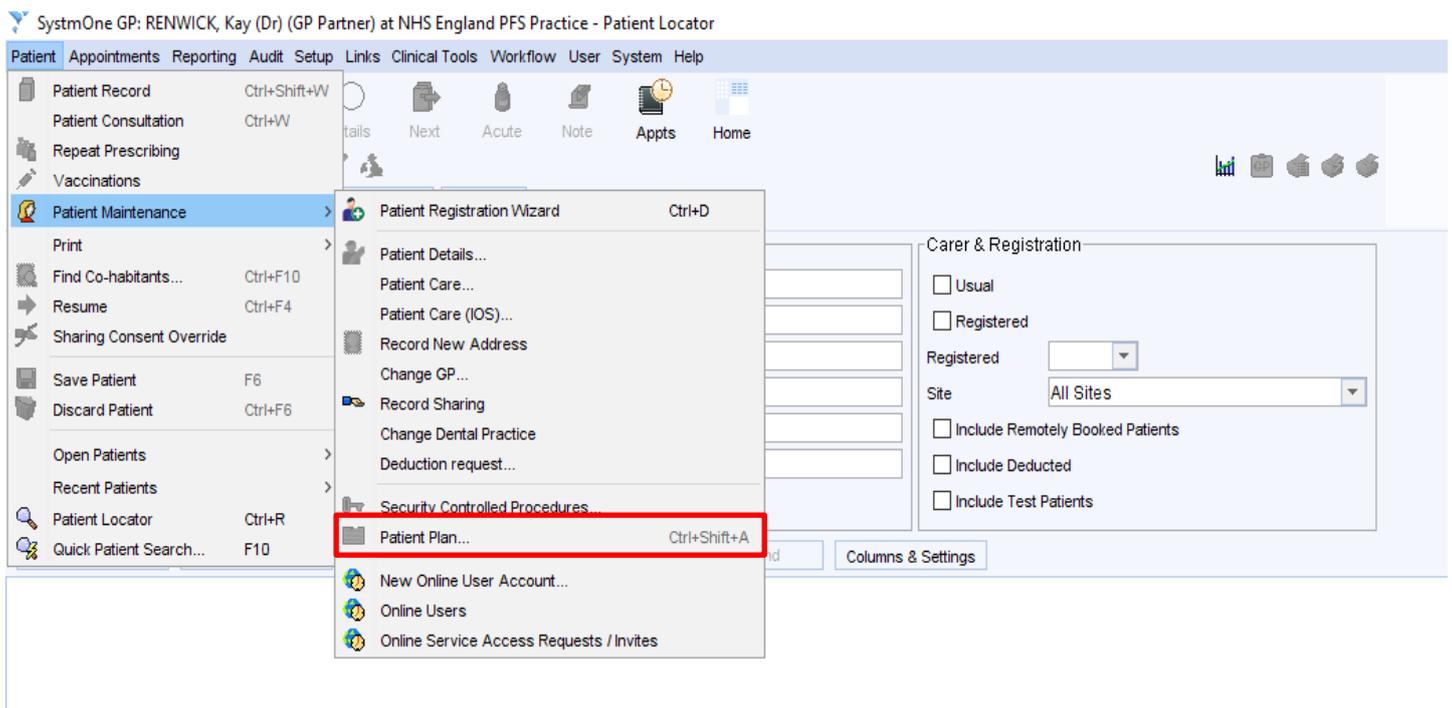


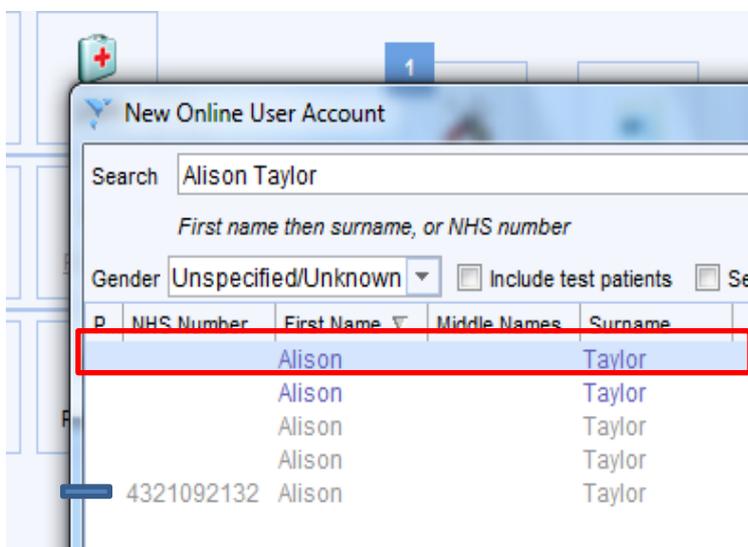
TPP SystemOne set up Online proxy user Instructions for Practice

1. **Select Patient Maintenance > Select new online user account** you must set up this proxy user up as a new online user but **WITHOUT** an NHS number

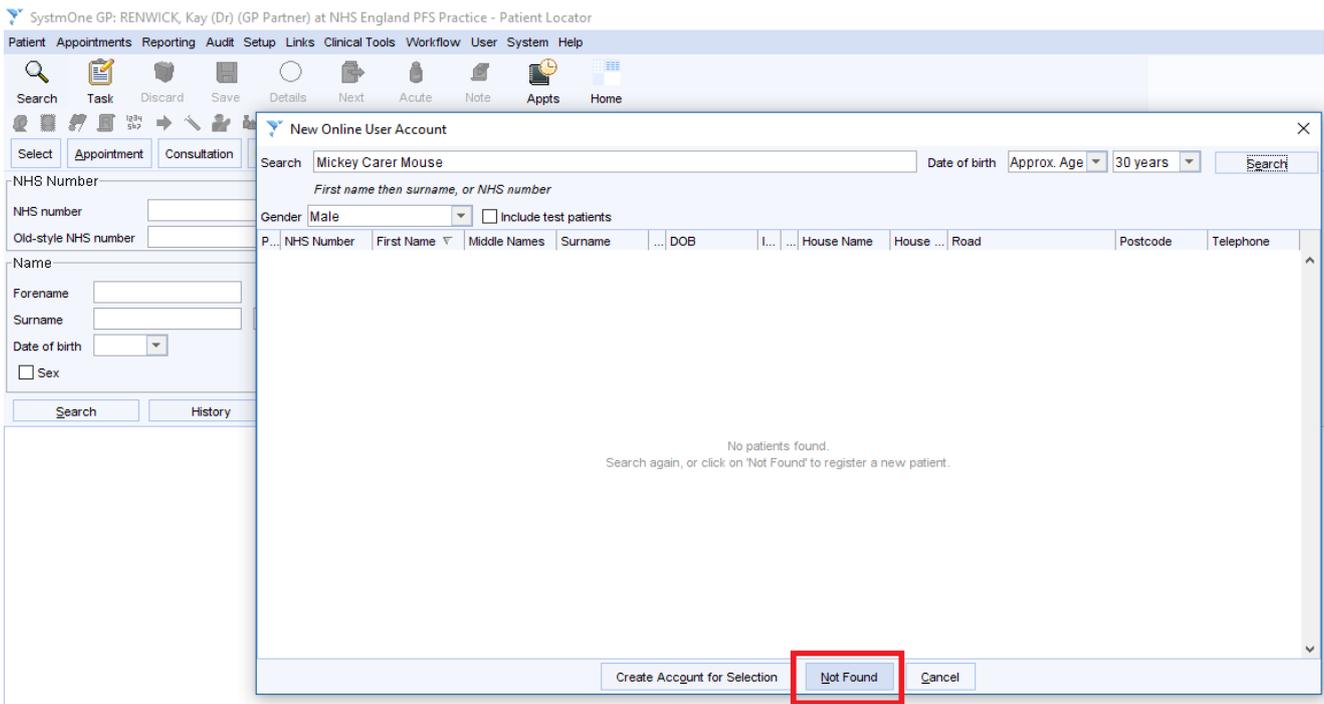
This information will come from the application form that the care home has submitted to the practice and it should be scanned and saved in practice governance folder on their shared drive.



2. **Search for Care Home Worker [name of worker]** > **select "Not Found"** even if there is a one found as you need to **create** a new user **once** without an NHS Number.

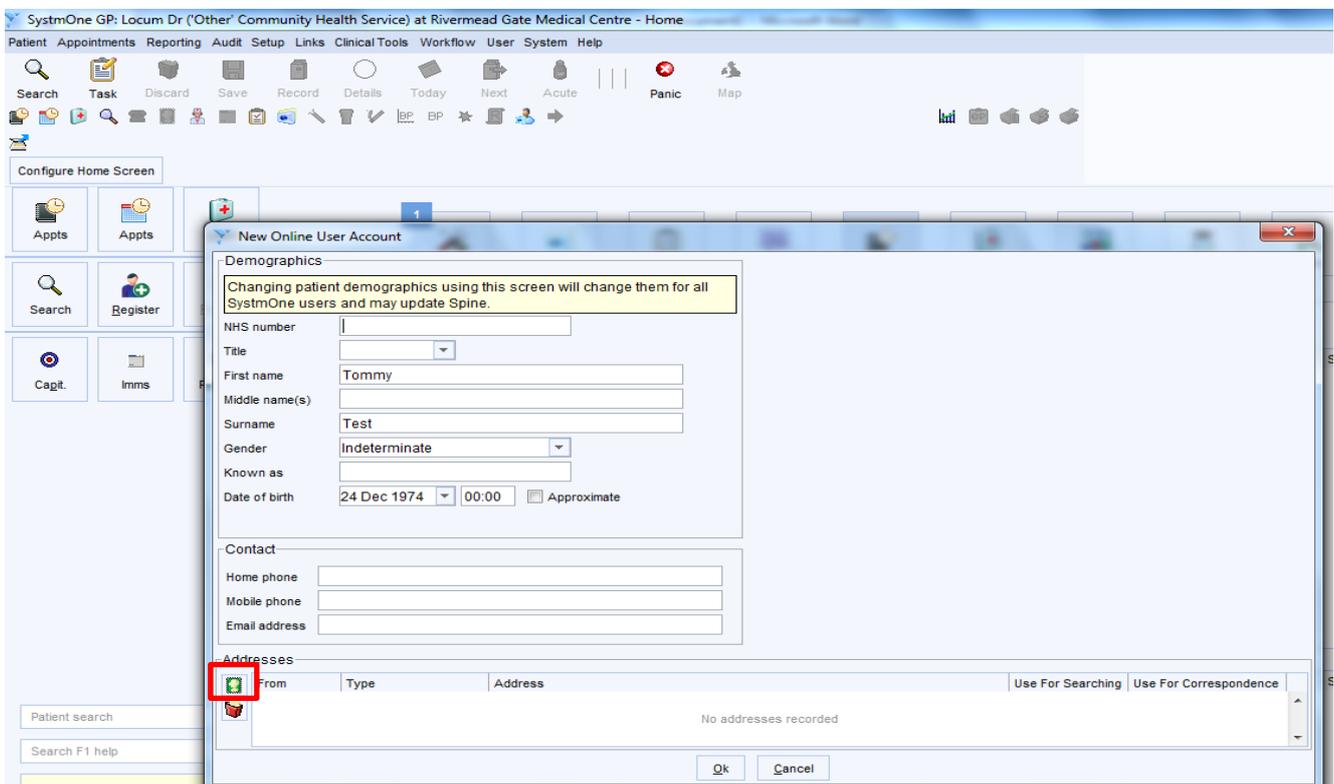


If you're creating a new proxy user to the practice, they may have been set up by another practice that use TPP - select the account that shows **WITHOUT** the NHS Number as below example and check the details are correct before continuing.

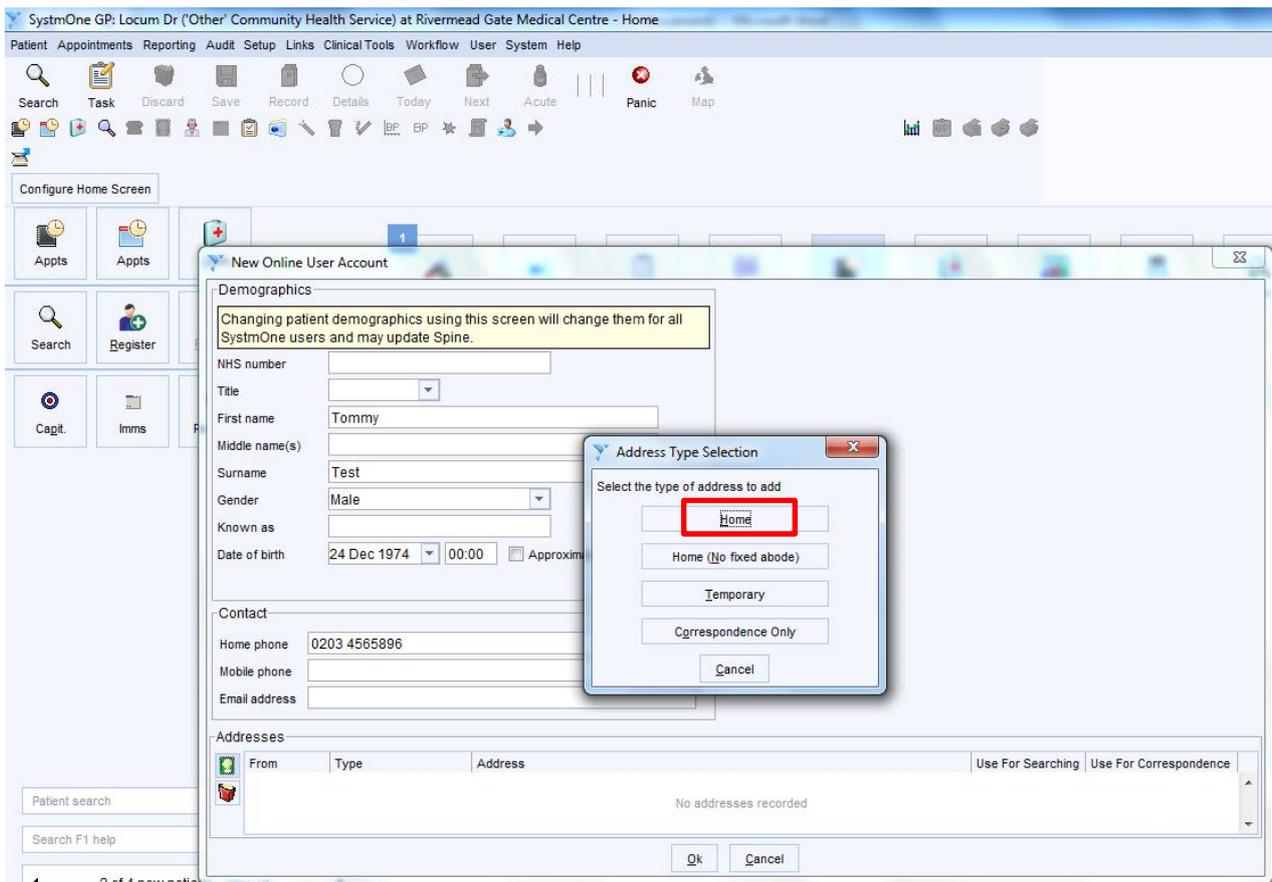


The Care Home Worker will be set up as online user but is not linked to the spine (no NHS number) therefore does not affect population reporting and will not generate a “price per patient” payment to the practice.

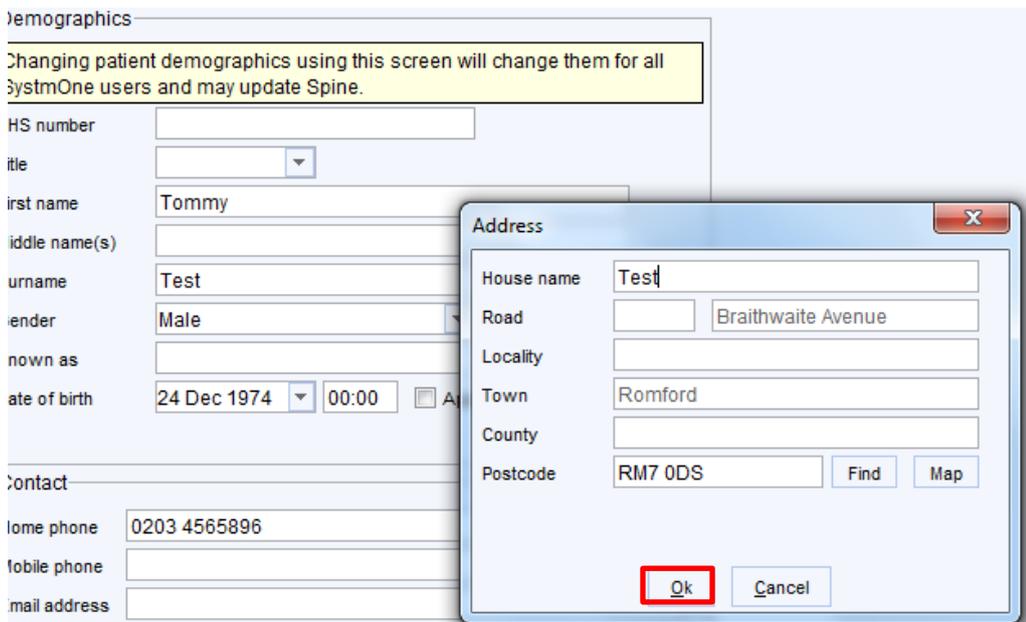
Complete the demographic details without an NHS number, ensuring a secure email address is completed. Click the green button as shown to add the care home address for this proxy user



Click Home



Complete as the Care Home address, click OK



3. Complete:

ID verification – tick document provided, pick other and free text 'proxy form completed'

Contact Details – click green telephone - record contact details and complete as shown Input Care Home staff nhs.net email address and work mobile phone number where provided, **verify the details**, ensure email is ticked as method of receiving log in details as if they forget their password they can **reset themselves** on line with 'forgot my password' on log in page

Online Credentials – **ensure email is selected**. Use Care Home staff secure email address for verification details and select email for online credentials settings

Proxy Access set up: click allow online user access to patients account and grant access

Register for Online Services

Tommy Test 24 Dec 1974 (45 y) M
 Test, Braithwaite Avenue, Romford RM7 0DS
 Home (preferred): 020 3456 5896 Online User, Rivermead Gate Medical Centre

Steps to Complete
 Identity Verification
 Contact Details
 Online Credentials
 Proxy Access

Identity Verification

Minimum requirements: 1 document(s) or vouching by 1 staff member(s)

Documents provided

Passport | Driving licence | Birth certificate | Bank statement | Utility bill | Marriage certificate | Other | Use Existing Proof

Other proxy form completed Drag Image Here

Vouched for

Contact Details

Record Contact Details

Email

Mobile

Online Credentials

SystemOnline Username and Password

Username

Give username by Printout SMS Email Verbally

Give password by Printout SMS Email Verbally

Third Party (HSC Approved) Apps

Account ID

Give account ID by Printout SMS Email Verbally

Give third party passphrase by Printout SMS Email Verbally

Printout Print all details on one page Print details on separate pages

Printer Settings

Proxy Access

Allow this Online User to Access a Patient's Account

Telephone Numbers & Email

Preferred contact method: Email Change Non-Preferred Communication Method

SMS: Consent (Patient consents to receiving all SMS messages) Dissent (Patient dissents to receiving any SMS messages) Organisation default is set to assume consent.

Mobile: Unverified Comments X

Home: Verified Comments X

Work: Unverified Comments X

Alternate: Unverified Comments X

Temporary: Unverified Comments X

Email: Verified Comments

Skype ID: Comments X

Email addresses are not valid Skype IDs. [Click here to find out how to locate your Skype ID.](#)

Ok Cancel

Search for patient and click **select**.

Register for Online Services

Tommy Test 24 Dec 1974 (45 y) M
 Test, Braithwaite Avenue, Romford RM7 0DS
 Home (preferred): 020 3456 5896 Online User, Rivermead Medical Centre

Steps to Complete
 Identity Verification
 Contact Details
 Online Credentials
 Proxy Access

Identity Verification

Minimum requirements: 1 document(s) or vouching by 1 staff member(s)

Documents provided

Passport | Driving licence | Birth certificate | Bank statement | Utility bill | Marriage certificate | Other | Use Existing Proof

Other proxy form completed Drag Image Here

Vouched for

Contact Details

Record Contact Details

Email

Mobile

Online Credentials

SystemOnline Username and Password

Username

Give username by Printout SMS Email Verbally

Give password by Printout SMS Email Verbally

Third Party (HSC Approved) Apps

Account ID

Give account ID by Printout SMS Email Verbally

Give third party passphrase by Printout SMS Email Verbally

Printout Print all details on one page Print details on separate pages

Printer Settings

Proxy Access

Allow this Online User to Access a Patient's Account

Patients

Name search Search History This Address Not Found Advanced

Include deducted patients Include test patients Site: All Sites Columns & Settings

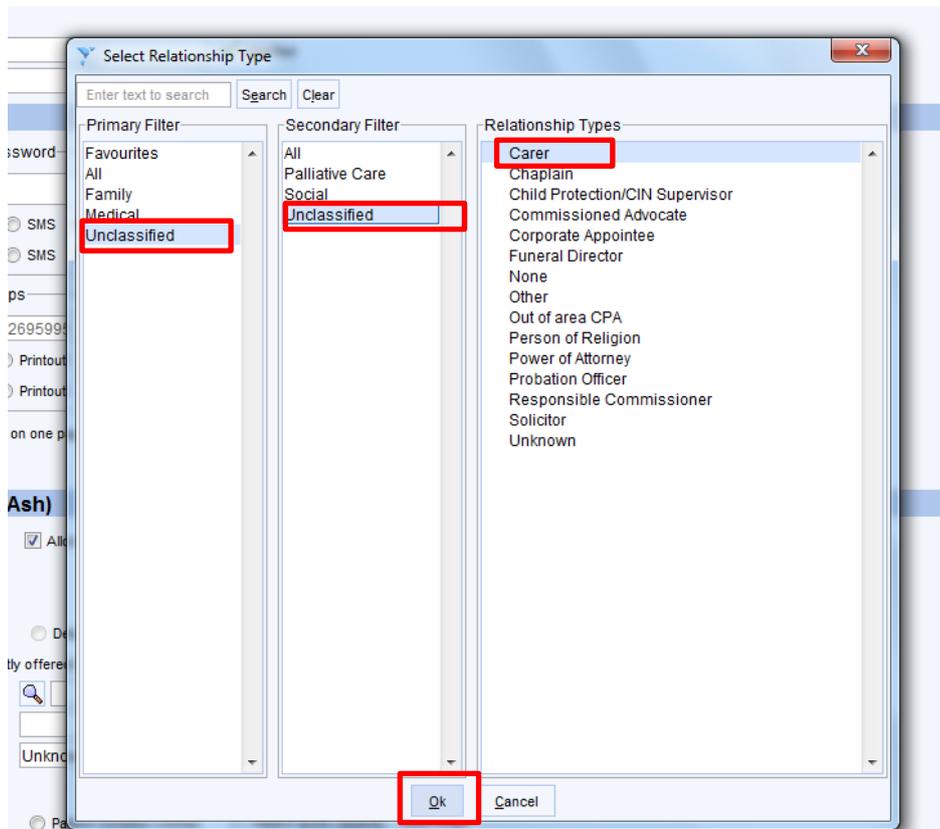
Date of birth Include patients only registered for remote booking Search on previous surnames

NHS Number	First Name	Middle Names	Surname	DOB	L.	House Name	House ...	Road	Postcode	Telephone
	Minnie		Mouse-Test.	14 Jan 1989	T F	123	Rectory Lane		C1 1TR	07715 17289

1 Patient

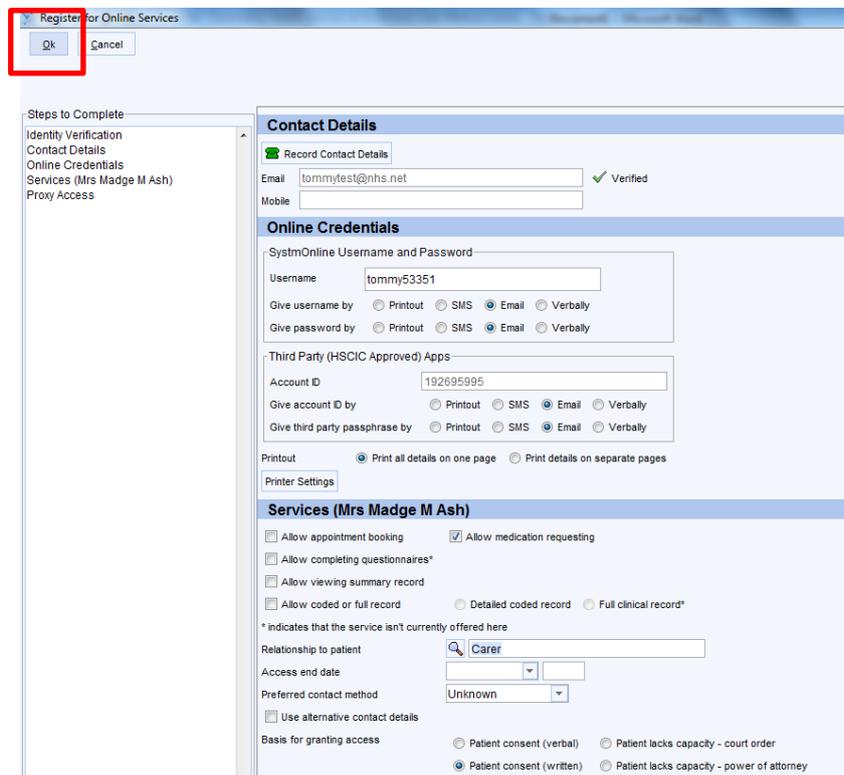
Select Close

Select relationship to patient - unclassified/unclassified/carers then **OK**

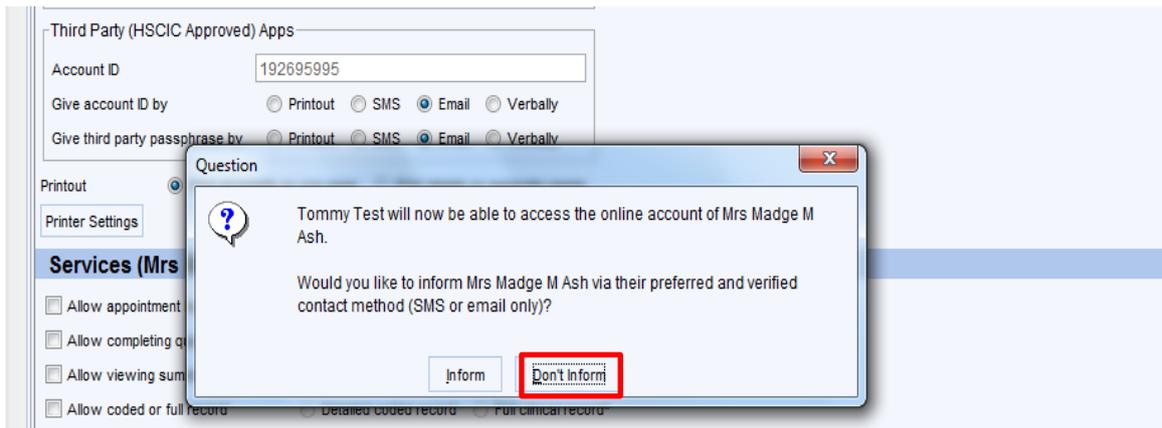


Select the relevant online services – **medication requesting and basis for granting access**

Click **OK** in top left-hand corner



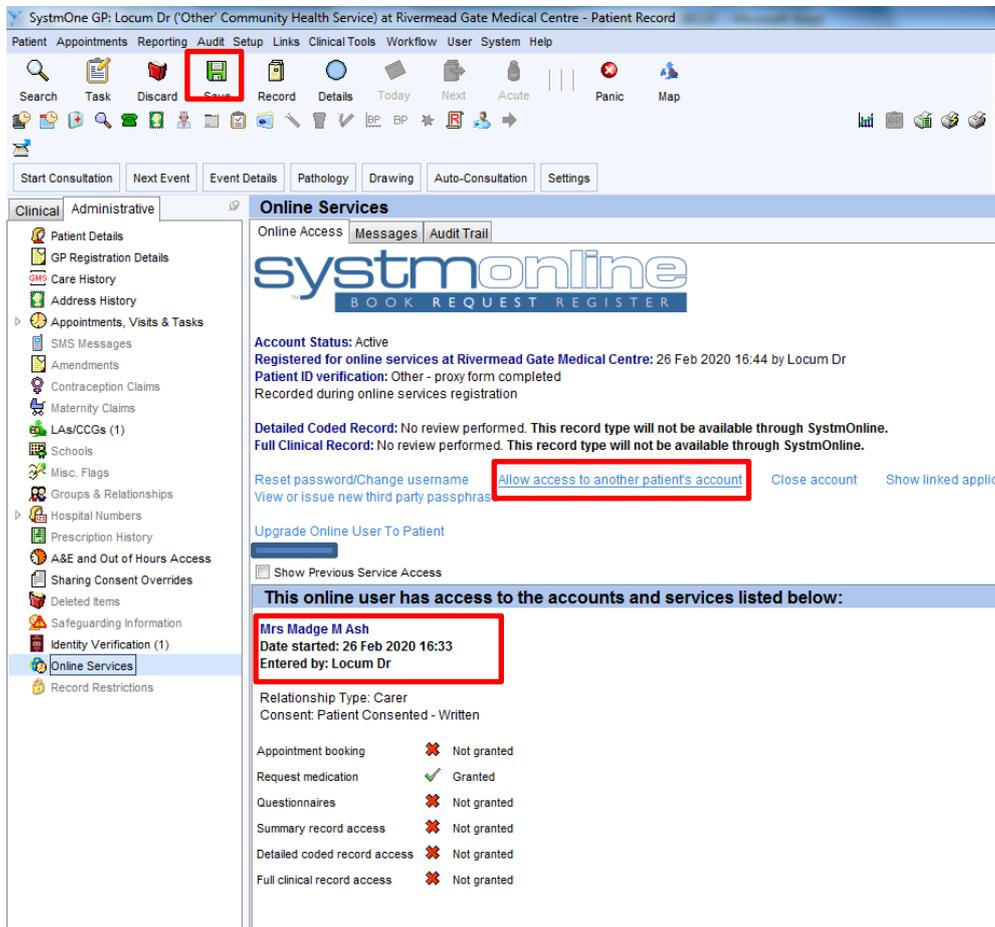
Select **'DON'T INFORM'**



The following screenshot shows details of what services the online user (Care Home Worker) has access to for the selected proxy patient access. The one below has been given access to requesting medication only. Not all online users will be given the same access and whatever is displayed here will depend on what access has been granted and agreed by the practice. This is also where access is removed if the care home worker or patient leaves the care home.

Click on **Allow access to another patient's record** – search for patient and repeat as above to add to the proxy user

Click **SAVE** after you have added all the patients



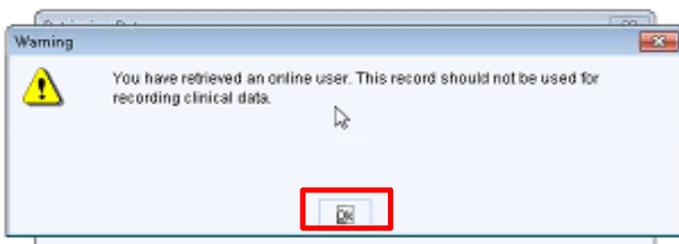
Once the online user has been set up as per above an email will be generated to the Care Home staff member with log in details. Once they have logged on and completed the registration process by setting up new password they will be able order repeat medications on behalf of the patient until their access is removed.

4. Enabling Additional Patients to be set up for the proxy user

Patient/Patient Maintenance/Online Users (as in screen shot 1) retrieve **online users** list, filter by NHS number with no NHS number at the top.

Select user and right click to retrieve record where you can change password and edit access rights. New Online User Account can be selected from here too.

The following warning may also appear. If it does, Select **OK**



When entering the record of the Online Service User (Care Home Worker) the following question may display. If it does, Select **No**

