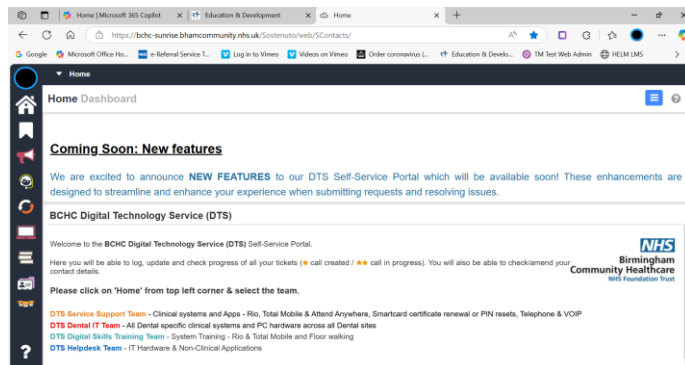


Logging a Ticket in Sunrise to get Access to a Clinical System

Complete the relevant e-Learning in the Virtual Campus (Moodle)

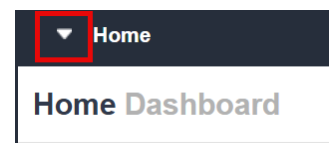
- Navigate to your **Desktop** (this can be done easily by selecting the small rectangle in the bottom right corner of the screen)
- From your Desktop double click the **DTS Self-Service Portal** icon

(If you are unable to access the **DTS Self-Service Portal**, please call the Service Support team on 0121 466 7111 – option 1, who will be able to assist you.)

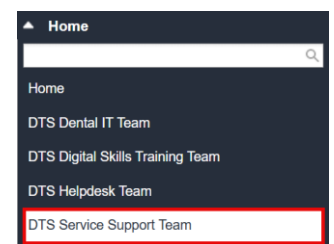


The **DTS Self-Service Portal** will open

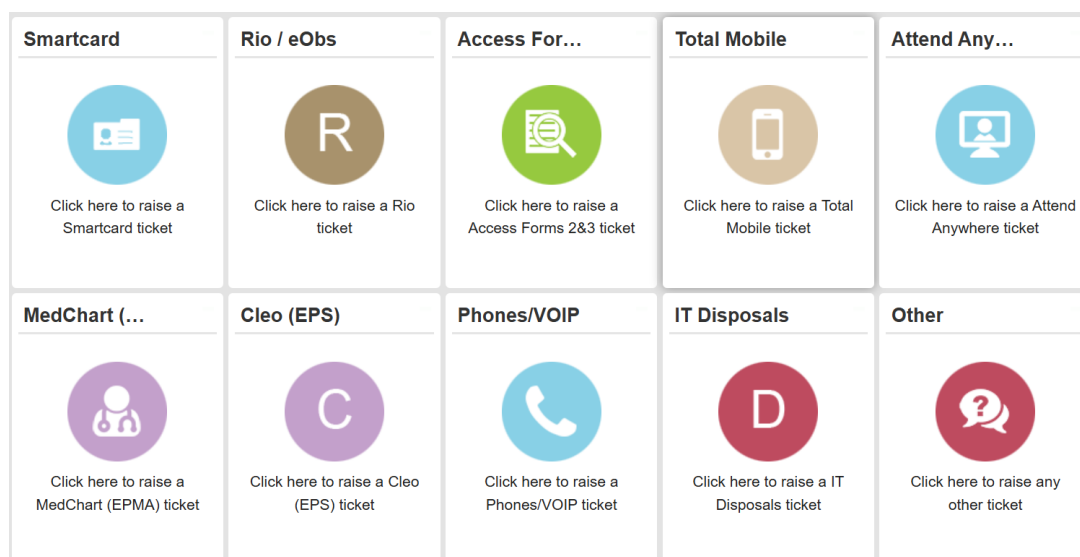
- Click the downwards pointing **arrow to the left of Home** (top left) to display a list of DTS teams



- Select **DTS Service Support Team** from the list



The **Service Support Team Dashboard** will display



Select the appropriate button for the system you require access to e.g.:

- If you have completed a **Rio assessment**, select the **Rio / eObs** button.
- If you have completed **MedChart View Only** training, select the **MedChart** button.

The relevant **Incident Management New Record** screen will display

Email: ann.nurse@nhs.net Telephone: 01234567890

Describe the issue here:

Enter the name of the system you want access to

Enter details of what e-Learning you completed

Describe your issue here, and provide any details requested.

Submit Close

Attachments Tab Title

Click to browse your files and attach them to this record

Select

Complete the **lower part of the screen** including the following information:

- **Email:** enter your Email address
- **Telephone:** enter your Telephone number
- **Describe the issue here:** enter your name, the name of the system you want access to and the name of the e-learning you have completed e.g.:

If you want access to Rio and you have completed the Rio clinical assessment for Diary appointments enter:

- Your Name
- Rio
- Rio Clinical assessment – Diary Appointments

If you want access to MedChart and have completed the view only training enter:

- Your Name
- MedChart
- MedChart View Only e-Learning

If you have taken a **screenshot** of the screen displaying your name and score and want to attach this to the ticket, use the **Select** button at the bottom left of the screen

- Click the **Submit** button at the bottom right of the screen

Submit

A member of the Service Support team will contact you.