

eHealth Systems and Applications at NHS Greater Glasgow and Clyde

A guide for Acute Services New Medical Staff



2021

Contents

↳ About this Guide	3
↳ GGC Network Terms and Conditions of use	4
↳ Be CyberSafe	4
↳ MyAccount	5
↳ PACS	5
↳ OneSign (Single Sign-On)	6
↳ M365 and MFA (Multi-Factor Authentication)	8
↳ Windows Desktop	9
↳ TrakCare	10
↳ Clinical Portal	11
↳ Medicines Reconciliation & IDL	12
↳ HEPMA	12
↳ Windows & TrakCare printing	13
↳ Other eHealth applications and resources	16
↳ Technical Support	17
↳ eHealth FAQs	18
↳ eHealth Self Service Portal 1	19
↳ eHealth Self Service Portal 2	20

Welcome to

NHS Greater Glasgow and Clyde

This booklet provides Acute Services Medical Staff commencing at NHSGGC with information and guidance on getting started with the main hospital systems, applications, hardware and the **eHealth Self-Service Portal**.

Further information can be found online:

Please visit the [New Users – What to do Next](#) page on **StaffNet** [search for 'new users']

■ The online interactive version of this booklet can be found on **StaffNet** by searching for “New Medical Staff” on the front page

As part of your NHS Greater Glasgow and Clyde induction you will be trained on key clinical applications currently in use across NHSGGC.

In some cases, you will complete any mandatory training before you can be issued with system logon details and access that is appropriate to your NHSGGC role. In line with the current health guidelines, classroom-based training has been suspended. Please refer to the information below regarding the key clinical systems for acute care:

TrakCare Patient Management System

Live training sessions on **TrakCare** are currently being delivered online for new GCC staff via **Microsoft Teams**. NHSGGC allocate up to **THREE hours** for this at induction times. In-house training can often be provided by an allocated super-user (check with your clinical lead for details).

Additional support materials for **TrakCare** can be found on **LearnPro**, **StaffNet** and the **eHelp Self Service Portal** via **Learn IT**.

HEPMA Hospital Electronic Prescribing and Medicines Administration

HEPMA is currently being rolled-out across NHSGGC locations. New users are encouraged to undertake appropriate online training on **LearnPro** before a relevant ward goes live. Supplementary training and support is being provided by eHealth facilitators and face-to-face (FTF) training is available for staff who have not completed online training before a ward goes live. Additional guidance materials can be found on **LearnPro**, [StaffNet](#) and the **eHelp Self Service Portal** via **Learn IT**.

Clinical Portal Electronic Patient Record

Guidance relating to all aspects of **Clinical Portal** including **Medicines Reconciliation**, **Immediate Discharge Letters**, **Patient Notes** and **Worklists** can also be found on **LearnPro**, **StaffNet** and the **eHelp Self Service Portal** via **Learn IT**.

GGC Network Terms and Conditions of use

As part of the user-provisioning process all new staff/students are required to accept the **NHSGGC Network Terms and Conditions of Use**.

Please click [HERE](#) to pick a security question and to provide an appropriate answer. The answer to this question is required by the eHealth Service Desk for any future password resets that you request.

MyAccount: Accept Network Conditions & Update Security Question

Pick a security question from the list below and then supply the answer to the question.


Question	Answer:
<input type="text" value="Name of your favourite school teacher"/>	<input type="text" value="Mr Bronson"/>


- **NOTE:** If you do **NOT** accept Ts&Cs then your GGC account will be disabled **28 days** after set-up
- **NOTE:** If you do **NOT** logon to your account for **60 consecutive days** your account will be disabled
- **NOTE:** If your account is disabled for **13 months** your mailbox is deleted/not recoverable*

*We advise that you ask your line manager to request a new account and mailbox via [MyAccount](#).

Be CyberSafe

Digital technology is now at the centre of our professional lives through Microsoft [Office] 365, HEPMA, TrakCare, Clinical Portal, Emis Web, PACS, BadgerNet, etc., and in our personal lives through social media, online shopping and digital banking. Each day sees continuous or intermittent use of end-point technology – i.e. workstations, laptops, tablets and mobile phones. From the end-point you access applications which may be directly managed **by** NHSGGC, hosted **for** NHSGGC on the Internet, **or** your personal applications.

 **eHealth** works with many technology partners who provide updates that counter the threats that occur every minute of every day. Resisting such attacks requires a combination of technology and good human cyber-behaviour.

 **eHealth** uses the **FairWarning®** monitoring system to detect and highlight potentially unauthorised or suspicious activity on systems that hold patient information (more information on this [here](#)).

 **eHealth** promotes good cyber-behaviour and [this](#) site (search on StaffNet for **Be Cyber Safe**) will provide:

- A list of all **Information Governance** policies (click [here](#) to view the **Acceptable Use Policy** to which every user should be aware of and comply with)
- Links to cybersecurity best practice for the individual; provided by public sector bodies like the Scottish Government, Police Scotland, technology vendors and by our own staff
- A discussion board for questions about cybersecurity
- Newsletters which will highlight major themes and outline what you can do to help stay safe

The majority of what you need to do in your professional life applies also to your personal life. **How you need to do it may be different.**

MyAccount is an online applications process currently located on StaffNet. NHSGGC end-users can apply for access to specific IT applications. Requests will usually be considered by your immediate line manager. Each application that is made will be directed electronically to the relevant NHSGGC team. The progress of each request can then be monitored online.

Please Note: You should be logged into your personal GGC account, NOT a generic user account.

► Click [here](#) to proceed to the MyAccount home page on StaffNet OR enter this URL in your browser:

- ↳ <http://spapps.staffnet.ggc.scot.nhs.uk/MyAccount/Default.aspx>
- ↳ Select Apply for access to Additional Applications from the list of results

The following services are available through MyAccount:

- Create a new NHSGGC network login and email address and/or application accounts
- Apply for access to NHSGGC systems and clinical applications
- Monitor the progress of your access requests
- Update your eHealth Service Desk security question/answer.
This is used if you contact the eHealth Service Desk in order to have your network account reset/unlocked.

■ **NOTE:** If you are a line manager you can apply for accounts on behalf of your staff.

If you are applying for yourself then your application will be verified by your line manager (or other appropriate senior staff member).

PACS

PACS (PICTURE ARCHIVING AND COMMUNICATIONS SYSTEM) allows images, such as x-rays and scans, to be stored electronically and viewed on dedicated high-definition screens. Health professionals can then access and compare images with ease. PACS integrates with, and is driven by, the RIS (Radiology Information System) which is the national archive of electronic images and radiological reports shared across NHS Scotland.

Evidence of adequate training is required before a PACS login can be issued.

NHSGGC staff can complete the [LearnPro](#) course entitled GGC:072 PACS Training*.

On successful completion of the online course please download and complete (electronically) the [LearnPro PACS login application form](#) and send to: pacs.induction@ggc.scot.nhs.uk. Please include your name and 'LearnPro PACS training' in the subject line.

Once your LearnPro training record has been verified a PACS login will be created and you will be contacted.

*Please note that you cannot apply for a PACS logon or training via MyAccount.



OneSign (Single Sign-On)

OneSign/SSO is the user-switching and password management tool in use across NHS Greater Glasgow and Clyde sites.

Primarily, it remembers and automatically completes your **Username** and **Password** for a range of applications including **TrakCare**, **Clinical Portal** and **Emis Web**. See the complete list of applications that utilise **OneSign/SSO** here [here](#).

OneSign/SSO also facilitates fast user-switching and logon for GGC end-users and can be used in conjunction with **Tap & PIN** when a simple tap of a dedicated card will log you on and off a device.

Logging-on to the GGC network for first time?

► Click [HERE](#) for guidance



GGC Network Password Reset

OneSign allows you to **reset** your **GGC network password** (from the main logon screen **Forgot password?** link) therefore eliminating the need for you to contact the **eHealth Service Desk**; you simply have to correctly answer a series of security questions that have been pre-determined by you.

How to reset your GGC network password*

- Click [HERE](#) for guidance
- Update your security questions **OneSign/SSO** [here](#)

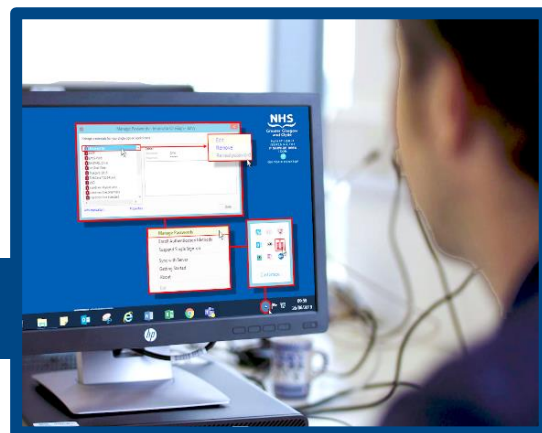
*Please note that the **eHealth Service Desk** will **NOT** automatically reset GGC network passwords; you will be talked through the **Self-Service Password Reset** process using **OneSign/SSO**.

Revealing stored passwords for TrakCare, Clinical Portal, etc.

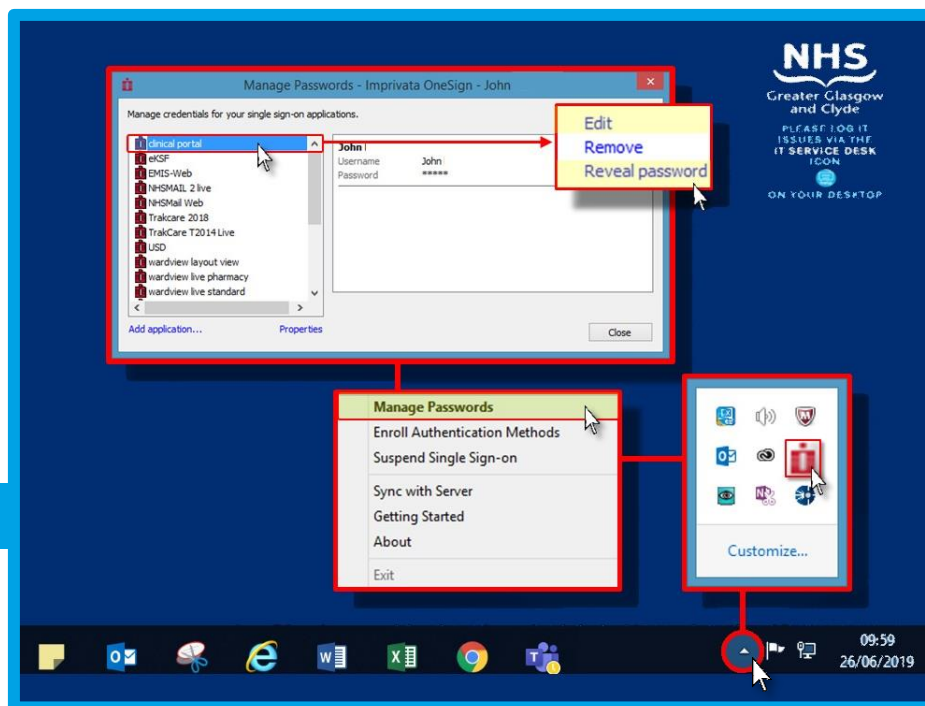
OneSign's password management tool also lets you reveal and edit your passwords for applications such as **TrakCare**, **Emis Web** and **Clinical Portal**.

How to REVEAL your app passwords

► Click [HERE](#) for guidance



User guides, including eLearning video clips, can be found on the [eHelp Self Service Portal](#) and also [here](#) on **StaffNet** or by following the **eHealth** button on the **StaffNet** home page to **Proactive Support**



SSO Reveal Password steps

OneSign Tap & PIN

Tap & PIN is an alternative IT authentication method. Instead of typing your network username and password, simply tap your proximity/ID card against the card reader and enter a 4-digit security PIN to log on easily and quickly.

- GGC ID cards are SSO-enabled at most sites
- You do not need to have Tap & PIN to benefit from SSO
- You may be given a chip sticker to affix to the back of your ID card



To enrol a OneSign card:

- Tap your card on the card reader that is attached to the PC/laptop
- Follow the easy enrolment steps

FORGOTTEN your SSO 4-digit PIN?

- Click [HERE](#) for guidance



M365 and MFA (Multi-Factor Authentication)

Microsoft 365 (formerly Office 365) is a range of applications which are interconnected to provide you, and your team, with a better and more efficient work experience across NHS Greater Glasgow and Clyde.

These apps include **Microsoft Office Online** – i.e. **Outlook** (*email), **Word**, **Excel** and **PowerPoint** – in addition to newer apps such as **Teams** which enables you to meet, train and work more collaboratively online. All apps are available to you anywhere you have internet access, including your own smartphone.

***NOTE:** M365 users should access email via **M365**, **NOT** the mail icon on the desktop

■ Multi-Factor Authentication (MFA)

In order for you to login to your **M365** account you will first need to configure **Multi-Factor Authentication**. This is an additional level of security to ensure that only you can access your **M365** account:

- ↳ Open the this link using **Microsoft Edge*** browser: <https://aka.ms/MFASetup>
- ↳ Enter your **NHSGGC email address** and **Network password** (if prompted)
- ↳ Click **Next**
- ↳ Click **Yes** to **Stay signed in** (if prompted)
- ↳ Click **Next** at the **More Information required** prompt
- ↳ Select **I want to set up a different method**
- ↳ Choose **Phone**
- ↳ Click **Confirm**
- ↳ Choose **United Kingdom** from the dropdown menu
- ↳ Enter **mobile** phone number – **work** or **personal**
- ↳ Select **Text me a code**
- ↳ Click **Next**
- ↳ Enter the **6-digit code** that is sent to your phone
- ↳ Click **Next**
- ↳ Click **Done** and close **Microsoft Edge*** browser










*or Internet Explorer browser (IE11)



M365 includes your GGC email platform, Microsoft Outlook, in addition to Teams, Word, Excel, PowerPoint, etc.

Please Note: NHS.NET mail is no longer is use across NHSGGC

Main NHSGGC IT applications/services are available from the computer desktop

Icon	Application	Icon	Application	Icon	Application
	TrakCare		Clinical Portal		HEPMA
	BadgerNet		Emis Web		WardView *Staff base/Duty Nurse
	PACS		WinScribe		WinVoice

Accessing NHSGGC applications from Microsoft Edge and Internet Explorer browsers

Some of the applications listed above, and others, can also be accessed from the NHSGGC internet Favourites. **Please note that Internet Explorer is still the default browser for NHSGGC devices and additional Favourites shortcuts are available there.**

- ↳ Open **Microsoft Edge/Internet Explorer**
- ↳ Click **Favourites**



- ↳ Go to **NHSGGC Favourites/GGC Shortcuts**

GGC Shortcuts across MS Edge and Internet Explorer include:

- **eHelp Self Service Portal**
- **LearnPro**
- **Update OneSign Security Questions**
- **SSTS (Scottish Standard Time System)**
- **eESS (Electronic Employee Support System)**
- **Datix Reporting (Incident reporting)**
- **iGrow (Paediatric Growth Charts)**
- **Toxbase**
- **Hospital at Night (HaN)**
- **Breast Screening System**



Ward shared drives/shared folders

- ↳ Some departments and ward areas still have designated shared drives on the NHSGGC network; these are gradually being replaced by localised **SharePoint** access. Service leads, etc., can authorise any additional staff access to existing shared drives via the **eHelp Self Service Portal Request IT** section [here](#).

TRAKCARE is the acute care Patient Management System (PMS) used at NHS Greater Glasgow and Clyde and several other NHS Scotland boards

- All **Emergency**, **Inpatient** and **Outpatient** episodes of care are recorded and managed on TrakCare.
- TrakCare incorporates electronic requesting for tests and investigations via the **New Request** workflow for **Laboratory**, **Imaging** and **Cardiology** departments.
- **Laboratory** and **Imaging** results are viewed and signed/acknowledged on TrakCare in most cases.
- **Laboratory Request** forms, **Final Discharge Letters (FDLs)**, **Emergency Discharge Letters (EDLs)** and other **Generic Letters** are generated on, and printed from, TrakCare as are all **Outpatient** clinical and administration letters. Once **Authorised** on TrakCare these letters are converted to .PDF and transferred to **Clinical Portal** and, in most cases, an electronic copy is sent automatically to the patient's GP practice.
- Patients can be referred to other GGC services and departments, e.g. Physiotherapy, via the **New Request > Other** process.
- Some GGC departments use the **Others Workbench** utility to manage patient referrals and other clinical information.
- The **Hospital at Night** and **Weekend Handover** worklists are managed on TrakCare.
- **Mental Health** inpatient services now also use TrakCare for electronic requesting and inpatient management but continue to use **Emis Web** for all other aspects of patient management.

■ Online Learning and Support materials for TrakCare

There is comprehensive user guidance available for all medical staff on **LearnPro**, **StaffNet** and now on the **eHelp Self-Service Portal Knowledge Base**; you can search via the **Learn IT** widget.

This includes **eLearning** modules, full application **User guides** and **Quick Reference Guides**.

■ Data Quality on TrakCare and other clinical applications

Recording high quality national data for audit, outcomes, research and management depends on **ALL** GGC staff who use **TrakCare**.

Failure to record accurate and real-time information will result in bad data quality and will impact upon national reporting.

▶ Click the image on the left to view the **ISD: National Health Information** guide.

Additionally, the **ISD (Information Services Division)** website is a valuable source of up-to-date information from NHS National Services Scotland:

- ▶ Please click [here](#) or go to <https://www.isdscotland.org/>
- ▶ Please click [here](#) and [here](#) for further information about the importance of Data Quality



DOWNTIME: Please note that **TrakCare** system downtime is scheduled for the **SECOND** Wednesday of each month between 0600 and 0800. Guidance for TrakCare downtime is available [here](#).

CLINICAL PORTAL presents patient clinical data, stored on numerous systems, in one convenient location and is widely accessed by all clinical staff, GPs and other Health Professionals across NHS Scotland.

- Full Medicines Reconciliation and the Immediate Discharge Letter (for inpatients) are managed entirely on Clinical Portal by Medical, Pharmacy and Nursing staff.
- Accessing Clinical Portal at other NHS Scotland boards (Golden Jubilee, NHS Lanarkshire, NHS Ayrshire and Arran, NHS Dumfries and Galloway, North of Scotland and NHS Forth Valley) is now possible using the Regional Portal Search or Regional Portals tab.



Setting MY DETAILS information

Some Clinical Portal details are already set up on your commencement with NHSGGC. These can be added to or updated at any time in the **My Details** section.

- Select **My Details** from the **COMMON** menu
- Alternatively, click on your **User ID** at the top-right of the screen and select **User Settings**

The table below lists each area that can be updated by you at any time:

Set Security Question *see below (to enable password reset)	Email (required in order to set Secret Security Question)	Your Clinical Document View (by Category; Service; Date)	Your Consultants (Inpatient and Outpatient)
Your Theatre Surgeons, Specialties & Locations , etc.	Your Document View date range (1 day – 2 years)	Your Inpatient Wards/Units/ED areas	Your Start Screen (your home page of choice)

Adjust the date range/other criteria to view more documentation

Use the **Configure Document Tree** function to adjust viewing preferences [highlighted here on the left] and to search.

You can also amend the Document View For Past value via your My Details screen to view documentation from as far back as two years.

Patient Banner (Viewing additional patient details)

Reveal more patient details on the banner by clicking the chevron (see below):

Setting your Clinical Portal Secret Security Question

All Clinical Portal users are strongly advised to set a **SECURITY QUESTION** on being issued with account details. This enables you to reset your password **yourself** at **any** time if you have forgotten it **OR** if your logon credentials have been compromised in some way. ➤ Click [here](#) for further information.

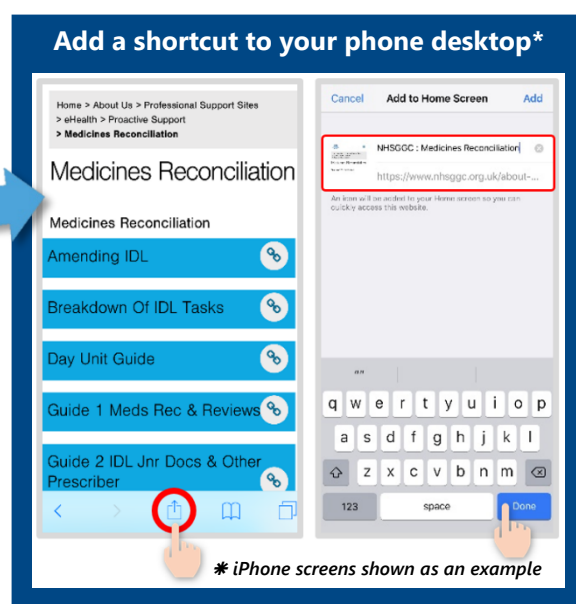
DOWNTIME: Please Note that **Clinical Portal** system downtime is scheduled for the **LAST Wednesday of every month** between 0600 and 0800. Guidance explaining how to access information on other GGC applications is available [here](#).

Medicines Reconciliation & IDL

Medicines Reconciliation (MR) on Clinical Portal in turn populates the electronic **Immediate Discharge Letter (IDL)**. This process reduces the risk of transcription errors and the clinical time spent on transcription, eliminates some recording duplication, allows faster discharge medicines processes and better quality information on the IDL; overall, ensures better communication between clinical teams about a patient's medicines, including specialist/high risk medicines. The system links to the **Emergency Care Summary (ECS/GP medicines information)**; the reconciled list of medicines at admission becomes the starting point for the IDL medicines. **The junior doctor only has to update the changes that have happened during the hospital stay, rather than manually enter every medicine.**

■ All guidance documents and video guides for the **MR/IDL** workflow are currently available on [LearnPro](#), [StaffNet](#) and via the **eHelp Self Service Portal** [[Learn IT](#)].

■ You can also access the learning materials from the external NHS Greater Glasgow and Clyde website on your phone/tablet by scanning the QR code below and following the steps shown:



HEPMA

HEPMA is Hospital Electronic Prescribing and Medicines Administration.

This is a new digital system that is currently being rolled-out across NHS Greater Glasgow and Clyde. It replaces the paper drug chart (kardex) for inpatient areas across our hospital sites. HEPMA is already in use at several other NHS Scotland boards.

HEPMA benefits NHSGGC with more accurate, legible prescriptions and clinical decision support. There is no need to rewrite kardexes. **HEPMA** saves time during drug rounds and provides richer information about use of medicines in addition to optimised use of medicines and more consistent medicines practice.

- Doctors and other prescribers will now use HEPMA to prescribe medicines for inpatients
- Nurses will use HEPMA to carry out drug rounds and record the administration of medicines to patients


NOTE: It's essential that doctors and nurses complete their HEPMA eLearning on [LearnPro](#)* before their local area goes live. Additional guidance is available on [StaffNet](#).

*HEPMA users should update their login email address [[username](#)] on [LearnPro](#) to their NHSGGC ggc.scot.nhs.uk address.




Windows & TrakCare printing

■ Checking your current printers (Windows)

- Use  to search for **Printers & scanners** page – e.g. type '*print*'
 - All printers associated with your device, including your default printer, will be listed
- Change your **default** printer by clicking the printer details and selecting **Manage**
 - Or you can choose to let **Windows** manage your default printer (it will choose the device you most recently used at your current location)

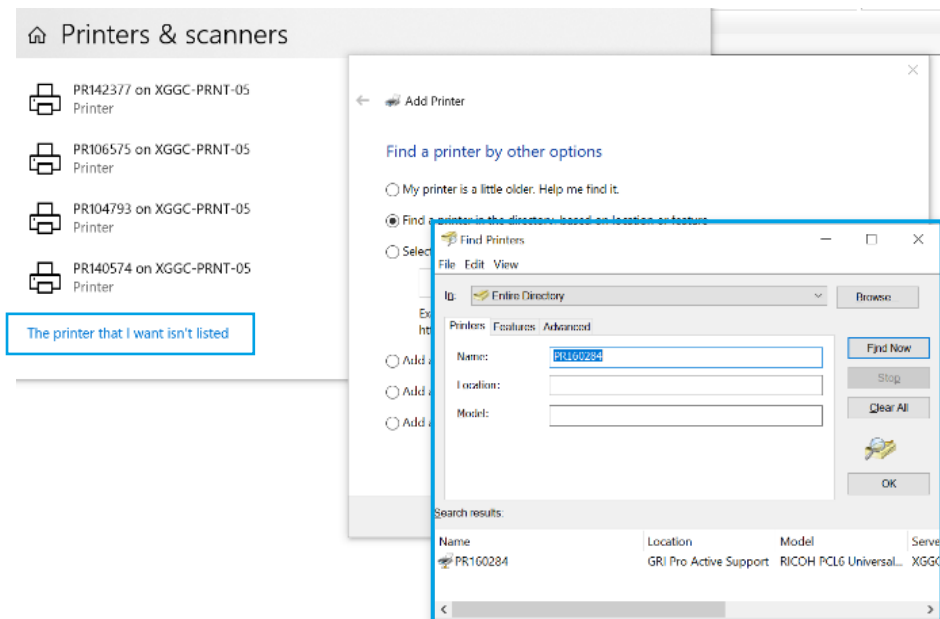
■ Adding a new printer

- Click **Search** 
- Type *find printers*
- Select **Find Printers** from the menu
- Enter the printer name (asset tag no.) in the **Name*** field
- Click **Find Now**, then double-click on the required printer from the **Search Results** list

*The printer name is the 6-digit asset tag number:



- If required, a driver for the new printer will be downloaded automatically
- On completion, the printer will be installed on the PC/laptop (**for YOUR user account only**)



■ TrakCare printing

Clinical documentation such as **Laboratory Request forms**, **Emergency Department Letters (EDLs)**, **Outpatient Clinic Letters (OPCLs)** and **Generic Letters** are all generated and printed from TrakCare.

Your PC/laptop will be pre-configured to print to a fixed local printer; please note that this **cannot** be changed by end-users.

A call should be logged to the **eHealth Service Desk** if TrakCare printing requires investigation.

■ Secure Personal Printing (SPP)

- SPP (or 'Follow Me' printing) is available across NHS Greater Glasgow and Clyde.
- When printing from **Windows** apps or **TrakCare**, etc., print jobs are retained and can then be printed from any printer which has a card reader attached.
- **Please note:** The functionality is still in minimal use at Glasgow Royal Infirmary and Gartnavel General Hospital (out with Beatson WOSCC); similarly in minimal use at Royal Alexandra Hospital, Inverclyde Royal Hospital and Vale of Leven Hospital.


■ Setting up Secure Personal Printing – what you need to do

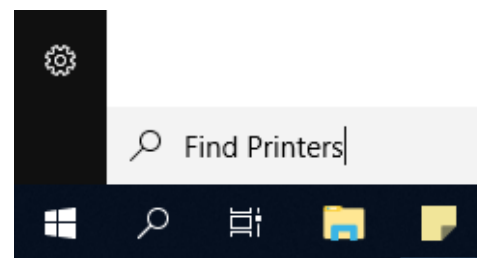
Once you are set up, simply tap your card/ID badge against the card reader to release your printed documents.

1. To set up SPP locally you must:

- ↳ Add **WWHo-SPP- Ricoh*** queue to your PC/laptop
*Lexmark devices may be in use in some areas – in this case select **WWHo-SPP-Lexmark** option
- ↳ Add **WWHo-SPP-Ricoh-Alt** print queue to your PC/laptop
- ↳ Set **WWHo-SPP-Ricoh** as your default printer by going to **Printers & Scanners** page and selecting the relevant SPP printer ► Click **Manage** and **Set as default**

2. Getting started – adding the print queue to your computer

- ↳ Click Search 
- ↳ Type *find printers* and select **Find Printers** from the menu
- ↳ Enter **WWHo-SPP-Ricoh** or **Lexmark** into **NAME** field
- ↳ Click **Find Now** button
- ↳ Double-click the required print queue from the **search results**
- ↳ Set as your default printer via **Manage** button




3. Setting up your ID/Proximity card to use with SPP (and obtaining a PIN)

As a new user printing for the first time, SPP sends a **PIN** code to the email address associated with your user account. If you **do not** have an NHS email address or don't receive the PIN email, then please click [here](#) **OR** enter the following URL into the browser:

■ <http://xggc-prnt-06/FMClient/Default.aspx>

A shortcut to the SPP WebClient can also be found in **Microsoft Edge > GGC Favourites**

- ↳ Select **User Configuration** from the left-hand side of the **Web Client** screen
- ↳ Click **Generate Random PIN** link (you can repeat this if required)
- ↳ Click **Update PIN** button to save the **PIN** (remembering it for future use)

- ↳ On obtaining your **PIN** go to a MFD/printer with a card reader attached
- ↳ On the touchscreen display, tap the **FollowMe**  icon
- ↳ Enter your **PIN** and tap the **LOGIN** button
- ↳ Select the **Enrol Card** option
- ↳ Tap your card on the device's card reader to register your card for **Secure Personal Printing** (where available).

Your **Proximity Card** will be your ID card (at QEUH/RHC and CLYDE sites) **OR** a blank white card **OR** your ID card with a 'chip' sticker affixed on the back (at other sites, including BWOSCC and GRI)

4. Releasing your printed documents

- ↳ Go to the SPP device and tap your card against the card reader (or enter your PIN)
- ↳ Tap **Print** to release required document **OR** select **Print All** to select multiple/all documents for print.

5. Using a Multi-Function Device (MFD) to scan documents

NHSGGC printers with in-built scanners are also known as **Multi-Function Devices (MFDs)**

- ↳ Tap card or enter PIN
- ↳ Touch **email** icon to send documents to your **NHS** email address (will be sent in .PDF)
- ↳ Tap your card again to **lock** the MFD

■ **TIP: Check your Junk email folder if the document that you have sent to yourself does not appear to have been delivered.**

6. Using MFDs for photocopying

On devices with in-built scanners the photocopying functionality can be accessed from the menu and used by all staff. **It does not require swiping of proximity card/ID badge.**

- ✓ Any SPP print-jobs not released/printed will be deleted after 5 days
- ✓ Remember to **LOCK** the device after you collect **YOUR** documents
- ✓ Swipe your card again to **LOCK** or select **Logout** on the touchscreen

Other eHealth applications and resources



BadgerNet is designed as a paperless, end-to-end, Maternity System.

It records every stage of the pregnancy from first appointment right through to postnatal home visits.

It fully supports care pathway management to provide flow between care plans, assessments, reports and management plans and supports NHSGGC's continuing move away from paper resources.

It also integrates with TrakCare and SCI-Store/Clinical Portal. ■ View all user guides and documentation [here](#).

■ Please contact Digital Midwife Gwen.Barr@ggc.scot.nhs.uk with any queries about accessing and using BadgerNet.



iGROW is an application in use across the Paediatrics service that plots and monitors patient height, weight, head circumference and BMI. All of the recorded growth measurements are plotted and displayed on the DH/RCPH recommended standard growth charts. Additional iGROW functionality includes gestational age correction and bone age plotting.

iGROW can be accessed directly from a patient's electronic record on Clinical Portal.

■ Please contact igrow.admin@ggc.scot.nhs.uk if you require an iGROW account, providing your name, department and contact number. NOTE: You must have a GGC email account. ► View the Quick Reference Guide [here](#) or search StaffNet for 'igrow'



WardView is the ward/bed management application that's accessed on wall-mounted touchscreens found on most acute NHSGGC wards. WardView is interfaced with TrakCare. The application provides

real-time ward information and facilitates more efficient bed requests and transfers as well as allowing changes to patient estimated discharge dates (EDDs).

WardView displays patient discharge medication status; this is linked to the patient's Immediate Discharge Letter/IDL that is generated on Clinical Portal, EDD info, Clinical Quality Indicators (CQIs) and patient referral status – e.g. to Physiotherapy, Dietetics, etc. WardView is routinely updated by nursing staff, ward clerical staff and AHP teams.

■ View the WardView quick reference guide [here](#) or by searching StaffNet for 'wardview'

■ View the WardView/Clinical Portal Medicines Reconciliation Quick Reference Guide [here](#) or search StaffNet for 'wardview IDL'



WinScribe is the digital dictation application that is used by thousands of clinical and administration staff across NHSGGC, enabling better control of document management, dictation and transcription needs. Medical/other staff dictate clinical notes using the hand-held digital dictation devices. The audio file is sent via WinScribe to an audio-

typist/other who then transcribes the information on TrakCare in letter format and submits it for final review by the author. On approval the letter is then **Authorised** on TrakCare and generated/printed by the appropriate administration staff.



WinVoice is a complete end-to-end solution that allows users to create letters, reports and other documents and distribute them electronically or in print. It is highly adaptable, having been designed to work seamlessly alongside existing software to make the job of document creation easier and faster. It links with existing applications and databases to populate documents automatically and turns digital dictations from WinScribe into documents for dispatch

► Please contact your department's admin/service manager if you require access/assistance
► Please refer to [eHelp](#) if the relevant icon is not available on your desktop



CLINICAL DECISION SUPPORT is available on TrakCare and on Clinical Portal. It provides access to a wide range of resources and services that enable you to use evidence to create action for the benefit of patient care. These are nationally provided resources including **BNF**, **Dynamed Plus** and **BMJ Best Practice**. Also available are links to local resources such as the **NHSGGC Acute Handbook**, **MSK Pathways** and the **Adult Therapeutic Handbook**.

Note that all resources on this page are password-free for easy access.

► Please visit the [Knowledge Network Page](#) for more information.



► Click [here](#) to view app issues and downtime details on the **EPR Status Page**



■ Laptops, Mobile devices and Remote Access

Most issues with mobile devices and/or remote access are due to the device not being hardwired to the Network.

The first time you log on to the laptop it must be connected to the NHS network using a network cable. When you have logged in this once, you can then log in to work locally without a network cable or to wirelessly at work or from home.

You are required to connect your device to the GGC network using a network cable or docking station a minimum of every 28 days.

This is to ensure that the device can receive critical security updates and reports the device to our database which informs us it is still in use to prevent it being disabled and then deleted.

Please note: If there are any changes to your logon/network account (e.g. password change) you must carry out the above steps for the device to sync your account/passwords and ensure you can remotely access.

■ Software Centre – installing deployed applications to your device

Applications and other software that you require are deployed to the **Software Centre** on your device desktop; it is accessed by clicking the icon shown here on the lower-left. **Note:** If the **Software Centre** icon is not on your desktop, please request it via the eHealth Service Desk.

You should wait 30 minutes for the software to have time to deploy into your Software Centre. If you have a mobile device (laptop or tablet) please ensure that you have it connected to the network – either on a docking station or using a network cable – before you attempt installation.

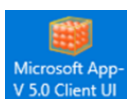


- Open **Software Centre**
- Click the **Applications** tab
- Look for the application that is to be installed – e.g. HEPMA
- Click to open
- Click the **INSTALL** button to initiate installation of the app to your device

■ Troubleshooting app launch failure

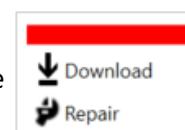
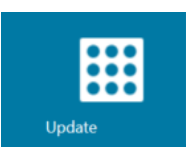
If an application is not showing on your desktop and it has been deployed to your device and is associated with your logon details, please try the following:

- Press **START** 
- Select **Microsoft App-V5.0 Client UI ...**



- ↳ **Windows 10 device** – you will see a tile displaying the **App-V5** icon
- ↳ **Windows 7 device** – choose **App-V5.0** from list of applications

- Click the **Update** tile (see icon on the left) to send a refresh to the APPV server which should then populate the missing application's icon
- If this still does not work, click into the **Virtual Apps** section: you should see the name of the application you are looking for
- Click the **Repair** icon to resolve the application installation issue





■ How to configure Multi-factor Authentication (MFA) for Office 365

This is an additional level of security to ensure that only you can access your M365 account

↳ Click or visit here <https://aka.ms/MFASetup> to get started

■ Where to accept NHSGGC Terms and Conditions for network access/set personal security question

To accept the Terms and Conditions and/or update your security question click or visit here:

<http://spapps.staffnet.ggc.scot.nhs.uk/MyAccount/AcceptConditions.aspx>

- **Note:** Your account will be disabled after 28 days if you **DO NOT** accept Ts&Cs
- **Note:** Your account will be disabled if you **DO NOT** access it for over 60 consecutive days

■ How to request an application to be installed on your device

↳ Log an IT Support ticket via eHelp Self Service Portal [Request IT](#) section or by clicking [here](#).

■ How to apply for a new account (GGC – TrakCare – Clinical Portal – HEPMA, etc.)

↳ In the first instance, all new account requests should be made via [MyAccount](#). If an application is **NOT** listed on the **MyAccount** page please go the [Request IT](#) section on the eHelp Self Service Portal and browse to the [User Accounts/Admin](#) section to complete your details. The form should also be used to request **ADDITIONAL** access for an application.

■ How to obtain access to PACS (Radiology)

↳ Staff who require access to medical images to perform their clinical role must be adequately trained before access to the system can be issued. [Read this](#). Online training is available on [LearnPro](#); NHSGGC staff should complete the course entitled GGC:072 PACS Training.

■ Where to update or record your details in the Staff Directory (Global Address List/GAL)

You can update your GGC directory details on eHealth's eHelp [Self Service Portal](#).

- ↳ Your details being up to date enables eHealth support teams to get in touch and resolve your queries as well as making it easier for others to contact you
- ↳ Refer to [this eLearning guide](#) if you do not yet have access to Self Service Portal

■ How to use OneSign/Single Sign-On to remember logon details, reset your GGC network password, reveal passwords, enrol a Tap & Pin card

↳ All OneSign/SSO user guidance can be found [here](#) on StaffNet and by searching the [Learn IT](#) section of the eHelp Self Service Portal.

■ How to request training on TrakCare and Emis Web via LearnPro

- ↳ Login to [LearnPro](#) and scroll down to Training Events/Course Booking section
- ↳ Select View All or Apply for Events

■ Where to find application guidance documents and eLearning videos

↳ A number of eLearning courses related to HEPMA, TrakCare, Clinical Portal, Emis Web, BadgerNet and other eHealth systems and applications are now on [LearnPro](#) in addition to the eHealth Knowledge Base (search the [Learn IT](#) section) and on [StaffNet](#)

■ How to manage Windows printing and SPP/Follow-Me printing

↳ Follow the guidance contained in [this booklet](#)

eHealth Self Service Portal

Current Issues and Alerts will appear here

Tip of the day will appear here

Update your details so we know how to get in touch!

Use the Wish List to keep a note of what you require from the Catalogue

Quick way to check the current status of any application/downtime/planned maintenance
Check BEFORE raising a Ticket!

Search for any knowledge articles BEFORE you log an Incident or Request Ticket OR go directly to Learn IT section below ...

Watch the eHelp video to get you started!

Click to return to this homepage

Fix IT
Report and log a fault, error or issue

Request IT
Browse the catalogue for services and items you need

Learn IT
Browse Knowledge Base and search for articles

My Tickets
Update or check the status of your tickets

Use to log an Incident Ticket. This is for something that you already have and are using but you are having issues with.
● High priority incidents should still be telephoned.

Use to request something – e.g. new user account, software installs, etc.
● This is for something that you do not currently have, but you require.

Search the eHelp Knowledge Base for guidance and assistance with all eHealth-related issues.
● eLearning and application user guides are all found on the Knowledge Base.

View the ongoing status of Incident Tickets that you have initiated with the eHealth Service Desk.
● You can also update your Tickets directly from here.

Hello Gregg, how can we help?

Enter your query here ...

eHelp Video – How to use the Portal

Update Your Details

System Status

Wish List

Gregg Baker

NHS eHelp

Home - eHealth IT Service Portal

https://nhs.scotland.service-now.com/ehealth

eHealth Self Service Portal

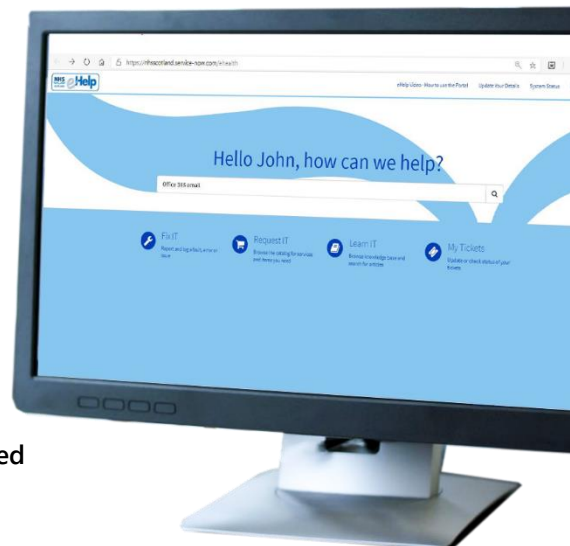


The Self Service Portal is GGC's gateway to a wide range of eHealth self-help and support resources for all end-users. Please refer to the graphic on the previous page for more details.

You will find the **eHelp** link in **NHSGGC Favourites** on **Microsoft Edge** or click [here](#).

From the Self Service Portal you can:

- Raise support tickets for IT incidents and other requests without having to contact the eHealth Service Desk (**high priority incidents should still be telephoned, however**)
- View and/or update the status of tickets you have raised
- Search the **Learn IT Knowledge Portal** for quick answers to your queries and for user guidance on systems and applications and everyday issues such as printing, etc.
- Browse the online catalogue and request IT services and items that you require, and don't already have
- View GGC system outage details or planned maintenance info (please do not raise an IT issue when Major Incidents and planned outages are active)
- Update your Staff Directory details on the Global Address List (GAL)



Please Note: Before you can access **eHelp** you must complete the **Multi-Factor Authentication (MFA)** process. Refer to the guidance on [Page 8](#) of this booklet or click [here](#) to get started.

Remember ...

- **DON'T** allow **ANYONE** to use your **NHSGGC** login details for **ANY** account
- **DON'T** look at **ANY** patient clinical information unless the patient is in **YOUR** care
- **DON'T** look up **YOUR** clinical information, anywhere, at any time
- **DON'T** send sensitive information by unsecured email

Always **LOCK** unattended devices!



And finally ...

- eLearning modules for all main applications are available on **LearnPro** and **StaffNet**
- You will book onto scheduled **MS Teams** training for TrakCare, Emis Web, etc. via **LearnPro**
- Comprehensive learning materials, including user guides and video clips, can be found on **StaffNet** and via the **eHelp Self Service Portal [Learn IT](#) section**
- The online interactive version of this booklet can be found on **StaffNet** by searching for "New Medical Staff" on the front page