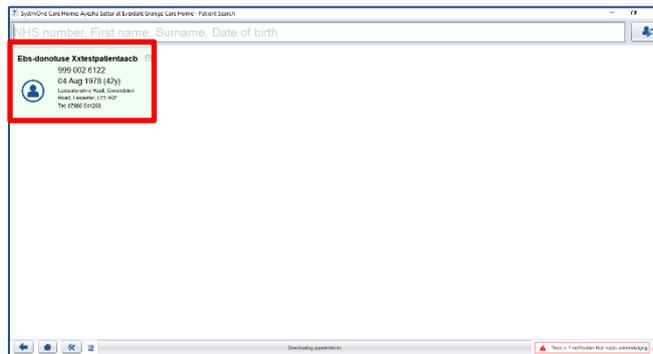


IMPORTANT:

- 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 change consent on a Residents Record

1. Open a Residents Record



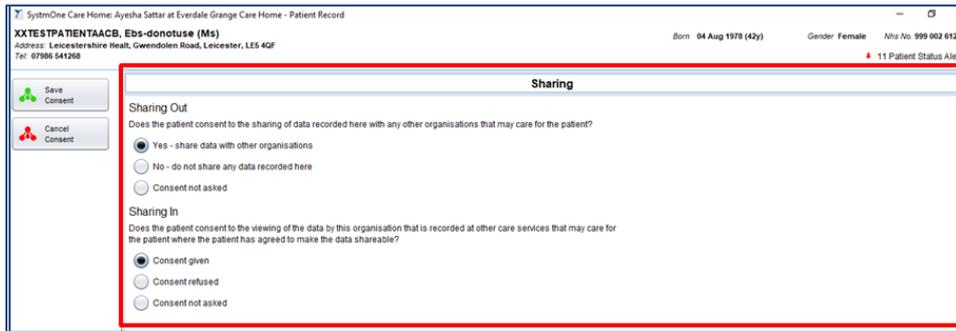
2. Select 'Sharing' from the toolbar



Please note: - if the resident or next of kin have changed their consent status, please update immediately.

If the resident has a DOLS In place please record this in the comments section.

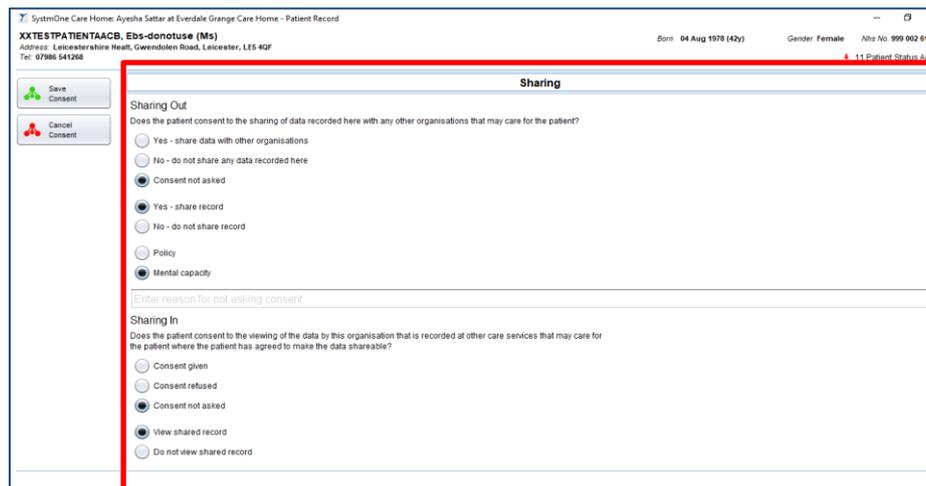
If the resident or next of kin does not give consent you cannot view the resident's record via mobile working.



3. If the resident is not able to give consent but consent has been given by next of kin or they have a DOLS in place please select the following:-

- For Sharing Out, complete the steps below
 - Consent not asked
 - Yes share record
 - Mental Capacity
 - Complete the comments box, if you do not put a reason in you will not be able to save the consent, you will not be able to see their record. e.g. DOLS, NOK

- For Sharing In, complete the steps below
 - Consent not asked
 - View Shared Record
 - Mental Capacity
 - Complete the comments box, if you do not put a reason in you will not be able to save the consent, you will not be able to see their record. e.g. DOLS, NOK



Note: - Both sharing out and sharing in needs to be the same, if not you will not be able to view the resident's record.

4. **'Save Consent'** from the top left hand corner. If consent is not saved the changes will not be updated on the patient record.



5. **'Save'** the record. If the record is not saved the changes to consent will not be updated on the patient record.



End of Guide