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Interweave Portal SystmOne Context Launch Password Reset

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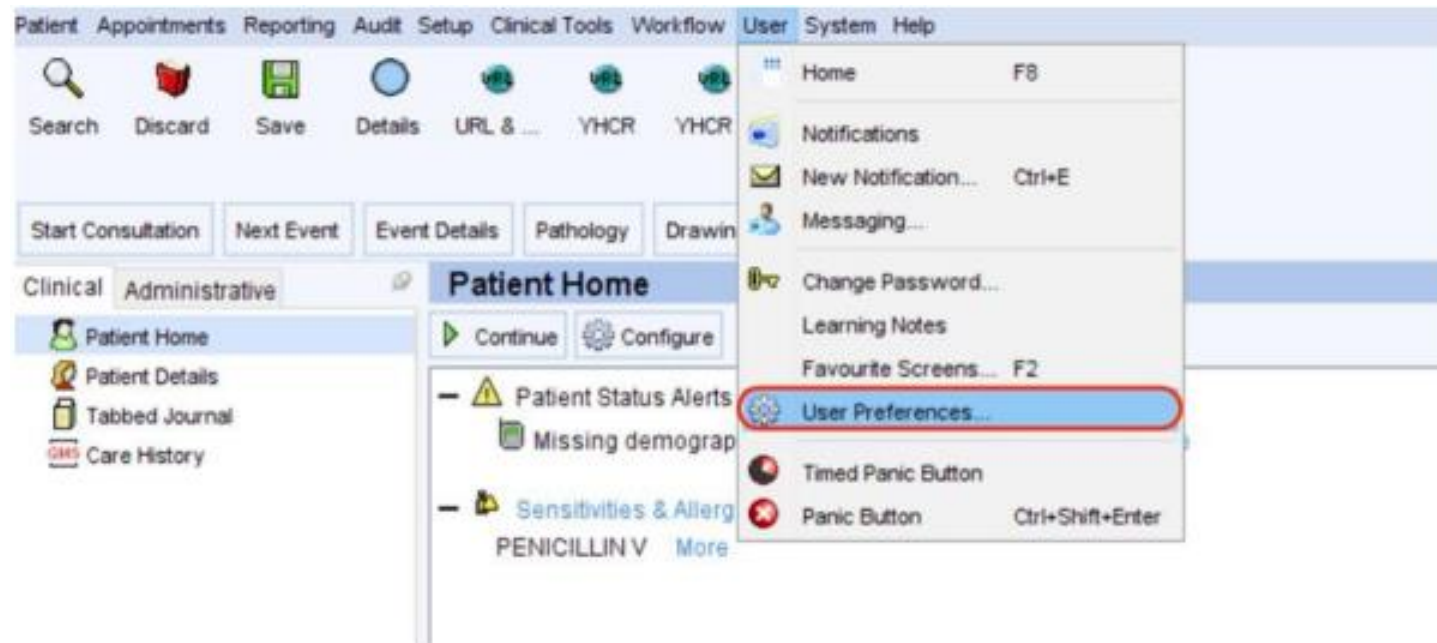
SystmOne Context Launch Password Reset - Background

This guide aims to provide user instructions for changing the Interweave password for context launch from SystmOne.

This might be needed if the user has accidentally removed their saved password in SystmOne, the password has become corrupted, or if they wish to change it for any other reason.

The Interweave Portal will detect a mismatch between the password provided which has been saved in SystmOne, and the password which is set in the Interweave Portal. In these circumstances, it will trigger the reset password workflow that this guide details.

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SystmOne Context Launch Password Reset – Resetting your password

Within SystmOne, go to **User > User Preferences**

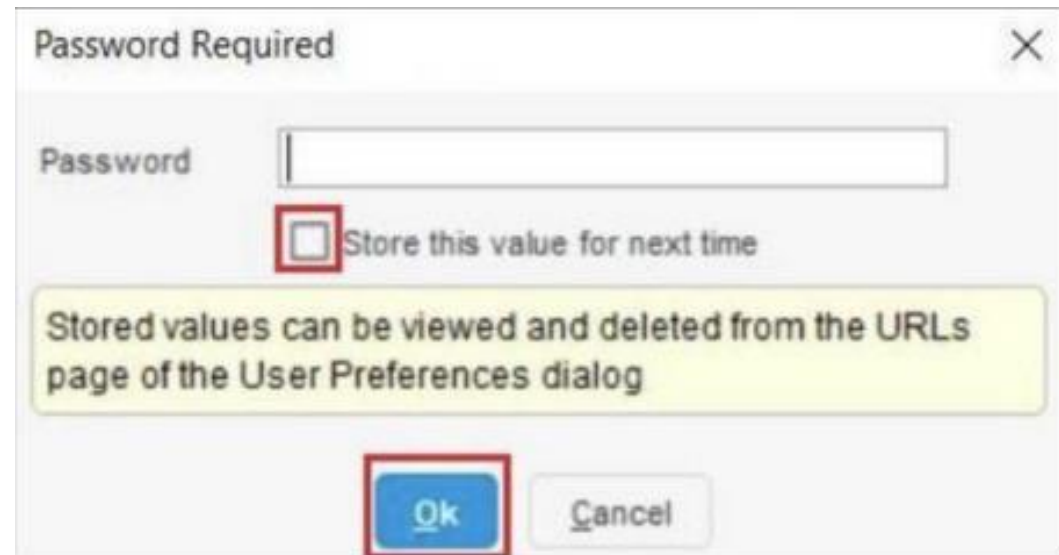# SystmOne Context Launch Password Reset – Deleting your password

When the user preferences box pops up, on the left-hand menu, you should see the icon for the context launch URL. Click it, then locate the 'Delete Password' button, and click that.
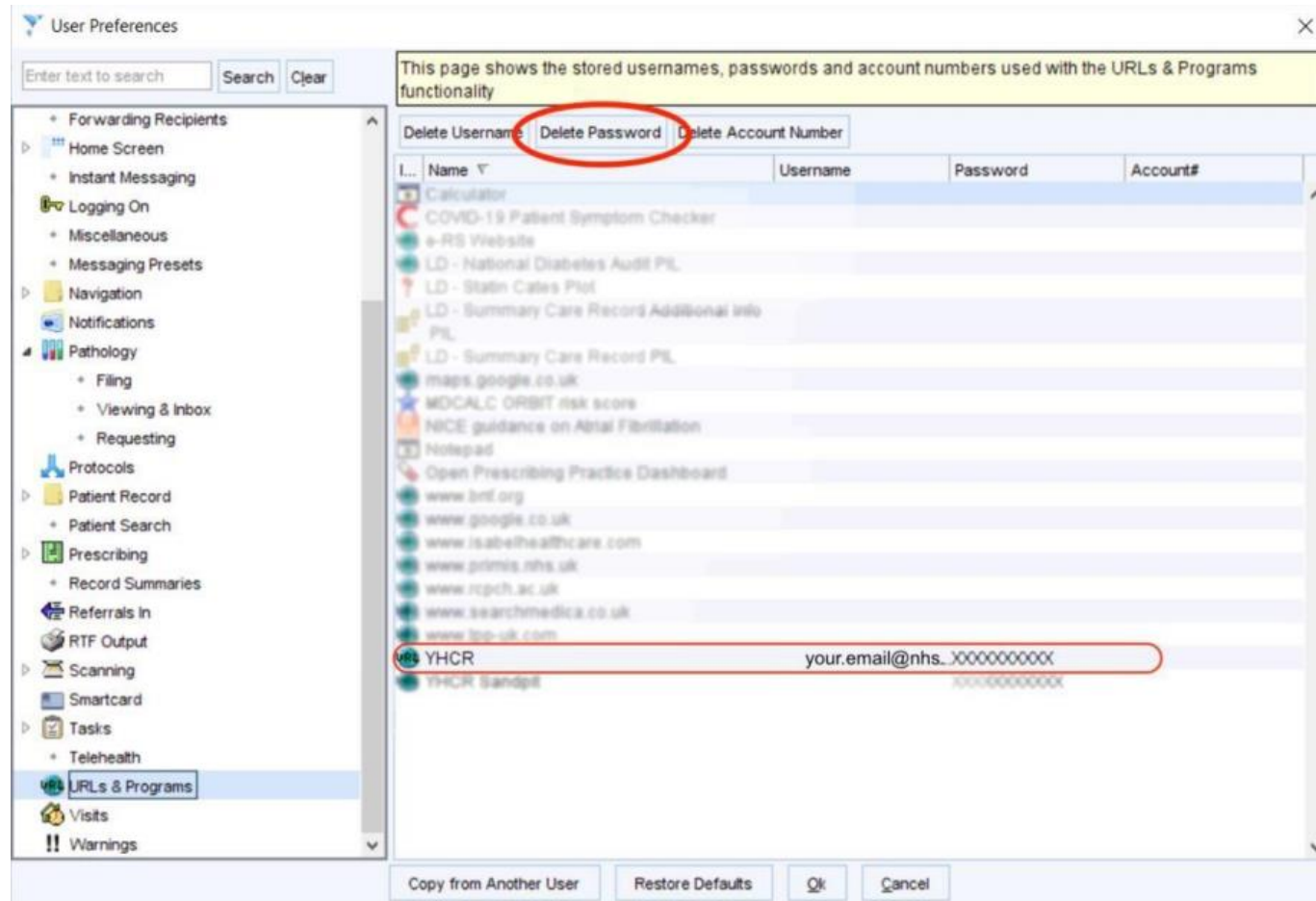
SystmOne Context Launch Password Reset – Create New Password

Now you are free to set your new password. First, click on the Care Portal icon as normal (this icon may differ depending on which care record you are accessing e.g. YHCR, LLRCR etc).

A pop-up prompt will appear requesting your Password.

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SystmOne Context Launch Password Reset – Create New Password

Create a strong, memorable password following the below criteria:

- At least 1 uppercase character
- At least 1 lower case character
- At least 1 number
- At least 1 special character e.g. ^ $ * . [ ] { } ( ) ? " ! @ # % & / \ , > < ' : ; | _ ~ `
- Minimum length 8 characters

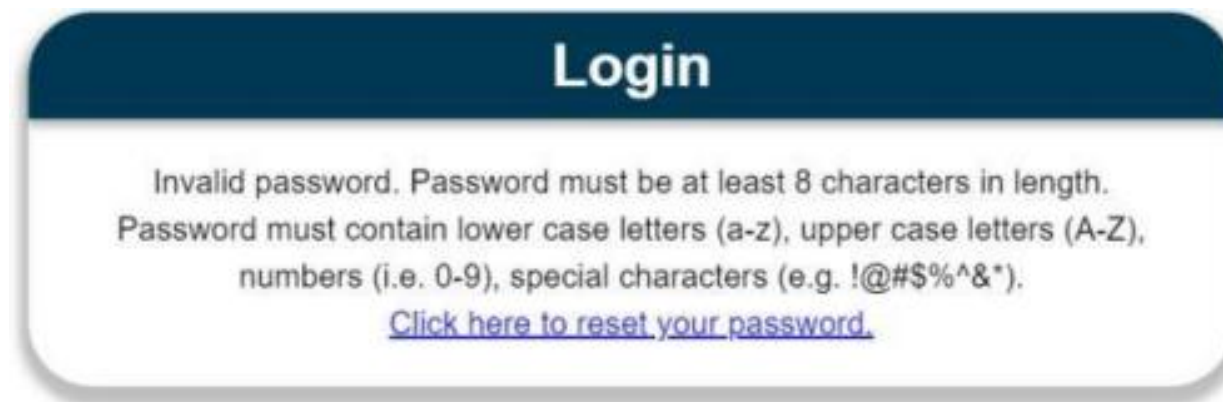Check Store this value for next time and click Ok.

Note: Once set, please do not modify this setting.

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SystmOne Context Launch Password Reset – Password Matching

This workflow will trigger automatically if your password has been removed in SystmOne, has become corrupted, or if you inadvertently set an invalid password earlier.

It will also trigger if you have deliberately changed your password as outlined in this guide.

When you have set your new password, and you are attempting to launch the Interweave Portal via context launch, the password reset link will display.

Login

Invalid password. Password must be at least 8 characters in length.
Password must contain lower case letters (a-z), upper case letters (A-Z),
numbers (i.e. 0-9), special characters (e.g. !@#$%^&*).

Click here to reset your password.

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When you have clicked the link, a message will display, informing you and email has been sent to update your password.

Look at your email inbox and locate the email.

SystmOne Context Launch Password Reset – Password Matching

This email may display a warning, advising the reader that it originates from outside of the NHS. If you have requested this email, you do not need to worry, the email is safe.

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.
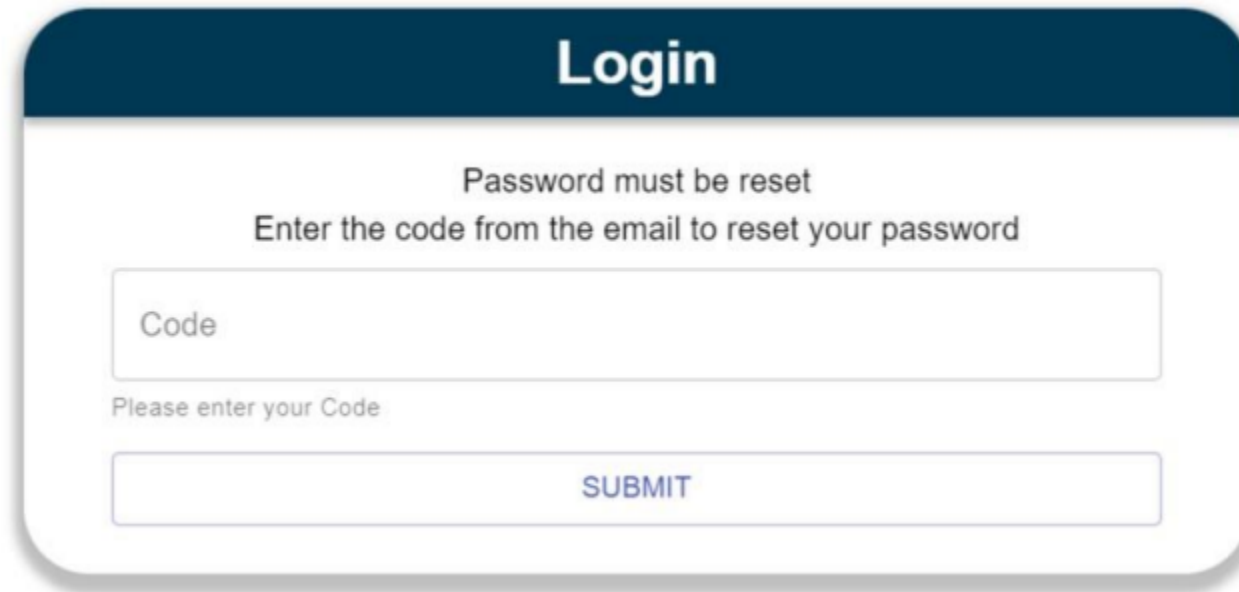
If the code has expired you may request a new one and start the process again.

Kind regards,

<Your Tenancy> Interweave Portal Admin Team.

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SystmOne Context Launch Password Reset – Password Matching

Copy the code presented in the email and paste it into the screen below. When you've added your code, click Submit to confirm.

You will now be able to access the Interweave Portal.

SystmOne Context Launch Password Reset – Frequently asked questions

When testing the URL following the configuration, I see the error message 'Timestamp Expired'. What do I do?

This issue occurs when the Timestamp parameter stored in the URL configuration is out of sync with SystmOne. A refresh of the Timestamp data should solve this issue. Please follow the steps highlighted below.

Within SystmOne, select Setup > Users & Policy > URL & Program Maintenance and select the URL you created.

Select Amend URL.

Scroll down the parameters list and click the Timestamp parameter (where it says 'UTC' and displays the date and time). When opened, close the field, and click OK to confirm. This will refresh the timestamp. This should allow you to continue with your testing.

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SystmOne Context Launch Password Reset – Frequently asked questions

Can I launch the portal from different SystmOne units?

If you need to access multiple SystmOne units, providing those units point to the same tenancy, you should be able to context launch using the same username and password. It is important that you **use the same username and password** to access the units or your username and password will not be recognised.

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SystmOne Context Launch Password Reset – Frequently asked questions

What do I do if I can't find the Care Portal URL icon?

The screenshots in this guide were taken from the YHCR context launch set up. So, if you're a YHCR user, simply match the logo in the screenshots to what you see in SystmOne.

However, other partners may have chosen a different icon when configuring context launch. If you're not sure what icon to look for, please contact your local system administrator.

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SystmOne Context Launch Setup – Frequently asked questions

Stuck on the login screen with a spinning circle

Please check that the tenancy has pages and panels configured. It's possible that the login is unable to complete because it cannot load the portal tenancy without pages and panels.

If the issue persists, please contact the support team.

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SystmOne Context Launch Setup – Frequently asked questions

"Your session has expired"

One of the possible reasons for this is that an ODS code is being used which has not been configured by the Portal team for the context launch. Please ensure your ODS code in the parameters is correct and if you believe it is, the Portal support team will need to check the tenancy configuration claim map.

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Thank you!

Please direct any feedback to

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