

Provider Administrator/Service Manager Cinapsis Tasks and FAQ's

This document is split into two sections:

1. [Tasks](#): This describes the tasks required for the user group
2. [FAQ's](#): This section provides answers to frequently asked questions based on the listed tasks



Tasks:

What do we need to do?	What level of permission is needed within Cinapsis?	Who will need to do it?	How often?
Regular Tasks			
Supervising Worklists for specialty (reviewing all user activity to ensure all cases have been responded to)	Administrator	Service Administrator/Manager	Daily (target of 3 working days for e-opinion responses and call outcomes)
Rota Management – ensuring that the rota is accurate and kept up to date	Administrator	Service Administrator/Manager	Daily/weekly
Supervising service performance and taking appropriate action where required (e.g. escalation)	Administrator	Service Manager	Daily
Occasional/Rare Tasks			
Add/remove/edit users	Administrator	Service Administrator/Manager	As required
End user training	Clinical OR Administrator	Service Administrator/Manager	As required
Review Cinapsis Dashboards for Service reporting	Administrator	Service Administrator/Manager	Weekly



purposes and continual improvement			
Request receipt and review of Cinapsis data extracts for service reporting outside of Cinapsis	No access required	Service Administrator/Manager/Project or service improvement team	Monthly
Request deployment of Cinapsis Floating Toolbar to additional/new machines for booking team (only if Cinapsis eRS interface in use)	No access required	Service Administrator/Manager	At roll out and then as required
Download (and update)the Cinapsis app to mobile devices	No access required	Service Administrator/Manager/End User	At roll out and then as required
Raise Issues relating to Cinapsis	No access required	Any End User	As required
Update pathways and key messages (or request change from Cinapsis)	Administrator	Service Administrator/Manager	As required
Support for future developments including eRS integration	Administrator	Service Administrator/Manager	At point of implementation
Adding new pathways/support with adding new pathways	Administrator	Service Administrator	As required

Frequently Asked Questions:

1. How do I access to Cinapsis?

Full instructions on getting started with Cinapsis can be found within the knowledge base: [Getting started with Cinapsis | the Cinapsis app Help Center \(kb.help\)](#)

- The service lead will invite you to onboard your account in Cinapsis.
- You will receive an email from Cinapsis Mail which will invite you to complete your setup by clicking on the link in the email. Click the link and follow the steps.
- You can then log in securely via web browser and mobile device
- Download the free Cinapsis app from the App/Play Store and log in with the password you have set up.



- You can save the password or enable Touch or Face ID if your phone has this capability.
- We advise you to save the Cinapsis phone number (**0203 3322 4757**) in your Contacts to help recognise it's not an unsolicited call.

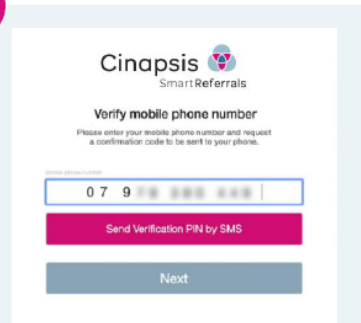
GETTING STARTED

1



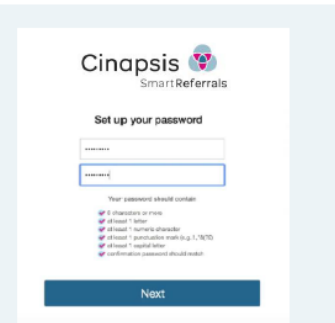
You will receive a welcome email containing a link to register your account. Follow the steps to create your account

2



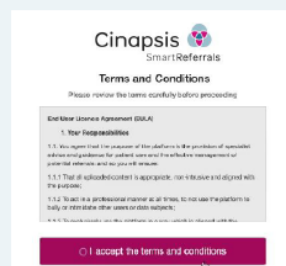
Begin by entering the PIN

3



Set up your password

4



Read and accept the Terms & Conditions.

5

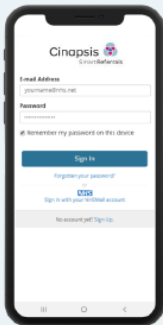


Download the app and start using Cinapsis.

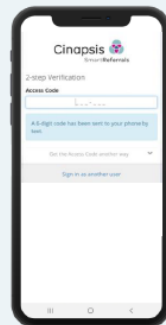
LOGGING IN

1

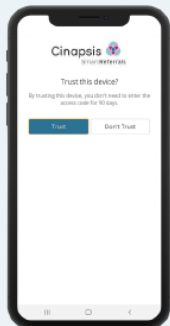
Log in from your APP



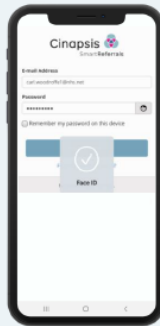
Log in using a secure username and password or your NHS Mail Single Sign-On



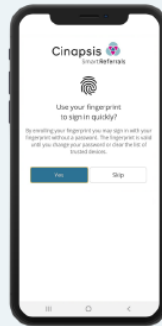
Insert the access code for the 2-step verification



Press Trust this device if you will be using it regularly



Sign in with Face ID if enabled on your iPhone device



Enable Touch ID for fingerprint authentication

2

Log in from your BROWSER



Go to app.cinapsis.org from your preferred browser and log in



Insert the access code for the 2-step verification and Trust this device if you will be using it regularly

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2. I have forgotten my password, what do I do?

If you forget your password, simply click **Forgotten your password?** on the login screen and follow the instructions to reset it

3. I want to add, remove or edit a user, what do I do?

To add a new or existing user to your Practice or team you need to have access to Cinapsis as an administrator.



Look for this symbol:

- You will then be able to see a list of all users for your organisation.
- New users can then be added by selecting this symbol:

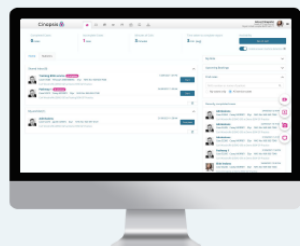


- The system will recognise if the person you are adding already has a registered account. To add a person who already has an account, please use the magnifying glass symbol.
- Once registered, the person will receive an email via the email address listed on their user account. Email reminders can be set to automatically be sent out every 7 days if required.

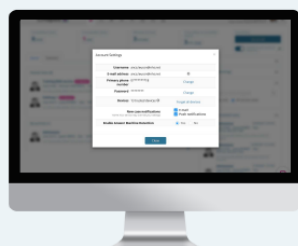
4. How do I access and review the service inbox?

Cinapsis creates patient lists automatically to allow you to manage patients from one place. Further information can be accessed here: **Managing patient lists | the Cinapsis app Help Center (kb.help)**

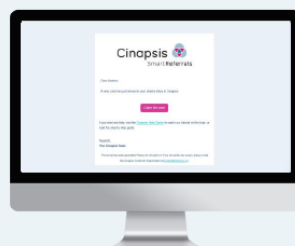
MANAGING NEW CASE NOTIFICATIONS



From your homepage, go to the hamburger menu in the top right corner and select **Account Settings***



In **Account Settings**, choose how you prefer to be notified about new cases



Select email to receive email alerts for new cases with a link to claim the case



Select push notifications if you prefer receiving phone alerts



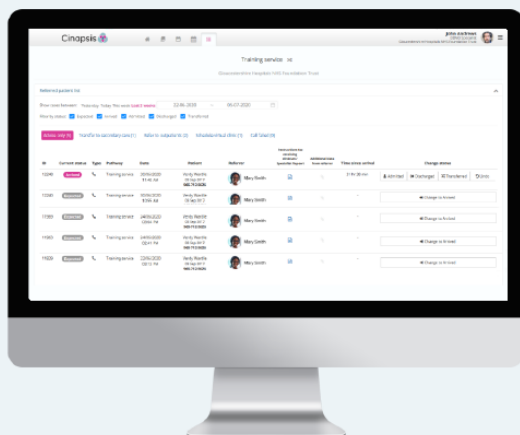
When you're logged in to Cinapsis, a new case will always go into the badge count on the Cinapsis app icon

*Service administrators can disable email and/or push notifications at service level

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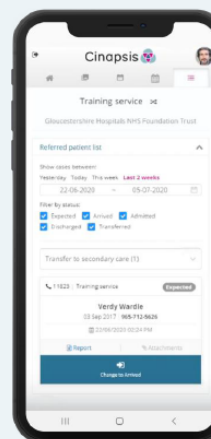
MANAGING PATIENT LISTS AND YOUR TASKS

1



Cinapsis will automatically generate patient lists. In **Service Outcomes** filter the patient list by date, outcome or status. Open the patient's file to review the patient's management plan or listen back to a recording

2



Change a patient's status (for example to **Arrived**) to keep everyone in the team informed

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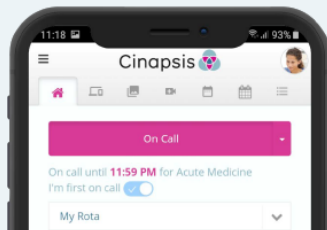
5. How do I manage a rota?

There is a short guide available which is accessed via the Cinapsis knowledge base for further information:
Managing your rota | the Cinapsis app Help Center (kb.help)

- If managed by admin team, there's no need to put yourself on call. When you are on the rota, you will receive a text message notifying you that you're on the Cinapsis rota
- The specialist can override the rota set up by the administrator by selecting the "Go on call / go off call" button or simply pausing it for 10, 20 or 30 minutes.
- If a call comes through, please do not turn your phone off. Answer the call in the usual way and follow the voice prompts to pause your rota.
- If you're going off call, we recommend checking that there is someone else available to take the calls.
- The admin can nominate a 1st person on call, but the specialist can also put themselves First on if they want incoming calls to come to them first, otherwise the system will assign calls to them randomly.
- Once you're on the rota, there's no need to be logged on to Cinapsis as calls will come through and can be treated as normal telephone calls. Answer the call and press 1 on the numeric keypad to accept it.
- Once you're off the Cinapsis rota, no calls will come through anymore until your rota starts again.
- We advise that your mobile number is never shared or viewable to anyone. This way, it's impossible to receive calls outside of the Cinapsis rota.

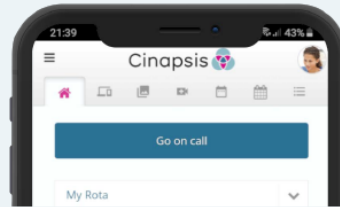
MANAGING YOUR ROTA

1



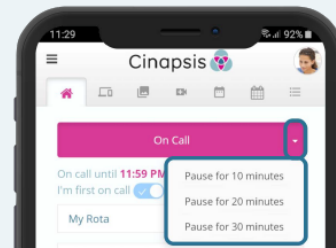
When on Call, click the **First on call** button if you want incoming calls to come to you first, otherwise the system will assign calls to you randomly

2



To take yourself off the rota, press the pink **On Call** button which will turn blue. You won't receive any more calls. Press it again when you want to go back on the rota

3



You can also **pause your rota for 10, 20 or 30 minutes** from the app or from the browser

6. How do I access analytics and reports for service reporting and performance purposes?

The analytics and reports tab of Cinapsis is only available to those with administrative access.

Select this icon:



To be taken to the analytics and reporting tab.

Information can be downloaded as an excel spreadsheet or accessed directly using the Cinapsis dashboard.

7. How do I download or update the Cinapsis app?

Full instructions on getting started with Cinapsis can be found within the knowledge base: **Getting started with Cinapsis | the Cinapsis app Help Center (kb.help)**

To update the app, follow the instructions on your mobile device, or change the settings to automatically update the app.

8. Who do I contact if I have a technical issue with the Cinapsis system?

First of all, to ascertain if the issue is with Cinapsis itself, can you get online and access other webpages? If not, you may need to contact your local IT team for help.

If you believe the issue is specifically with Cinapsis itself, the team can be contacted in a number of ways:

By email: support@cinapsis.org

Or by phone: 0203 858 0124

Or by using instant message via the Cinapsis system

9. How do I add or update a key message or pathway?

This can be done within the Cinapsis system by someone who is experienced with navigating the system and with administrative access. However, please do contact the Cinapsis team if you need additional support with this task. This can be done in the following ways:

By email: support@cinapsis.org

Or by phone: 0203 858 0124

Or via the instant message icon:



10. Where can I get more information?

Further information can be accessed via the knowledge base:



Or by contacting Cinapsis directly using the details above.