

IMPORTANT:

- > New users <u>must</u> 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.**

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3. Click on 'Communications' tab

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

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

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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.

End of Guide_____

