



Valida troubleshooting guide

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

In partnership with OneLondon
Hosted by NHS South West London ICB



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
- UCP Valida Support Line: 020 3880 0285

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



A successfully configured Valida tile will look like this:



This test patient has a care plan

When in a patient record:

The name of the patient open in the EMIS / SystemOne record system will appear in the Valida header.

The Valida tile will show “Universal Care Plan”

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

EMIS & TPP: I have a new device and I need the Valida client to be installed



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



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>. **Please ensure that you download the current version of the Client using the above link. Locally stored older versions if the Valida installation file may not launch correctly.**

EMIS & TPP: My Valida icon has disappeared OR clicking the Valida client does not open Valida



Resolution:



If the Valia icon was previously installed however has disappeared or it is not opening when you click the icon please request your local IT team to follow the steps in the Valida Machine Wide Uninstall Reinstall Files guide on the UCP Resources Page:
www.ucp.onelondon.online/resources

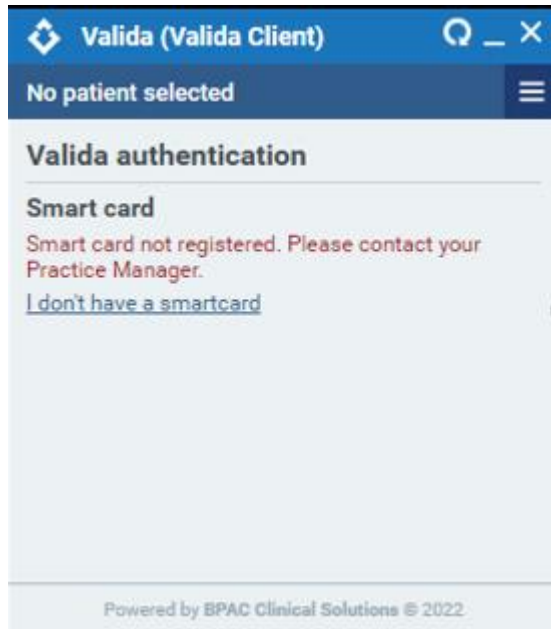
EMIS: No EMIS credentials for configuration



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



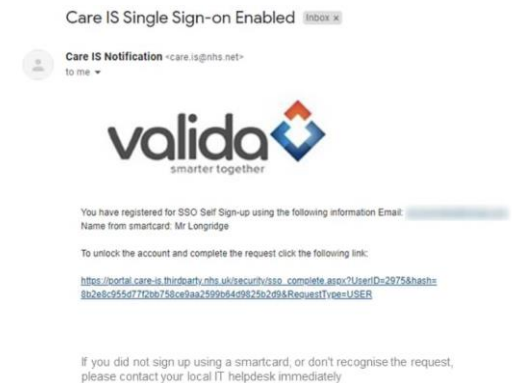
Cause:

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

Resolution:

Contact the UCP Helpdesk:

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



EMIS: Unable to access clinical software / activate New Partner Product troubleshooting



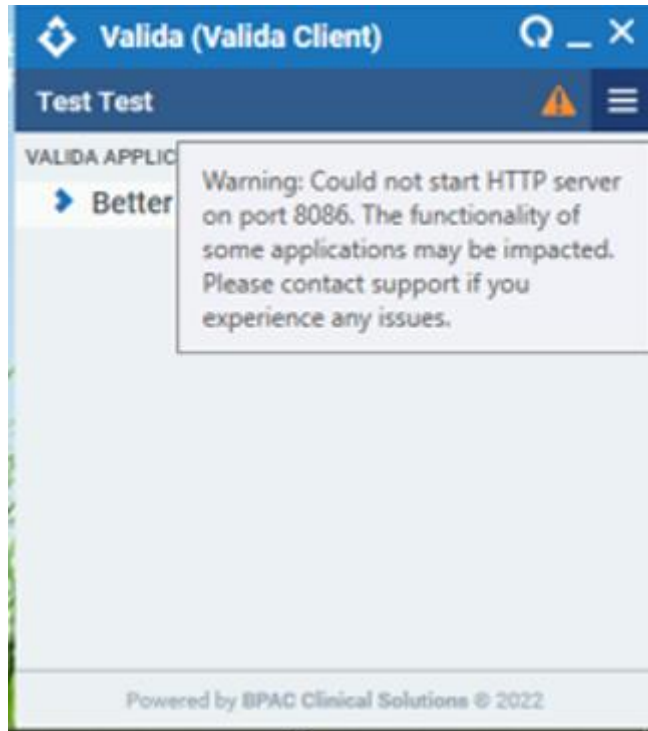
Cause:

EMIS has enabled a feature to switch this step off. Please do not enter your credentials.

Resolution:

Instead, ask a user with admin rights to follow the step linked in this [guide](#).

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 needs to be resolved.

The reason this warning may appear is that another piece of Software installed locally on the device is trying to access the same http port (8086) as the Valida software. This Valida functionality is not used by the UCP and has no impact on performance.

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.

Causes:

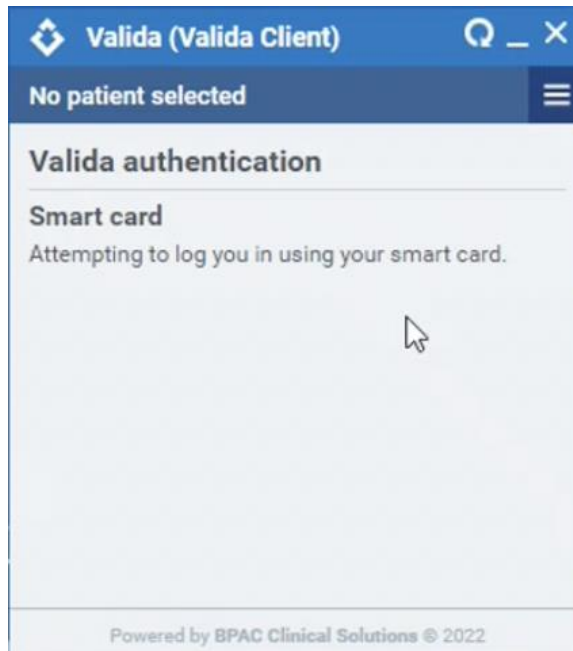
1. The User has selected the incorrect organisation from their Smartcard or;
2. The organisation has not been set up for access to the UCP from Valida
3. Although set up, the organisation has not been configured for Smartcard self-sign-on.

Resolution:

1. Please check that the user is selecting the right role/ODS code from their Smartcard.
2. If the above is correct please [Contact the UCP team](#) who can see if the organisation is set up and enabled in the authentication service.

***SSO Smartcard Self-Sign On**

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



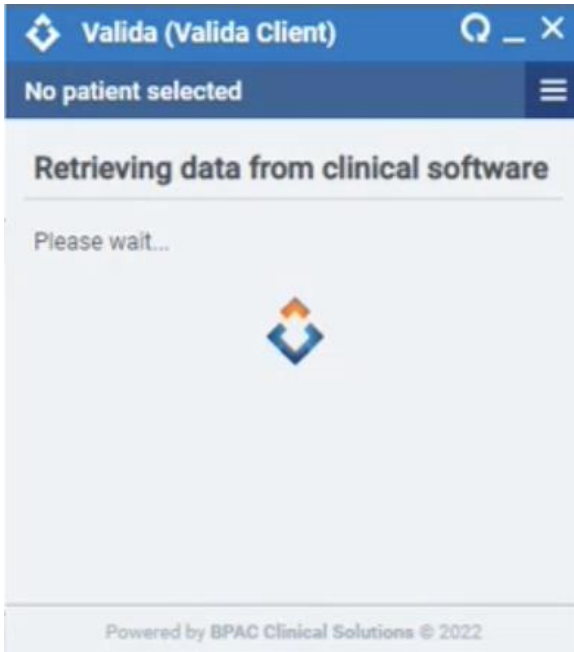
Cause:

1) End user may not have clicked the activation link that was emailed to them or have entered in their email address incorrectly when they registered their Smartcard with the Valida client.

Resolution:

1) Please [Contact the UCP](#) requesting the smartcard user account to be reset so the registration step can be completed again.

EMIS: Retrieving data from clinical software



Point to note:

If there are other Windows profiles running on the user's machine, the Valida client may have become locked to an instance of Emis running on another profile that the user cannot see.

If issue persists, please [Contact the UCP](#).

Causes:

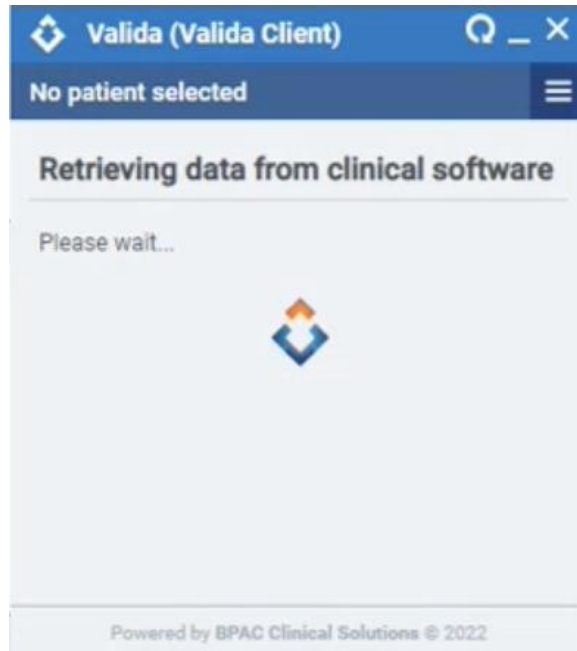
1. There are multiple instances of Emis are running and no patient is selected in the instance of Emis to which the Valida Client is linked.

Resolution:

1. User will need to reboot the machine and re-open the client and Emis, single instance.

You cannot have multiple instances of Emis open. Valida remains locked to the instance open and active at the point of log-in. Please ensure the patient open in Valida and Emis match.

SystemOne: Retrieving data from clinical software



Point to note:

If there are other Windows profiles running on the user's machine, the Valida client may have become locked to an instance of SystemOne running on another profile that the user cannot see.

If issue persists, please [Contact the UCP](#).

UCP Valida Support Line: 020 3880 0285

Causes:

1. API blocked in SystemOne
2. Multiple instances of SystemOne are running and no patient is selected in the instance of SystemOne to which the Valida Client is linked.

Resolution:

1. Follow the steps to Unblock the TPP SystemOne API (see next slide):
 - Note: this may need to be done by a user with IT Administrative Rights
2. Reboot the machine and re-open the client and SystemOne, single instance.

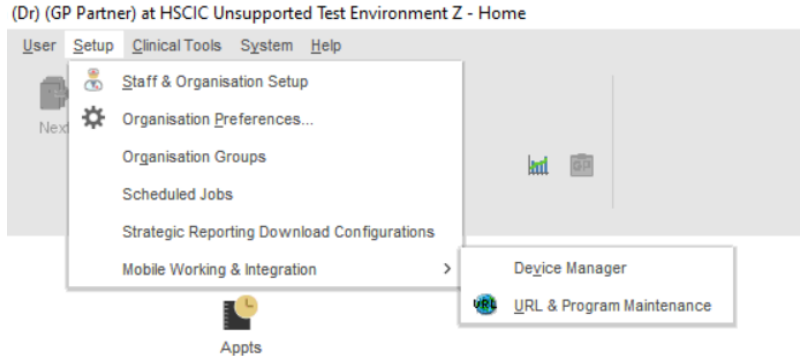
You can have multiple instances of SystemOne open. Valida remains locked to the instance open and active at the point of log-in. Please ensure the patient open in Valida and SystemOne match.

SystemOne: Unblock TPP SystemOne API

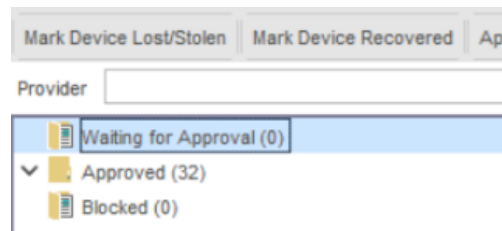


Resolution:

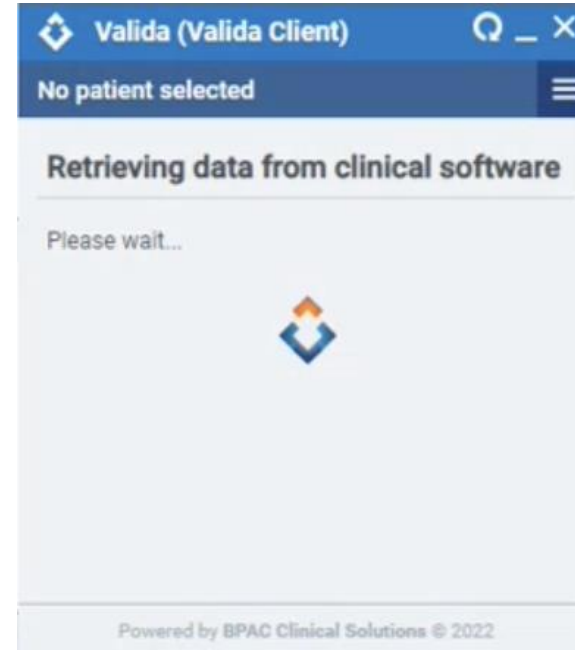
1. In SystemOne go to set-up
2. Go to Mobile Working and Integration. Click on device manager:



3. Click on 'Blocked':



4. Find the device 'Valida client Better LTD'
5. Right click the latest dated version of this device and select 'Approve device'
6. Refresh the Valida client (press the white circle on the top right hand corner of the Valida client, to refresh it).
7. It should now show the Patient name and a link to the Urgent Care Plan, when in a patient's record.



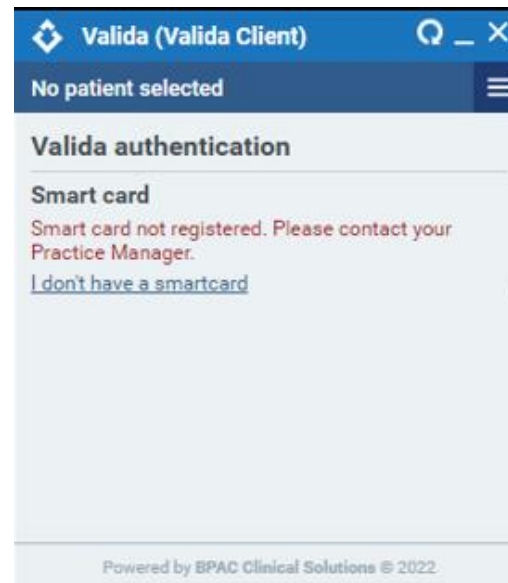
EMIS & TPP: User registered Smartcard with wrong email address



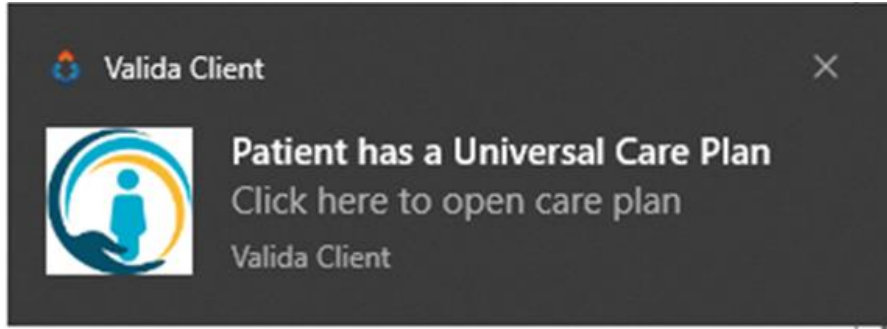
Resolution:

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 [Contact the UCP](#).



Notification pop-up to show Universal Care Plan exists is not displaying



Cause:

- User has turned notifications off
- Organisation prevents notification on the desktop

Resolution:

1. From the Windows key, go to Notifications and actions: ensure notifications is on

[Edit your quick actions](#)

Notifications

Get notifications from apps and other senders






To control times when you do or don't get notifications, try Focus assist:
[Focus assist settings](#)

2. Scroll down the page and ensure Valida is on:

Get notifications from these apps

Select a sender to see more settings. Some senders might also have their own notification settings. If so, open the sender to change them.

Sort by: Most recent ▾

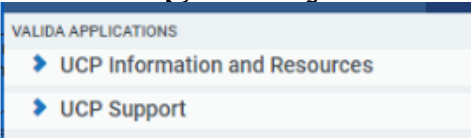
	Valida Client On: Banners, Sounds	<input checked="" type="checkbox"/> On
	WhatsApp On: Banners, Sounds	<input checked="" type="checkbox"/> On
	Print Notification On: Banners, Sounds	<input checked="" type="checkbox"/> On

3. If this does not work, there may be an organisation level control on notifications. Please contact desktop support.



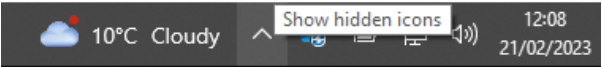
Valida Not showing the Universal care plan

If you are only seeing the Universal Care Plan Resources link in the Valida tile (see below), what this likely means is that the role code that is recorded against your Smartcard is not registered within the Valida system for access to the UCP.

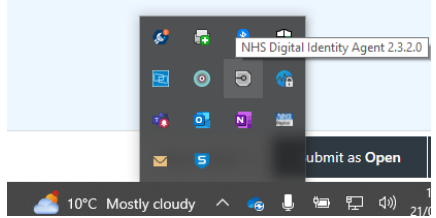


Resolution:

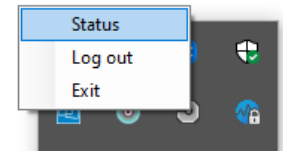
Can you please let us know the **Role Code that is assigned to your smart card**; to find this, please click the up-arrow icon shown below which should be in the bottom right corner of your desktop toolbar



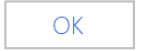
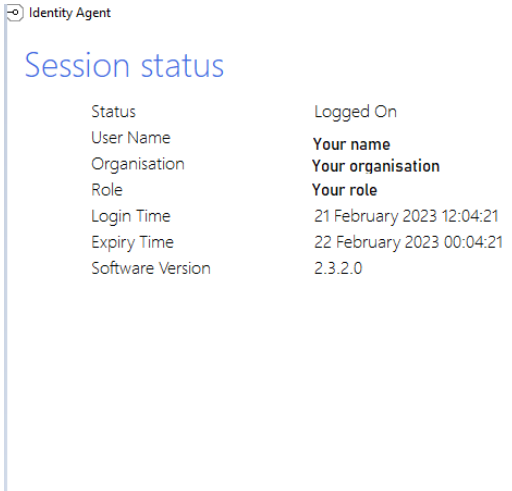
1. First locate the NHS Digital Identity Agent Icon:



2. Then right click the icon and select 'Status'

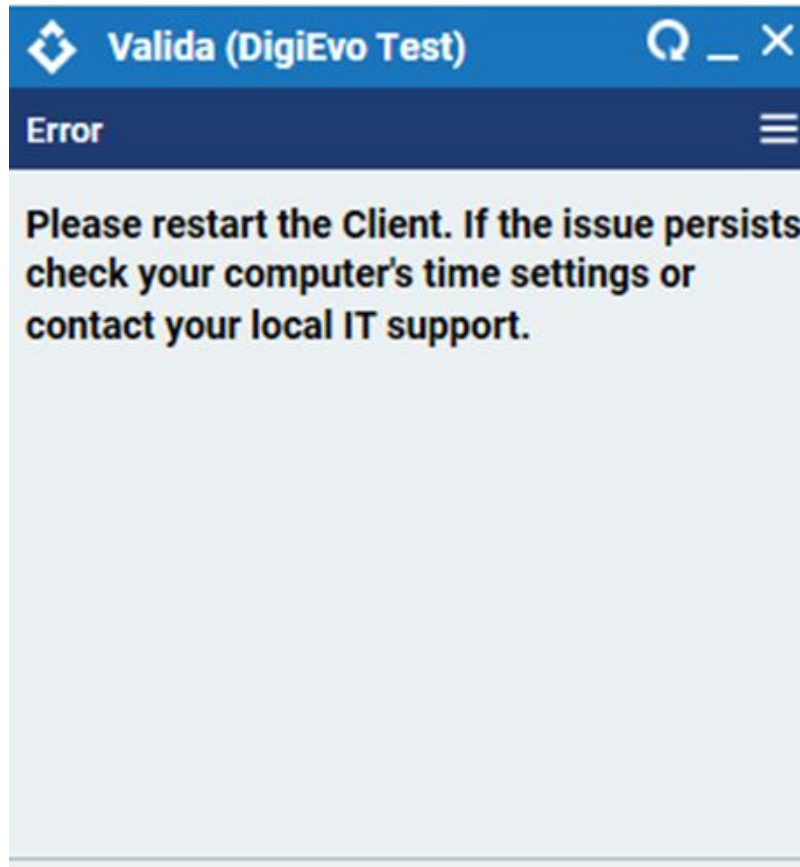


3. then please take a screenshot of the window that appears - it will look like the below. (To take a screenshot, on your keyboard, press the windows icon key)



4. Click 'OK' to close the window once you have taken a screenshot. Please attach the image in an email response to this email.

Please restart the Client. If the issue persists check your computer's time settings



Resolution:

Please close and re-open the Valida client.

If this does not resolve the issue it is likely due to the device being set to the incorrect time – this affects the Authentication token that is sent to Valida to authenticate access to UCP care plans.

Please check the time on the desktop machine against the BST (<https://time.is/BST>)

If it is not correct, please correct it (you may have to ask local desktop support), and retry logging in with your Smartcard.

Blank Window launched – UCP content not loading



Occurrence:

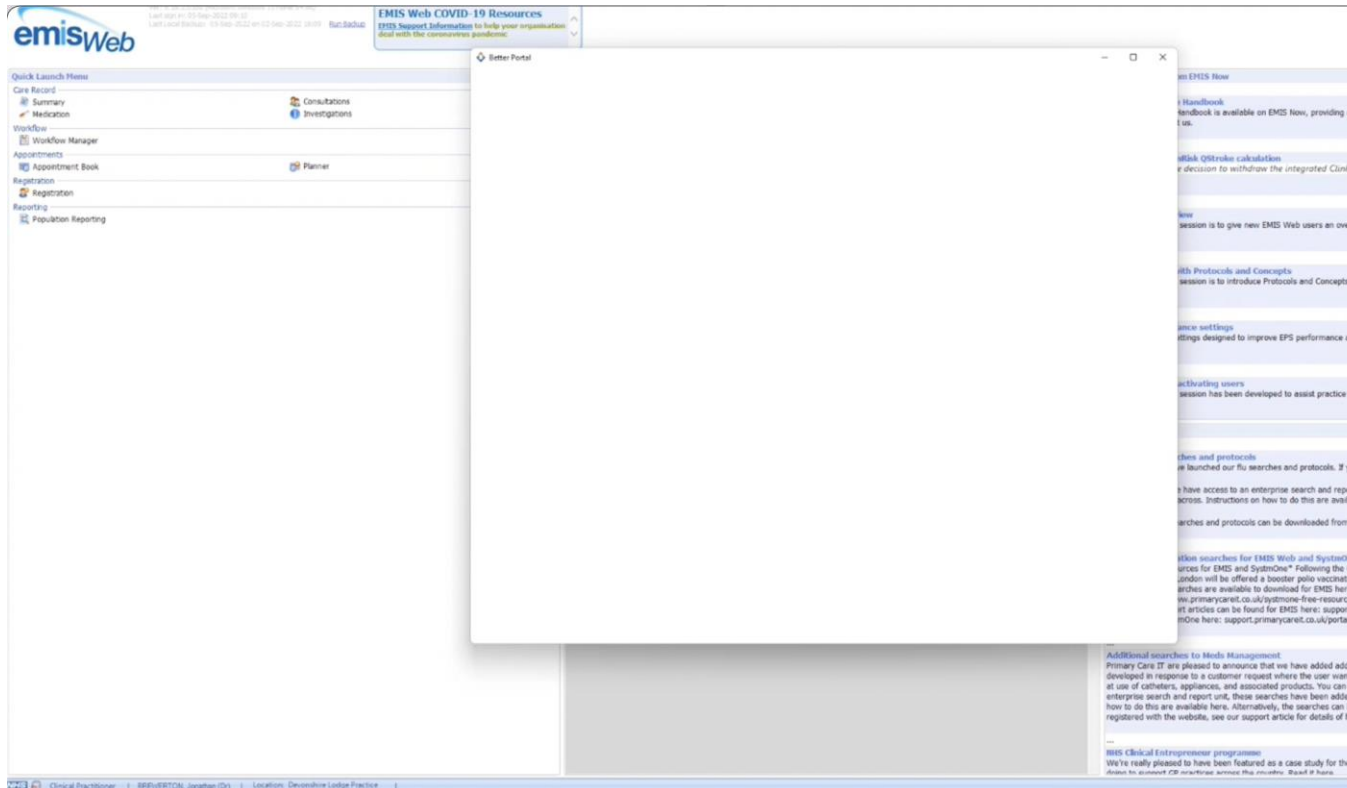
Laptops only

Cause:

The graphics card fails to render the UCP in the CEF browser.

Resolution:

Please [Contact the UCP](#) if this issue occurs.



EMIS: The given key was not present in the dictionary



Cause:

- 1) The username entered when completing the 'Activate Partner API Product' step was **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:

Complete the steps in this [guide](#) (note this needs to be completed by a user with Admin EMIS rights)

[Contact the UCP](#) if this is still not working.

