

Internet SystmOne User Guide

Introduction

Internet SystmOne has been developed as a short-term solution to aid clinicians working from home as part of the COVID-19 response. It enables access to SystmOne over a standard internet connection for those health and care professionals who are working remotely, with the aim of improving access to the Electronic Health Record and enhancing patient care.

Important Information

Before you begin to start the download of Internet SystmOne, please ensure you have your SystmOne Username and Password to hand.

You will also need to enter a Serial Number upon download.

This method of accessing SystmOne is a Two-Factor Authentication and you will not require your Smartcard. When you first log on, you will be prompted to send a one-time passcode to an email address registered on SystmOne. Please provide a work email address when requesting your username and password. The password will last for a total of 30 days.

To request a Username & Password, the Serial Number and to register your work email address, please raise a call with the Service Desk on 01709 428844.

Please note as you are not connected to an N3 connection, spine connectivity will not be available, which includes PDS (Personal Demographics Service) data, EPS (Electronic Prescription Service), SCR (Summary Care Record) and registering a patient record.

Terms and Conditions

You **must** have the following requirements on your personal device:

- Up to date antivirus
- Windows operating system which also applies on Mac devices
- **Do not** save any patient details onto your own device.

Depending on home wifi speeds, you will need to allow yourself around 30 minutes to download.

Your home device may ask for the devices Administrator password to give permission to download the software.

Please sign the below to agree to the above terms and conditions:

Staff Member Signature:.....

Once signed this form must be returned to your mentor / line manager to keep on file.

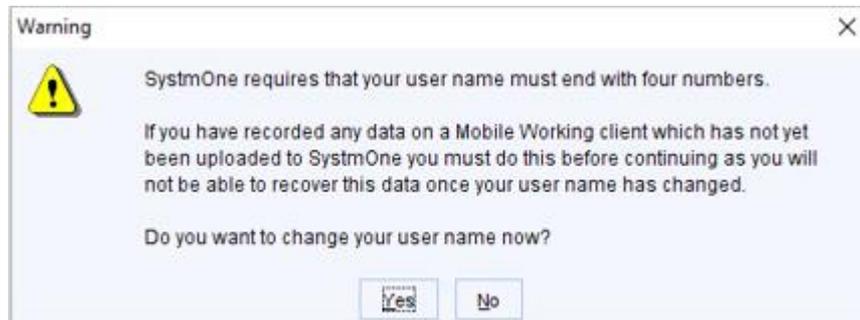
Internet SystemOne User Guide

To amend the username to add four digits

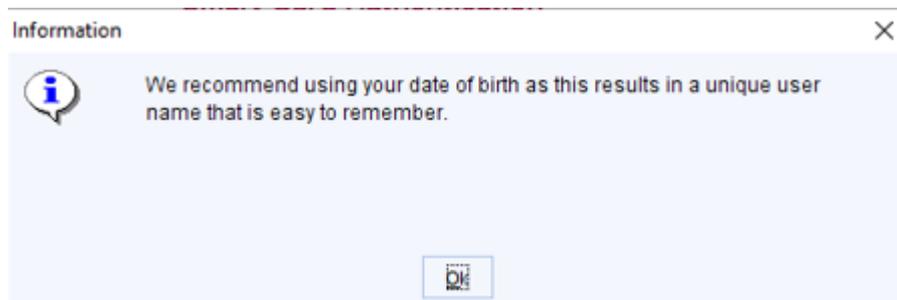
If your username does **not** have **four digits** after the name, follow the below instructions.

You will need to log into **SystemOne Live** with the username raised and password sent to your email address.

Once logged into **SystemOne Live** with the username and password, SystemOne will prompt to update the username, select Yes:

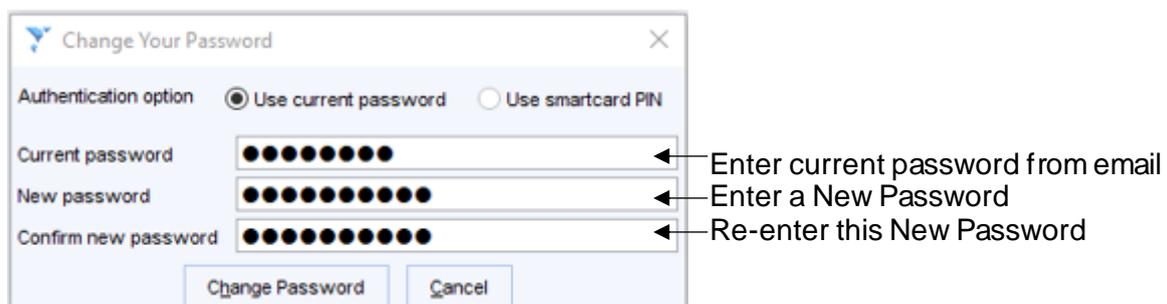


The below information will appear. It is recommended using date of birth as this results in a unique user name that is easy to remember, select 'Ok'.



Enter your details and select 'Ok'.

Once this has been updated, SystemOne Live will then ask the end user to update the password that was sent to their email address.



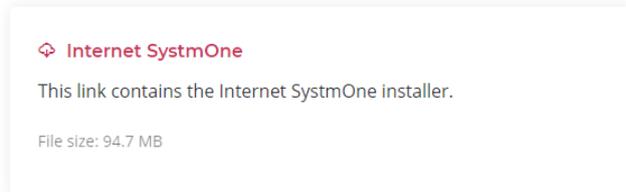
The New Password must be at least eight characters, with upper case and lower case, a number and a special character. Example: Rother1! (This is an example please do not use).

Internet SystemOne User Guide

Downloading Internet SystemOne

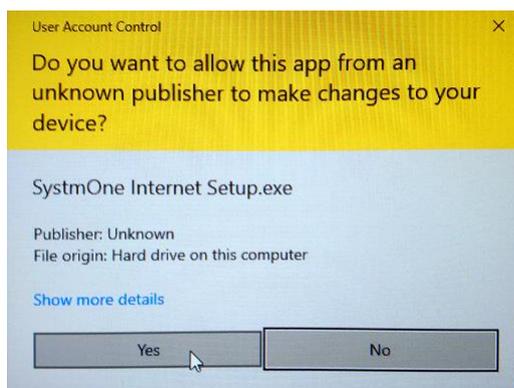
To download go to the [TPP Resources page](#).

Select 'Internet SystemOne' icon.



Extract the zip file and double click on the installer. The Setup wizard will display, select 'Next>'.

You may receive the following pop up, select 'Yes' to allow.



Internet SystemOne User Guide

Enter user name (your full name) and the serial number obtained from the Service Desk.

Setup - SystemOne

User Information
Please enter your information.

User Name:

Organization:

Serial Number:

< Back Next > Cancel

Leave the tick box to create a desktop shortcut and click 'Next'.

Setup - SystemOne

Select Additional Tasks
Which additional tasks should be performed?

Select the additional tasks you would like Setup to perform while installing SystemOne, then click Next.

Additional icons:

Create a desktop icon

< Back Next > Cancel

Internet SystemOne User Guide

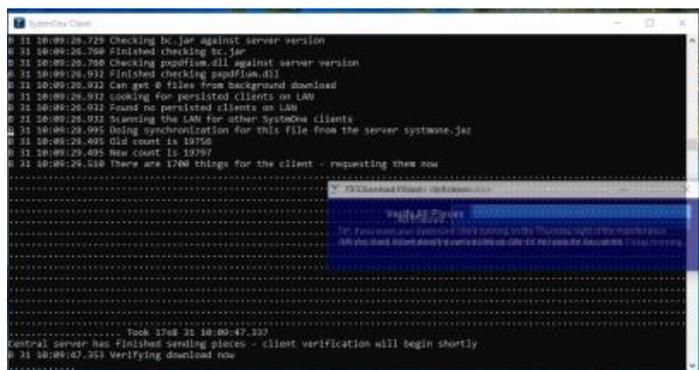
The setup wizard will confirm once installation has been completed.



The SystemOne software can be launched by double clicking on the 'SystemOne' shortcut created on the desktop.

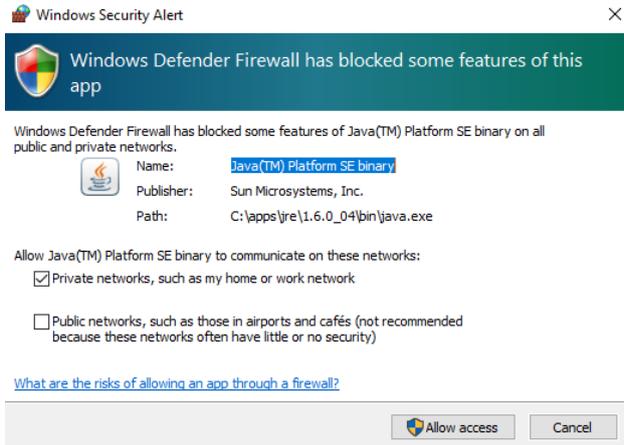


Please note, the first time you launch SystemOne, it will initiate a download which could take up to 10 minutes depending on local network speeds.

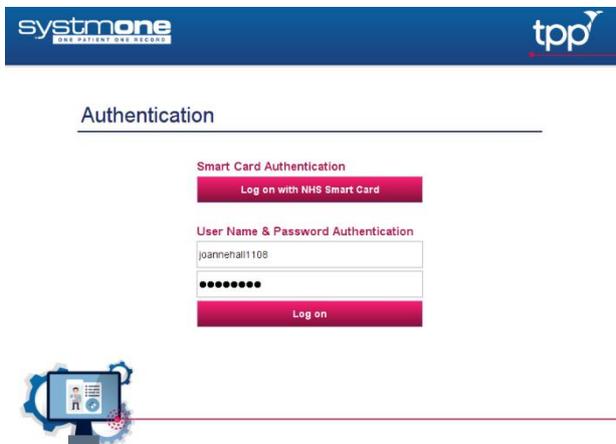


Internet SystemOne User Guide

You may receive your device's windows security alert, select 'allow access'.

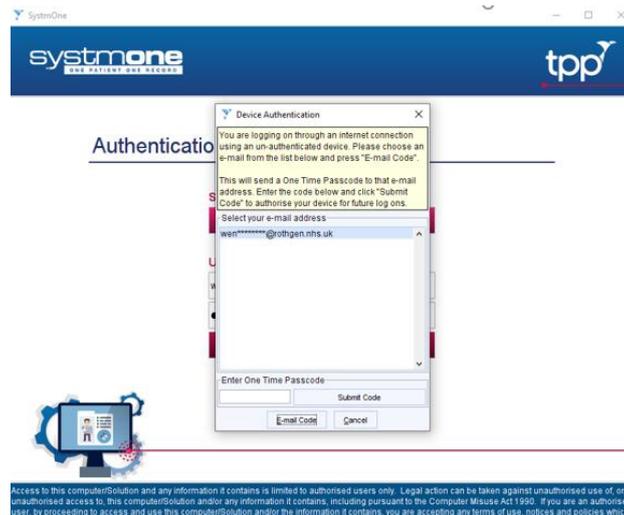


You will now be prompted to enter your username and password.



Internet SystemOne User Guide

The Device Authentication pop up box will display, ensure the correct email address is selected and click 'Email code'.



An email with a code will now be sent to your inbox.

xxxxxx - This is your SystemOne Device Authentication One Time Passcode.

SystemOne has detected an attempted logon to your account from an unauthorised device.

If it is not you that is trying to log into SystemOne, please:

- Log on to SystemOne and change your password straight away
- Inform your system administrator, and
- Forward this email to HelpDesk@tpp-uk.com.

If you cannot log into SystemOne to change your password please contact your system administrator straight away.

If you would like to know why SystemOne requires Two-factor authentication in this instance please visit <https://www.tpp-uk.com/InternetSystemOne>

Enter the code and select 'Submit code'.

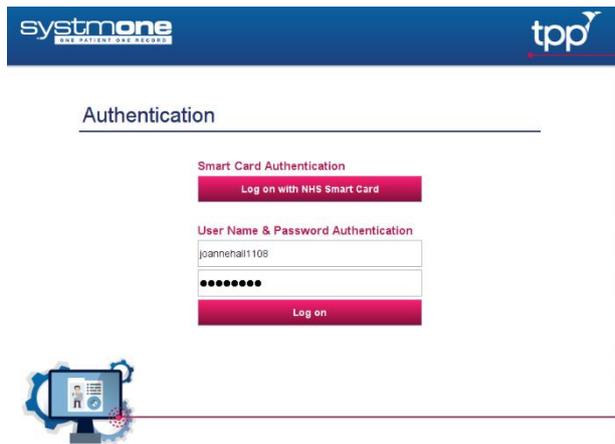
You will then receive a validation box.

Select 'Ok' and this will take you back to the log on screen.

Log in with your username and password.

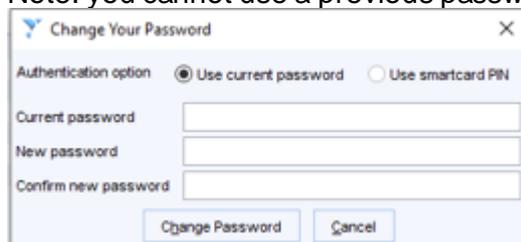


Internet SystemOne User Guide

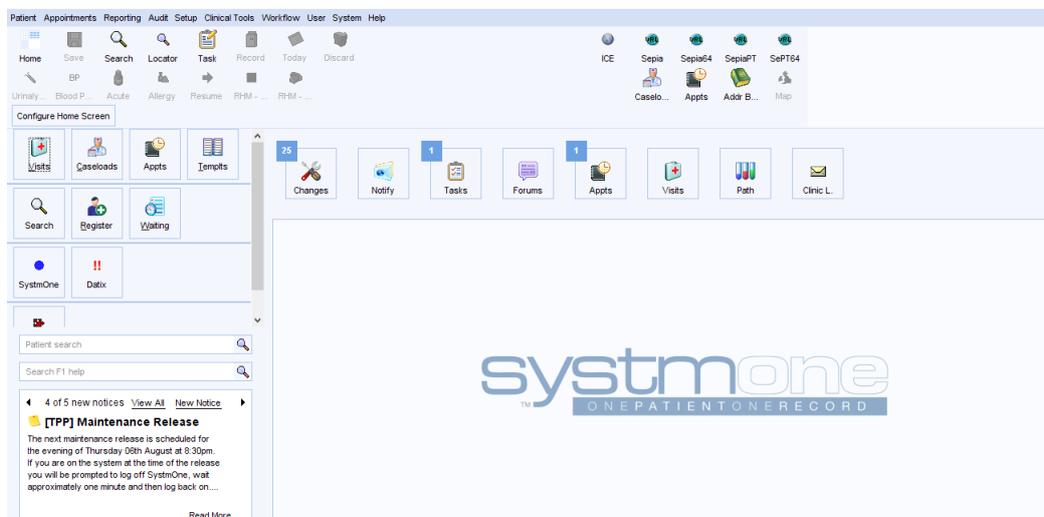


When logging into SystemOne, you may receive a Change Your Password box. Please enter your current password and then create a new password and confirm it in the underneath section. Select Change Password.

Note: you cannot use a previous password



The SystemOne home screen will display as normal and you can now access a patient record.



Please note this Application isn't supported by TPP or The Rotherham Foundation Trust (TRFT) Health Informatics.