

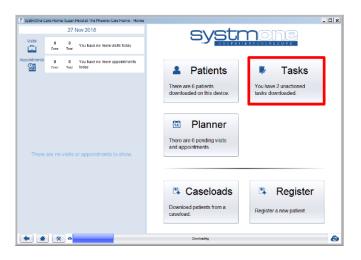
1 Page

## **IMPORTANT**

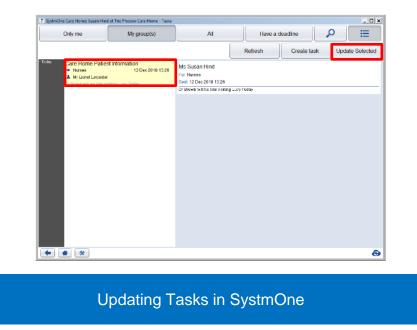
- > New users <u>must</u> have training before using SystmOne.
- Staff **should not use** any other users log in details. (This will result in a breach of confidentiality.)
- > You will see the blue bar downloading at the bottom of the screen please always let this complete.
- If you have forgotten your 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.

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**.





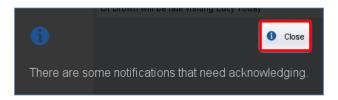




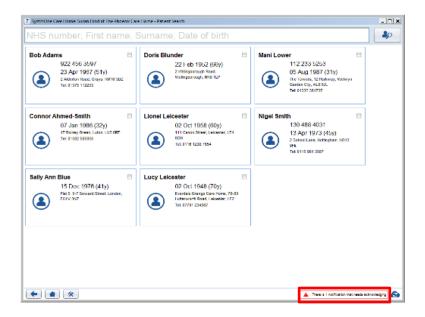
- 3. Click on the Sender button,
  - a. Type your reply in the large box on the left.
  - b. You can select 'Notify when sent'
  - c. Then click Update Task.

7 SystmOne Care Home: Susan Hind at The Phoenix Care Home - Update Task	_ [] ×
Care Home Patient Information	👂 Updala task
Fhank you for this	Ulassigned Send to Mc Susan Hind at The Phoenx Cale Home User group Staff member Ne
Mis Susan Hind Fan Nansa Sent 12 Dec 2018 13:26 Dr Brown-still be iale stating Lucy Today	Lionel Leicester E 02 Oct 1958 (60y) OC Unit Gene Lisester, LE4 Sch Tet 3116 1230 7854
	Victry when sert
• • *	8

**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).

Systmüne Care Home: St	san Hind at The Phoenic Care Home - Notifications	_ □ 1
-	Task sent to SystmOne	Acknowledge
0	Task Title: Care Home Visit Request	
-	Last Update: please visit Lucy as she has a temperature and is feeling	
28 Nov 2018 12:42	confused	
<b>←`[#][</b> %]		
		offication that needs acknowledging 💰

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

