



UK Health
Security
Agency

CPE PPS Data Capture System User Guide

Self Help

Contents

Document History.....	3
Self Help	4
Contacting the CPE PPS Team.....	4
Accessing User Guides.....	6
About the UK Health Security Agency	9

Document History

Revision Date	Author	Version
07/04/2022	UK Health Security Agency	1.0

Self Help

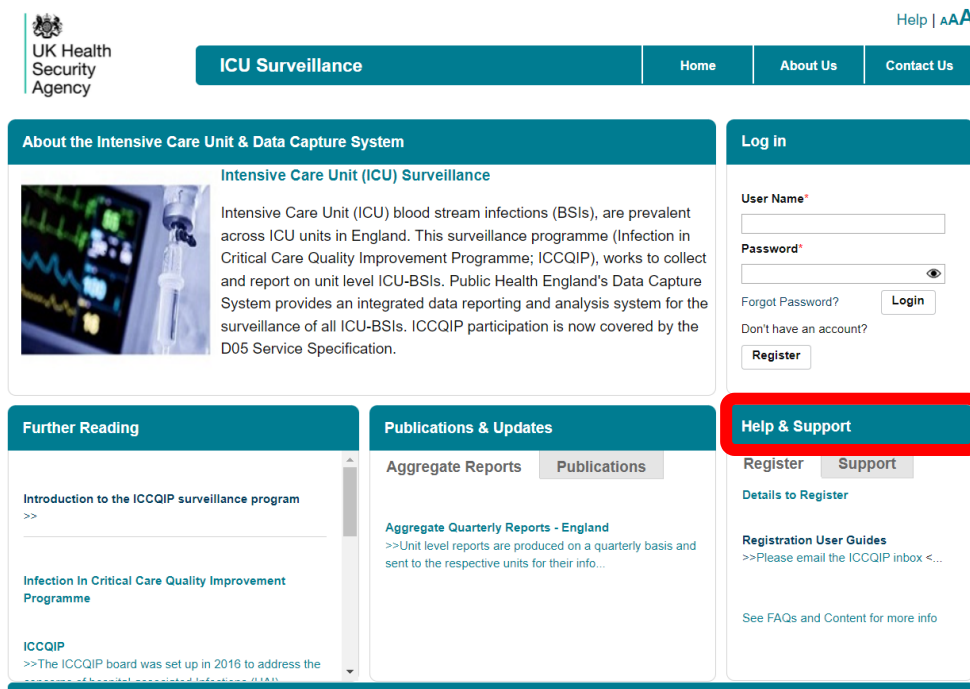
Contacting the CPE PPS Team

You can contact the CPE PPS team multiple ways.

Firstly, you can navigate to the 'Help & Support' section on the home page of the CPE PPS DCS ([Figure 1](#)) and select 'Please email the ICCQIP inbox' link under the 'Register' section of the screen. This will direct you to the section where you will be able to send an email about your query.

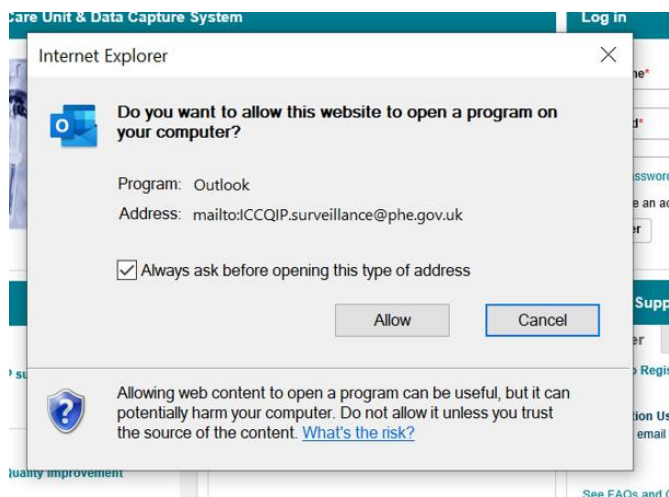
- Go to <https://icudcs.phe.org.uk>
- The CPE PPS DCS will display the 'Homepage'

Figure 1: Register tab in Help & Support section on CPE PPS DCS homepage



- The CPE PPS DCS will display a pop up window asking if you allow the website to open a programme on your computer ([Figure 2](#)).

Figure 2: Email pop up window



- Click on 'Allow'. This will redirect you to your e-mail account, and will have already populated the 'To' section with the ICCQIP email address.
- Alternatively, if you are logged onto your email account, you can copy and paste 'cpe.pps@phe.gov.uk' into the 'To' section of a new email.

You will need to ensure you have access to the email account used – United Kingdom Health Security Agency's (UK HSA's) response will be sent to the email address which you have used to contact us. If a response by email is not appropriate, please provide an alternative method of contact.

Finally, you can use the 'Contact Us' feature of the system ([Figure 3](#)), which allows you to enter your message directly on the CPE PPS DCS ([Figure 4](#)) and this will send a message to the CPE PPS DCS Support team on your behalf.

Figure 3: 'Contact Us' tab

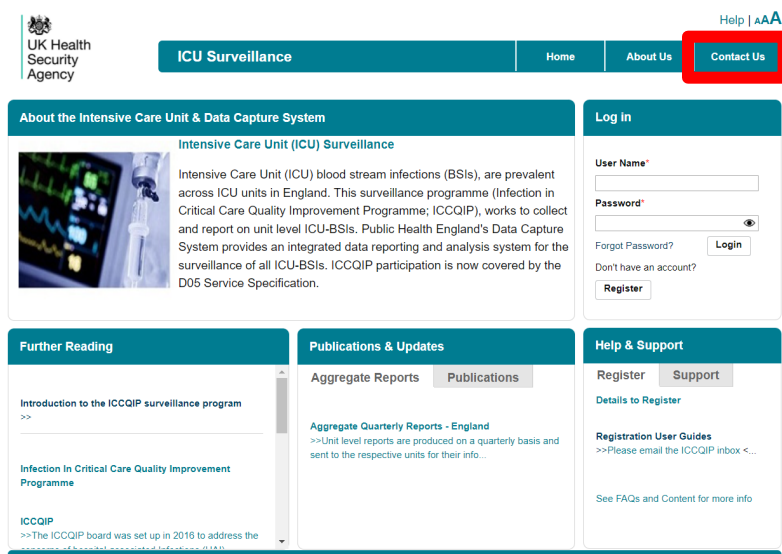


Figure 4: 'Contact Us' screen

Contact Us

! Mandatory fields are marked with red asterisk (*)

[Click Here To Access the Frequently Asked Questions?](#)

Full Name*

Email Address*

Confirm Email*

Type of Query*

Select a Topic*

Query Subject*

Message*

47QPI

Type the code from the image

CODE WILL BE DIFFERENT

Submit Cancel

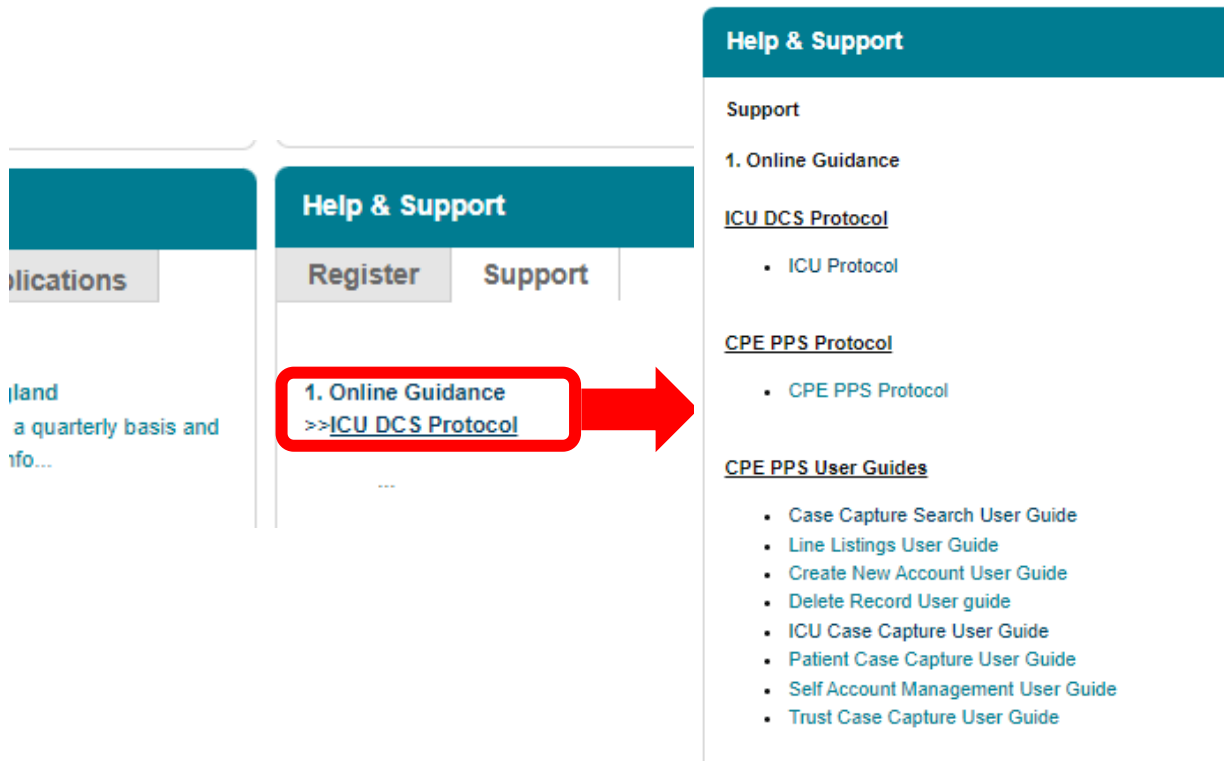
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- Make sure that you include your full name and email address (this should be the same one that you registered with on the DCS).
- Select the type of query this is and a topic, so that the Support team can best direct your query to the relevant staff member(s).
- Please add as much detail as you can in the message box and include an alternative contact if you would rather than we did not reply by email. When you registered you should have provided a contact telephone number, but please feel free to supply it again or any direct extensions for us to best contact you.
- Then please enter the image code, this will be different every time you use this screen.
- Click 'Submit' and the DCS will email the Support team on your behalf.

Accessing User Guides

User Guides can be accessed regardless of whether you are logged onto the system or not. If you are specifically interested in how to register for, or manage, an account on the CPE PPS DCS then please select the 'Support' tab in the 'Help & Support' section of the ICU DCS homepage. Click on the 'Online Guidance' hyperlink, which will direct you to access CPE PPS User Guides ([Figure 5](#)).

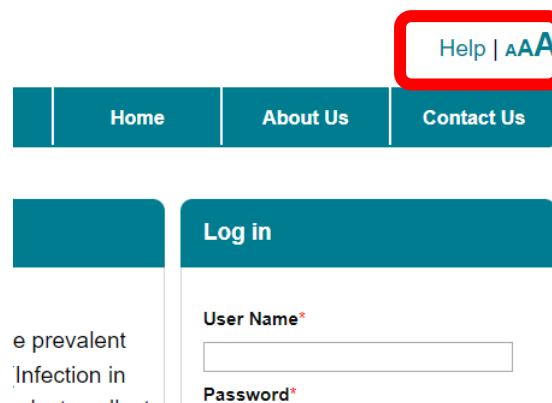
Figure 5: Registration User Guides



To view the User Guides please click the relevant hyperlink which will direct you to a PDF document.

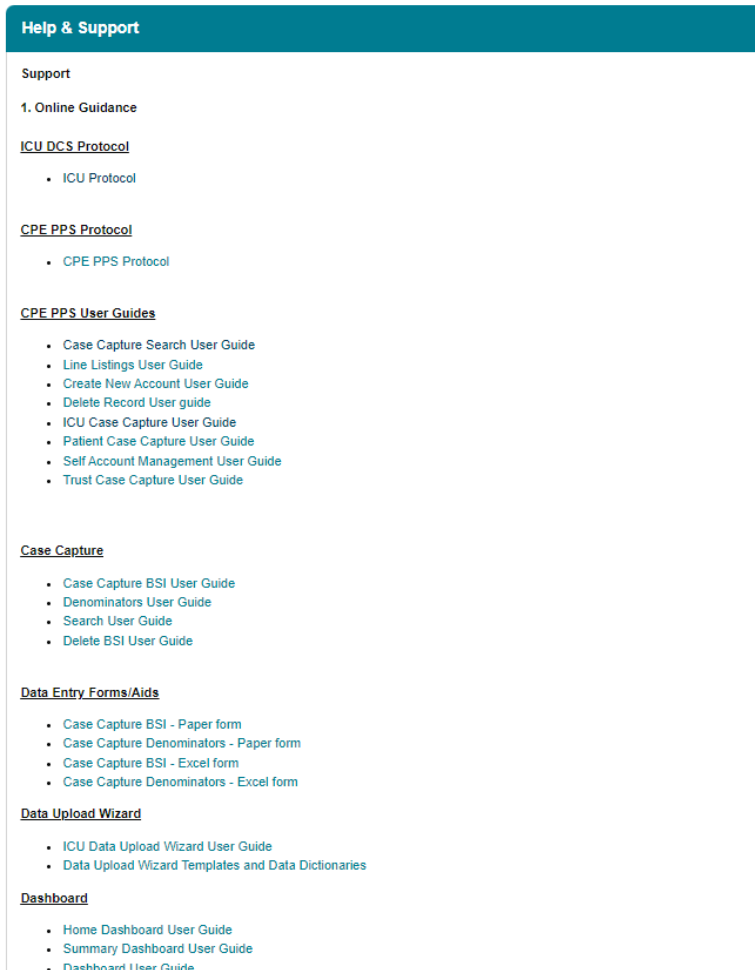
Alternatively, to be directed to our full list of User Guides (including those on Data Capture and Search functionality and so on) and the CPE PPS Protocol, you can click on 'Help' in the top right hand of the ICU DCS homepage ([Figure 6](#))

Figure 6: Accessing the 'Help' screen when not logged on the CPE PPS DCS



In addition to a full list of the User Guides and the Protocol, there are also numerous step-by-step training videos for a range of functionalities that are present on the system ([Figure 7](#)). These are hosted on UK HSA's YouTube channel and you can play them directly on the ICU DCS.

Figure 7: 'Help' screen



About the UK Health Security Agency

The UK Health Security Agency is an executive agency, sponsored by the [Department of Health and Social Care](#).

www.ukhsa.gov.uk

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For queries relating to this document, please contact: cpe.pps@phe.gov.uk

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