

Livi Booking Tool

Technical Requirements Document

Book a Livi appointment

August 2021

Wed	Thu	Fri	Sat	Sun
26	27	28	29	30

16:15 16:30 16:45
17:15 17:30 17:45
18:15 18:30 18:45
19:15 19:30 19:45

LATER >

Confirm

Book a Livi appointment

Select a date

August 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
< 24	25	26	27	28	29	30 >

Select a time

08:00	08:15	08:30	08:45
09:00	09:15	09:30	09:45
10:00	10:15	10:30	10:45
11:00	11:15	11:30	11:45

< EARLIER LATER >

Cancel Confirm

Book a Livi appointment

Booking reserved

The patient will receive a message with a link to their appointment.

Appointment details

26/08/2020 - 10.00

Patient NHS number

777 777 7777

Patient mobile number

+44 (0)7714 346216

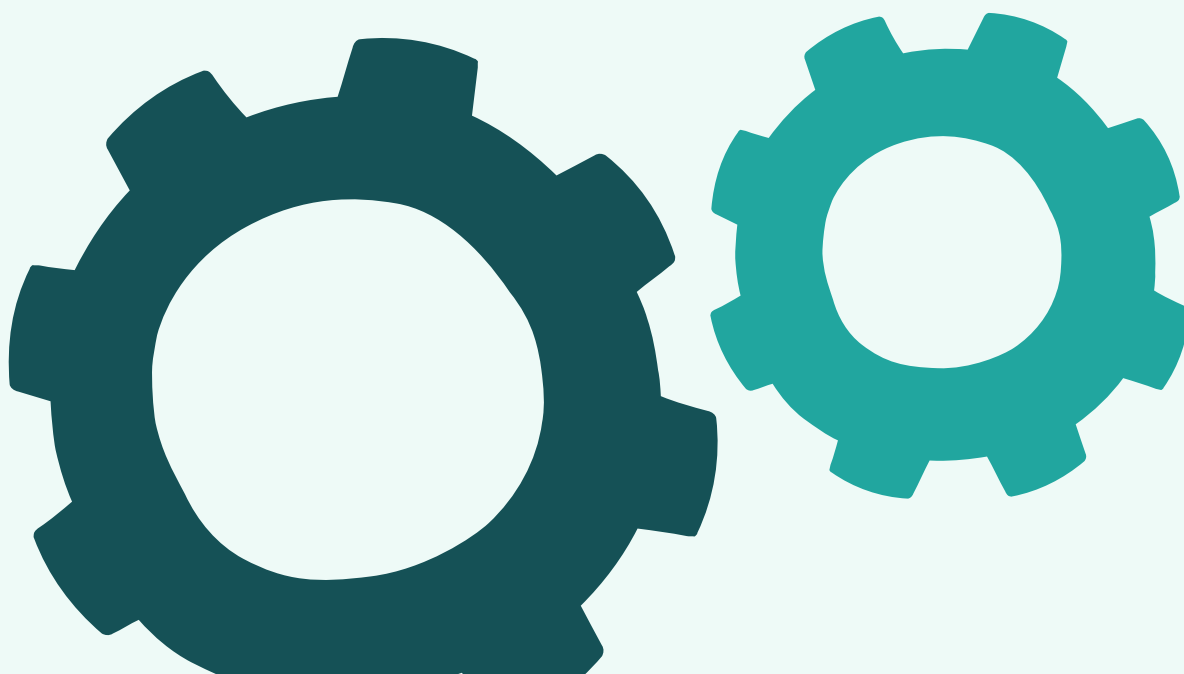
Please advise the patient of the following instructions in the text message.

Done

livi

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Chapter One: Introduction

What is the “Booking Tool”?

The booking tool is a widget which will sit on top of a partner practice EMR. It will give practice staff (receptionists, duty doctors etc) who have determined a patient is suitable for digital care the ability to book the patient in for an appointment with Livi. The patient will then be sent an SMS asking them to download the app, complete their profile and confirm the appointment.

Benefits

Good for NHS Partners

- Allows them to fulfil some of the requirements of Total Triage
- Helps them easily direct patients to digital care and reduce demand on physical space

Good for Patients

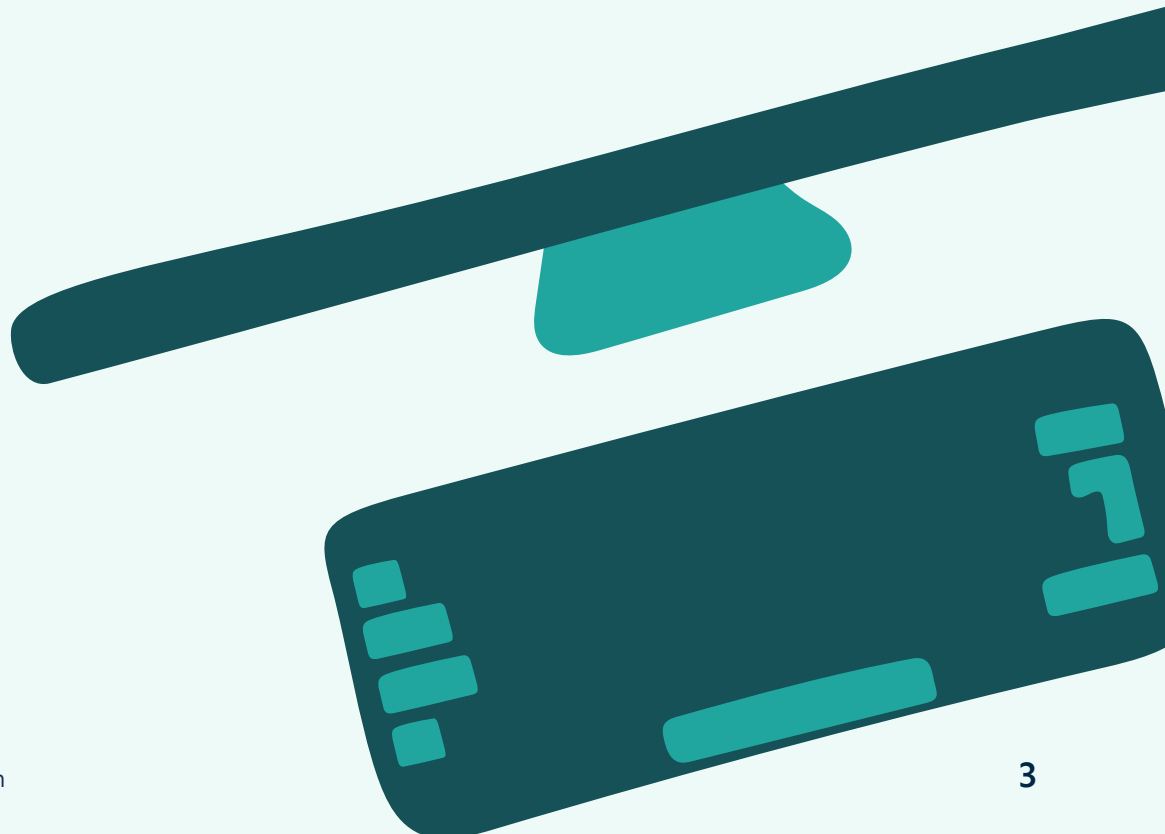
- Quicker sign up and booking guaranteed before downloading app
- Greater trust as their introduction to Livi comes from a known NHS partner

The purpose of this document is to provide your CCG's IT team with the technical requirements of Livi Booking Tool, which will help aid a seamless deployment within your Practices.

Objectives

By the end of this document, you will:

- Be familiar with the installation requirements for the Livi Booking Tool
- Be able to install Livi Booking Tool, or arrange for a Livi Deployment installation
- Know how to obtain help and support



Chapter Two: Summary of Installation Requirements

Introduction

In this chapter the system requirements for Booking Tool are detailed. It is essential that your Practices' PC meets the minimum requirements for Livi Booking Tool, and that the relevant Firewall exceptions are put in place by your IT provider.

Objectives

By the end of this document, you will:

- Be familiar with the System Requirements of Livi Booking Tool
- Ensure that relevant Firewall exceptions are put into place by your IT provider
- Understand the installation process for Livi Booking Tool

System Requirements

The application is bundled as an installable executable requiring administrator privileges for installation or it can be installed via remote software installation tools such as active directory group policy.

The application is a lightweight container that has a browser component within it, it renders locally and calls APIs over the internet to book patients in for a call back. The application should work with a proxy server if one is in place as the traffic is the http standard.

The following table details the requirements for the computer and the network for the application to function properly:

Item	Minimum Requirement
Operating System	Microsoft Windows 10
Memory (RAM)	2GB
Disk Space	< 150 MB
Firewall	The application will connect to https://kry.se API endpoints on port 443 (SSL)
Authentication	Microsoft Windows 10

EMIS Web and TPP SystemOne Compatibility

The application has been tested to run alongside EMIS and S1 without conflict.

NHSMail Authentication

To authenticate with the Booking Tool, we will need a list of NHS email addresses that will be able to login and book meetings on behalf of your practice.

Installing Livi Booking Tool

Livi Booking Tool can be easily installed in-Practice by your IT provider, or Livi can provide a supported installation by booking an appointment with one of their Deployment Engineers.

In-Practice Installation

If you wish to install Livi Booking tool with the support of your IT provider, the installation files can be downloaded via the URL **here**.

When installing Livi Booking tool, follow the easy-to-follow wizard and the software will be successfully deployed.

Livi Deployment Installation

If you wish for one of Livi's Deployment engineers, please contact your Livi Practice Engagement representative, who will coordinate a convenient time slot with you.



Frequently Asked Questions

To further support you with any technical questions that may be asked by your IT provider, please take a moment to review the frequently asked questions below:

I'll need to know what it does, how it's deployed (MSI, EXE etc), what it connects to (any URLs and/or IP addresses)?

- It can be delivered in either an exe or msi. The application will connect to <https://kry.se> API endpoints on port 443 (SSL).

Does the software in any way allow remote access to the PCs?

- No.

What is the security update frequency of the software?

- The software automatically updates when needed. New binaries are only released if there's a specific issue with that binary.

Are there any known vulnerabilities or conflicts of this software?

- No known vulnerabilities. The software is penetration tested bi-annually.

How is the software usage supported?

- We have a dedicated support team available on support@livi.co.uk or 0203 8703029

How is the software deployment supported?

- We will call the practice on an arranged date and time and connect remotely to the PC to install the software using Away From My Desk (www.logmein123.com). We will require a windows login with local administration rights to complete the install.

Are the PCN aware this is hosted in Sweden and accepted this as it will be processing their patient data?

- Although the domain is Swedish, it is pointing to an AWS data centre in the Republic of Ireland.

Does the software use any IP4 addresses to communicate or is it all using the below endpoint on port 443?

- All traffic is routed via a secure SSL connection and will use Port 443 exclusively.

Summary

At the end of this chapter, you:

- Are familiar with the System Requirements of Livi Booking Tool
- Will ensure that relevant Firewall exceptions are put into place by your IT provider
- Understand the installation process for Livi Booking Tool



Chapter Three: Help and Support

To ensure that you are fully supported and have flawless usage of Livi Booking Tool, we have a dedicated team available to aid with any queries that you may have.

Email: support@livi.co.uk

Telephone: 0203 8703029

