

# Newcomers and Leavers SystmOne

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



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#### 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.

	Staff	Branche	es Archived Stat	ff Archived Branc	hes			
	စို Ne	w Staff	🛱 Amend Staff	Rrchive Staff	🕞 Change Password	🗱 Disable Logon	V Enable Logo	
	Name V							
	CCG, DXS Media (Mr)							
	CCG, East Surrey (Mr)							
	CCG, East Sussex Testing (Mr)							
Elevera 2: Colorth New Chaff								

#### Figure 2: Select New Staff

New Staff Details						
Global Settings	Local Settings Local	Access Rights Skil	I Sets Additi	onal Languages		
<sub>[</sub> Personal Detai	ils					
Title	First na	me	Middle names	:	Surname	
Name	Alina				Blaauw	
Initials Mr	<b>↑</b> w	hen creating your	users in			
Gender	s 💾 Sys	stmOne please en	sure that			
Contact De Mis	ss yo	u choose a "Title"	(such as			
Usual organi Dr	n	Mr, Dr, Miss, e	tc.)	<b>•</b>		
Mobile Pro	of					
Email Mo	re litles					
_ Professional D	etails					
National ID	GMC	• 01		GMC Website		
Nationality			GMP	n		
Qualifications		. 00.				
Logon Details-						
User logon name	e		P	assword		
Time before system lockout 20 🗧 Minutes						
Lockout warning prompt 60 🗧 Seconds						
Number of invalid password attempts permitted 3						
Lifetime of password 30 ≑ Days						
Smartcard ID						
		Qk	<u>C</u> ancel			

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".

Home Education Professional Medicines Services Forms Travel PDP Log Read Lookup	pptions Update	Tools
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#### Figure 5: Update

 After the update has completed please send an email request to <u>support-uk@dxs-</u> <u>systems.com</u>, 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"

🍸 SystmOne GP: CCG, Demo Content (I	Mr) ((	5P Regist	rar) at DXS	Test Env	ironm	ient 1 - St	aff & O	rganisa
Patient Appointments P <mark>operting Ad</mark> iat	Setu	o Links	Dispensing	Clinical Te	ools	Workflow	User	System
First, click 'Setup' to see   Search   First, click 'Setup' to see   the options available in   the drop-down menu   Amend Organisation   Preferences Out		Users & Policy Prescribing Vaccinations Then, click on 'Mobile Working Integration' and select 'Device			tte king & evice	k -	krit	
Show creation information 🛛 Show pro		Mana	ger' from the	e final dro	p-dow	/n 🗖	Show	user IDs
Staff Branches Archived Staff Archiv		Referer Referra	ice Is & Letters	•			~	hc
		Mobile V	Vorking & Inte	gration 🕨		Device Ma	anager	
STATS, Testing (Dr)		Bulk Op	erations	)-	May	Third-Part 2017 14:2	y Provic O	lers
SUPPORT, UK		Data Co	inversion	•	Jan :	2018 13:50	6	
TEST, Telly (Mrs) TEST1, Regkey		Deployn	nent	• 02	Sep Feb	2016 13:4 2017 07:2	2 2	

Figure 6: Setup

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



Figure 7: Blocked Folder

 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".



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
- **2** 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 <a href="http://training.dxs-systems.com/">http://training.dxs-systems.com/</a>.