



SCI-DC Network Practice Administration Manual

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Practice Administrator Account

Each practice using the SCI-DC Clinical Information system will be assigned an Administration username and password. Only one user in the practice should operate this account and it is the responsibility of the practice to assign the SCI-DC administrator. Ideally this should be the Practice Manager or Senior Practice Administrator. If you have not received your administration account details, please contact Ritchie McAlpine, Clinical Information Facilitator, NHS Tayside on ritchie.mcalpine@nhs.net or 01382 632819.



The SCI-DC administrator for your practice can perform a number of operations. They can assign, remove and edit practice user accounts, reset passwords and manage guest accounts. **It is important to keep the user account list up to date, especially when a user leaves your practice as their account will still allow them access to your practice data.** Administrators can also contact the regional coordinator or change the recorded practice information and contact details

It is vital to stress that the operation and administration of accounts is the responsibility of each practice. SCI-DC cannot be held responsible for inappropriate use caused by poor management of administration accounts.

From the Regional Diabetes Network main screen, select the '**Clinical Information**' link and, after the browser opens a secure connection to the SCI-DC server, you will be asked to enter a username and password.

The first time the administrator logs in, they will be asked to change the administration password from the one supplied by the regional coordinator. Please ensure that the password is secure. Do not choose a dictionary word or the name of a relative or pet and try to incorporate some sort of punctuation. The administration password should never be revealed to any other user as he or she may misuse the account.

When adhered to, these recommendations will help to maintain the security of the SCI-DC System.

 SCI-DC SCOTTISH CARE INFORMATION DIABETES COLLABORATION	SCI - Diabetes Collaboration					
SCI-DC SYSTEM LOGIN						
The SCI-DC Evaluation System Contains 'Anonymised' Patient Data.						
Please enter your User Identification and Password below. Note - These are <u>Case-Sensitive</u> :						
<table border="1"><tr><td>User Identification :</td><td><input type="text"/></td></tr><tr><td>Password :</td><td><input type="password"/></td></tr></table>			User Identification :	<input type="text"/>	Password :	<input type="password"/>
User Identification :	<input type="text"/>					
Password :	<input type="password"/>					
<input type="button" value="Login"/> <input type="button" value="Reset"/>						
If you are having trouble logging in to the system, please view the Login Frequently Asked Questions .						
If you continue to experience difficulty please contact the SCI-DC Administration via the Login Problems Screen or by e-mail : scott.cunningham@tuht.scot.nhs.uk						
The Tayside Regional Diabetes Network						
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The SCI-DC System Login Screen

 SCI-DC SCOTTISH CARE INFORMATION DIABETES COLLABORATION	Password Expiry							
PASSWORD EXPIRY								
The password on your user account has expired.								
Please update your password details below, then click 'Submit' :								
Please Note : By updating your password you are consenting for SCI-DC to monitor your use of the system anonymously for research purposes.								
<table border="1"><tr><td>Current Password :</td><td><input type="password"/></td></tr><tr><td>New Password :</td><td><input type="password"/></td></tr><tr><td>Re-Enter New Password :</td><td><input type="password"/></td></tr></table>			Current Password :	<input type="password"/>	New Password :	<input type="password"/>	Re-Enter New Password :	<input type="password"/>
Current Password :	<input type="password"/>							
New Password :	<input type="password"/>							
Re-Enter New Password :	<input type="password"/>							
<input type="button" value="Submit"/> <input type="button" value="Reset"/>								
Please view the Login Frequently Asked Questions for further details.								
If you wish to query this action, please contact the SCI-DC Administration via the Login Problems Screen or by e-mail : scott.cunningham@tuht.scot.nhs.uk								
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Password Expiry Screen

Once the Administration password has been successfully updated, a confirmation will be shown before allowing the user to proceed to the main screen.

Good Morning **Training User, Computing Staff.**



[Go To Account Selection Screen](#)

2279 User operations have been actioned on the SCI-DC System to date.

[Practice Information & Contacts](#)
[User Account Management](#)
[Weekly Practice Utilisation](#)
[View User Access Requests](#)
[Last Successful Primary Care Data Download](#)
[Contact SCI-DC](#)

[Diabetes In Scotland](#) | [Contact Information](#) | [Version History](#) | [Coming Soon](#)

[Website Comments](#)

The Main Administration Screen

A number of options are available for the administrator to use.

- Practice Information & Contacts
- User Account Management
- Weekly Practice Utilisation
- View User Access Requests
- Last Successful Primary Care Data Download
- Contact SCI - DC

They can edit the contact and address details stored for the practice, manage user accounts or request information, an introduction seminar and supplies of SCI-DC stationery.

Practice Details and Contact Information

The first function that a practice administrator can perform is to view or edit the Practice Information held on the SCI-DC System. If from the main screen you select to view '[Practice Information & Contacts](#)', you will be able to observe the current settings for your practice.

Practice Details	
Practice ID : 11058	
Practice Name : Dummy Practice 1 Practice Manager : Mrs J Smith Practice Contact : Mrs J Smith Telephone Number : 01382-123456 Fax Number : E-mail Address :	Address : Seymour Lane Dundee Post Code : DD2 1HA
Edit Details	
Practice Information & Contacts User Account Management Contact SCI-DC Back to the Main Screen	
Website Comments	

Viewing Practice Details

The first item displayed on the screen is your Practice ID. This is the unique number, allocated to your practice by NHS Scotland, which cannot be edited. Below this are the items that the administrator can change. These include practice name and address, practice manager and contact information. To change this information, click on the '[Edit Details](#)' link.

NB : At the bottom of every screen in the Practice Administration area are links to all administration operations (Practice Information & Contacts, User Account Management, Contacting SCI-DC (regional coordinator)).

Once the '[Edit Details](#)' link has been clicked, the system will allow you to change any information you require.

Practice Details	
Practice ID : DUMMY	
Practice Name : <input type="text" value="Anonymous Practice"/>	
Practice Manager : <input type="text" value="Dr Andrew Morris"/>	Address : <input type="text" value="Level 7"/>
Practice Contact : <input type="text" value="Karen Hunter"/>	<input type="text" value="Ninewells Hospital"/>
Telephone Number : <input type="text" value="01382-632575"/>	<input type="text" value="Dundee"/>
Fax Number : <input type="text"/>	Post Code : <input type="text" value="DD1 9SY"/>
E-mail Address : <input type="text" value="karen@memo.dundee.ac.uk"/>	
<input type="button" value="Submit Changes"/>	
Practice Information & Contacts User Account Management Contact SCI-DC Back to the Main Screen	
Website Comments	
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Editing Practice Details

The edit an item of data, simply click the mouse inside the box you require and amend the appropriate information. Once you are happy with the information entered send the new data to the SCI-DC System using the **'Submit Changes'** button.

The new data will then be added to SCI-DC and the confirmation screen shown below will be displayed.

Confirmation of Practice Data Edit

User Account Management

The second feature of the SCI-DC Practice Administration system is the ability to set up and manage user accounts within the practice. By selecting the **'User Account Management'** option from the main screen, an administrator can view all the accounts currently available within a practice.

NB : The first time the administration user views the screen shown may be that there are no user accounts set up within the practice. This is entirely normal and all accounts will be shown when added.

User Account Details

From the example shown, you can see that there are two possible account types which can be created by an administration user, and these can have three possible status settings.

Descriptions of the two possible account types are detailed below.

Practice User Account

A Practice User Account should be assigned to any user who is employed by the practice on a permanent basis and who requires regular access to Diabetic Patient data. This would include GP's, Practice Nurses, Practice Managers, Administration Staff etc.

Practice User Account passwords need to be renewed every 3 months and can be updated by the user themselves, without any input from the Administration User.

NB : The first time a practice user accesses the system they will be asked to update their password using the same process used to update the administration password.

Guest User Account

A guest user account should be assigned to a user visiting the practice on a temporary basis. Guest user accounts expire automatically after seven days and the user cannot renew passwords. Each time a guest user logs in to the system they will be informed that their password will expire imminently until it is disabled after the seven-day period. At this point, if the user still requires access to the system their account can be reset. Information on resetting user accounts will follow later.

NB : SCI-DC Regional Facilitators have user accounts which allow them access to any practice data and they do not require Guest User Accounts.

Descriptions of the three possible account status settings are detailed below.

Active

Practice User Accounts will show up as being active once a user has logged in to the system at least once and updated their password.

Expired

A Practice User Account will show as being 'Expired' if the password renewal date has passed and the user's password has not been updated or if the user has yet to log in for the first time and change their password.

Guest User Accounts will show up as being 'Expired' throughout their seven-day life span before becoming disabled.

Disabled

A Guest User Account shall be 'Disabled' once it has been available for longer than the seven-day limit.

From the '**User Account Details**' screen there are a number of options available to the administrator. They can add, edit or remove a user account, or reset a user's password.

Adding A User Account

When adding a user, the administrator will firstly see the screen shown below.

The screenshot shows the 'Add User Account' form. At the top, there are logos for SCI-DC (SCOTTISH CARE INFORMATION DIABETES COLLABORATION) and NHS Tayside. The title is 'Add User Account'. Below the title, it says 'Practice ID : DUMMY'. The form contains several input fields: 'Full Name' (with a placeholder 'e.g. John Smith'), 'User ID' (with a placeholder 'e.g. jsmith'), 'Password', 'Re-Enter Password', 'Description' (a dropdown menu with 'Please Select' and a placeholder 'e.g. General Practitioner'), and 'Account Type' (a dropdown menu with 'Please Select'). There is an 'Add User' button at the bottom of the form. Below the form, there are links for 'Practice Information & Contacts', 'User Account Management', 'Contact SCI-DC', and 'Back to the Main Screen'. At the very bottom, there is a 'Website Comments' link and a copyright notice: '© 1997 - 2002 University of Dundee / NHS Scotland'.

Adding A User Account

The user's details must be completed on this screen. These are 'Full Name' which should include title (e.g. Dr) if appropriate, User ID, password which must be at least 8 characters long, description which should ideally be the users job title and the type of account which is to be created.

Once this information has been added the '**Add User**' button should be clicked and the screen shown in below will be displayed, indicating that the user details have been added.

If a problem occurred while adding the user account (e.g. User ID already exists, problem with the data entered) you will be informed of this and given the opportunity to update it.

The screenshot shows the 'Adding Account Details' confirmation screen. At the top, there are logos for SCI-DC (SCOTTISH CARE INFORMATION DIABETES COLLABORATION) and NHS Tayside. The title is 'Adding Account Details'. Below the title, it says 'Practice ID : DUMMY'. A message states: 'The following User Account has been created for your practice'. Below this message, a box contains the following details: 'Full Name : Dr Michael Taylor', 'User ID : mtaylor', 'Description : General Practitioner', and 'Account Type : Practice User Account'. There is an 'Add Another User' button below the box. Below the box, there are links for 'Practice Information & Contacts', 'User Account Management', 'Contact SCI-DC', and 'Back to the Main Screen'. At the very bottom, there is a 'Website Comments' link and a copyright notice: '© 1997 - 2002 University of Dundee / NHS Scotland'.

Addition of a New User Account

Once the new account has been successfully added, going back to the '**User Account Management**' screen will show that it is ready to be accessed (see Figure 11). The status will remain at 'Expired' until the user first logs in and updates their password as detailed earlier in this document.

Practice ID : DUMMY

User Name	Full Name	Description	Account Type	Status
fjones	Dr Fred Jones	General Practitioner	Practice User Account	Disabled
mtaylor	Dr Michael Taylor	General Practitioner	Practice User Account	Expired
jrmiller	Mr James Miller	Locum	Guest User Account	Expired
ssmith	Mrs Sheila Smith	Administration Staff	Practice User Account	Active

[Add User Account](#) | [Edit User Account](#) | [Reset Account/Password](#) | [Remove User Accounts](#)

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

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User Account Details Showing New User Account

Editing A User Account

Editing a user account allows the Practice Administrator to update any information stored about a user's account. It will allow updates to a user's Full Name, User ID, Description or the type of account which they are to be assigned with. To edit a user account, click on the relevant link from the 'User Account Details' screen. A screen similar to the below will be displayed.

Practice ID : DUMMY

User Name	Full Name	Description	Account Type	Edit?
fjones	Dr Fred Jones	General Practitioner	HCP Practice	<input type="radio"/>
mtaylor	Dr Michael Taylor	General Practitioner	HCP Practice	<input type="radio"/>
jrmiller	Mr James Miller	Locum	Guest	<input type="radio"/>
ssmith	Mrs Sheila Smith	Administration Staff	HCP Practice	<input type="radio"/>

4 Record(s) Found.

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

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Selecting a User Account to Edit

From this screen it is possible to select one account only to edit. To do this, click on the circle on the right under 'Edit?' which corresponds to the account you would like to update. Once selected, click the **'Edit Account'** button to update the account.

The next screen will allow you to amend the chosen account using the form shown below:

SCI-DC
SCOTTISH CARE INFORMATION
DIABETES COLLABORATION

User Account Details

NHS
Tayside

Please edit the following practice user's details:

Full Name : Mrs Sheila Smith
User ID : ssmith
Description : Practice Manager e.g. General Practitioner
Account Type : Practice User Account

Edit Details

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

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Editing a User Account

Once the appropriate information has been changed, the **'Edit Details'** button should be clicked and a confirmation of the new data will be displayed on screen.

SCI-DC
SCOTTISH CARE INFORMATION
DIABETES COLLABORATION

User Account Details

NHS
Tayside

The following User Account has been edited within your practice

Full Name : Mrs Sheila Smith
User ID : ssmith
Description : Practice Manager
Account Type : HCP Practice

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

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Confirmation of User Account Update

Again, going back the **'User Account Management'** screen you can view the changes which have been made to the user account.

SCI-DC
SCOTTISH CARE INFORMATION
DIABETES COLLABORATION

User Account Details

NHS
Tayside

Practice ID : DUMMY

User Name	Full Name	Description	Account Type	Status
fjones	Dr Fred Jones	General Practitioner	Practice User Account	Disabled
mtaylor	Dr Michael Taylor	General Practitioner	Practice User Account	Expired
jmiller	Mr James Miller	Locum	Guest User Account	Expired
ssmith	Mrs Sheila Smith	Practice Manager	Practice User Account	Active

[Add User Account](#) | [Edit User Account](#) | [Reset Account/Password](#) | [Remove User Accounts](#)

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

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User Account Details Showing Edited User Details

Resetting A User Account or Password

The third action which can be performed by an administrator within the 'User Account Management' area, is the option to reset a user account or password. This may be required if a user forgets their password, or if a guest account marked as being disabled is to be re-activated.

To use this feature, click on the link marked 'Reset Account/Password' on the 'User Account Details' screen. From here you will see a screen similar to the one in Figure 12 which will ask you to select a user account to reset. Once an account has been chosen, the administrator will be shown the screen below and asked to enter a new password for the user.

SCI-DC
SCOTTISH CARE INFORMATION
DIABETES COLLABORATION

Reset Password

NHS
Tayside

Please edit the following practice user's password details:


Full Name : Dr Fred Jones
User ID : fjones
Password :
Re-Enter Password :
Description : General Practitioner
Account Type : Practice User Account

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)


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Resetting A User Account



SCI-DC
SCOTTISH CARE INFORMATION
DIABETES COLLABORATION

Password Reset



NHS
Tayside

The following User Account password been edited within your practice

Full Name : Dr Fred Jones
User ID : fjones
Description : General Practitioner
Account Type : HCP Practice


[Practice Information & Contacts](#) |
 [User Account Management](#) |
 [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

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Confirmation of User Account Update

Once the new password has been successfully entered, a confirmation screen (Figure 17) shall be shown. Moving back to the '**User Account Management**' screen will show the updated information. A 'Disabled' guest account will now be shown as 'Expired' and an 'Active' or 'Expired' Practice user account will be shown as 'Expired' until the user logs in and changes their password.



SCI-DC
SCOTTISH CARE INFORMATION
DIABETES COLLABORATION

User Account Details



NHS
Tayside

Practice ID : DUMMY

User Name	Full Name	Description	Account Type	Status
fjones	Dr Fred Jones	General Practitioner	Practice User Account	Expired
mtaylor	Dr Michael Taylor	General Practitioner	Practice User Account	Expired
jmiller	Mr James Miller	Locum	Guest User Account	Expired
ssmith	Mrs Sheila Smith	Practice Manager	Practice User Account	Active

[Add User Account](#) |
 [Edit User Account](#) |
 [Reset Account/Password](#) |
 [Remove User Accounts](#)



[Practice Information & Contacts](#) |
 [User Account Management](#) |
 [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

User Account Details Showing Edited User Details

Removing User Accounts

The fourth and final operation which an administrator can carry out on a user account is to completely remove them from the system. If the administrator clicks on the '[Remove User Accounts](#)' link from the '**User Account Details**' screen they will be presented with the following screen:

User Account Details

Practice ID : DUMMY



User Name	Full Name	Description	Account Type	Remove?
fjones	Dr Fred Jones	General Practitioner	Practice User Account	<input checked="" type="checkbox"/>
mtaylor	Dr Michael Taylor	General Practitioner	Practice User Account	<input type="checkbox"/>
jmiller	Mr James Miller	Locum	Guest User Account	<input checked="" type="checkbox"/>
ssmith	Mrs Sheila Smith	Practice Manager	Practice User Account	<input type="checkbox"/>

4 Record(s) Found.

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

Removing User Accounts

This screen will allow the administrator to remove any number of existing user accounts. The accounts which are to be deleted can be selected using the 'checkboxes' on the right of the screen. Once the desired number have been chosen, the '**Remove Account(s)**' button should be clicked and the system will proceed to delete all chosen accounts before displaying a confirmation screen.

User Account Details

The following User Account has been deleted from your practice

Full Name : Dr Fred Jones

User ID : fjones

Description : General Practitioner

Account Type : Practice User Account

The following User Account has been deleted from your practice

Full Name : Mr James Miller

User ID : jmiller

Description : Locum

Account Type : Guest User Account

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

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Confirmation of Deleted User Accounts

If the administrator now moves to the 'User Account Management' screen it will be possible to view the updated user account details.

SCI-DC

User Account Details

Practice ID : DUMMY

User Name	Full Name	Description	Account Type	Status
mtaylor	Dr Michael Taylor	General Practitioner	Practice User Account	Expired
ssmith	Mrs Sheila Smith	Practice Manager	Practice User Account	Active

[Add User Account](#) | [Edit User Account](#) | [Reset Account/Password](#) | [Remove User Accounts](#)

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

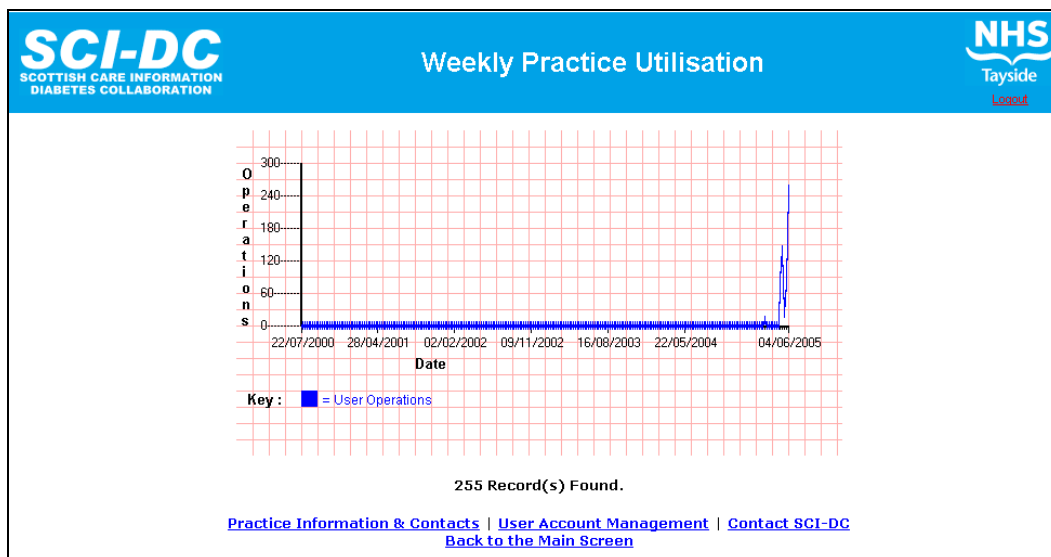
[Website Comments](#)

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User Account Details without Deleted Accounts

Weekly Practice Utilisation



This facility allows administrators to view the activity of users on the system, as shown below as a graphical form.



Practice Utilisation

View All Access Requests

This section allows staff to request access to particular practice information or request training on the system.

View All Access Requests[Logout](#)

Good Afternoon **Training User, Computing Staff.**

Below is a list of all pending requests for **training**

User	Full Name	Account	Accept Request	Reject Request
Sorry, No Data Has Been Found				
0 Record(s) Found.				
Back to Main Screen				

Training Requests

Last Successful Primary Care Data Download

This will show how many days, as from today since there has been a successful download of data from the practice's Clinical System, e.g Vision. If there has been any problem downloading the relevant data then the date the error took place is indicated in **Red** in the list.

Contacting SCI-DC

The final area available to System Administrators is the ability to contact the SCI-DC Administration (your local coordinator) .

Request Information

Use the following form to request an Introduction Seminar from one of the SCI-DC Team, to request an additional supply of Optical Character Recognition (OCR) forms or to submit general information.

All comments are limited to 250 characters. If you have a large amount of information you wish to submit, please send more than one form. Characters entered so far = 31

Request an Introduction Seminar? [SCI-DC Information](#)

Request OCR Forms? [SCI-DC Information](#)

Comments:
Could you please tell me etc...

[Submit Form](#)

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

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Request Information Screen

This screen allows practice's to request Seminars or to ask general questions. If a seminar is required, the relevant 'checkbox' should be ticked. If you require further information on each of these items, simply click on the '**Information**' buttons. Submitting the form will result in a screen similar as below being displayed.

User Comments Submitted

Thank you for your request, a member of the SCI-DC Administration will contact you soon. Here is what you submitted:

Introduction Seminar Requested? : Yes

OCR Forms Requested? : No

Could you please tell me etc...

[Practice Information & Contacts](#) | [User Account Management](#) | [Contact SCI-DC](#)
[Back to the Main Screen](#)

[Website Comments](#)

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Submission of Administrator Request

The system has been designed to be as easy as possible to use, but if you have any difficulty using the system, please contact your local coordinator with feedback. If he or she is unable to resolve your problem or if it is a suggestion for improvement, this will be forwarded to the national SCI-DC team.

Contacting your SCI-DC Coordinator

If you have any problems or queries with the SCI-DC System, or would like an administration user name and password to be set up, please contact the SCI-DC local coordinator by email or internal mail. Please state the name, title and position of the proposed administrator. The administration password will be issued directly to named member of your practice staff.

Name: Ritchie McAlpine
Clinical Data Facilitator
Tayside Diabetes Managed Clinical Network
Address: NHS Tayside
Clinical Technology Centre
Level 7 (Corridor K)
Ninewells Hospital
Dundee DD1 9SY
Email: ritchie.mcalpine@nhs.net
Telephone: 01382 632819