STANDARD OPERATING PROCEDURE DOCUMENT

Title	IT New Starter Form		Doc. No.	IT123
Scope	IT Department			
Purpose	To ensure all IT staff are to create new user accounts for all of the IT systems used by administration, clinical and operational staff members.			
GUIDELINES	**To be followed by all members of the UC24 IT department when setting up user accounts for new employees.**			

PROCEDURE		RESPONSIBILITY
1	When a new starter joins the organisation, the department the staff member is joining is required to fill in a new IT starter form to allow the IT department to setup the user accounts. The starter form is to be emailed to the IT helpdesk email account IT@uc24-nwest.nhs.uk	All Departments
2	The following processes below detail the contact details the IT department will use when setting up new starter accounts.	IT Department
3	If a member of staff is working in the Administration Team, the following user accounts can be created by the contacting the following people: 1. UC24 Network Accounts – UC24 IT Department or AHCsupport@advancedcomputersoftware.com 2. UC24 Adastra Clinical System – UC24 IT Department or AHCsupport@advancedcomputersoftware.com 3. Rotamaster – UC24 IT Department or support@iqus.co.uk 4. Telephony – UC24 IT Department or support@solar.co.uk 5. Outlook – Itservicedesk@imerseyside.co.uk 6. Clinical Guardian – UC24 IT or Mike@clinicalguardian.com 7. Intranet – UC24 IT Department	IT Department

	8. DOS – UC24 IT Department https://nww.pathwaysdos.nhs.uk/app/controllers/login/login.php Then request a new account 9. Datix – support@datix.co.uk 10. E-Financials AHCsupport@advancedcomputersoftware.com	
4	If a member of staff is working for the In Hours Service SDU or Out of Hours Service SDU, the following user accounts can be created by the contacting the following people 1. UC24 Network Accounts – UC24 IT Department or AHCsupport@advancedcomputersoftware.com . If access is required for Knowsley sites contact the Knowsley Helpdesk. 2. UC24 Adastra Clinical System – UC24 IT Department or AHCsupport@advancedcomputersoftware.com 3. Rotamaster – UC24 IT Department or support@iqus.co.uk 4. Telephony – UC24 IT Department or support@solar.co.uk 5. Outlook – Itservicedesk@imerseyside.co.uk 6. Clinical Guardian – UC24 IT or Mike@clinicalguardian.com 7. Intranet – UC24 IT Department 8. DOS – UC24 IT Department https://nww.pathwaysdos.nhs.uk/app/controllers/login/login.php Then request a new account 9. Datix – support@datix.co.uk 10. E-Financials AHCsupport@advancedcomputersoftware.com	IT Department
5	If a member of staff is working for the NHS 111 service, the following user accounts can be created by contacting the following people: 1. UC24 Network Accounts – UC24 IT Department or AHCsupport@advancedcomputersoftware.com . If remote access is required to NWAS network contact the ictservice.desk@nwas.nhs.uk 2. NWAS Adastra Clinical System Citrix Xen App Accounts– AHCsupport@advancedcomputersoftware.com 3. NWAS Adastra Accounts and Adding of smartcard roles jude.emms@nwas.nhs.uk 4. Rotamaster – UC24 IT Department or support@iqus.co.uk 5. Telephony (Finesse and Phone Login) – ictservice.desk@nwas.nhs.uk 6. Outlook – Itservicedesk@imerseyside.co.uk 7. Clinical Guardian – UC24 IT or Mike@clinicalguardian.com 8. Intranet – UC24 IT Department	IT Department

9. DOS – UC24 IT Department
    https://nww.pathwaysdos.nhs.uk/app/controllers/login/login.php
    Then request a new account
10. Datix – support@datix.co.uk
11. E-Financials AHCsupport@advancedcomputersoftware.com

NHS

Urgent Care 24

STANDARD OPERATING PROCEDURE DOCUMENT

Title	SOP IT123 IT New Starter Form	Doc. No.	IT123
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	19/01/		
Review Date	November 2016 or when there is a change in the process.		
Target Audience	All 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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