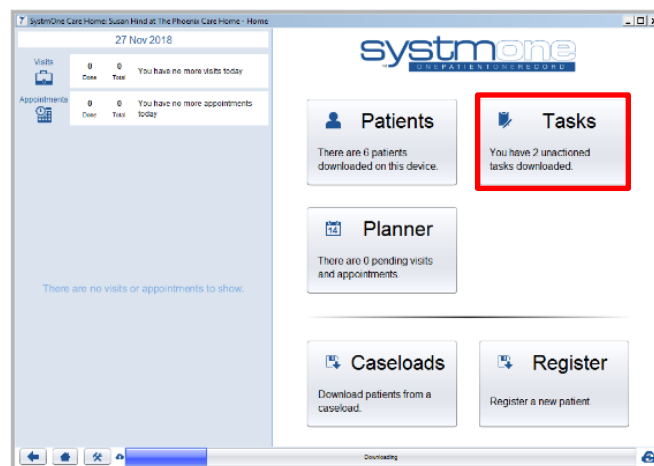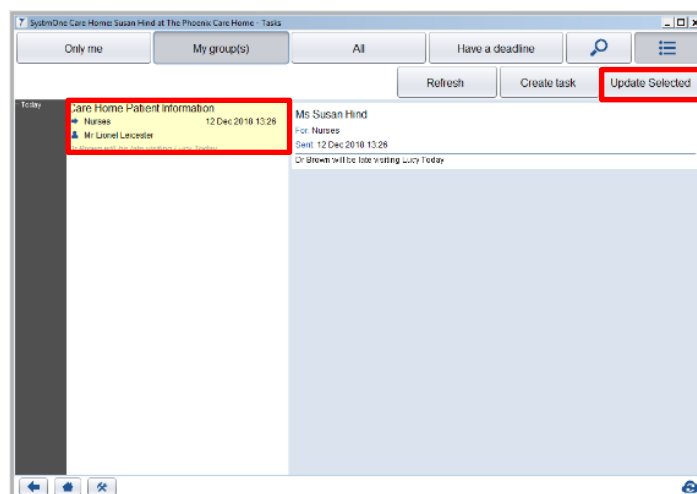**IMPORTANT**

➢ 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.
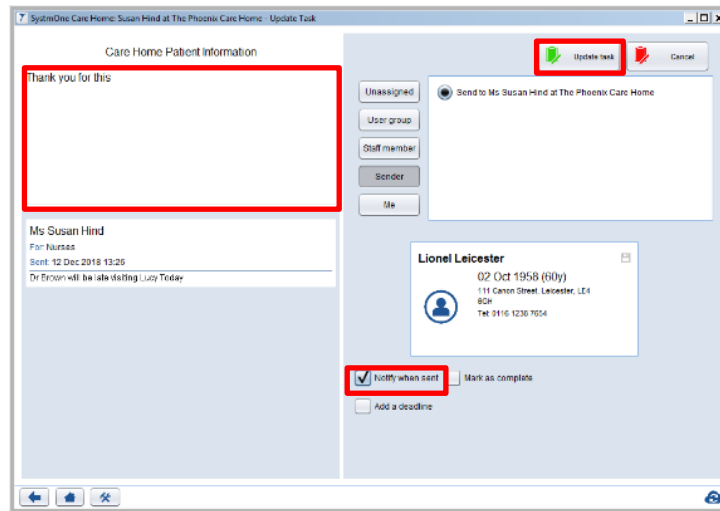
Updating Tasks On SystmOne

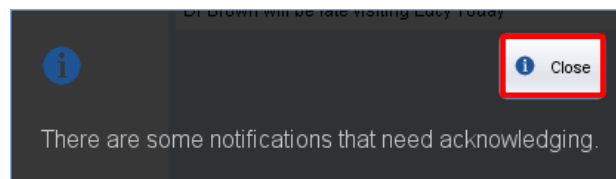1. From the SystmOne home screen please select the '**Tasks**' tab.

2. From the Task inbox, please select the '**All**' Tab. Highlight the appropriate task then click the menu button, then click **Update Selected**.
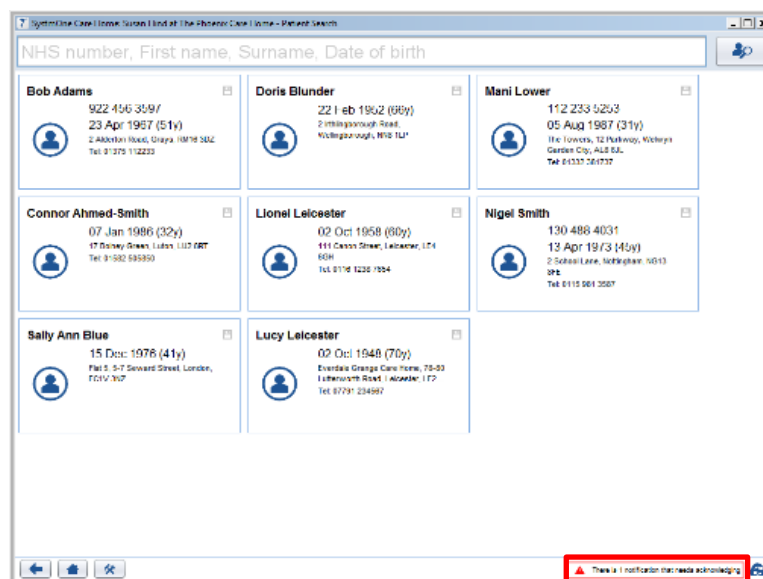
3. Click on the Sender button,
   a. Type your reply in the large box on the left.
   b. You can select '**Notify when sent**'
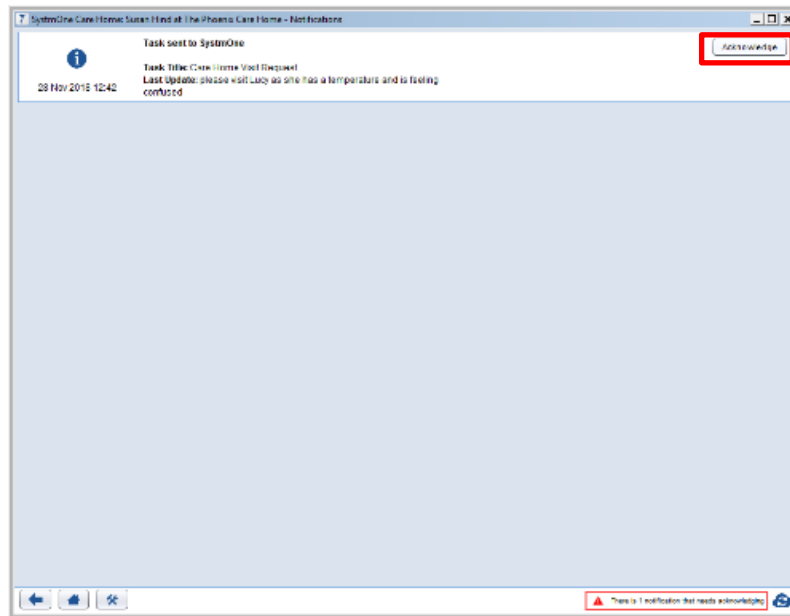   c. Then click **Update Task**.

Note: - when creating the task if you selected the '**Notify when sent**' box, you will see this screenshot. Please close the box.
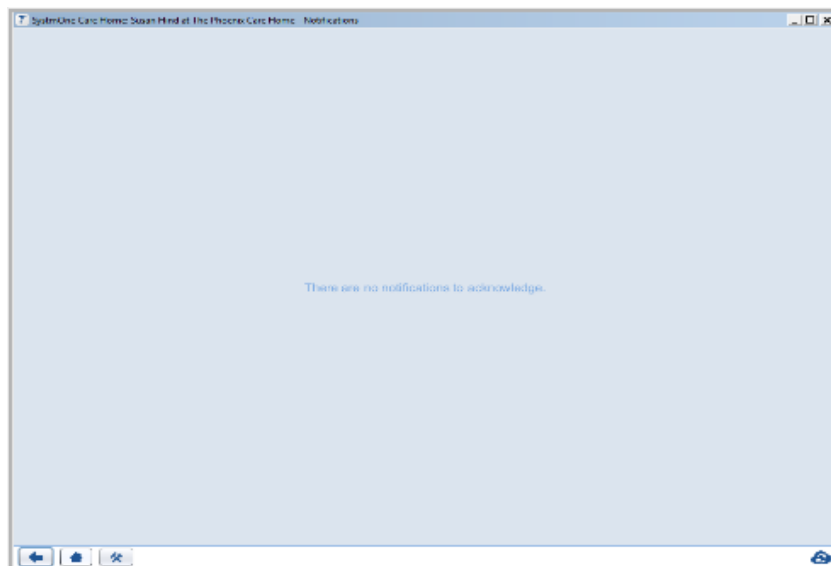

4. Click on the red message in the bottom right hand corner.

Updating Tasks in SystmOne

5. Select '**Acknowledge**' This automated notification tell you that the tasks successfully sent to the GP practice (or highlights that there is a problem).

6. Select the **Home Icon** in the bottom left-hand corner to get back to the home screen.

_____End of Guide_____