

Check Cloud – Quick Start Guide



Step by step guide – Non-reception staff

1. Log in with your Email and password
2. Update your availability and check the number you are dialling out from is set to “Switchboard”
3. Update your location

Step by step guide – Reception staff

1. Log in with your Email and password
2. Update your availability and check the number you are dialling out from is set to “Switchboard”
3. Update your location
4. Click on Groups and toggle on your Surgery’s calls

When taking a break/leaving

1. Click on groups and toggle off all incoming calls
2. Update your availability
3. Log out

Hold Button

Press the pause button to place a call on hold. To bring the call back from hold, press the play button. Your phone will ring to remind you that someone is on hold.



Making Calls

To make an internal call (to other staff), search for the person’s name in the search bar at the top of the screen. Hover your mouse over their name and click on the phone icon.

To make an external call (to patients), click the keypad icon next to the search bar, and type the number using your keyboard, or by clicking the number buttons

