

IMPORTANT:

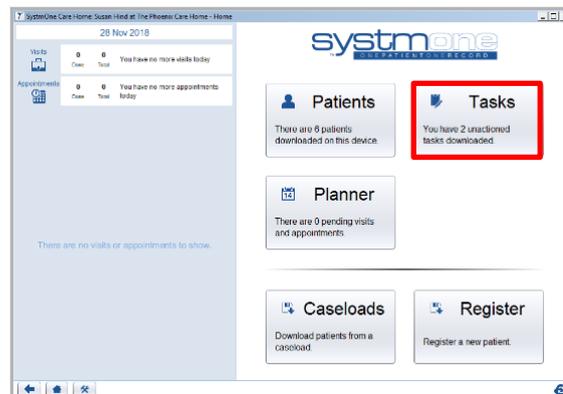
- New users **must** have training before using SystmOne.
- Staff **should not use** any other users log in details. (This will result in a breach of confidentiality.)
- You will see the blue bar downloading at the bottom of the screen **please always let this complete**.
- If you have **forgotten your 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.

How to Action a task in SystmOne Mobile Working

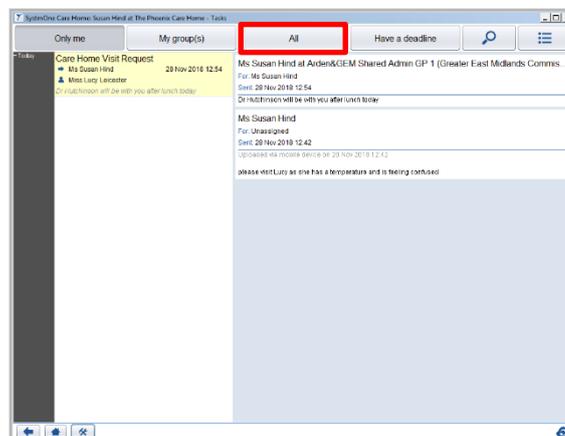
Please note: Tasks should be managed by everyone who accesses SystmOne even if the task is not written to you specifically. They should be marked as **‘Complete’** as soon as the information has been noted that day. Never store up tasks like emails.

1. From the SystmOne Home screen select **‘Tasks’**

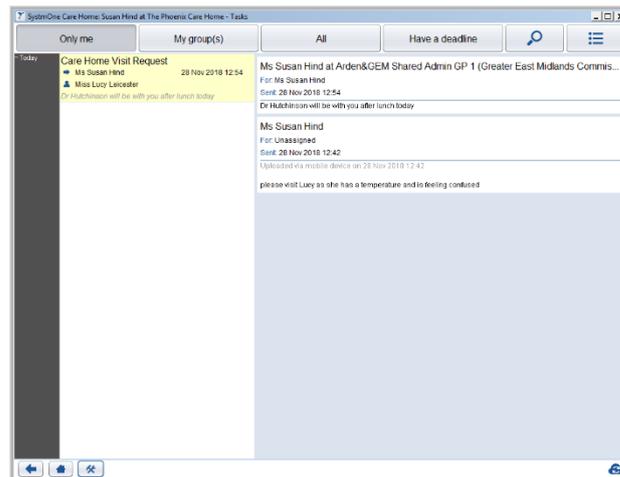
Please note: The number of tasks denotes only those tasks specifically sent to you. If the number is ‘0’ you should still manage the tasks sent to your care home throughout the day.



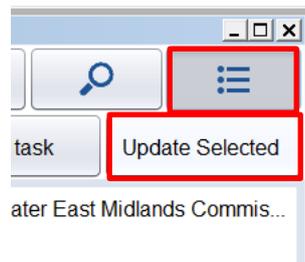
2. Click on the **‘All’** tab



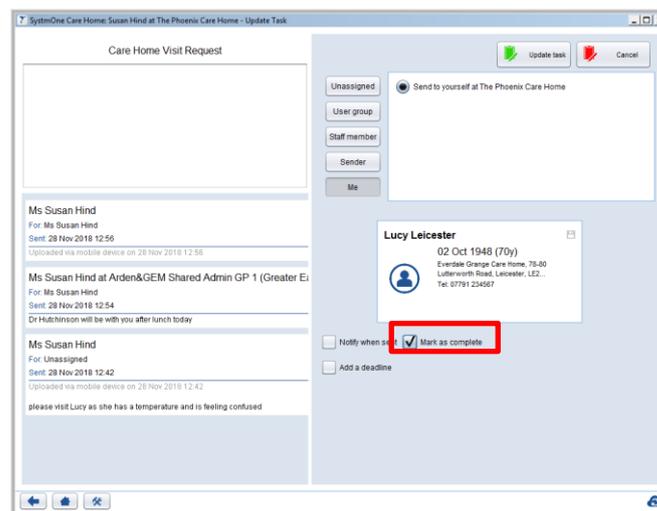
- Select a task and read the information on the right noting down any actions



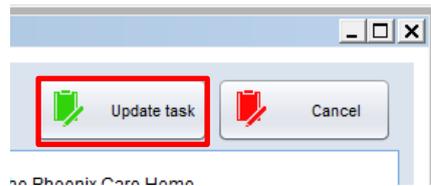
- Click the menu to reveal more buttons – then click on **'Update Selected'**



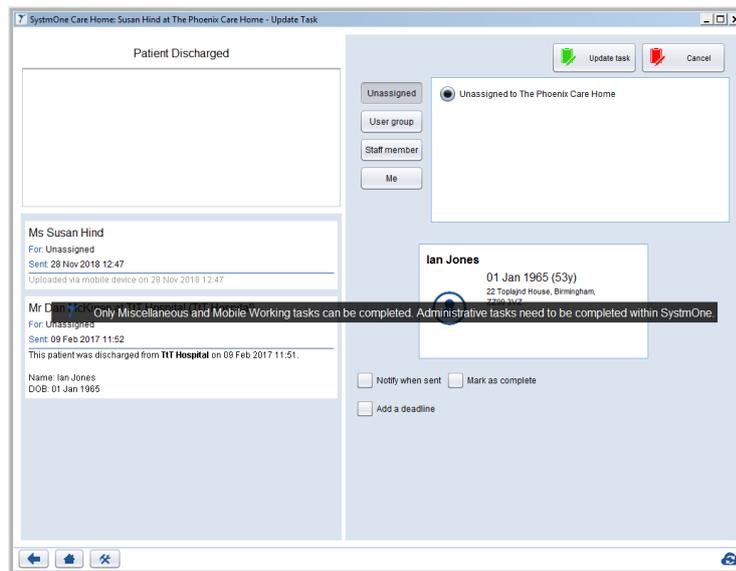
- Tick **'Mark as Complete'**



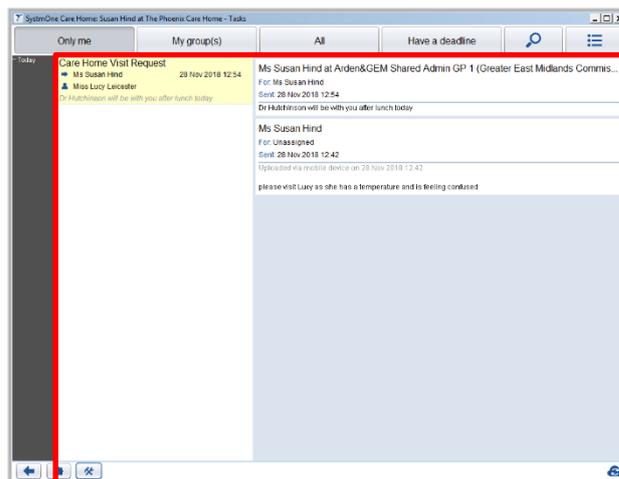
6. Click 'Update Task'.



7. Some tasks are generated automatically by SystmOne. They will display this message. You cannot mark these as complete so they will be removed after **48 hours** by System Support.



8. Once you update the task you will be back onto the task screen



End of Guide