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 ٠ 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.)

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- 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

Rio / eObs

Smartcard

	R				
Click here to raise a Smartcard ticket	Click here to raise a Rio ticket	Click here to raise a Access Forms 2&3 ticket	Click here to raise a Total Mobile ticket	Click here to raise a Attend Anywhere ticket	
MedChart (…	Cleo (EPS)	Phones/VOIP	IT Disposals	Other	
	С	C	D	R	
Click here to raise a	Click here to raise a Cleo	Click here to raise a	Click here to raise a IT	Click here to raise any	
MedChart (EPMA) ticket	(EPS) ticket	Phones/VOIP ticket	Disposals ticket	other ticket	

Access For...

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. Log SST Ticket V0.1 SM 1 28/05/2025





Home

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10:55

28/05/2025

Total Mobile

Attend Any...



The relevant Incident Management New Record screen will display

Email		Те	lephone				
ann.nurse@nhs.net		C	1234567890				
Describe the issue here:							
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Enter the name of the system you want access t	0						any details requested.
							· · · · · · · · · · · · · · · · · · ·
							✓ Submit X Close
Attachments Tab Title							
Click to browse your files and attach them to this i	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.