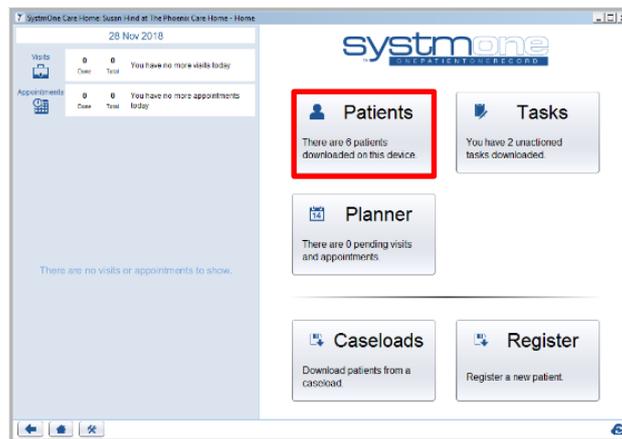


**IMPORTANT:**

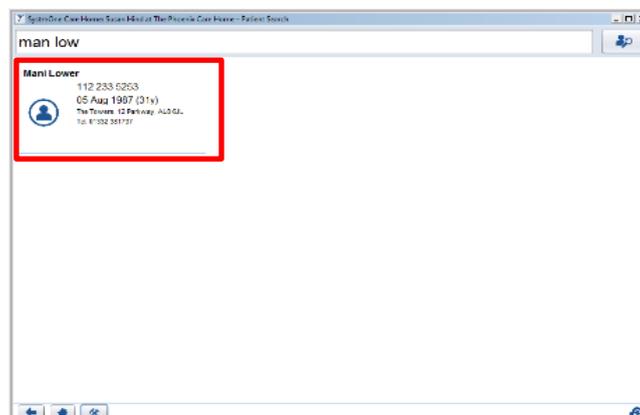
- New users **must** have training before using SystmOne.
- Staff **should not use** any other users log in details. (This will result in a breach of confidentiality.)
- You will see the blue bar downloading at the bottom of the screen **please always let this complete**.
- If you have **forgotten your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

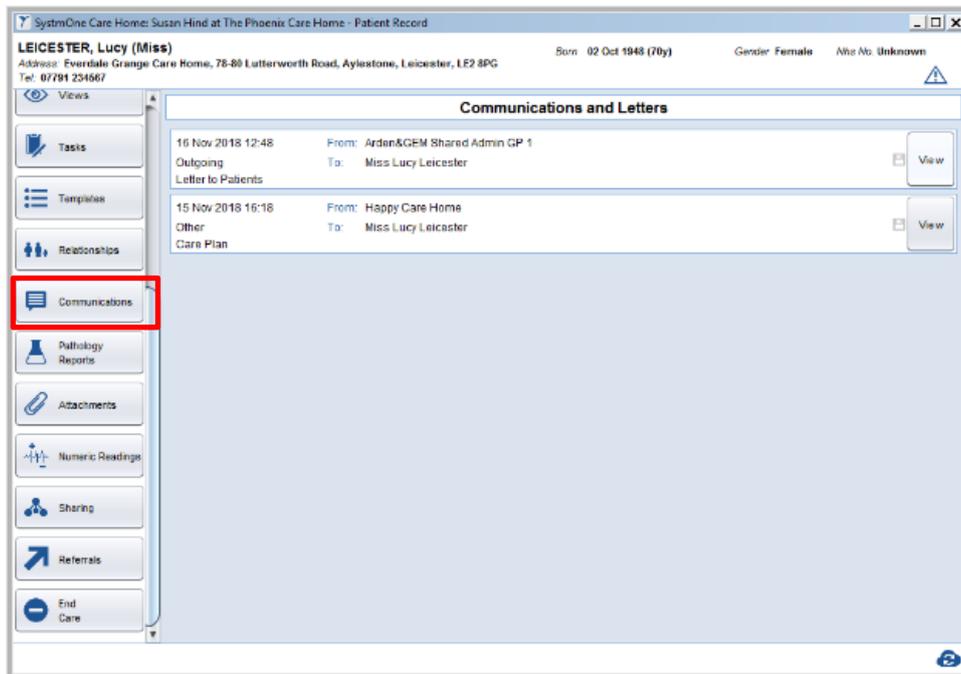
1. Please open your residents record, using the **'Patients'** Tab



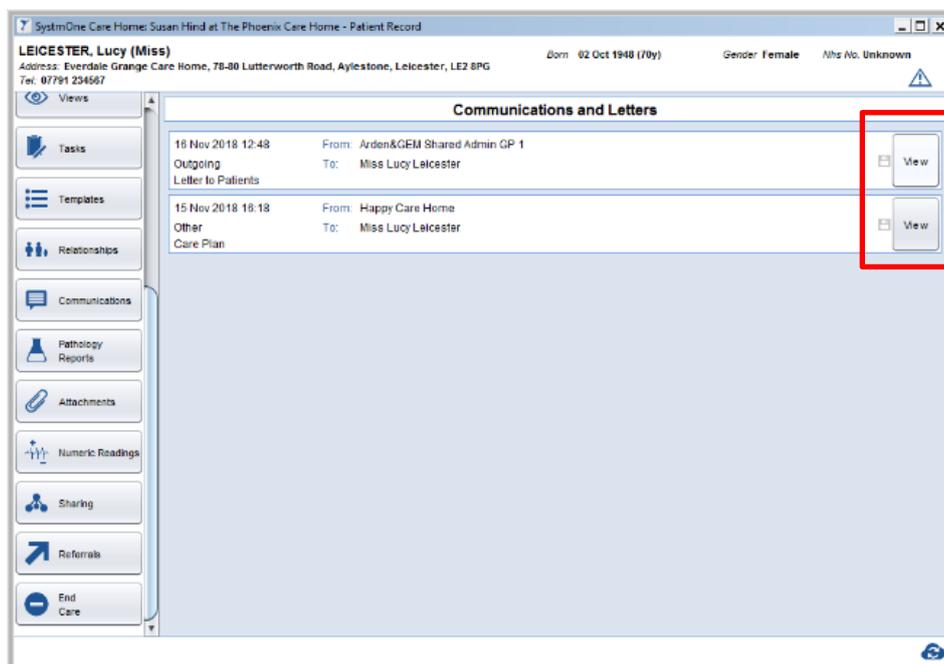
2. Search for your resident's record, using **NHS number, date of birth or first and last name together**.



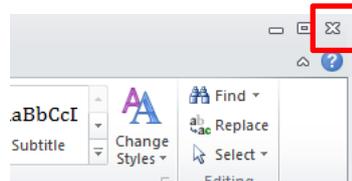
3. Click on '**Communications**' tab



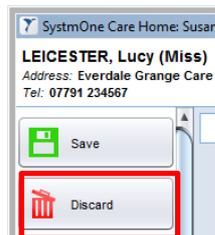
4. Click '**View**' to open the document. The letter will open either in Microsoft Word or as an image depending on how it has been saved.



5. Close the document or image using the **cross** in the top right hand corner.



6. Click '**Discard**'.



Please note: - always '**Save**' the record if you have added any date or sent a task, if you '**Discard**' out of the record all the work done will be lost.

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End of Guide