

IMPORTANT:

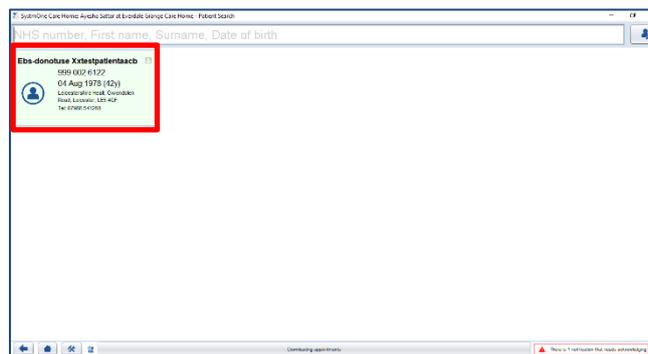
- New users **must** have training before using SystmOne.
- Staff **should not use** any other users log in details. (This will result in a breach of confidentiality.)
- You will see the blue bar downloading at the bottom of the screen **please always let this complete**.
- If you have **forgotten your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

Please note: It is impossible for the care home to end a relationship added by the GP practice. If any need removing, please task the GP practice and let them know.

If the relationship has been added by your unit please follow the steps below.

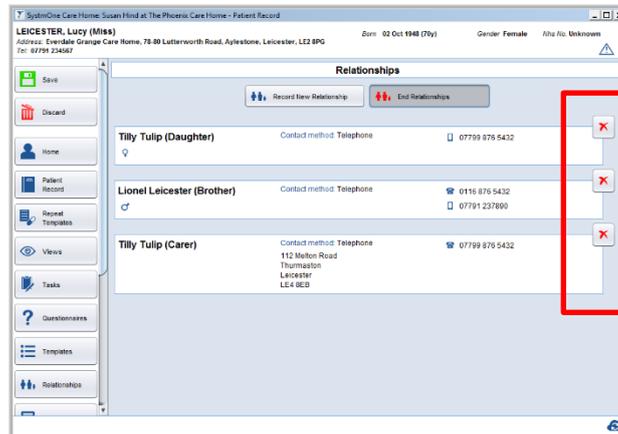
1. Open a Residents Record



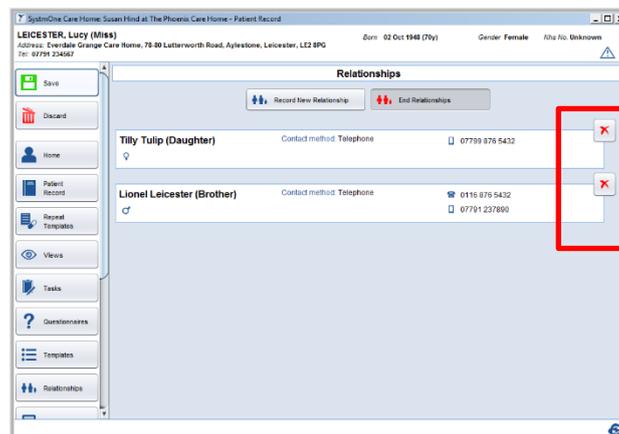
2. Select 'Relationships' from the toolbar



- To end a relationship which your care home has added, click **'End Relationships'** and red crosses will appear on the right of the each relationship.



- Click the red cross next to the relationship you are ending.



- 'Save'** the record



End of Guide