
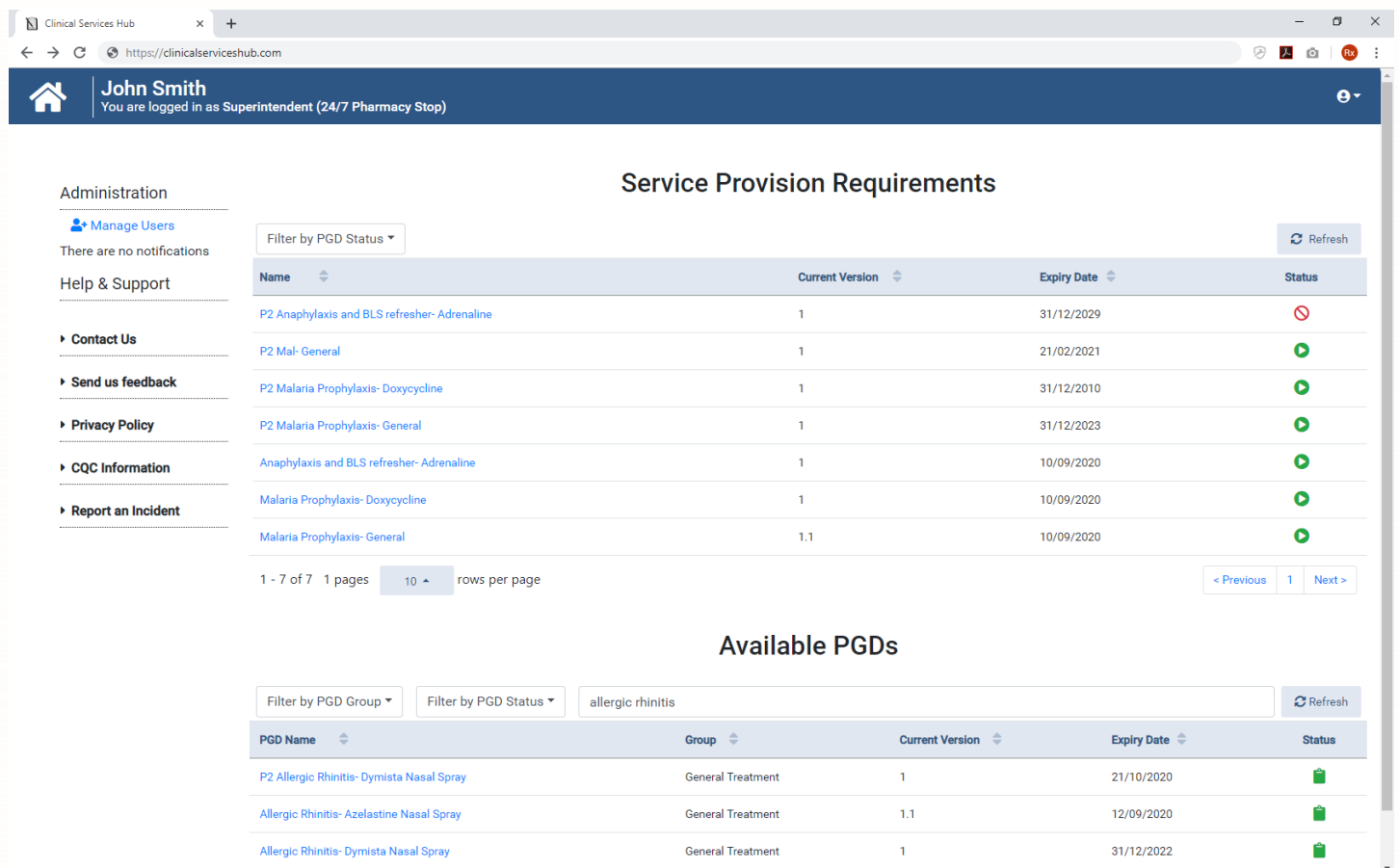


Managing Users at your Organisation

Pharmacist users will need to be created (if they do not already exist) and linked to your organisation to be able to view the available PGDs when using the Service Hub Manager in ProScript Connect. Then can also be automatically linked when created. You can also add additional superintendent users to your organisation to be able to manage users and approve PGDs. However, a PGD can only be signed by a GPhC registered Superintendent.

 Any new users created will receive an email containing their username and a temporary password, as well as an invitation to join your organization.

1. To begin, access and log-in to the Clinical Services Hub website at <https://clinicalserviceshub.com>



The screenshot shows the Clinical Services Hub interface. At the top, a user named John Smith is logged in as Superintendent (24/7 Pharmacy Stop). The main content area is divided into two sections: 'Service Provision Requirements' and 'Available PGDs'.

Service Provision Requirements Table:

Name	Current Version	Expiry Date	Status
P2 Anaphylaxis and BLS refresher- Adrenaline	1	31/12/2029	🚫
P2 Mal- General	1	21/02/2021	🟢
P2 Malaria Prophylaxis- Doxycycline	1	31/12/2010	🟢
P2 Malaria Prophylaxis- General	1	31/12/2023	🟢
Anaphylaxis and BLS refresher- Adrenaline	1	10/09/2020	🟢
Malaria Prophylaxis- Doxycycline	1	10/09/2020	🟢
Malaria Prophylaxis- General	1.1	10/09/2020	🟢

Available PGDs Table:

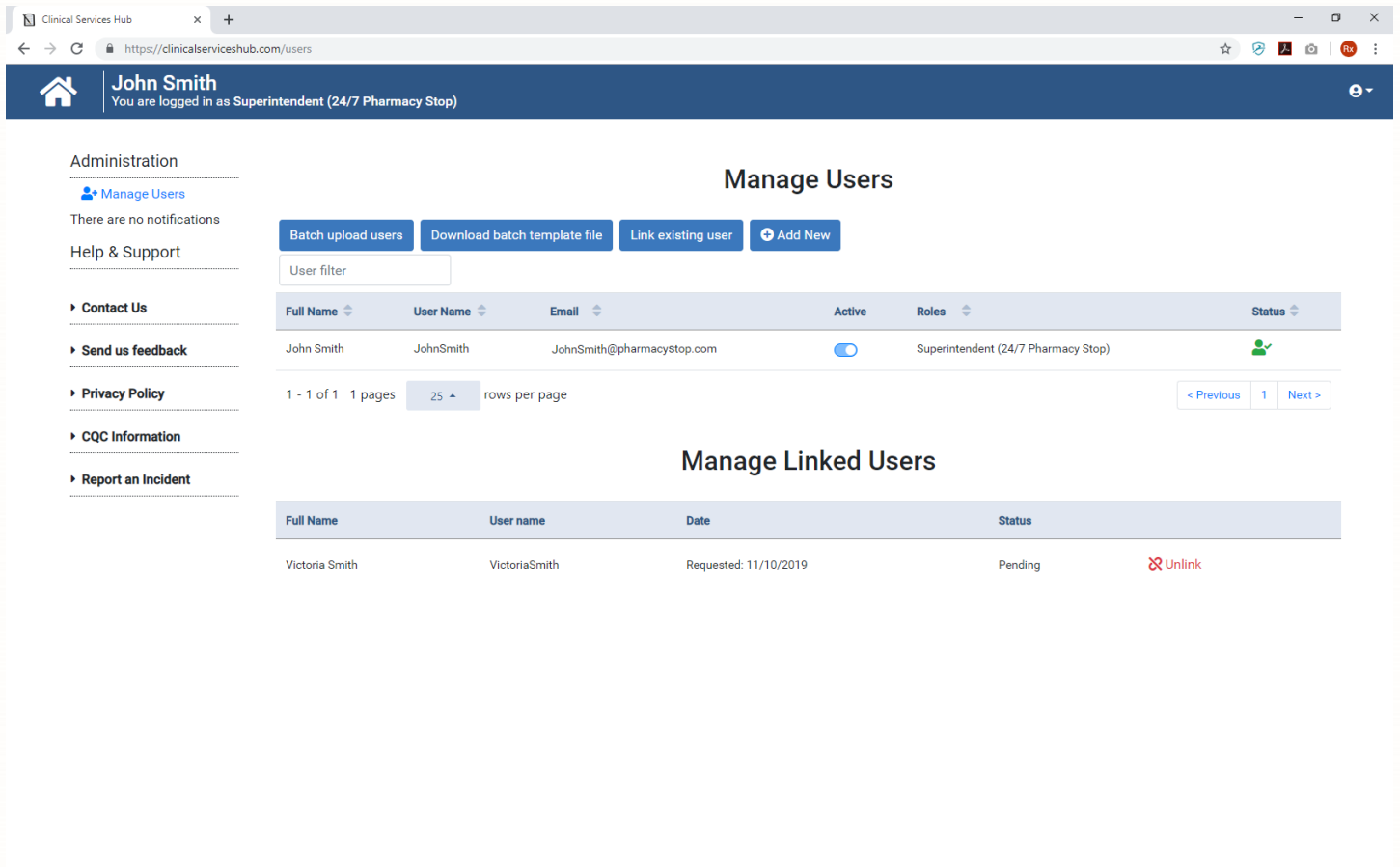
Search filter: allergic rhinitis

PGD Name	Group	Current Version	Expiry Date	Status
P2 Allergic Rhinitis- Dymista Nasal Spray	General Treatment	1	21/10/2020	🟢
Allergic Rhinitis- Azelastine Nasal Spray	General Treatment	1.1	12/09/2020	🟢
Allergic Rhinitis- Dymista Nasal Spray	General Treatment	1	31/12/2022	🟢

2. Select the [Manage Users](#) link within the *Administration* section on the homepage.

Manage Users

There are several actions you can perform from the *Manage Users* page.



The screenshot displays the 'Manage Users' interface. On the left, a navigation menu includes 'Administration' with 'Manage Users' highlighted, and other links like 'Contact Us', 'Send us feedback', 'Privacy Policy', 'CQC Information', and 'Report an Incident'. The main area features a 'Manage Users' title and several action buttons: 'Batch upload users', 'Download batch template file', 'Link existing user', and 'Add New'. A 'User filter' input field is present. Below the buttons is a table with the following data:

Full Name	User Name	Email	Active	Roles	Status
John Smith	JohnSmith	JohnSmith@pharmacystop.com	<input checked="" type="checkbox"/>	Superintendent (24/7 Pharmacy Stop)	

Below the table, pagination shows '1 - 1 of 1 1 pages' and '25 rows per page'. A second section titled 'Manage Linked Users' contains another table:

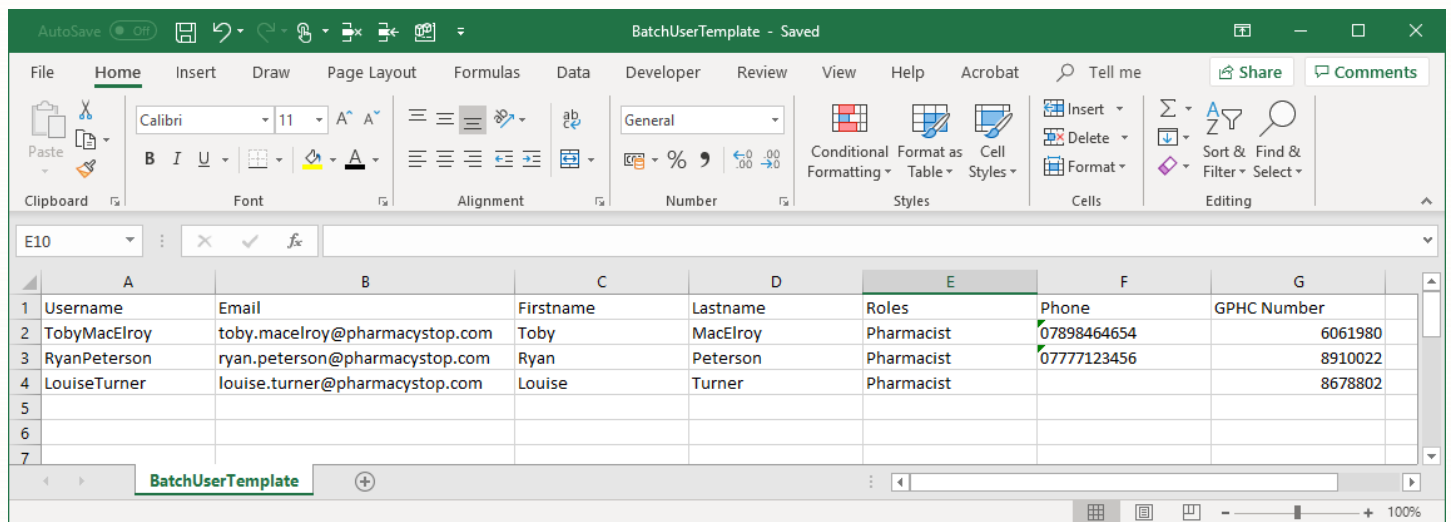
Full Name	User name	Date	Status
Victoria Smith	VictoriaSmith	Requested: 11/10/2019	Pending Unlink

Batch Upload New Users

You can use the batch upload function in instances where you have more than one user to create and link to your organisation. The batch upload function should be used to add new pharmacist users only. Superintendents should be added using the **[Add New]** button.


1. To begin, from the *Manage Users* page, select the **[Download batch template file]** button.
2. The *Batch User Template .csv* file downloads to your computer. Open this in Microsoft Excel.
3. Complete the fields as required, ensuring that the below mandatory fields are completed as a minimum:
 - *Username*
 - *Email* (must be a valid email address)
 - *Firstname*
 - *Lastname*
 - *Roles* (must be either *Pharmacist* or *Superintendent*)
 - *GPHC Number* (must be a 7 digit number)

 To enter a 0 at the start of a number (*Phone* or *GPHC Number*) you can amend the cell formatting to *Text*.



	A	B	C	D	E	F	G
1	Username	Email	Firstname	Lastname	Roles	Phone	GPHC Number
2	TobyMacElroy	toby.macelroy@pharmacystop.com	Toby	MacElroy	Pharmacist	07898464654	6061980
3	RyanPeterson	ryan.peterson@pharmacystop.com	Ryan	Peterson	Pharmacist	07777123456	8910022
4	LouiseTurner	louise.turner@pharmacystop.com	Louise	Turner	Pharmacist		8678802
5							
6							
7							

4. Once complete, save the Excel file as a *CSV (Comma delimited) (*.csv)* file.
5. Return to the *Manage Users* page on the Clinical Services Hub and select the **[Batch upload users]** button.
6. The Batch Upload Users window displays. Use the **[Browse]** button to choose your .csv file.

 By submitting details of your pharmacists/users, you are confirming that each of the individuals listed hold a valid registration with the General Pharmaceutical Council and are Fit to Practice.

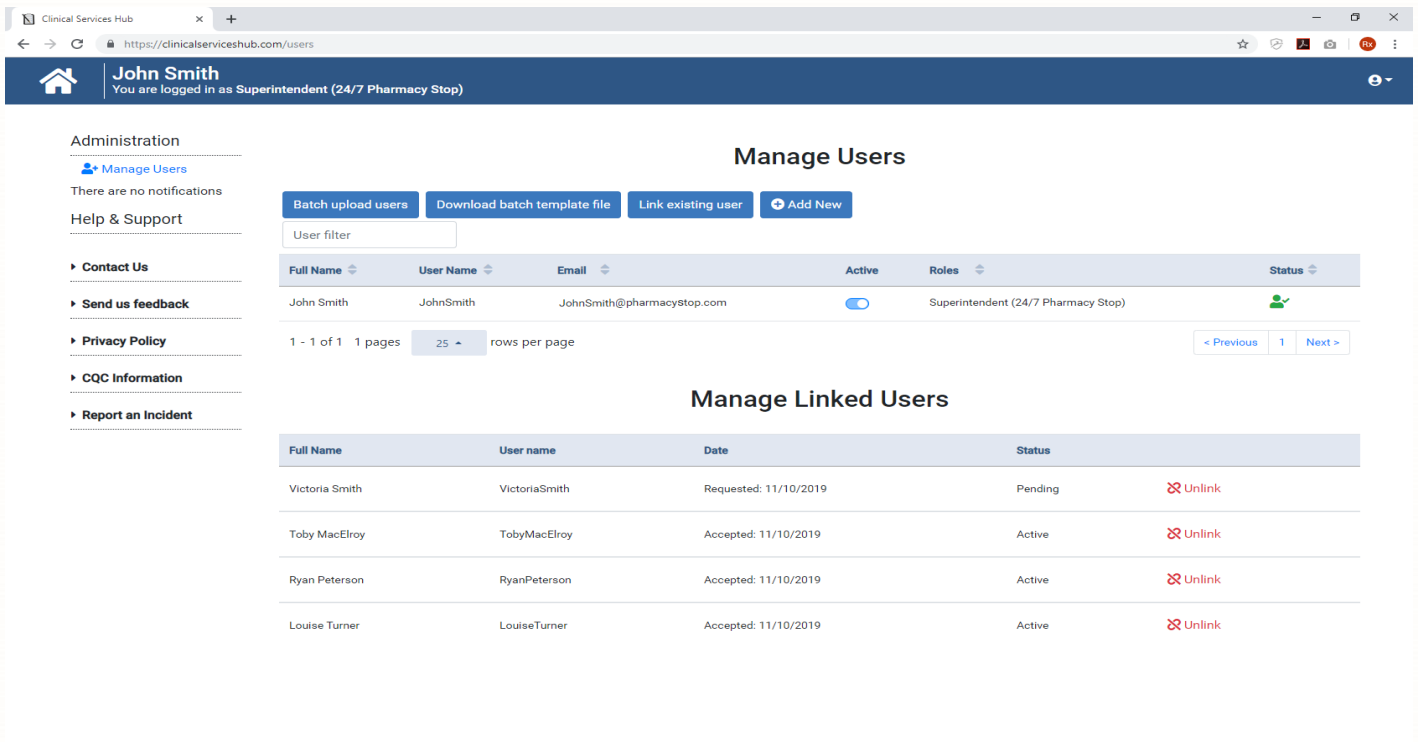
- The Batch Upload Users window updates to display the information entered in your .csv file. Review and update any fields if required, and select the **[Submit]** button. Once successfully uploaded, the *Status* of each user will update to **Uploaded**.

Batch Upload Users ✕

Username	E-mail	First Name	Last Name	Roles	Phone	GPHC Number	Status
TobyMacElroy	@ toby.macelroy@ph:	Toby	MacElroy	Pharmacist	07898464654	6061980	Uploaded
RyanPeterson	@ ryan.peterson@ph:	Ryan	Peterson	Pharmacist	07777123456	8910022	Uploaded
LouiseTurner	@ louise.turner@phar	Louise	Turner	Pharmacist		8678802	Uploaded

By submitting details of your pharmacists/users you are confirming that each of the individuals listed hold a valid registration with the General Pharmaceutical Council and are Fit to Practise.


- Select the **X** button to close the window. You are returned to the *Manage Users* page with all your newly added users linked to your organisation as *Active*.



The screenshot shows the 'Manage Users' interface in the Clinical Services Hub. The user is logged in as John Smith, Superintendent (24/7 Pharmacy Stop). The page displays a table of users with columns for Full Name, User Name, Email, Active status, Roles, and Status. Below this is a 'Manage Linked Users' section with a table listing linked users, their user names, dates, and statuses, along with an 'Unlink' button for each.

Full Name	User Name	Email	Active	Roles	Status
John Smith	JohnSmith	JohnSmith@pharmacystop.com	<input checked="" type="checkbox"/>	Superintendent (24/7 Pharmacy Stop)	

Full Name	User name	Date	Status	
Victoria Smith	VictoriaSmith	Requested: 11/10/2019	Pending	
Toby MacElroy	TobyMacElroy	Accepted: 11/10/2019	Active	
Ryan Peterson	RyanPeterson	Accepted: 11/10/2019	Active	
Louise Turner	LouiseTurner	Accepted: 11/10/2019	Active	

 Any failed uploads can be exported, amended and re-uploaded when required.

Add a New User

You can use the add new user feature to add a new user one at a time.

1. To begin, from the *Manage Users* page, select the **[Add New]** button.
2. The Add New User window displays. Complete the fields as required, ensuring that the below mandatory fields are completed as a minimum:
 - *Username*
 - *Email* (must be a valid email address)
 - *Firstname*
 - *Lastname*
 - *Roles* (use the drop-down menu(s) to select the *Pharmacist* and/or *Superintendent* roles)
 - *GPHC Number* (must be a 7 digit number)



Use the *Enabled* toggle to (de)activate the user.

Add New User ✕

User name	<input type="text" value="LesleyMarchant"/>
Email	<input type="text" value="lesley.marchant@pharmacystop.com"/>
Telephone	<input type="text" value="07798638271"/>
First Name	<input type="text" value="Lesley"/>
Last Name	<input type="text" value="Marchant"/>
GPHC Number	<input type="text" value="2299132"/>
Roles	<input type="text" value="Pharmacist"/> ▼
	<input type="text" value="None"/> ▼


Enabled

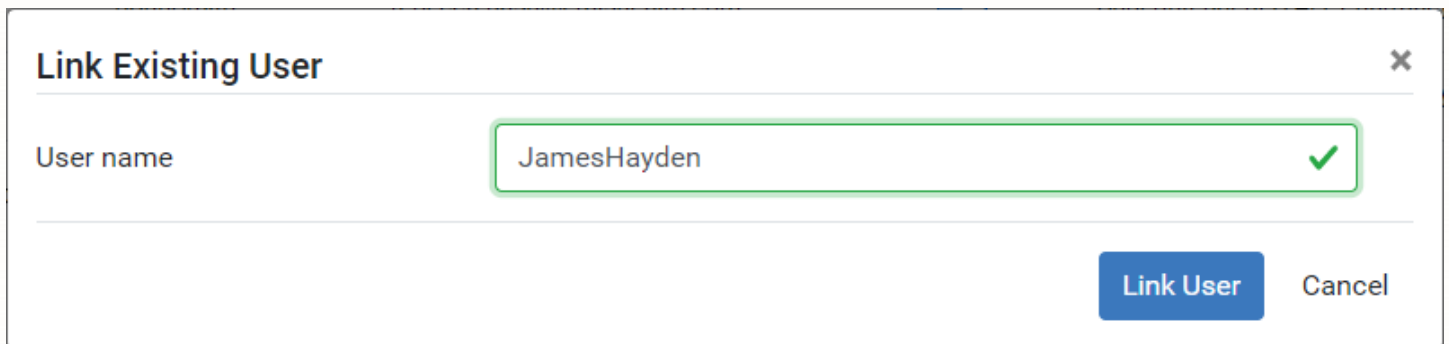
3. Once complete, select the **[Save changes]** button. The Add New User window closes and you are returned to the *Manage Users* page with all your newly added users linked to your organisation as *Active*.

Link Existing Users

In some cases users may already exist within the Clinical Services Hub. These users can simply be linked to your organisation.


1. To begin, from the *Manage Users* page, select the **[Link existing user]** button.
2. The Link Existing User window displays. Enter the *User name* of the existing user.

 *User names* are case and space sensitive and so must be entered carefully.



The screenshot shows a dialog box titled "Link Existing User" with a close button (x) in the top right corner. Below the title bar, there is a "User name" label followed by a text input field containing "JamesHayden". A green checkmark icon is positioned to the right of the input field, indicating that the name is valid. At the bottom right of the dialog, there are two buttons: a blue "Link User" button and a grey "Cancel" button.

3. You are returned to the *Manage Users* page with your linked user added within the *Manage Linked Users* grid as *Pending*.


 Existing users will need to accept your invitation from their *Manage Organisations* page in the Clinical Services Hub to be linked to your organisation. They will receive an email invitation to join your organisation.

Unlink Users

There may be instances where you no longer wish for a user to be able to access PGDs through your organisation. These users can be unlinked from within the Clinical Services Hub.

1. To begin, from the *Manage Users* page, locate the user you wish to remove from the *Manage Linked Users* grid and select the **Unlink** text.
2. An Unlink user pop-up displays asking you to confirm you wish to unlink the user from your organisation. Select the **[Yes]** button. The user is removed from the grid.

Unlink user



Are you sure you want to unlink from this organisation?

Revision History

Version Number	Date	Revision Details	Author(s)
1.0	10 November 2020		Elyas Khalifa

Contact us

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