



Public Health
England

Protecting and improving the nation's health

ICU Data Capture System User Guide

Manage User Accounts

About Public Health England

Public Health England exists to protect and improve the nation's health and wellbeing, and reduce health inequalities. We do this through world-leading science, research, knowledge and intelligence, advocacy, partnerships and the delivery of specialist public health services. We are an executive agency of the Department of Health and Social Care, and a distinct delivery organisation with operational autonomy. We provide government, local government, the NHS, Parliament, industry and the public with evidence-based professional, scientific and delivery expertise and support.

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Manage User Accounts

A local administrator for an organisation will be able to search for, update, and unlock User Accounts registered to their organisation(s).

Login to the ICU DCS

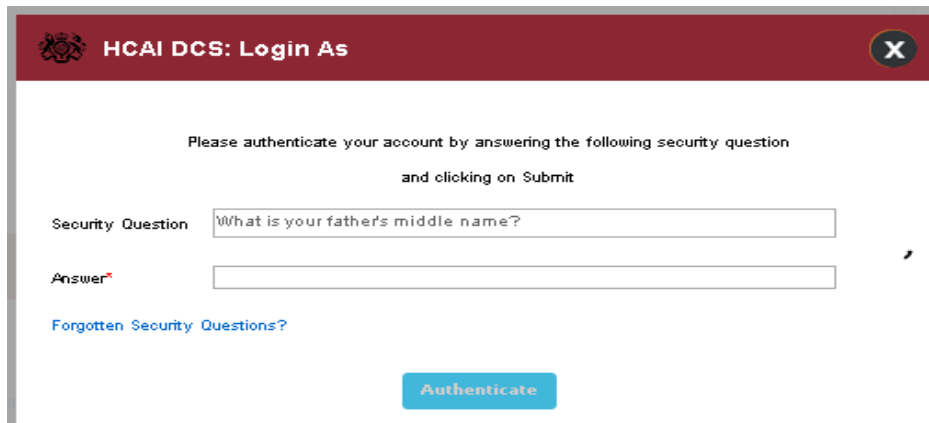
- Go to <https://icudcs.phe.org.uk>
- The ICU DCS will display the 'Homepage' screen (Figure 1)

Figure 1: ICU DCS Homepage

The screenshot shows the ICU DCS homepage. At the top left is the Public Health England logo. The main navigation bar includes 'ICU Surveillance - Test Site', 'Home', 'About Us', and 'Contact Us'. A 'Help | AAA' link is in the top right. The central content area has a dark red header 'About the Intensive Care Unit & Data Capture System'. Below this is a section for 'Intensive Care Unit (ICU) Surveillance' with an image of a medical monitor and a text description. To the right of this section is a 'Log in' panel with input fields for 'User Name*' and 'Password*', a 'Login' button, and links for 'Forgot Password?' and 'Register'. Below the main content are three columns: 'Further Reading' with links to 'England PPS Study' and 'Matching Michigan Study'; 'ICCQIP Publications & Updates' with links to 'About ICCQIP', 'Aggregate Reports', and 'ICCQIP Publications & Posters'; and 'Help & Support' with a 'User Guides' section. The footer contains 'Terms of Use | About Us | Contact Us | Website | Accessibility', 'Ver 1.3.4.0.B', and 'Powered by CGI'.

- 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
- An added screen will appear asking you to authenticate your account via the security questions that you chose (Figure 2)

Figure 2: Authentication process when logging into ICU DCS

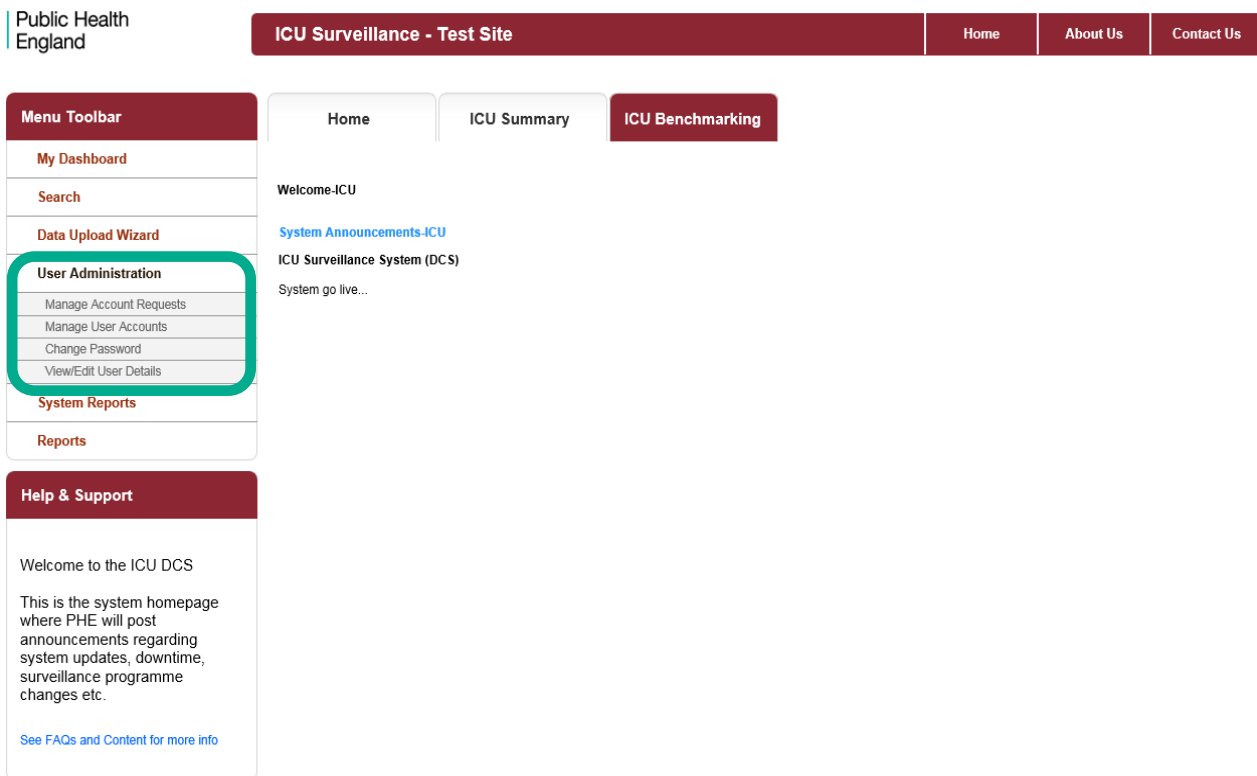


- The ICU DCS will display the 'Home Dashboard' screen (Figure 3)

Access the Manage Accounts Screens

- Navigate to the 'Menu Toolbar' on the left-hand side of the screen
- Select 'User Administration'
- Select 'Manage User Accounts'

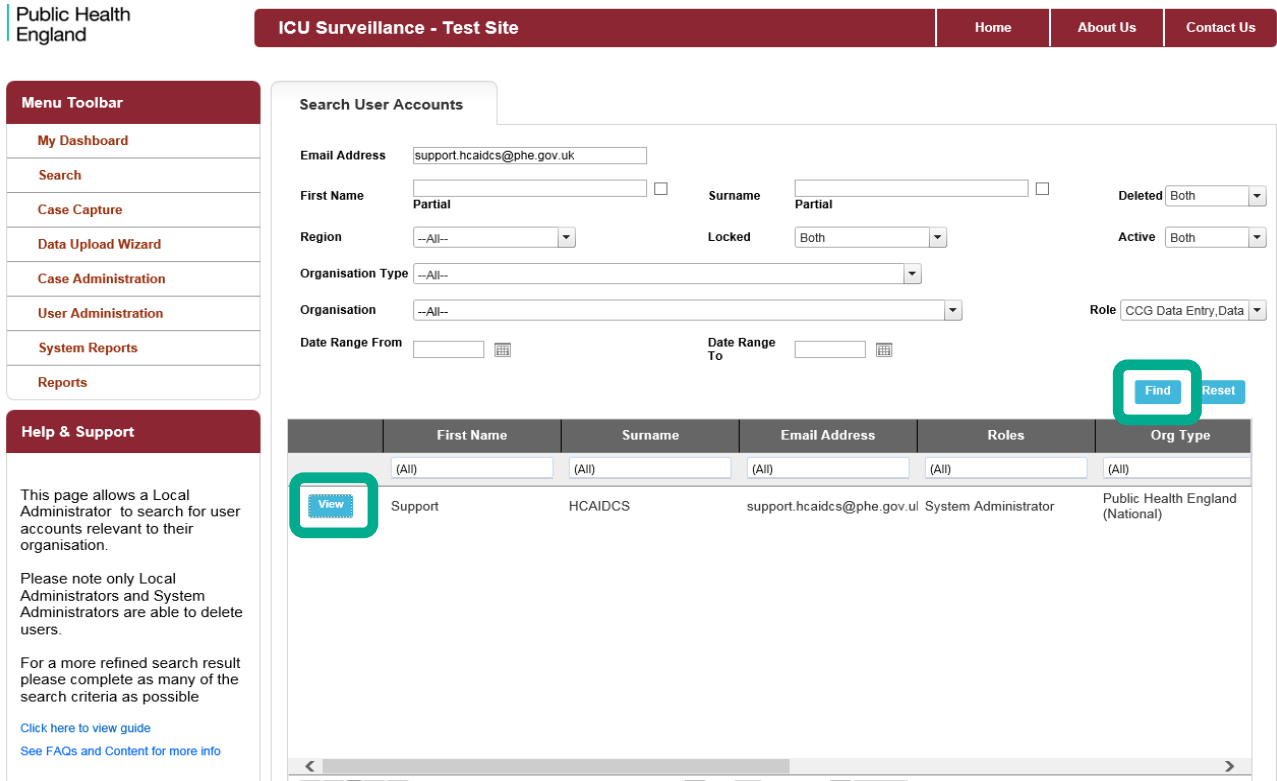
Figure 3: ICU DCS Home Dashboard



- The ICU DCS will display the 'Search User Accounts' screen (Figure 4)

- Select 'Find'
- The 'Search User Accounts' screen displays all active accounts for your respective organisation(s) based on parameters/filters selected

Figure 4: Search User Accounts screen



- Locate the account you wish to view or update in the search results grid
- Select 'View'
- The ICU DCS will display the 'Manage User Account' screen (Figure 5)

Update User Roles

An ICU Local Administrator is able to regulate and update the "Roles" associated to each of the registered users within their organisation, with the exception of the ICU Local Administrator role. Please contact PHE if an ICU Local Administrator needs to be removed or added to an organisation.

- On the "Manage User Account" screen (Figure 5), select the 'Roles' dropdown menu
- Check whether the user has the appropriate user roles associated to their account. For further information about Roles and Permissions please view the [Appendix](#) at the end of this User Guide.

Figure 5: Manage User Account screen

Manage User Account

Mandatory fields are marked with red asterisk (*)

Manage User Account

User Id * 1964

Email Address * test@phe.gov.uk Locked

First Name * Test

Surname * Test Force Password Reset

Primary Contact Telephone Number 01234567 16-Jul-2020 07:07

Secondary Contact Telephone Number Deleted

Region * NATIONAL

Organisation Type * Public Health England (↑)

Organisation * PUBLIC HEALTH ENGL

Sites *

Roles * Configuration Administrator

ICU Local Administrator

ICU Read Only

ICU Read Only No PII

ICU Reports

PHE National Read Only (No PII)

System Administrator

System Administrator (Read Only)

Save Cancel

- Select or unselect Roles associated to the user as required
- Select 'Save' button
- The ICU DCS will display the 'Search User Accounts' screen
- The changes will be applied to the updated account the next time the respective user logs into the ICU DCS

Force Password Reset

An ICU Local Administrator can force a user to reset their password. If 'Force Password Reset' is checked the user will be prompted to change their password at the next login attempt (Figure 6).

- On the 'Manage User Account' screen, navigate to the 'Force Password Reset' checkbox
- Check the 'Force Password Reset' checkbox
- Select 'Save' button
- The ICU DCS will display the 'Search User Accounts' screen
- Upon their next login the selected user will be forced to choose and enter a new password

Figure 6: Force Password Reset option

The screenshot displays the 'Manage User Account' page. On the left, there is a sidebar with 'Help & Support' and 'Key to Screen Symbols' sections. The main area contains a form with the following fields:

- User Id ***: 33
- Email Address ***: support.hcaidcs@phe.gov.uk
- First Name ***: HCAI DCS Support
- Surname ***: HCAI DCS Support
- Primary Contact Telephone Number**: 9999999999
- Secondary Contact Telephone Number**: [Empty]
- Region ***: LONDON
- Organisation type ***: Clinical Commissioning C...
- Organisation ***: NHS BARKING AND DAGI...
- Sites ***: Select Site
- Roles ***: Read Only (No PII)

On the right side of the form, there are checkboxes for 'Locked', 'Deleted', and 'Active'. A 'Force Password Reset' button is highlighted with a green box, and it shows a timestamp '21-Sep-2015 11:09'. Below the form, 'Save' and 'Cancel' buttons are also highlighted with green boxes.

Deactivate / Activate User Account

An account can be made active or inactive by the ICU Local Administrator but only for their respective organisation. If you would like to prevent a user from accessing the ICU DCS for your organisation(s) they can be made inactive via the 'Manage User Account' tool.

Please contact PHE, if you believe a user needs to be prevented from accessing the ICU DCS, regardless of which other organisations they are registered to.

By default the 'Active' checkbox will be checked on the 'Manage User Account' (Figure 7). On saving the screen, if the 'Active' checkbox is unchecked, the user account for the Organisation will be inactivated. Consequently, the user will no longer be able to log into ICU DCS for that particular Organisation. The access can be reinstated by re-ticking the 'Active' checkbox again.

If a user has not accessed the ICU DCS for 45 days or more their account will be automatically locked. A Local Administrator can unlock the account again by unticking the 'Locked' checkbox.

Figure 7: Activate option on Manage User Account screen

The screenshot shows the 'Manage User Account' interface. On the left, there is a 'Help & Support' sidebar with instructions and a 'Key to Screen Symbols' legend. The main form contains the following fields and options:

- User Id ***: 33
- Email Address ***: support.hcaidcs@che.gov.uk
- First Name ***: HCAI DCS Support
- Surname ***: HCAI DCS Support
- Primary Contact Telephone Number**: 9999999999
- Secondary Contact Telephone Number**: [Empty]
- Region ***: LONDON
- Organisation Type ***: Clinical Commissioning
- Organisation ***: NHS BARKING AND DAGI
- Sites ***: Select Site
- Roles ***: Read Only (No PII)
- Locked**:
- Force Password Reset**: (21-Sep-2015 11:09)
- Deleted**:
- Active**: (highlighted with a green box)
- Save** and **Cancel** buttons (both highlighted with green boxes)

Deactivate Account

- On the 'Manage User Account' screen, navigate to the 'Active' checkbox (Figure 7)
- Un-check the 'Active' checkbox
- Select 'Save' button
- The ICU DCS will display the Manage User Account screen
- The user will not be able to view or enter data for the deactivated organisation upon their next login

Activate Account

- On the 'Manage User Account' screen, navigate to the 'Active' checkbox (Figure 7)
- Check the 'Active' checkbox
- Select 'Save' button
- The ICU DCS will display the 'Manage User Account' screen
- The user will be able to access the ICU DCS upon their next login attempt

Unlock User Account

If a user has entered the wrong password on 5 occasions the ICU DCS will lock their account. A Local Administrator can unlock their account by unchecking the 'Locked' checkbox (Figure 8).

- On the 'Manage User Account' screen, navigate to the 'Locked' checkbox
- Un-check the 'Locked' checkbox

Figure 8: Unlocking user account

The screenshot shows the 'Manage User Account' interface. On the left, there is a 'Help & Support' section with instructions and a 'Key to Screen Symbols' legend. The legend includes: Error on page (red X), Attention (yellow triangle), Saved / completed (green check), Close screen / popout (black X), Information (blue exclamation mark), Text (blue box), and Button (blue box). The main form contains fields for User Id, Email Address, First Name, Surname, Primary Contact Telephone Number, Secondary Contact Telephone Number, Region, Organisation Type, Organisation, Sites, and Roles. The 'Locked' checkbox is checked and highlighted with a green box. The 'Save' button is also highlighted with a green box. A 'Cancel' button is visible next to it.

- Select 'Save' button
- The ICU DCS will display the 'Manage User Account' screen
- The user will be able to access the ICU DCS upon their next login attempt providing they enter the correct login details

If you are not able to un-check the 'Locked' checkbox, the account has been locked by PHE. To unlock that particular user account, please contact PHE.

Appendix

Organisation Types and User Roles

The ICU DCS 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 Blood Stream Infection by ICU.

Access to patient level data, with or without Personally Identifiable Information (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

Organisation Type	Hierarchy	Roles Supported	Access to patient level data (with or without PII)	Default Pathway **	Data visible on line listings
Public Health England (National)	National	<ul style="list-style-type: none"> System Administrator 	All	Reporting Route	All cases, no mapping applied
Public Health England Region	Sub National Group	<ul style="list-style-type: none"> ICU Local Administrator ICU Read Only* ICU Reports 	Cases reported by ICUs mapped to the region, and cases attributed to CCGs mapped to the region	Reporting Route	Reporting and commissioning routes. Resident pathway mapping
Public Health England Centre's	Sub National Group	<ul style="list-style-type: none"> ICU Local Administrator ICU Read Only* ICU Reports 	Cases reported by ICUs mapped to the centre, and cases attributed to CCGs mapped to the centre	Reporting Route	Reporting and commissioning routes. Resident pathway mapping
Local Authority	Sub National Group	<ul style="list-style-type: none"> ICU Local Administrator ICU Read Only* ICU Reports 	Cases mapped to the Local authority based on the resident pathway algorithm	Resident Pathway	Resident pathway
Directors of Public Health (DPH)	Sub National Group	<ul style="list-style-type: none"> ICU Local Administrator ICU Read Only* ICU Reports 	Cases mapped to the DPH via the CCG algorithm	Commissioning Route	Commissioning route
NHS England Local Offices	Sub National Group	<ul style="list-style-type: none"> ICU Local Administrator ICU Read Only* ICU Reports 	Cases reported by ICUs mapped to the Area Team, and cases attributed to CCGs mapped to the Area Team	Commissioning Route	Reporting and commissioning routes
NHS England	National	<ul style="list-style-type: none"> ICU Local Administrator ICU Read Only* ICU Reports 	All	Commissioning Route	All cases, no mapping applied
NHS England Region	Sub National Group	<ul style="list-style-type: none"> ICU Local Administrator ICU Read Only* ICU Reports 	Cases reported by ICUs mapped to the region, and cases attributed to CCGs mapped to the region	Commissioning Route	Reporting and commissioning routes
Clinical Commissioning Group	Organisation Unit	<ul style="list-style-type: none"> ICU Local Administrator ICU Read Only* ICU Reports 	Cases attributed to the CCG	Commissioning Route	Commissioning route
Department of Health	National	<ul style="list-style-type: none"> ICU Local Administrator ICU Read Only no PII ICU Reports 	All (no PII access for any user)	Reporting Route	All cases, no mapping applied

Organisation Type	Hierarchy	Roles Supported	Access to patient level data (with or without PII)	Default Pathway **	Data visible on line listings
NHS Trusts	Sub National Group	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	Cases reported by ICUs mapped to the centre, and cases attributed to CCGs mapped to the centre	Reporting Route	Reporting and commissioning routes. Resident pathway mapping
Intensive Care Units	Organisation Unit	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only* • ICU Reports • ICU Data Entry • ICU Sign Off Authority 	Cases entered by the ICU	Reporting Route	Cases entered by the ICU
Care Quality Commission	National	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only no PII • ICU Reports 	All (no PII access for any user)	Reporting Route	All cases, no mapping applied
PHE Field Epidemiology	National	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	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

Menu or Report Name	Sub Menu or Report Name	Role					
		ICU Local Administrator	ICU Data Entry	ICU Read Only (PII)	ICU Read Only (No PII)	ICU Reports Only	ICU Sign-Off
ICU Summary Dashboard	Summary Graph	View	View	View	View	View	View
	Trends Graph	View	View	View	View	View	View
	Data Collection Completeness	View	View	View	View	-	View
	Sign-Off History	-	-	-	-	-	View
Benchmarking Dashboard	Benchmarking	View	View	View	View	View	View
Case Capture	View/Add/Edit	Add/Edit	Add/Edit	View	View (pseudonymised)	-	View
Sign-Off Cases	Sign-Off Episodes	-	-	-	-	-	Edit
Search	Search Infection Episodes	Edit/Delete	Edit/Delete	View	View	View	View
User Administration	Manage Account Requests	Edit	-	-	-	-	-
	Manage User Accounts	Edit	-	-	-	-	-
	View/Edit User Details	Edit	Edit	Edit	Edit	Edit	Edit
	Change Password	Edit	Edit	Edit	Edit	Edit	Edit
	User Login Audit	View	-	-	-	-	-
	Account Request Report	View	-	-	-	-	-
Reports	User Account Report	View	-	-	-	-	-
	Line Listings	View	View	View	View (pseudonymised only)	-	View
	ICU Counts or Rates of Infection Episodes	View	View	View	View	View	View
	ICU Duplicates Report	View	View	View	View (pseudonymised only)	-	View
	ICU Denominator Report	View	View	View	View	View	View
	ICU Device Utilisation	View	View	View	View	View	View