STANDARD OPERATING PROCEDURE DOCUMENT

Title	Logging onto the UC24 Out of Hours Telephones	Doc. No.	IT104
Scope	**Operational Directorate**		
Purpose	To ensure all administration and operational staff are able to login to the UC24 out of hours telephones		
GUIDELINES	**UC24 Telephony System** **The Urgent Care 24 Telephony System is a MITEL Voice Over I.P based system housed at the Urgent Care 24 Wavertree Base. The purpose of the telephony system is to support Urgent Care 24 day to day operations for making and receiving calls to and from patients and healthcare professionals.** **All I.P handsets are configured on primary and secondary telephony controller which provides contingency in the event of power or loss of network connection. The phone lines are currently operating over on the NHS Network and the phone system and phone lines are supported by Solar Communications. All phones require an Agent ID logon in order to make and receive calls.**		

PROCEDURE		RESPONSIBILITY
1	To logon into the Mitel telephone handset, you first must be given an Agent ID logon by a member of the IT department. New logins are controlled through new starters and leavers forms received from the HR department.	UC24 Employee
2	Once you have been granted an agent ID login you can then login to the phone by following the below process.	UC24 Employee
3	On the Mitel handset click the button alongside the option **Hot Desk**	UC24 Employee
4	Then click the button alongside the option **Login**	UC24 Employee

5	Next enter your Agent ID provided by the IT department. This should be a four digit number e.g. **1411.** Once entered click the **OK** button	UC24 Employee
6	Once you have entered your extension you will then be prompted to enter your telephone pin. This is set to the same four digit Agent ID number. Once entered click the **OK** button	UC24 Employee
7	The screen will the refresh and you will be presented with a standard list of telephone options. These include: Make Busy, Headset, DND (Do Not Disturb) and Logout.	UC24 Employee
8	The Make Busy allows the user to stop receiving calls from the main telephone line they are connected to if they need to move away from the phones. To enter Make Busy mode press the button alongside **Make Busy** and then press the option **1**	UC24 Employee
9	If you try to log into your phone but are unable to login please log an issue with the shift manager, manager on call or a member of the IT department to resolve.	UC24 Employee

NHS

Urgent Care 24

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Title	**SOP IT104 - Logging onto the UC24 Out of Hours Telephone System**	Doc. No.	**IT104**
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	April 2018 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 Please delete as appropriate *	Standard Operating Procedures File in the Call Centre.

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