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.

Port Error

- 1. If you do not logon to SystmOne Mobile working and download the updates on regular basis i.e. blue bar running at the bottom of the screen (normally this could take 20 minutes), this may result in you not being able to log in to SystmOne or getting the following Port error.
- 2. If you see the following error, please contact our **Service Desk Team**, a member of our training team will try and install new software remotely or may have to collect the laptop from site for re-installation.

stmOne Mobile Wor	rking Community: Legin	-	đ
		ок	
	ch1234		
	You cannot log in for the first time without access to the internet. Please check your internet connection. If you are connected to the internet then please che that the necessary port is enabled by following the link below. If your web browser cannot display the webpage, please contact your local T helpdesk askin them to enable the necessary port.		
	Login		
ig pursuant to the	Solution and any information if contains is limited to authorised users only. Legal action can be taken against unsufforfised use of, or unauthorised access to, this computer/Solution and/or any information Computer Misuse Act 1990. If you are an authorised user, by proceeding to access and use this computer/Solution and/or the Information II contains, you are accepting any terms of use, notices and po within it or which have otherwise base drawn to your attention as an authorised user.		

End of Guide

