

Tipton Sports Academy Covid-19 Vaccination Centre

IT Training, Support & Connection Troubleshooting Guide



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National Immunisation & Vaccination System (NIVS)

- NIVS login page; <https://nivs-qa.ardengemcsu.nhs.uk/home>
- NIVS Communication & Training page; <https://www.ardengemcsu.nhs.uk/nivs>
- NIVS User Guide; <https://www.ardengemcsu.nhs.uk/media/2232/national-immunisation-and-vaccination-system-nivs-user-guide-v6.pdf>

If you require a login for NIVS or NBS please contact *Admin leads*

National Booking Service (NBS)

- Q-Flow **admin console** used to create user accounts used by admin staff at site
<https://www.nhs.uk/book-a-coronavirus-vaccination/admin/>
- Admin staff use **Check a Vaccination Appointment** to verify a patient's appointment details & check them in to the site
<https://www.nhs.uk/book-a-coronavirus-vaccination/check/login>
- A walkthrough of the software can be viewed at
https://drive.google.com/file/d/1e9rykipLUKNEpkUwiweL_zFB5P86CNjX/view?usp=sharing
- A user guide is available here:
<https://digital.nhs.uk/coronavirus/vaccinations/q-flow-guidance/check-a-vaccination-appointment>

Mids & Lancs CSU Training & Support

ML CSU Training Team have a webpage to support Covid Vaccination Clinics covering: -

- System specific information on the COVID-19 IT systems

Click [here](#) to access the webpage.



Technical Support

For any technical Issues with Desktop PCs and laptops please contact MLCSU IT ServiceDesk: -

- Tel; 0300 555 0212
- Available 7 days a week;
- Weekdays (Mon-to-Fri) hours – 7 am to 8 pm
- Weekend (Sat & Sun) hours open 7 am to 7 pm*

Please state when talking to Service Desk you are a **Mass Vaccination Centre** to ensure it is logged as a P1 (Priority 1) call

For Wi-Fi Connectivity issues please contact: -

- ROCC IT Helpdesk Tel; 01273 274737

For any other non-related training or technical query please email; covidsystemsvacsinfo@nhs.net

**temporary support hours to support COVID-19 clinic*



Internet Connectivity & Troubleshooting for PCs and Laptops

Laptop user info

- There is no password required when starting up the laptop
- The relevant clinical applications will be available on the desktop
- There is no battery indicator on the desktop, it is recommended each laptop user swaps over to another laptop after 4 hours of use and places the existing laptop on charge ready for the next user.
- There are 24 laptops available, which are stored in the IT store
- If MLCSU IT Service Desk is unable to resolve any technical issues, please contact NHSD on 0300 100 2000

Laptop Primary Connection

Laptop devices will connect to local Wi-Fi (NHS2020) as the primary connection.

- Wi-Fi Connection Name; **NHS2020**
- Wi-Fi Passcode; **P05QhptHj5\$**

Laptop Back up Connection

If Wi-Fi goes down (not available) the user will need to change the connection to 4G mobile data. Please follow the steps below to change from Wi-Fi to 'O2 4G' connection: -

1. Go to **WiFi settings** on the desktop
2. Click **Cellular** on the right-hand side
3. Click **Connect** under the 'o2 4G' option
4. The connection status will change to 'connected'
5. You will now be connected to 4G

When Wi-Fi connection is available again, the laptop device will default back to Wi-Fi (NHS2020) primary connection and O2 4G connectivity will disable automatically.



Desktop PC Primary (4G Dongle) Connection

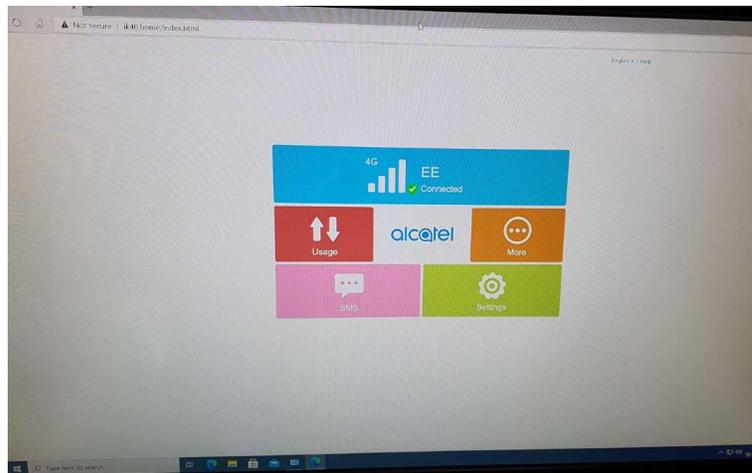
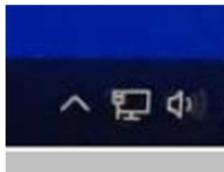
The 4G dongle is configured to connect automatically, however if you find 4G auto-connection has failed, please carry out the following steps:

1. Locate your 4G dongle, it should look like this.



2. Unplug the 4G Dongle and wait for about 10-15 seconds and then plug it back in the USB port. You will see the light on the dongle turn from white to red.

3. You will then see this webpage pop up to show you are connected to the EE 4G network, also note the monitor icon on the right-hand side near the clock too.



4. Please wait for about 30 seconds and try to connect to the internet/clinical system
5. If you still cannot get access to the internet/clinical system please reboot the PC (make sure the dongle is plugged in).



Desktop PC Back Up Connection (Wi-Fi)

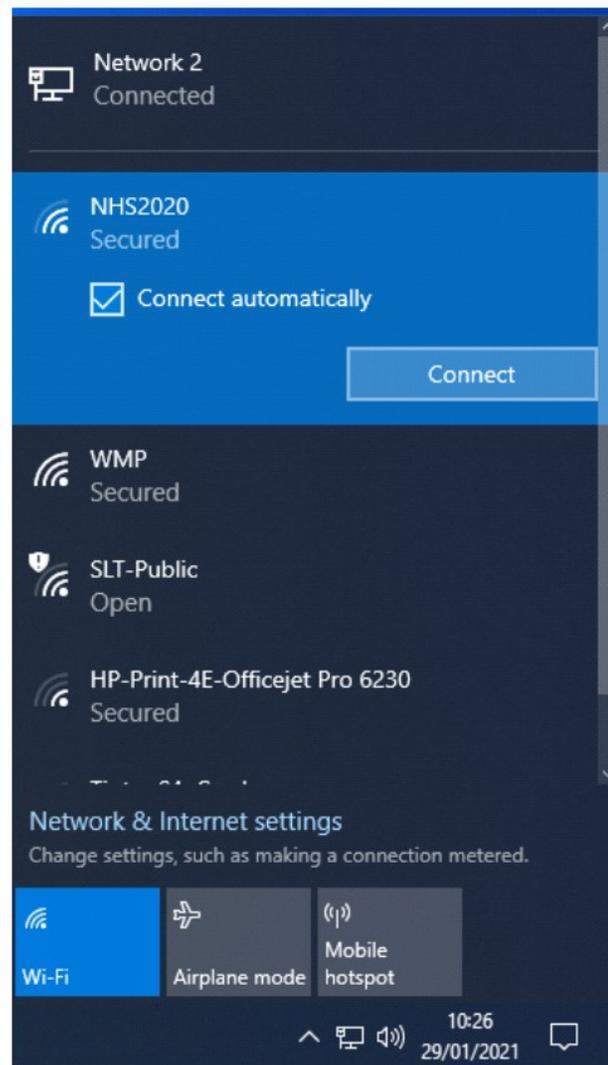
If you experience loss of 4G connection, please carry out the following steps to connect to Wi-Fi:

1. Locate the world icon on your desktop and click on it:

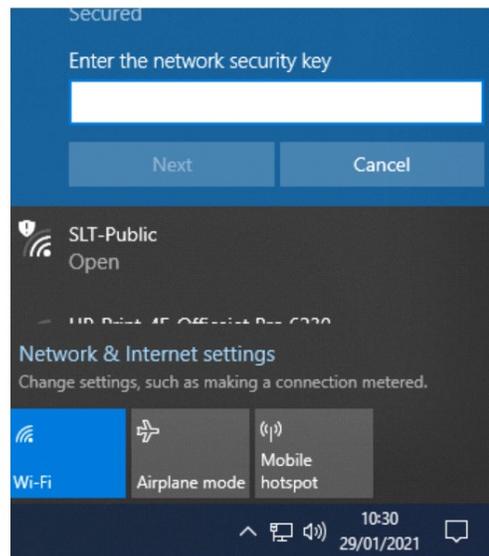


2. You will be presented with SSID's.

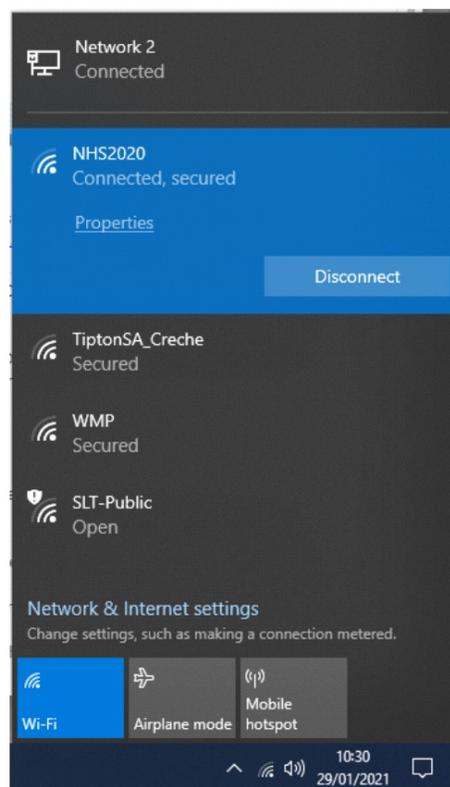
Connect on "NHS2020" SSID:



3. Enter the network security key: - **P05QhptHj5\$** and select 'Next'



4. You should see that NHS2020 shows as 'Connected, secured'



Please contact MLCSU IT ServiceDesk if you are unable to regain connectivity.

