

STANDARD OPERATING PROCEDURE DOCUMENT

Title		Logging onto a Home Working Laptop		Doc. No.	IT110
Scope		Operational Directorate			
Purpose		To ensure all clinical staff are able to logon to the Adastra Clinical System and Mitel UCA software using the home working laptops.			
GUIDELINES		<p><u>Adastra Clinical System</u></p> <p>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.</p> <p><u>Mitel UCA software</u></p> <p>The Mitel UCA software allows home working clinicians to make and receive calls using the laptops provided to them by a member of the IT department. The software allocates a clinician an extension number to make and receive calls using the organisation SIP telephone lines.</p> <p><u>VPN connections</u></p> <p>VPN (Virtual Private Network) allows the home working clinician to connect the NHS N3 Network. The connection requires a security token and username in order to authenticate the user. Once the connection has been established only then will the user be allocated access to the Mitel and Adastra Clinical Software.</p>			
PROCEDURE				RESPONSIBILITY	
1	Switch on the laptop using the power button at the top of the keyboard.			UC24 Clinician	
2	Once the laptop loads you will then be presented with the Windows user logon screen. Two user accounts will be available. Logon using the account uc24.			UC24 Clinician	

3	Once the desktop has loaded make sure you have access to the Internet. The laptops will require a connection to your home internet connection in order to gain access to the operational software.	UC24 Clinician
4	Once you have establish an internet connection, double click the VPN Client icon located on your desktop.	UC24 Clinician
5	The VPN connection screen will then load. On this screen you should see the connection entry " North Mersey NHS VPN ". (If you don't see this connection please contact a member of the IT department.) Click on the connection entry and then click the Connect button to start the VPN connection.	UC24 Clinician
6	You will then be presented with a username and password logon box to complete before the connection is established. Enter the username and then click the button on the security token generate a number to enter as a password.	UC24 Clinician
7	Once the username and password has been entered you will then be connected to the VPN connection. You will receive a message confirming this and the pad lock in the right hand corner will display as locked.	UC24 Clinician
8	Now that you have established a VPN connection you now can connection to the Adastra V3 clinical software. To do this double click the Citrix Xen App shortcut located on the desktop or enter the following address in the Internet Browser. https://nww.advhc.net	UC24 Clinician
9	You will then be presented with the Citrix Xen App logon screen. Use the following credentials below to log into Citrix Xen App: Username: uc24_user Please speak with a supervisor or member of the IT department to be given the password. The password can be found in the Adastra System Level Security Policy within the IT shared drive.	UC24 Clinician
10.	Once logon has been established click on the Adastra V3 icon. A window may open at the bottom of the screen asking you to open, save or close the application. Click open to continue.	UC24 Clinician

11.	The next screen that will load is the Adastra V3 Clinical system logon screen. Use the credentials supplied by the IT department or UC24 trainers to gain access. If you are having problems logging in, please contact a supervisor or member of the IT department.	UC24 Clinician
12.	Once you have established the connection to the Adastra V3 Clinical System, the next action is to load the Mitel UCA software to make and receive calls.	UC24 Clinician
13.	To do this double click on the Mitel UCA shortcut located on your desktop. All calls internal and external are recorded for patient and employee safety.	UC24 Clinician
14.	The screen will then load and require you to enter the user credentials supplied by a member of the IT Department. If you are having any logon problems please contact the supervisor or a member of the IT department to resolve.	UC24 Clinician
15.	Once the screen loads you can then make calls by entering the phone number or internal phone extension number in the call box, click enter to initiate the call. Once the call has been initiated a new window will then display where the user can put the caller on hold, forward the call or terminate the call.	UC24 Clinician
17.	Once you have completed your shift please logout of all software applications and terminate the VPN connection before shutting down the laptop.	UC24 Clinician.
16.	All clinicians are trained in using all of the above software and the logon process. If you require further training please speak with a member of the IT department.	UC24 Clinician.



Urgent Care 24

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Title	SOP IT103- Logging onto a Home Working Laptop	Doc. No.	IT110
Version	V1		

Approving Managers/Committee			
Date Ratified			
Department of Originator		Information Management and Technology	
Responsible Executive Director		Director of Finance	
Responsible Manager/Support		Head of IT	
Date Issued		10/11/2015	
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Target Audience		Clinical 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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