

STANDARD OPERATING PROCEDURE DOCUMENT

Title		Logging onto the Adastra V3 Clinical System		Doc. No.	IT103
Scope		Operational Directorate			
Purpose		To ensure all administration and operational staff are able to logon to the Adastra Clinical System.			
GUIDELINES		<u>Adastra Clinical System</u> The Adastra Clinical system is Urgent Care 24 main clinical system. The purpose is to securely input, store, transfer and manage patient information. The Adastra Clinical System is supported by Advanced Health and Care.			
PROCEDURE				RESPONSIBILITY	
1	To logon to the Adastra Clinical System you first need to logon to the Urgent Care 24 Network. (For more information please refer to the Logging onto the Urgent Care 24 Network SOP)			UC24 Employee	
2	Once you have logged onto the Urgent Care 24 network, you can then logon to the Adastra Clinical System by following the below steps.			UC24 Employee	
3	Open the web browser Internet Explorer and enter the following web address in the address bar. https://nww.advhc.net			UC24 Employee	
4	You will then be presented with the Citrix NetScaler gateway login Screen. Enter the username and password provided to you by a member of the IT department and then click the login button. At present Out of Hours username is as follows: Username: UC24_User			UC24 Employee	

	Please contact a member of the IT department or the shift manager for the password to logon to the Citrix NetScaler gateway. The IT department can obtain the user credentials from the Adastra System Level Security Policy.	
5	If you receive a message preventing you access to the Adastra Clinical System log the issue with a shift manager so they can escalate to Advanced Health and Care.	UC24 Employee
6	Once you have logged onto the Citrix NetScaler gateway screen you will then be presented with the live and training versions of the Adastra V3 system. Click on the appropriate application to load the login screen.	UC24 Employee
7	Once the screen has loaded enter your Adastra V3 username and password and click the login button. Users who have NHS smartcards can click the smartcard button to login.	UC24 Employee
8	If you receive an error message preventing you access to the Adastra V3 clinical system log the issue with the shift manager or a member of the IT department to resolve.	UC24 Employee
9	If you try to logon with your smartcard but the smartcard button is greyed out please make sure you have selected a location of where you are operating from. Once	UC24 Employee



Urgent Care 24

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Title	SOP IT103- Logging onto the Adastra V3 Clinical System	Doc. No.	IT103
Version	V2.1		
Approving Managers/Committee			
Date Ratified			
Department of Originator	Information Management and Technology		

Responsible Executive Director		Director of Finance	
Responsible Manager/Support		IT Manager	
Date Issued		10/11/2015	
Review Date		January 2019 or when there is a change in the process.	
Target Audience		Clinical and Operational Staff	
Version	Date	Control Reason	Accountable Person for this Version
Reference documents		Electronic Locations	Locations for Hard Copies
		Urgent Care 24 Intranet / SOPs / * Clinical Operations Admin section <i>Please delete as appropriate *</i>	Standard Operating Procedures File in the Call Centre.
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