

IMPORTANT:

- New users **must** have training before using SystmOne.
- Staff **should not use** any other users log in details. (This will result in a breach of confidentiality.)
- You will see the blue bar downloading at the bottom of the screen **please always let this complete**.
- If you have **forgotten your SystmOne username/password** or you have been **locked out of the SystmOne**, Please contact our **Service Desk** team on **0116 295 3500** (select the **option for general assistance**). A member of our team will then call you back to assist you.
- If you are **unable to log in to SystmOne** please check your internet connection. You can also close Mobile working and re-open to try again, if the problem persists, please call our **Service Desk** team.

How to add or remove Staff from SystmOne Mobile Working

- To add or remove any staff from SystmOne Mobile Working, please contact our **Service Desk** team on **0116 295 3500** (select the **option for general assistance**). A member of our team will then call you back to arrange a training date either by coming to site or via MS Teams.

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