



# Universal Care Plan Valida User Guide: SystmOne

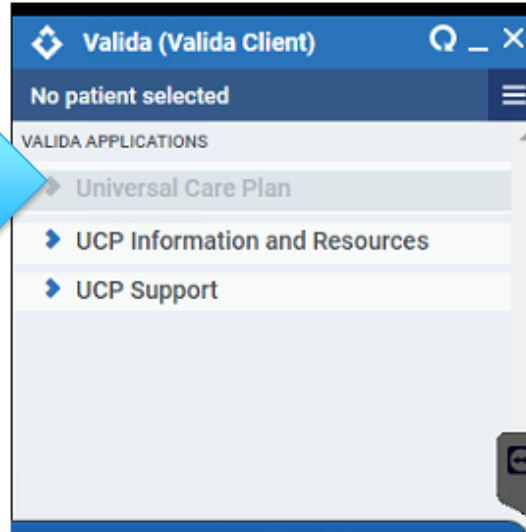
Seeing 'no-patient selected' on the Valida client

In partnership with OneLondon  
Hosted by NHS South West London CCG



# Getting Started

If you are a TPP SystemOne user, and you are seeing the below error message on the Valida client, when you have a patient open, please follow the steps in this guide.



# No Patient Selected in Valida Client



There are three reasons that this may happen:

1. You have more than one instance of SystemOne running.
  - This could be from another user's Windows session that is still running SystemOne
2. The Better SCPA is blocked in SystemOne on the device you are using.
  - Your SystemOne may be blocking access to the Valida application.
3. You need to update the Valida Client

# Reason 1: Multiple SystmOne sessions running



Step 1: Check SystmOne icon is only displaying on your toolbar only once.



Step 2: Check there are no other Windows sessions running on the machine:

- Lock your session by pressing Windows + L.
- On the lock screen, check the bottom-left corner where user profiles are displayed. Logged-in accounts will show as "Logged In" or "Active."

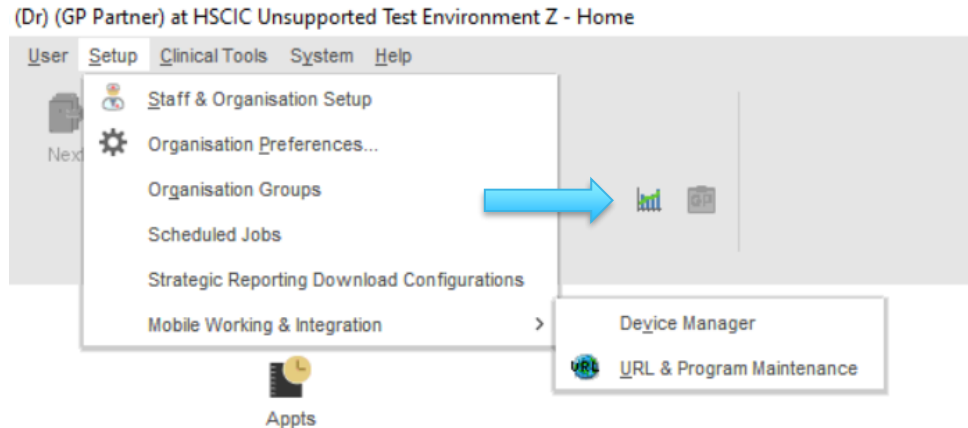
Step 3: Restart the machine to clear all Windows sessions

# Reason 2 – Blocked device



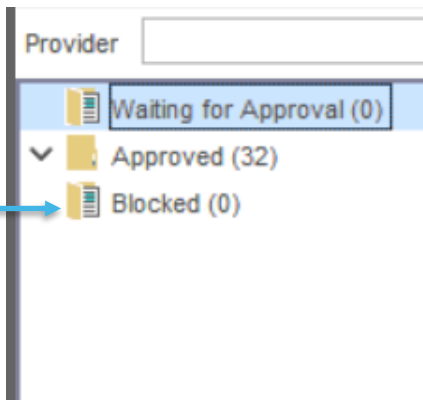
**Note:** you will need to have administrative rights in SystmOne to complete these steps.

Step 1: Open SystmOne and go to 'set up'  
Go to Mobile Working & Integration  
Go to Device manager



## Reason 2 - Blocked Device

**Step 2:** Click on 'Blocked'



**Step 3:** From the list that displays, find the device named '**Valida client Better LTD**'.

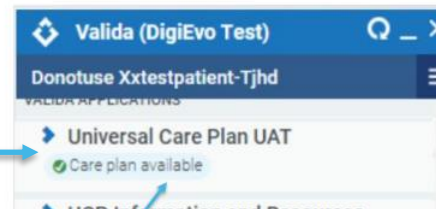
If you cannot find this device, please [contact the UCP helpdesk](#) who will assist you further.

**Step 4:** Right click the latest dated version of this device and select 'approve device'

**Step 5:** Refresh the Valida client:

It should now show the patient name and a link to the UCP.

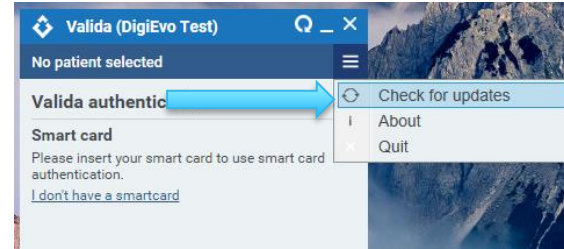
If it still shows 'no patient selected' contact the UCP helpdesk: <https://ucp.onelondon.online/contact/>



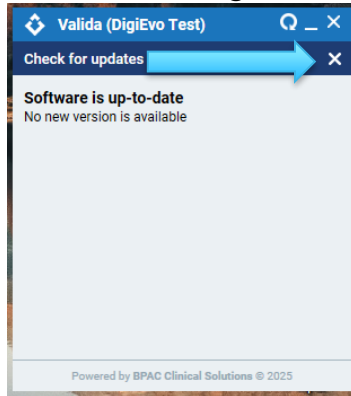
# Reason 3 – Valida Client needs updating



**Step 1:** Click the three lines in the top right corner of the Valida client, and select 'Check for updates'. This will ensure Valida is updated to the most current version.

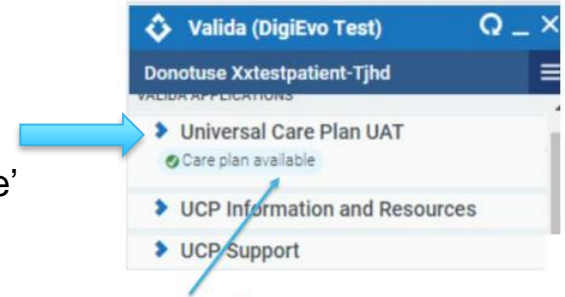


**Step 2:** Once you see the message to the right press the bottom 'x' in the right corner



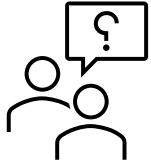
**Step 3:** Open a patient in SystemOne. If resolved, Valida will look similar the right, with the patient name you have selected in place of 'Donotuse'

If you still see 'no patient selected, go to slide 4.



This test patient has a care plan

# Service Support for Implementation



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