

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 any problems or require any assistance, please call 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** and try again.

[How to log into SystmOne Mobile Working](#)

1. Please note: Close all other applications on your computer before you log in for the first time ever. After the first time, you can work as normal with other applications open.
2. Double click on the **Mobile Working** icon on your desktop



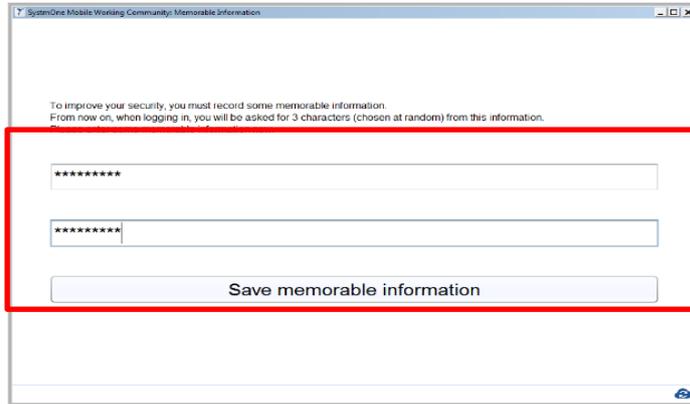
Note: Mobile Working Logon screen will appear like shown below. You will also see a **black box with white writing** that is open in the background. Please **do not close** this black box as this will close your SystmOne and you will lose any unsaved data.

3. Enter your **username** and **password then** Click '**Login**'.

A screenshot of the SystmOne Mobile Working Community Logon screen. The window title is 'SystmOne Mobile Working Community Logon'. It features a blue stylized logo at the top center. Below the logo, there are three input fields: 'Jbloggs0101' (username), 'Password', and 'Smart card PIN'. A 'Login' button is located below the input fields. A red rectangular box highlights the input fields and the 'Login' button.

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

4. The screen below will appear, **the first two times you log into SystemOne**, you will need to enter your full memorable word.



5. **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