



# Valida configuration troubleshooting guide

Issues and resolutions – for EMIS & SystmOne  
practices and Community Providers

In partnership with OneLondon  
Hosted by NHS South West London CCG



# Valida configuration resources



Resources and troubleshooting guides are on the UCP

Website: <https://ucp.onelondon.online/resources/>

- Step 1: EMIS Configuration for EMIS practices
  - EMIS configuration video
  - EMIS credential step by step guide pdf
- Step 2: Smartcard registration
  - Valida Smartcard Activation for EMIS and TPP users

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# EMIS & TPP: How to know if I have configured Valida correctly?

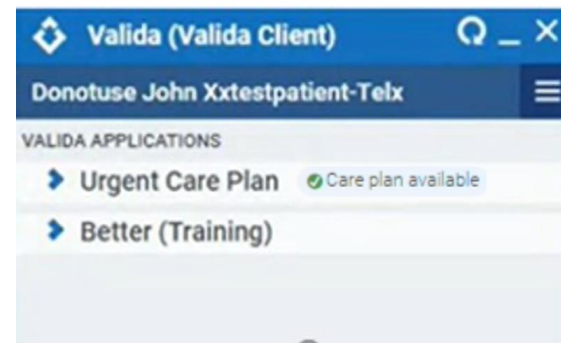


A successfully configured Valida tile will look like this:

Before the new Urgent Care Plan goes live, the tile will look like this:



When the UCP goes live the tile will look like this:



When in a patient record:

***The name of the patient open in the GP record system will appear in the Valida header.***

**Pre go-live:** the Valida tile will show “Better (Training)”

- This indicates successful configuration of the Valida client
- Note: No records will be able to be accessed or created

**Go-live:** the Valida tile will show “Urgent Care Plan”

- Users will be able to see if an Urgent Care Plan exists for a patient, and create and or edit as appropriate

# EMIS & TPP: No Valida client icon on my device



## Resolution:

Contact your local IT service desk and request they install the Valida client on your device.

If you are an IT team, please use the Install Guide for IT Teams in the Valida Implementation folder: [www.ucp.onelondon.online/resources](http://www.ucp.onelondon.online/resources) To install locally on a single machine please use the exe file at the following location <https://ds2-client.care-is.thirdparty.nhs.uk/adminsetup.exe>.

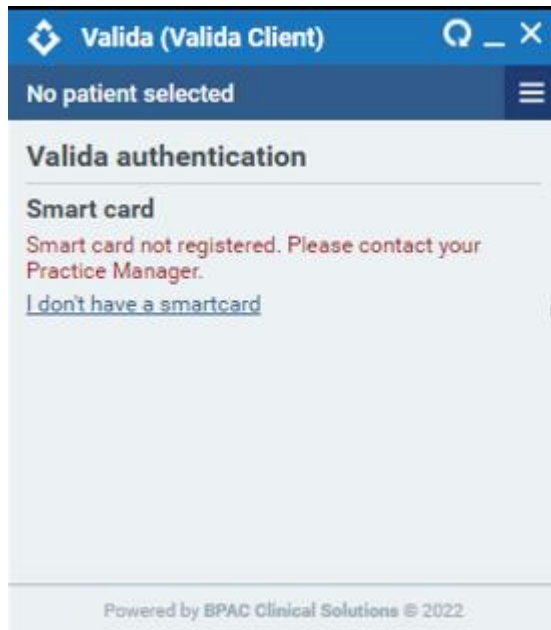
# EMIS: No EMIS credentials for configuration



**Valida client is present on desktop however I haven't been issued with my practice EMIS Username and Password for configuration:**

Contact the UCP helpdesk and they will check if EMAS details have been issued for your practice.

# EMIS & TPP: Smart card not registered – please contact your Practice Manager



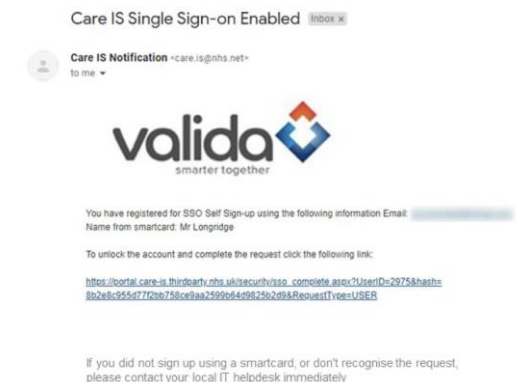
## Cause:

Smartcard sign up was not fully completed – link to complete activation may not have reached user's account or link was not clicked

## Resolution:

Contact the UCP Helpdesk by submitting an [system enquiries](#) form.

- UCP team will clear the user from the authentication service so that they can restart the Smartcard sign up process. Must ensure they complete the whole process including activating the link sent through to the user's email.



# EMIS: User account locked – desktop activation step



## Cause:

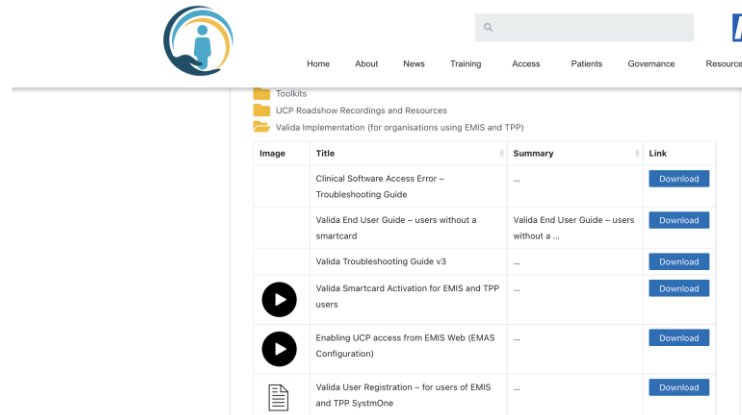
The password has been entered incorrectly too many times for SCPAXXXX user

## Resolution:

1) Reset the user's password in EMIS in **Organisation Configuration**

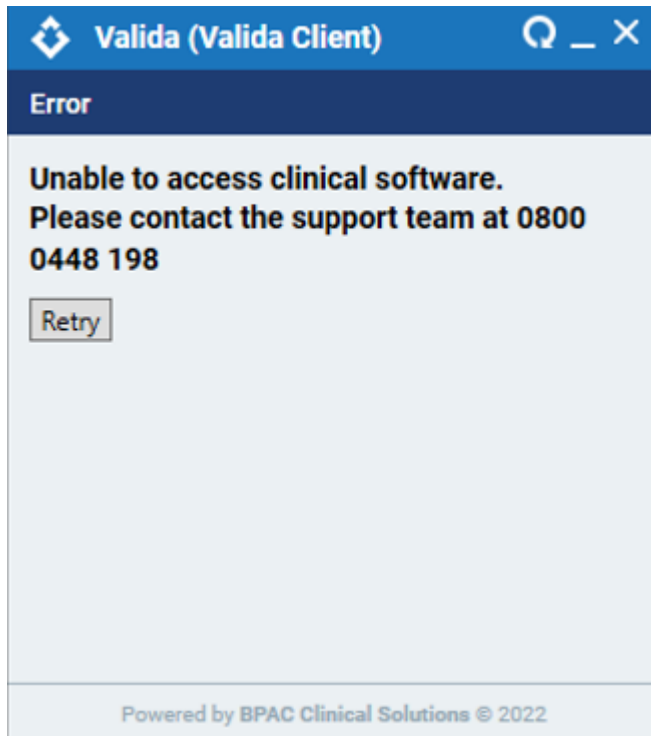
2) If this still does not work then you will need to:

- Change the username AND the user pneumatic for the Better SCPAXXXX user to any random username/pneumatic (NOT SCPA followed by your ODS code) - e.g. zzSCPAXXXX
- Inactivate the user
- Restart the process in EMAS Manager – *deactivate application, activate application, add EMAS password provided by UCP helpdesk to Better SPCAXXXX user and ensure login access is ticked for Autologin and Allow Login*. Steps can be found in 'Valida EMAS Configuration Guide' found on UCP website: <https://ucp.onelondon.online/resources/>





# EMIS: Unable to access clinical software



## Resolution:

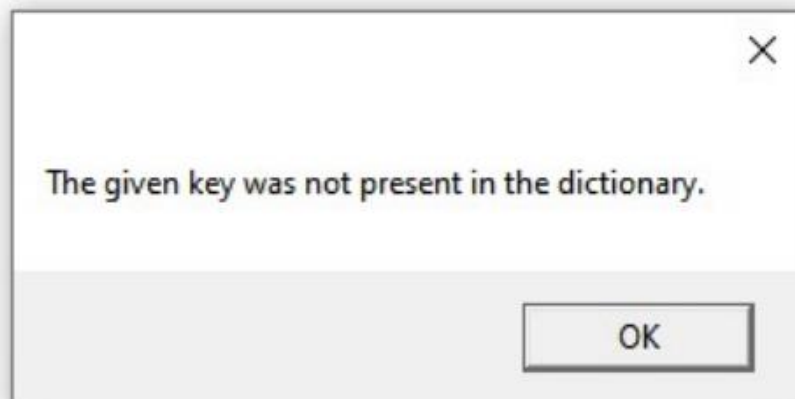
Please refer to the Clinical Software troubleshooting guide in the UCP website Resources section <https://ucp.onelondon.online/resources/>

# EMIS: The given key was not present in the dictionary



## Cause:

- 1) The username and password entered when completing the 'Activate Partner API Product' step is **not** 'SCPAXXXX'.
- or
- 2) SCPAXXXX username and password has been entered but the user has not been configured correctly in EMAS Manager against Better SCPA application

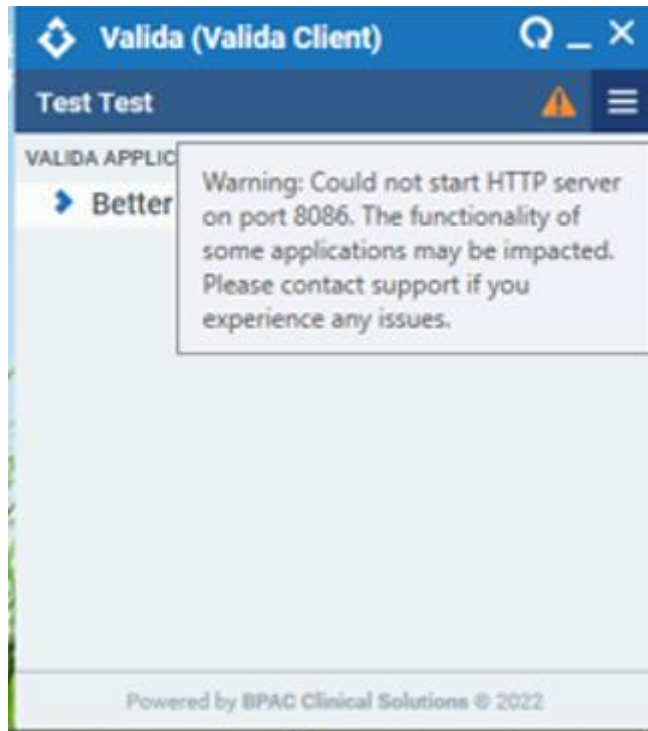


## Resolution:

Refresh Valida client and prompt should appear to complete the 'Activate Partner API Product' step again – enter SCPAXXXX username and password (can reset in EMIS Organisation Config if you cannot remember).

Please raise a System Enquiry request from the UCP [Contact page](#) if this is still not working.

# EMIS & TPP: Could not start http server on port 8606



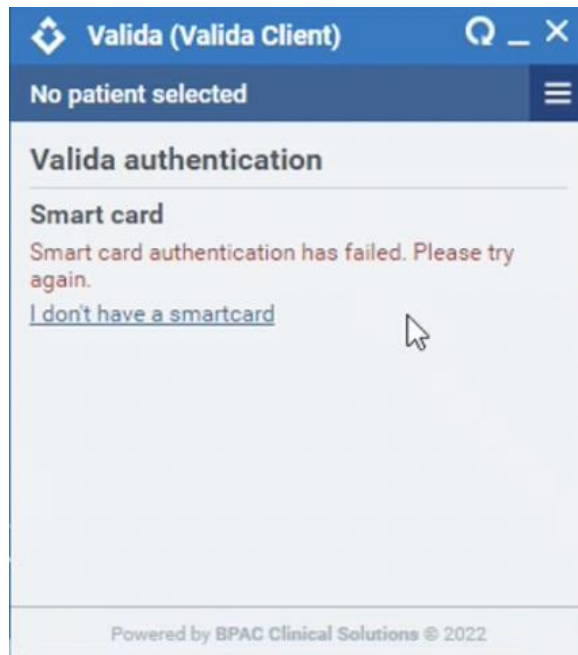
## No further action required:

The Valida client has been successfully configured.

This is an informative message rather than an error that needed to be resolved.

The reason this error may appear is that a piece of Software installed locally on the device is trying to access the same http port (8086) for the Valida software – this will be resolved for go live.

# Smartcard authentication has failed, please try again



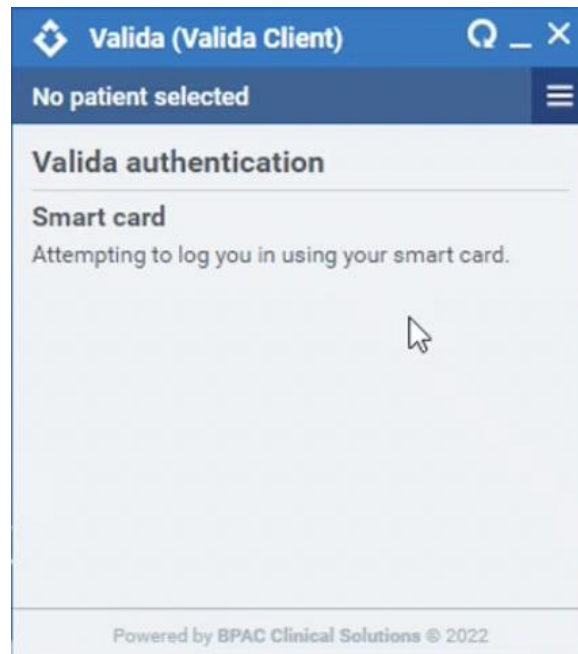
## Cause:

- 1) The user has chosen a rationalised RBAC but message still displays
- 2) The user does not have a rationalised RBAC on their smartcard

## Resolution:

- 1) Restart the client and try again
- 2) If user does not have a rationalised RBAC, then please ask Registration Authority to set the user up with a rationalised RBAC.
- 3) If restarting the client does not work and the user has a rationalised RBAC, please submit a System Enquiries form via the UCP [Contact page](#) with details of the user's RBAC code.

# Attempting to log in using your smart card – appearing for a long time then no connection made



## Cause:

1) HSCN network/bandwidth issues – this occurred during testing phase and should not happen during live use of the Valida client

## Resolution:

1) Please submit a System Enquiries form via the UCP [Contact page](#)

**When registering smart card in Valida Client – “\*SSO is not enabled for your Organisation, please contact your practice manager who can create an account for you.**



SSO is not enabled for your Organisation, please contact your practice manager who can create an account for you.

**Cause:**

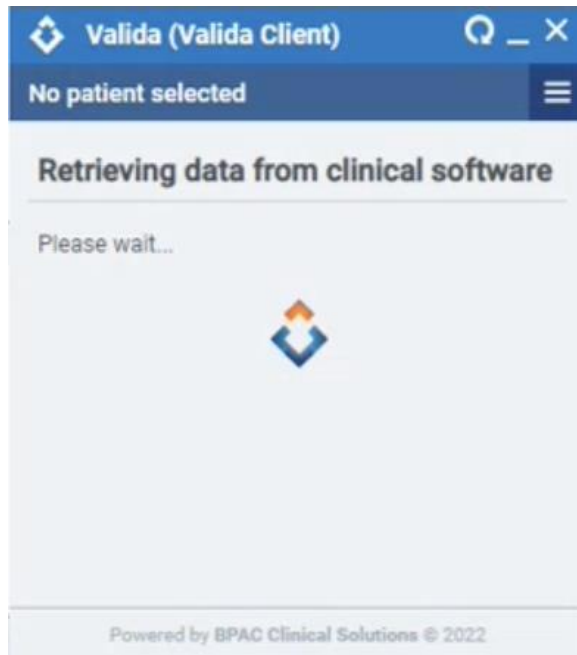
The ODS code on the user's Smartcard is not set up in the authentication service. This could be because the organisation was never sent to UCP team.

**Resolution:**

Please check with UCP team if the organisation is enabled in the authentication service. Do this through submitting a System Enquiries form via the UCP [Contact page](#).

\*SSO Smartcard Self-Sign On

# EMIS: Tile not loading (endless loading circle)



## Cause:

Multiple instances of EMIS were running and the first instance that the client was connected to was closed or crashed or is active on another user profile on the same device.

## Resolution:

Reboot the machine and re-open the client.

If issue persists, please submit a System Enquiries form via the UCP [Contact page](#).

## SystemOne note:

You can have multiple instances of SystemOne open. Valida remains locked to the instance open and active at the point of log-in. Please ensure the patient open in Valida and SystemOne match.

# EMIS: Configuration of branch practices



**Branch practices do not require configuration. Staff all have the main practice's ODS code on their Smartcards and all practices and branches have the same CDB number.**

This EMIS configuration step only needs to be done once, at the main practice.

The set up flow is as follows:

- 1.The set-up flows down from the main practice
- 2.The EMIS configuration should be done once at the **main practice**, using the main practice's UCP issued EMIS username and password
- 3.Do not configure EMIS at a branch practice (except the final desktop activation stage – see step 4)
- 4.The desktop activation step (screenshot below for reference) must be undertaken at the main practice AND the branch practices using the **UCP issued EMIS username and password for the main practice ODS code:**
  1. If you are a branch practice, please check with your main practice to see you have the correct EMIS credentials for the desktop activation step





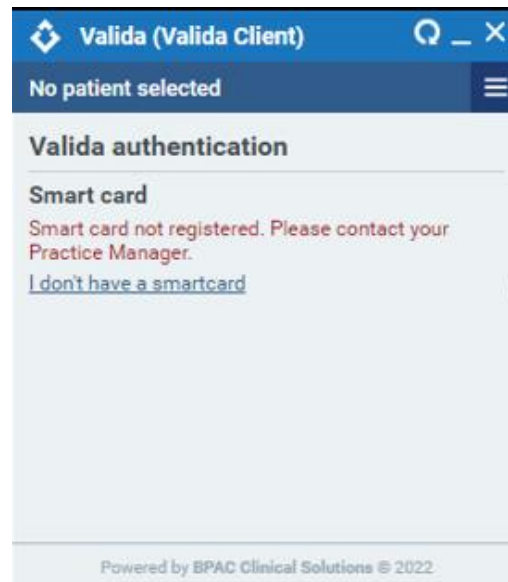
# EMIS & TPP: User registered Smartcard with wrong email address



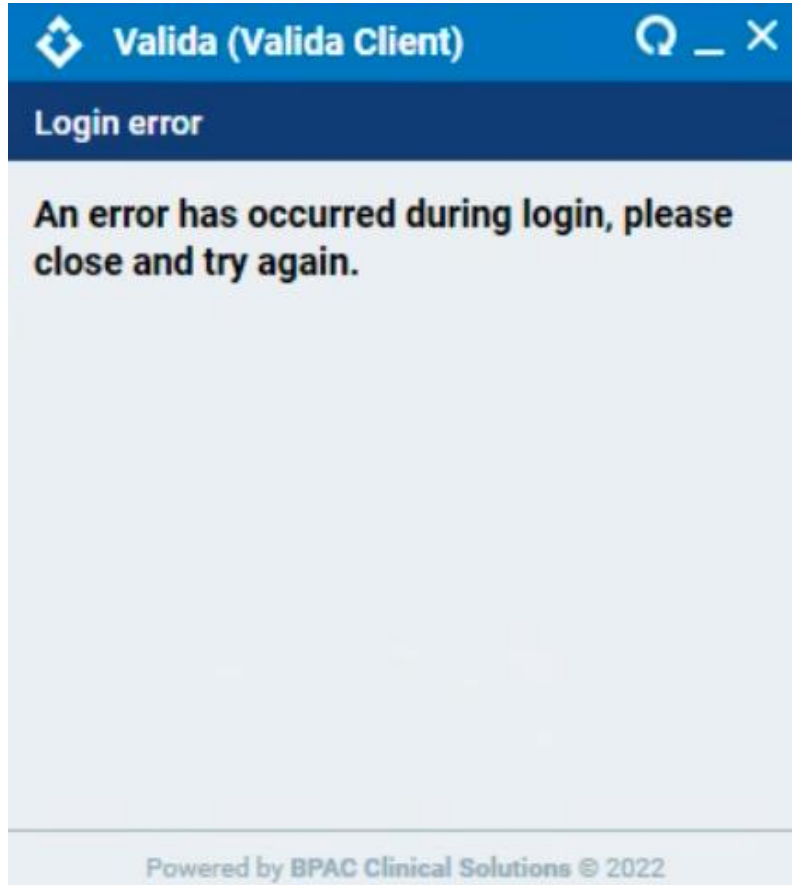
## Resolution:

As long as the user can access the email account to activate the link, the email address does not need to be changed.

If the user cannot access the email address used for registration, then the error below may appear on the Valida Client. If so, please submit a System Enquiries form via the UCP [Contact page](#).



# An error has occurred during log-in, please close and try again



## Resolution:

Please check to see if there is an updated version of the Valida client available.

If so, please install the update and re-open the Valida client.

