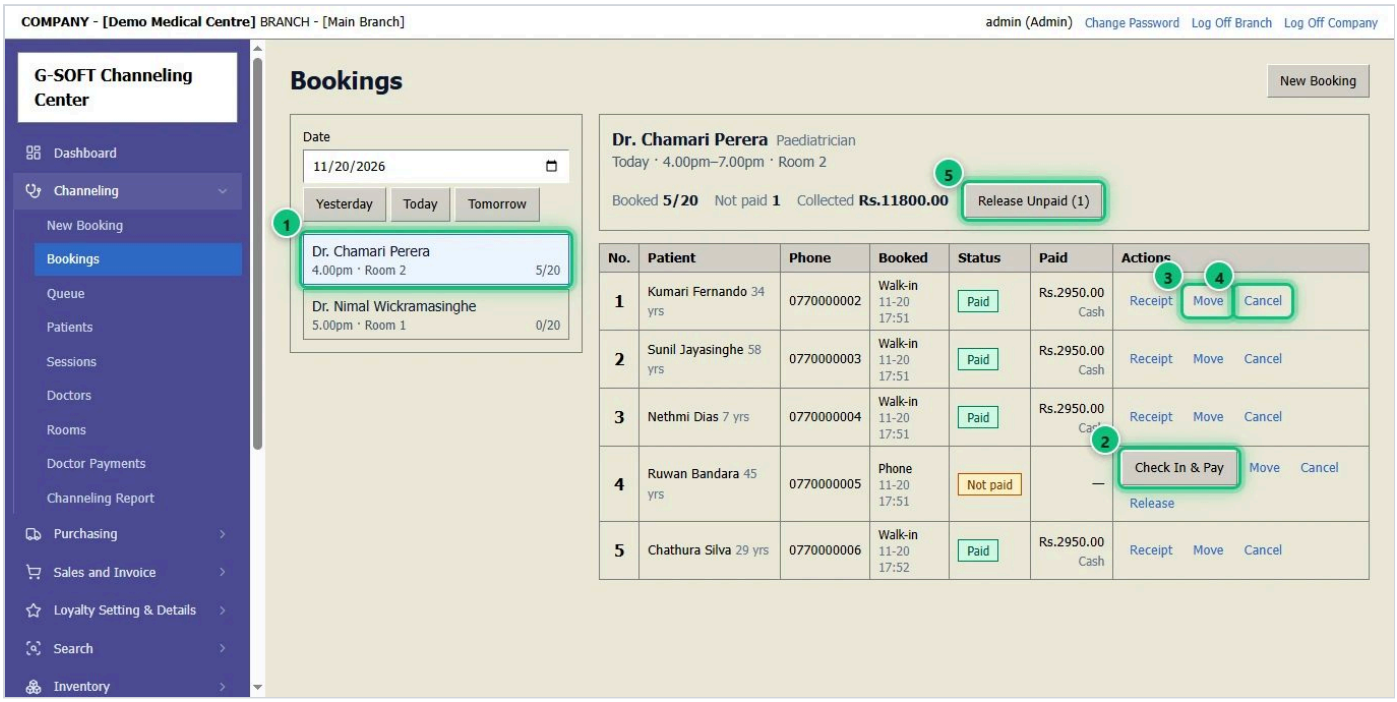


1. The receipt with the patient's **queue number**, the doctor, the session time and the fee.

4 Bookings: check in, move, cancel

See every booking of a session. Take payment when a phone patient arrives, move a booking to another session, or cancel it.

STEP 1 OF 1

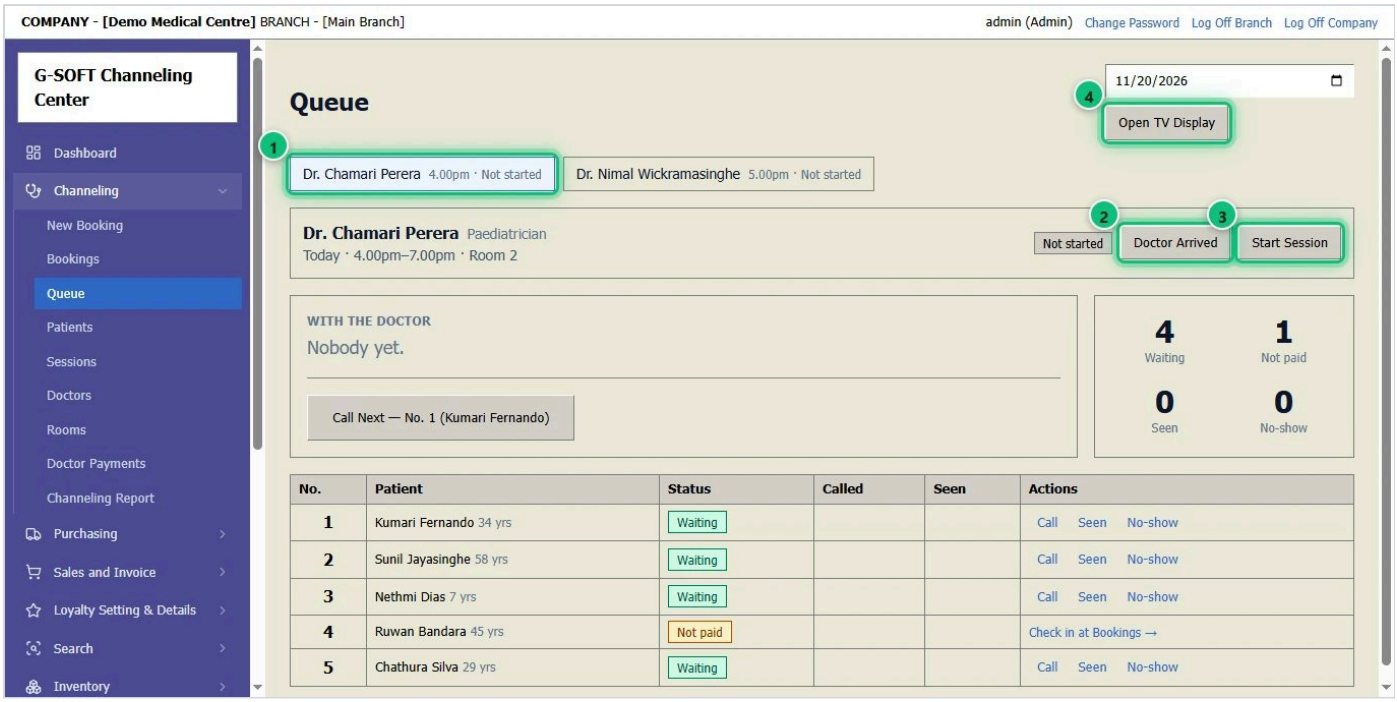


1. Open **Channeling** → **Bookings** and choose the day and the **session** 1.
2. When a phone patient arrives, click **Check In & Pay** 2 and take the payment.
3. **Move** 3 moves a booking to another session; **Cancel** 4 cancels it — the refund follows your refund rules.
4. **Release Unpaid** 5 frees the places of phone bookings that never came, so others can book them.

5 Run the session (queue)

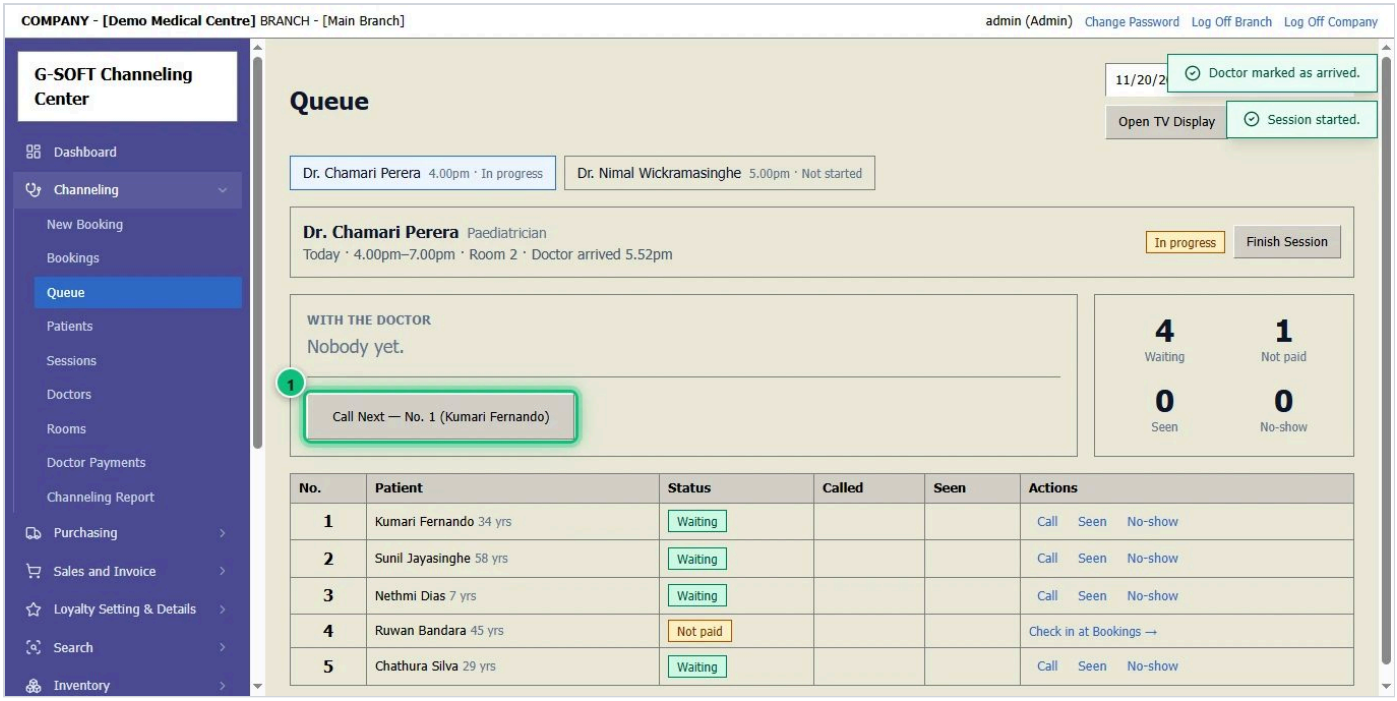
On the day, mark the doctor arrived, start the session and call patients one by one. The TV in the waiting area shows the number being called.

STEP 1 OF 3



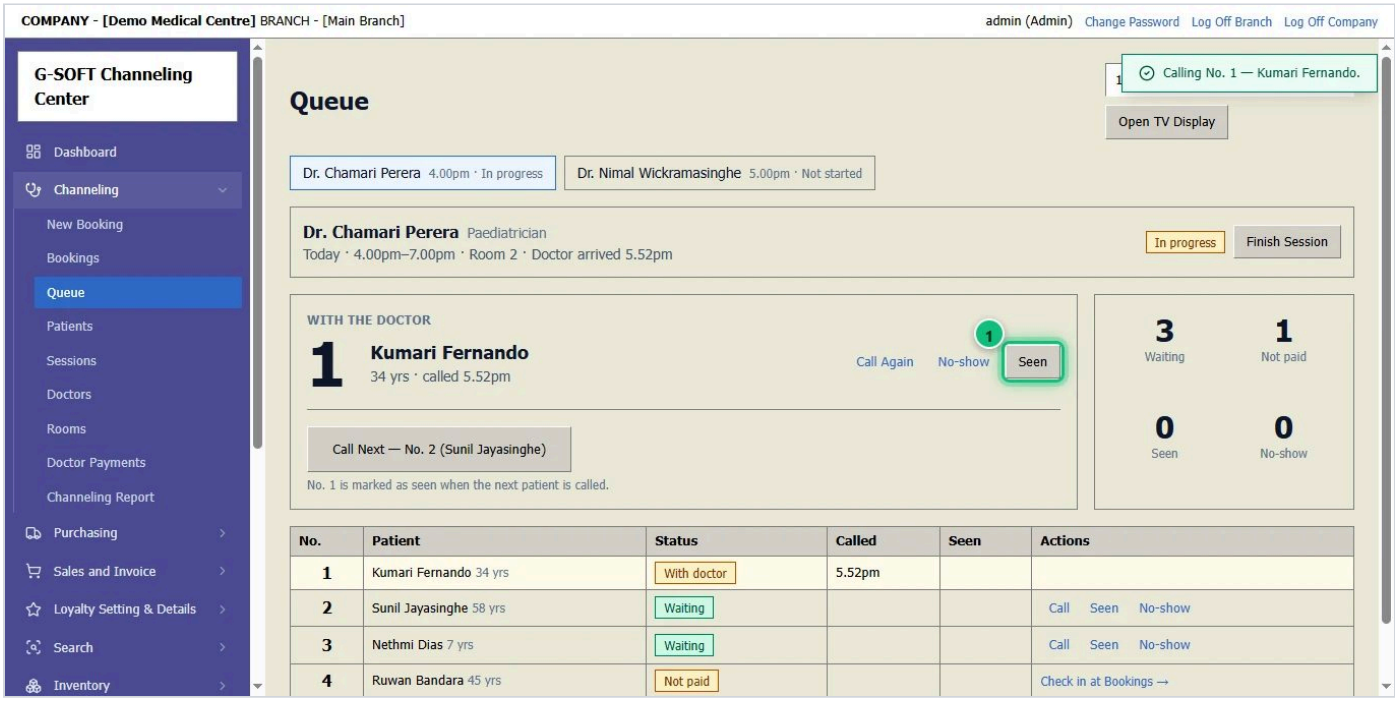
1. Open **Channeling** → **Queue** and choose the **session** 1.
2. Click **Doctor Arrived** 2 when the doctor comes, then **Start Session** 3.
3. **Open TV Display** 4 opens the waiting-room screen on a second monitor or TV.

STEP 2 OF 3



1. Click **Call Next** 1 to call the next patient in number order. Their number shows on the TV and is announced.
2. When the doctor has seen them, click **Seen**. **No-show** marks a patient who did not come; **Call** calls a particular patient.

STEP 3 OF 3

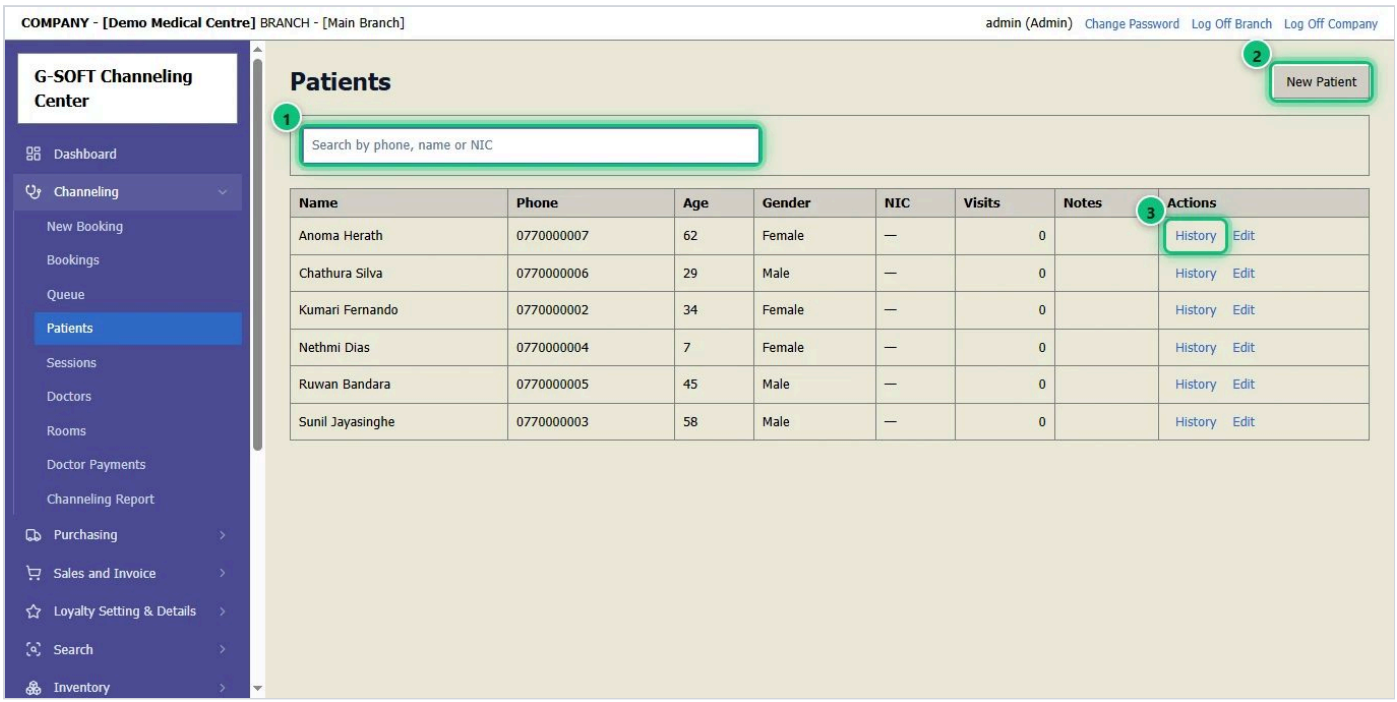


1. The patient being seen is shown at the top. Click **Seen** 1 when they are done, then **Call Next** again. At the end, **Finish Session** closes it and the doctor's payment is worked out.

6 Patients and their history

Find a patient by phone, name or NIC and see every visit they made.

STEP 1 OF 1

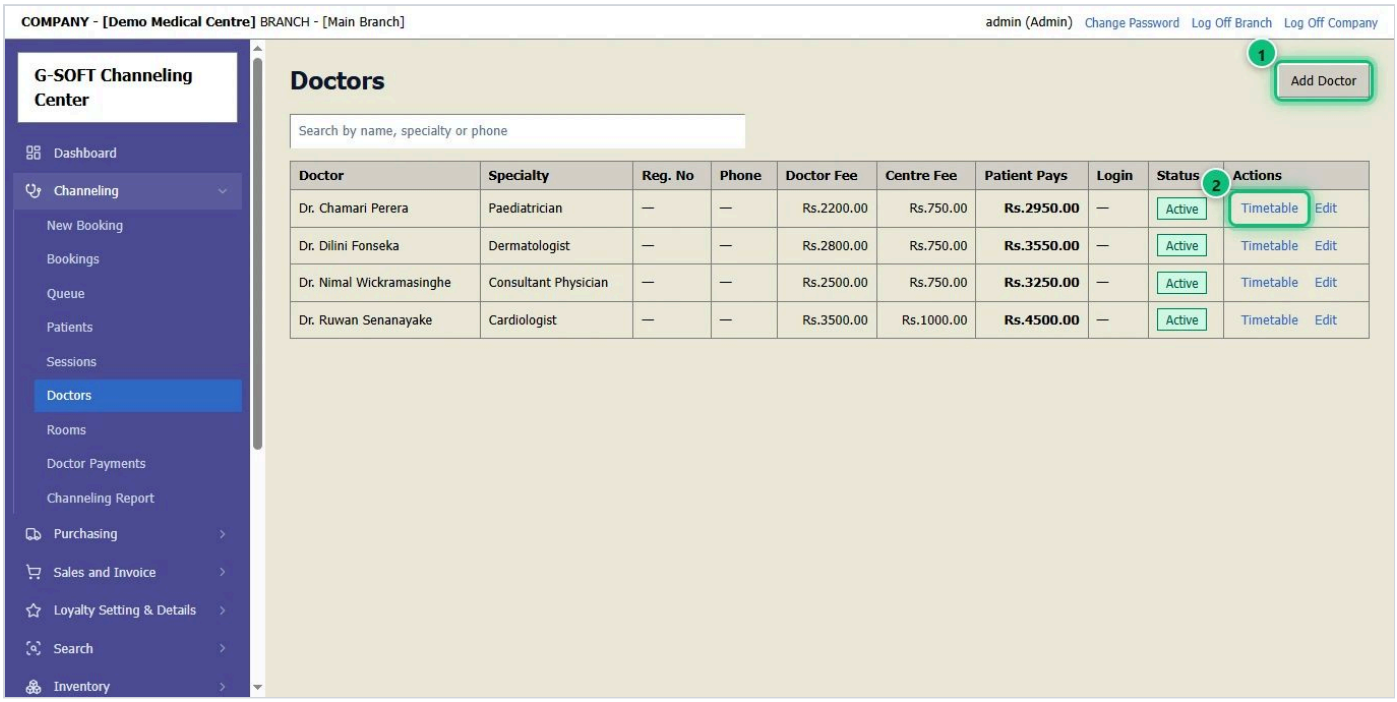


1. Open **Channeling** → **Patients**. Search by **phone, name or NIC** 1.
2. **New Patient** 2 registers a patient before booking.
3. **History** 3 shows every booking, doctor and payment of that patient. **Edit** fixes their details.

7 Add a doctor and their timetable

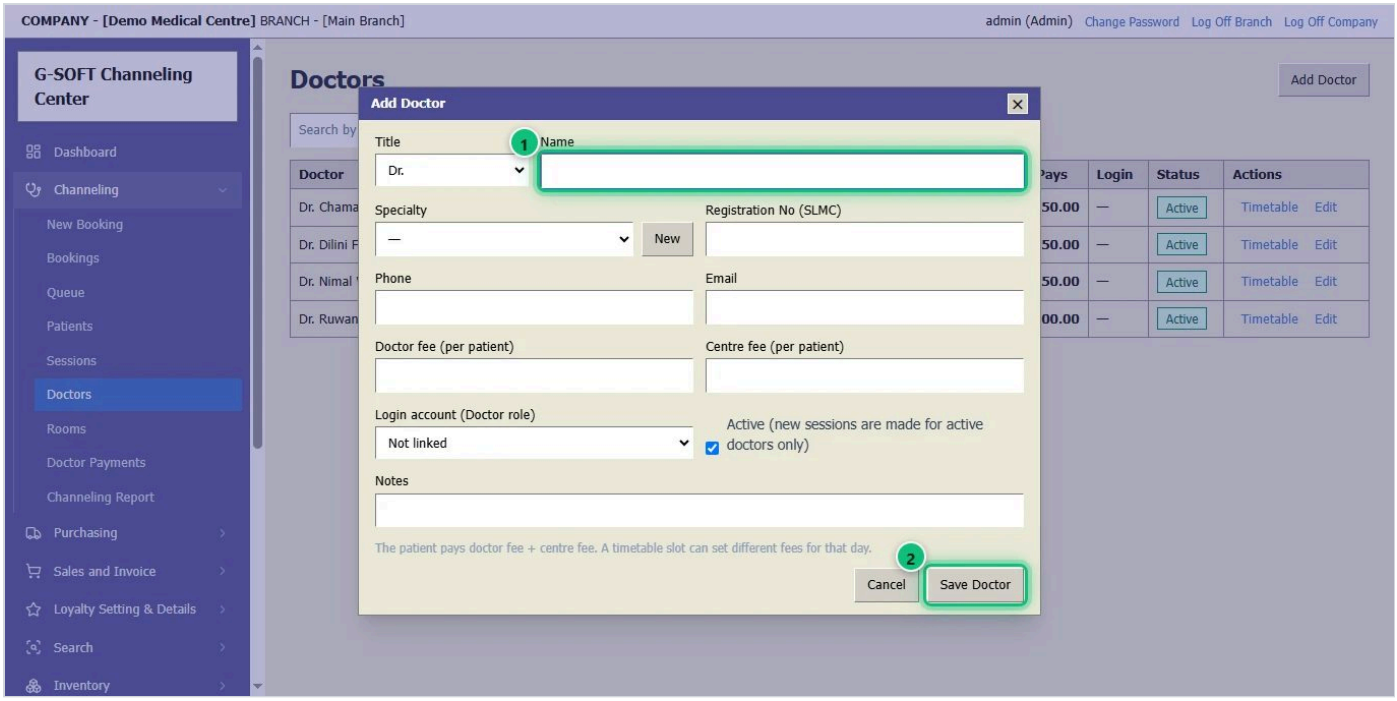
Add each doctor with their fees, then their weekly timetable — which days, what time, which room and how many patients.

STEP 1 OF 3



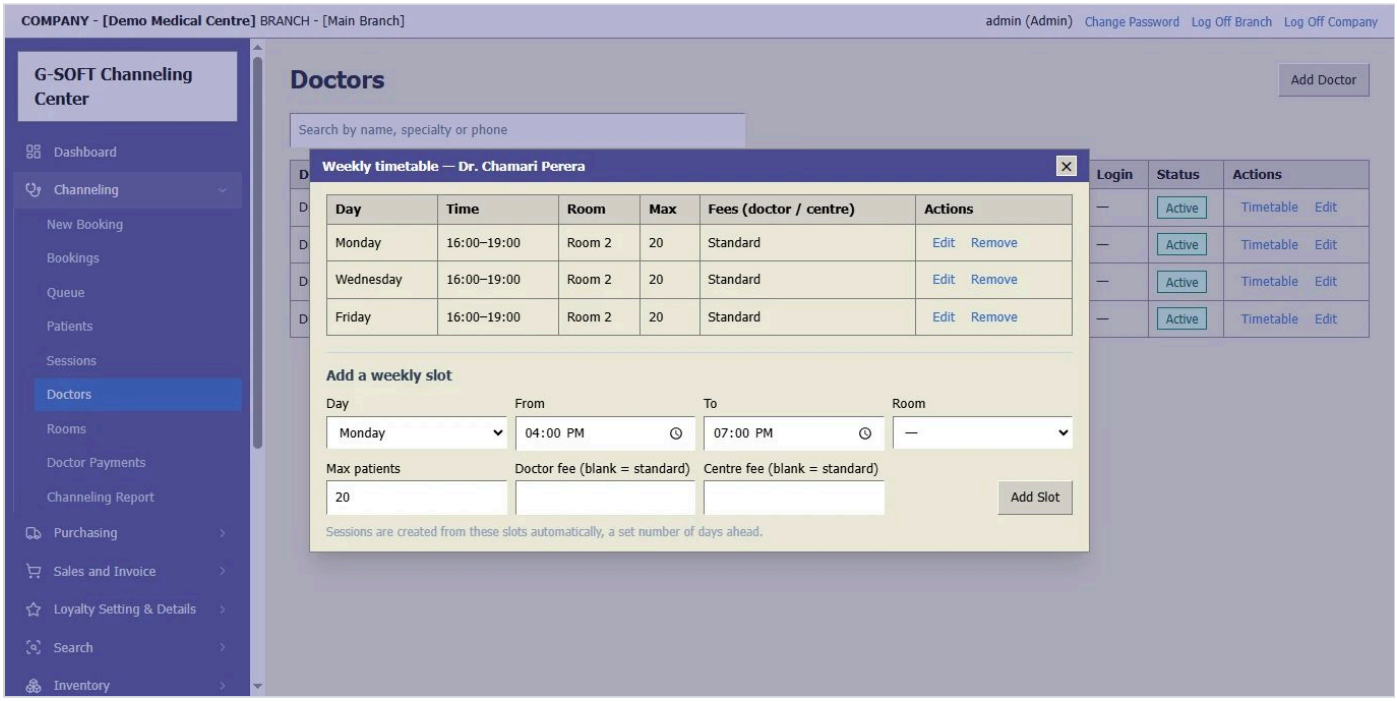
1. Open **Channeling** → **Doctors**. **Add Doctor** 1 adds a doctor: title, name, specialty, the **doctor fee** and the **centre fee** (together they make the patient's fee).
2. **Timetable** 2 sets the doctor's weekly sessions.

STEP 2 OF 3



1. Fill in the doctor's details 1 — name, specialty, registration number, phone and the two fees.
2. Click **Save** 2.

STEP 3 OF 3

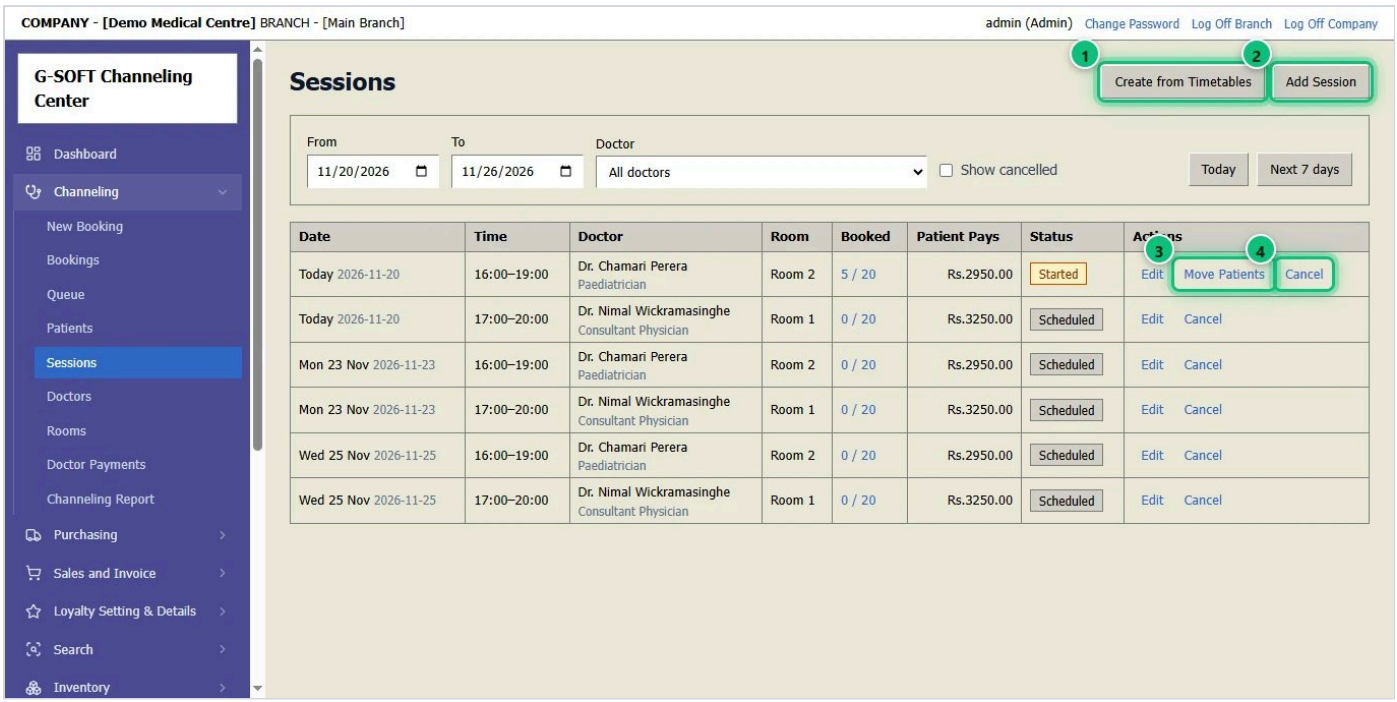


1. The **timetable**: for each day the doctor comes, the start and end time, the room and the most patients. Sessions for the coming days are made from it by themselves (see "Sessions").

8 Sessions

See every doctor’s sessions, add an extra one, or cancel one and move its patients.

STEP 1 OF 1

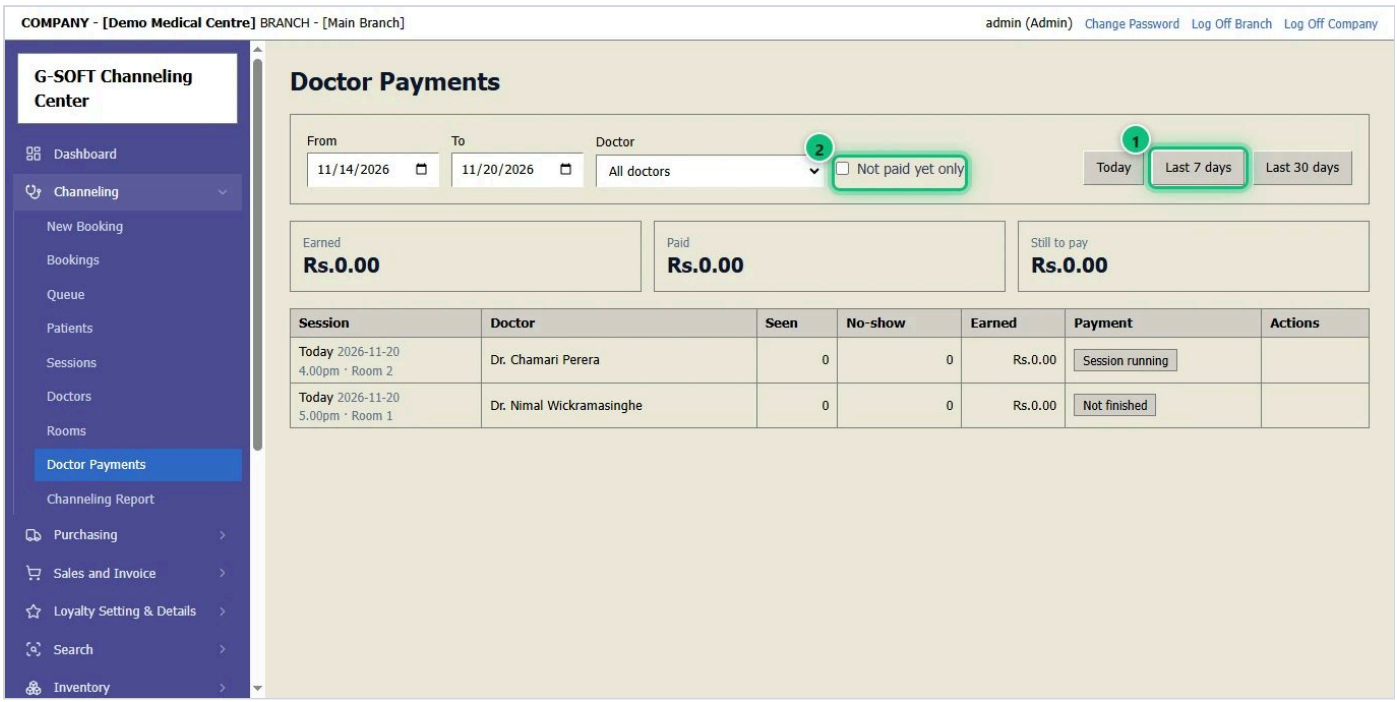


1. Open **Channeling** → **Sessions**. Sessions are made from the doctors’ timetables for the coming days; **Create from Timetables** 1 makes them now.
2. **Add Session** 2 adds an extra session on any day.
3. Doctor cannot come? **Move Patients** 3 moves the bookings to another session, and **Cancel** 4 cancels it — patients can be told by SMS.

9 Doctor payments and the daily report

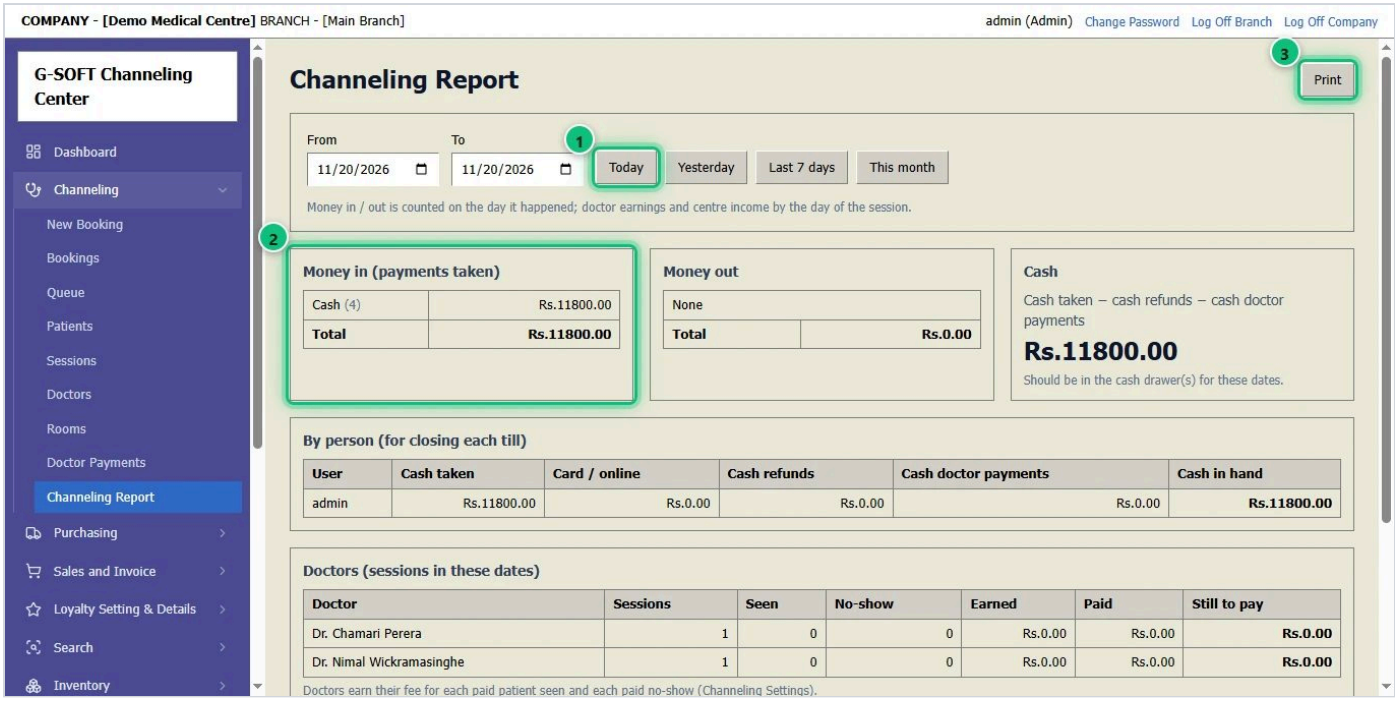
See what each doctor is owed for their sessions, pay them, and close the day with the channeling report.

STEP 1 OF 2



1. Open **Channeling → Doctor Payments**. Choose the dates 1 and, if you like, **Not paid yet only** 2.
2. Each completed session shows the doctor’s share. Pay it and it is marked paid.

STEP 2 OF 2

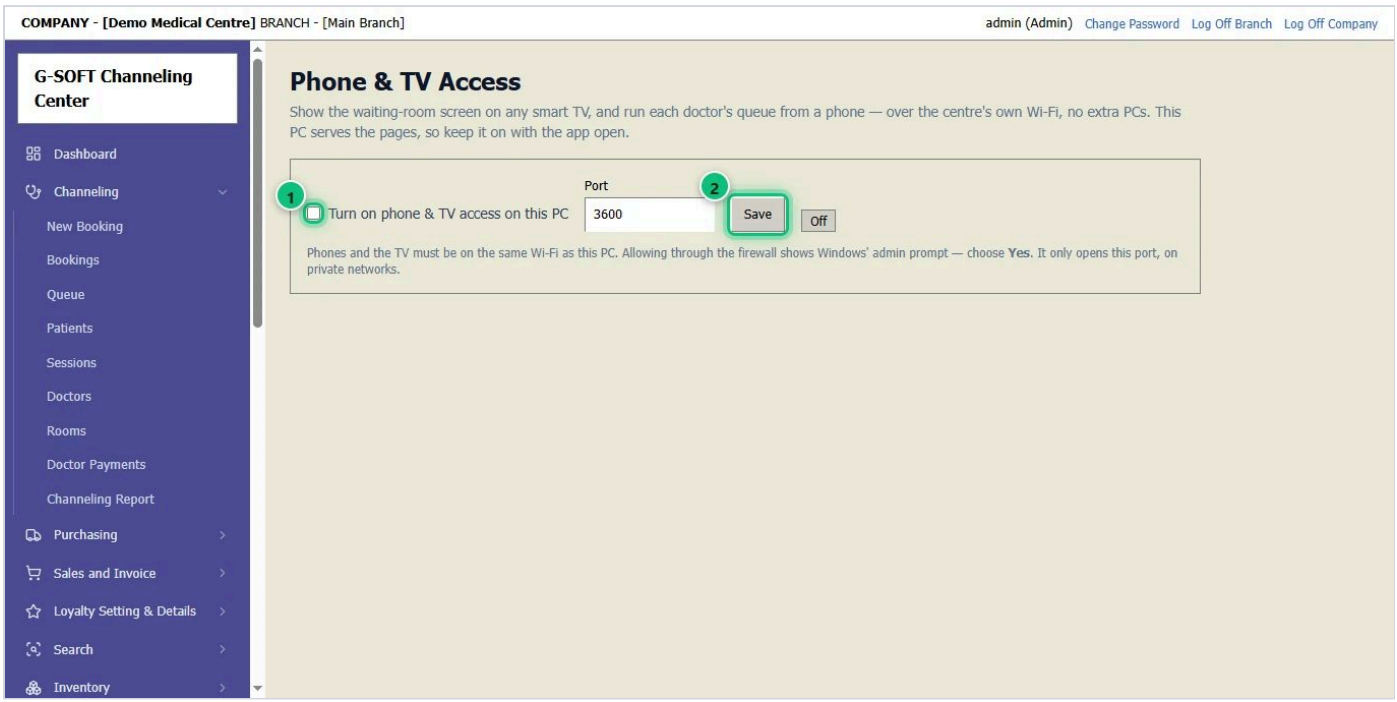


1. Open **Channeling** → **Channeling Report** and choose the dates 1.
2. It shows the **money taken** 2 and paid out, the cash, a total for each person (to close each till), each doctor's sessions and the centre's income.
3. **Print** 3 prints it.

10 Phone and TV access

Let doctors see their patient list on their phones, and show the queue on TVs, over your Wi-Fi.

STEP 1 OF 1

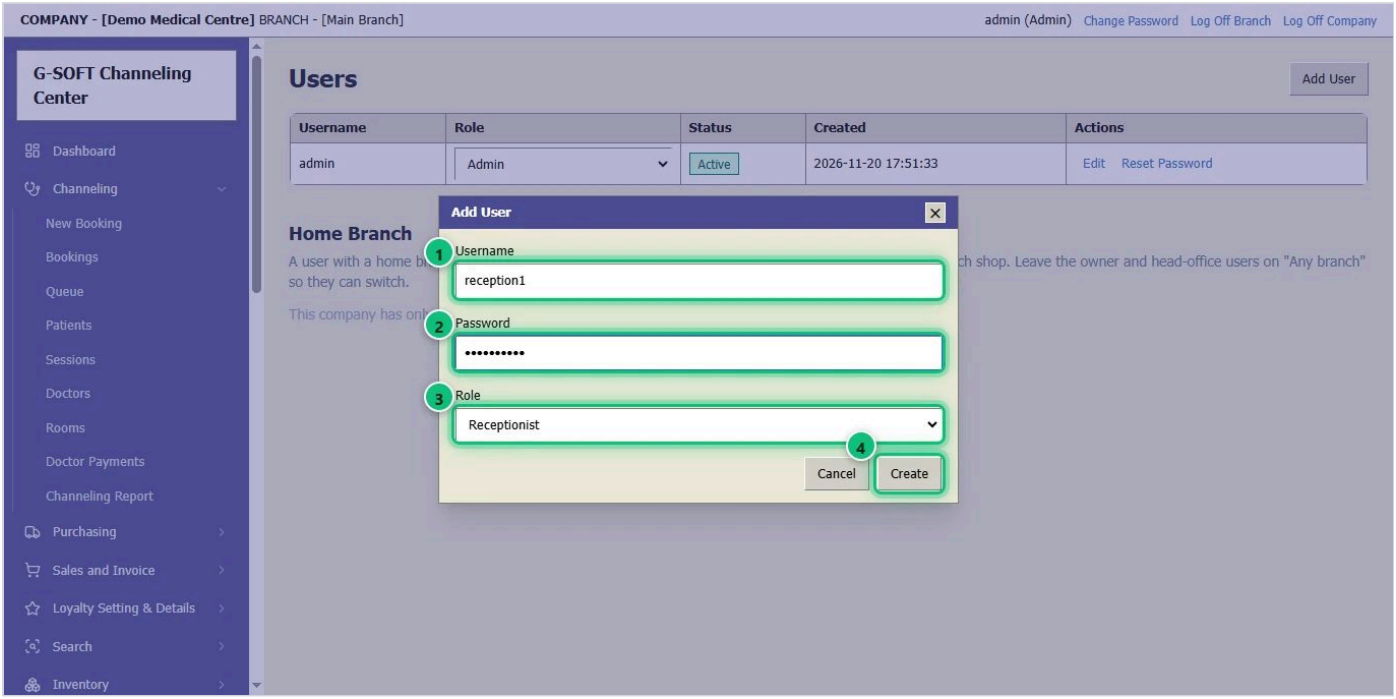


1. Open **Setting → Phone & TV Access**.
2. Tick **Turn on phone & TV access** 1 on the main PC and click **Save** 2. The page then shows the addresses to open on a phone or a TV on the same Wi-Fi.

11 Add a user (staff or doctor)

Give each receptionist and doctor their own sign-in. The role decides what they can see.

STEP 1 OF 1

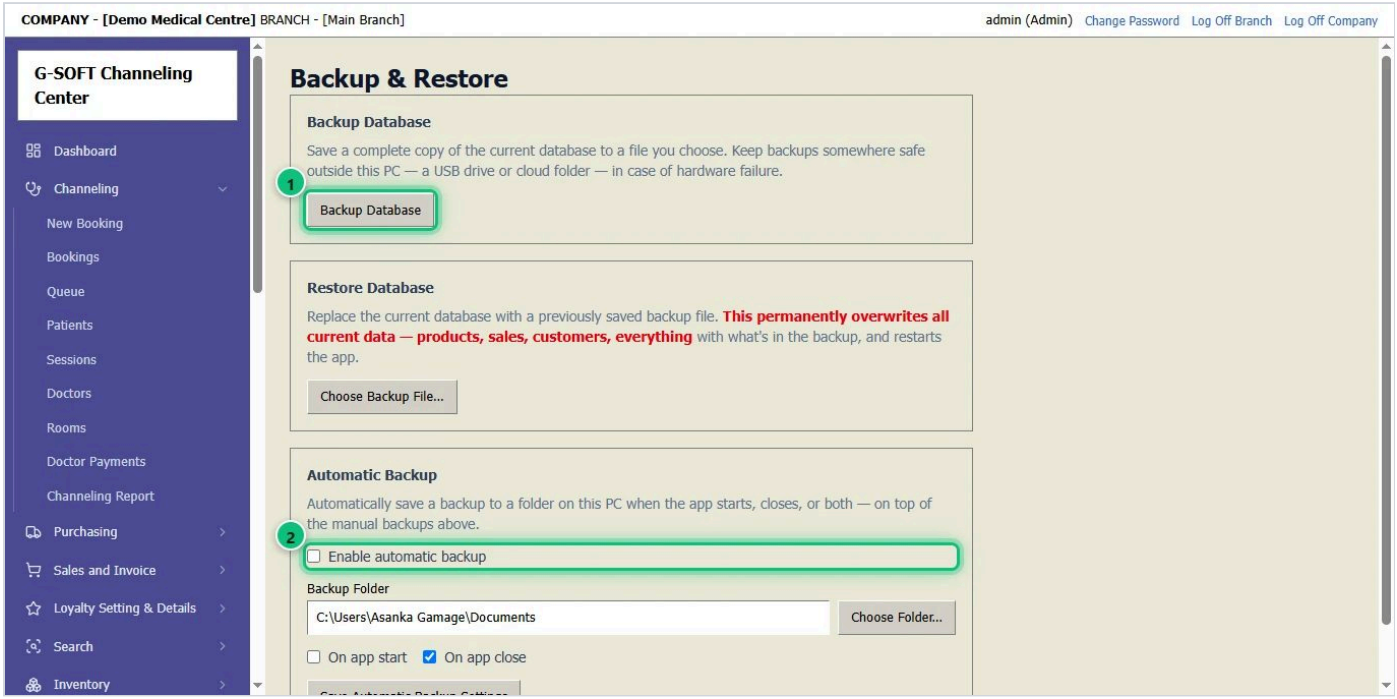


1. Open **Admin** → **Users** and click **Add User**.
2. Type the **username** 1 and a **password** 2.
3. Choose the **role** 3: **Admin** — everything; **Receptionist** — bookings, payments, invoices; **Doctor** — their sessions and patients.
4. Click **Create** 4.

12 Back up your data

Keep copies of your data. If a PC breaks, a backup brings everything back.

STEP 1 OF 1



1. Open **Setting** → **Backup & Restore**.
2. **Backup Database** 1 saves a copy now — choose a USB drive or another folder.
3. **Automatic backup** 2: tick it, choose a folder, and the program backs up by itself when it opens or closes.
4. To bring data back, use **Restore Database** on the same page. A backup is also made by itself before every software update.