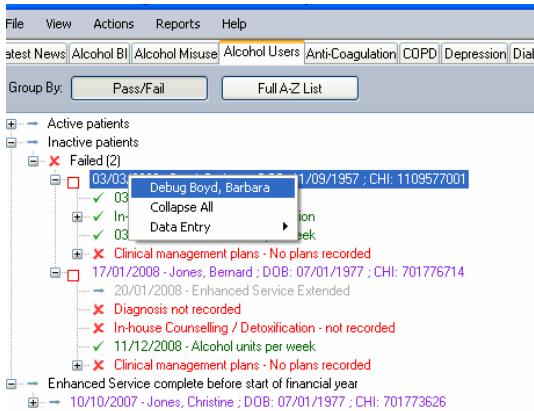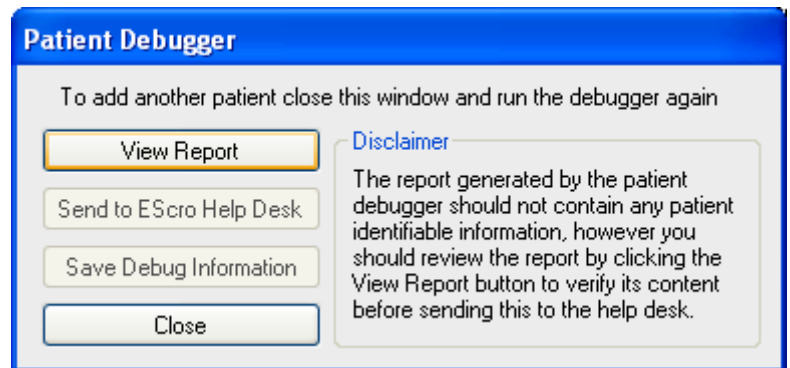# How to send a de-bug report to EScro
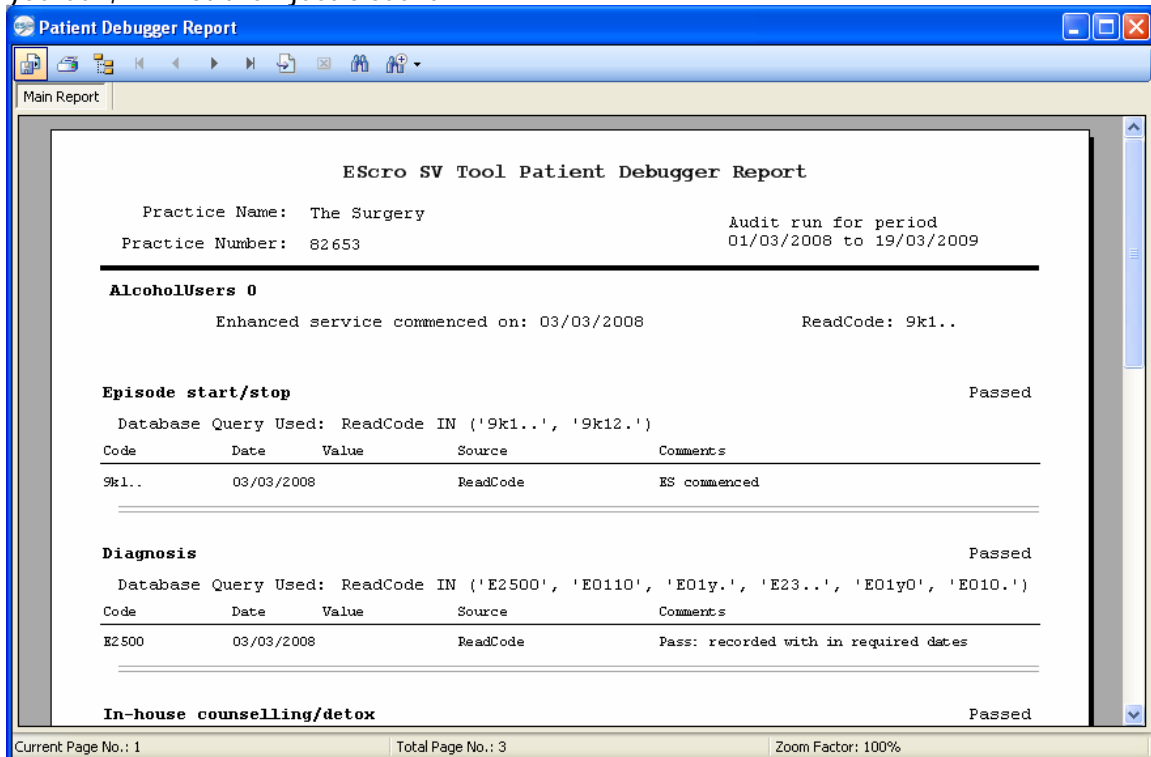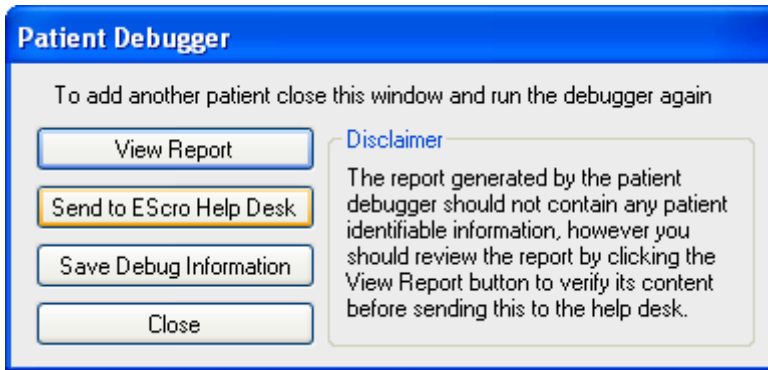

In the SV Tool, right-click on the patient for whom you wish to create the report, and from the context menu select 'debug *surname*, *forename*

This window will now appear and you should then click on 'View Report'.

Briefly examine the report and read codes, then you may be able to identify the problem yourself, - if not then just close it.

Patient Debugger

To add another patient close this window and run the debugger again

| View Report |

| Send to EScro Help Desk |

| Save Debug Information |

| Close |

Disclaimer

The report generated by the patient debugger should not contain any patient identifiable information, however you should review the report by clicking the View Report button to verify its content before sending this to the help desk.

The next step is to click on the 'Send to Escro Help Desk' button.

A small text box will now appear asking you for a brief few words of what the problem is, then just click on 'Send'.

The Escro support team will examine the report, and then contact you immediately a resolution/explanation is found – and that's all there is to it!