

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title		Uploading information to the Intranet		Doc. No.	IT112
Scope		IT Department	Administration Department		
Purpose		To ensure all administration and IT staff are able to upload information to the Urgent Care 24 Intranet.			
GUIDELINES		To be followed by Administration staff have appropriate access to upload information to the UC24 Intranet.			
PROCEDURE				RESPONSIBILITY	
1.	The following departmental user accounts have been setup to allow information to be uploaded to Intranet. These include HR, Finance, IT, Clinical, Operations, IG, Training and Health and Safety			Department Managers and Assigned Deputies	
2.	The user will have to log onto the Intranet using their departmental username and password. These user names and passwords are supplied only by the IT department. If there are issues logging in please contact a member of the IT department.			Department Managers and Assigned Deputies	
3.	Once logged onto the Intranet the user can then upload information under the following categories; News, Templates and Forms, Policy Documents and SOPs.			Department Managers and Assigned Deputies	
4.	To add documents to the Intranet, click the Manage Documents button. Once the screen loads click Add .			Department Managers and Assigned Deputies	
5.	You will then be presented with the screen requesting the Document Name, Type, File, Category and Short Description. Fill out the necessary fields and then click the Add button to upload the file.			Department Managers and Assigned Deputies	

6.	If you require to upload a new item, click the Manage News button, then click Add and repeat the process in Step 5 by entering in the details in the required fields and clicking the Add button.	Department Managers and Assigned Deputies
7.	Any documents uploaded to the Intranet have to set up as PDF documents. This converts the document into a non-editable format.	Department Managers and Assigned Deputies
8.	Under no circumstances should any patient, clinical, personal or sensitive information be uploaded to the Intranet. All information uploaded will be monitored and audited by the IT department	Department Managers and Assigned Deputies
9.	Any instance where the above procedure is not followed must be reported to the Head of IT	Department Managers and Assigned Deputies



Urgent Care 24

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Title	SOP IT112 Uploading Information to the Intranet	Doc. No.	IT112
Version	V2		
Approving Managers/Committee	Operational Directorate		
Date Ratified			
Department of Originator	Head of IT		
Responsible Executive Director			
Responsible Manager/Support			
Date Issued	13/07/2011		
Review Date	November 2016 or when there is a change in the process.		
Target Audience	Operational, IT Staff, Administration and Operational Directorate		

Version	Date	Control Reason	Accountable Person for this Version
V1-	2011-2013	Reviewed and updated accordingly	IM&T
V2	October 2015	Reviewed and updated accordingly	Head of IT
Reference documents		Electronic Locations	Locations for Hard Copies
		Urgent Care 24 Intranet / SOPs / Operations section	Standard Operating Procedures File in the Call Centre.
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