
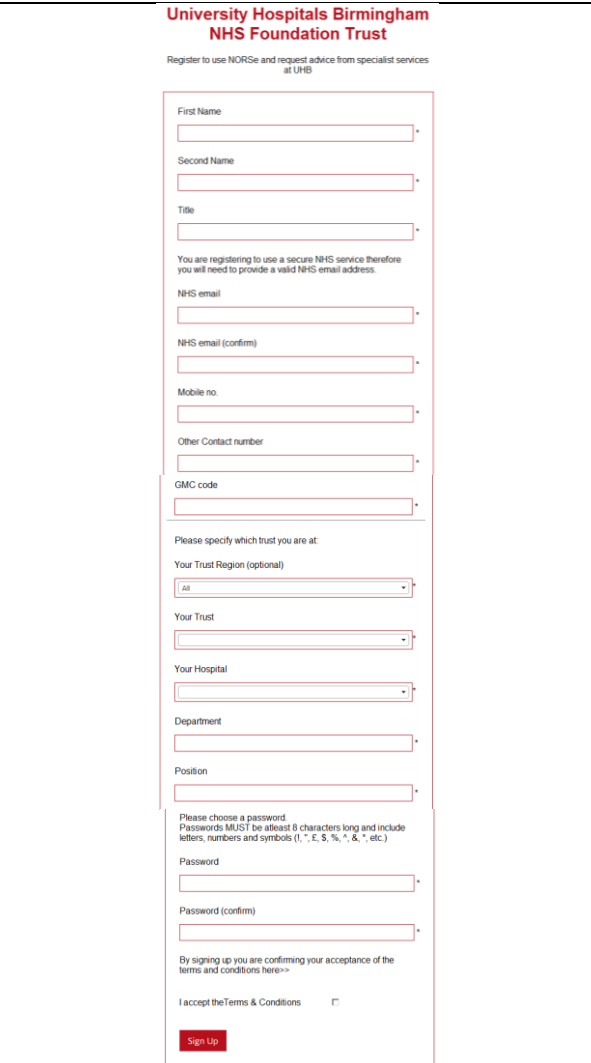


The following document provides NHS clinicians with guidelines for NORSE registration and answers to frequently asked questions related to managing their NORSE user account.

<b>REGISTER AND REFER</b>	<b>2</b>
FILL IN REGISTRATION DETAILS	2
<b>UPDATING YOUR ACCOUNT</b>	<b>5</b>
<b>FREQUENTLY ASKED QUESTIONS</b>	<b>7</b>
USERS WHO WORK AT MORE THAN ONE TRUST	7
INACTIVE NORSE ACCOUNTS AND CHANGING YOUR PASSWORD	8
FORGOT YOUR PASSWORD	8
CHANGING YOUR PASSWORD	8
<b>APPENDIX 1 - REGISTRATION FORM DETAILS DESCRIBED</b>	<b>9</b>
<b>APPENDIX 2 - NORSE USER PROTOCOLS</b>	<b>10</b>

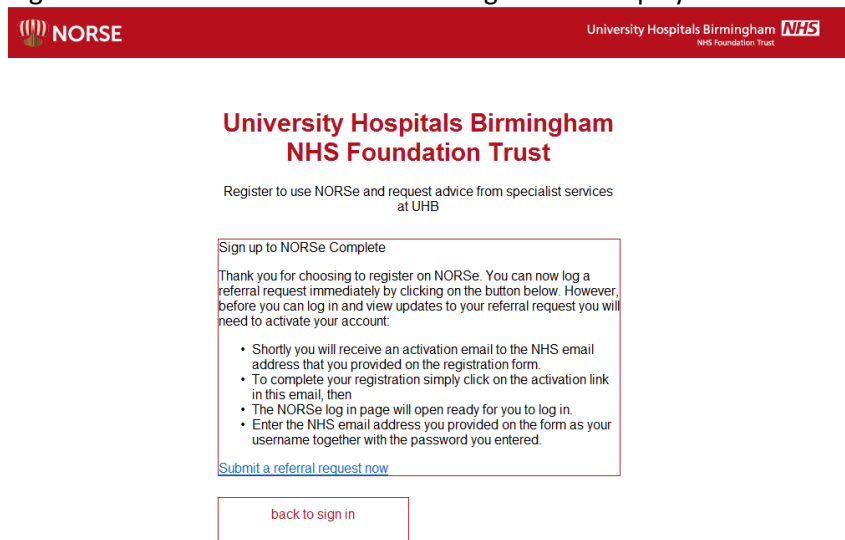
## Register and Refer

NORSE has been designed to allow busy clinicians to submit a referral request to a specialist service. Users can register online with an NHS email address and are able to submit referral requests immediately.

<ul style="list-style-type: none"> <li>To register on NORSE click on <b>Create Account</b></li> </ul>	
<p><b>Fill in registration details</b></p> <p><b>Note:</b> Please refer to the guidelines on the last page of this guide for a full description of the fields on the registration form.</p> <ul style="list-style-type: none"> <li>You are registering to use a secure NHS service therefore you will need to provide a valid <b>NHS</b> email address. <b>Note: the email address will also be your username.</b></li> <li>You can use either an nhs.net or a trust specific email address.</li> <li>If you work at more than one trust it is recommended that you use your nhs.net account rather than your trust email address. (see 'updating your account' on the next page)</li> <li>The system will use this email address to send you notifications each time a referral request that you log (or has been shared with you) is updated.</li> <li>Mandatory fields are highlighted in yellow and marked with an asterisk.</li> </ul>	

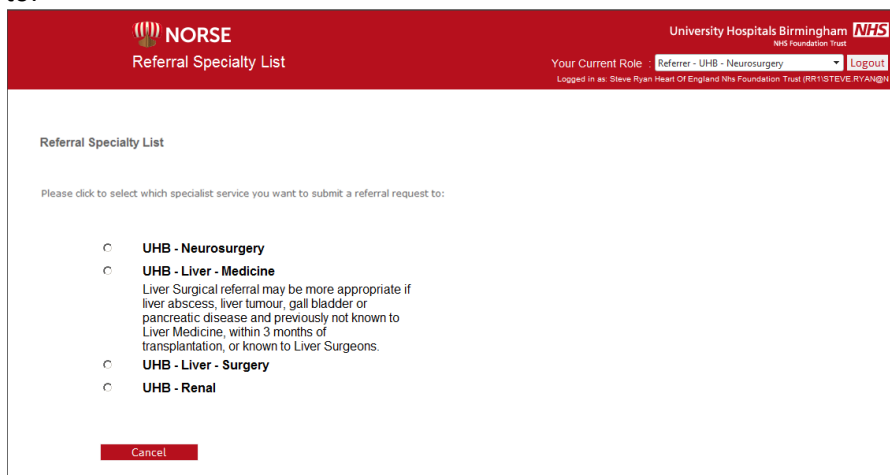
- Once the form is complete click on the 'Sign Up' button

- The following instructions and confirmation message will be displayed:



Once you have successfully registered you will be able to log a referral immediately by clicking on the ‘[Submit a referral request now](#)’ link. However you will need to **activate** your NORSE account from your email in order to view any replies.

- If you proceed to [submit a referral request now](#), you must choose the hub specialty you want to refer to:



- The submit referral form for the hub specialty selected opens
- Complete the referral form and submit the referral request
- **Confirmation screen appears.**
  - You will see a message advising you that your referral request has been submitted and that you will shortly receive an activation email

**Note:** At this point the referrer can still submit further referral requests, but they will not be able to log onto the system and view the referrals they have logged or any replies they may receive until they have activated their NORSE account by clicking on the activation link in the registration email sent to them.

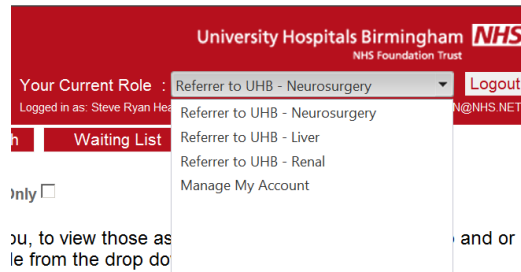
**Note:**

- The system creates the user a NORSE referrer account:
  - NORSE role(s): Referrer role to all hub specialties available on the NORSE instance they are visiting
  - User Trust: as entered on registration form
  - Username: NHS email address as entered on form
  - Password: the password entered on the registration form
  - Expiry date is set to now (and will remain expired until the user has clicked on the link in their activation email)

- The system sends an email to the user’s NHS email address (as entered on form) with an activation link
- The user activates their NORSE account by clicking the link. The system updates the user’s NORSE account expiry date to 70 days from now.
- User logs in with their email address and the password they entered when registering.
- User can now access NORSE, but can only view the referrals that they have submitted. (See following sections regarding extending access to other referrals that a colleague invites you to ‘share’ or **all referrals** at their trust if an Administrator allows them to.)

## Updating your account

- To update your account details you need to log in and go to the **Your Current Role** dropdown box and select **Manage - My Account**



- You can use this form to change any of your details. To submit the updates you will need to provide a password.  
**Note:** Refer to the guidelines on the last page of this guide for a description of the fields on the registration form.  
**Note:** When completing the form click in any of the boxes on the form to display tooltip/further information.

The 'Manage Account' area allows you to:

- Change your email address (which is also their username)
- Change your password
- Change your contact phone number
- Change your mobile phone number
- Change your Prof Reg no.
- Change your trust (e.g. doctors on rotation) – if you change your trust you will not be able to see any referrals from your previous trust, unless you change your trust back again.
- Change your Department
- Change your Position

**NORSE** University Hospitals Birmingham NHS Foundation Trust

Maintain Specialties Your Current Role: Manage My Account - Logout  
Logged in as: Steve Ryan Heart Of England Nhs Foundation Trust (RR1)STEVE.RYAN@NHS.NET

**Update Your Account**

Name

If you change the email address here the new address will become your username and the system will send all update notifications to the new email address.

NHS email

NHS email (confirm)

Other Contact number

Mobile no.

Prof Reg No. (e.g. GMC code)

Trust Region (optional)

Trust

Hospital

Department

Position

Contact numbers: the system will text a notification to the mobile number recorded here everytime a referral you have logged (or has been shared with you) is updated. This number will also appear on your contact details should a clinician in the specialised service need to contact you.

Enter a password: Please provide a password to submit your updates. This can be your current password or you can choose to enter a new one.  
Passwords MUST be atleast 8 characters long and include letters, numbers and symbols (!, ", £, \$, %, ^, &, \*, etc.)

Password

Password (confirm)

You are confirming your acceptance of the terms and conditions here>>>

I accept the Terms & Conditions

[Update](#) [Home](#)

**Note:** If a user tries to create a new account or update their existing account with an email address that is already registered, then they will see a message and will be asked to follow the reset password and/or amend their account details – see Reset Password and Manage Account Sections

## Frequently Asked Questions

### Users who work at more than one trust

- You can only log and review referral requests for the trust that your NORSE account is currently assigned to, however you can change your account details to swap between trusts as required:
  - If you work at more than one trust you will need to update your account to specify which trust you are working at today. This will enable you to see all referral requests that you have logged (or have been shared with you) at that trust.
  - To view referrals that you logged (or have been shared with you) at other trusts you would need to update your account to swap back to the other trust. *You can change trusts as often as you need to.*

The screenshot shows the 'Update Your Account' form in the NORSE system. The form includes fields for Name, NHS email, Other Contact number, Mobile no., Prof Reg No. (GMC code), Trust Region, Trust, Hospital, Department, and Position. A 'Your Current Role' dropdown menu is set to 'Manage My Account'. A callout box points to this dropdown menu, stating: 'To change your trust you need to go to the 'Your Current Role' drop-down box and select 'Manage-My Account'.' Another callout box points to the 'Trust' dropdown menu, stating: 'Then select the 'Trust' drop-down box and choose the appropriate trust, this can be changed as often as needed.' A third callout box explains the contact numbers field: 'Contact numbers: the system will text a notification to the mobile number recorded here everytime a referral you have logged (or has been shared with you) is updated. This number will also appear on your contact details should a clinician in the specialised service need to contact you.'

## Inactive NORSE accounts and changing your password

You can change your NORSE password whenever you want. However please note that after a period of 70 days of inactivity your NORSE account will expire. To reactivate your account you will need to reset your password:

### Forgot your password

- From the login page select **Forgot password**
- Enter the NHS email address that you registered with and click on **Send New Password**

Registered e-mail address

Send New Password

back to sign in

- Half of your password will be displayed on the screen; make a note of it
- NORSE will email the other half to your registered NHS email address.

**Note:** the passwords include punctuation characters, make sure you include these even if they are the last character in the password.

When you next log in, you can follow the steps below to change your password →

### Changing your password

- Select 'Manage-My Account' from the 'Your Current Role' dropdown box
- Type your chosen password into the 'password' field and again for the 'confirm password' field.

**Note:** Passwords MUST be at least 8 characters long and include letters, numbers and symbols (!, ", £, \$, %, ^, &, \*, etc.)

- Once you have entered your password click **Update**.



## Appendix 1 - Registration Form Details Described

<p>First Name <input type="text"/> *</p> <p>Second Name <input type="text"/> *</p> <p>Title <input type="text"/> *</p>	<p><b>Your name:</b> The name recorded here is the name that will be displayed in the system when you post messages. It should be the name that you are known by professionally:</p>
<p>NHS email <input type="text"/> *</p> <p>NHS email (confirm) <input type="text"/> *</p>	<p><b>NORSE only accepts valid NHS email addresses.</b> The email address recorded here is used as your <b>NORSE username</b>. In addition the system will email a notification to this address everytime a referral you have logged (or has been shared with you) is updated. <b>If you change the email address here the new address will become your username and the system will send all update notifications to the new email address.</b></p>
<p>Mobile no. <input type="text"/></p> <p>Other Contact number <input type="text"/> *</p>	<p><b>Contact numbers:</b> It is recommended that you provide a mobile number here. If you do then the system will text a notification to you everytime a referral you have logged (or has been shared with you) is updated. This number will also appear on your contact details should a clinician in the specialised service need to contact you.</p>
<p>GMC code <input type="text"/> *</p>	<p>Please provide your GMC code or other professional registration number here. If it is not known at the time of registration please enter 'unknown' and update as soon as you can</p>
<p>Please specify which trust you are at</p> <p>Your Trust Region (optional) <input type="text"/> All</p> <p>Your Trust <input type="text"/></p> <p>Your Hospital <input type="text"/></p> <p>Department <input type="text"/> *</p> <p>Position <input type="text"/> *</p>	<p>Your Trust, Hospital, Position and Department are needed so that the service you are contacting has your complete contact details. If the hospital is not listed please choose 'Other'</p> <p><b>Note:</b> If you work at more than one trust you can use this area to change the trust you are at when required. When you log in to NORSE you will only be able to view your referrals for the trust you have currently selected here.</p>
<p>Please choose a password. Passwords MUST be atleast 8 characters long and include letters, numbers and symbols (!, ", £, \$, %, ^, &amp;, *, etc.)</p> <p>Password <input type="text"/> *</p> <p>Password (confirm) <input type="text"/> *</p>	<p>Please provide a password. When updating your account details this can be your current password or you can choose to enter a new one. Passwords MUST be at least 8 characters long and include letters, numbers and symbols (!, ", £, \$, %, ^, &amp;, *, etc.)</p>
<p>By signing up you are confirming your acceptance of the terms and conditions here&gt;&gt;</p> <p>I accept the Terms &amp; Conditions <input type="checkbox"/></p> <p><input type="button" value="Sign Up"/></p>	<p>You must accept the Terms and Conditions to use NORSE.</p> <p>These are a legal agreement between you and the specialist services at University Hospitals Birmingham NHS Foundation Trust (UHB) for the NORSE web application software <u>and</u> the data supplied with the software.</p>

## Appendix 2 - NORSE user protocols

- **Don't only rely on NORSE.** NORSE provides an **additional** method of contacting specialist centres, but is not the only means of communication. It is important to note that in addition to NORSE, every centre has on-call phone numbers and/or bleeps which can and should be used alongside NORSE where necessary.
- **You are responsible** for the referral requests and messages you submit and also for acting on the advice you receive on NORSE. When you register on NORSE you agree to the Terms and Conditions.
- **On registration:**
  - A user registers their NORSE account with a hub, or group of hubs (i.e. to refer to services at that hub),
  - A user chooses which trust they are referring from
  - The NHS email address that a user provides will be used as their username and also as the address for the NORSE system to email notifications when messages / advice are posted for their referrals.  
Note: if you change your email address you should update your NORSE account
- **Only register one NORSE account with a NORSE hub.** Norse will allow users to register more than one account, but we advise that the best practice is to have **just one account** with a hub, otherwise a user may have some referrals stored on one account, and others stored in a different account. It is better to have one account, and to use the manage account feature to change their email address, password and trust as and when needed.
- **Make sure you keep your NORSE account up to date (particularly if you move between trusts):**
  - Users should keep their NHS email address up to date. If they move between trusts either use their nhs.net address or make sure they update their NORSE account as and when they move.
  - Users should update their NORSE account with their current trust. When a user logs a referral request, it is **from** the trust that their NORSE account is currently assigned to, and is **to** a specialty at the hub(s) that they registered their account with.
- **You can only view your NORSE referrals.** Users can only see the referrals that they have logged or that have been specifically shared with them by another registered NORSE user.  
*In some cases a referring trust can nominate a system administrator who may be able to give designated users enhanced access to see all referrals submitted from their trust.*
- **Make sure you only share NORSE referrals appropriately.** It is the user's responsibility to only share referrals with others, where it is appropriate to do so.
- **Refer to any specialty available on NORSE at a Hub.** All registered NORSE users can refer to any of the specialties set up at the hub(s) they have an account with. If another specialty at a hub makes their service available on NORSE then all registered users will automatically find that they will be able to submit referral requests to that service too, if required.