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.

SystmOne Home Screen Navigation

Once you log in to SystmOne Mobile working with your username, password and memorable information you will see the following Home screen.

Within SystmOne Home Screen for Care Homes <u>you will only use the three tabs</u> as shown below. **Planner** and **Caseloads** are <u>not</u> used by Care Homes.

- 1. Patients This allows you to search for your residents records
- 2. Tasks This allows you to complete or update tasks between yourselves and the GP Practice
- 3. Register This allows you to register and download your resident's records.

Note: - When you register your residents, you will see the number of residents on your device under the patients tab; thereafter this will show as 0. Your residents are still registered on the device so **please do not re-register** any residents. You will need to search for the resident by clicking into the **Patients tab**.



End of Guide

