

Connecting Care User Management - Guide for Authorisers

1. Introduction

Staff members wishing to have access to Connecting Care or to make amendments to existing licences can make a request through nominated authorisers within their organisation.

This guide sets out the process that partner organisation authorisers should follow when making a request.

2. Who can have a licence for Connecting Care?

The decision of who to allocate a Connecting Care licence sits with each of the partner organisations.

Each organisation will be allocated a number of licences per year. This allocation will be communicated to authorisers. The Connecting Care back office will alert authorisers when the organisation is approaching the maximum number of licences.

Connecting Care is currently only for direct care purposes, therefore no secondary uses of the information is permitted at this time. If you are asked to authorise a user who would like access for a secondary purpose such as research, please inform them that this is not permitted and do not process their application further.

As the authoriser you will need to decide whether it appropriate for this person to have access to Connecting Care and what Connecting Care role they will have.

3. What are the different types of requests?

There are 3 requests types that you can make

1. New User – A request for a new licence
2. Amendment - Change to an existing licence. E.g. Connecting Care role change
3. Deletion – Removal of a licence due to un-use or leaver

Staff members can request that their account is reactivated by contacting their local service desk.

4. How do I make a request?

1. All requests should be made by submitting the user request form. There is accompanying guidance on how to complete the form. The current version of the request form and guidance can be found on the Connecting Care website.

<http://nww.connectingcare.swcsu.nhs.uk/help/user-management.aspx>

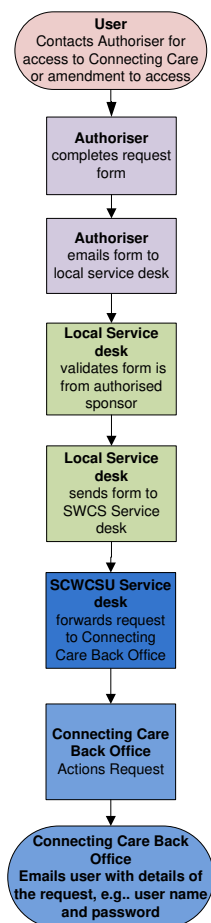
2. All requests should be submitted to the authorisers' organisations local service desk.

Please include the following in the title **Connecting Care (leaver/starter/change– delete as appropriate) Full name of user.**

3. The local service desk will validate that the request is from an authorised authoriser and forward to the Connecting Care back office.

The high level process flow is shown below.

Connecting Care – User Request Process



5. How long will it take for a request to be actioned?

All requests should be actioned with 5 days of receipt by the Connecting Care back office. This does not include the time taken for the local services desks to validate the requests and forward to the South, West and Central Commissioning Support Service desk.

6. How will I know that a request has been actioned?

The Connecting Care back office will email the user directly with their password and user name details. (The authoriser will be copied in to the username email)

For some organisation it is not possible to securely send the password to the users. In this instance the password will be sent to named individual for onward distribution.

The authorisers will receive a resolution email from their organisations local service desk.

7. Authoriser responsibilities:

As an authoriser for the Connecting Care portal your responsibilities are:

- To thoroughly review the roles available within the portal to ensure that the most appropriate role is requested for users. This would include confirming that the right level of personal data is accessible and this is not excessive.
- To inform the Connecting Care team as soon as possible of any required changes/amendments to the account. For example, if it becomes clear that a user's access is no longer appropriate and the role needs to be changed or if you become aware that this member of staff has been suspended.
- To provide an accurate finishing date for any temporary staff. Please supply the current finishing date this can always be amended if they are extended.
- To ensure that the user does not intend to use their access to Connecting Care for a secondary purpose such as research.
- To inform the user that they cannot use the system to look at their own or colleagues information regardless of motive. This would be an inappropriate use of the system and investigated as such.
- Ensure that your organisation has ongoing Information Governance training for all Connecting Care users.
- To inform the Connecting Care Team as soon as possible of the requirement to delete a user. This includes where access is no longer required or where a user has left the organisation. Where a user has left the organisation, it is your responsibility to not delay the deletion process.

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- To liaise with the Connecting Care team if you are unsure about any of your responsibilities or for further guidance and support.
 - To adhere to all of the above responsibilities.

Please note that:

- You may be asked to provide further information on any of the authorisations you submit.
- You may be challenged where any of the above responsibilities have not been adhered to.
- Not adhering to these responsibilities could lead to an Information Governance risk which could be investigated.

8. Who can I escalate any issues to?

8.1. Issues relating to requests submitted

In the first instance you should contact your local service desk, who will be able to follow up with the SCWCSU service desk.

8.2. Questions relating to the process, including problems completing the form

If you have any questions about the process and your role within it or if you have any problems completing of the form please contact connectingcare.info@nhs.net

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