



INTERWEAVE
CONNECTING CARE

Interweave Portal SystemOne Context Launch User Setup

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SystemOne Context Launch User Setup - Background

This guide aims to provide instructions on launching the Care Portal from SystemOne in context of the patient you are viewing.

It will cover the initial setup required to context launch from SystemOne, as well as the context launch itself.

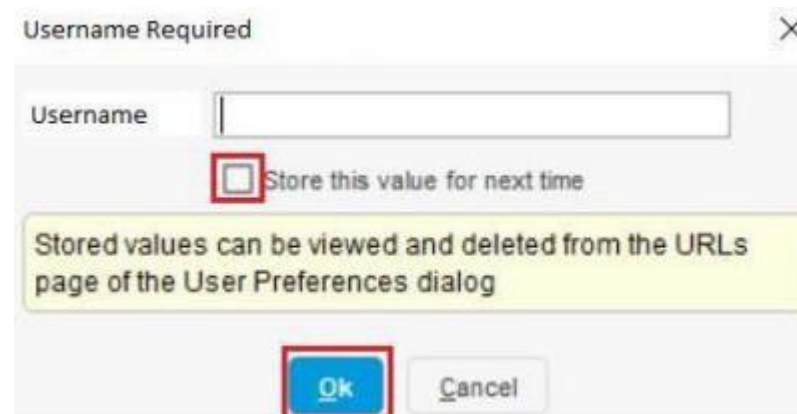
Note: The setup process only needs to be completed once. After set up, Care Records should be launched automatically in your default browser.

SystemOne Context Launch User Setup – Register your email

Open the patient record in SystemOne. Click the toolbar button representing the URL for the Interweave Portal. The screenshot below shows the icon for the Yorkshire Humber Care Record, but this may differ from partner to partner.

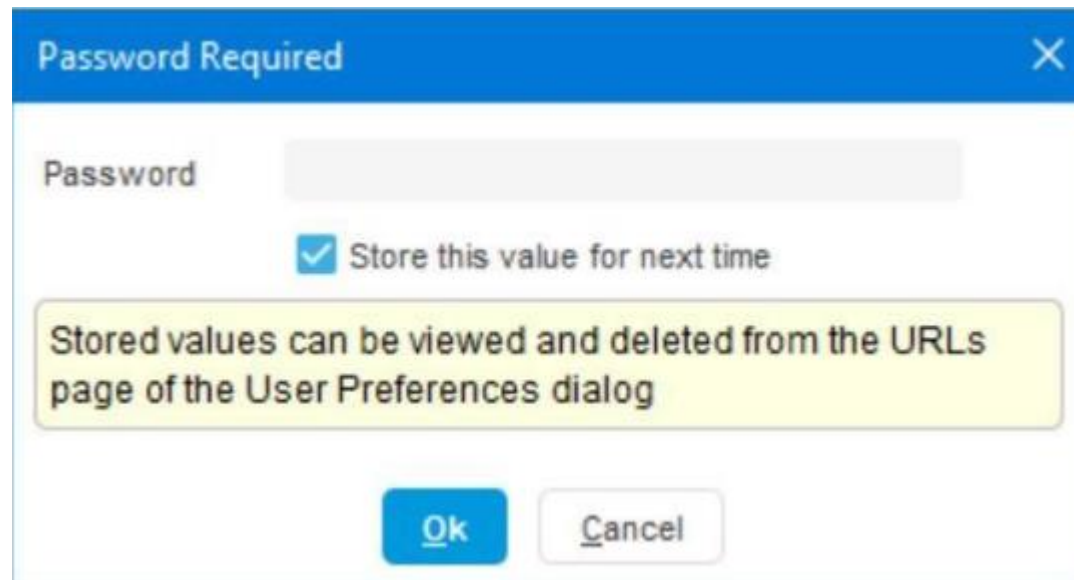


A SystemOne pop-up prompt will appear requesting your Username. Enter your nhs.net email address in lower case. Check the store value for next time box, and click Ok.



SystemOne Context Launch User Setup – Setting Interweave Password

A pop-up prompt will appear requesting your Password. This will not interfere with your SystemOne password, and purely relates to your registration with the Interweave Portal.



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 User Setup – Setting Interweave Password

Create a strong, memorable password following the below criteria:

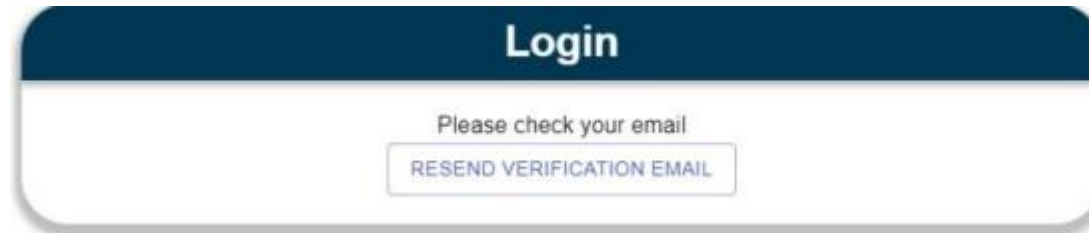
- At least 1 uppercase character
- At least 1 lower case character
- At least 1 number
- At least 1 special character e.g. ^ \$ * [] { } () ? " ! # % & \ , > < ' : ; | _ ~ `
- Minimum length 8 characters

Check Store this value for next time and click Ok.

Note: We suggest using an exclamation mark as your special character as certain special characters can cause errors (e.g. full stop / or @). Once set, please do not modify this setting.

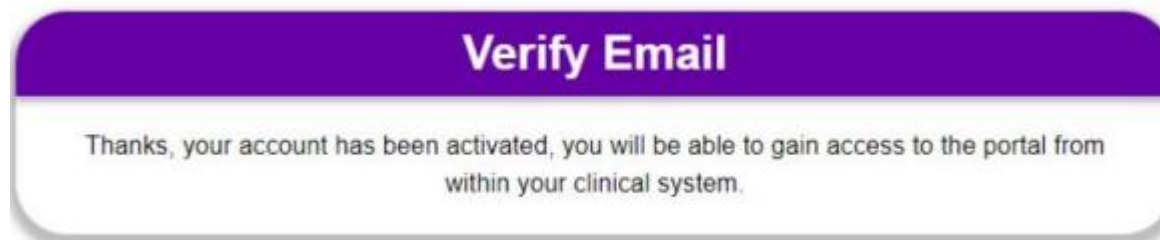
SystemOne Context Launch User Setup – Verify your email

When you have set your Username and Password, your default browser will open, and you should see a prompt to check your email:



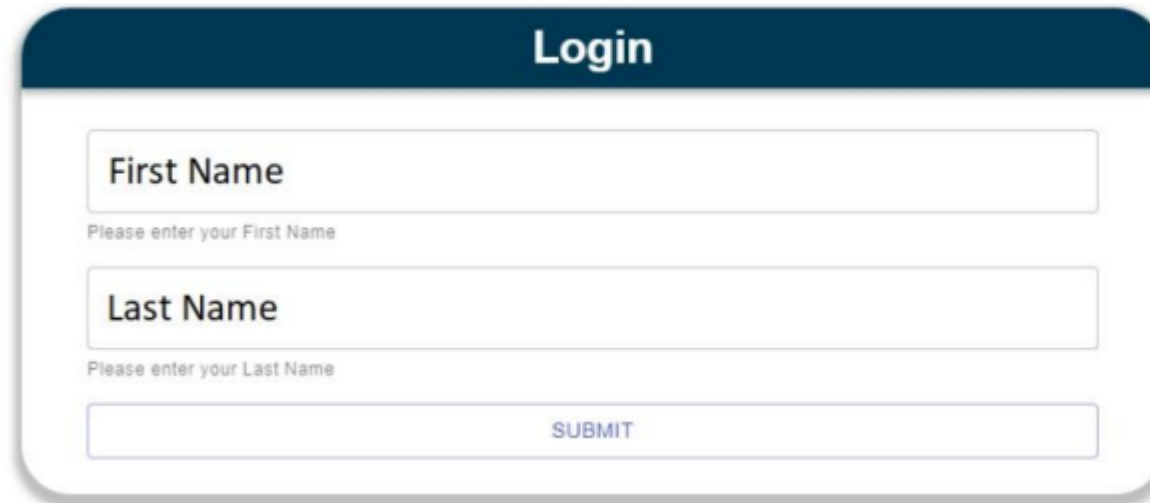
You will receive an email with a URL link. The link must be opened in either Google Chrome or Microsoft Edge. If your default browser when you click on links from an email is Internet Explorer, please copy the link into Google Chrome or Microsoft Edge.

Once you have verified your email, you should see a confirmation message, informing you your account has been activated.



SystemOne Context Launch User Setup – Setting up your user details

From SystemOne, click the Care Record link on your toolbar. An Interweave Care Portal form will appear, requesting your First Name and Last Name.



The image shows a login form titled "Login" with a dark blue header. Below the header are two text input fields. The first field is labeled "First Name" and has a placeholder text "Please enter your First Name". The second field is labeled "Last Name" and has a placeholder text "Please enter your Last Name". At the bottom of the form is a "SUBMIT" button.

Enter your first name and last name, then click Submit. With this action complete, you are fully set up. You can test that your set up has worked as expected by registering the following test patient: (9990545553)

If the setup has worked, your default browser will open, displaying the test patient's care record.

SystemOne Context Launch User Setup – 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 User Setup – 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 User Setup – 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