

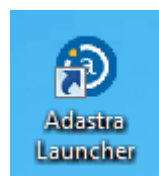
STANDARD OPERATING PROCEDURE DOCUMENT

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.			

RESPONSIBILITY for Carrying out the steps below – UC24 Employee.

Adastra Smart Client Login Steps

1. Find the 'Adastra Launcher' icon on your desktop.



2. Click on the drop down box.

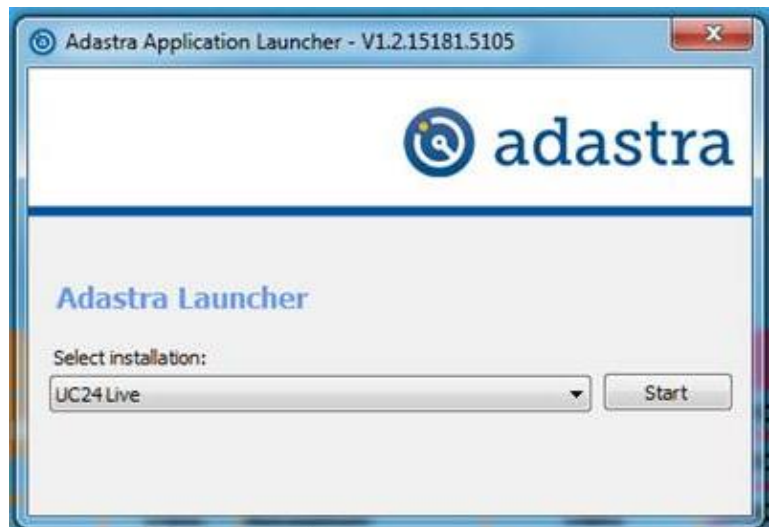
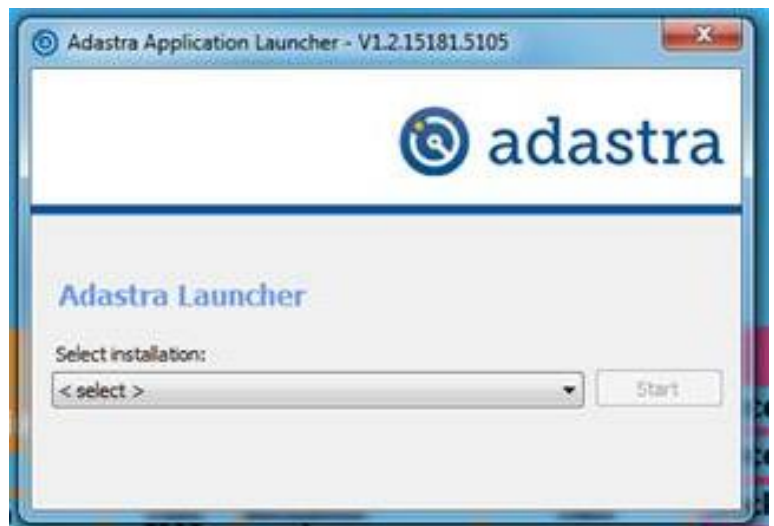
3. Select 'UC24 Live'.

4. For trainers, select 'UC24 Training'.

5. Select your site location.
(‘UC24 Wavertree Base’ etc.)

6. Enter your usual Adastra username
and password.

**Citrix logins will no longer be needed,
you will only need to follow these
steps from now on.**



	Please contact a member of the IT department or the shift manager if you have forgotten your password to logon to the Adastra. The IT department can obtain the user credentials from the Adastra System Level Security Policy.
8	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.
9	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.
10	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.
11	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



Urgent Care 24

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Title	SOP IT103- Logging onto the Adastra V3 Clinical System	Doc. No.	IT103
Version	V2.2		
Approving Managers/Committee			
Date Ratified			
Department of Originator	Information Management and Technology		
Responsible Executive Director	Director of Service Delivery		

Responsible Manager/Support			IT Manager
Date Issued			25/06/2018
Review Date			June 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
2.2	26/06/2018	Application Upgrade	Joseph Okwu
Reference documents		Electronic Locations	Locations for Hard Copies
		Urgent Care 24 Intranet / SOPs / * Clinical Operations Admin section Please delete as appropriate *	Standard Operating Procedures File in the Call Centre.
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