

IUC Manager

Digital Support Handbook

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IUC Manager Digital Support Handbook

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IUC Manager Digital Support Handbook

Handbook Aim:

Provide information to allow Shift Managers to:

- Manage digital issues that might arise on shift.
- Report and escalate issues to either the Manager on Call, Digital Team or supplier as required.
- Please refer to the IUC Digital Support Process – Appendix C that is also referenced in the SevernSide BCP Handbook.

Systems Information

CLEO

BrisDoc's CLEO system is hosted with CLEO Systems. Issues with CLEO connectivity, should be verified with another PC and/or IUC location to confirm if it's a specific PC or site connectivity issue, or if the CLEO platform itself has failed or has a problem.

When there is no digital support

- CLEO failures should be reported to CLEO via the CLEO Service Desk Portal link on weblinks. Log in details are on Bitwarden. If urgent and Monday – Friday 18:00-08:00/ Weekends: Saturday – Sunday & Bank holidays phone Cleo once you have logged the ticket via the portal (☎03435 064 046). Digital have access to the same portal and will be able to view and onward manage tickets as per the agreed support process.
- In the event of complete system failure, the Programme and Service Director should be informed via Text/Email by the Senior on-Call Manager (SoCM) or Head of IUC where no SoCM is specified, so the Programme and Service Director can support to system restore.

When there is digital support

- CLEO failures should be reported to the Digital Team via the BrisDoc IT Support Form on Weblinks.
- CLEO user or configuration errors should be logged via the BrisDoc IT Support Form on Weblinks.
- Mobile Rugged Laptop issues should be logged on the BrisDoc IT Support Form on Weblinks.

CLEO Password Management

CLEO passwords can ONLY be reset by CLEO Service Desk link on weblinks. See CLEO User Management SOP.

Archive - Adastra Clinical System

BrisDoc's Adastra system is hosted with OneAdvanced. Issues with Adastra connectivity, should be verified with another PC and/or IUC location to confirm if it's a specific PC or site connectivity issue, or if the Adastra platform itself has failed or has a problem.

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When there is no digital support

- Adastra failures should be reported to the Digital Team via the BrisDoc IT Support Form on Weblinks.

When there is digital support

- Adastra failures should be reported to the Digital Team via the BrisDoc IT Support Form on Weblinks.

Telephones and Mobiles

| | <i>Telephones</i> |
|--|--|
| <i>Osprey Control Room</i> | <i>C-Stem Sesui WebRTC App Version</i> |
| <i>Marksbury Road Treatment Centre</i> | <i>SesuiLite (base supplier Yo Telecom)</i> |
| <i>168 Medical Treatment Centre</i> | <i>SesuiLite (base supplier Surgery Connect)</i> |
| <i>Christchurch Treatment Centre</i> | <i>SesuiLite (base supplier Surgery Connect)</i> |
| <i>Clevedon Treatment Centre</i> | <i>SesuiLite (base supplier Sirona)</i> |
| <i>Greenway Treatment Centre</i> | <i>SesuiLite (base supplier Surgery Connect)</i> |
| <i>Remote Workers</i> | <i>SesuiLite</i> |

Across BrisDoc there several telephony platforms and mobile phones. Each site has a different configuration and support model.

Issues with the landline telephones at Treatment Centres need to be reported to and managed by the base manager by noting issues on the shift report. In the out of hours period refer to the base set up documents for contacts at the Treatment Centre and discuss escalation with the on call manager.

Sesui (Babble)

When there is no digital support.

- Telephony failures should be reported to Babble ☎ 03445 600 600 or Babble main number of 0800 440 2959 (Option 3). In the event of complete system failure, the Programme and Service Director should be informed via Text/Email by the Senior on-Call Manager (SoCM) or Head of IUC where no SoCM is specified, so the Programme and Service Director can support to system restore.

When there is digital support

- Sesui (Babble) failures should be reported to the Digital Team via the BrisDoc IT Support Form on Weblinks.

See Appendix D – Sesui Troubleshooting Guide.

Mobile Phones

- Issues should be reported to the Digital Team via Digital IT Support Form on Weblinks.

Health and Social Care Network (HSCN) Internet Connection

When there is no Digital Team support use the following information for each base:

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- **Osprey Court.**

Contact Nasstar as per appendix A.

- **Clevedon, 168, Greenway, Marksbury Road, Christchurch**

Issues should be logged to Southwest and Central Commissioning Support Unit (SWCCSU) on 0300 561 0550 when they are open (Mon-Fri 07:00-20:00 only), the Practice contact or if it can wait report to the Digital Team via the BrisDoc IT Support Form on Weblinks to be picked up the next working day.

Call Recording

Sesui manages call recordings. Issues with call recording should be reported Digital IT Support Form on Weblinks.

PC's, Monitors, Keyboards, Mice, Printers,

BrisDoc Bases PC's, Monitors, Keyboards, Mice, Printers, are deployed in different configurations and are maintained and supported by different models dependent on the site. Please report all issues with this equipment via reported Digital IT Support Form on Weblinks.

Photocopiers/Printers

Issues should be logged on the BrisDoc IT Support Form on Weblinks.

EMIS web

When there is no digital support

- EMIS failures should be reported to EMIS ☎0330 0024 1270 option 2 (Quote CDB 138531). In the event of complete system failure, the Programme and Service Director should be informed via Text/Email by the Senior on-Call Manager (SoCM) or Head of IUC where no SoCM is specified, so the Programme and Service Director can support to system restore.

When there is digital support

- EMIS failures should be reported to the Digital Team via Digital IT Support Form on Weblinks

EMIS passwords can be reset by the user using forgotten passwords or the shift manager within EMIS. Ensure Organisation 138531 is used, if EMIS is used on PC's by day staff then BrisDoc should access via Configuration Switcher (via start menu). Issues should be logged on the BrisDoc IT Support Form on Weblinks.

Smartcards

Smartcards Authentication: Smartcards will be registered when the user is setup in CLEO. Changes can be managed via a Digital Ticket if not time critical or via the CLEO Service Desk Portal if affecting service and outside of BrisDoc digital support hours.

Locked Smartcards: Smartcards can be unlocked remotely provided the Care Identity Systems 2 (CIS2) contains a valid email address.

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If the card holders' email is not configured or incorrect (AND updating Smartcard is not locked by ESR), the Shift Manager can populate the users email thus enabling the card holder to receive a code via email to unlock smartcard immediately and any future occurrence.

Smartcards locked on shift can be reset by method above or by the shift manager within the spine application, Care Identity System (CIS).

Smartcards Certificate Renewal: Smartcard Certificates can be renewed by Shift Managers using designated machines with RA Software installed. Or logged on the BrisDoc IT Support Form on Weblinks, to arrange a booked slot with Digital Team.

(Note: CIS is updating to CIS2, therefore in the near future it may be possible for users to self-renew certificates before Smartcard certificates lapse) see appendix D for details.

Connecting Care

Connecting Care accounts should be requested via the BrisDoc IT Support Form on weblinks.

Account reactivation and passwords resets should be requested via the BrisDoc IT Support Form on weblinks.

Troubleshooting

See Appendix B for troubleshooting the issues below.

- Unable to turn on PC
- Forgotten my Windows password
- No CLEO Icons
- CLEO not working
- Can't Print
- Can't print from CLEO
- Forgotten my CLEO password
- Unable to print case reports
- Unable to print prescriptions
- PDFs or JPEGs, picture files not opening in email or on the desktop
- Weblinks not working
- EMIS not launching
- Forgotten EMIS password/ locked out
- Connecting Care Not Working / Unsupported Browser
- USB Headset not working

Reporting IM&T Issues

It is assumed that operational and clinical staff will report IM&T issues to the Shift Manager in the first instance. IM&T Incidents can further be reported via the Digital IT Support Form, which can be accessed from the 'weblinks' page. <https://brisdoc.co.uk/weblinks/>

The Shift Manager should report issues directly to the supplier if appropriate, when there is no digital support, using contact numbers in this fact sheet or use Appendix B to try and triage/resolve the problem. If the problem cannot be resolved by the Shift Manager and is

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impacting the service significantly e.g. a site can't connect to Cleo the Shift Manager should escalate to the On Call Manager, who will if required escalate to the Senior On Call/Head of IUC. Depending on the severity of the issue the Head of IUC (or Senior on call in their absence) will escalate to the Programme and Service Director. All issues should be noted on the Shift Manager Report whether resolved or outstanding.

Call Logging Tips

- Please report problems as soon as they occur using the BrisDoc IT Support form.
- Have as much detail as possible ready, including username, asset number of the PC, location/room, and steps taken before reporting the call and if possible, a take a screen print of the error.
- Please describe the impact the solution is having on service delivery to help prioritise
- If possible, always try using a different workstation, and avoid moving of equipment.

Notification of Problems Fixed/Resolved

Resolution of problems managed by the Digital Team will be confirmed back to the person raising the issue.

Appendix A Secure Internet Connection (HSCN) Failure – Osprey Court

Nasstar are the supplier of the secure internet (HSCN) for Osprey. Incident management and resolution should be performed remotely by Nasstar.

Osprey site configuration – **reference information (should not be required)**

| Region | Site ODS | Site Name | Site postal address | Site Postcode | Scenario Package Type | Contracted Bandwidth | Bearer Bandwidth | Router Type | SNMP Location |
|--------|----------|-----------|---|---------------|-----------------------------------|----------------------|------------------|----------------|-------------------|
| SWAP | NBP01 | Brisdoc | Unit 21, Osprey Court, Hawkfield Business Park, Bristol | BS14 0BB | Single Up to 100mb Fibre Ethernet | 100 | 100 | ETHC15289294 | BRISD-HSCN-1067-1 |
| SWAP | NBP01 | Brisdoc | Unit 21, Osprey Court, Hawkfield Business Park, Bristol | BS14 0BB | P-FTTC | 16.65/1.09 | P-ADSL | na2904591@hscn | BRISD-HSCN-1068-2 |

If a site visit is required and access to Osprey Court equipment and comms room (1st Floor) the key is located on Unit 4 Digital Room on wall. It is the blue tagged key.

For total loss of internet i.e. unable to get to NHSMail/Cleo/EMIS follow below:

- Phone Nasstar on 0345 123 7118 to report the incident
- Provide the site name 'BrisDoc BS14 0BB'
- Inform Programme and Service Director via Text/Email via on call/Senior On call Manager

The target fix time for P1 incidents (Service Level Agreement) <5 Hours

Lower Priority Incidents – e.g. slower internet follow below:

- Phone Nasstar on 0345 123 7118 to report the incident.
- Provide the site name BrisDoc BS14 0BB'

Or

- Log via incident portal <https://portal.nasstar.com/log-on.aspx> [Users IUC.Managers@nhs.net](mailto:IUC.Managers@nhs.net) password in BitWarden
- Inform Programme and Service Director via Text/Email via on call/Senior On call Manager

Nasstar will assign a priority for the incident recovery time objective for your planning is below.

Recovery Time Objective (RTO)

The target fix time for P2 incidents (Service Level Agreement) <8 Hours

The target fix time for P3 incidents (Service Level Agreement) <24 Hours

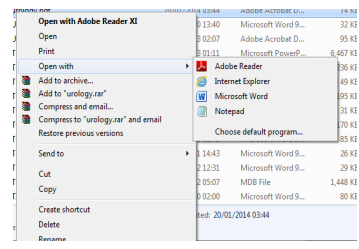
The target fix time for P4 incidents (Service Level Agreement) <2 Weeks

The target fix time for P5 incidents (Service Level Agreement) <4 Weeks

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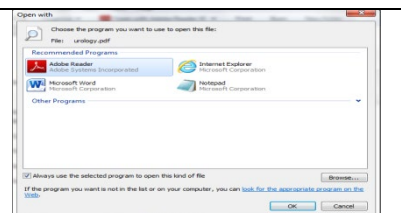
Appendix B – General Digital Troubleshooting

General PC Issues

| Problem | Advice |
|---|---|
| Unable to turn on PC | <ul style="list-style-type: none"> Are you the only one having the problem, if not is there a general power problem? If more than one person is experiencing contact the Shift Manager, who will contact the IT Manager. (possible server of N3 problem) If you are the only one person with the problem ensure all plugs are turned on and plugged in Establish if there are any lights on either the computer or screen Submit a digital ticket with a description of fault and which item has lights on if any. Consider moving to another room or use the manual process. |
| No CLEO Icons | <ul style="list-style-type: none"> Check the CLEO Launcher is working on other sites If other websites can be used contact the Shift Manager |
| Can't Print | <ul style="list-style-type: none"> Note: Some Treatment Centres such as Greenway and 168 have restricted / limited printing, to go green and enabling better prescription management. The host PC is the only machine configured for necessary printing. If should print, check all power and connection cables to the printer Is the printer light on green status ready or is there an error light red/amber Is there a paper jam or ink/toner supply issue Are there any jobs in the queue that have failed and are stopping other items printing Can you print a test page <ul style="list-style-type: none"> ➤ Click Start, Settings, and open Control Panel. ➤ Double-click the Printers or Printers and Fax icon. ➤ Right-click on the Printer you wish to test and click Properties. If you do not see your printer listed your printer is not installed. ➤ In the Printers Properties window click the Print Test Page button. ➤ If the printer is able to print a test page, you're printer is installed and setup properly. However, if you're unable to print in other programs it's possible that the program you're attempting to print from has issues. Does the printer print from office applications such as word? Submit a digital ticket |
| PDFs or JPEGS, picture files not opening in email or on the desktop | <p>Documents Not Opening with correct tool/software</p> <p>Sometimes as a result of new PC's changing or people fiddling with the following settings, documents do not open with the tool that you expect and are not accessible or readable.</p> <p>To fix</p> <ul style="list-style-type: none"> Save the PDF or file type in question to the O: Drive Go to the O : Drive and right click on the document Choose open with and then choose default program Choose adobe for PDFs, Paint or windows picture viewer for images/pictures. You should see the icon next to the document change as a result. You can now open the PDF from NHSMail.  |

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- You need to do this for each user and each PC that has the problem



Systems

| | |
|---|---|
| Forgotten my CLEO password | <ul style="list-style-type: none"> Shift Managers can reset this via CLEO Service Desk request |
| Can't print from CLEO | <ul style="list-style-type: none"> Does the printer print from office applications such as word? See note above Can't Print If YES see below unable to print case reports, unable to print prescriptions. If NO , submit a digital ticket |
| Unable to print case reports | <ul style="list-style-type: none"> See note above Can't Print Check to see if you have a printer named 'Case Report Printer' (exact match), if you have ensure it prints a test page. If it prints a test page but not a case report try – turning off the printer, shutting down the PC, turning the printer back on again followed by the PC. Log back on and test again. If the printer doesn't print at all, submit a digital ticket |
| Unable to print prescriptions | <ul style="list-style-type: none"> See note above Can't Print Check to see if you have a printer named Prescription Printer, (exact match), if you have ensure it prints a test page. If it prints a test page but not a prescription try – turning off the printer, shutting down the PC, turning the printer back on again followed by the PC. Log back on and test again. If the printer doesn't print at all, please contact the shift manager who will report to the IT Manager |
| Weblinks not working | <ul style="list-style-type: none"> If the weblinks have been lost from a computer desktop or base visit www.brisdoc.co.uk/weblinks If the link itself is not working contact the on call manager |
| EMIS not launching | <p>Ensure the configuration switcher is used along with organisation ID 138531</p> <p>Start All Programs EMIS Configuration switcher (Enable switching)</p> <ul style="list-style-type: none"> If the program does not exist or it displays error messages (even after restarting the PC), submit a digital ticket with a description of fault the base and the room or desk /asset number, this most likely will be resolved by re-installing the software. |
| Forgotten EMIS password/ locked out | <p>For Registrars, EMIS accounts are automatically disabled when their training expires. If training has been extended, paperwork has to be checked by the rota team and a new training end date has to be inserted. Please notify the shift manager.</p> <p>All other accounts Use forgotten password for quick resolution or contact the shift manager, they should be able to reset the password.</p> <ul style="list-style-type: none"> If the account is not found, check within 'All Users' as the account will be disabled after 6months of non-activity. Click re-activate then change the password. |
| Connecting Care Not Working / Unsupported Browser | <p>For Registrars, Connecting Care access should be sought via Trainer or Clinical Coordinator, with a note added to consultation.</p> <p>All other accounts, if access has not been used within any 3-month period, access is automatically terminated by Connecting Care. Submit IT ticket to request Connecting Care Re-</p> |

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activation or if never had Connecting care Submit IT ticket to request Connecting Care Re-activation

If EMISWeb has recently had a maintenance update and Clinicians are obtaining “Unsupported Browser”

- PCs at Treatment Centres have been configured to update registry values after a reboot or shut down.
- At Osprey it is automatically configured for policy.

If an issue after several attempts of rebooting Submit IT ticket to be investigated.

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Appendix C - IUC Digital Support Process

IUC Digital Support Process

Team Mobiles

Digital – digital@brisdac.org

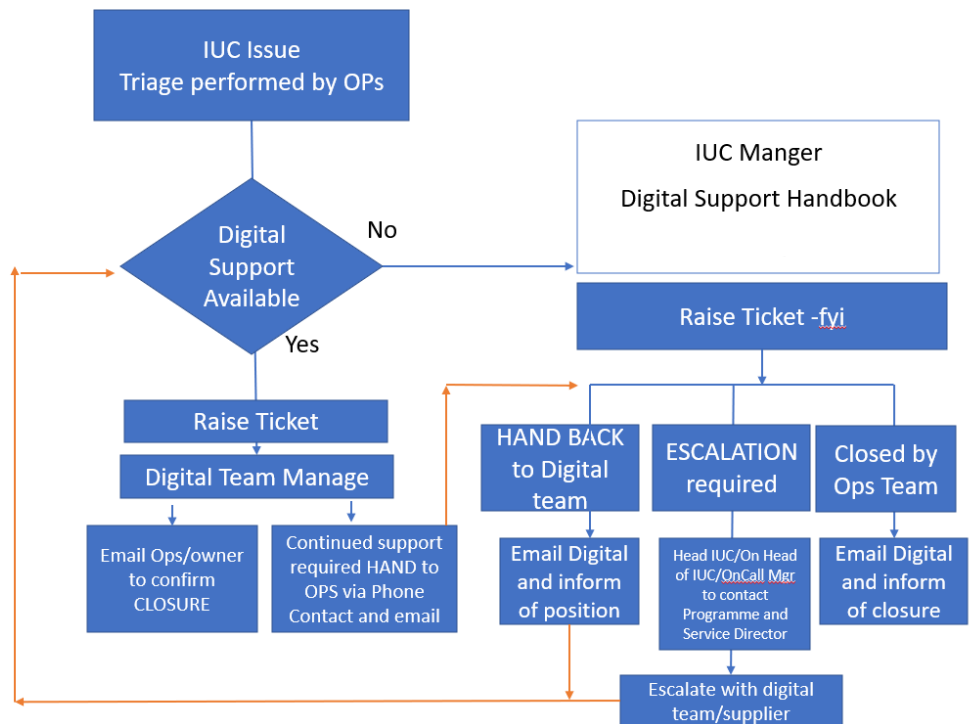
Ops team 0117 244 9283

(Professional Line)

brisdac.oneoneone@nhs.net

Incident

Loss of Service/Partial Loss of Service– [WeareDigital](#) WhatsApp group for shared situational awareness



Appendix D – Sesui Phone Troubleshooting

How to Login to Sesui Web RTC

This applies to all the Treatment Centres, Osprey accesses Sesui via the VOIP desktop app.

You can login with the relevant Sesui credentials to access web RTC via the URL : www.c-stem.call-view.com. Make sure your peripheral device (Headset including Microphone via USB) is connected. Each treatment centre has it's own set of unique log in details.

Unable to Access Login Page

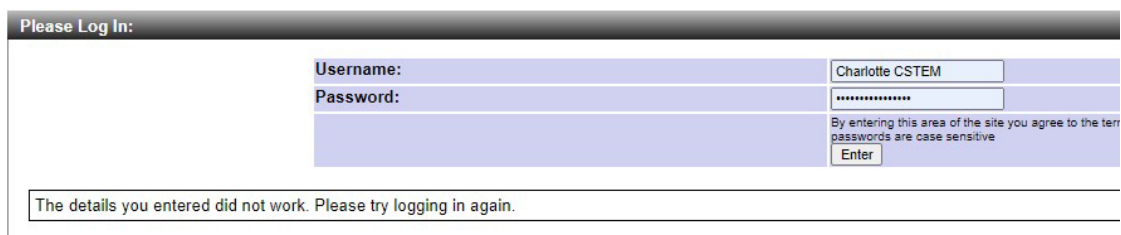
If you receive an error when you launch the page: www.c-stem.call-view.com try with an alternative Browser.

If this also fails take a screenshot (including the URL) and submit a digital ticket advising which browsers you have attempted and the results.

1. Ensure you are connected to the internet.
2. **Ensure you do not have any blocks to the web page from your LAN (home or work based)**
3. **Clear Cookies and any cached sessions on browser**
4. **Ensure you have no page restrictions on the browsers attempted**
5. **Raise to C-STEM for additional support in the out of hours period if affecting service delivery, replicated on alternative locations with a screenshot of the error message or result.**

Unable to Login (Wrong Credentials or Account Locked)

In the event you enter your credentials incorrectly you will be prompted with a failed to login error



The screenshot shows a login form titled "Please Log In:". It has two input fields: "Username:" with the text "Charlotte CSTEM" and "Password:" with masked characters. Below the password field is a checkbox labeled "By entering this area of the site you agree to the terms and conditions" and a button labeled "Enter". At the bottom of the form, a message states: "The details you entered did not work. Please try logging in again."

Please check your credentials and try again to login. You will be given 3 attempts to login.

After 3 attempts the account will be locked out and the error will change to show this below:

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Account Locked:

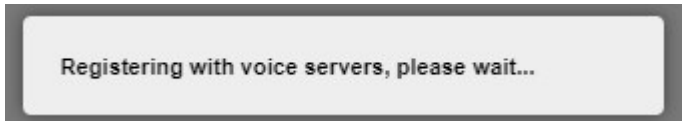
Your account is locked. To get it unlocked, please contact customer services.

**** In this instance customer service is the SevernSide Shift Manager**

1. Raise with Shift Manager who has Enhanced Supervisor user privileges, that the account you are wanting to use is locked out and that you need it to be unlocked and have your password reset. Note: The account does not need to be locked out to reset the password.
2. In the event they are unable to unlock the account raise this to your IT Team to action via the usual digital ticket route.
3. Any urgent further escalation required, please provide the account details to C-STEM

Launching Sesui

When you login into Sesui and you have WebRTC permissions set on your account you will see the following pop up:



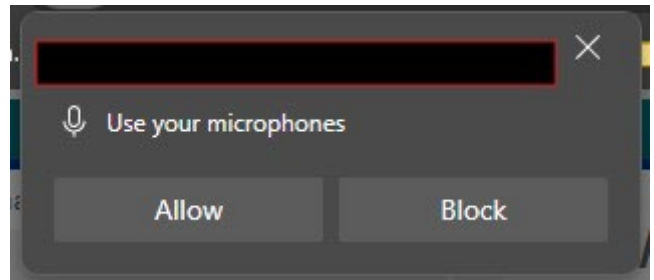
Registering with voice servers, please wait...

This pop up will disappear once registration has been completed.

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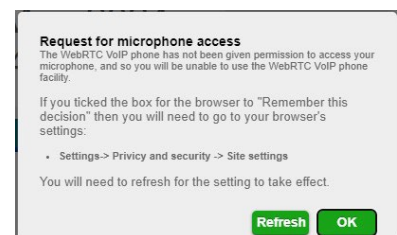
'Registering with Voice Servers...'does not clear (Microphone Permissions – Browser)

Make sure that you have given the browser permission to launch with access to your microphone. If this your first time on your device, or browser you may see the following notification asking the browser access to your device.

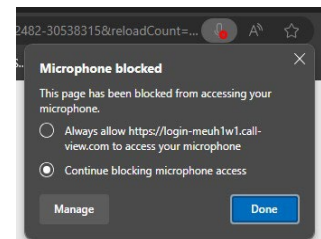


Press Allow for the microphone permissions to be granted. **Note: You will need to do this for all Sesui Servers.**

If the permission has not been granted or is being blocked elsewhere you will see the below:



Follow the guide above for guidance, you may have indicators in your URL ribbon advising that the browser is blocking items like the image on the left here.



Select 'Always allow' and click done to save the changes

'Registering with Voice Servers...'does not clear (Microphone Permissions – OS Settings)

if you continue to see the 'Request for Microphone access seen on the previous page' you will need to check you Microphone settings on your device.

Note: The following location may be restricted by your IT Administration Team.



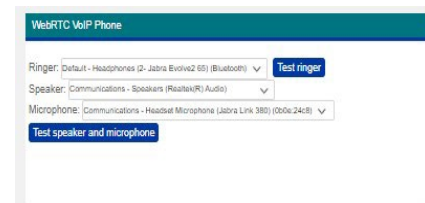
1. Close the Sesui Web Page with Web RTC
2. Launch the device / pc / laptops microphone settings

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3. Make sure the browser/app you are using has been enabled to allow your microphone.
4. Relaunch Sesui Web Page with Web RTC and attempt to login to register to VoIP

Test Ringer/Microphone/Headphones not working (One Way or No Audio)

1. **Navigate to the Web RTC Audio Devices**
2. **Press the Test buttons to confirm the selected are working.**
3. **If not select from the drop-down alternative devices**
4. **Press the test buttons again to confirm working**
5. **Once working refresh, the page to confirm set in place**



If you are still having Audio issues in the tests make sure that your headset physical buttons are not interfering i.e. mute button, volume key down etc.

Audio devices preferred not listed on Drop Downs

1. Make sure devices are optional on Device/Laptop you're using via the sounds menu
2. If not visible you should raise this to your IT Team to potential reinstall drivers if plugged in but no response.
3. If they are visible but not appearing on Browser as identified device raise with IT team for further review.

No Audio on Calls (including Ringer)

Here the calls are connecting to the destination but no audio is heard, review the users network environment, have there been any changes. Can this be replicated on an alternative network environment (i.e. public site, Wi-Fi). Raise issues via BrisDoc Digital Ticket.

Degradation of calls / packet loss

1. A more reliable internet connection will be obtained if you are connected via LAN cable i.e a network cable between your router and device if feasible rather than Wi-Fi.
2. Check your bandwidth e.g. Broadband speed checker or one might be recommended by your internet service provider (ISP)
3. Is the bandwidth being utilised by another device / application/person on your home Wi-Fi

Immediately going into State 'Wrap Up'

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In/out state: **IN**
Call state: **Wrap-up**



1. Check to make sure 'Status Heart' under the connection area is green and occasionally pulsing.
2. If any other colour this suggests that you are not in a strong network environment.
3. It is suggested you are connected via LAN cable
4. Ensure all local firewalls allow the advised IP ranges & ports in [White List](#) Documentation

If still occurring refresh your current session. If you get the error message about 'Request Microphone Settings' raise this with your IT Team for assistance to grant permission as mentioned in section 4 of this document.

Back log of Clicks to the server message



1. Check to make sure 'Status Heart' is green & connected.
2. Ensure you are connected to the internet.
3. It is suggested you are connected via LAN cable.
4. Check your bandwidth.
5. Is the bandwidth being utilised by a different application on the network?
6. Ensure all local firewalls allow the advised IPs and Ports via the [White List](#) documentation

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Version Control

| Date | Version | Author | Change Details |
|------------|---------|--------|--|
| Sept 2019 | 1.0 | DL | First version. Uncontrolled document until version 8 |
| May-2024 | 8.0 | DL | Reformatted and controlled document version |
| June 2024 | 9.0 | DL | Add Sesui DC appendix and references |
| 07/04/2025 | 9.1 | JB | Extended review as with DPO for review. |
| 11/07-2025 | 10 | DL | Refresh and addition of CLEO info and after NR/LG Review |