Information Governance Training Tool (IGTT)

Administrators Guidance

User Account Management During NHS Reorganisation

Introduction

1.   This guidance supplements the existing IG Training Tool Organisation administrator & support administrator user guide (see link at end of this guidance). This guidance does **not** describe changes required for the National Learning Management System (NLMS) or locally implemented training provision (which are completely separate). This guidance describes the steps and factors to consider to manage account changes.

2.   Due to NHS reorganisation (Clustering / Transforming Community Services or a change of legal status) an organisation title or ODS code may need to be changed, added or deleted from the IGTT. In some cases a large volume of user accounts may need to be transferred to another employing organisation.

3.   There is no need to delete accounts and ask staff to register a new account, however, **there is no option within the system currently to bulk transfer user accounts to another organisation**. This means that the organisation in each user's profile needs to be updated so that the account transfers to the new organisation.

ODS Titles and Codes

4.   Organisations are registered on the IGTT using an ODS code. If the new organisation does not have an ODS Code the national helpdesk can be requested to issue a temporary code until an ODS code is available. The request should include details of the OA and the e-mail domain to be used if this is not a recognised NHS e-mail domain ('nhs.net' and 'nhs.uk').

Transferring Accounts

5.   There are two methods of transferring user accounts to another organisation (which are described below). It is recommended that, in the case of a large number of users, a combination of the two methods is used e.g. the majority of users transfer their own accounts followed by administrator transfers of the remainder.

6.   **Self-Transfer By Account Holder**. Normal users can self-transfer their own accounts by amending the organisation that is linked to their account (each user logs in; goes to "Your profile" tab; enters the new organisation and presses 'update profile'). Other details should be amended / checked by the user at the same time i.e. Job Role, Department, e-mail address). To avoid confusion existing users and staff intending to register a new account should be informed of the correct organisation title and code needed. **OAs / SA cannot self-transfer** to another organisation because of access controls and must make a request to the IGTT national helpdesk.

7.   Users are able to update their own profile with their new ODS code and email **only if** they can log in. If the user has forgotten these details or they no longer have access to the e-mail address they used to register as their username, then they will need to contact the OA or IGTT national helpdesk.

8. **Transfers Carried Out by Administrator**. To manage[1] users in more than one organisation, e.g. transfer accounts between organisations OAs and SAs need administrator rights to both the current and receiving organisation. To set up an OA account which covers two organisations, the organisations should make a request to the IGTT national helpdesk briefly outlining the intentions, identifying the nominated OA for both organisations; the time period that multiple admin rights are needed. When OA rights have been given, the OA can set up additional SA accounts with the same additional access (see screenshot) to assist in transferring accounts.

9. During editing of user details, **the user's Job Role is a required field**. The Department[2] field can be edited or left as 'select one' (if departments have been set up (or a new department created) the user will be prompted to add their own department when they next log in).

Feedback / Suggestions
The experiences of other Administrators can be used to help others – so please send any comments or suggestions for changes or amendments to the national IGTT helpdesk.

Publications
The administrator user guide can be downloaded from the Administrators area of the IGTT.

IGTT Website Address
https://www.connectingforhealth.nhs.uk/igtrainingtool

Contact details
The national IGTT helpdesk is contactable via CFH.IG-trainingtoolhelpdesk@nhs.net

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[1] Multiple Administrator Rights granted to administrators of different organisation types (e.g. Acute Trust / PCT – type) allows access to accounts of both organisation (but will not allow **reports** to be created for both organisations i.e. only the PCT rights will be active). To create reports for both organisations the OA / SA will need a separate account i.e. create a new account in the second organisation.
[2] If Organisation Departments need to be changed the OA / SA should set up appropriate departments in the new organisation (see Page 19 'ORGANISATIONAL DEPARTMENTS' of the IG Training Tool Organisation administrator & support administrator user guide V4.0).

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