Newcomers and Leavers

SystmOne

A guide on how to register new users
and remove any leavers

Content

1. Introduction

This document outlines the steps required to register and remove users from the DXS Point-of-Care system. It is very important to follow the subsequent steps; this will ensure that the user sees the correct CCG documents. Failing to do so may result in the incorrect CCG documents being displayed.

2. SystmOne Newcomers

1. Follow your usual local practice procedures for adding a new user to SystmOne by clicking:
   - Setup
   - Users & Policy
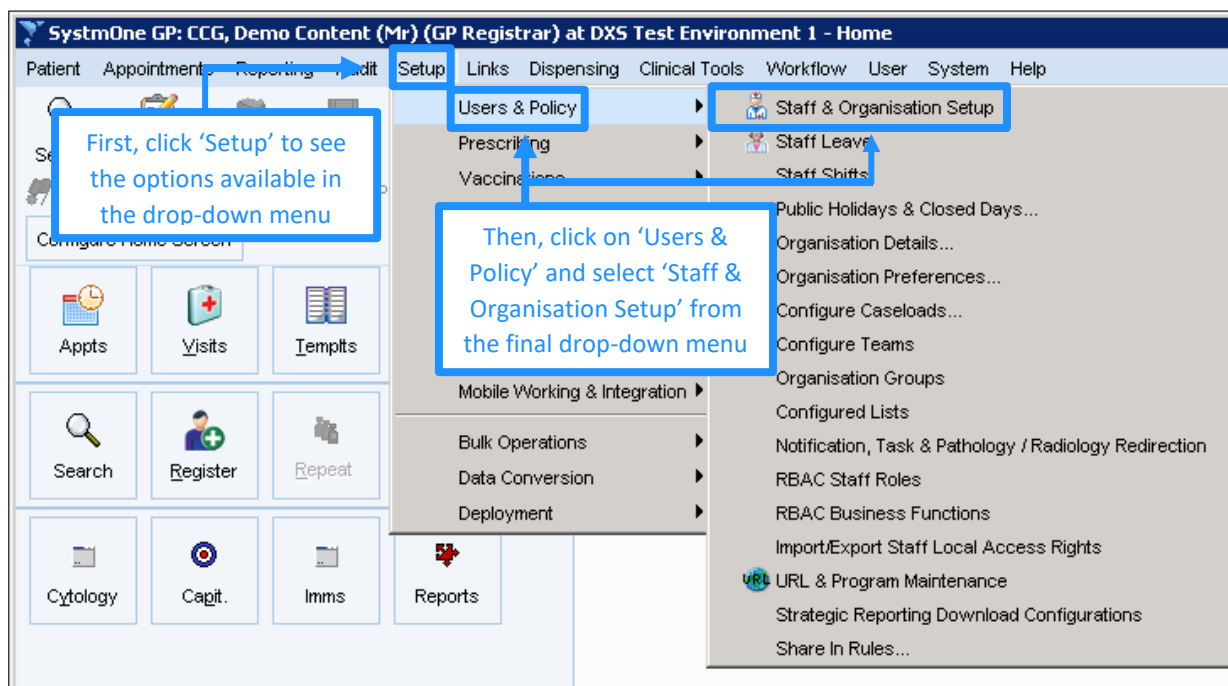   - Staff & Organisation Setup

Figure 1: Creating a New User
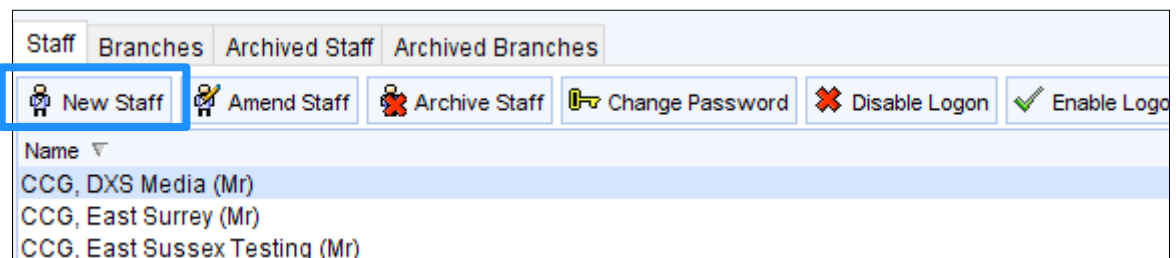
2. Select "New Staff" to create the new user.

Figure 2: Select New Staff

3. Enter all the relevant user details and click "Ok".

Figure 3: Enter Relevant Details

4. Once the new user has been set up in SystmOne, login as that new user. When a new user logs into their system, they will be prompted to approve DXS for use with SystmOne.

5. Click on the "DXS Home" button to open DXS.

Figure 4: Home Button on the DXS Toolbar

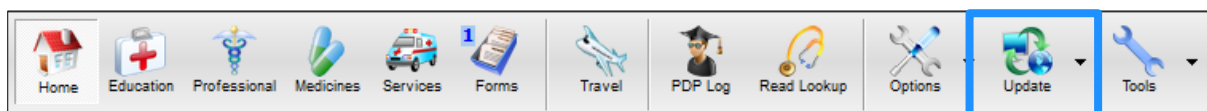6. On the DXS main toolbar, click on "Update".

Figure 5: Update

7. After the update has completed please send an email request to support-uk@dxs-systems.com, detailing the names of the new users, your practice name, NAC/ODS code and CCG name.

8. The Support Desk will then ensure that the users are Registered and Subscribed to your local CCG content.

3. Troubleshooting

If DXS does not load on a workstation, ensure that the workstation has been approved to use DXS in SystmOne.

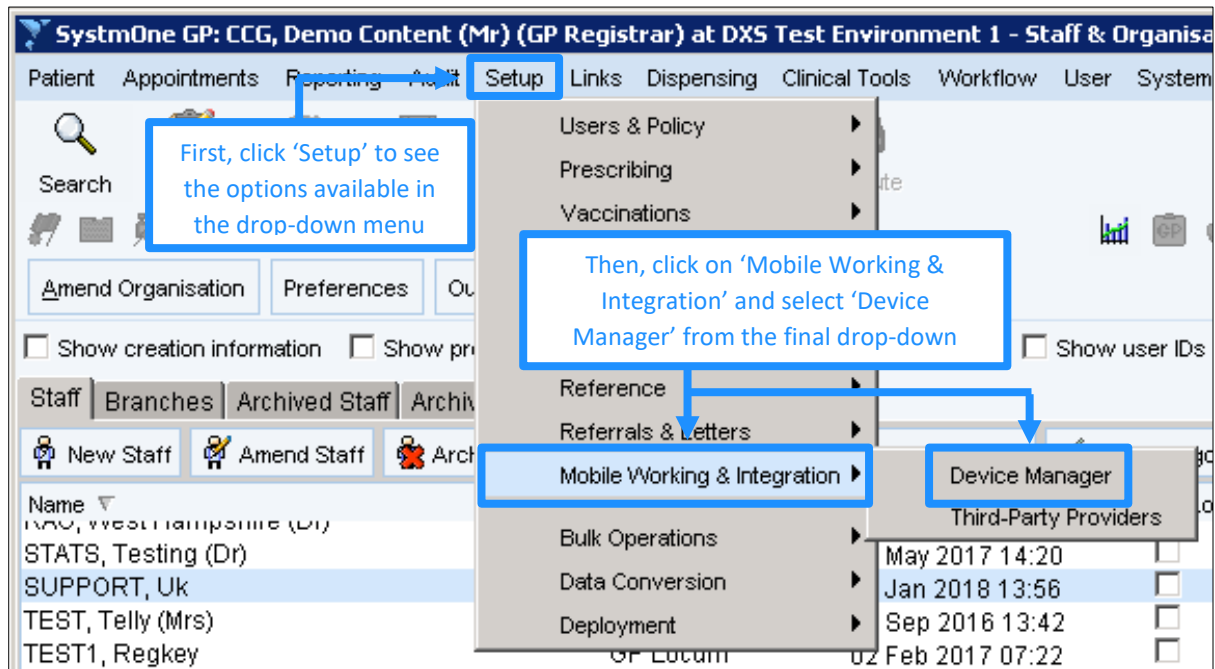1. Click on "Setup" and then "Mobile Working & Integration" then click on "Device Manager"

Figure 6: Setup

2. Click on the "Blocked" folder on the left of the screen to display any blocked workstations.
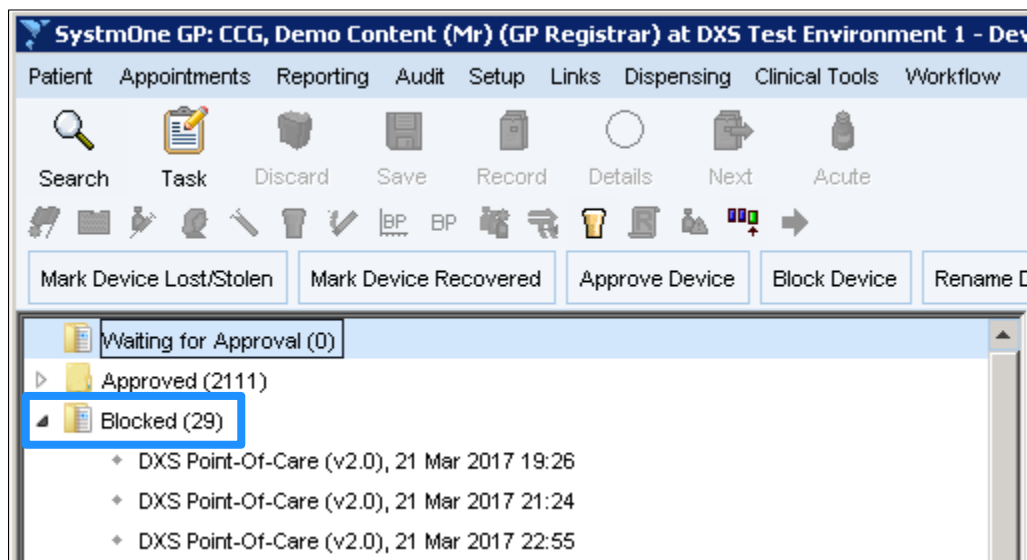

Figure 7: Blocked Folder

3. Those workstations will not allow DXS to load which means that they need to be approved. Right Click on each of the items in the list and then left click on "Approve Device".
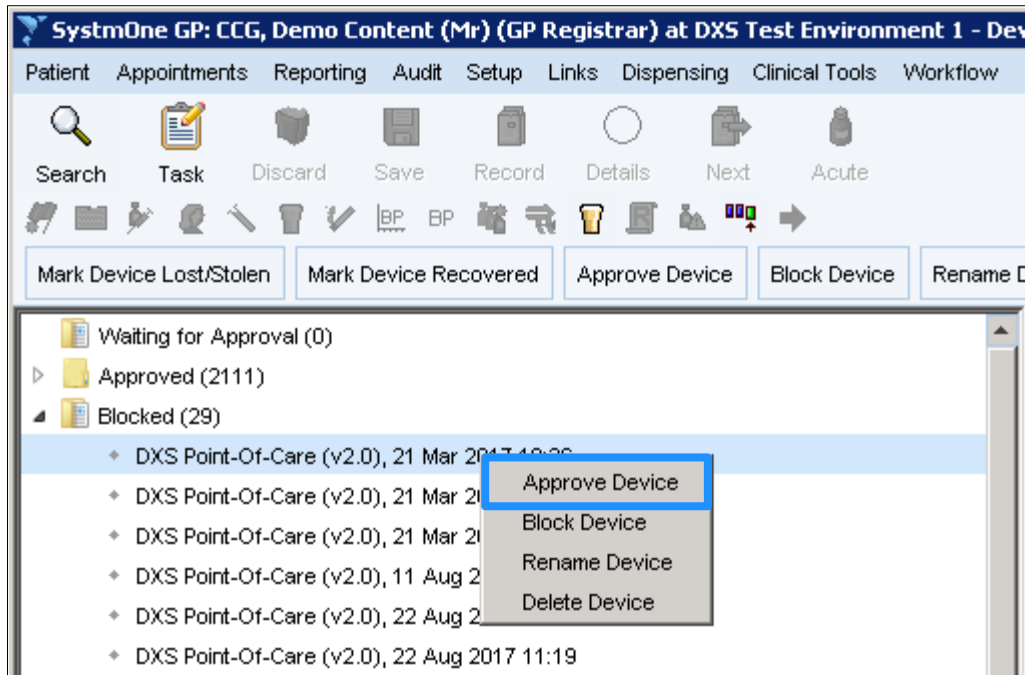

Figure 8: Approve Device

4. Repeat the process for the other items in that list.

4. Auto-subscription

New users will have access to their CCG content and/or shared content as soon as they open DXS. They inherit this content based on what other users at their practices are subscribed to. They will, however, still need to be registered for reporting and other purposes, but this will not impact the user directly as they will already be able to see their content.

In the case of new practices, user will still need to be registered and subscribed manually before they can see content, seeing that there has never been a subscription from which these users can inherited content.

5. Systmone Leavers

When a user leaves your practice please disable their account profile in SystmOne in accordance with usual local practice procedures. This will also disable their account profile in DXS.

6. DXS Support

6.1 Problems?

If you are having any problems registering or removing users or experiencing any technical issues with DXS Point-of-Care, please get in touch with our service desk and one of the members of our team will be more than happy to help you.

✉ **support-uk@dxs-systems.com**
☎ **0800 028 0004** option 1

6.2   Service desk hours of operation

Monday–Friday	07:30–19:00
Saturday	09:00–13:00
Sunday	Closed

6.3   DXS Training

To view more DXS Training Guides visit our training website at http://training.dxs-systems.com/.