

Nursing, Midwifery and AHP Student IT/TRAK/HEPMA Frequently Asked Questions

How do student nurses, midwives and AHPs request IT, TRAK and HEPMA access?

The student will complete the NHS Lothian Student User ID request form, which is supplied by the student's Higher Education Institute (HEI). Once the student has completed the appropriate training, please refer to the interim process, the request form is signed by an authorising signature from the student's HEI. This is then sent to NHS Lothian's eHealth department who will action the request. Only the HEI can request IT, TRAK and HEPMA (if required) access for students.

Exception: HNC students and OU nursing students are employed by NHS Lothian, for these students only, their line manager should request their IT access as an employee. The OU and the supporting college do not request for these students.

What training do the students complete for IT, TRAK and HEPMA?

All students must complete Information Governance module on either LearnPro or TURAS. Students will complete face-to-face TRAK training appropriate to their field of practice. All students must complete the HEPMA LearnPro or TURAS module, if required. Evidence of completed training is sent by the HEI to eHealth for account requests to be actioned.

How do students receive their IT, TRAK and HEPMA account username and passwords?

The HEI will liaise with NHS Lothian eHealth department to arrange collection and then distribute to their students.

If a student arrives for placement and is waiting for IT, TRAK and HEPMA access, How I escalate this?

Any outstanding IT, TRAK and HEPMA requests for students must be escalated by the student's HEI as they are the authorising signature who made the original

request and not by the clinical area the student is allocated to for their practice learning experience. You should ask the student to liaise with their HEI if there are any issues.

How Long does it take to activate an account

Lead time for activation of accounts is typically 3-4 weeks.

How are student accounts reactivated?

The student's HEI will contact NHS Lothian eHealth to request reactivation of accounts. For reactivation HEI needs to supply eHealth with matriculation number and name of student as well as the student's usernames if these are available. From May 2023, NHS Lothian eHealth team will supply the HEIs with usernames when accounts are created.

For any other issues not related to student IT access activation. The student can contact eHealth eg password problems, the HEIs do not need to be contacted.

If a student has not accessed their IT, TRAK and HEPMA account for 12 months or more, what should they do?

The student must notify their HEI, the HEI will request a reactivation of their IT, TRAK and HEPMA accounts. The student must then complete the appropriate training again and provide evidence of completed training.

What should I do if a student is in breach of IT security policy?

Contact your named Practice Education Facilitator/Care Home Education Facilitator. and the student's Academic Assessor. For AHP's please contact the Practice Education Lead. Ensure a Datix incident form is completed.

What happens if a student has a break in training or leaves their course?

If a student has a break in training their account will become deactivated and will need to be reactivated by the student's HEI. If 12 months or more since the student has access their NHS Lothian IT network, TRAK or HEPMA accounts they will need to complete the training again appropriate to their field of practice. If a student leaves their course the HEI will notify eHealth to remove the student account.

Can students use their HEI Teams account

Students can use their HEI Teams accounts to access meeting including clinical

However standard information governance good practice must be followed. Following steps are:

- After meeting the organiser must remove attendees from the meeting
- No clinical information should be on the chat or on One Drive
- No screen shots to be taken

My students no longer have access to NHS E mail

Please see guidance regarding Office 365 below:

Guidance notes – Student Office 365

With the ongoing issue of supply of Office 355 accounts to students due to the current licence shortage, we have produced guidance to help minimise potential disruption. After discussion with eHealth and Information Governance the key points are

MS Office apps

All students will still have access to apps such as Word and Excel via standalone PC's, this includes Wyse Terminals. This will change in the future, date TBA

Near Me

Students are able to use Near Me with their HEI email addresses

Email

Patient details/Confidential information must not be sent/received via student university email. Anything non identifiable or non confidential data can be transmitted via student email except NHS Confidential Documents, common sense is to be used with potentially sensitive documents eg DNAR protocols

In the case of student assessments, emails containing identifiable or confidential are encrypted when being sent outside NHS Lothian eg to university email accounts. To encrypt an email select Options from the menu, from there you can select encrypt. Recipients will receive an access code in order to open the email

TEAMS

Students may use their HEI Teams account to access online clinical meetings setup/chaired by NHS Lothian personnel. Standard good practice must be adhered to, this includes

1. Organiser must remove non NHS Lothian attendees after the meeting
2. No patient/confidential information to be shared via the chat
3. No information to be stored on One Drive

4. Screen can be shared, but no screen shots to be taken
5. Students must adhere to all NHS Lothian and University requirements re confidentiality and privacy regarding access during and following online clinical meetings

Special requests for student access to Office 365

In exceptional circumstances and with good justification eg research, it is possible to apply for a student 365 account (fee £100+VAT). This is not guaranteed and is subject to availability of licences ie it would not be an additional licence and would have to come from the pool of existing one

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