



NEO 360

Staff Log In & System Housekeeping

Generic User Guide

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NB: This guidance only relates to Site Manager NEO functions. For guidance on individual modules please refer to the specific module user guide.

1. What is NEO 360?

NEO 360 is a web based recording tool that is used for many applications across NHS Greater Glasgow and Clyde and across Scotland.

Modules include Injecting Equipment Provision (IEP), Assessment of Injecting Risk (AIR tool), Naloxone Provision, Opioid Substitution Therapy (OST) Provision, Blood Borne Virus (BBV) Testing, HIV Medication Service, Flu Vaccination Service and COPD Assessment.

A NEO site is created centrally for each pharmacy and the relevant modules allocated for the pharmacy. Each site has a specific manager log on, a generic IEP log on (IEP stores only) and relevant individual staff log ons.

- **Manager Log In** – Only to be used to add or remove staff or alter staff privileges/information.
- **Generic IEP Log In** – Only to be used to record IEP transactions.
- **Individual Staff Log In** – When recording/accessing patient identifiable information then staff entering or accessing that information must be identifiable. Some modules, such as the OST module, require the staff member to be a member of the GPhC to enable them to access the module and submit claims.

2. Site Manager Access to NEO 360

a. Manager Log On

Each pharmacy site is provided with a unique manager log in specific to that site. This is set up centrally and the username should not be amended in anyway. A password will be provided but this should be updated by the manager (see section 2c). An email address is required to be added to enable password re-set. This email address should ideally be the clinical mailbox email address or individual pharmacy employee/NHS.net email address. The manager log on should **ONLY** be used to add/remove staff or alter staff permissions/information. This **MUST NOT** be used for the submission of claims or module access.

b. Accessing NEO 360

<https://glasgow.neo360.systems/Secure>

Enter Username and Password

Click Login

neo360®
UK

HOME
Version 8.53.1
TEST SYSTEM

LOGIN

LOGIN DETAILS

★ Username:
★ Password:
Login

Login Details
Please enter your username and password to login to the system.

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c. Registering New Staff

The site manager is responsible for creating individual staff usernames and passwords.

It is the responsibility of each individual to keep their username and password secure and not share the information with anyone else.

- Login using the site manager username and password
- Staff option is available near the top of the screen, circled below

neo360®

HOME HELP LOGOUT
Version 8.53.1
TEST SYSTEM

UK
NHS GREATER GLASGOW AND CLYDE - BOND PHARMACY

CHANGE DETAILS STAFF REPORTS REFERRAL NEWS

IEP IEP BATCH BLOOD TESTING NALOXONE SITE DIARY ORT CLIENT DIARY

TRANSACTION TRANSACTION

STAFF OPTION

Add a New Staff

STAFF LIST

Staff Name		Created On
E	MS Down, Ben	2016/07/22
E	MS Gillespie, Robert	2016/03/30

- Enter first name, last name and General Pharmaceutical Council registration number
- Create a memorable username and password
- Select live.
- Select **ONLY** the relevant module(s) for the staff member. (E.g. OST access MUST only be granted to a GPhC registered staff member, likewise the Naloxone module should only be selected if the staff member has undertaken NHS GGC naloxone training for trainers).

The screenshot shows a 'Permissions' form with a list of modules and their corresponding checkboxes. The modules listed are: Client Diary, Naloxone, News, IEP Batch Transaction, IEP Transaction, IEP Transaction Register Only, Report, Site Diary, Staff, Blood Testing, View Referral, ORT, and Flu. The checkboxes for 'Naloxone', 'ORT', and 'Flu' are circled in red. A red box with the text 'Only select the relevant module for the staff member' has arrows pointing to the 'Naloxone', 'Blood Testing', and 'ORT' checkboxes.

- **Do not select any other modules without contacting the system administrator.**
- **Do not grant any other staff member access to staff details, only the site manager should have this access.**
- If the staff member will be registered at more than one pharmacy then separate user names will need to be created at each location. We would recommend this takes the form of the staff members name and postcode of the site e.g. Mickeymouseg511dh. For multiples, there is an option for relief managers to be provided with multisite access (see section 3).
- Save the changes you have made
- Staff member will now be able to log on and see the relevant module at the top left of the screen. Staff will only see the modules for which they have been granted access so this will vary from person to person

d. Updating Staff Passwords/Permissions/Information

- Login using the site manager username and password
- Click Staff option
- Locate the staff member name from the list of staff shown and click E to edit
- Make the required amendments and click save

e. Removal of Staff Access

If a staff member leaves or is off long term their account should be changed to inactive until such times as it is required again.

- Login using the site manager username and password
- Click Staff option
- Locate the staff member name from the list of staff shown and click E to edit
- Under log in details section, under Active, click No
- If the staff member will not return then please delete the email address
- Click save

f. Moving job/base

If the site manager leaves then they must pass on the site manager username and password to whoever takes over from them. The new site manager should then create a new password for security reasons. This can be done by editing the manager log on (see section 2d). The new manager must also create their own new staff log in if required to access the relevant modules (see section 2c) and ensure that all staff information within the module is accurate and make any necessary changes.

g. IEP Generic Log On

Each IEP pharmacy should additionally have a staff member listed in NEO named as **IEP Staff Member**. **Do not enter a staff name e.g. Mickey Mouse**. IEP transactions are anonymous and for ease of use, the username and password can be shared amongst IEP staff. This is for IEP Module access ONLY. The associated email address for this “staff member” should be preferably the generic pharmacy or store email for the pharmacy. Staff requiring access to other modules should be provided with their own unique username and password.

3. Multi-site access

Community pharmacy multiples may employ relief pharmacists or technicians who will require access to modules within different branches. As email addresses can only be used once within the NEO 360 system, then it can be difficult for relief pharmacists to create separate log ins for multiple pharmacies.

The addiction pharmacy team can create a multi-site log in for each identified relief pharmacist, allowing them to select an individual pharmacy from a user defined drop down list and perform any necessary functions. Each pharmacist would be provided with their own username and password.

There must be an identified individual within the pharmacy group who will act as the site manager for the group’s relief staff and be responsible for managing and reviewing the staff listed as reliefs.

To discuss this option further please contact Amanda Laird or Laura Wilson (see section 5).

4. Troubleshooting

If you are unable to log on to the NEO 360 system, please check that you have the correct URL <https://glasgow.neo360.systems/Secure>

- If you are unable to add a new staff member because an email is already in use then please contact a member of the addiction or community pharmacy development team as relevant.
- If you have forgotten your password then follow on line instructions in the first instance. If needed this can be reset centrally a member of the addiction or community pharmacy development team as relevant.
- For module specific queries please refer to the help/useful contact section of the relevant module use guide.

5. Useful contact details

Addiction Services Pharmacy Team	Main telephone number	0141 303 8931
Community Pharmacy Development Team	Main telephone number	0141 201 6042
Laura Wilson – Addiction Pharmacist	ADRS.PharmacyTeam@ggc.scot.nhs.uk	07557012875
Amanda Laird – Addiction Pharmacist	ADRS.PharmacyTeam@ggc.scot.nhs.uk	07557012879
John Campbell – IEP Improvement & Development Manager	ADRS.PharmacyTeam@ggc.scot.nhs.uk	07557012871
Janine Glen – Contracts Supervisor	Janine.Glen@ggc.scot.nhs.uk	0141 201 6049