

Digital Desk Guidance

Introduction

- This user guide has been created to show system functionality not clinical processes and should be used in conjunction with the relevant Standard Operating Procedures (SOP) for your appropriate service
- Any changes will be updated and published online, and staff should be aware that any printed copies of the guide are only correct at the time of printing and should constantly check the online version for updates
- The following support materials are available from these locations:
[Course: Online System Resources \(cpft.nhs.uk\)](https://cpft.nhs.uk)
- When in SystmOne you can press F1 for Help (or choose Help on the Menu at the top of the screen)

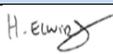
1.0 Document Control

1.1 Revision History

Revision date	Version	Summary of Changes	Author
09/12/2024	1.0	Original creation	Jolene Meyers
20/12/2024	1.1	Further amendments	Hakim Elwidai

1.2 Approvals

Version 1.0 and above of document requires the following approvals:

Name	Title	Signature	Date	Version
Hakim Elwidai	Clinical Systems Training Manager		20/12/2024	1.1

How to log requests or report application issues

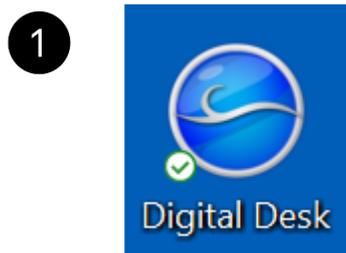
Introduction

The Clinical Systems team are responsible for the support, maintenance and development of clinical systems used across CPFT, this is primarily SystemOne but extended to Electronic Referral Service, Attend Anywhere, Electronic Prescribing and Medicines Administration plus many more,

To affectively support our services with this we ask that any queries for training and support are logged via Digital Desk.

How to log a request via the Digital Desk:

1. Please note on your PC desktop the Digital Desk Icon and double click to open.



2. The following screen will pop-up and to enter your **User ID** and **Password** and log in.

A screenshot of the Cherwell login portal. The header reads "Cherwell by ivanti". Below it is "Cherwell Web Portal". A notice states: "The Digitaldesk will be unavailable on Sat 7/12 between 8am-1pm due to an upgrade taking place." There are two input fields: "User ID" and "Password". At the bottom right are "Cancel" and "Log In" buttons. At the bottom left are links for "Support" and "Forgotten your password?". Footer text includes "Version: 2023.1.2", "Environment: Production", and "Copyright © 2006-2023 Cherwell Software, LLC". A circled "2" is overlaid on the left side of the form.

- If you are logging in for the first time and do not know your password, you will need to click on the **forgotten your password** link.

Cherwell Web Portal

The Digitaldesk will be unavailable on Sat 7/12 between 8am-1pm due to an upgrade taking place.

User ID

Password

[Cancel](#) **Log In**

[Support | Forgotten your password?](#)

Version: 2023.1.2
Environment: Production
Copyright © 2006-2023 Cherwell Software, LLC

- Enter your email address and **submit**. And a password reset link will then be emailed to you.

Password Reset

Please enter your email address.

Email

Submit

Sopra Steria

5. Next to log a request via the Digital Desk click on the **Request** button.

sopra steria | Digital Desk Jolene Me

Hello Jolene Mevers
HOW CAN WE HELP YOU?

Welcome to the Digital Desk. Here you can submit IT support tickets, make requests, view your open tickets and more.
 Sopra Steria helps organisations apply digital technologies intelligently to drive business transformation.

[Click here to access live chat](#)

Ordering IT Equipment
 To order IT Equipment please [Click Here](#)
 If you can't find what you're looking for please return here and submit a Non-Listed Request which can be found under the relevant Service

My Tickets ³
 Open: 0
 Resolved: 0
 Awaiting Approval: 0
 Closed Tickets: 19

Report -Something is broken
 Devices (hardware), applications (software), access to a server or a report that were previously available have stopped working, broken or there is a reduction in the quality.

Request -Something is Required
 Something that has previously not been available to you or a colleague and is now required e.g. email inboxes or calendar applications (software), access to a service or a report.

Approvals
 Tickets requiring my Approval

News
 High Priority Issues, Ongoing Issues
 Planned Outages

Service Status ³
 Check the status of Key Applications and Services

My Devices

6. Click on the **Application Access** icon.

sopra steria | Digital Desk

Request Something SEARCH...

Access Management
 Access Management - Accounts, Remote Working and User Administration

Approved Software
 Approved Software - Approved Software and Applications

Computer
 Desktop Services - Windows 10 and Data Management

Hardware
 Hardware Services - Desktop, Laptop, Portable, Tablets issues and requests

Internet, Email and Mess...
 Internet, Email and Messaging - Internet/Intranet issues, Email and Messaging.

Telephone
 Telephone Services - Desktop Phones, Mobiles, Conferencing and ACDs

Project Requests
 Request quotation for a non listed service

Application Access 6
 Application Services - Line of Business Applications, includes SystemOne

New Starter Service
 Request New Starter Services

Leaver Service
 Raise Leaver Request

7. Please note the following options to choose from depending on your requirement and complete the form accordingly.



8. Please provide as much information as possible as this will give us clarity on how to complete your request and **click** submit.

The screenshot shows the 'Request User profile set-up' form with various input fields and radio buttons. A black circle with the number '8' is overlaid on the right side of the form.

Request User profile set-up

Is this request for you or someone else:
 Yourself Someone Else

Has user completed SystemOne training Yes No
 If no please [click](#) this prior to requesting profile setup

Describe your requirements

Smartcard Number:

SystemOne Unit Details

See's patients Yes No

Task group/s to be added to:

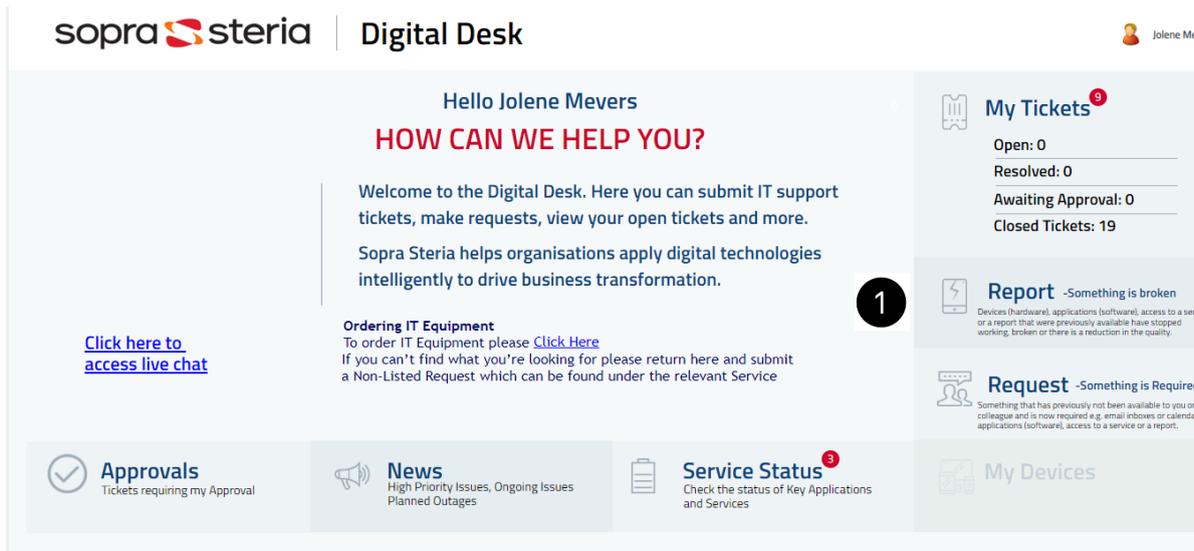
Teams to be added to:

Pathology access required for Ice TQuest

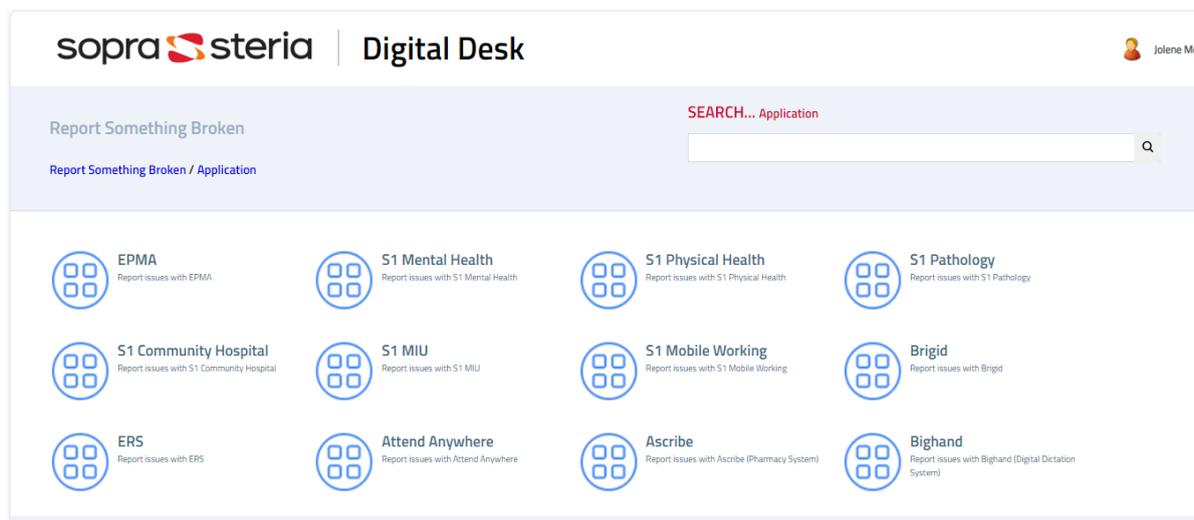
Attach **Abandon** **Submit**

How to log a Report call if there is a problem regarding your system application:

1. Following you log into your Digital Desk, click on the Report icon, to report an issue you or someone else are experiencing.



2. Please note the following options for you to choose depending on your application issue presenting.



3. Please provide as much information as possible and attach any screenshots as helpful and click **Submit**

sopra  steria | Digital Desk

Report: Application / Brigid

Are you reporting this issue for:
 Yourself Someone Else

What is the nature of your issue:
 Raise a Brigid issue

Please describe the issue you are having



Does this prevent you from doing your work?
 Yes No

Does this affect multiple users?
 Yes No Don't Know

Are these contact details correct for the service recipient today?
Phone: _____ Mobile: _____
Location: Yes No

SystemOne Unit Details: _____
Ward Details: _____