

FAQ and Troubleshooting - COVID Vaccination

Please find answers to some common questions being asked below:

I can't see the services page on login

The service page will only be available for system users with data entry roles e.g. pre-screener, vaccine drawer, immuniser. If your role is "Administrator" only you will not see the "Services" page

I am an Administrator but I also have a clinical role. Why can't I add roles to my own profile?

This is for governance reasons. You can add another site "Administrator" who will be able to change your profile but administrators cannot edit their own permissions – see Administrator guide

My batch entry template is not available/disappeared

You can use the COVID Batch Management template to add vaccine batch and expiry information for easy use in the vaccine template. The batch management service will be available from the service screen **only when the "Focus Services pages for COVID-19 services" tick box is unticked**. Ticking this box alters the service page view to allow easy access to the vaccination template only

The screenshot shows the 'My Provisions' page in the outcomes4health system. A red arrow points to the 'Focus Services pages for Covid-19 services' checkbox, which is currently checked. The page displays a table of 'Outstanding records' and 'Recent records within last six months'.

Pending	Service (stage)	Identifiers	Status
2021-01-05	COVID Vaccine - 2020/21 COVID-19 Vaccination	KAN	Partially entered Vaccination 2021-01-05 08:41:45 Click to Cancel

Date Order	Service (stage)	Identifiers	User	Status
2021-01-05	COVID Vaccine - 2020/21 COVID-19 Vaccination	RLR	Marcin Test	Active Click to Cancel
2021-01-05	COVID Batch Management Vaccine Batch Management		Marcin Test	Active Click to Cancel

I have added vaccinators and drawers, but their names do not appear in the look up fields

In some instances, users have been added and clinical roles set e.g., immuniser, but the username does not appear for selection in the relevant look-up field in the vaccination template. This will happen where users have been added to the platform, but those users have never logged in to activate their account. Even if a user will never enter information, for instance when a data entry clerk is carrying out that role, the system will only recognise active users. All users must log in once set up to activate their account.

For second vaccinations, do I start a new record or update the existing record

When recording second vaccinations, you must start a new record, **DO NOT** edit an existing first vaccination record

Saving records. How do I ensure my record is complete?

When delivering a staged service or otherwise, practitioners can partially save records by clicking the square “Partial save” icon at the top right of the service page. You must save the record when complete by clicking the orange “Save” button at the bottom of the template

The screenshot shows a service page with a 'Partial Save' icon (a square with a checkmark) at the top right and a 'Save' button (an orange button) at the bottom right. A blue callout box points to the 'Partial Save' icon with the text: "Partial save will allow partly completed records to be saved". Another blue callout box points to the 'Save' button with the text: "To save a record and mark it as complete you must click the orange 'Save' button at the bottom of the page". The page content includes a 'Jump to...' menu with letters P, S, V, N, R, a 'Caution checklist' with checkboxes for pregnancy, vaccine trials, anticoagulation, and COVID-19 symptoms, a 'Clinically suitable' section with 'Yes' and 'No' radio buttons, a 'Clinical Notes and Advice' text area, and a 'Manual completion of provision status' section with 'Not finished yet (Pending)' and 'Provision Complete' radio buttons. A footer contains legal links like 'EULA License Agreement' and 'GDPR'.

Where do I find the help guides and training materials?

From the Outcomes4Health home page at <https://outcomes4health.org>. Here you will find a link to our resource centre. You do not need to be logged in to access our resource centre that is available by clicking the orange link on the home page.

The screenshot shows the Outcomes4Health home page. At the top, there is a navigation menu with 'Home', 'Gallery', 'About', and 'Contact Us'. Below the menu is a large image of three healthcare professionals looking at a screen. A 'Log In' form is overlaid on the image, with fields for 'kevin noble' and 'Password', and a 'Go' button. Below the image, there is a blue banner for 'Covid-19 Immunisation 2020/21' with an orange 'Access Support' button. At the bottom, there are several buttons: 'ITK Referrals', 'Services Now Live', 'Commissioners Using Platform', and 'Users Currently'. A red arrow points from the top right towards the 'Access Support' button.

The only guides that are not available from this page are the video guides that can be found via the links in the vaccination service side bar



I have forgotten my password how I reset this

Please speak to your site administrator who can reset this for you

Our site needs additional users, how do I add these?

The site administrator can add users at your site and set roles accordingly

Our site administrator has forgotten their log in details, what do they do?

If there is more than one site administrator, the second administrator can reset the access information from the "Admin". If this is not possible, please contact the ATOS service desk on vaccineservicedesk@england.nhs.uk or call **0300 200 1000**

I am having issues with my hardware, can Pinnacle help?

Pinnacle cannot resolve issues with hardware, please contact the Vaccine Service Desk on vaccineservicedesk@england.nhs.uk or call **0300 200 1000**

I am having issues loading windows/web browser

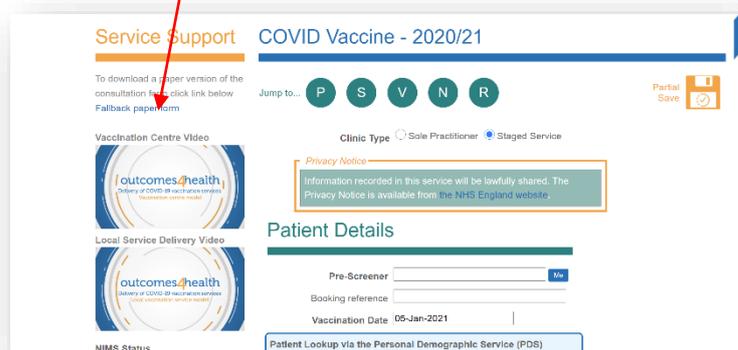
Check internet connection

Can a user provide a non-secure email for receipt of initial login information?

Yes, the user email does not need to be secure for the receipt of initial access information. It is better to provide an nhs.net email address as this will support future development plans.

Where can I find a paper version of the consultation form?

There is a link to the paper form in the left-hand service side bar. Please save this form for use if your internet connection fails

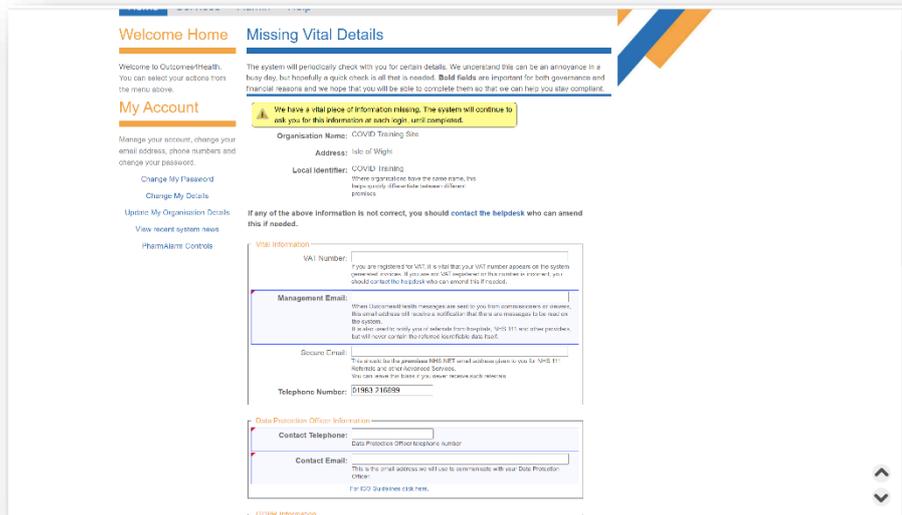


My site ODS code is incorrect

New ODS codes have been issued by NHS Digital for COVID sites. This will be different to your surgery ODS code

When I log in, I see a page asking for contact information for my organisation what is this?

This is a requirement of GDPR and needs to be completed once on first log in. Information required includes



Is there any daily reporting available for my site?

Reports on activity are generated and sent to the programme at the end of every day. There is no activity reporting at provider sites

How do I claim for my vaccinations administered?

Pinnacle is working with the NHSBSA to automate this process. Please note only saved records will be claimable, those in a partially saved state will not generate claims.

I work at multiple sites; do I need a different login for each site?

Users working at multiple sites must ensure they use the correct login for the site they are at to ensure records are saved correctly. Pinnacle can however link logins together that enable users to use one set of credentials then select the site they are working at from a list.

If you have multiple logins and you wish to link these to just use one login and one password, please contact the ATOS service desk on vaccineservicedesk@england.nhs.uk or call **0300 200 1000**