

## SCW Self Service Portal Instructions

This is a guide on how to use the SCW Self Service Portal for user management requests and to raise incidents with Connecting Care.

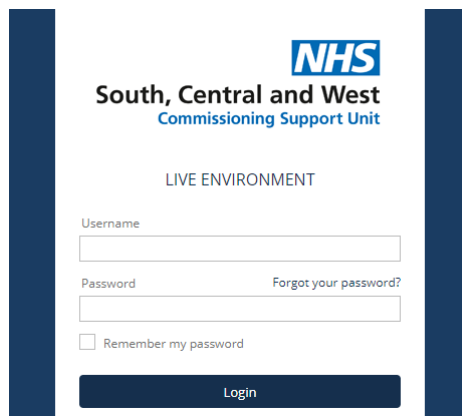
This guide is aimed at local service desks and authorisers.

### 1. Logging into the SCW Self Service Portal

Here is the link for SCW Self Service Portal –

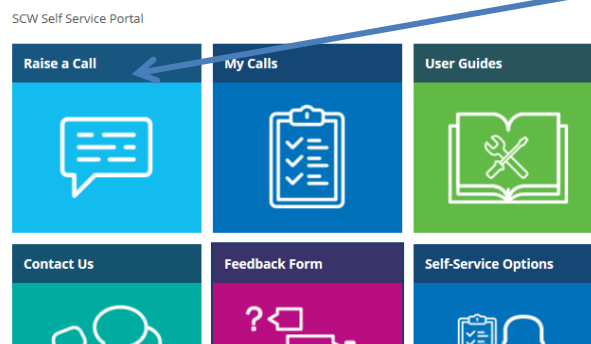
<https://scw.topdesk.net/tas/public/login/form>

Your username and password will have been sent to you by South, Central and West ITS.

A screenshot of the SCW Self Service Portal login page. The page features the NHS logo at the top, followed by the text "South, Central and West Commissioning Support Unit". Below this, it says "LIVE ENVIRONMENT". There are two input fields: "Username" and "Password". To the right of the password field is a link that says "Forgot your password?". Below the password field is a checkbox labeled "Remember my password". At the bottom of the form is a dark blue button labeled "Login".

### 2. Raising a Call





To raise a Connecting Care call in the SCW Self Service Portal, first select **Raise a Call**



## Then select, I have a business application request

HOME > RAISE A CALL




### Raise a Call

 <b>I have an issue</b> Some examples would include: Printer Issues Network Issues Faulty IT equipment Software Issues	 <b>I have a user/email request</b> Some examples would include: Password Resets New Starter/Amendments/Leaver New Email account
 <b>I have a file, folder or data request</b> Some examples would include: Creation of Folder Request Permission of a Folder Recovery of Missing File/Folder	 <b>I have a business application request</b> Some examples would include: Clinical system access/ Microsoft Office issues General software requests

## Then select Connecting Care

HOME > RAISE A CALL > I HAVE A BUSINESS APPLICATION REQUEST

### I have a business application request


 <b>Raise a Clinical Business App request</b> Clinical business applications include: EMIS ADASTRA SystemOne
 <b>Raise a Non-Clinical Business App request</b> Non-Clinical business applications include: Microsoft Office Mailsafe
 <b>Connecting Care</b> Connecting Care User and Incident Management

## Choose between Connecting Care – Account Request or Connecting Care Triage

HOME > RAISE A CALL > I HAVE A BUSINESS APPLICATION REQUEST > CONNECTING CARE

### Connecting Care

Connecting Care User and Incident Management



Connecting Care is the Bristol, North Somerset and South Gloucestershire programme that is delivering joined-up information to support local care pathways and improved patient care.

From this page you can request:

- **New account**
- **Change to an account**
- **Reactivation**
- **Deletion**

Please ensure a Connecting Care User Request Form has been completed, you will need to upload this to the request.

You can also report an incident with Connecting Care.

<b>Connecting Care - Account Request</b> >
<b>Connecting Care Triage</b> >

Frequently Asked Questions

**Connecting Care - Guides and Documents**  
The following links below contain various user guides and instructions to assist you.

### 3. Connecting Care Account Request

From here you can select –

- New User Account
- User Account Amendment, Removal and Reactivation

Depending on what you pick, the fields you need to complete will change.

If you are requesting a new user account, or more than one amendment, removal or reactivation **you will need to upload a New User Request Form.**

You can find useful documents by following the link on the right hand side, such as –

- User Management Documents
  - New User form
  - Instructions for authorisers
  - Role Matrix
- Service Desk Documents
  - Guidance on Resetting passwords
  - Frequently asked questions

[HOME](#) > [CONNECTING CARE](#) > [CONNECTING CARE - ACCOUNT REQUEST](#)

#### Connecting Care - Account Request

#### Frequently Asked Questions

##### Caller

Name	Parsons, Phoebe
Customer	SCW
Telephone Number	<input type="text" value="0117 984 1630"/>
Email	Phoebe.Parsons@nhs.net
'Site' (Caller)	South Plaza - SCW CSU

##### Connecting Care - Guides and Documents

The following links below contain various user guides and instructions to assist with:

##### Request

Type of request *	<input checked="" type="radio"/> New User Account <input type="radio"/> User Account Amendment <input type="radio"/> User Account Removal <input type="radio"/> User Account Reactivation
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##### New User Account

Number of Accounts *	<input checked="" type="radio"/> 1-50 <input type="radio"/> 50+
Attachment *	<input type="text" value="Attach file"/> Ctrl+V/Cmd+V

##### Further Information

Local Service Desk reference number	<input type="text"/>
Additional Notes	<input type="text"/>
Requested by *	<input type="text"/>

Submit

## Connecting Care Triage

Select this option if you would like to report an issue with Connecting Care.

It is important that you include as much information as possible.

Please complete the information on the form and do not include any **Person Identifiable Date**.

[HOME](#) > [CONNECTING CARE](#) > [CONNECTING CARE TRIAGE](#)

### Connecting Care Triage

#### Caller

Name	Parsons, Phoebe
Customer	SCW
Telephone Number	<input type="text" value="0117 984 1630"/>
Email	Phoebe.Parsons@nhs.net
'Site' (Caller)	South Plaza - SCW CSU

#### Details of End User experiencing the issue

Name *	<input type="text"/>
Email address *	<input type="text"/>
Telephone number *	<input type="text"/>
Location *	<input type="text"/>
Availability *	<input type="text"/>

#### Information

It is important that this form is completed with as much information as possible to enable Connecting Care to fully investigate the issue.

Unless requested by Connecting Care, **Person Identifiable Data should not be inserted or attached** to this form or sent via any other medium.

#### Details of the issue

Date/Time of the issue *	<input type="text" value=""/>
Number of users affected *	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3+

If you have any questions, please contact [connectingcare.info@nhs.net](mailto:connectingcare.info@nhs.net)