

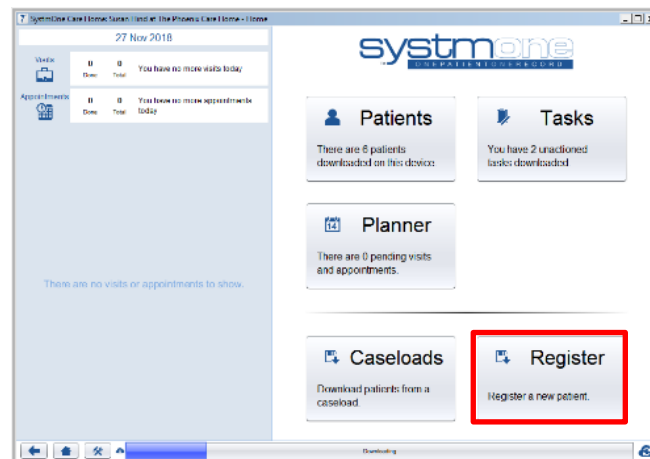
**IMPORTANT:**

- 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.

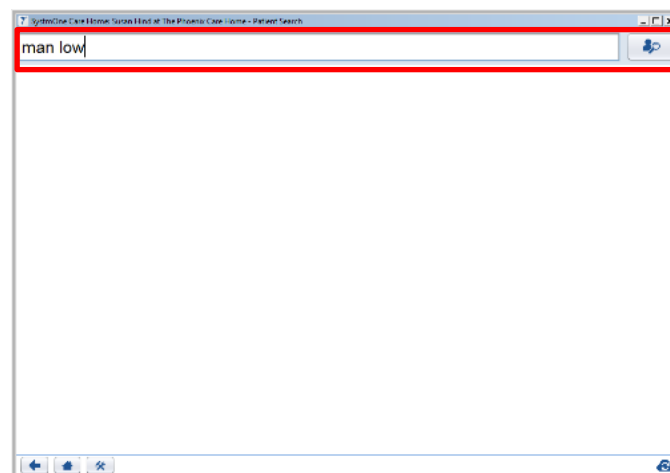
**How to search for a Resident**

Please log into **SystmOne**:

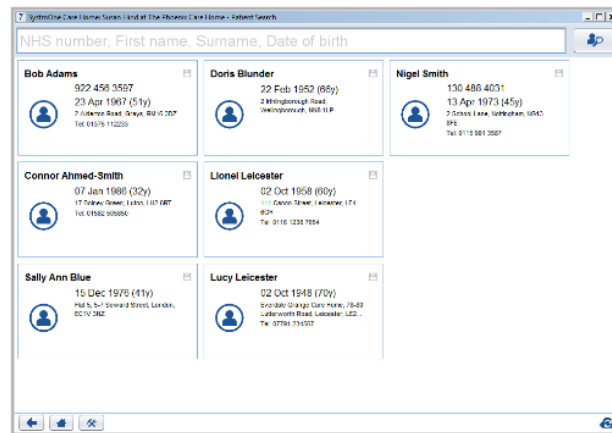
1. From the SystmOne home screen select the patient's tab.



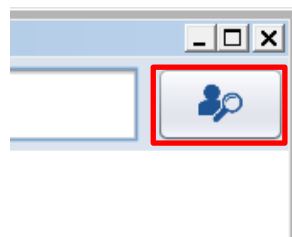
2. You can search for your resident using either the NHS number, date of birth or first name and surname together. (You can type in **only** the first 3 letters of first name and surname.)



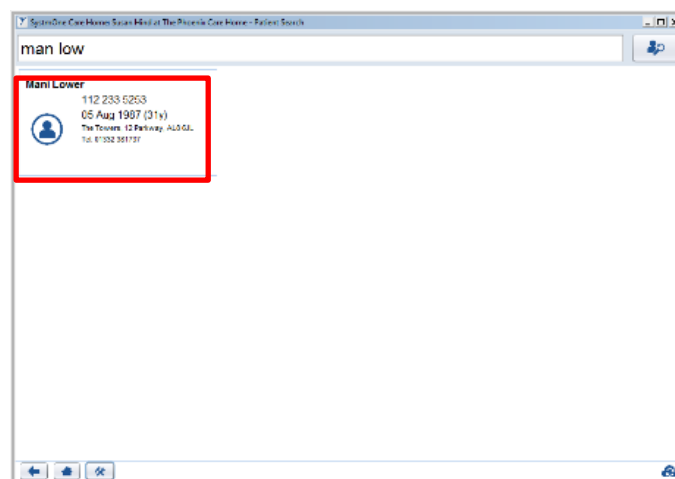
**Note:** - your residents will appear in the white space under the search bar for 1 day, after that they will be removed from the white space and you would need to search for them. The residents remain on the device until care is ended.



- Once you have typed in your resident's details using your preferred option please either select the icon in the top right-hand corner or press enter on your keyboard.



- Your resident will appear in a small tile box, please click into the box to view your resident's record



End of Guide