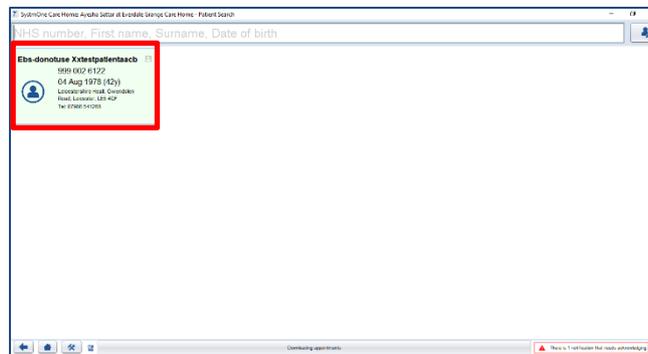


**IMPORTANT:**

- 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.

**Managing Relationships - Adding New Relationships**

1. Open a Residents Record



2. Select 'Relationships' from the toolbar



3. To add another relationship, click 'Record New Relationship'



4. Select the appropriate **category**

5. Add as much **contact information** as you are able to then click **'Save'**

6. The new relationship will now appear on the screen – **'Save'** the record

| Name (Relationship)             | Contact method   | Contact details   |
|---------------------------------|------------------|---|
| Tilly Tulip (Daughter)          | Telephone        | 07799 876 5432  |
| Lionel Leicester (Brother)      | Telephone        | 0115 075 5432<br>07791 237890   |
| Tilly Tulip (Carer)             | Telephone        | 112 Melton Road<br>Thurmaston<br>Leicester<br>LE4 8ED<br>07799 876 5432 |
| Mary Marigold (Daughter-in-law) | Telephone<br>any | 0779 6566666<br>marymarigold@email.com                                  |

End of Guide