

Troubleshooting Guide

Valida error “unable to access clinical software” EMIS Web and Community



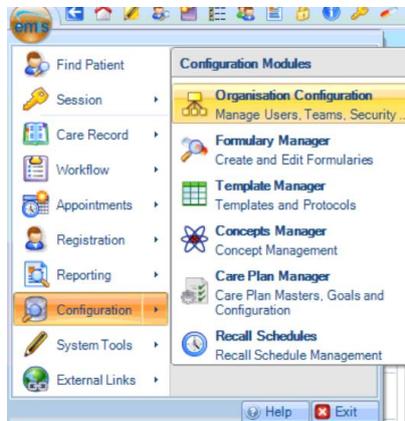
Please decide what describes your situation

1. [It was working and has now stopped working for all user](#)
 - a. Hint: you may see “the user is locked” on trying to activate a new desktop.
2. [It never worked](#)
 - a. No user has seen the Valida Client Connect to EMIS on any machine
3. [The username \(SCPAODS code\) was not entered correctly in the EMIS user manager.](#)
 - a. This behaves just like 2 but it has a different solution.
 - b. Simply correcting the username in the EMIS user manager does not work.

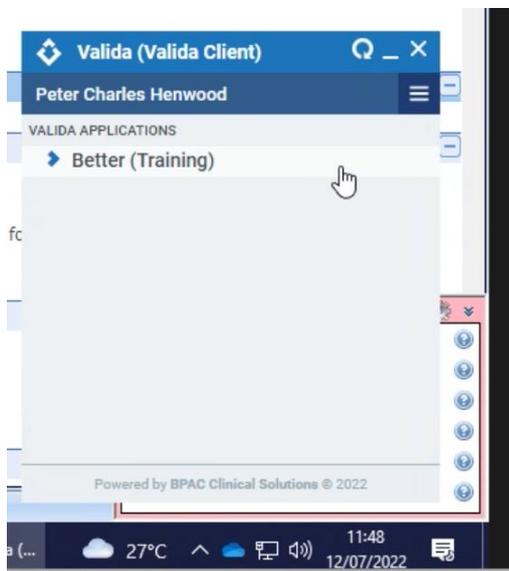
Please click on the link and follow the simple steps to fix the problem. This will take no more than a few minutes. If, after trying to fix the problem, you still cannot get access, please raise a ticket with the UCP helpdesk: swlccg.ucphelpdesk@nhs.net

It was working and has now stopped working for all user

1. With EMIS open and your Smartcard inserted
2. Go to user management



3. Find the Better SCPA user
4. Reset the user's password. Please remember this password.
5. Save
6. Select a test patient in EMIS
7. Press the retry button on the Valida Client
8. You should see the following:



9. If you do not see this or have an error message, please reboot your machine.

REALLY IMPORTANT POINT: *if you need to activate Valida on any other desktops or laptops, please use the username SCPA followed by your ODS code BUT the password you reset at step 4.*

It never worked

The following steps should correct this fault:

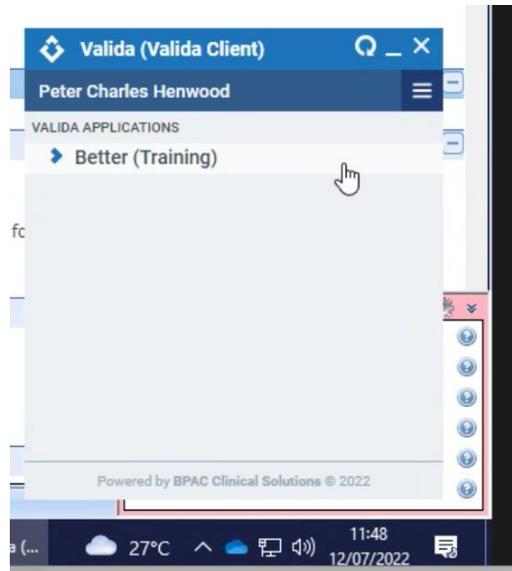
1. If open, close the Valida Client.
2. Open EMIS. You must have administrator rights in EMIS.
3. Go to the EMAS manager.
4. Go to partner APIs.
5. Find the Better SCPA and click on it.
6. Now go up to the top and click the red Deactivate button:



7. The Activate Application will turn green: click on this
8. Go to log-in access and find the SCPA user (SCPA followed by your ODS code)
9. Ensure auto login and allow log in are ticked.
10. Tick OK
11. Go to Edit users and find the SCPA user (SCPA followed by your ODS code)
12. Click on change password. Please copy and paste the password into EMIS. **This is the password that you were sent by the UCP team.** Control C allows you to copy and control V will paste the password into the password box.
13. Click OK
14. Take out your smart card
15. Open the Valida Client
16. Insert your Smartcard. Enter your pin.
17. If you have not yet registered your Smartcard, please follow the instructions in the attached guide.
18. Once you have inserted your Smartcard (and created your account) the following screen will probably appear:

A screenshot of a web browser window showing the "emisWeb" logo at the top left. Below the logo is a dialog box titled "Activate New Partner Product". The dialog box contains the following text: "This is the first time this product has been used on this machine. Please enter your username and password to activate the product". Below this text are three input fields: "Username:", "Password:", and "CDB:". At the bottom of the dialog box are two buttons: "Activate Product" and "Cancel". To the right of the "Cancel" button are four small colored squares (cyan, blue, cyan, blue). At the bottom of the browser window, there is a copyright notice: "Copyright © Egten Medical Information Systems 1998 - 2007. All rights reserved. Computer misuse act 1990. Unauthorised access to this system is an offence."

19. Please enter the SCPAODS code username. This is the password you entered when you set up the SCPAXXXXX account in EMIS User manager for this user.
20. Open a patient in EMIS
21. You should see the following:



The username (SCPAODS code) was not entered correctly in the EMIS user manager

1. We have found a few practices where the username was input incorrectly.
2. Even when we corrected the error it would not work.
3. This set of steps fixed the problem:
 - a. Change the username AND the user pneumatic for the Better SCPA user to any random username/pneumatic (NOT SCPA followed by your ODS code)
 - b. Inactivate the user
 - c. Restart the process: create the user as in guide
 - d. [Then follow these steps](#)