

IG Training Tool – Closure of former SHA, PCT AND PCT Cluster Accounts

Over the next few months SHA, PCT and PCT Clusters accounts will be removed in stages from the IG Training Tool website (described below). This work is necessary to reduce the processing load on servers and reflect the new NHS structure. This does not affect training accessed via National Learning Management System.

If your organisation needs the actions outlined below to be delayed - please contact IGTT helpdesk so we can discuss alternative arrangements.

October to November 2013

Former SHAs and PCTs titles will be annotated (Do Not Use - Closed 31 March 2013) e.g. "WIRRAL PCT (Do Not Use - Closed 31 March 2013)" (to deter new registrations).

November 2013 to March 2014

The IGTT national helpdesk will:

- advise organisation Administrators and Support Administrators (if available) of the intended closure date of the organisation's account and request local action to:
 - delete unused user accounts
 - remind staff, if possible, to transfer accounts to a new employer (to ensure previous training achievement is retained and available to the staff member in their new organisation). A reminder will also be placed on the IGTT website and helpdesk emails.
- deactivate (not delete) inactive (not accessed since 31 March 2012) user accounts and transfer these to a holding account (users who later try to re-register with the same email address will be advised to contact the national helpdesk (to reactivate and transfer the user account to the new employer)
- transfer active (accessed after 31 March 2012) user accounts to a holding account
- delete the former SHA, PCT or PCT Cluster account.

April to June 2014

The IGTT national helpdesk will:

- delete inactive (not accessed since 31 March 2012) user accounts
- resolve remaining active (accessed after 31 March 2012) accounts.

A reminder how a user can update their own employer details:

The user logs in, goes to "Your profile"; starts to type the new employer's code or name; the employer details will appear on a list; the user clicks on the correct organisation; user clicks "save". [If the new employer name does not appear it may mean the new organisation has not registered to use the IGTT and the user will need to speak to their employer.]

NB: IGTT Administrator accounts cannot be self-transferred in this way – Administrators will need to contact the national IGTT helpdesk.

Administrators' guidance for transferring staff accounts is available [here](#)

IGTT national Helpdesk: ssd.ig-trainingtoolhelpdesk@hscic.gov.uk

IG Training Tool website: <https://www.igte-learning.connectingforhealth.nhs.uk/>