ARIA USER ADMINISTRATOR ROLES AND RESPONSIBILITIES

Purpose

The purpose of this Standard Operating Procedure (SOP) is to describe the procedure to be followed by the user administrators when adding, removing or maintaining user accounts within ARIA and to ensure that the user administrators use the Security application as agreed within the Kent and Medway Cancer Collaborative and in accordance with trust information governance procedures.

Scope

This SOP applies to all user administrators and all user accounts in ARIA within the Kent and Medway Cancer Collaborative.

Responsibilities and Documentation

The user administrator is responsible for the following tasks and MUST be in receipt of a fully completed KMCCEP017 ARIA user account management form before undertaking the following:

1. Account set-up
2. Account changes
3. Account inactivation
4. Account activation*
5. Password resets

* If the user accessed the system within the last 6 months then the account can be re-activated without refresher training. If the user last accessed the system more than 6 months ago then refresher training must have been provided and documented on the user account management form together with the appropriate user group and locations.

Limitations

User Administrators **must not**:

- Access, amend, maintain or inactivate the accounts of staff outside their organisation
- Create or amend their own account(s)
- Create additional accounts for a single user. Such requests must be referred to the system administrator
- Create generic accounts. Such requests must be referred to the system administrator
- Add, transfer or activate user accounts to the following groups: Pharmacists System Admin, Pharmacists Validation, Radiation Therapy, OpTxVaris Development, VMS Development. All requests to place or transfer staff into these groups should be forwarded to the system administrator.

User Groups

User groups defined in ARIA are all prefixed MTW and are named as follows:

- Accredited checking pharmacy tech
- Consultant (Use for ALL prescribers including registrars, non-medical prescribers etc.)
- HCA (copy of view and print with addition of access to record Vital Signs)
- Informatics (Same as View & Print but with the addition of SACT reports)
- Nurse
- Nurse Manager + Planner
- Nurse Manager + Scheduling
- Paediatric nurse
- Paeds Prescriber
- Pharmacist
- Pharmacists System Admin – **Refer requests to KMCC System Administrator**
- Pharmacists Validation - **Refer requests to KMCC System Administrator**
- Pharmacy Tech
- Radiation Therapy – **NOT TO BE USED**
- Research Nurse
- Scheduler
- Technician Builder - **Refer requests to KMCC System Administrator**
- Users Admin - **Refer requests to KMCC System Administrator**
- View & Print
- OpTxVaris Development – **NOT TO BE USED**
- VMS Development – **NOT TO BE USED**

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1.	**LOG IN**

Enter your user name and password. These are usually the same as your windows details. Ensure you are working from the correct domain. This should be the trust that you work from or if you are cross-site, this should be your base trust.
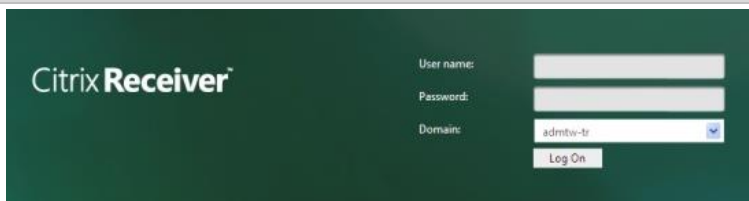
Select **MO Security**

Enter your username as User ID. This is usually **firstname.surname** format. "From" should always be **MTW NHS Trust** and "Login to" should be the same.
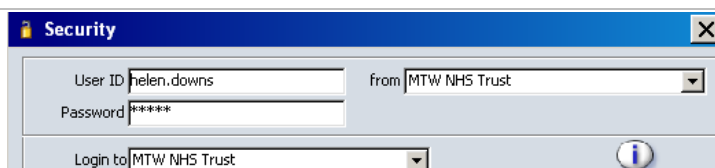
Your password must be between 6 and 10 characters long, start with a capital letter and be mixed case. It should contain at least 2 numbers, no special characters and be unique from the previous 5 passwords

2.	**USER ➜ USER REGISTRY**

List of current users is displayed below. Select from drop down list to display All, Suspended or Inactive
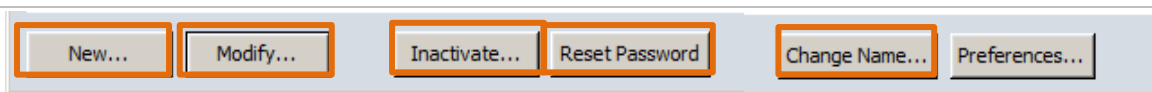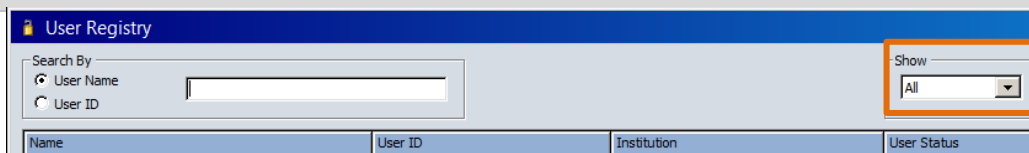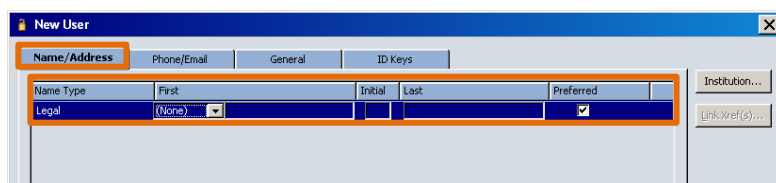
- ● **New** - Create a new user. See Page 3
- ● **Modify** - To amend anything within the General tab of the user
- ● **Inactivate -** To inactivate a user's account. Users are never deleted completely from the system so this function can also be used for those on long term leave that will need re-activating at a later date. Select OK to complete inactivation of account and change their status to 'Inactive'
- ● **Reset Password -** Select, and then select **yes** to reset the user's password. The generic default password for new users and password resets is password. The user will then be prompted to create a new password next time they log in.
- ● **Change Name** - Complete name changes for **userID**, display names and title here using the same process as for new users.

3.	**ACCOUNT SET-UP USER ➜ USER REGISTRY ➜ NEW**

Select **Cancel**
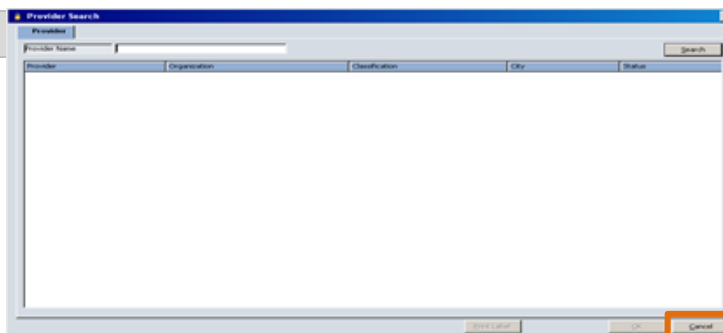
- ● **Name/Address tab**
  - ○ Complete **Title** from drop-down list if known.
  - ○ Enter first & last names
  - ○ Leave all other fields blank
- ● **Phone/Email tab**
  - ○ Leave blank

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NEW USER → NON-PRESCRIBER

- **General tab**
  - **User ID**: This is the users' log in name. Enter username in firstname.surname format
  - **From**: ALWAYS select MTW NHS Trust
  - **User Group**: Select from drop-down menu as appropriate for job role.
  - **Discipline**: Select from drop-down menu as appropriate for job role
  - **Preferred Method of Correspondence**: Leave as 'Unspecified'
- Select **OK** to complete and save
- Leave these boxes blank: **Practice Management User ID**

NEW USER → PRESCRIBER

- **General tab**
  - **User ID**: This is the users' log in name. Enter username in firstname.surname format
  - **From**: ALWAYS select MTW NHS Trust
  - **Discipline**: Select Physician
  - **Classification:** Select Clinical or Medical Oncologist, Haematologist or Paediatrician for Consultants only. This entry is essential for the SACT data submission. Leave blank for other prescribers
  - **Preferred Method of Correspondence**: Leave as 'Unspecified'
  - Check **Provider** box for prescribers
  - Select **Institutions**. Continued below….
- Leave these boxes blank: **Designation**

- **Institution Button**
  - Add ward level locations that the user will be prescribing at. Click once on the location on the left then select **Add** to add.
  - Click on location once then on **Remove** to remove from their access.
  - **CONSULTANTS ONLY** add **TEST LOCATION - OUTPATIENTS**
  - It is not necessary to enter Hospital or Trust locations to most accounts, the exceptions being Nurse + Planner and User Admin which will both need 'MTW NHS Trust'
  - Select **OK** to complete

- Select **ID Keys** tab
  - Enter the consultant's GMC number prefixed with 'C' or the non-medical prescribers registration number into the GMC# field. To find a GMC number go to https://www.gmc-uk.org/registration-and-licensing/the-medical-register then search the register. To find a pharmacist registration number (only if they are in the Consultant group), go to https://www.pharmacyregulation.org/registers/pharmacist then search the register. This entry is essential for the SACT data submission.
  - Select **OK** to complete and save.

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4.	ACCOUNT CHANGES	
	● Change a user's User Group	User ➜ User Registry ➜ Highlight user to be amended ➜ Select Modify
	On the General tab, select new user group from drop-down menu. See Limitations section to ensure this is permissible and if not refer request to the system administrator.	
	● Change a user's name	User ➜ User Registry ➜ Highlight User to be Amended ➜ Select Change Name
	On the Name/Address tab change the display name and on the General tab change the user's login name.	
5.	INACTIVATE A USER	User ➜ User Registry ➜ Highlight User to be Inactivated ➜ Select Inactivate ➜ OK
	Users cannot be deleted fully from the system, their accounts can only be inactivated.	
6.	ACTIVATE AN INACTIVE USER'S ACCOUNT	User ➜ User Registry ➜ Highlight User to be Activated ➜ Select Activate ➜ OK
	Ensure the user group is still appropriate for the user.	
7.	RESET A PASSWORD	User ➜ User Registry ➜ Highlight User Account to be Reset ➜ Select Reset Password
	Password will be reset to the default to enable the user to log in and change to a new password of their choice.	
8.	EXIT SECURITY	
	Always use **File** then **Exit** to close the application and log yourself off. Never use X as this will close the window but leave you logged in	

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