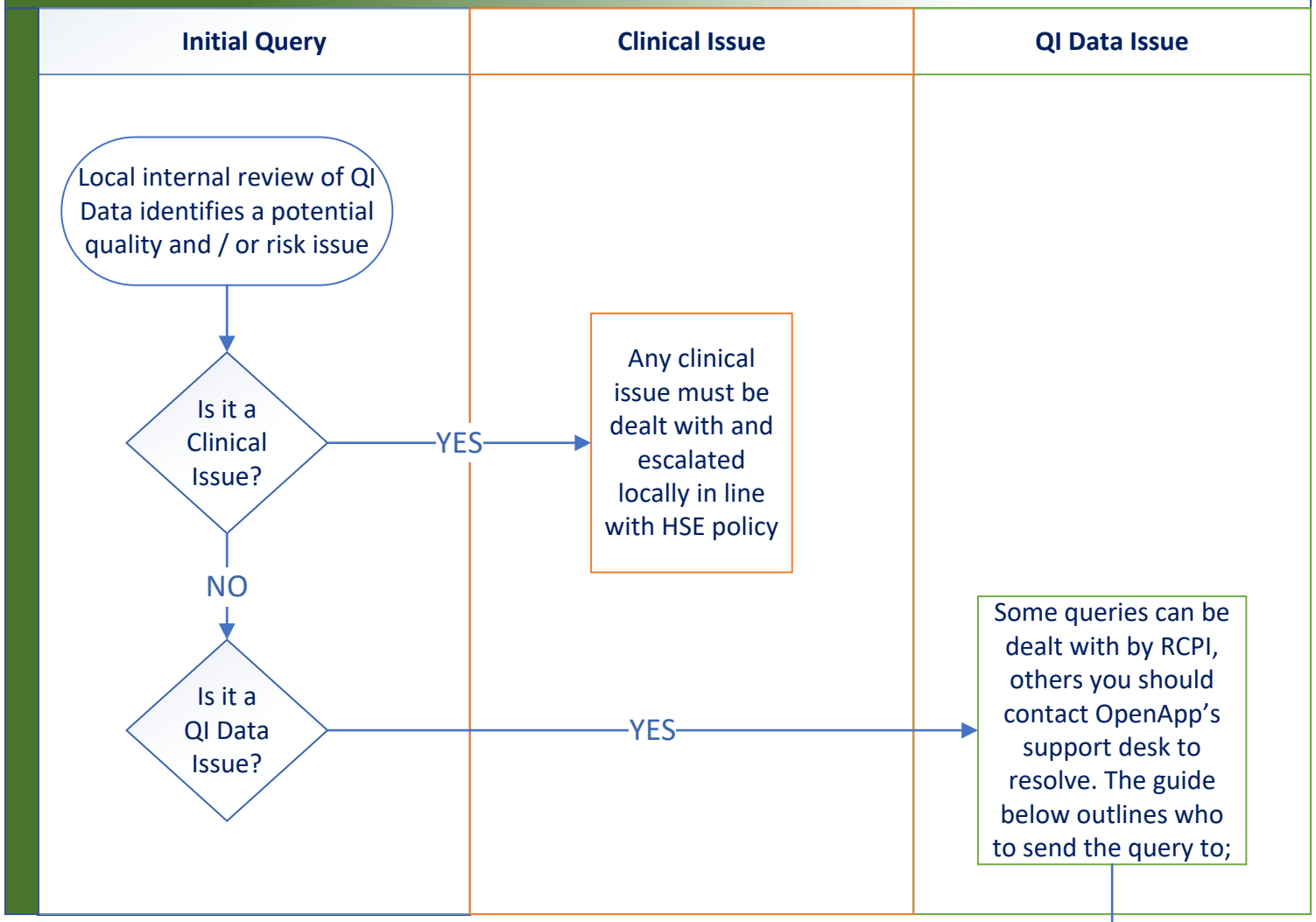
# Issue Resolution Pathway
# National GI Endoscopy QI Programme




**Contact NQAIS SUPPORT (OPEN APP) for technical assistance on the following;**

- Use of NQAIS system
- Accessing NQAIS – logging in and reset of passwords
- Unexpected errors or delays when using NQAIS
- Using the encryption tool –(Histopathology only)
- Data transfer issues from "Local Data" to Signed-Off Data
- Editing mapping tables
- Uploading of QI data and sign off or local QI data
- Creating Key Quality Indicator exports and/or reports quarterly
- Changing email addresses in NQAIS

Email: hsesupport@openapp.ie
Phone: + 353(1) 905 9214

**Contact RCPI for queries relating to;**

- Interpretation and analysis of NQAIS reports
- The NQAIS targets as seen in NQAIS reports
- Recommendations in the programme specific QI Guidelines or National Data Reports
- The content of mapping tables (as opposed to editing mapping tables)
- Understanding Key Quality Indicator (KQI) exports in excel or SPSS
- Advice on possible further QI activities using QI data
- Arranging training for new staff

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