



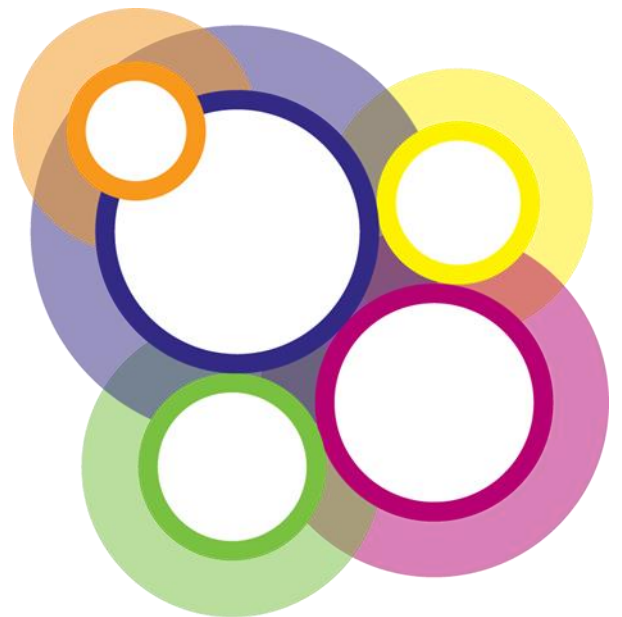
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North of England  
Commissioning Support

**NECS Clinical Systems Specialist Team**

# SystemOne - Introduction Mini Guide



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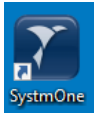
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## Log On

1. Put Smart Card into the card reader and enter your PIN
2. Double click **SystemOne Live** icon on the Desktop



3. Click **Log on with NHS Smart Card** to log on

Smart Card Authentication

Log on with NHS Smart Card

User Name & Password Authentication

Log on

4. Click **Log on** to the right of the required Practice/Surgery

General Practice	
CSC Demo GP Practice Privacy Officer, Last used 17 Feb 2020 13:10	Log on
NECS GP Manager, Last used today 08:29	Log on

## Lock or Switch Users

1. Press **F11** to lock SystemOne and remove your Smart Card

Lock Out Security ×

Miss Chris Burn  
NECS GP

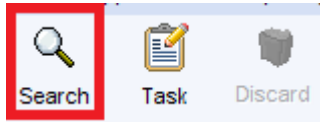
Password

2. To unlock, insert Smart Card, enter your PIN and then click **Ok**, or
3. Click **New User** if you are taking over this logon and enter details as normal

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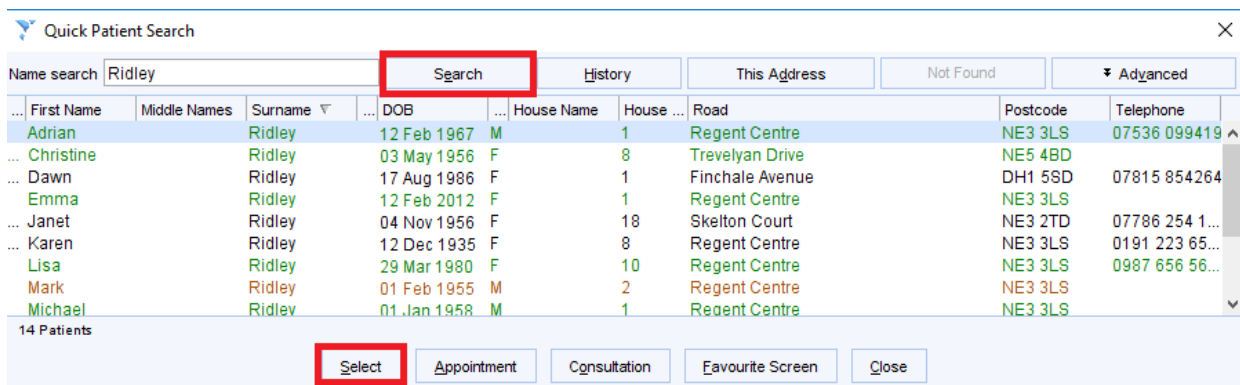
## Open a Patient Record

1. Click **Search**



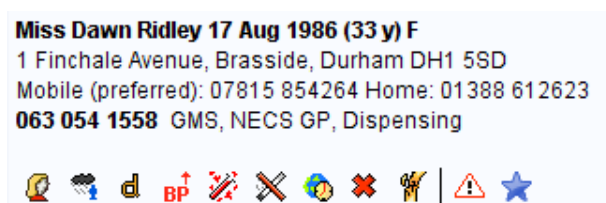
The Quick Patient Search window will be displayed

2. Enter Patient's name (first name then surname), date of birth or NHS number and click **Search**. (Use F1 Help to find an explanation of the colour coding used on the patient search).

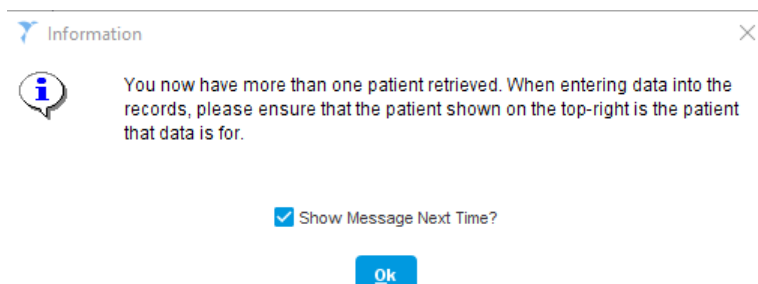


3. Highlight the required patient and click **Select**

The record will load with the Patient Demographic displayed in the top right of the screen



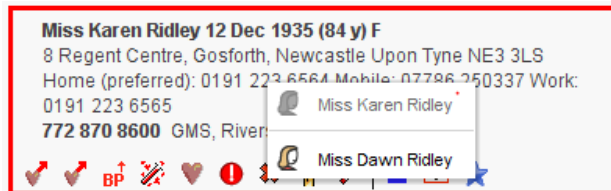
**Note:** If you already have a patient record open, you can open a further three records if necessary. Information will display to advise you.



The Patient Demographics box will show the details for the current patient surrounded by a red border

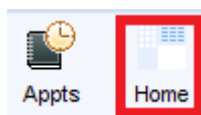


1. Right click over the Patient Demographics to see or swap the patients



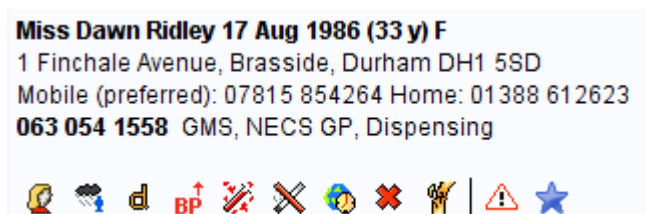
## Display the Home Screen

1. Press **F8** to return to the Home Screen from anywhere in the system, or
2. Click the **Home** button on the large toolbar (If configured)



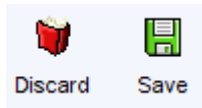
## Return to a Patient's Record

1. Click the **Patient Demographic** box from anywhere in the system



## Close a Patient Record

1. Click **Save** if you have recorded any new information on the record
2. Click **Discard** if nothing has been added or amended



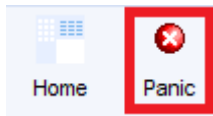
## Help Files

1. Press **F1** to open SystemOne online Help files

## Panic Button

To Activate the Panic Button

1. Press **CTRL + SHIFT + ENTER** on your keyboard, or
2. Click **Panic** (if configured)



All users logged into your system at that time, will see a displayed message that highlights that you require assistance. Staff will follow the practice / work process for that situation.

**Note:** Your SystemOne screen will not show any alert.

## Log Off / Shut Down

1. Click **Exit** button at the top right of the screen to close SystemOne