

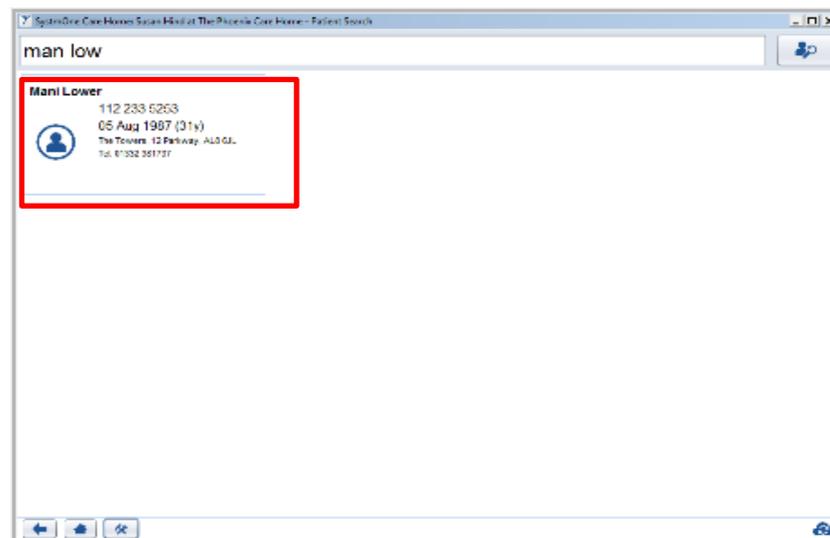
**IMPORTANT:**

- 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.

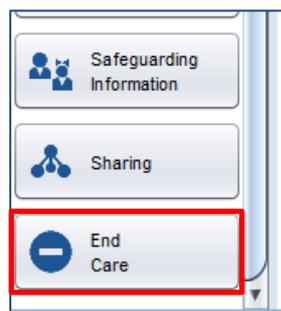
**How to remove a Resident from SystmOne Mobile Working**

**Please note:** When a patient leaves your care home or if they are deceased, you should end the care within 24 hours. This will not affect the GP Practice or any other care home. If the patient has moved to another home, the new care home will be able to view the record. End any relationships that you have added onto the record, if they are no longer relevant e.g. Caseworker

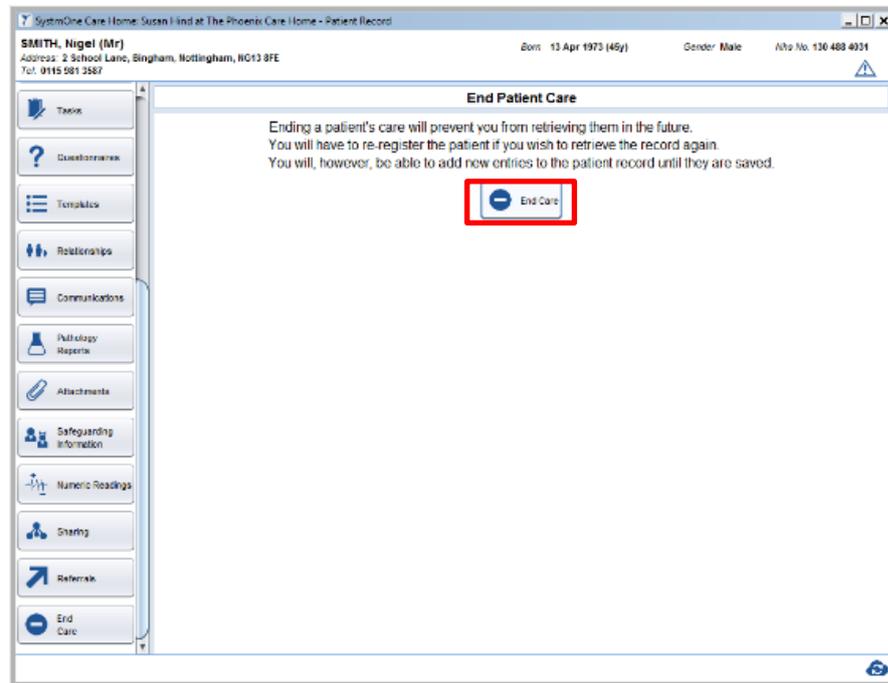
1. Open the Resident's record



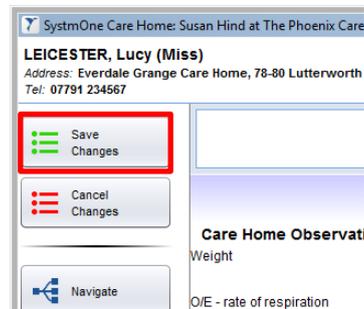
2. Select 'End Care' from the toolbar



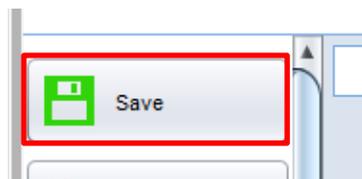
3. Select 'End Care'



4. Select 'Save Changes'



5. Select 'Save' to save the changes, if you do not select save the changes made will not be updated.



**End of Guide**