

Emergency Care Summary User Guide

ECS Personal Account Maintenance

User Guide

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1. Introduction

Welcome to one of the application user guides for the Emergency Care Summary (ECS) Application. These guides will advise the user on how to effectively use the various application areas within ECS.

1.1 Purpose

The purpose of this document is to provide a guide on how ECS users can maintain their own personal account within the ECS Application.

Feedback: This document is owned by the ECS Applications Support team at Atos who are responsible for approval of this document and all related feedback should be addressed to them. For any queries or feedback regarding this user manual, please raise a change with the NHS National Service Desk for the attention of ECS Applications Support. The NHS National Service Desk can be contacted on 0845 957 2700 or via the email address itservicedesk.nhss-ns@atos.net.

1.2 Who should use this Guide

This guide is intended for all users of the ECS application and shows the best practices for maintenance and setup of the users ECS account.

This guide assumes the user has minimal knowledge of the ECS Application.

1.3 About the Emergency Care Summary

ECS is a national solution which provides a summary of basic health for all patients which may be important if the patient requires urgent medical attention including allergy, medication and palliative information and the patients Key Information Summary where applicable. ECS is available 24 hours a day and was designed with out of hours and accident & emergency areas in mind when GP records may not be accessible.

2. Emergency Care Summary Description

2.1 Key Features

The Emergency Care Summary allows Medical Professionals and Out of Hours users to view clinical information for patients which may be useful when the patient requires immediate medical treatment and the data may not be available via other methods. ECS is a national database and so should store information for all patients registered with a GP Practice throughout the nation.

The information currently available via ECS is as follows:

- Allergies
- Medications – both repeat and acute
- Palliative Information (Where Applicable)
- The Patients Key Information Summary(Where Applicable)

As well as providing this information, ECS also provides methods to control and monitor access to this information.

3. Accessing ECS

3.1 First-time Users & Access Control

The Emergency Care Summary Application requires the user to have a username and password to enable them to login to the system and to track any user accesses made by users on patient records. If the user does not have an ECS Account then they should contact their local health board ECS Administrator.

Each health board has different procedures to request a login for ECS and therefore ECS Account creations are performed at a health board level and are not created by ECS Applications Support at Atos.

A list of Local Administrators can be found via a link on the Login page of the live ECS Application.

3.2 Logging on to ECS

There are 4 different environments available to users of ECS – the Live ECS Environment, Test Environment, Training Environment and NHS24 Test Environment (NHS24 Specific test environment – used only by NHS24). Since ECS is an online application, all of these environments are available via the URL's shown below:

Live Environment: <https://ecs.mhs.scot.nhs.uk/ecs/home/login.aspx>.

Test Environment: <https://164.134.84.73/ECSTest/home/login.aspx>.

Training Environment: <https://164.134.84.73/ECSTraining/home/login.aspx>.

NHS24 Test Environment: <https://164.134.84.73/NHS24Test/home/login.aspx>.

N3 Network: All of the above ECS environments are only available to users on the N3 network. Access is not granted for anyone trying to access ECS out with N3.

3.3 Auditing of ECS Accesses

It should be noted by all users of the ECS Application that all accesses on patient information are audited and any suspicious accesses will be investigated.

4. ECS Personal Account Maintenance

4.1 Logging in to ECS

To login to the ECS Application:

1. Navigate to the login page of the selected ECS environment via internet browser (The image below shows the Live ECS login screen).

ECS Emergency Care Summary 6.1.1102.1

Important: This is the Live ECS System

To access the ECS Test system click [here](#).

To access the ECS Training system click [here](#).

For any account issues or password resets, please contact your local health board ECS administrator. A list of these administrators can be found [here](#).

For any application issues - not including password resets, see above for password resets - please see below for service desk changes taking place from **11th April 2011** onwards:

Greater Glasgow & Clyde users:
Please report to the GG&C Servicedesk at itservicedesk.nhss-ggc@atosorigin.com or on 0845 612 5000.

All other Health Board users:
Please report to the NHSS Servicedesk at itservicedesk.nhss-ns@atosorigin.com or on 0845 957 2700.

Login

Username

Password

Login Exit Clear

[Require Support? \(Click here\)](#)
[Forgotten Password? \(Click Here\)](#)

Notes:

1. **Links to other environments:**
If the user has navigated to one environment mistakenly, there are hyperlinks which will direct them to the other available ECS environments.
2. **ECS Local Admin List**
A list of ECS local health board administrators can be found by clicking on the link available on the login page.
3. **Require Support**
The user can select this option to view contact details for their local system administrator
4. **Forgotten Password**
The user can select this option to be prompted with security questions to allow them to reset their password (See Personal Account Maintenance document for details).

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2. Enter a valid username and password then click **Login**.

Notes:**1. Desktop Shortcut:**

A shortcut can be created on the users desktop for future use by right-clicking the login page and selecting "Create Shortcut" from the pop-up menu.

2. Incorrect Login Attempts:

The system will suspend the users account if they enter an incorrect password 3 times consecutively. Should this happen, the user should contact their local health board administrator or select "Forgotten Password" and answer the security questions to reset their password.

3. The Home Page is now displayed.

**Note:**

The user will only see patients in the recently viewed list if they have access to the find patient functionality and have previously viewed patient records within ECS. If they do not have access to the find patient functionality, or have not yet viewed any patients, they will see the "No Data to Display" message.

4. When leaving the system select **Log out** from the top right hand corner of the screen.

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4.2 Password Maintenance on Initial Login

Users are required to change their default password to a secure password before accessing the system for the first time. It is also a security requirement to change passwords on a regular basis (Currently 60 days).). The first time the user logs on to the system they should be presented with the following screen.

Change User Password
 You are required to change the password because you are either a first time user or your user profile has been modified by your ECS Administrator.

Enter Current Password

Enter New Password

Re-Type New Password

- New passwords cannot be the same as the previous 12 passwords or passwords used in the past 12 months.
- Passwords must not contain your user name.
- Passwords must be between 8 and 20 characters long.
- Passwords must comply with at least 3 of the following rules :-
 - Uppercase alphabetic characters (A-Z)
 - Lowercase alphabetic characters (a-z)
 - Numerals (0-9)
 - Non-alphanumeric characters, for example: ! \$ # %.

Password Restrictions: There are certain password restrictions which must be adhered to when selecting a password. These restrictions are declared to the user on the change password screen below the “Save” and “Exit” buttons.

Enter the current password where requested and then enter a new password twice in the relevant boxes and select **Save**.

Once the user clicks save, they will be presented with the screen and message shown below:

Change User Password
 Password successfully changed. This password will expire in 60 day(s) time. Click on the exit button to return to ECS.

Enter Current Password

Enter New Password

Re-Type New Password

- New passwords cannot be the same as the previous 12 passwords or passwords used in the past 12 months.
- Passwords must not contain your user name.
- Passwords must be between 8 and 20 characters long.
- Passwords must comply with at least 3 of the following rules :-
 - Uppercase alphabetic characters (A-Z)
 - Lowercase alphabetic characters (a-z)
 - Numerals (0-9)
 - Non-alphanumeric characters, for example: ! \$ # %.

Click **Exit** and this will take the user through to their account homepage.

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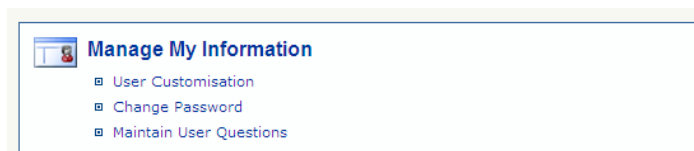
4.3 Manual Password Maintenance

The user can manually change their password any time they wish after getting logged into ECS. To manually change password:

1. Select **My Settings** from the top right hand corner of the main menu bar menu bar.



2. The user should then be presented with a menu similar to as shown below:



3. Click on **Change Password**. The user should then see the screen shown below

Change User Password

Enter Current Password

Enter New Password

Re-Type New Password

- New passwords cannot be the same as the previous 12 passwords or passwords used in the past 12 months.
- Passwords must not contain your user name.
- Passwords must be between 8 and 20 characters long.
- Passwords must comply with at least 3 of the following rules :-
 - Uppercase alphabetic characters (A-Z)
 - Lowercase alphabetic characters (a-z)
 - Numerals (0-9)
 - Non-alphanumeric characters, for example: ! \$ # %.

Password Restrictions: *There are certain password restrictions which must be adhered to when selecting a password. These restrictions are declared to the user on the change password screen below the “Save” and “Exit” buttons.*

4. Enter existing password into the Current Password textbox and then enter a new password in both of the new password textboxes. Once this is done, click **Save**.
5. The user should then get a confirmation message saying that their password has been reset.

4.4 Maintaining Personal Security Questions

The security questions functionality in the ECS application allows the user to set up security questions that they can then use to access the Change Password screen from the login screen should they forget their password. It will also allow the user to re-activate their account should it become “locked out” due to 3 consecutive incorrect attempts.

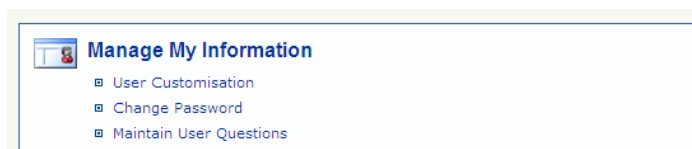
Resolve issues without assistance: *By completing the security questions on their ECS account, the user can then reference these questions at any time if they have forgotten their password and are unable to login to the system. Selecting the “Forgotten Password” link on the ECS login page will allow them to answer their security questions and reset their password, all without having to request assistance from ECS administrators.*

To setup the security questions on a user account in the first instance, the user can follow the steps below:

1. Select **My Settings** from the top right hand corner of the main menu bar menu bar.



2. The user should then be presented with a menu similar to the one shown below:




3. Click on **Maintain User Questions** and the screen below will be shown


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- If the user clicks on any of the drop down lists they will be presented with a list similar to the one shown below. This is the list of potential security questions the user can choose from.

Please select a question

- What was your first school?
- Where were you born?
- What is your favourite place?
- What is your mothers maiden name?
- What is your favourite film?
- What is your favourite colour?
- What team do you support?
- What is your fathers first name?
- What is your favourite song?

- The user should select their preferred questions from the drop down lists and enter the answers for each of the questions in their respective textboxes. (The user is required to enter a minimum of 3 questions – each of which must not be duplicated).
- Click on the  icon in the toolbar to save. This will save the security questions and return the user to the Information Management menu.
- Click on the **Maintain User Questions** link again, and this time when the user enters the section they will see the questions they have set up as their security questions.

 Please note that the answers are saved exactly how they are entered. Consequently, when you are resetting your password you must enter your answers exactly as you have done in this screen.

Add a new question

Question

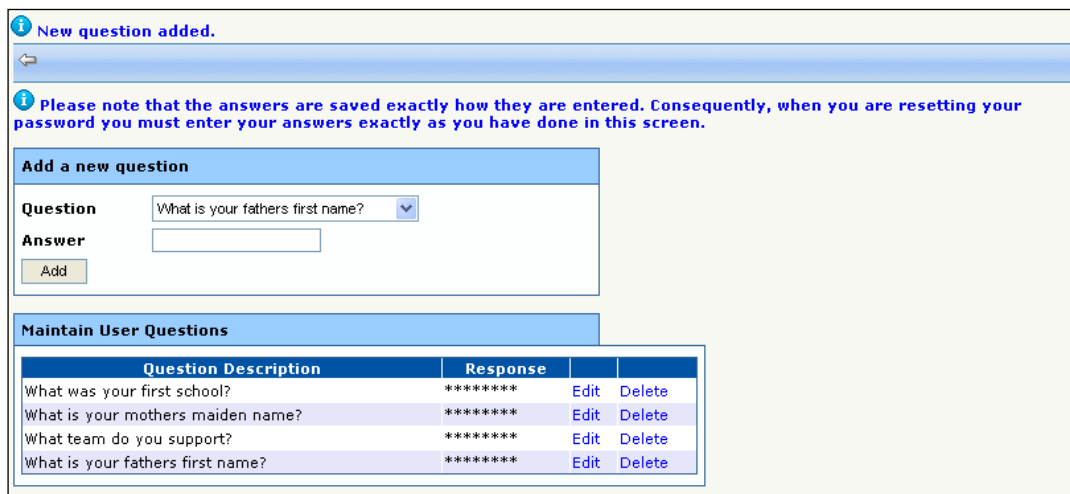
Answer

Maintain User Questions

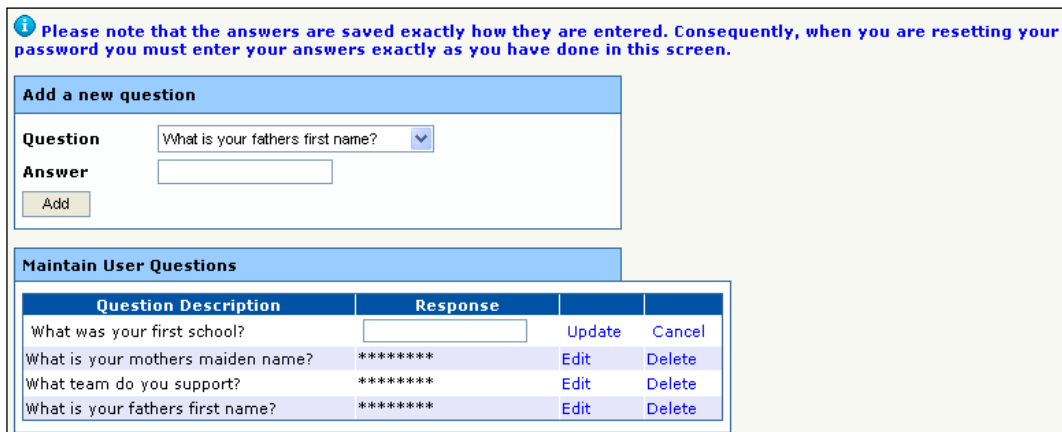
Question Description	Response		
What was your first school?	*****	Edit	Delete
What is your mothers maiden name?	*****	Edit	Delete
What team do you support?	*****	Edit	Delete

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- The user can now add more security questions by selecting a question from the drop down list in the “Add a new question” section of the screen and entering the related answer in the text box. If the user then clicks **Add** this new question will automatically appear alongside the other security questions in the list and the user should get a confirmation message saying “New Question Added” as shown below.



- The user can also change their answers by clicking **Edit** next to the corresponding question. This will then show a textbox next to the question for the user to insert the new answer and **Update** and **Cancel** options link to allow them to save or cancel the change.



- The user can also delete any of the questions by clicking delete next to the relevant question. (Note: there must always be a minimum of three questions. If a deletion attempt would take this number below three then the deletion is not processed)

4.5 Utilising Personal Security Questions to Change Password

The security questions that the user has setup on their account can be used to change the users' password any time the user is unable to access ECS and can also unlock the users account.

1. From the **Log In** screen, click **Forgotten Password**.

2. Enter a valid username and click **next**

3. Answer each question exactly as entered when setting up the security questions and click **Next**.

4. Enter and confirm the new password, click **Save**.

5. Click **Exit**.

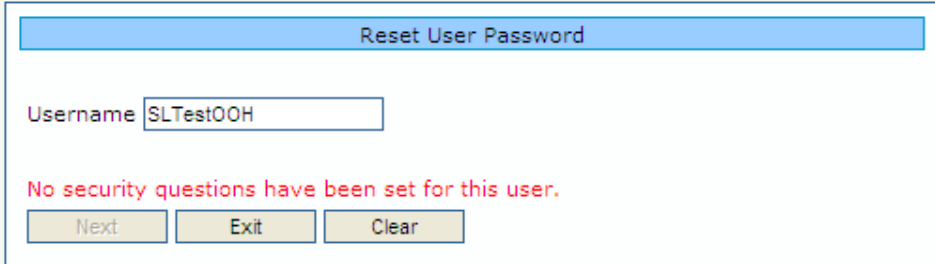
5. Troubleshooting

If the user experiences any issues maintaining their ECS Account, they should check the notes below for troubleshooting advice.

- **Forgotten Password but not yet created security questions.**

The functionality within the ECS Application which allows the user to reset their password via security questions is extremely useful, but does require some setup on the users part by configuring the security questions and answers when they initially login to the system.

If the user has forgotten their password and wishes to use the security questions to reset their password but the user has not yet configured the security questions, they will get the following error when they try and use the functionality.



The screenshot shows a web form titled "Reset User Password". It contains a text input field for "Username" with the value "SLTestOOH". Below the input field, a red error message reads: "No security questions have been set for this user." At the bottom of the form, there are three buttons: "Next", "Exit", and "Clear".

If the user receives this error, they will need to raise a call with their health boards local ECS administrator to reset their password.

- **Invalid Password Format**

If the user is attempting to reset their password but receives an error message stating "Invalid Password Format" then they should ensure that they are adhering to the password restrictions which are shown on each "change password" page below the submit buttons.

Note: If at any time the user receives a message that they do not understand they should contact the NHS National IT Service Desk and quote **Emergency Care Summary** and the area of the application they are experiencing issues with. The NHS National Service Desk can be contacted on 0845 957 2700 or via the email address itservicedesk.nhss-ns@atos.net.

6. Glossary

Term	Description
ECS	Emergency Care Summary
ECSWS	ECS Web Services

Version history

Version	Date	Comment
2.0	30 December 2008	Template format change to new ECS templates
3.0	01 September 2009	Updated document to comply with report changes
4.0	19 April 2010	Updated document to comply with upgraded report changes
5.0	29 August 2011	Template format changes to GDP compliant templates
5.1	24 October 2011	Updated to include changes with regards to introduction of KIS in ECS version 1104

About this version

This version of the document has been updated to include any relevant information with regards to the introduction of KIS in version 1104 of the ECS Application.