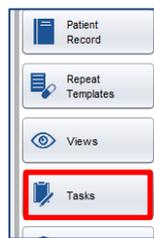


IMPORTANT

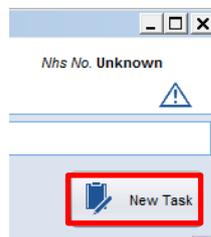
- New users **must** have training before using SystmOne.
- Staff **should not use** any other users log in details. (This will result in a breach of confidentiality.)
- You will see the blue bar downloading at the bottom of the screen **please always let this complete**.
- If you have **forgotten your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

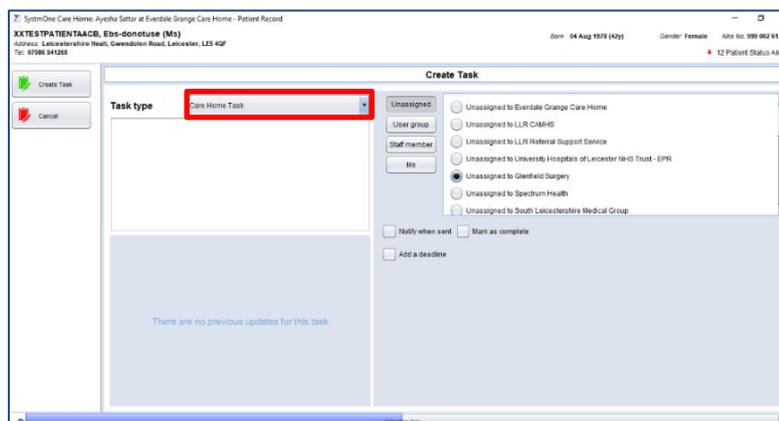
1. From the toolbar on the left-hand side please select **Tasks**.



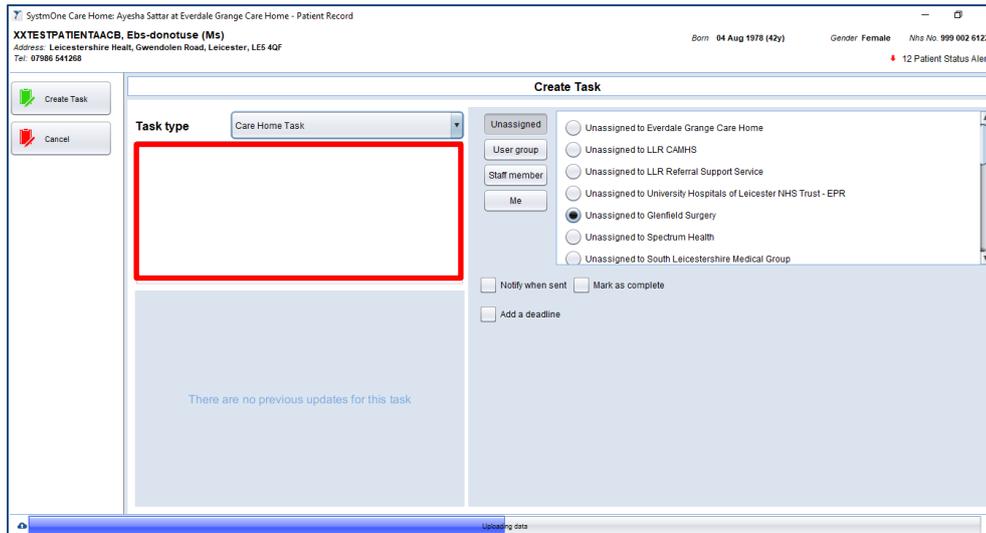
2. Please select **New Task** from the top right-hand corner.



3. Select the most appropriate Task Type e.g. **Care Home task**



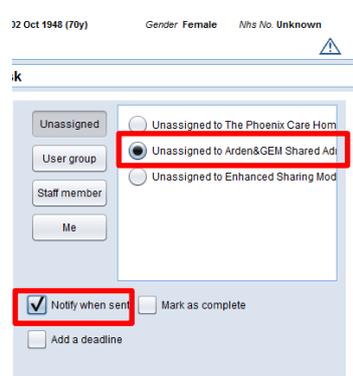
4. Write as many details as possible in the box, e.g. medication name, dosage etc.



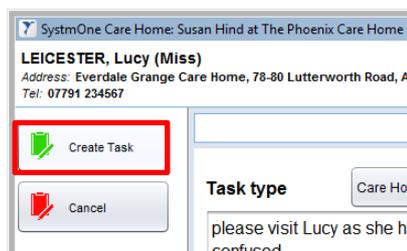
5. Select the name of the GP Practice from the list on the right.

Please **do not** select a user group or staff member.

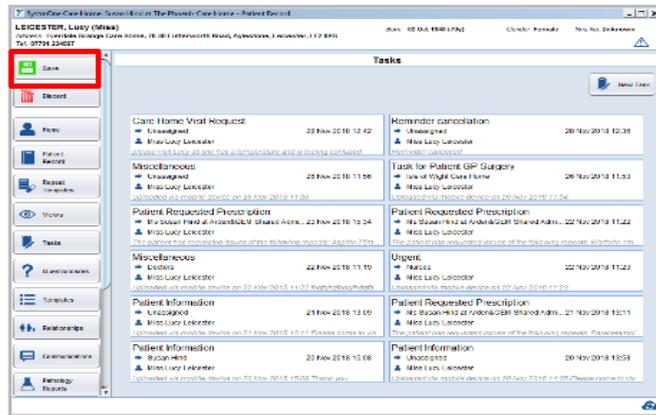
You can select the option **Notify when sent**, this gives you a reminder that you have sent a task.



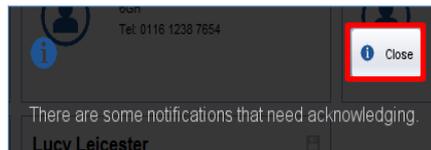
6. Please select **Create Task** in the top left-hand corner, if you cancel out of the task screen, the information will be lost.



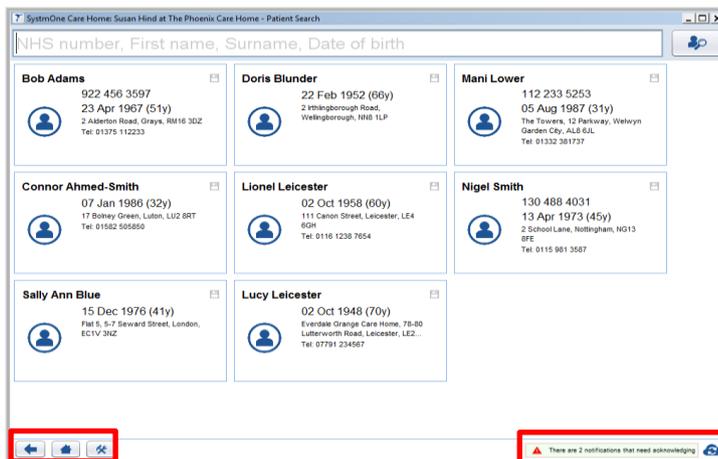
- Please select **Save** in the top left-hand corner, if you select **Discard**, the task will not be sent to the GP Practice and the task will disappear.



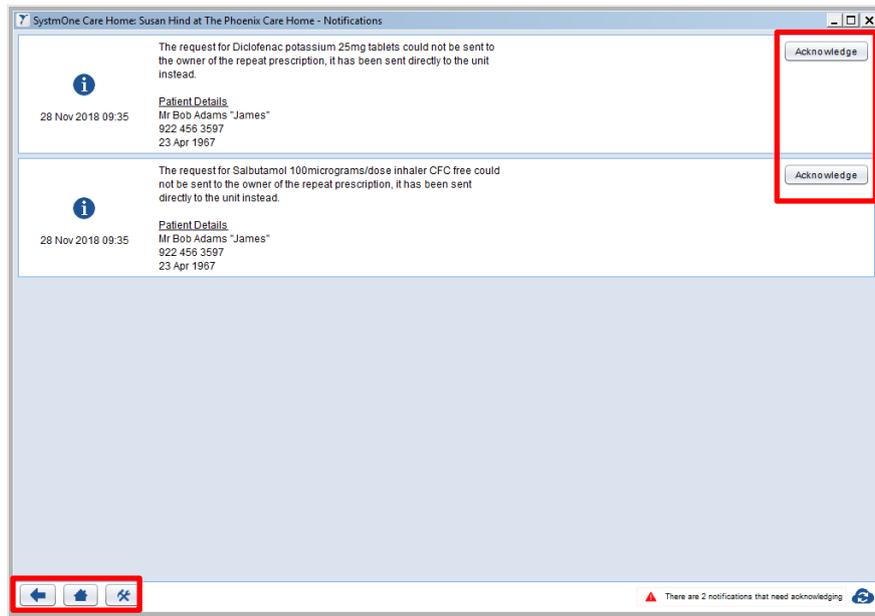
Note: - When creating the task if you selected the 'Notify when sent' box, you will see this screenshot. Please close the box.



- Click on the red message in the bottom right-hand corner.



9. Select '**Acknowledge**' This automated notification tell you that the tasks successfully sent to the GP practice (or highlights that there is a problem).



10. Select the **Home Icon** in the bottom left-hand corner to get back to the home screen.

_____End of Guide_____