

# 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

### 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.

### When there is no digital support

- Adastra failures should be reported to Adastra (☎01233 722 707 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.
- Check and monitor the Adastra status page, link on BrisDoc Weblinks

### When there is digital support

- Adastra failures should be reported to the Digital Team via the BrisDoc IT Support Form on Weblinks.
- Adastra user or configuration errors should be logged via the BrisDoc IT Support Form on Weblinks.
- Toughbook issues should be logged on the BrisDoc IT Support Form on Weblinks.

## Telephones and Mobiles

	<i>Telephones</i>
<i>Osprey Control Room</i>	<i>C-Stem Avaya/ Sesui WebRTC App Version</i>
<i>Marksbury Road</i>	<i>SesuiLite (base supplier Yo Telecom)</i>
<i>168 Medical TC</i>	<i>SesuiLite (base supplier Surgery Connect)</i>
<i>Cossham TC</i>	<i>Cloudcall</i>
<i>Clevedon TC</i>	<i>Cloudcall</i>
<i>Greenway TC</i>	<i>SesuiLite (base supplier X-on)</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.

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## CStem Avaya at Osprey

### When there is no digital support

Telephony failures should be reported to C-Stem (☎ Out of hours Primary - 0345 241 0014, Secondary - 0345 241 0015). 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

- Telephony failures should be reported to the Digital Team via Digital IT Support Form on Weblinks
- Base 'Core Practice' Telephone system issues should be reported to the base via the Base Manager

## Cloudcall/Synety

Please refer to the Appendix B to trouble shoot issues with Cloudcall prior to reporting an issue.

### When there is no digital support.

- Telephony failures should be reported to (☎ Out of hours Primary - 0345 241 0014, Secondary - 0345 241 0015). 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

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

## 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 G for WebRTC Troubleshooting Guide.

## Mobile Phones/Phablets

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

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

- **Osprey Court.**

Contact Nasstar as per appendix A.

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

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) else report to the Digital Team via the BrisDoc IT Support Form on Weblinks to be picked up the next working day.

- **Cossham**

Raise with the NBT Clinical Site Manager (CSM), who will manage the issue with NBT IT Team. Call 0117 950 5050 and ask switchboard for bleep 9147.

## Call Recording

BrisDoc uses several call recording platforms. Each site has a different configuration and support model. 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.

## Adastra Password Management

Adastra passwords can be reset by Shift Managers and Hosts within the Adastra application.

## 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

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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 can be authenticated in Adastra by shift managers or Hosts with Smartcards.

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

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 E 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 C for troubleshooting the issues below.

- Unable to turn on PC
- Forgotten my Windows password
- No Adastra Icons
- Adastra not working
- Can't Print
- Can't print from Adastra
- Forgotten my Adastra password
- Unable to print case reports
- Unable to print prescriptions
- Visits are not leaving the Toughbook or the Car Based system, (i.e. visit number count is not reducing – number in top right of the Adastra screen).
- Soft Phone System – Display is compressed/small
- Soft Phone System – seems to have Frozen.

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- Soft Phone
- Users receive a message that they are already logged in.
- 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 C to try and triage/resolve the problem. If the problem cannot be resolved by the Shift Manager and is impacting the service significantly e.g. a site can't connect to Adastra 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.



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## Appendix A Secure Internet Connection (HSCN) Failure

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@nasn	BRISD-HSCN-1068-2

If a site visit is required and access to Osprey Court equipment and comms room (1<sup>st</sup> Floor) the key is located on Desk B10. It is the blue tagged key.

**For total loss of internet i.e. unable to get to NHS Mail/Adastra/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://nasstar.service-now.com/serviceportal>
- [Users.IUC.Managers@nhs.net](mailto:Users.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 – Cloudcall/Synety (soft phone) issue management

Issue	Resolved By Cloudcall/C-Stem	Resolved by BrisDoc/Local IT
<b>Access</b>		
Phone Agent Portal Icon not available on desktop	No	<p>✓Yes Resupply URL/Link</p> <p>If not on desktop check BrisDoc Web Links folder and copy to desktop at site .</p> <p>If not share verbally/email <a href="http://brisdock.cloudcallcontact.com/">http://brisdock.cloudcallcontact.com/</a></p>
Firefox/IE9+ not working	No	<p>✓Yes Check other links e.g. Adastra working</p> <p>Else report to BrisDoc IT Manager issue with the browser on a local PC or an N3 Issue.</p>
Password not working unable to login	Yes if checked as described	<p>✓Yes Check User not logged in already and log out using instructions in Cloudcall Admin Portal Phone System Guide Manual Logout see Appendix F.</p> <p>Are other users in the building logged in ok?</p> <p>If NO - check logins from another different building if still unable to login. Report to C-Stem/Cloudcall</p> <p>If YES, and user is logged out, check login from another location in the same building and a different building if still unable to login. Submit an IT Support form via BrisDoc Weblinks</p>
Cloudcall Error Message on login with correct username/password	Yes	<p>If the following error is displayed after entering the correct username and password</p> <p><b>'WE WERE UNABLE TO MAP YOU TO YOUR QUE, PLEASE CONTACT CLOUDCALL SUPPORT FOR ASSISTANCE'.</b></p> <p>Report to C-Stem/Cloudcall</p>
BrisDoc-Logout user password failed	No	<p>Press forgotten password on login page the new password will be sent to the <a href="mailto:Brisdoc.oneoneone@nhs.net">Brisdoc.oneoneone@nhs.net</a> email account</p>
<b>Calls</b>		
Can't make calls	Yes if checks have resulted in no calls being made possible platform issue	<p>The DDI mapping will not be changed once setup. If changed will be retested before being re-communicated within BrisDoc.</p> <p>Is the correct login being used for the Agent Location and confirmed?</p> <p>Is the local phone system confirmed as working i.e. direct inbound and outbound calls can be made ?</p> <p>Other agents in the building confirmed NOT working – YES and Other Agents in another building confirmed NOT working ? – YES</p>

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		<p>Report to C-Stem/Cloudcall</p> <p>Otherwise local single agent issue to be investigated by BrisDoc. Report to BrisDoc IT Manager</p>
Can't receive calls	Yes if checks have resulted in no calls being received possible platform issue	<p>The DDI mapping will not be changed once setup. If changed will be retested before being re-communicated within BrisDoc.</p> <p>Is the Correct Platform DDI being used for calling the Agent Location confirmed? Local Phone System confirmed as working i.e. direct inbound and outbound calls can be made ?</p> <p>Other agents in the building confirmed NOT working – YES and Other Agents in another building confirmed NOT working ? – YES</p> <p>Report to C-Stem/Cloudcall</p> <p>Otherwise local single agent issue to be investigated by BrisDoc. Report to BrisDoc IT Manager</p>
Voice Recordings not showing	Yes if checks have resulted in no VR being visible for the time in question possible platform issue	<p>✓Yes</p> <p>Other agents VR NOT visible in the building via Agent Portal for similar time Other agents VR NOT visible in another building/location via Agent Portal similar time. Report to C-Stem/Cloudcall</p> <p>Otherwise local single agent issue to be investigated by BrisDoc. Report to BrisDoc IT Manager</p>
<b>Known Issues</b>		
<b>Cloudcall Platform Planned Maintenance</b>	To be communicated by Cloudcall to BrisDoc and C-Stem	<p>Needs to be Monday 9-5. Exact impact of outage understood and communicated. Cloudcall to contact Deb Lowndes ideally 2+ weeks before this should NOT happen during our working hours where possible. DL to communicate to BrisDoc Team.</p>
<b>Unscheduled Maintenance due to unexpected issues</b>	To be communicated by Cloudcall to BrisDoc and C-Stem	<p>Cloudcall to contact Deb Lowndes if in hours and BrisDocs Shift Manager 0117 244 9283. Cloudcall to communicate the exact impact of outage and timescales for resolution.</p>
<b>Reporting a Problem to Cloudcall</b>		<p>If after following the above steps the required actions is to contact Cloudcall because the platform is down at all bases please follow the steps below.</p> <p>Have as much detail as possible ready, including username, location/room, and steps taken before reporting the call and if possible a take a screen print of the error.</p> <ul style="list-style-type: none"> <li>○ To take a Screen Print, Press Print Screen Button for the screen where the error occurs. Usually located top right.</li> <li>○ Goto Programs/Accessories then choose Paint.</li> <li>○ Either press CTRL V or Right Click and choose Paste to copy the image into paint.</li> </ul>

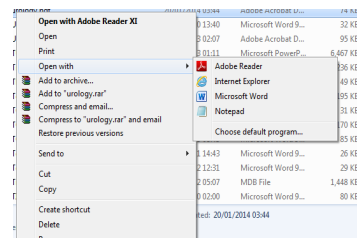
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		<ul style="list-style-type: none"><li>○ Save the file to the desktop and then attach to the email.</li><li>○ Delete file when email sent.</li></ul> <p>Cloudcall Contact Information provided in first section of this handbook</p>
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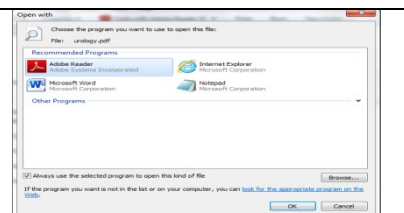
## Appendix C – General Digital Troubleshooting

### General PC Issues

Problem	Advice
Unable to turn on PC	<ul style="list-style-type: none"> <li>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)</li> <li>If you are the only one person with the problem ensure all plugs are turned on and plugged in</li> <li>Establish if there are any lights on either the computer or screen</li> <li>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.</li> </ul>
No Adastra Icons	<ul style="list-style-type: none"> <li>Check the Adastra Launcher is working on other sites</li> <li>If other websites can be used contact the Shift Manager</li> </ul>
Can't Print	<ul style="list-style-type: none"> <li>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.</li> <li>If should print, check all power and connection cables to the printer</li> <li>Is the printer light on green status ready or is there an error light red/amber</li> <li>Is there a paper jam or ink/toner supply issue</li> <li>Are there any jobs in the queue that have failed and are stopping other items printing</li> <li>Can you print a test page                             <ul style="list-style-type: none"> <li>➢ Click <b>Start</b>, Settings, and open <b>Control Panel</b>.</li> <li>➢ Double-click the Printers or Printers and Fax icon.</li> <li>➢ 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.</li> <li>➢ In the Printers Properties window click the Print Test Page <b>button</b>.</li> <li>➢ 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.</li> </ul> </li> <li>Does the printer print from office applications such as word?</li> <li>Submit a digital ticket</li> </ul>
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"> <li>Save the PDF or file type in question to the O: Drive</li> <li>Go to the O : Drive and right click on the document</li> <li>Choose open with and then choose default program</li> <li>Choose adobe for PDFs, Paint or windows picture viewer for images/pictures.</li> <li>You should see the icon next to the document change as a result.</li> <li>You can now open the PDF from NHSMail.</li> </ul> 

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



## Systems

Forgotten my Adastra password	<ul style="list-style-type: none"> <li>Shift Managers can reset this</li> </ul>
Can't print from Adastra	<ul style="list-style-type: none"> <li>Does the printer print from office applications such as word? See note above Can't Print</li> <li>If YES see below unable to print case reports, unable to print prescriptions.</li> <li>If NO , submit a digital ticket</li> </ul>
Unable to print case reports	<ul style="list-style-type: none"> <li>See note above Can't Print</li> <li>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.</li> <li>If the printer doesn't print at all, submit a digital ticket</li> </ul>
Unable to print prescriptions	<ul style="list-style-type: none"> <li>See note above Can't Print</li> <li>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.</li> <li>If the printer doesn't print at all, please contact the shift manager who will report to the IT Manager</li> </ul>
Weblinks not working	<ul style="list-style-type: none"> <li>If the weblinks have been lost from a computer desktop or base visit <a href="http://www.brisdoc.co.uk/weblinks">www.brisdoc.co.uk/weblinks</a></li> </ul>
EMIS not launching	<p>Ensure the configuration switcher is used along with organisation ID <b>138531</b></p> <p>Start   All Programs  EMIS   Configuration switcher (Enable switching)</p> <ul style="list-style-type: none"> <li>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.</li> </ul>
Forgotten EMIS password/ locked out	<p><b>For Registrars</b>, 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><b>All other accounts</b> 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"> <li>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.</li> </ul>
Connecting Care Not Working / Unsupported Browser	<p><b>For Registrars</b>, Connecting Care access should be sought via Trainer or Clinical Coordinator, with a note added to consultation.</p> <p><b>All other accounts</b>, 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.

### Toughbooks

**Visits are not leaving the Toughbook or the Car Based system, (i.e. visit number count is not reducing – number in top right of the Adastra screen).**

It may well be that the GPS connection has been lost.

Follow these steps to reconnect the GPS signal on the Toughbook or V3 Kit.

1. Reduce the Adastra Screen.
2. Locate the GPS Icon on the Desktop.
3. Double Click on the Icon – a small window will appear on the Desktop, showing - Checking password, Connecting etc.\*\* When this disappears a small message appears in the bottom right of the screen GPS connected.
4. Restore the Adastra Screen, and you will notice the visit count start to decrease.

This means you are reconnected, and the visits have gone and you can now receive visits from the WACC's via the Despatch system.

\*\* Failure to Reconnect the GPS

1. If the GPS fails to reconnect a window will appear in the middle of the Desktop screen, within the box it will say “Redial” & also have a countdown clock in seconds.
2. This means the GPS system is redialling, trying to reconnect to the system.
3. If this process has failed to reconnect after a couple of attempts, then it may mean you relocating, to a better connection location.
4. Not always necessary to move location
5. (Even if it is the next visit)
6. If you are still having problems even after moving location, you who may need to contact Adastra or the digital team via a ticket (time of day dependant).

### Phones

**Soft Phone System – Display is compressed/s mall**

- If the screen is not the correct size press CTRL and the + or – key.

**Soft Phone System – seems to have Frozen.**

- Press F5 to refresh the screen.
- If that does not work logout and login again.

**Soft Phone**

- If users receive a message that the phone system is already logged thus are unable to get on the Phone System.

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<b>Users receive a message that they are already logged in.</b>	<ul style="list-style-type: none"> <li>• Either because they are logged into the PC with the same username as someone else at the PCC, or the program has been terminated either by a crash or pressing the “x” instead of clicking “Logout” top right.</li> <li>• Please check the room login sheets to make sure they are logged into the room with the right username. This will require all users to be checked at a base and re logged in if the incorrect user is being used.</li> <li>• If the credentials are correct, contact shift manager who will be able to manually log out the user that is logged in.</li> </ul>
<b>USB Headset not working for Softphone</b>	<ul style="list-style-type: none"> <li>• If Sesui was launched prior to inserting headset, re-start application</li> <li>• Try headset in a different port, test if resolved.</li> <li>• Check microphone and volume not muted, test if resolved</li> <li>• Check there is not another application currently using the device. e.g. another version of Teams already running, terminate and check if resolved.</li> <li>• Type ‘Sound’ and go to ‘System Sounds’, check Recording and Playback Tab, ensure the device you are trying to use shows activity when sound is made. This may point to what is the currently being used.</li> <li>• </li> <li>• Type ‘Sound Mixer options’ in search and check input / output devices ensure its values is set to the device used, such as USB headset. Sometimes can be configured to Camera</li> <li>• Try another headset.</li> </ul> <p>NOTE, for remote users, steps to be completed on users own PC not on Datacentre environment</p>



# IUC Manager Digital Support Handbook

## Appendix D - IUC Digital Support Process

### IUC Digital Support Process

Team Mobiles

Digital – [digital@brisdoc.org](mailto:digital@brisdoc.org)

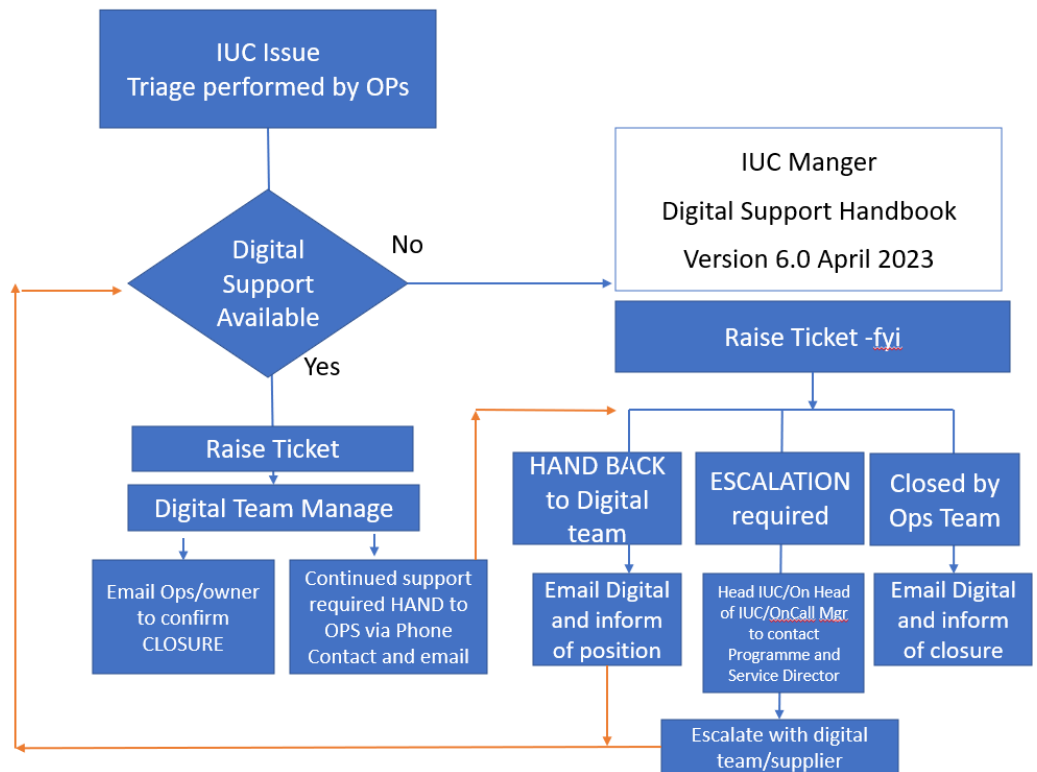
Ops team 0117 244 9283

(Professional Line)

[brisdoc.oneoneone@nhs.net](mailto:brisdoc.oneoneone@nhs.net)

#### Incident

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



## Appendix E - Self-service smartcard unlock

Note : This may not work in Clevedon or Cossham (Smartcard Software not updated - 08/06/2024)

### Benefits of the application

Smartcard holders are automatically enrolled in the new application if they have a valid email address on their Care Identity profile.

Users **no longer need to:**

- set up and remember the answers to a series of security questions
- take their smartcard to a Registration Authority in person to unlock it
- be on the HSCN network - the application works with a standard internet connection with this address: <https://digital.nhs.uk/unlock>
- Typing this address into any Chrome or Edge browser will allow them to access the application immediately.

### Adding an email address to their Care Identity profile

If the user does not have a valid email address on their profile, they will not be able to use the application. You can save yourself and them time by [using Care Identity Management to add their email address](#).

The email you add must be on the [email domain allow list](#).

#### Guidance for smartcard users

Make sure you have an email address associated with your Care Identity profile

By adding your email address to your Care Identity profile, colleagues can unlock smartcard remotely and contribute to time saved.

Colleagues can only check or add an email address if smartcard is currently **unlocked**.

To check or add your address:

- [Go to the Spine portal](#) and select the Care Identity Service application
- Under the 'Quick links' menu select 'My profile'.
- Under the 'Contact details' section select 'Modify contact details'.
- Enter your email address followed and select 'Update contact'.

The email address you add must be on the [approved email domains list](#).

### If your smartcard is locked and you have an email address on your profile

[Use self-service smartcard unlock now](#)

# IUC Manager Digital Support Handbook

## If your smartcard is locked but you do not have an email address on your profile

The Smartcard holder will not be able to use the application. This is because a security code is sent to a valid email address so you can unlock your card.

Either of the following:

- Shift Manager/ Team Manager
- Rota Team Lead
- Digital Team
- Training Support Co-Ordinator

can add or amend the email address on the Care Identity Management, so that the locked user can then immediately use the unlock feature. See below “**How to change a user's details, add or amend EMAIL address**” and then instruct user to either click on the Smartcard locked link or [Use self-service smartcard unlock now](#).

## If your smartcard certificates have expired

You cannot use self-service smartcard unlock. You will need to contact Shift Manager, followed by submitting a Digital IT Support ticket (the smartcard will need to be brought/sent to Osprey to have the card renewed).

If BrisDoc is not the Primary employer, please seek main employer assistance.  
Selected Hosts with Smartcards at Clevedon and New Court 168 have the ability to unlock smartcard under guidance.

## How to unlock a smartcard

*This requires two smartcard readers.*

(Note : Cossham PC's are locked down and will not allow a 2<sup>nd</sup> Smartcard device to be connected)

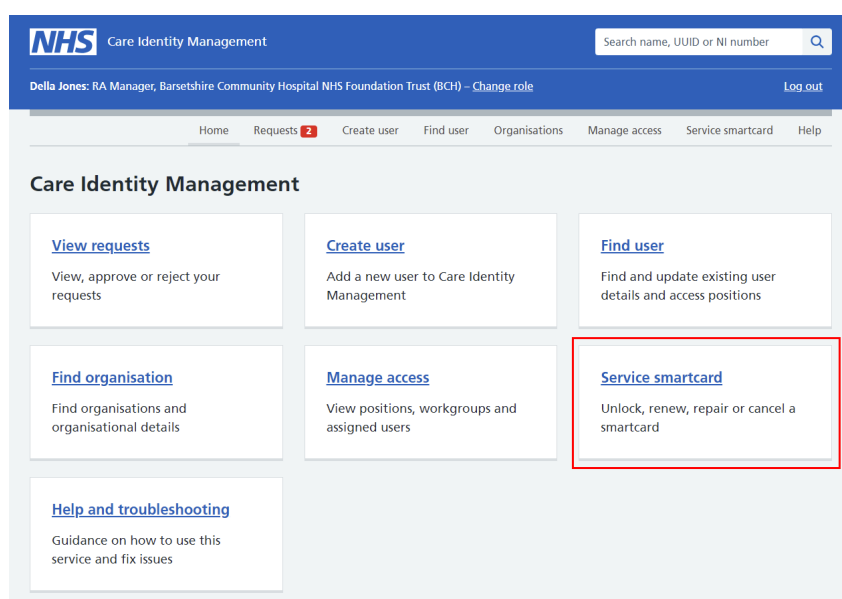
If the self-service process did not work, then the Smartcard Holder must bring/send Smartcard to Osprey for manual unlocking.

**Important:** Wherever possible, the smartcard holder should be with you in person during this process so that they can choose a new passcode.

First you must insert the smartcard you want to unlock into a second card reader.

From the Care Identity Management home page, choose 'Service smartcard'.

# IUC Manager Digital Support Handbook



You will now see the details of the user's smartcard. From the service options at the bottom, choose 'Unlock smartcard'.

**Note:** the smartcard service options you see will depend on your role.

**Select smartcard service**

- ☐ Unlock smartcard  
Change the smartcard passcode
- ☐ Repair smartcard certificates  
Remove and reinstall smartcard certificates
- ☐ Clear smartcard certificates  
Wipe the smartcard certificates so it can be reissued
- ☐ Permanently cancel smartcard  
Remove the smartcard from the user's profile and stop anyone using it

**Continue**

Next you should ask the smartcard holder to choose a new passcode. They should enter the new passcode in both boxes, and press 'Confirm'.

# IUC Manager Digital Support Handbook

## Enter new passcode

Enter 6 to 8 digit passcode

Confirm 6 to 8 digit passcode

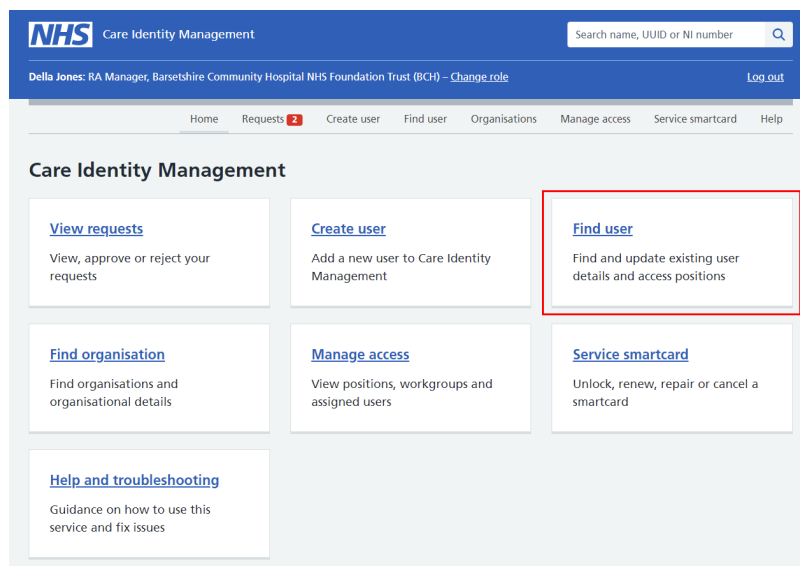
**Confirm**

Finally, you'll be taken to the user's profile page and you'll see a 'Smartcard unlocked successfully' message.



## How to change a user's details, add or amend an EMAIL address.


From the Care Identity Management home page, choose 'Find an existing user'.




Enter the user's details and press Search.

Tip: Entering the Smartcard Number will give a direct match. Alternatively, entering the Surname and checking tick box "Only show users that are in my organisation", will filter the search to just BrisDoc colleagues.

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 CIS2 - Care Identity Management

Search name, UUID or NI number 

Dev Two: Registration Authority Manager, THE NORTH MIDLANDS AND EAST PROGRAMME FOR IT (NMEPFI) (Y51) [Log out](#)

[Home](#) [Create user](#) [Find user](#) [Service smartcard](#)

## Find an existing user

Name, UUID or NI number

Date of birth  
For example, 15 3 1984

Day Month Year

☐ Only show users that are in my organisation


☐ Only show users that match the name exactly


☐ Only show users with active profiles

Search

[Home](#) [Accessibility statement](#) [Cookie policy](#) [Help and guidance](#) © Crown copyright

Choose 'View profile' on the right of the screen.

 CIS2 - Care Identity Management

Search name, UUID or NI number 

Dev Two: Registration Authority Manager, THE NORTH MIDLANDS AND EAST PROGRAMME FOR IT (NMEPFI) (Y51) [Log out](#)

[Home](#) [Create user](#) [Find user](#) [Service smartcard](#)

## Find an existing user

Name, UUID or NI number

Date of birth  
For example, 15 3 1984

Day Month Year


☐ Only show users that are in my organisation

☐ Only show users that match the name exactly

☐ Only show users with active profiles

Search

1 profile for "555041922104" found in all organisations

Photo	Full name	Date of birth	NI Number	UUID number	Profile
	Peter Jones	1 May 1983	WT1324###	555041922104	<a href="#">View profile</a>

[Home](#) [Accessibility statement](#) [Cookie policy](#) [Help and guidance](#) © Crown copyright

# IUC Manager Digital Support Handbook

On the user details screen, each item that you can edit will have a 'Change' link to the right. Choose this link to edit the relevant detail.

The screenshot shows the 'User details' screen for Peter Jones. At the top, there's a search bar and navigation links. Below, a 'Personal details' section contains a profile picture and a list of fields: Full name, Name on smartcard, Date of birth, Email, Phone number, NI number, Passport number, and Driving licence number. Each field has a 'Change' link to its right. Below this, there's a 'Positions' section with a table of assigned positions. The table has columns for Position name, Organisation, Start date, End date, Last changed, and Action. Two positions are listed: 'Test Doctor 106' and 'Systems Support Access Role - Y51', both for 'THE NORTH MIDLANDS AND EAST PROGRAMME FOR IT (NMEPFI) (Y51)'. Each row has 'Edit' and 'Remove' links. A '+ View removed positions' link is at the bottom.

Position name	Organisation	Start date	End date	Last changed	Action
<a href="#">Test Doctor 106</a>	THE NORTH MIDLANDS AND EAST PROGRAMME FOR IT (NMEPFI) (Y51)	8 Apr 2022	8 Apr 2032	8 Apr 2022	<a href="#">Edit</a>   <a href="#">Remove</a>
<a href="#">Systems Support Access Role - Y51</a>	THE NORTH MIDLANDS AND EAST PROGRAMME FOR IT (NMEPFI) (Y51)	8 Apr 2022	8 Apr 2032	8 Apr 2022	<a href="#">Edit</a>   <a href="#">Remove</a>

To change most details, you can simply enter the new information and press 'Update' to confirm it.

## Renew your own smartcard

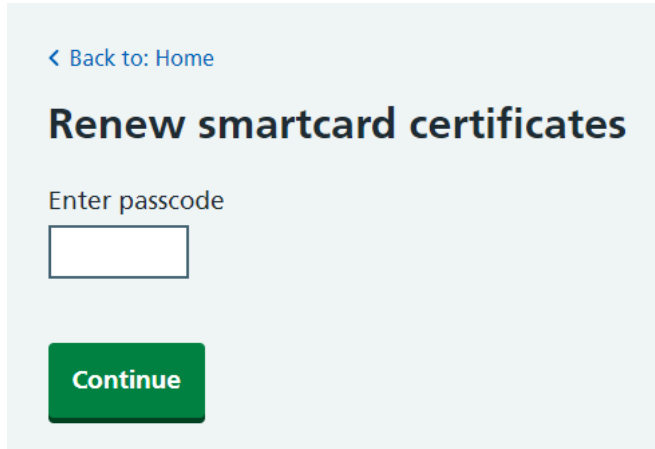
Using the smartcard you want to renew, [log in to Care Identity Management](#).

From the options available to you, select 'Renew your own smartcard'.

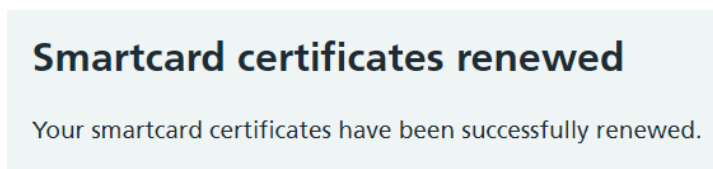
The screenshot shows the NHS Care Identity Management dashboard. At the top, there's a search bar and navigation links. Below, the dashboard is divided into six tiles. The 'Renew your own smartcard' tile is highlighted with a red border. The tiles are: 'View your profile' (View your profile and update contact details), 'Renew your own smartcard' (Renew your smartcard up to 90 days before it expires), 'Change smartcard passcode' (Use smartcard unlock to change your smartcard passcode), 'Find organisation' (Find organisations and organisational contacts), 'Register an iPad' (Set up an iPad to access compatible applications), and 'Help and troubleshooting' (Guidance on how to use this service and fix issues).

# IUC Manager Digital Support Handbook

On the 'Renew smartcard certificates' screen, enter your passcode and select 'Continue'.



The service will now renew your certificates and you should see a message confirming the process has been successful.



## Troubleshooting

### If you do not see the option to renew your smartcard

Your smartcard may not be due for renewal. The 'Renew your own smartcard' option will only be available in Care Identity Management during the 90 days before your smartcard is due to expire.

### If your smartcard has already expired

If BrisDoc is not the primary employer, users should be directed to them.

You will need to contact Shift Manager, followed by submitting a Digital IT Support ticket (the smartcard will need to be brought/sent to Osprey to have the card certificates renewed).

### If your smartcard is locked, but not expired

You will need to unlock your smartcard before you can renew it.

You can unlock your own smartcard, even if you have forgotten your passcode, as long as you have an email address associated with your Care Identity profile.

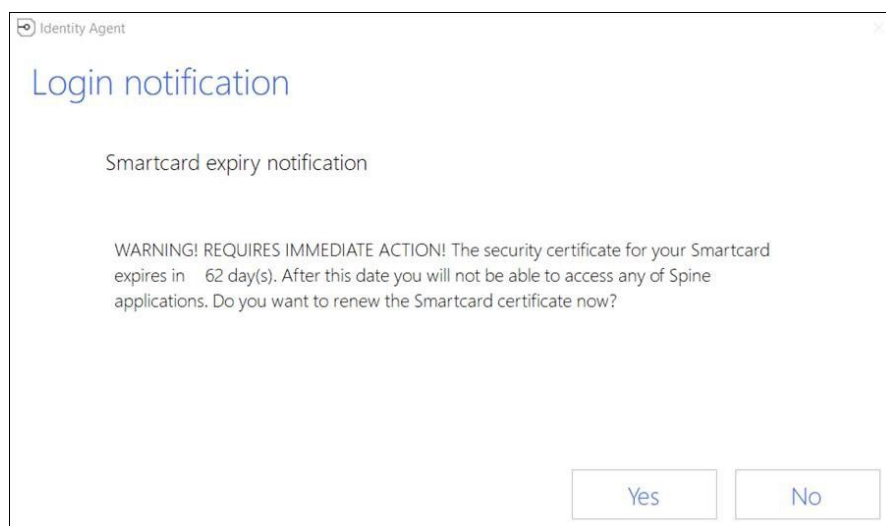
[Unlock your own smartcard](#) or [read more about self-service smartcard unlock](#).



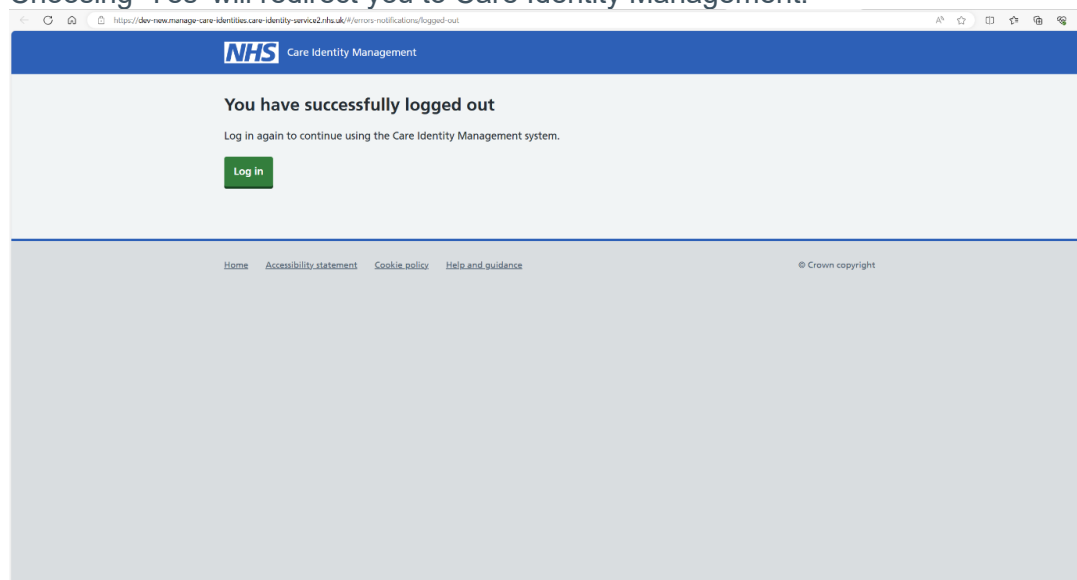
## Identity Agent smartcard expiry notification

Users attempting to renew their smartcard certificates from the Identity Agent will now be redirected to Care Identity Management to carry out the task.

When your smartcard certificates are due to expire, you will be asked during login if you want to renew them 'now'.



Choosing 'Yes' will redirect you to Care Identity Management.



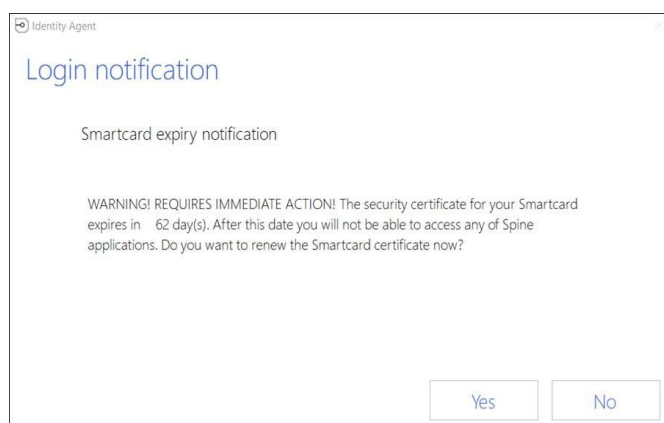
From here you can log into Care Identity Management and follow the steps above to renew your smartcard.

# IUC Manager Digital Support Handbook

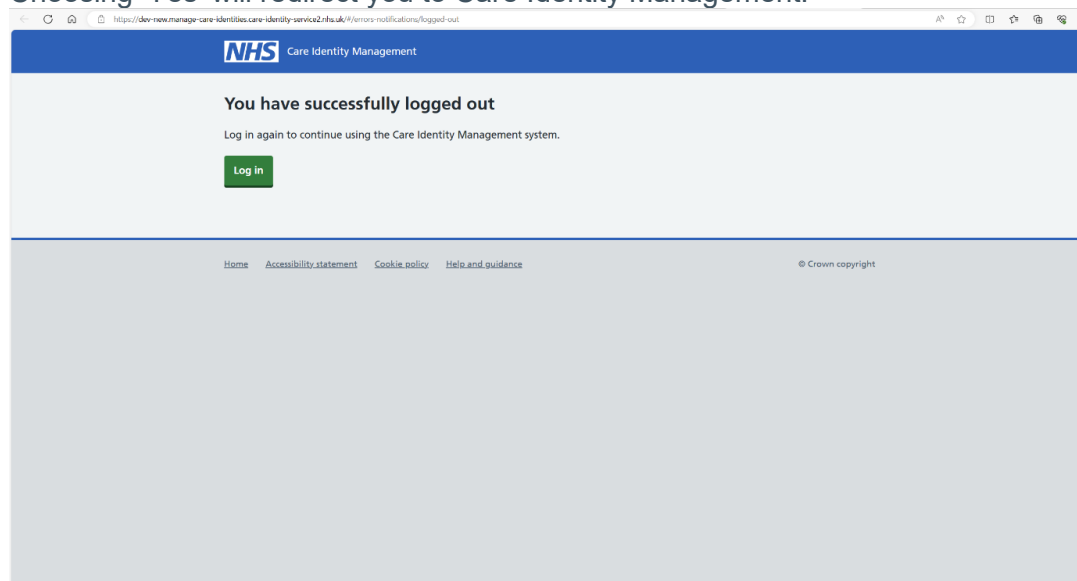
## Identity Agent smartcard expiry notification

Users attempting to renew their smartcard certificates from the Identity Agent will now be redirected to Care Identity Management to carry out the task.

When your smartcard certificates are due to expire, you will be asked during login if you want to renew them 'now'.



Choosing 'Yes' will redirect you to Care Identity Management.



From here you can log into Care Identity Management and follow the steps above to renew your smartcard.

## Appendix F- Cloudcall Admin Portal Phone System Guide Manual Logout

### 1 Accessing the ADMIN Portal System

Using any browser Goto <https://identity.cloudcall.com/>

#### 1.1 Logging In

Username: credentials in Bitwarden

Password: credentials in Bitwarden

#### 1.2 Logging Out

Please logout using the logout button.

### 2 How to Logout Users

#### Goto the Manual Logout Menu Item

From the right-hand side menu system

✓ Click on BrisDoc

✓ Click on Manual Logout

#### Logging Users Out

The following screen will be displayed

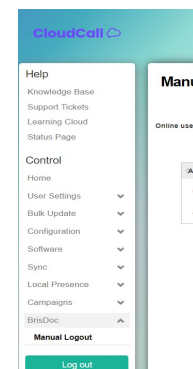
Make sure you can clearly identify the user you wish to log off, by their phone number or display name.

Once you have identified the user press the logout button.

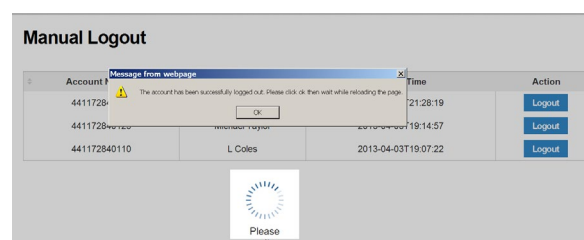
The following screen will be displayed to confirm the user has been logged off.

✓ Click OK to confirm logout the user should have been removed from the list.

Please make sure you logout of the portal when complete.



Account Number	Display Name	Login Time	Action
441172840123	S Hamilton	2013-04-03T21:28:19	Logout
441172840110	L Coles	2013-04-03T19:07:22	Logout

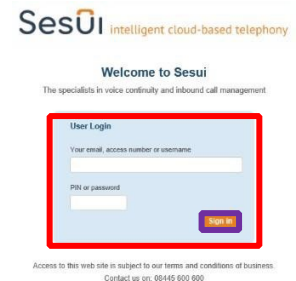


## Appendix G – Sesui Phone Troubleshooting

The purpose of this section is to provide details of how to retrieve calls from the Sesui platform via the CC4Web Application with WebRTC

### Aim

To guide and instruct how to troubleshoot the CC4Web with WebRTC application.



### Documentation Guides

Based on provided image we have categorised each section with a block of text providing us troubleshooting steps. If there are no further steps and you're still experiencing issues please provide the following details to your IT team for further investigation:

- Date/Time of instance
- What happened
- Area of Work (Home or Office Location)
- Impacted User (Name of user preferred if ID not 557XXXXX, or user55XXXXX)

**Example:** Enter your credentials in the “User Login” section and then click “Sign In” button

### How to Login to Sesui Web RTC

You can login with your Sesui credentials to access web RTC via the URL : [www.c-stem.call-view.com](http://www.c-stem.call-view.com). Make sure your peripheral device (Headset including Microphone via USB)

### Unable to Access Login Page

If you receive an error when you launch the page: [www.c-stem.call-view.com](http://www.c-stem.call-view.com) try with an alternative Browser.


If this also fails take a screenshot (including the URL) and raise this to your IT team 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 if replicated on alternative locations with a screenshot of the error message or result.

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## Unable to Login (Wrong Credentials or Account Locked)

Depending on your role you will be given either a shared login or unique login to access Sesui. 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 value "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 small "Enter" button. 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:



The screenshot shows a message box titled "Account Locked:". The text inside reads: "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.
3. Any further escalation required, please provide the account details to C-STEM

## Launching Sesui

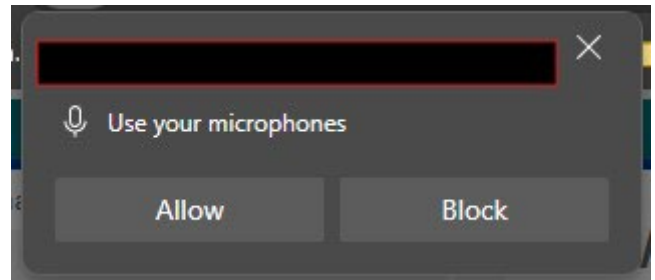
When you login into Sesui and you have WebRTC permissions set on your account you will see the following pop up:



This pop up will disappear once registration has been completed.

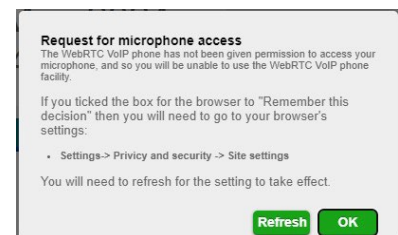
## 'Registering with Voice Servers...'does not clear (Microphone Permissions – Browser)

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.

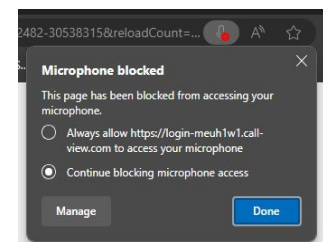


Press Allow for the microphone permissions to be granted. **Note: You will need to do this for all Sesui Servers.**

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.

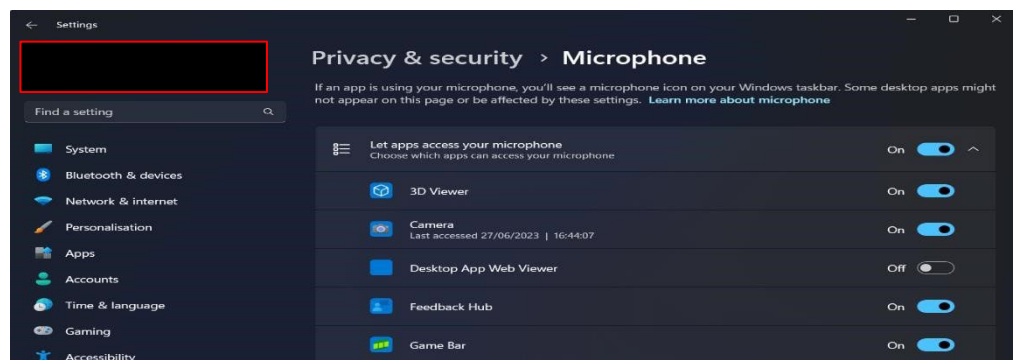


Select 'Always allow' and click done to save the changes

## '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.**

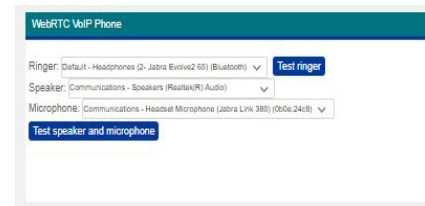


# IUC Manager Digital Support Handbook

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

If yes raise examples with CSTEM for further investigation

If no raise examples with CSTEM for further investigation into specific network site.

## Degradation of calls / packet loss

1. A more reliable internet connect will be obtained if you are connected via LAN cable i.e a network cable between your router and device if feasible
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'



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



# IUC Manager Digital Support Handbook

## 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.