



NECST REGISTRY

Frequently asked questions



1 Frequently Asked Questions

1.1 How Do I Clear the Cache on Chrome

1. Open your web browser.
2. Click Ctrl+Shift+Delete on your keyboard.
3. Untick Cached Images and files and click Clear data.
4. Proceed to open the link to the registry (<https://register.necstregistry.org/>).

1.2 How Do I Clear the Cache on Firefox

1. Open your web browser.
2. Click Ctrl+Shift+Delete on your keyboard.
3. Untick Cache and click OK.
4. Proceed to open the link to the registry (<https://register.necstregistry.org/>).

1.3 How Do I Clear the Cache on Safari

1. Open your web browser.
2. Click on the Safari drop-down list and select Preferences.
3. Click the Advanced tab. Select the Show Develop menu in menu bar checkbox and close the Preferences window.
4. Select the Develop drop-down list. Click Empty Cache.
5. Proceed to open the link to the registry (<https://register.necstregistry.org/>).

1.4 How Do I Contact Support/Get Assistance

Contact the NECST Registry Support Officer/Administrator on email: admin@necstregistry.org and after triage issues will be raised with NECST Service Desk as required. Once resolved by the NECST Service Desk the information will be returned to NECST Registry Support Officer/Administrator to communicate to the originator of the incident.

1.5 What Are the Types of Episodes

Some of the episodes are automatically created in the NECST Registry, when the surveys/questionnaires completed by the person syncs from RedCap to the NECST Registry. These episodes can be viewed from the NECST Registry but are non-editable. Other episodes can be created and edited directly from the NECST Registry.

Editable Episodes	Non-Editable Episodes
Clinical Pres Dx – Clinician Medical Management Medication Imaging – US Imaging – MRI Surgical Management Histopathology	Clinical Pres Med Hx PROMs EHP-30 PROMs EQ-5D Clinical Pre Med Hx – Follow-Up

