

STANDARD OPERATING PROCEDURE DOCUMENT

Title	Logging onto Microsoft Outlook for UC24 Emails		Doc. No.	IT102
Scope	Operational Directorate			
Purpose	To ensure all administration and operational staff are able to login to the email system			
GUIDELINES	<p><u>Microsoft Outlook</u></p> <p>Microsoft Outlook is used for Email communication between UC24 and external NHS employees. The servers are hosted by Informatics Merseyside and support service desk can resolve login / password issues. The service desk is contactable on 0151 296 7777.</p>			
PROCEDURE			RESPONSIBILITY	
1	To logon into Microsoft Outlook you must first logon to the Urgent Care 24 network unless trying to access your emails from outside the Wavertree headquarters.		UC24 Employee	
2	For the initial logon a member of the IT department will need to grant you a username, password and configure the outlook account for first time use.		UC24 Employee	
3	Once you have logged onto the Urgent Care 24 network double click the Microsoft Outlook shortcut .		UC24 Employee	
4	<p>If a shortcut is not available click the Windows Start button in the far left hand side of the screen. Then click on All Programs and scroll down to Microsoft Office. Click on Microsoft Office to display the office icons.</p> <p>Then click on the Microsoft Outlook icon to open. You can add a shortcut to your desktop by right click on the icon and clicking Send To, Desktop (Create Shortcut)</p>		UC24 Employee	

5	<p>Once you have clicked on the Microsoft Outlook icon or shortcut a new windows will display asking you to enter your username and password credentials. Your username should be displayed as follows:</p> <p>Username: xmerseyhc\your username Password: Your assigned password.</p> <p>Xmerseyhc represent the NHS network where the servers are hosted.</p>	UC24 Employee
6	<p>Once you have entered your username and password Microsoft Outlook will open. From here you can make and check received emails by using the Inbox and the New Email options.</p>	UC24 Employee
7	<p>When you click New Email, you can then click the To button to get access to all of the UC24 and NHS employee email addresses. To perform a search, enter the surname then first name of the employee.</p> <p>Once you find the employee you're searching for, double click the name to add to the email.</p>	UC24 Employee
8	<p>If you are access emails from outside of the Wavertree Headquarters you will need to use the Microsoft Outlook Web App. To access the Web App enter the following address https://mail.miaa.nhs.uk/owa into the Internet Explorer address bar.</p> <p>Then repeat steps 5-7 to send and receive emails.</p>	UC24 Employee
9	<p>If you try to log into your email 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.</p>	UC24 Employee
10	<p>If you password has expired please use the outlook password reset icon on the root of the shared drive. You will be required to enter your username and current password. If your password has not yet expired and you wish to change it, you can do this by logging into the outlook web App and clicking the 'Options' icon on the top right corner of the page, then selecting 'change your password' icon.</p> <p>Once entered you will then be presented with a new screen to change your password and confirm by re-entering the new password.</p> <p>If you are having issues please follow Step 9</p>	UC24 Shift Manager / UC24 Employee

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Title	SOP IT102- Logging onto Microsoft Outlook for UC24 Emails		Doc. No.	IT102
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. (Reviewed April 2017)			
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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