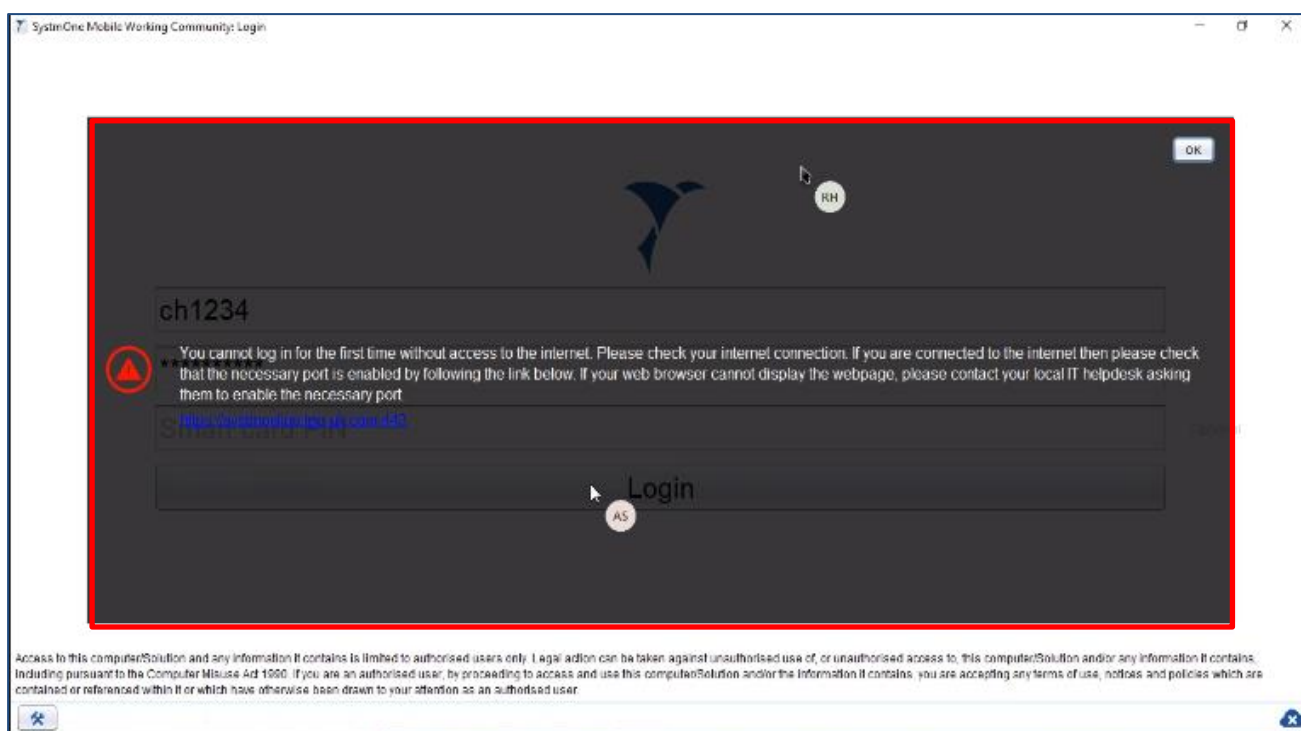


**IMPORTANT:**

- 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.

**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.



End of Guide