Monkeypox Immunisation System Log in FAQ

- **If you are unable to log in or the screen has frozen and you cannot use the system.**
  The first thing to do is check your internet connection. If you continue to have issues and you have good internet coverage, contact your clinic lead and they will raise a request via the Helpdesk.

- **What to do if you have issues with your password?**
  Contact your clinic lead and they will raise a request via the Helpdesk to reset your password for you.

- **What browser should you use to run Swiftqueue?**
  Swiftqueue will run on most browsers, i.e.: Firefox, Chrome etc. Chrome is recommended as it updates regularly.

- **What if the vaccine for my clinic is not displaying for selection in Swiftqueue?** Contact your clinic lead and they will contact Swiftqueue who will update this information.

- **What happens if I open the Monkeypox Immunisation System and the page is not displaying as expected? How do I fix this?**
  If the browser zoom settings are set over 100%, the MPX Immunisation System will not display correctly. To fix this, you need to zoom in or out either in the browser settings (*see highlighted below*) or using the CTRL key on your keyboard and the toggle on your mouse, set the Zoom to 75%. This is the most effective display setting for your screen.