GP Practice SCW Self Service Portal Instructions

Logging into the SCW Self Service Portal

Here is the link to the SCW Self Service Portal –

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

You username and password will have been sent to you by South, Central and West ITS.
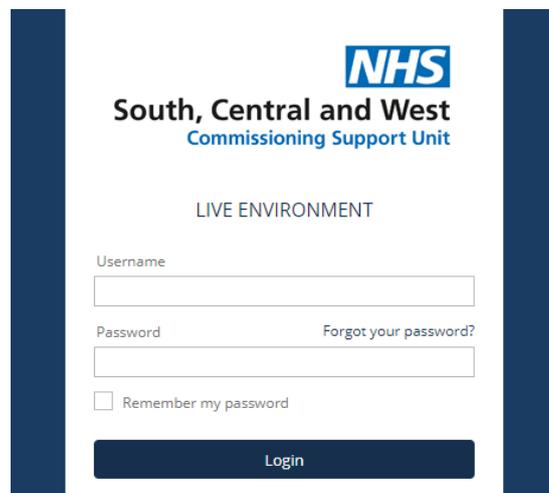
Raising a Call

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**

Raise a Call

I have an issue	I have a user/email request
Some examples would include;	Some examples would include;
Printer Issues Network Issues Faulty IT equipment Software Issues	Password Resets New Starter/Amendments/Leaver New Email account
I have a file, folder or data request	**I have a business application request**
Some examples would include;	Some examples would include;
Creation of Folder Request Permission of a Folder Recovery of Missing File/Folder	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

Raise a Clinical Business App request

Clinical business applications include;

EMIS
ADASTRA
SystmOne

Raise a Non-Clinical Business App request

Non-Clinical business applications include;

Microsoft Office
Mailsafe

Connecting Care

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

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.

Connecting Care - Account Request >

Connecting Care Triage >

Frequently Asked Questions

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

Connecting Care Account Request

If you are a Smart Card authoriser for your practice you can request -

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

If you are not a Smart Card authoriser and already have a Connecting Care account you can request –

- A Reactivation
- A password and username for the portal (if you need to access Connecting Care outside of EMIS)

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 –

- New User form and Role Matrix
- Instructions for authorisers
- Training guides

Connecting Care Triage

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

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

Connecting Care Triage

Caller

Name	Parsons, Phoebe
Customer	SCW
Telephone Number	0117 984 1630
Email	Phoebe.Parsons@nhs.net
'Site' (Caller)	South Plaza - SCW CSU

Details of End User experiencing the issue

Name *
Email address *
Telephone number *
Location *
Availability *

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 *
Number of users affected *
  ○ 1
  ○ 2
  ○ 3+

If you have any questions, please contact connectingcare.info@nhs.net