

NIMS Complaints Module

Training & User Setup

NCGLT

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Setting up users

- Users must complete the NIMS Complaints Module set-up form available online [NIMS User Set Up Request Form: Complaints Management Database.doc \(size 161.8 KB\)](#)

Site name: (Hospital / Location):	e.g. Maternity Hospital Limerick, ULH
Is your Site connected to eGov VPN?	Yes (all HSE sites are connected to eGov VPN)
User name, Job Title, Phone & Email Address: (Firstname and Surname)	Applicants name, title and contact details
Users PC/Laptop ID Number:	Often called 'Helpdesk Number'
Division: (i.e. Mental Health/Acute Services/Primary Care/Health & Wellbeing/Social Care/Other – please specify)	Acute Services, Mental Health, Primary Care, Health & Wellbeing, Social Care
Please specify the level(s) of access for the location structure requested for this user and include details of the CHO/Hospital Group/Corporate group that the access request applies to.	Acute (Hospital Name, area of responsibility for Complaints handling e.g. Directorate of Medicine) CHO (Division - Mental Health, Primary Care, Health & Wellbeing, Social Care)

I require this user to: (select only 1 of the following)

- a) **Formal Complaints** – Access to input Formal Complaints, search, edit and reporting rights.
- b) **Formal Complaints** – Report only. Access to report data, but no access to individual complaints or files

I require this user to have access to incidents involving: Formal Complaints

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Authorisation: Designated Information Owner – Chris Rudland

Type of user

- View : Report only. Access to report data, but no access to individual complaints or files
- Edit: Access to input Formal Complaints, search, edit and reporting rights

Security – who can see what?

NIMS is used to manage adverse events as well as formal complaints. Security is very important within NIMS and is based on 2 key criteria:

- Location** – what locations do I have access to?
- Access** – what can I do with things I have access to?
 - Change and save records
 - Create new records or
 - Read-only reporting

PC Requirements

Minimum Client Machine Requirements for NIMS. The user must log a call with their local ICT Department to determine whether their hardware/software meets requirement.

Hardware

- Connection to the Government Virtual Private Network
- DSL Internet connection
- Monitor which can support a resolution of 1024 x 768
- 2gb RAM

Software

- Windows 7
- Microsoft Internet Explorer 8.0 – 10.0 (no greater than 10.0)
- Clients must set workstation Internet Options to allow the following: pop-ups, run ActiveX controls, downloads and web sites to open windows without address or status bars.
- Adobe Acrobat Reader 9.0, 10.0
- Microsoft Silverlight 5.1.40416 (minimum)
- Microsoft Office (Word/Excel) 2003, 2007, 2010 (2010 testing on Windows 7 only)
- Both .NET 3.5 and .NET 4.0 are required for Forms and Letters.
- Workstations accessing the module require an update to security settings in order to invoke MS Word to complete in-line editing of Forms and Letters.

Self-Assessment

The user should check the following links

- VPN: <http://check.gn.gov.ie/>
- Silverlight: <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>
- NIMS:
 - <https://training.nims.ie/>
 - <https://www.nims.ie>

Organising Training Sessions

- Training must take place in the NIMS training environment at <https://training.nims.ie/>.

All training must be logged in advance with the National Complaints Governance and Learning Team. Before organising a training session you must confirm that there are user accounts available for your selected training day in the training environment. Contact nationalcgl@hse.ie for details on available days and trainer/training accounts,