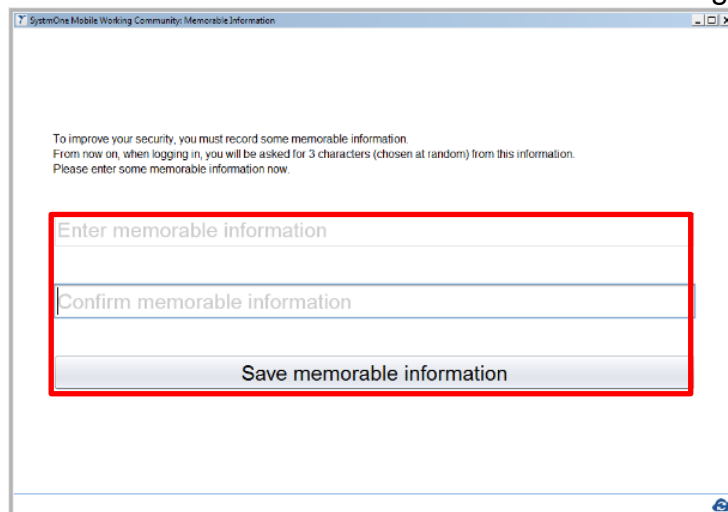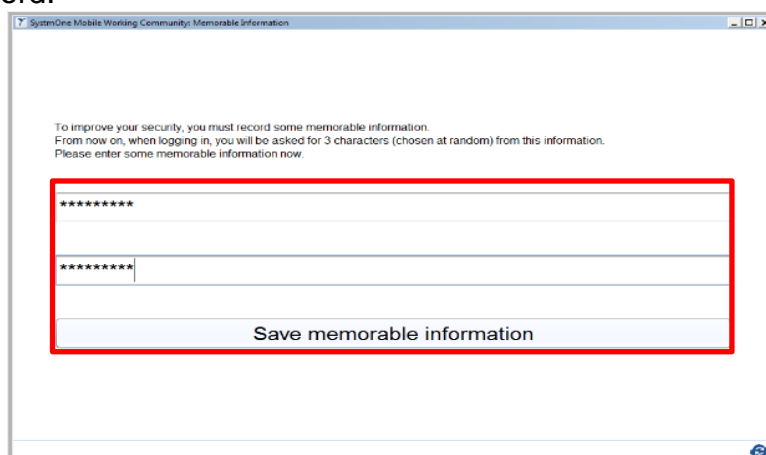**IMPORTANT**:

➢ 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.

What to do If you have forgotten your Memorable Word

Note: - Memorable word will have been set up during your training. Memorable Word will always be all lowercase characters, consisting of only characters, not **numeric's** or **special characters** it will be a minimum of 8 characters in length.

The first two times you log into SystmOne, you will need to enter your full memorable word.

What to do if you have forgotten your Memorable Word

On the third time you will be asked to input random characters from your memorable word, you can type in the letter or use the drop-down arrow to select the character.

_____End of Guide_____