

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 Username and login

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

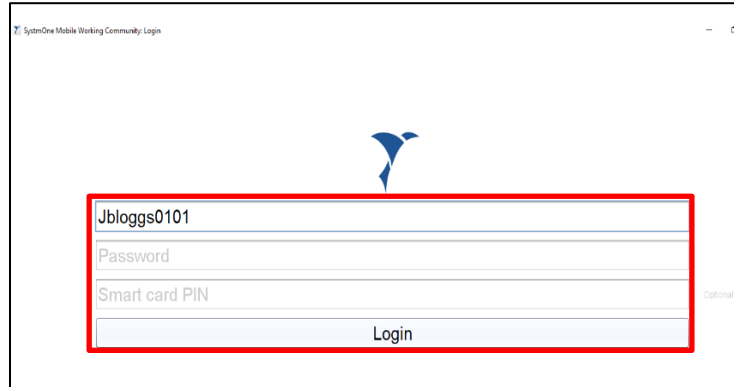


Note: **Mobile Working** will open, and a black box will appear in the background.

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

```
Administrator: SystmOne Mobile Working
C:\Apps\MobileWorking\MDIR log
subdirectory or file log already exists.
C:\Apps\MobileWorking\SET dateText=20210211_1337
C:\Apps\MobileWorking\title SystmOne Mobile Working
C:\Apps\MobileWorking\jre\bin\java.exe -XX:MaxPermSize=170M -Xms820m -Xloggc:log\20210211_1337.log -verbose:gc -XX:+Use
LogFileRotation -XX:NumberOfLogFiles=5 -XX:GCLogFileSize=224288 -XX:+PrintGCDetails -XX:+PrintGCDateStamps -XX:+Use
PermGenInit -classpath hsqldb.jar\utils\0.6.8.jar\utils\4wing5-0.9.2.jar\mobileworking.jar\lalkPkc11W-app.jar\to
s.jar px.mw.windows.boot.PxBoot -ENV:live
software CMC set to 2565517153
021/02/11 13:37:27.009 Error getting throwable details [null] Environment changed: URL [https://systmonline.tpp-uk.com
43/clinical/Api], encrypted [true], environment [live]
021/02/11 13:37:29.812 tpp.AJ.a(528) Now online - true
021/02/11 13:37:29.819 px.mw.windows.util.c.a(367) Environment Folder C:\ProgramData\TPP\0
exists=true
canRead=true
canWrite=true
021/02/11 13:37:29.820 px.mw.windows.util.c.a(385) Environment file C:\ProgramData\TPP\0\device.tpp
exists=true
canRead=true
canWrite=true
021/02/11 13:37:29.824 px.mw.windows.util.c.a(382) About to load PxMobileUtils
021/02/11 13:37:29.829 px.mw.windows.util.c.a(386) Finished loading PxMobileUtils
021/02/11 13:37:29.832 px.mw.windows.util.c.a(169) deviceId = 7Nb34rP0JkYbz4DKNK0FhZu8nDdALVH291RC0WfnZpHQ5Y2vabpu
MHKc-11V0813818C
021/02/11 13:37:29.836 tpp.LZ.C(1042) Device has 18124574720 bytes (16.9 GB) of disk space available on start-up.
```

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).



SystemOne Mobile Working Community Login

Jbloggs0101

Password

Smart card PIN

Login

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 SystemOne **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**'.



SystemOne Mobile Working Community Memorable Information

Enter the 3rd, 5th and 6th characters from your memorable information

Login

End of Guide