**OST MODULE TROUBLESHOOTING & HOUSEKEEPING / Questions and Answers**

**TROUBLESHOOTING**

**When I try to log in NEO says there is a problem with my user name and password combination?**

Firstly, check you are using the correct website <https://scotland.needleex.co.uk/secure/login>. NEO have multiple websites and if you use Google to try and find it you will be directed to the wrong one and your username and password will not work. It will say NEO 360 Glasgow in the top left corner, if it says NEO 360 Scotland or NEO 360 UK, you are on the wrong site and your log in details will not work. Please save this web address on your system.

**Which members of staff can access the module?**

ONLY staff with a GPhC number can access the module. Claims submitted will have the name and GPhC number of the person who has checked the claim and agreed to the counter fraud declaration. This person is responsible for this claim and will be contacted with any queries about the claim (User guide page 14). Do not grant access to unregistered staff or let them use your GPhC registration number to gain access, this is fraudulent.

**I am going on holiday/sick leave; can someone make the claim on my behalf?**

No, by logging in using your personal username and password and submitting a claim, you are agreeing that you have personally checked that claim and it is correct. If you share your username and password you will still be held responsible for claims made using it as you have shared your details. If you are unable to make a claim, someone else in the store must be set up as a user and can then check the claims and submit using their own details. If there is no-one else in the store registered with the GPhC and therefore able to make a claim, you must contact your area manager who can decide what action to take.

**I have moved store but cannot create a new log in as it says my email address is in use?**

You are required to enter an email address on to the system so you can reset your password if you forget it. You can only use an email address once within the NEO system so that NEO knows which password you are trying to reset. When you leave a store log on to the NEO system, remove your email address and change your user status from ‘active’ to ‘inactive’. This will mean when you try to create a new log in in another store there will be no issues with duplicate email addresses. If you forget to do this, contact your previous store and ask the current manager to do it for you.

**What is the managerial log in for?**

The managerial log in is only to manage staff access to the OST module. The username and password must only be used by the pharmacy manager to manage access in order to ensure data protection at each site (User guide page 14 & 15). The pharmacy manager is responsible for ensuring the managerial log in remains secure and that other staff do not have access to it. It is important staff access is checked and updated regularly to maintain data protection.

**I am new to this store but do not know what the managerial log in is?**

It is the responsibility of each contractor to ensure a procedure is in place for the transfer of the managerial log in from an outgoing manager to the new one. This may be storing it securely, in a tamper proof container, in the CD cabinet or other restricted access area but this is for each contractor/company to decide. There should be a locally agreed SOP for this procedure and this should be checked as part of regular due diligence/clinical governance auditing process. If you do not have this in place, please ensure it is developed and implemented.

**HOUSEKEEPING**

ALWAYS use a work or nhs.net personal email address for your log in as this will be used to send queries about claims you have submitted.

DO NOT use your personal email address for a managerial log in. These will all be changed to the stores individual clinical mail box address in due course. Do not change this.

AVOID using personal email addresses such as Gmail or hotmail.

**Lots of staff are registered on our system and can access the module but have either left or don’t need access.**

As part of your company SOP for the use of the module to make claims there should be a requirement to carry out housekeeping on your modules access at regular intervals e.g. once per month. This would include removing email addresses and changed staff access status from active to inactive if they do not need to access the module. Remember, the module contains confidential patient and financially sensitive company information and who can access it is the responsibility of the manager.

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