

YHCR Interweave Portal

SystemOne User Registration and Access – NYVOY-S1

YHCR Interweave Portal - Accessing the Portal – S1 User Registration

In the next few slides, you will find a step-by-step guide to accessing the YHCR Interweave Portal for the first time. Should you have any problems, please contact your local champion.

You will need your patient record open in SystmOne to complete the registration.

Click the toolbar button linking the URL (the icon below is an example, yours may look different to the one in the image below).

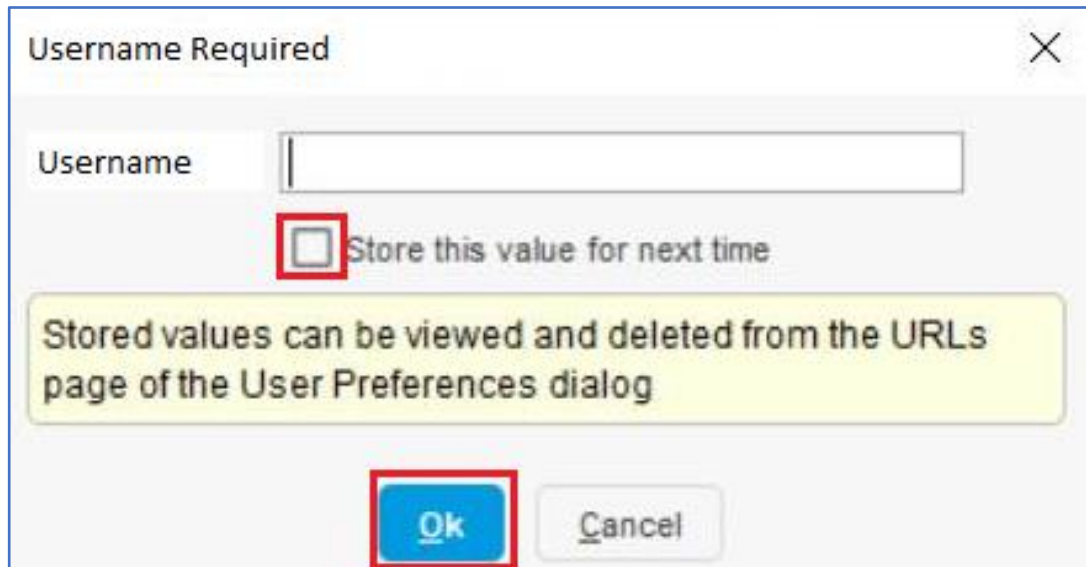


Configure Contextual Launch – S1 User Registration - Username Required

A SystmOne pop-up prompt will appear requesting your Username – **Username Required**. Please enter your **nhs.net email address**

Check ***Store this value for next time***. Click **OK**

CAUTION: Once set please do not attempt to modify this setting. If you do you will be locked out of your YHCR Interweave Portal account and will need to log a support request to regain access.



Username Required

Username

☐ Store this value for next time

Stored values can be viewed and deleted from the URLs page of the User Preferences dialog

Ok Cancel

Your Username is your **nhs.net email address**
Once set please do not attempt to modify this setting

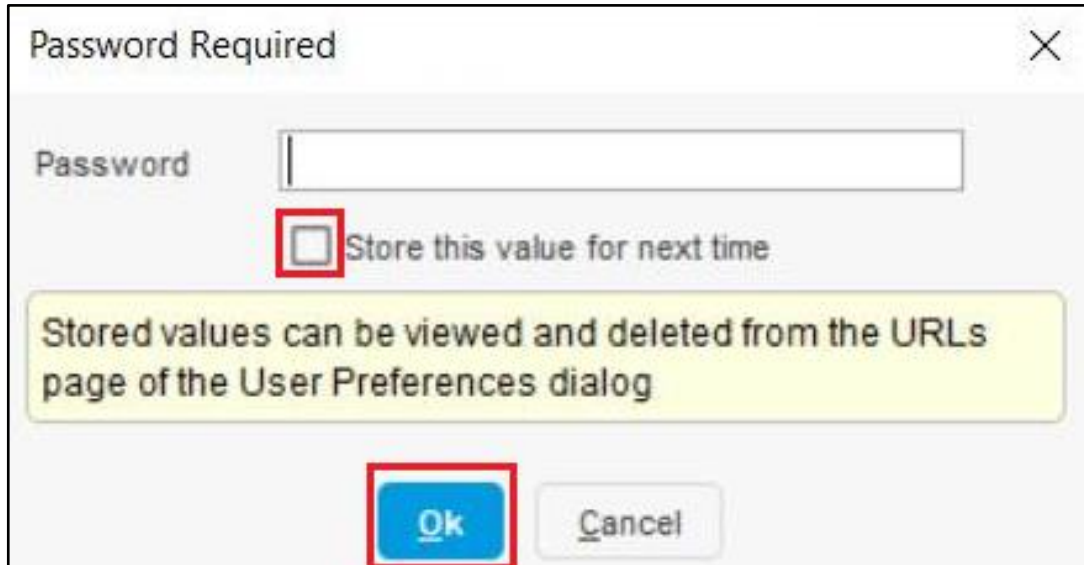
Configure Contextual Launch – S1 User Registration - Password Required

A SystmOne pop-up prompt will appear requesting your **Password**. This will not interfere with your SystmOne password and purely relates to the registration with the YHCR Interweave Portal.

Create a password using a minimum of 8 (Eight) characters to include uppercase, lowercase, numbers and at least 1 special character ^\$*.[]{}()?!@#%&/\,><'";|_~` (Please do not use “£”)

Check *Store this value for next time*. Click **OK**

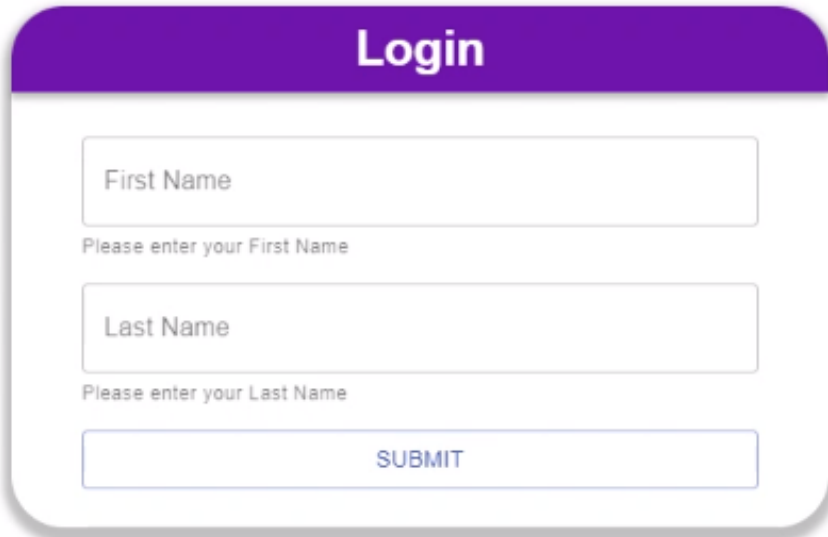
CAUTION: Once set please do not attempt to modify this setting. If you do you will be locked out of your YHCR Interweave Portal account and will need to log a support request to regain access.



Create and Enter your **Password**
Once set please do not attempt to modify this setting

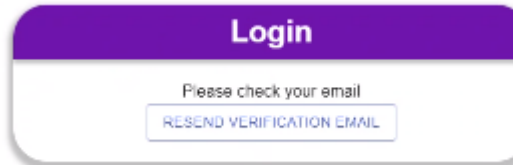
Configure Contextual Launch – Enter First Name and Last Name then Activate your Account

A YHCR Interweave Portal form will appear requesting your **First Name** and **Last Name**. Complete these details then click **SUBMIT**.



The login form has a purple header with the word "Login" in white. Below the header are two text input fields. The first field is labeled "First Name" and has a placeholder text "Please enter your First Name". The second field is labeled "Last Name" and has a placeholder text "Please enter your Last Name". At the bottom of the form is a blue button labeled "SUBMIT".

A YHCR Interweave message will appear *"Please check your email"*

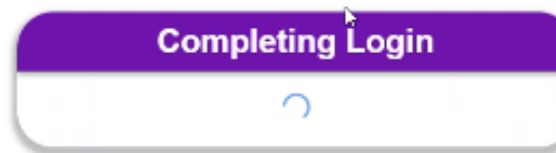


The message box has a purple header with the word "Login" in white. Below the header, it says "Please check your email" and has a button labeled "RESEND VERIFICATION EMAIL".

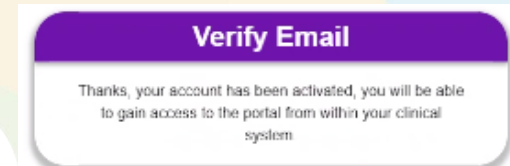
You will receive an email from care.portal@yhcr.nhs.uk with a link stating *"You have been set up with an account for the YHCR Interweave Portal. Click to verify your email address"*.

This URL must be opened in either **Google Chrome** or **Microsoft Edge**. If your default browser when you click on links from an email is **Internet Explorer**, please copy the link into **Google Chrome** or **Microsoft Edge**.

As the process is completing you will see **Completing Login** followed by **Verify Email** – *"Thanks your account has been activated, you will be able to gain access to the portal form within your clinical system"*



The message box has a purple header with the text "Completing Login" in white. Below the header, there is a blue circular progress indicator.



The message box has a purple header with the text "Verify Email" in white. Below the header, it says "Thanks, your account has been activated, you will be able to gain access to the portal from within your clinical system".

This completes your registration. When you have finished viewing your patient's record in the Portal, please close the browser. **To access the next patient's information in the Portal, open their record in SystmOne** then click the YHCR toolbar button.

Configure Contextual Launch – FAQs /1

When testing the URL following the configuration, I have the error message “[Timestamp Expired](#)” What do I do?

Contact your **Local Champion** (members from your practice involved in UAT).

For any other issues, contact **NECS by email via necs.servicedesk@nhs.net or call 0300 555 0340** and quote “YHCR Interweave Portal”

When testing the URL, I have the error message “[Invalid NHS Number](#)” What do I do?

You will need your patient record open in SystmOne to complete the registration.

When testing the URL following the configuration there is an error message - “[This page cannot be found](#)”

Check there are no blank spaces at the beginning or end of the URL. (This may occur during copy and paste)

If there are no spaces or text errors, contact your **Local Champion** (members from your practice involved in UAT).

For any other issues, contact **NECS by email via necs.servicedesk@nhs.net or call 0300 555 0340** and quote “YHCR Interweave Portal”

Configure Contextual Launch – FAQs /2

I have the error message “Invalid Credentials” , “email address invalid” or “password not recognised” when clicking the toolbar button. What do I do?

Contact your **Local Champion (members from your practice involved in UAT)**.

For any other issues, contact **NECS by email via necs.servicedesk@nhs.net or call 0300 555 0340** and quote “YHCR Interweave Portal”

I have completed the setup and checked “Setup GP Connect in TPP SystemOne - HTML Local Configuration” and have the error message "Cannot find any GP connect documents, please try again". What do I do?

Contact **NECS by email via necs.servicedesk@nhs.net or call 0300 555 0340** and quote “YHCR Interweave Portal”

Who do I contact for specific issues?

If you’re stuck on a specific step within the portal or would like to provide feedback on the functionality – contact your **Local Champion (members from your practice involved in UAT)**.

For any other issues, contact **NECS by email via necs.servicedesk@nhs.net or call 0300 555 0340** and quote “YHCR Interweave Portal”