

**IMPORTANT**

- New users **must** have training before using SystemOne.
- 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 SystemOne username/password** or you have been **locked out of the SystemOne**, 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 SystemOne** 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 contact us to request SystemOne Mobile Working Training](#)**

To book any of **SystemOne training** listed below: -

- **New User training** for staff that has newly joined the care home and have no access to SystemOne.
- **Refresher training** for staff that already has SystemOne access and needs additional training. (E.g. how to do Tasks, request Medication etc.)

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. Training will be delivered either by visiting your site or via MS Teams.

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