ICU Data Capture System
User Manual

Manage Account Requests
About Public Health England

Public Health England exists to protect and improve the nation’s health and wellbeing, and reduce health inequalities. It does this through world-class science, knowledge and intelligence, advocacy, partnerships and the delivery of specialist public health services. PHE is an operationally autonomous executive agency of the Department of Health.

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## Document History

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<th>Revision Date</th>
<th>Author</th>
<th>Version</th>
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<td>Public Health England</td>
<td>1.0</td>
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Manage Account Requests

If you are registered as a Local Administrator user you will be responsible for Authorising or Rejecting user account requests from users within your organisation(s). Authorising and Rejecting Accounts can be done through the Manage Account Request screens.

When approving an account you must check the following:

- The email address has a valid suffix for the selected Organisation Type e.g. nhs.uk; nhs.net; phe.gov.uk
- The user has requested the appropriate Role (e.g. ICU Data Entry, Shared User, ICU Sign-Off, etc.)
- Local Administrators are responsible for setting up and managing accounts for users within their organisation(s). They are therefore accountable for ensuring only appropriate access is granted. Please refer to the Appendix at the end of this document for further information on the roles and associated permissions
- When a Local Administrator opts to Reject an account request they must provide a reason to the requesting user

Account Request Notification

When a user in your organisation(s) requests an account, as a Local Administrator you will receive a notification email from the ICU HCAI DCS System titled “ICU Data Capture System: Request for a New Account” (Figure 1).

Selecting the link “Click here” in the email message will direct you to the ICU DCS System “Homepage” screen where you will need to enter your login credentials. If you are already logged into the ICU DCS System, clicking on the link will take you directly to the “Authorise User Account” screen.

Figure 1: “Request for a new account” email

The above screen will be changed when ICU DCS goes LIVE in order for the correct information to be added
Login to the ICU DCS System

- Go to https://icudcs.phe.org.uk/WebPages/GeneralHomePage.aspx
- The ICU DCS System will display the “Homepage” screen
- Enter your “User Name” (the email address that was used to request your account) and “Password” in the “Log in” panel
- Select the “Login” Button
- The ICU DCS System will display the “Home Dashboard” screen

Access the Manage Account Request Screens

- Navigate to the Menu Toolbar on the left-hand side of the screen
- Select “User Administration”
- Select “Manage Account Requests”

- The ICU DCS System will display the “Search User Account Requests” screen
- The “Search User Account Requests” screen displays all pending account requests for your respective organisation(s)
If required, update the search criteria to narrow results and select “Find”

Locate the account you wish to Authorise in the search results grid

Select “View”

The ICU DCS System will display the “Authorise User Account” screen

Authorise an Account Request

On the “Authorise User Account” screen check the users email address has a valid suffix for the selected Organisation Type, e.g. nhs.uk; nhs.net; phe.gov.uk

Select the “Roles” dropdown menu and check the user has requested the appropriate user roles, for further information about Roles and Permissions please view the Appendix at the end of this Training Manual
Select or Deselect roles associated to the user as required
If you are an ICU Local Administrator across multiple organisations check that
the user has requested an account for the appropriate organisation
Select “Authorise” button

The ICU DCS System will request you confirm the authorisation request
Select “OK” button
The ICU DCS System will confirm the authorisation request was successful
Select “OK” button
The ICU DCS System will display the “Search User Account Requests” screen
The ICU DCS System will send the requesting user an email requesting they
create an account
Reject an Account Request

- When in the “Search User Account Requests” screen locate the account you wish to Reject in the search results grid
- Select “View”

- Select “Reject” button
- The ICU DCS System will request you provide a reason for rejecting the account request
- Select “Reject Reason” from the Reject Reason dropdown
- Select the “OK” button
- The ICU DCS System will confirm the account rejection was successful
- Select the “OK” button
- The ICU DCS System will send the requesting user an email informing them of the Rejected account request with the Reject Reason
Appendix

Organisation Types and User Roles

The ICU DCS System supports a range of organisations and user types or roles (Tables 1 and 2), each of which have associated permissions and levels of access to the system. Within each organisation, it is possible for the same user to have a range of different roles and for different users to have different roles. A user’s organisation type, its place in the hierarchy and the user’s role affect whether the user is able to enter or sign off data. It also impacts on what data they are able to view.

All roles allow users to view data entered on the system at a summary level via a range of reports. For example, all users are able to view a count or rate of reported ICU Blood Stream Infections by NHS Trust.

Access to patient level data, with or without PII, is restricted based on the organisational hierarchy (Table 1). National users have access to patient level data for all cases entered on the system. Sub-national users have patient level access for cases mapped to their organisation in one of several ways. Organisation units only have patient level access to records entered by themselves. This is summarised in Table 1. Specific permissions associated with each of the roles are shown in Table 2.
Table 1
Summary of organisation types and role and data presentation in reports

<table>
<thead>
<tr>
<th>Organisation Type</th>
<th>Hierarchy</th>
<th>Roles Supported</th>
<th>Access to patient level data (with or without PII)</th>
<th>Default Pathway **</th>
<th>Data visible on line listings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Health England (National)</td>
<td>National</td>
<td>• System Administrator</td>
<td>All</td>
<td>Reporting Route</td>
<td>All cases, no mapping applied</td>
</tr>
<tr>
<td>Public Health England Region</td>
<td>Sub National Group</td>
<td>• Local Administrator • Read Only*</td>
<td>Cases reported by Trusts mapped to the region, and cases attributed to CCGs mapped to the region</td>
<td>Reporting Route</td>
<td>Reporting and commissioning routes. Resident pathway mapping</td>
</tr>
<tr>
<td>Public Health England Centres</td>
<td>Sub National Group</td>
<td>• Local Administrator • Read Only*</td>
<td>Cases reported by Trusts mapped to the centre, and cases attributed to CCGs mapped to the centre</td>
<td>Reporting Route</td>
<td>Reporting and commissioning routes. Resident pathway mapping</td>
</tr>
<tr>
<td>Local Authority</td>
<td>Sub National Group</td>
<td>• Local Administrator • Read Only*</td>
<td>Cases mapped to the Local authority based on the resident pathway algorithm</td>
<td>Resident Pathway</td>
<td>Resident pathway</td>
</tr>
<tr>
<td>Directors of Public Health (DPH)</td>
<td>Sub National Group</td>
<td>• Local Administrator • Read Only*</td>
<td>Cases mapped to the DPH via the CCG algorithm</td>
<td>Commissioning Route</td>
<td>Commissioning route</td>
</tr>
<tr>
<td>NHS England Area Teams</td>
<td>Sub National Group</td>
<td>• Local Administrator • Read Only*</td>
<td>Cases reported by Trusts mapped to the Area Team, and cases attributed to CCGs mapped to the Area Team</td>
<td>Commissioning Route</td>
<td>Reporting and commissioning routes</td>
</tr>
<tr>
<td>NHS England</td>
<td>National</td>
<td>• Local Administrator • Read Only*</td>
<td>All</td>
<td>Commissioning Route</td>
<td>All cases, no mapping applied</td>
</tr>
<tr>
<td>NHS England Region</td>
<td>Sub National Group</td>
<td>• Local Administrator • Read Only*</td>
<td>Cases reported by Trusts mapped to the region, and cases attributed to CCGs mapped to the region</td>
<td>Commissioning Route</td>
<td>Reporting and commissioning routes</td>
</tr>
<tr>
<td>Clinical Commissioning Group</td>
<td>Organisation Unit</td>
<td>• Local Administrator • Read Only*</td>
<td>Cases attributed to the CCG</td>
<td>Commissioning Route</td>
<td>Commissioning route</td>
</tr>
<tr>
<td>Department of Health</td>
<td>National</td>
<td>• Local Administrator • Read Only*</td>
<td>All (no PII access for any user)</td>
<td>Reporting Route</td>
<td>All cases, no mapping applied</td>
</tr>
<tr>
<td>Organisation Type</td>
<td>Hierarchy</td>
<td>Roles Supported</td>
<td>Access to patient level data (with or without PII)</td>
<td>Default Pathway **</td>
<td>Data visible on line listings</td>
</tr>
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<td>---------------------------------------------------</td>
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</tr>
</tbody>
</table>
| NHS Trusts                | Organisation Unit | • Local Administrator  
• Read Only*  
• Data Entry  
• Sign Off Authority | Cases entered by the NHS Trust | Reporting Route | Cases entered by the Trust |
| Care Quality Commission   | National        | • Local Administrator  
• Read Only* | All (no PII access for any user) | Reporting Route | All cases, no mapping applied |
| PHE Field Epidemiology    | National        | • Local Administrator  
• Read Only* | All | Reporting Route | All cases, no mapping applied |

* Allows read only permission to view data at patient level, either with or without PII access, depending on requirements

** TBC this is the usual pathway by which cases are mapped to this organisation type. This is how the data is presented on all reports, except the line listing where other mappings are applied.
## Table 2

### Overview of user roles and permissions

<table>
<thead>
<tr>
<th>Menu or Report Name</th>
<th>Sub Menu or Report Name</th>
<th>Role</th>
<th>Local Administrator</th>
<th>Data Entry</th>
<th>Shared User</th>
<th>Read Only (No PII)</th>
<th>Sign-Off</th>
<th>Read Only (PII)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Summary Dashboard</strong></td>
<td>Summary Graph</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
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<tr>
<td></td>
<td>Trends Graph</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>Data Collection Completeness</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>Data Collection Completeness (Shared Cases)</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
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<tr>
<td></td>
<td>Sign-Off History</td>
<td>View</td>
<td></td>
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<tr>
<td><strong>Benchmarking Dashboard</strong></td>
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<td>View</td>
<td>View</td>
<td>View</td>
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<td>View</td>
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<tr>
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<td>Data Collection Field Completeness by Organisation</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
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<tr>
<td><strong>Case Capture</strong></td>
<td>Enter a Case</td>
<td>Add</td>
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<tr>
<td><strong>Sign-Off Cases</strong></td>
<td>Sign-Off Episodes</td>
<td>View</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Search</strong></td>
<td>Search Infection Episodes</td>
<td>View</td>
<td>Edit/Delete</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
<td>View</td>
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<tr>
<td><strong>User Administration</strong></td>
<td>Manage Account Requests</td>
<td>Edit</td>
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<tr>
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<td>Manage User Accounts</td>
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<td></td>
<td>View/Edit User Details</td>
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<td>Line Listings</td>
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