



**MyRightCare
Site Administrators
Guide**

Version One, April 2017



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Introduction

My RightCare (MRC) is an online electronic shared care plan, which enables the sharing of essential, relevant and up to date information between providers of care.

In Lincolnshire MRC is the IT enabler for the Electronic Palliative Care Coordination System (EPaCCS) and can be used within SystemOne or EMIS. More information about MRC can be found in the corresponding user SystemOne or EMIS user guides.

This guide is created for MRC Site Administrators ("Site Admin"). The Site Admin has unique permissions within MRC for a cohort of users. The Site Admin may create new users, update existing user details, change passwords, and delete user accounts.

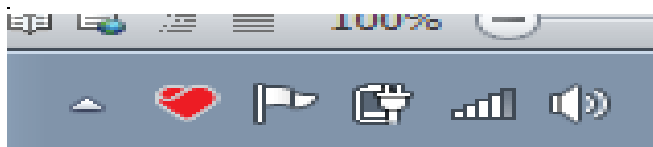
Accessing the MRC Application

When you have logged into your primary care system (SystemOne or EMIS Web) in the usual way, locate the MRC icon in the task bar at the bottom of your screen.

If no one is logged into My RightCare on this workstation, the icon is a black heart:



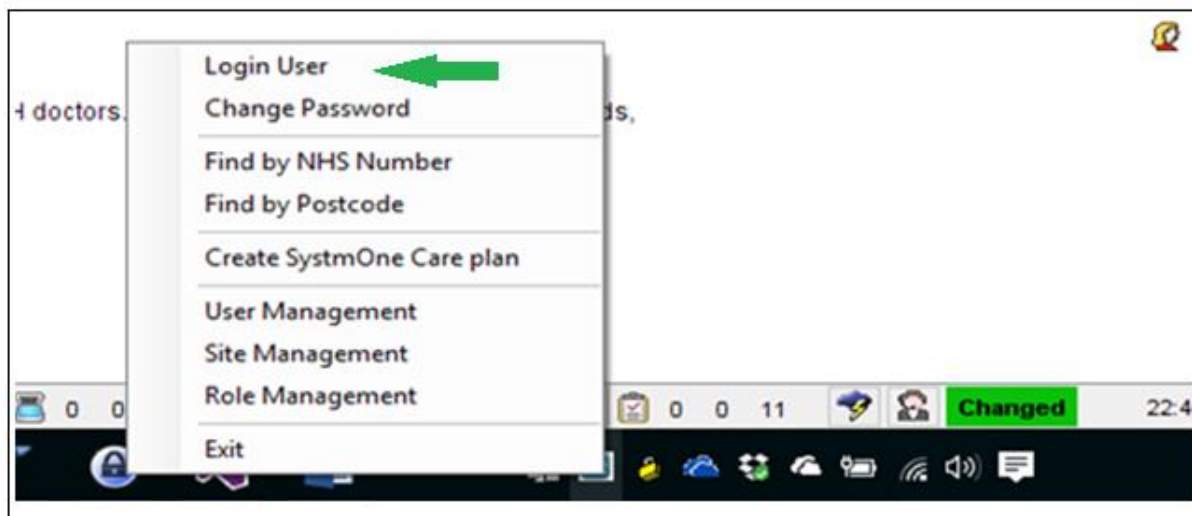
If someone else has already logged in on the PC, the My RightCare icon is red:





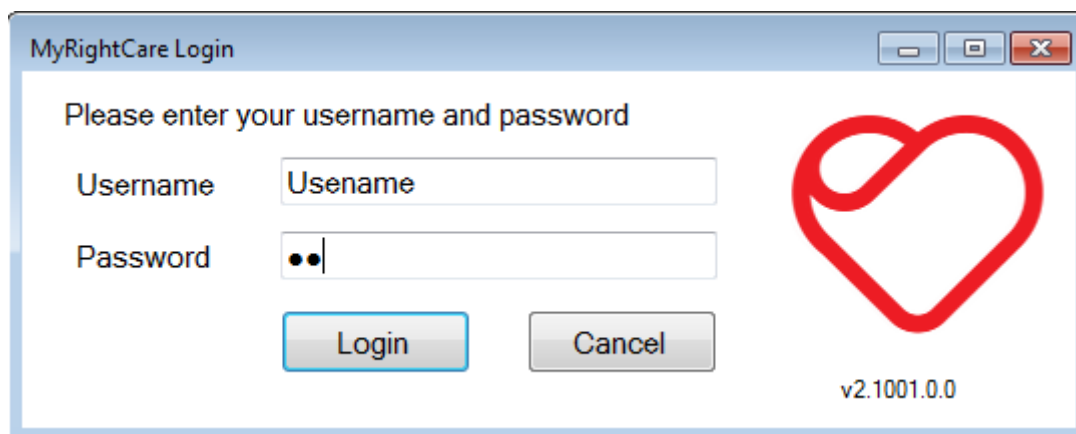
Logging in

Right click on the MRC icon, this will show you a small menu, select login user.



Insert your username and password in the boxes provided, please note passwords are case sensitive. Then click login. If you have not previously been provided these details please contact your local IT helpdesk.

On your first login please ensure you change your password.



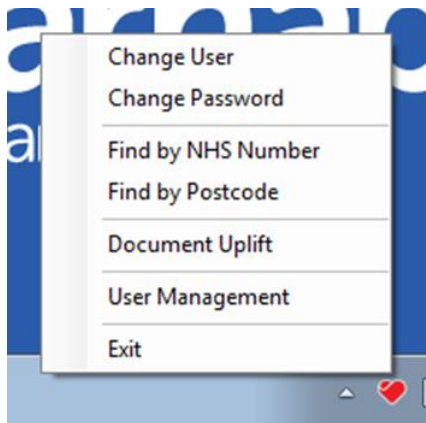
You will remain logged into the application for the period of your windows session. If you lock the workstation or your windows session times out, you will also be logged out of My RightCare.



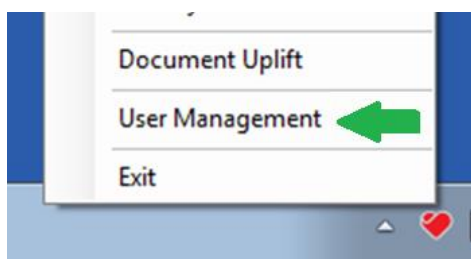
Site Admin functions

Adding New Users

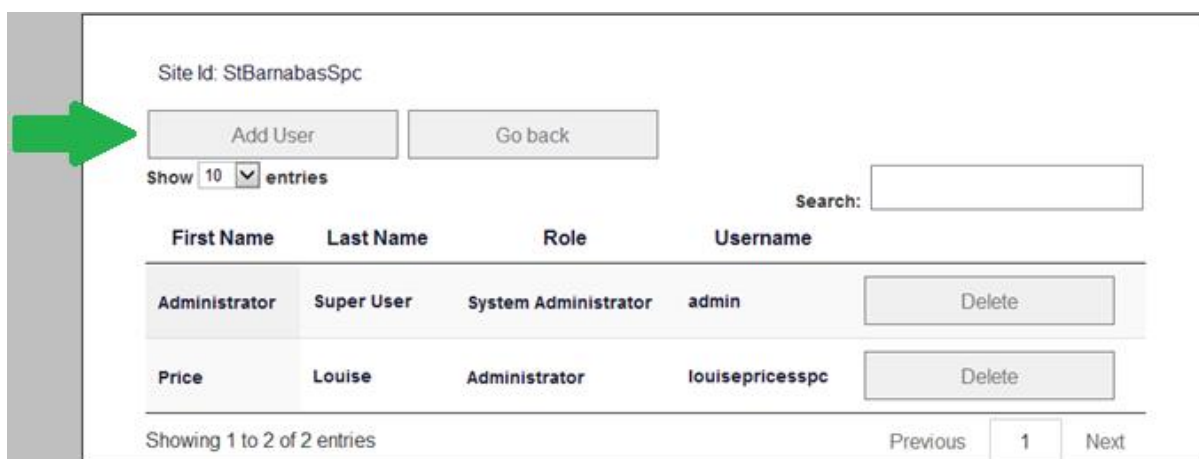
After logging in, right click the mouse to bring up the MRC menu:



Click on 'User management'



The following screen will be displayed, from which you then select the 'Add User' option to create a new account:



Next, fill in the new person's details in the boxes provided, including a username and password. If the username has already been taken, you will be informed of this and asked to provide a new unique name.



Username: minniemouesspc
 First Name: Minnie
 Last Name: Mouse
 Role: Read Write
 Password:

Add New User

Site Id: StBarnabasSpc

Add User Go back


Show 10 entries Search:

First Name	Last Name	Role	Username	
Administrator	Super User	System Administrator	admin	Delete
Price	Louise	Administrator	louisepricesspc	Delete

Showing 1 to 2 of 2 entries Previous 1 Next

NB: Click the drop down arrow to choose the persons role:

Last Name:

Role: 

None
 None
 System Administrator
 Administrator
 Read Write
 Read Only

Password:

Add New User

Site Id: StBarnabasSpc

When complete, click on the pink 'Add New User' button. The new user will then be added to your list of users:

Site Id: StBarnabasSpc

Add User Go back

Show 10 entries Search:

First Name	Last Name	Role	Username	
Administrator	Super User	System Administrator	admin	Delete
Minnie	Mouse	Read Write	minniemouesspc	Delete
Price	Louise	Administrator	louisepricesspc	Delete

Showing 1 to 3 of 3 entries Previous 1 Next



Resetting Passwords and Changing User Details

You can reset a password or change other details for a user by selecting them from the user list. Their information will be displayed. To make changes to the user account, click, select the user. Your current selection will turn blue, and you will be able to view the user’s details as below:

Username

First Name

Last Name

Role

Password

Update User

Site Id: StBarnabasSpc

Show entries Search:

First Name	Last Name	Role	Username	
Administrator	Super User	System Administrator	admin	<input type="button" value="Delete"/>
Minnie	Mouse	Read Write	minniemousesspc	<input type="button" value="Delete"/>
Price	Louise	Administrator	louisepricesspc	<input type="button" value="Delete"/>

Showing 1 to 3 of 3 entries Previous Next

Type in the new details you wish to update the record with (including a new password if applicable) and press ‘Update user’:

Username

First Name

Last Name

Role

Password

Update User



Deleting User Accounts

To delete a user account, select the user in the usual way. Your selection will appear highlighted in blue. Now press the 'delete' button:

First Name	Last Name	Role	Username	
Administrator	Super User	System Administrator	admin	Delete
Minnie	Mouse	Read Write	minniemousesspc	Delete
Price	Louise	Administrator	louisepricesspc	Delete

NB: Please exercise caution when deleting users in this way. The deletion cannot be undone within the MRC app. If you accidentally delete a user you will need to raise a trouble ticket with your nominated help desk. The user details can be recovered but this will take us a little time to do so. As an alternative to account deletion, you can effectively block access for a user temporarily by resetting their password.

Requesting Support

If anything should go wrong, the first rule is 'Don't Panic!' Contact your local nominated IT helpdesk in the first instance. If they cannot solve your issue, they will speak to the MRC team directly and between us we'll have the matter dealt with in no time at all.



Document History

Date	Description	Author	Approved By.
04/04/2017	Version 1.0	Gary Nield	Gary Nield

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