



# EMIS access to the Universal Care Plan from Valida – a set up guide

How to check your EMIS set up to enable UCP access  
from Valida

In partnership with OneLondon  
Hosted by NHS South West London



# EMIS Configuration



In this guide, we will be checking your EMIS configuration, to see that it has been set up to access the Universal Care Plan, using the Valida client.

**You will need to have administrative right in EMIS to perform these checks.**

# Access check

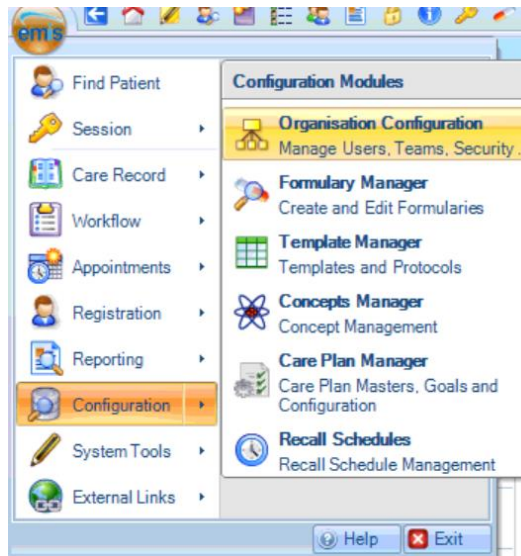


To access the UCP from Valida, EMIS must be set up to connect the two systems. Follow these steps to check if this has been done.

**Note:** this process will need to be done by a user with Administrative rights in EMIS

To check your EMIS set up, for access to the UCP, from Valida:

1. Click the EMIS bubble
2. Select Configuration
3. Select Organisation Configuration

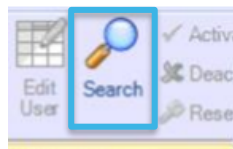


# Access check



4. Click the Search icon in the top menu bar

5. Find the user:  
**First Name: Better**  
**Last Name: SCPA**



6. If this **user exists**, close the user's details and open your Valida client and go to step **6a on slide 5**.

If this user **does not exist**, your EMIS has not yet been set up for access. Follow the steps in the '**How to set up your EMIS for Valida & UCP access**' folder on our Resources page:

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

User details

User profile picture

Upload photo

JPG, PNG or PNG files can be uploaded.  
File size limit is 10 MB.  
Recommended resolution is 130px \* 130px  
[Upload](#) | [Remove](#)

Title: Mr

First names: Better

Last name: SCPA

Gender: Male

Email address: scpa@cpa.net

Sign in details

Username: SCPA

Password: [masked]

Confirm password: [masked]

User must change password on next sign in.

# Access check

**6a:** If the Valida client looks like the screenshot to the right, then please select your local Health Record System below and follow the steps in the 'How to register for UCP access' section:

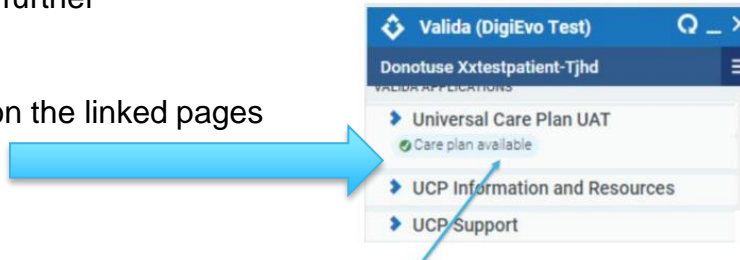
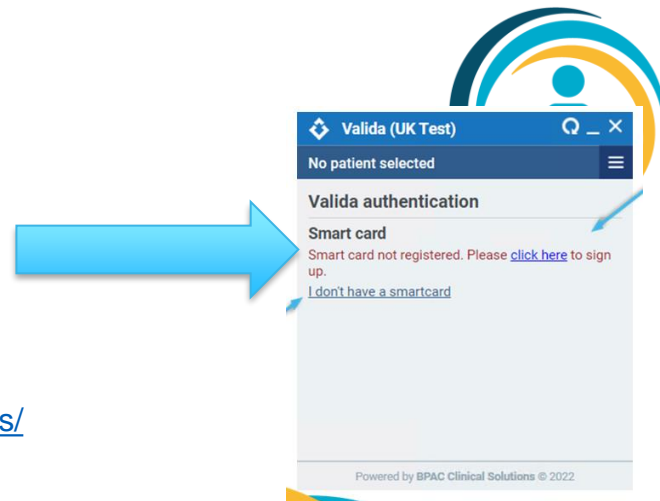
- EMIS: <https://ucp.onelondon.online/emis-access/>
- TPP SystemOne: <https://ucp.onelondon.online/system-one-access/>

**Then go to step 6b:**

**Step 6b:** If your Valida looks like this when you have a patient record open, you can start using the Valida client to access UCPs. No further configuration is required.

You can find out **how to access** UCPs from the Valida, on the linked pages above, from your Health Record System.

**If it looks different, go to slide 6.**

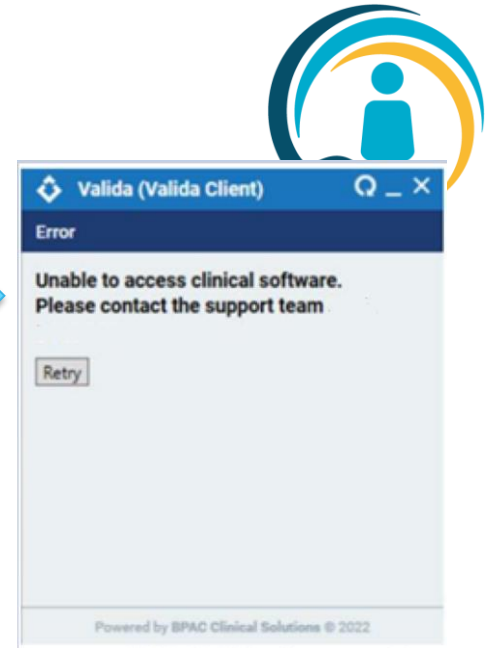


This test patient has a care plan

# Access check

If your Valida client looks like the screenshot to the right, go to **slide 7 step 7** of this guide.

If you are seeing a **different error**, or are unsure what to do, please contact the UCP helpdesk who can assist you further: <https://ucp.onelondon.online/contact/>



# Cannot connect to clinical software

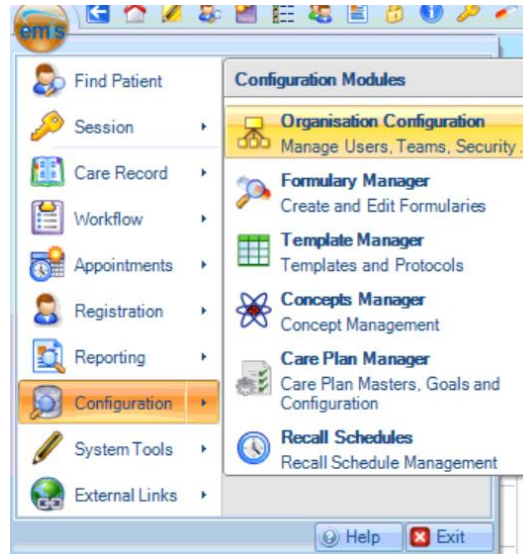


To troubleshoot the 'Unable to Access the Clinical Software' message showing on Valida, please do the following:

**Note:** this process will need to be done by a user with Administrative rights in EMIS

To unlock your UCP Access from Valida:

7. Click the EMIS bubble
8. Configuration
9. Organisation Configuration



# Step 1 – Unlock Access



10. Click the Search icon in the top menu bar

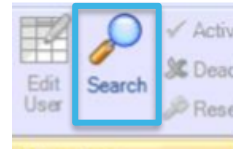
11. Find the user:

**First Name: Better**

**Last Name: SCPA**

12. **Change the user's password** to a password of your choice and make note of this.

13. Click ok and exit out of the user's profile



User details

User profile picture

Upload photo

JPG, PNG or PNG files can be uploaded.  
File size limit is 10 MB.  
Recommended resolution is 130px \* 130px  
[Upload](#) | [Remove](#)

\* Title: Mr

\* First names: Better

\* Last name: SCPA

\* Gender: Male

\* Email address: scpa@cpa.net

Sign in details

\* Username: SCPA@cpa.net

\* Password: \*\*\*\*\*

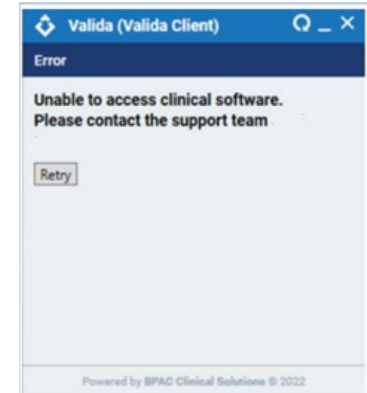
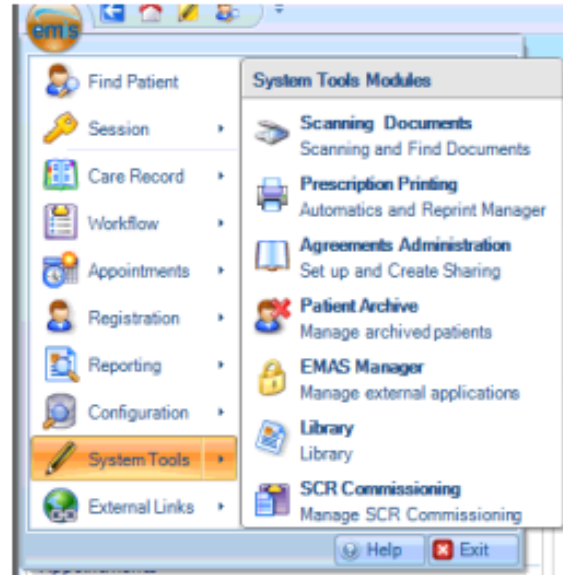
\* Confirm password: \*\*\*\*\*

User must change password on next sign in.

# Cannot connect to clinical software



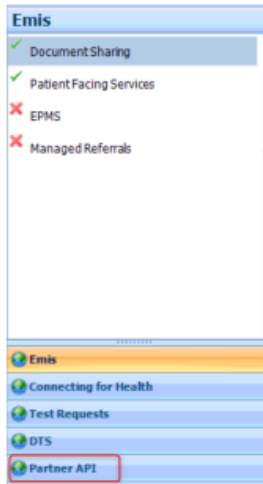
- 14. Click the EMIS bubble
- 15. Go to System Tools
- 16. Go to EMAS Manager



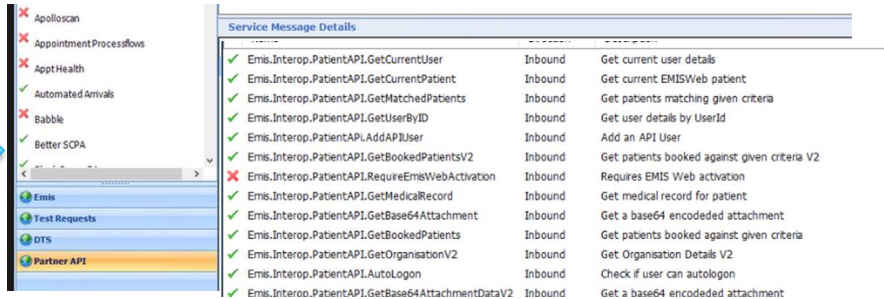
# Cannot connect to clinical software



17. On the bottom left, click 'Partner



18. Find the name 'Better SCPA'



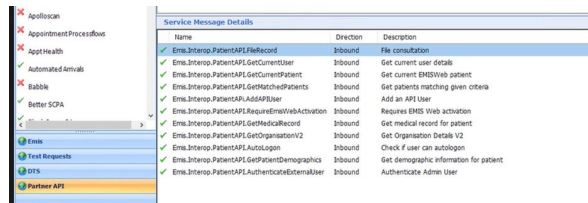
UCP Valida Support Line: 0203 513 6464

19. At the top of the screen, press 'Deactivate Application' and wait 10 seconds

20. At the top of the screen, press 'Activate Application'



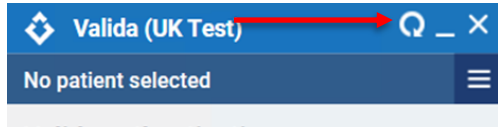
21. Successful OTA enablement (the red cross in the box has gone)



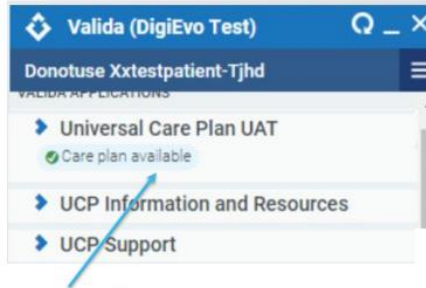
# Cannot connect to clinical software



22. Click the refresh button in the Valida client, which is shown below:



23. Select a Test patient – the Valida tile should display as per the below:



This test patient has a care plan

✓ You have successfully unlocked your access and can now access UCPs from the Valida client. The steps to do this can be found here: <https://ucp.onelondon.online/emis-access/>

? If you still see the same error message after this process, move to **slide 12, step 24.**

? If you see a different error message, contact the UCP helpdesk who can support you: <https://ucp.onelondon.online/contact/>

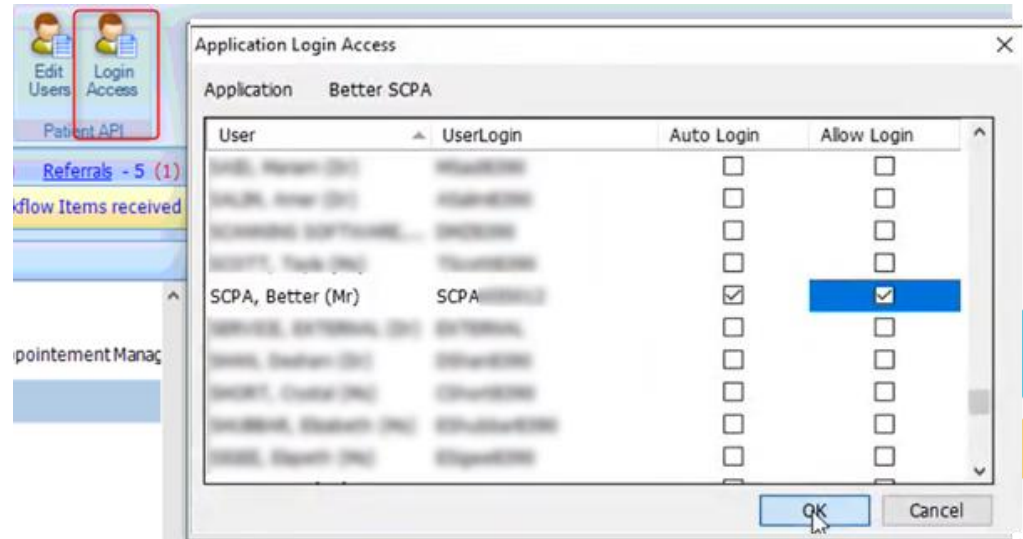
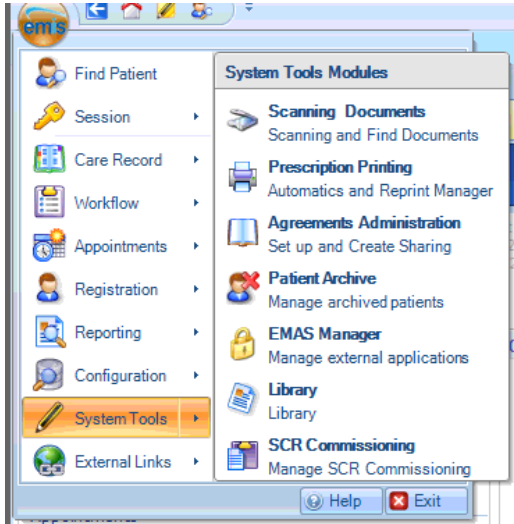
# Cannot connect to clinical software - EMAS password



24. You will need an EMAS password to complete these steps, that was sent you, by the Universal Care Plan helpdesk. This may have been some time ago. If you do not have this password, pause and contact the UCP helpdesk (<https://ucp.onelondon.online/contact/>), to request your EMAS password. You will need to give them your ODS code.

25. Go back to EMIS and click on the EMIS bubble and select System Tools | EMAS Manager.

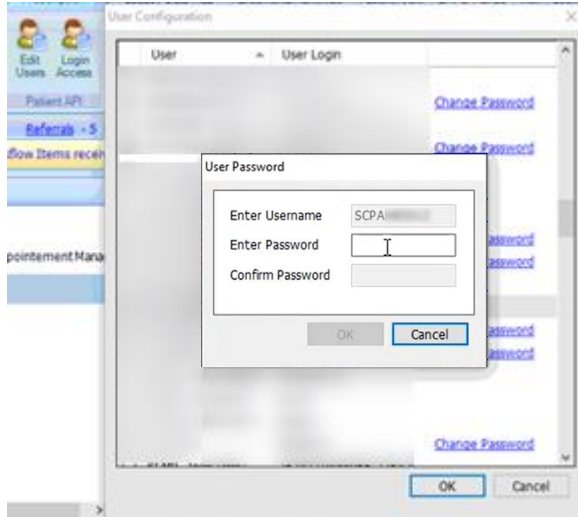
26. Click on Login Access from the menu, find the 'SCPAxxxx' user (where 'xxxxx' is your ODS number) in the list (it should be the last on the list or can be sorted alphabetically by last name) and tick Auto Login and Allow Login. Click Ok.



# Cannot connect to clinical software - EMAS password



26. Now click on **Edit Users** and from the list that can be sorted alphabetically tick the new user.



UCP Valida Support Line: 020 3880 0285

**27.** You must now enter the password that you have been *sent by UCP team, mentioned in step 24.* If you do not have this or are unsure, please contact the UCP helpdesk.

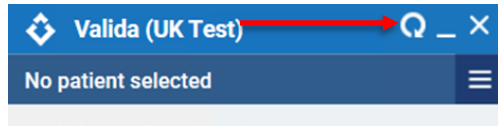
28. Click OK.

29. Click OK again.

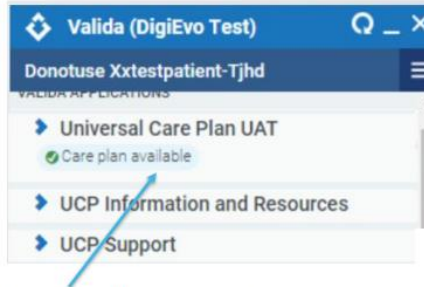
# Cannot connect to clinical software - EMAS password



30. Click the refresh button in the Valida client, which is shown below:



31. Select a Test patient – the Valida tile should display as per the below:



This test patient has a care plan

✓ You have successfully unlocked your access and can now access UCPs from the Valida client. The steps to do this can be found here: <https://ucp.onelondon.online/emis-access/>

? **If you still see an error message on Valida, contact the UCP helpdesk who can support you:** <https://ucp.onelondon.online/contact/>

# Troubleshooting



If you cannot see the Valida icon on your desktop please contact your local IT helpdesk.

If you will be using laptops that use a VPN connection that is firewalled, IP addresses on the firewall need to have been white-listed. Again, this is an action for your local IT support team. If you find laptops will not work with Valida with a VPN, normally outside your place of work, this step may have been missed. Please contact desktop support.

There is a [Valida Troubleshooting Guide](#) available and a support line for user experiencing any issues with the configuration

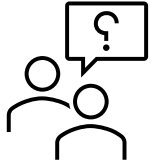
**UCP Valida Support Line: 020 3513 6464**

# Smartcards and accounts: Important Points



- This a once only event for each organisation or role that you have on your smart card. For this step you only need to do this for one of your roles for this organisation and use this role throughout the rest of the process.
- Notes for information:
  - Every time you log into EMIS after this first time, Valida picks up your credentials from your Smartcard for the specific role you select: no username or password required.
  - If you work in more than one practice (different ODS codes) you will have to complete the process once for each practice but can use the same e-mail address for each practice.
  - If you have more than one role in one practice, please select the most appropriate role and make sure that you log in with your Smartcard and select this role whenever you want to access a plan.
  - Not all roles that you might possibly have in your Smartcard have been mapped to roles in the UCP. If the role you have selected is unmapped, you will be able to log-in but the UCP tile will not appear. Please contact the UCP team.
  - Only the first user in an organisation/practice (defined by a CDB) is required to activate the product. All other users, once logged in with their Smartcards, will be connected directly to EMIS.

# Service Support for Implementation



- For any queries or more information about configuring the Valida client or registering your smartcard, please contact the [UCP Support Team](#)
- For more information about the Urgent Care Plan, please visit [ucp.onelondon.online](http://ucp.onelondon.online)