

Quick Reference Guide – Launching the Connecting Care Portal in LiquidLogic

You can now access Connecting Care records from within LiquidLogic Adults System (LAS) and LiquidLogic Children’s System (LCS) in context, removing the requirement to log in separately to the Connecting Care Portal.

To access the same person’s record in Connecting Care from LiquidLogic please follow these steps. The guidance differs slightly between LAS and LCS so please check instructions for the relevant system.

If you require access to the ICBC reports this is not possible from within LAS in context and you will need to login via the portal to access reports.

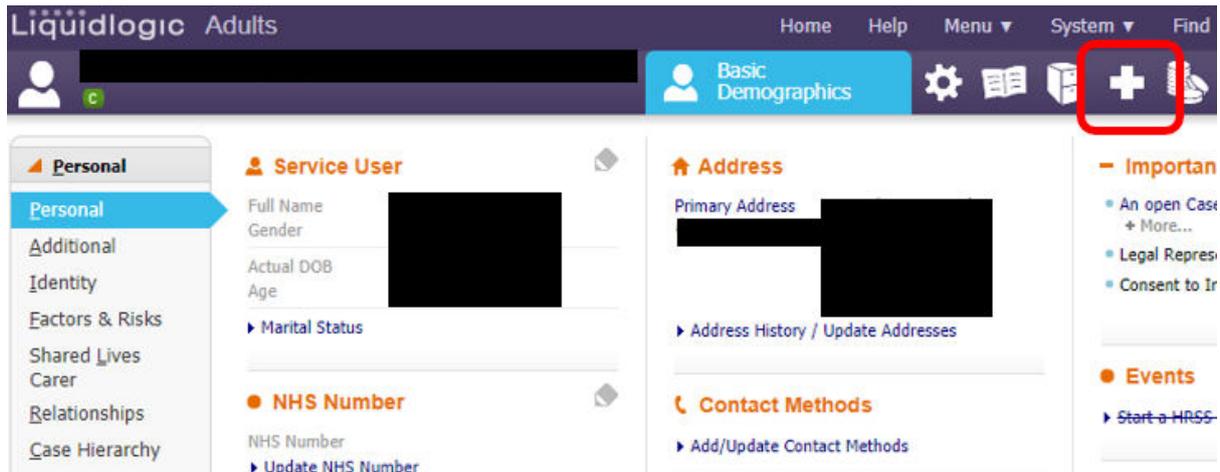
Access to Connecting Care is still available via the portal [Login to Connecting Care \(swcsu.nhs.uk\)](https://swcsu.nhs.uk).

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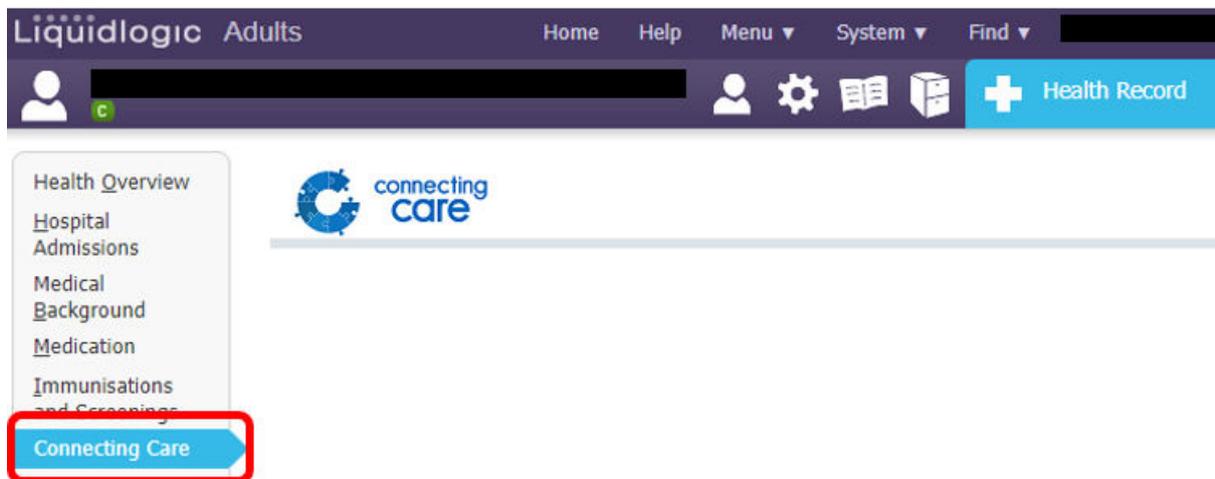
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LAS In context Instructions:

1. Search and open the record in LAS
2. Click on the **Health Record** tab



3. When the Health Record tab opens, select **Connecting Care** from the left hand menu



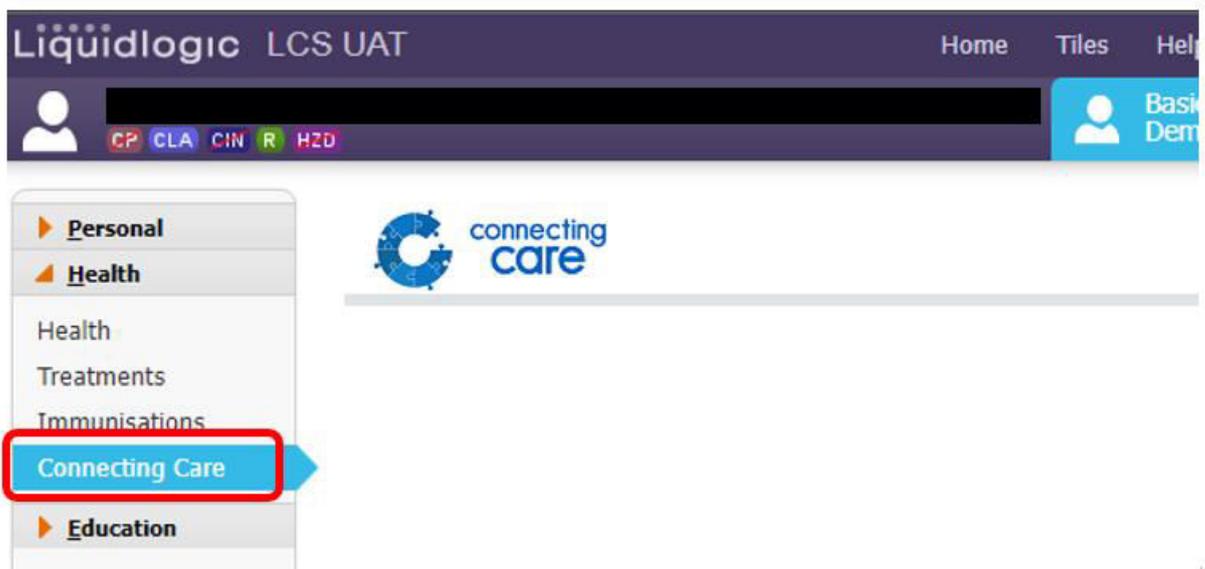
4. If this is the first time you are using Connecting Care in context, accept the disclaimer message.
5. The Connecting Care record details will then load on the right side of the screen and you can navigate the Connecting Care information as usual
6. If you need to view another Connecting Care record repeat steps 1 - 3

LCS In context Instructions:

1. Search and open a record in **LCS**
2. Open the **Health** section, this is located towards the bottom of the left hand menus (you may need to scroll down the page to locate it)

The screenshot displays the Liquidlogic LCS UAT interface. The top navigation bar includes 'Home', 'Tiles', 'Help', 'Menu', 'System', and 'Find'. The main content area is divided into three columns. The left column is a navigation menu with 'Personal' selected. The middle column shows 'Personal Details' with fields for Case Number, Full Name, Gender, Actual DOB, Age, and Aliases. The right column shows 'Address' and 'Contact Methods' sections. The 'Health' section in the left-hand menu is highlighted with a red box.

3. From the **Health** menu select **Connecting Care**



4. If this is the first time you are using Connecting Care in context, accept the disclaimer message.
5. The Connecting Care record details will then load on the right side of the screen and you can navigate the Connecting Care information as usual
6. If you need to view another Connecting Care record repeat steps 1 - 3

Error Messages

When trying to access the Connecting Care record through LiquidLogic you may see an **error message** for the following reasons:

- a. You do not have a Connecting Care account or it has been set up incorrectly
- b. The person has opted out from Connecting Care
- c. No NHS number is recorded for this person
- d. The person may have a Connecting Care record but their NHS number isn't marked as traced and verified
- e. No Connecting Care record found for the NHS number
- f. Connecting Care found more than one person with this NHS number

Help and Support

For more information and support contact your local IT Helpdesk;

Bristol City Council users

LCS Bristol – lcs.helpdesk@bristol.gov.uk

LAS Bristol – las.help@bristol.gov.uk

North Somerset Council users

Please raise a request via ICT self-service in the first instance:

- 'User Applications' > 'Care Systems Request'

Alternatively, you can call the Service Desk on 08451207176