



INTERWEAVE
CONNECTING CARE

Interweave Portal SystemOne Context Launch Password Reset

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SystemOne Context Launch Password Reset - Background

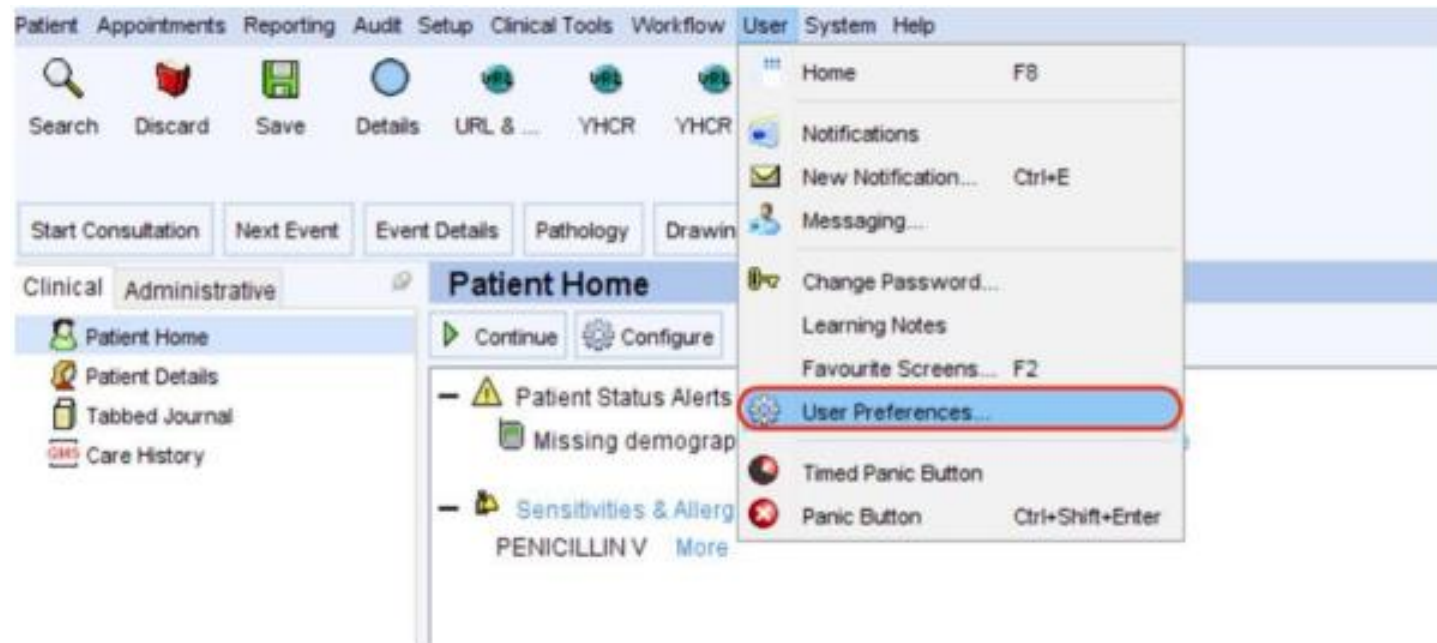
This guide aims to provide user instructions for changing the Interweave password for context launch from SystemOne.

This might be needed if the user has accidentally removed their saved password in SystemOne, 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 SystemOne, and the password which is set in the Interweave Portal. In these circumstances, it will trigger the reset password workflow that this guide details.

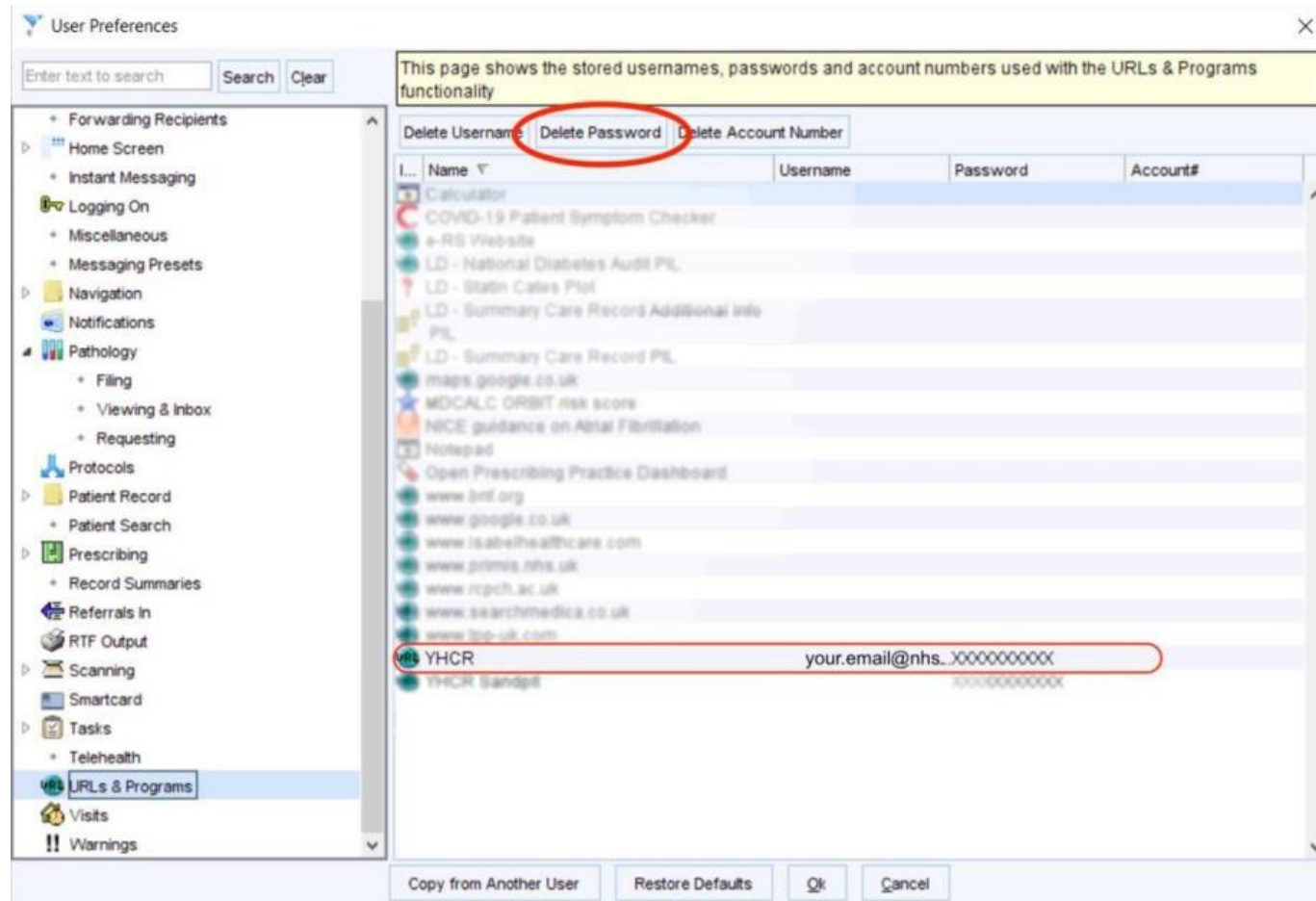
SystemOne Context Launch Password Reset – Resetting your password

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



SystemOne Context Launch Password Reset – Deleting your password

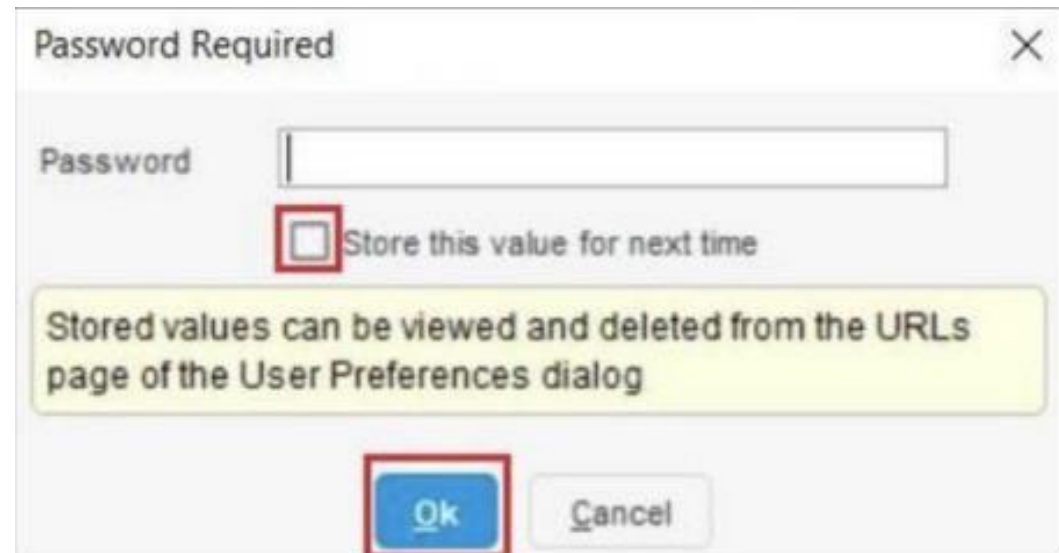
When the user preferences box pops up, on the left-hand menu, you should see the icon for the context launch URL. Click it, then locate the 'Delete Password' button, and click that.



SystemOne 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.



Password Required

Password

Store this value for next time

Stored values can be viewed and deleted from the URLs page of the User Preferences dialog

Ok Cancel

Continued on next slide

SystemOne 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: Do not select a full stop as your special character as this may not work. Once set, please do not modify this setting.

SystemOne Context Launch Password Reset – Password Matching

This workflow will trigger automatically if your password has been removed in SystemOne, 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.



SystemOne Context Launch Password Reset – Password Matching

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.

SystemOne 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: SystemOne 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 SystemOne for <Your Tenancy> S1 Interweave Portal to the new desired password and then context launch from SystemOne as normal, enter the code below when prompted. e8f93f67-7469-4532-8ac5-7c28019d52c3 The code will expire in 15 minutes.

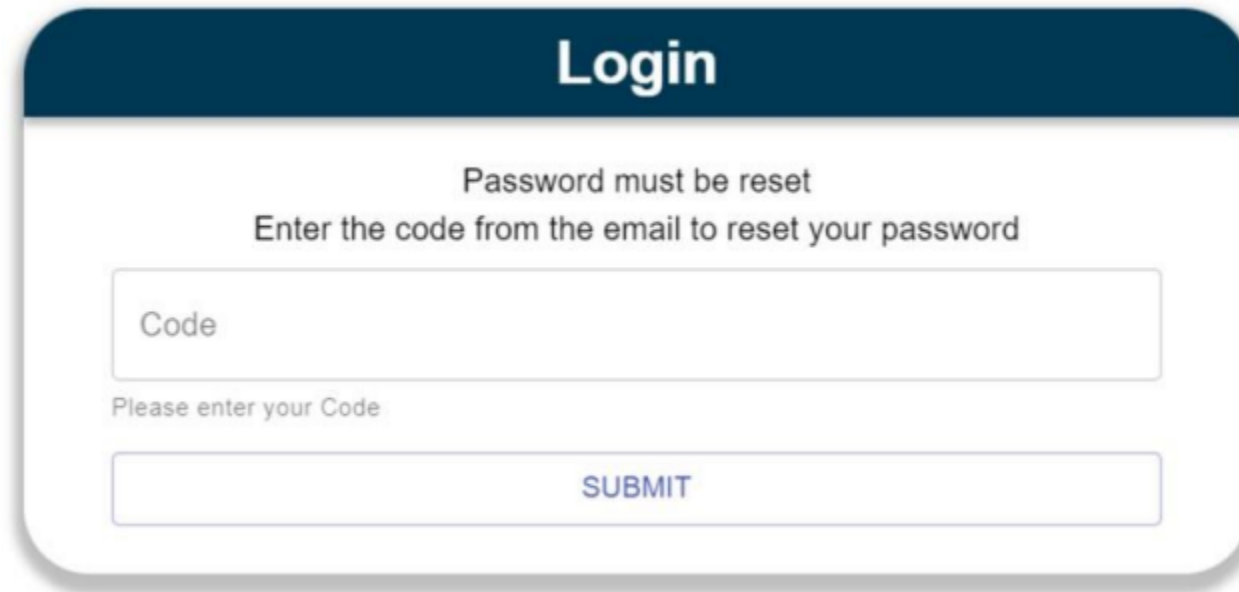
If the code has expired you may request a new one and start the process again.

Kind regards,

<Your Tenancy> Interweave Portal Admin Team.

SystemOne 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.



The screenshot shows a web form with a dark blue header containing the word "Login" in white. Below the header, the text "Password must be reset" is centered, followed by "Enter the code from the email to reset your password". There is a text input field with the placeholder text "Code". Below the input field, the text "Please enter your Code" is displayed. At the bottom of the form is a "SUBMIT" button.

You will now be able to access the Interweave Portal.

SystemOne 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 SystemOne. A refresh of the Timestamp data should solve this issue. Please follow the steps highlighted below.

Within SystemOne, 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.

SystemOne Context Launch Password Reset – Frequently asked questions

Can I launch the portal from different SystemOne units?

If you need to access multiple SystemOne 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.

SystemOne 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 SystemOne.

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.

SystemOne 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.

SystemOne 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.

Thank you!

Please direct any feedback to

Marc.baulk@nhs.net