

GP Smart Referrals troubleshooting:



GP Smart Referrals won't launch

Smart Referrals is launched directed from your Practice Management System and can be accessed via the patient record. Use the following guides to access Smart Referrals:

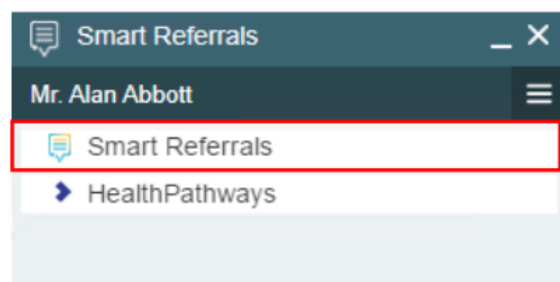
- [Access Smart Referrals from Best Practice](#)
- [Access Smart Referrals from Medical Director](#)

See below for some simple tips to troubleshoot launching issues.

If the widget is not appearing it may be because:

A. Your operating system is too old (less than Windows 10).

Solution: Contact your practice IT to upgrade your operating system.



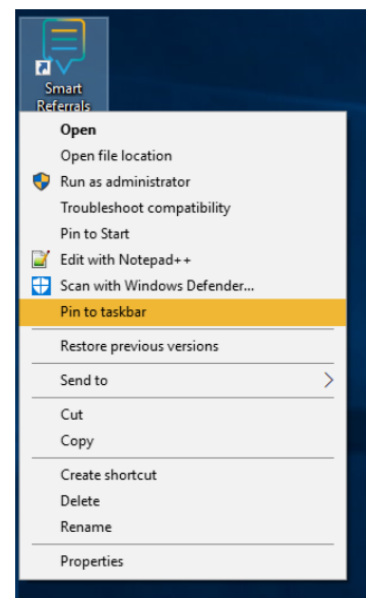
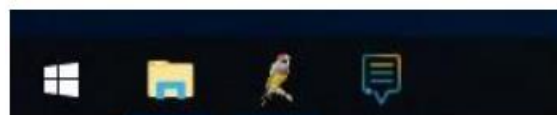
B. Pop up has fallen off the desktop

Solution: Launch File Explorer and search Program Files (x86). Find the Smart Referrals folder. Remove Smart Referrals folder. Download the Smart Referrals installer from <https://gpsr-client.sentreferral.com/adminsetup.exe>. Internet explorer will open the view downloads window. Click Open and Run to begin the install. Check to see if system opens; if an error message appears, contact Queensland Health IT support line (details below).

C. Smart Referrals is not on the taskbar

Solution: Pin Smart Referrals to the taskbar.

1. Right click on the desktop icon.
2. Click Pin to taskbar.



For technical support, please contact:

Phone: Queensland Health IT support line on 1300 478 439 (24 hours, 7 days)

Email: QH-SmartReferrals@health.qld.gov.au

for assistance Monday – Friday 8:00am – 5:00pm.