



University Hospitals Dorset  
NHS Foundation Trust

# IT Training Information Pack

## For Nurses

**We are** caring  
**one team**  
**listening to understand**  
**open and honest**  
**always improving**  
**inclusive**

## Introduction

Welcome to University Hospitals Dorset IT Training Department

This pack has been designed so that you can quickly and easily find the relevant IT Training for your job role

We offer a range of training options including Instructor Led, eLearning modules, department/ward based Super Users and the IT Specialist Nurse Team

We have training rooms onsite at Poole and Bournemouth Hospitals with fully qualified trainers

Please see the list of courses on page 4 showing which role needs which training session and the delivery method

## eLearning

IT Specific eLearning can be accessed via your BEAT account or via the Intranet

### BEAT

1. Once you have logged into **BEAT** click **Find eLearning** on the homepage
2. Type the name of system, e.g. **EPR** or **ICE** into the search box and press Return
3. **Please note:** if you need both EPR and ICE, EPR must be completed first
4. Click **Register Me** (on the right hand side of the screen) and click **Confirm**
5. Go back to the homepage by clicking on the **House** icon
6. Click **Role** to view your '**Green Heart**' and see the eLearning course(s) here
7. Click on each course to load the eLearning
8. Once successfully completed your details will automatically be sent to IT overnight and they will create an account and/or add ICE permissions

### Intranet

1. On any PC in the trust click on the **Microsoft Edge** icon to access the Intranet
2. Click on the letter **I** in the A – Z at the top
3. Scroll down and select **IT Training**
4. Click the button at the top that says **IT Training Portal** to go to our SharePoint page
5. From here there are links to our eLearning catalogue, user guides etc

## Course Enquiries and Booking

To be booked onto an instructor led session or to enquire about training dates, complete one of the following:

1. Ask your ward PA, Line Manager or Practice Educator to arrange the relevant training
2. Send an email to the IT Trainers at [it.trainers@uhd.nhs.uk](mailto:it.trainers@uhd.nhs.uk)
3. If you have access to ESR, select Learning on ESR on your Employee Self Service, search for the required course and click enrol against the correct date – please note that you must let your line manager know as your roster will need to be updated
4. To contact the IT Specialist Nurse Team please email [lisa.brinkman@uhd.nhs.uk](mailto:lisa.brinkman@uhd.nhs.uk)

## PC Logins and eMail

A service desk call needs to be logged to request PC logins and eMail addresses. You cannot request this for yourself, so if not already requested please check with your Ward PA or Line Manager.

## Logging a Call on the Service Desk

If you need to have passwords reset, or access to printers etc you can either call the service desk on 4222 or log your own call using the instructions below.

1. On the Intranet, click on the button on the right-hand side called **UHD Self-Service Portal**
2. Here you will find the link to open the service desk, along with some useful documents and guides
3. Click on the green link at the top of the page
4. Click on **Log a New Ticket (Service Catalogue)**
5. All available forms are displayed in alphabetical order or you can use the search function at the top of the screen or the search filters to the left of the screen to narrow the search down, for example Most Popular
6. Once you have identified the correct form, select it to open  
**Please Note:** If you cannot find a suitable form, use the New Incident (Report A Fault) form for reporting problems or use the Service Request (Ask For Something New) form for requests You must only use these forms if there is not a suitable alternative as incorrect use may result in your call being delayed or cancelled
7. Click on the correct form to see the information, double check this is the correct form and click **Request**
8. Fields marked with a red asterisk are mandatory fields, ensure you add as much information as possible to prevent unnecessary delays
9. If, in the 'Your Details' section at the top are not yours (if you are using a pc that has been logged on with a generic log in), ensure that your details are added somewhere within the call, either in the details or there may be a field asking if you are reporting for yourself, select No if your details are not shown at the top
10. Click the **Save** icon – you should then see a call id number, make a note of this in case you need to check the status of your call

We look forward to seeing you on one of our courses soon

## IT Training Courses

Course	Ward Based Nurse	Outpatient Nurse	ED Nurse	Nurse Practitioner	Nurse Specialist	Delivery
Graphnet EPR	✓	✓	✓	✓	✓	eLearning via BEAT or Instructor Led
Sunquest ICE *	✓		✓	✓	✓	eLearning via Beat or Instructor Led
Evolve EDM *	✓	✓	✓	✓	✓	eLearning
eCaMIS Transfer and Discharge	✓		✓			Instructor Led
eCaMIS Admission (role dependant) **	✓		✓			Instructor Led
eCaMIS Register and Update (role dependant)	✓		✓	✓	✓	Instructor Led
eCaMIS Outpatient Clinic Management		✓		✓		Instructor Led
eCaMIS Outpatient Attendance Management **					✓	Instructor Led
eNA Nursing Assessments	✓					IT Specialist Nurse Team/Super User
eOBS - eObservations	✓					IT Specialist Nurse Team/Super User
Health of the Ward	✓					IT Specialist Nurse Team/Super User
Symphony			✓			In ED by the Practice Educators
EPMA	✓					eLearning
CIWL – RBH only	✓					No training required

\* Graphnet EPR must be completed before these courses

\*\* eCaMIS Patient Register and Update must be completed before these courses

