

Interweave Portal SystemOne Context Launch User Guide for Manual Password Reset

1 Background

This function should be used when a user needs to change their Interweave password for context launch from SystemOne.

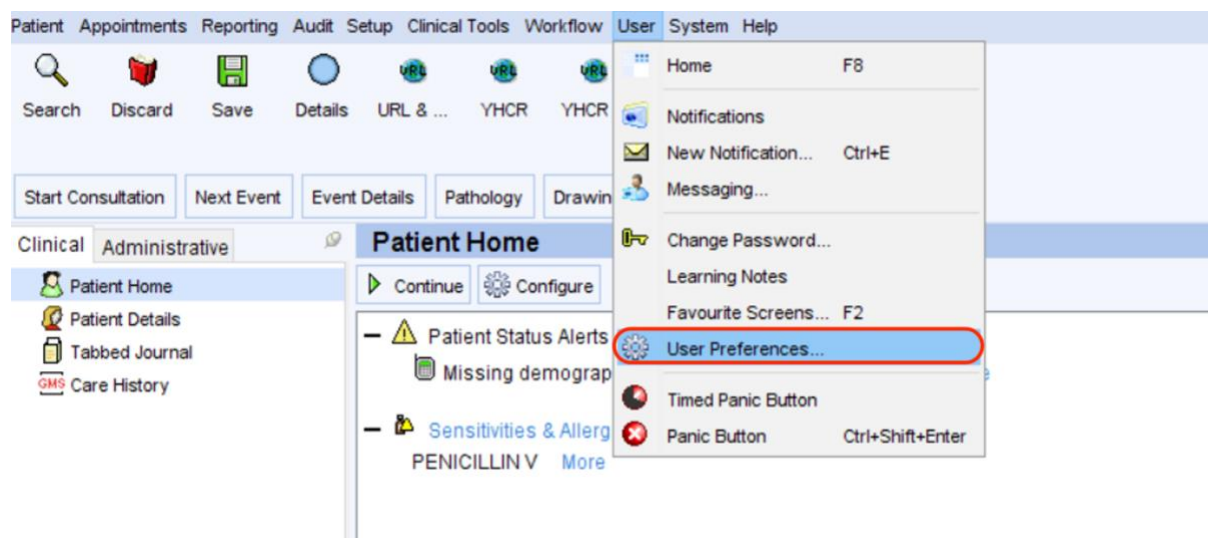
This might need to be done if they have accidentally removed their saved password in S1, if it has become corrupted or removed in S1 by accident, or if they wish to change it for any other reason.

The Interweave Portal will now detect a mismatch between the password provided which has been saved in S1 and the password which is set in the Interweave Portal and will trigger the reset workflow detailed below.

If you are already having issues and are unable to log in to the Interweave Portal when you previously could, you can skip straight to Section 3.

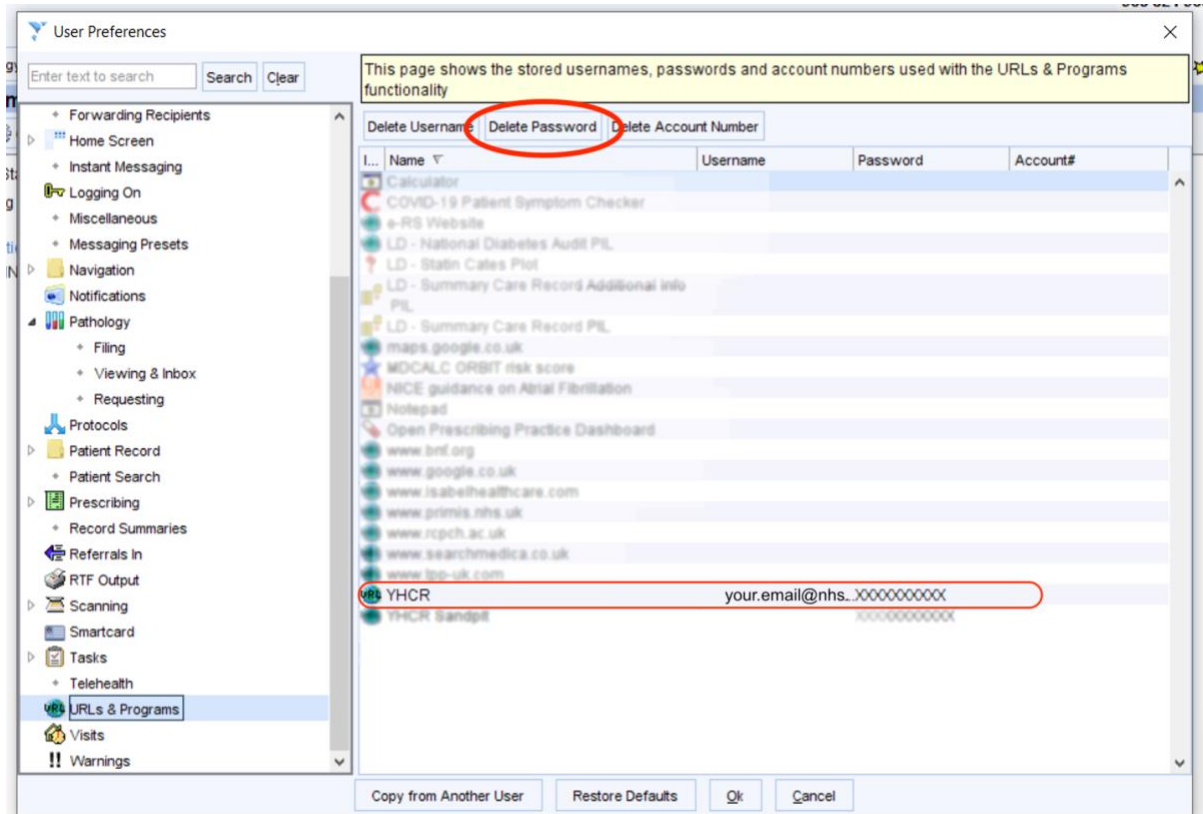
2 To choose to change your S1 context launch password from one which is currently saved (when it is still working):

2.1 Within SystemOne go to: **User > User Preferences**



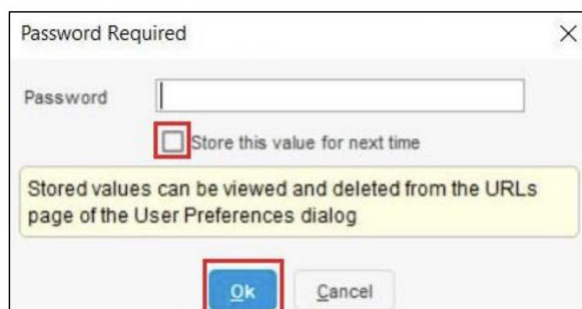
2.2 Remove the existing password:

- Select your Interweave / YHCR / LLRCR / NottsCR context launch record in the list
- Click *Delete Password*



2.3 Set new desired password:

- Open the Interweave / YHCR / LLRCR / NottsCR portal as normal
- Enter your desired new password when prompted. Remember the password requirements - A minimum of eight characters to include:
 - Uppercase
 - Lowercase
 - A number
 - A symbol (Please do not use “@”, “/” or “£”)
- Remember to check *Store this value for next time*
- Click OK



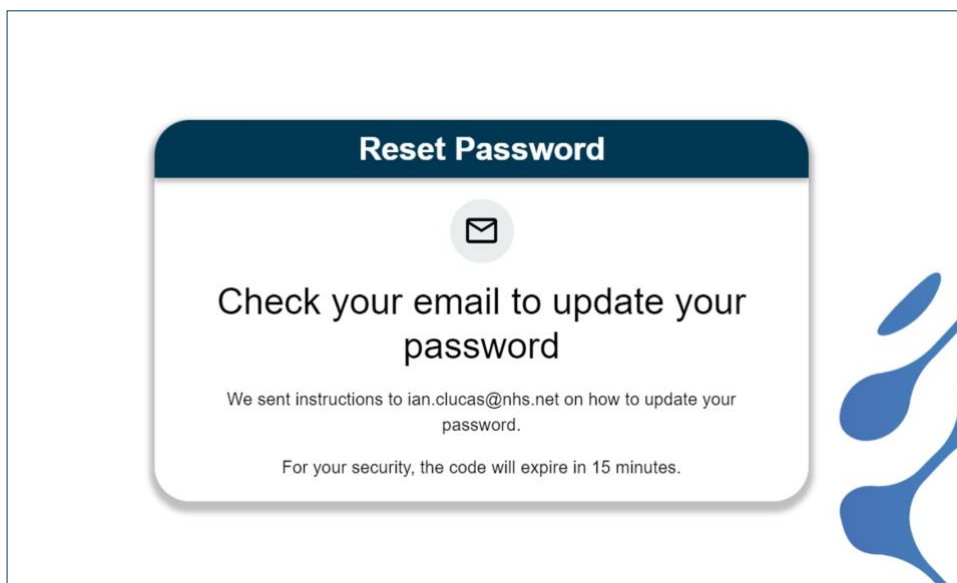
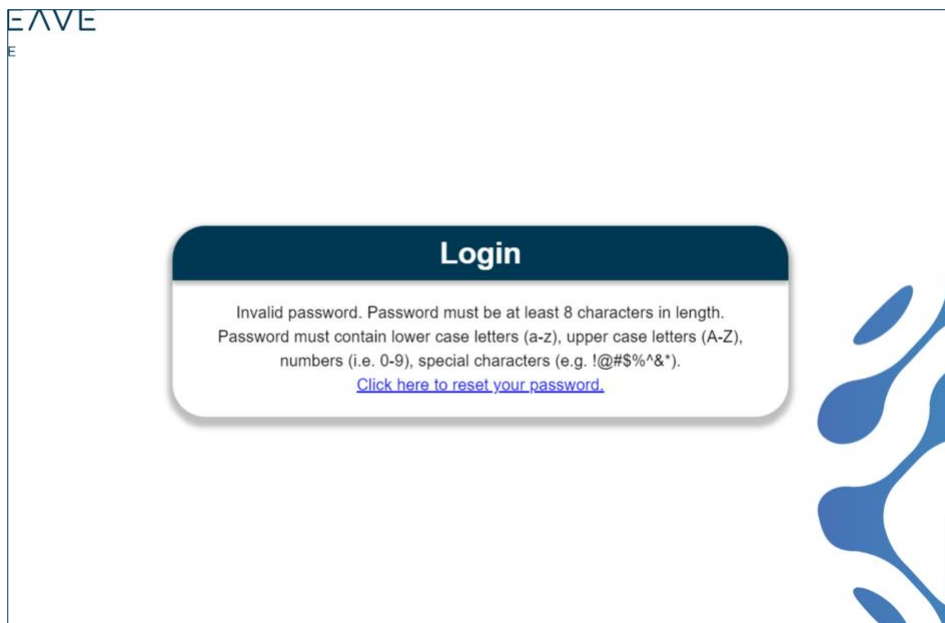


3 To set your (new) password in Interweave:

This workflow will trigger automatically if your password has been removed in S1, become corrupted in S1, or you inadvertently set an invalid password and saved it to S1 in an earlier setup attempt or in the Section 2 process above.

It will also trigger if you have changed it deliberately in Section 2. above.

3.1 Click the link to reset your password



3.2 Check your email and follow the instructions provided:

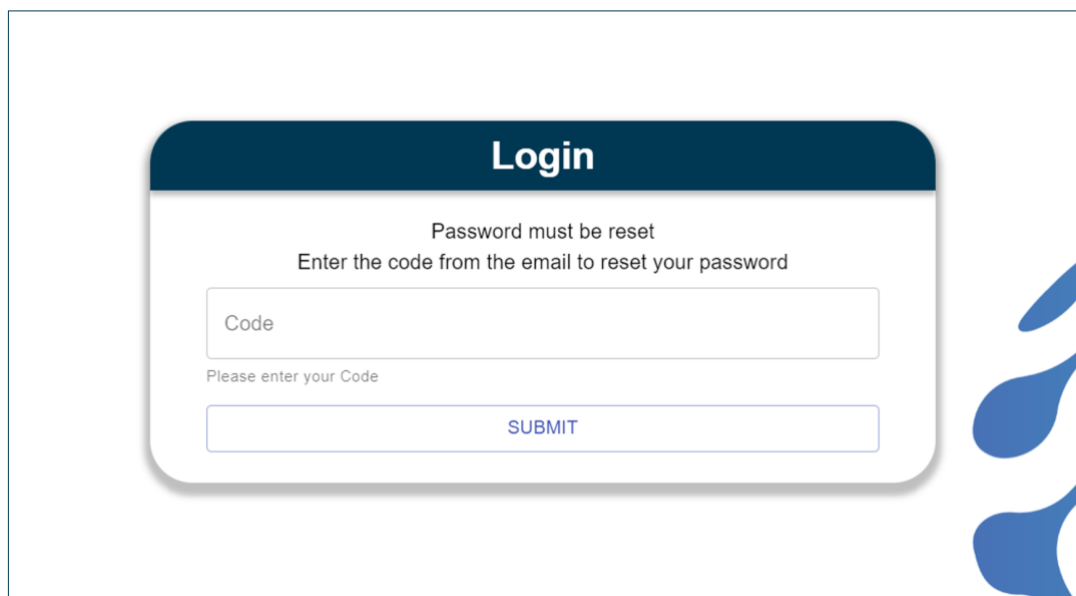
Note this may well display the warning that this email originates outside NHS mail. If you have requested this email, you do not need to worry and the email is safe. If you haven't requested this email as part of the process, please get in touch with your local IT service desk and report it.

From: care.portal@yhcr.nhs.uk <care.portal@yhcr.nhs.uk>
Date: Friday, 2 December 2022 at 11:15
To: YOUR, Name (YOUR TRUST) <YOU@nhs.net>
Subject: SystmOne context launch password reset for account

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear <Your Name>,
 You have requested a password reset code for <Your Tenancy> S1 Interweave Portal.
 To reset your password please change the password stored in SystmOne for <Your Tenancy> S1 Interweave Portal to the new desired password and then context launch from SystmOne as normal, enter the code below when prompted.
 e8f93f67-7469-4532-8ac5-7c28019d52c3
 The code will expire in 15 minutes.
 If the code has expired you may request a new one and start the process again.
 Kind regards,
 <Your Tenancy> Interweave Portal Admin Team.

3.3 Paste the security code from them email into the screen:



The screenshot shows a 'Login' screen with a dark blue header. Below the header, it says 'Password must be reset' and 'Enter the code from the email to reset your password'. There is a text input field labeled 'Code' with a placeholder 'Please enter your Code'. Below the input field is a 'SUBMIT' button. The screen is partially obscured by a blue decorative graphic on the right side.

You will now be able to log in to the portal.