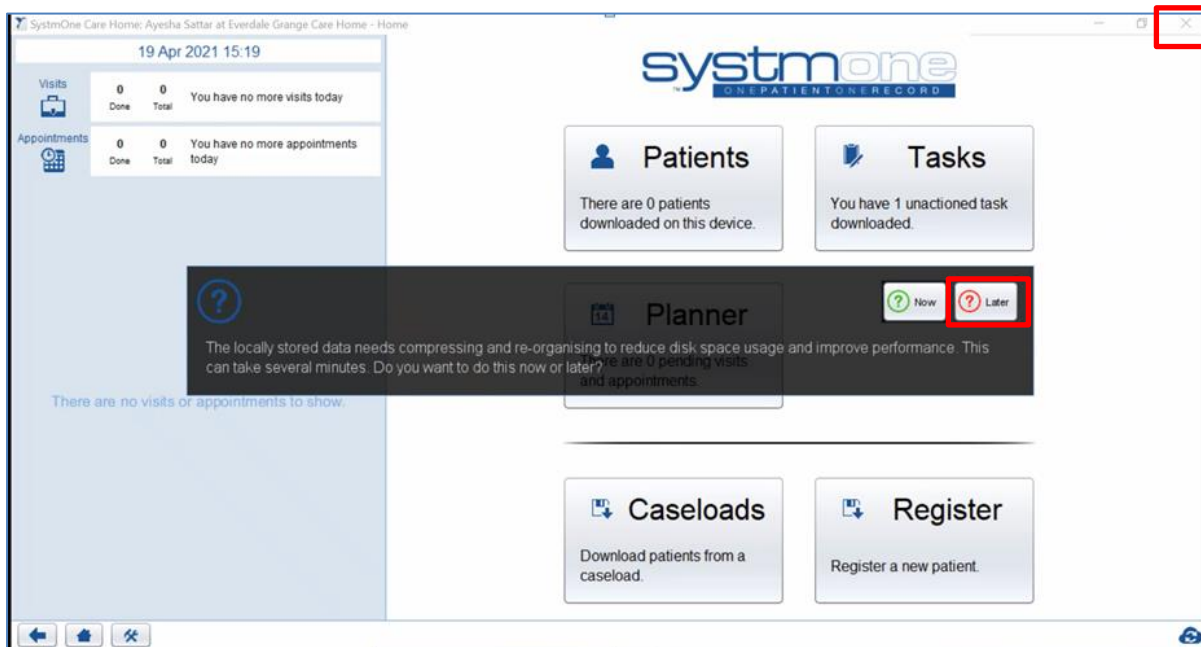


IMPORTANT:

- 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.

Logout of SystmOne and Compressed Data Error

1. Correct way to logout of SystmOne is to click on the **X** on the top right corner.
2. When logging out of SystmOne Mobile working you may see the following pop up.
3. **Always** select '**Later**'.
4. Should you accidentally select '**Now**' the system will update and this can take anywhere from 20 minutes to an hour. Let the system update before logging out of Mobile Working.



Should you require any assistance please call our **Service Desk Team** and a member of the Training team will call you back.

End of Guide