



## **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.

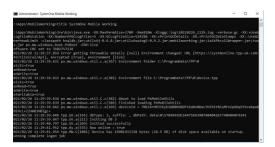
## **Help with SystmOne Password and Logon**

1. Double click on the **Mobile Working** icon on your desktop

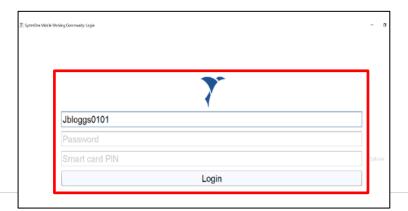


Note: **Mobile Working** will open, and a black box will appear in the background.

**Important:** Do not close the **black box** in the background



2. Your username will be your **first initial in uppercase**, **followed by your surname**, all in lower case, and you will have **four numbers** after your Surname (no spaces) this will be the date and month you are born in. (See example shown in the screen shot).







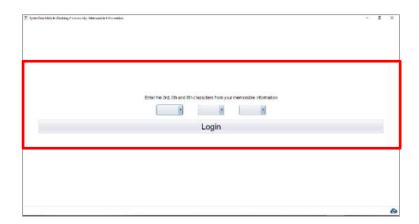


- 3. Your password will contain a **capital letter**, **numeric and a special character**; it will also be a minimum of 8 characters in length.
- 4. Enter your SystmOne **Username and Password** (given to you during training) and press '**Login**'

Note: Smart card PIN is not required leave it blank.

5. You will see the screen below, enter your memorable information and then Click 'Login'.

**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.



End of Guide
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