

Urgent Care 24

STANDARD OPERATING PROCEDURE DOCUMENT

Title	Logging onto the Urgent Care 24 Network		Doc. No.	IT101
Scope	Operational Directorate			
Purpose	To ensure all administration and operational staff are able to logon to the Urgent Care 24 network.			
GUIDELINES	<u>Urgent Care 24 Network</u> Logging onto the Urgent Care 24 Network allows administration and operational staff access to resources that allow the users to perform their given roles. These resources include shared directories, internet access, intranet access and access to clinical systems.			
PROCEDURE			RESPONSIBILITY	
1	To logon to the Urgent Care 24 network you must be allocated a username and password by a member of the IT department. All user access is controlled through starters and leavers forms sent by the HR department.		IT / HR department	
2	If you have been allocated a username and password you then can logon on to the Urgent Care 24 network on any of the computers located at the Wavertree base of operations. All computers use the Microsoft Windows 7 operating system.		UC24 Employee	
3	To logon onto the computer, press the CTRL, ALT + DELTE button together. This will allow you to enter the username and password supplied by the IT department.		UC24 Employee	
4	Once you have entered your username and password click the arrow next to the credentials to logon.		UC24 Employee	

5	If you receive a message preventing you access to the UC24 network log the issue to the supervisor, manager on call or a member of the IT department if onsite.	UC24 Employee
6	<p>If a user cannot logon onto the network to perform their shift please speak to the shift manager or contact the IT team; in the case of 111 use the appropriate generic account below after speaking to the shift manager.</p> <p>Out of Hours User:</p> <p>NHS 111:</p> <p>Username: uc24111</p> <p>Please contact a shift manager or a member of the IT department for the appropriate password. The logon credentials are secured within the Network System Level Security Policy with the IT shared drive.</p>	Urgent Care 24 Shift Manager



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Title	SOP IT101- Logging onto the Urgent Care 24 Network	Doc. No.	IT101
Version	V1		
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 2018 or when there is a change in the process.	
Target Audience		All 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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