



UK Health  
Security  
Agency

# Manage account requests User Guide

ICU Data Capture System

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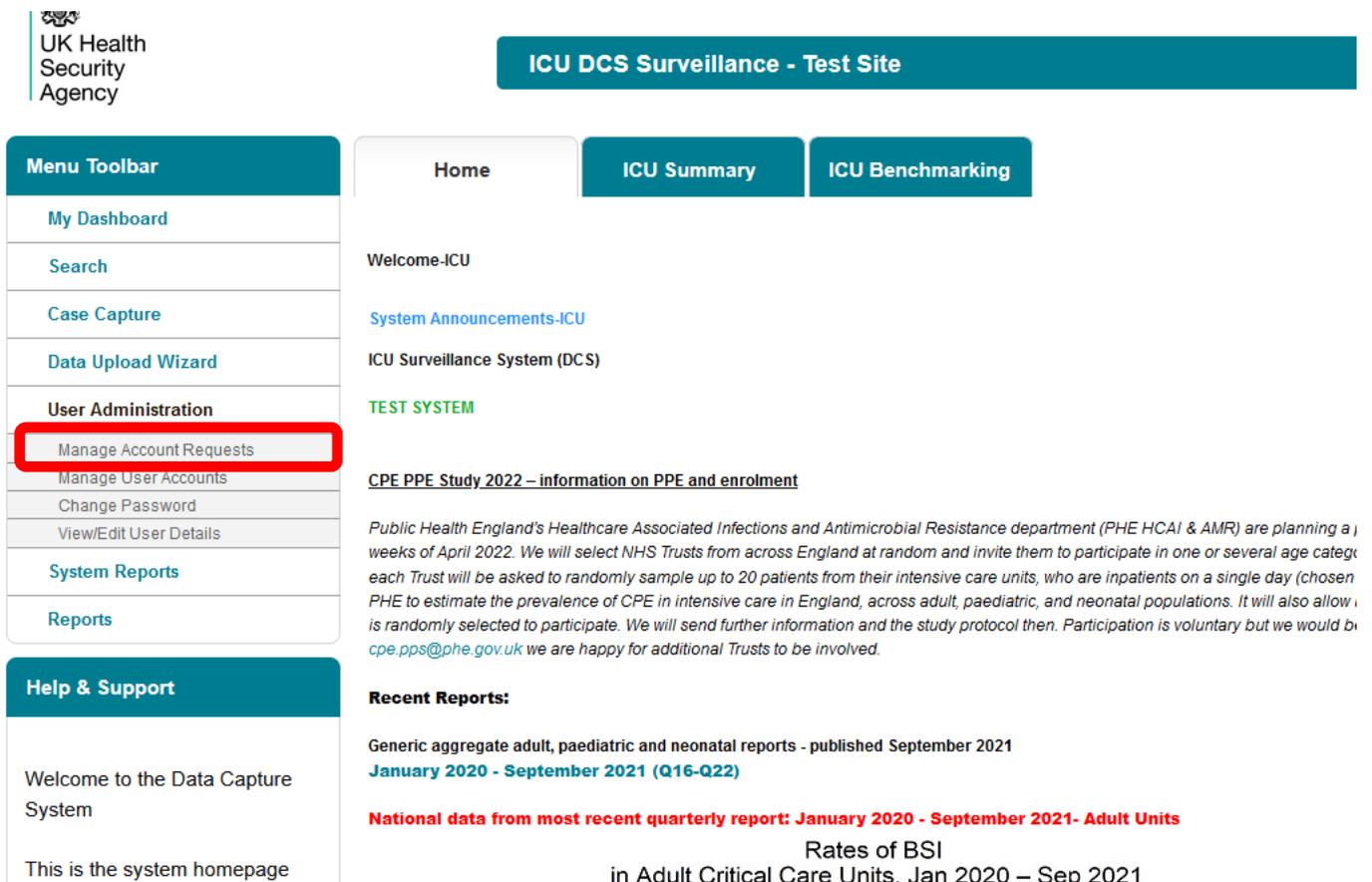
## Document History

Revision date	Author	Version	Changes
09/04/2018	Public Health England	1.0	-
02/10/2020	Public Health England	1.1	-
04/02/2025	William McMillan and Matt Wilson, UK Health Security Agency	1.2	<ul style="list-style-type: none"><li>• Updated branding (PHE to UKHSA)</li><li>• Updated screenshots</li></ul>

# Manage Account Requests

If you are registered as an ICU Local Administrator user you will be responsible for Authorising or Rejecting user account requests from users within your organisation(s). Authorising and Rejecting Accounts can be done through the 'Manage Account Request' option in Menu Toolbar (Figure 1).

Figure 1: Menu Toolbar: Manage Account Requests



When approving a user account request, the following need to be ensured:

- The email address has a valid suffix for the selected Organisation Type for example nhs.uk; nhs.net; ukhsa.gov.uk
- The user has requested the appropriate Role(s) (for example ICU Data Entry, ICU Reports, ICU Sign-Off, and so on)
- if an ICU Local Administrator opts to Reject an account request they must provide a reason to the requesting user

ICU Local Administrators are responsible for approving/rejecting and managing accounts for users within their organisation(s). They are therefore accountable for

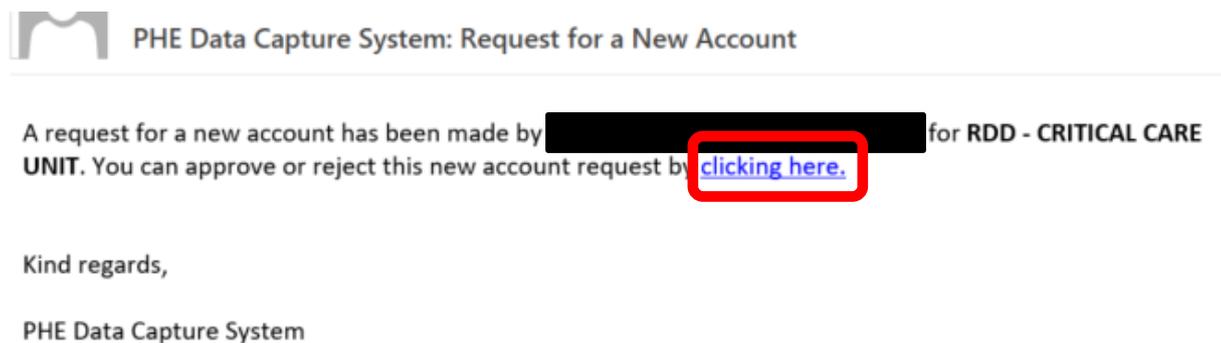
ensuring only appropriate access is granted. Please refer to the [Appendix](#) at the end of this document for further information on the roles and associated permissions.

## Account Request Notification

When a user in your organisation(s) requests an account, the ICU Local Administrator will receive a notification email from the ICU DCS entitled 'ICU Data Capture System: Request for a New Account' ([Figure 2](#)).

Selecting the link 'Click here' in the email message will direct you to the ICU DCS Homepage screen where you will need to enter your login credentials. If you are already logged into the ICU DCS, clicking on the link will take you directly to the 'Authorise User Account' screen.

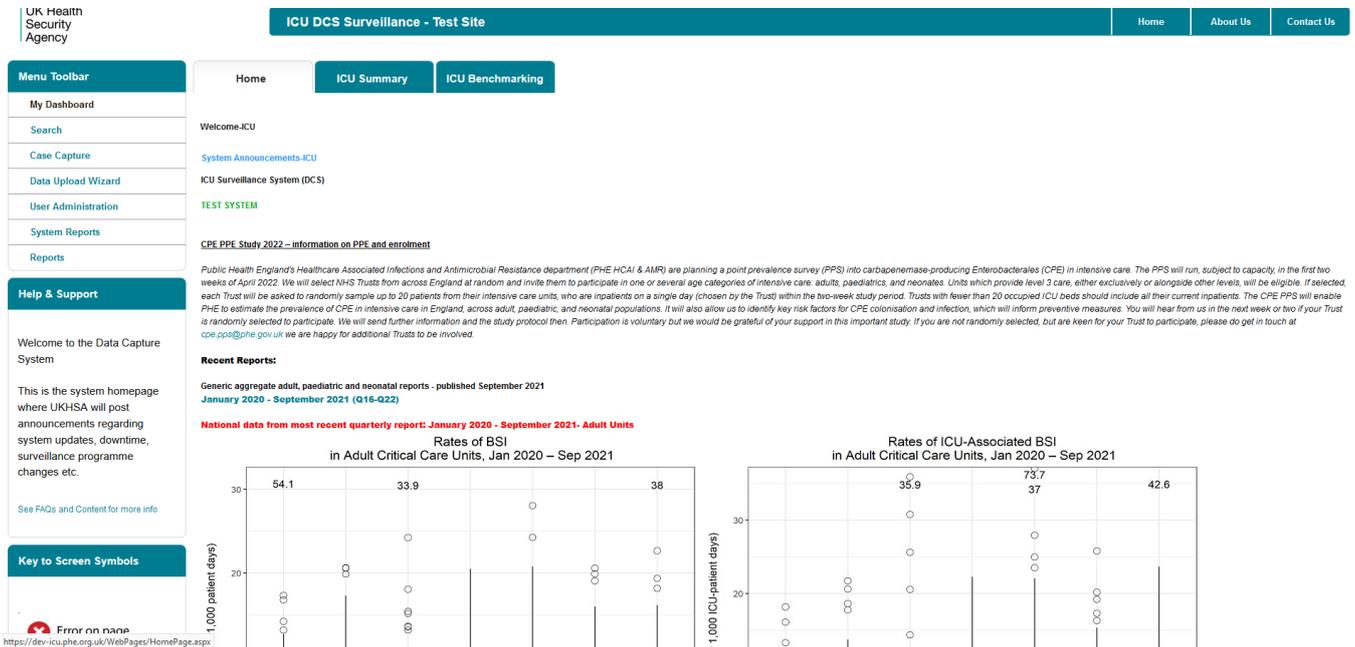
**Figure 2: 'Request for a new account' email**



### Login to the ICU DCS

- Go to <https://icudcs.phe.org.uk/WebPages/GeneralHomePage.aspx>
- The ICU DCS will display the 'Homepage' screen
- Enter your 'User Name' (the email address that was used to request your account) and 'Password' in the 'Log in' panel
- Select the 'Login' Button
- Answer your security question and click on 'Authenticate'
- The ICU DCS will display the 'Home Dashboard' screen ([Figure 3](#))

Figure 3: ICU DCS Home Dashboard



## Access the Manage Account Request Screens

- Navigate to the Menu Toolbar on the left-hand side of the screen ([Figure 1](#))
- Select 'User Administration'
- Select 'Manage Account Requests'
- The ICU DCS will display the "Search User Account Requests" screen ([Figure 4](#))
- The 'Search User Account Requests' screen displays all pending account requests for your respective organisation(s) and filters/parameters selected

**Figure 4: Search Account Request**

Search Account Requests

First Name:   Partial  
 Region:   
 Organisation:   
 Verified:   
 Date Range From:

Surname:   Partial  
 Organisation Type:   
 Authorised:   
 Role:   
 Date Range To:

		First Name	Surname	Email Address	Role	Region	Organisation	Organisa
<input type="button" value="View"/>	<input checked="" type="checkbox"/>	Miroslava	Mihalkova	miroslava.mihalkova@phe.g	ICU Data Entry, ICU Read Only, ICU Reports	MIDLANDS AND EAST	RDD - CRITICAL CARE UNIT	ICU NHS Tr

Page: 1 of 1 Go Page size: 1 Change Item 1 to 1 of 1

- If required, update the search criteria to narrow results and re-select 'Find'
- Locate the account you wish to Authorise in the search results grid
- Select 'View'
- The ICU DCS will display the 'Authorise User Account' screen ([Figure 5](#))

**Figure 5: Authorise User Account**

Authorise User Account

Email Address:   
 First Name:   
 Surname:   
 Primary Contact Telephone Number:   
 Secondary Contact Telephone Number:   
 Region:   
 Organisation Type:   
 Organisation:   
 Sites:   
 Roles:

## Authorise an Account Request

- On the 'Authorise User Account' screen ([Figure 6](#)) check the users email address has a valid suffix for the selected Organisation Type, e.g. nhs.uk; nhs.net; ukhsa.gov.uk
- Select the 'Roles' drop-down menu and check the user has requested the appropriate user roles, for further information about Roles and Permissions please view the [Appendix](#) at the end of this User Guide
- Select or Deselect roles associated to the user as required
- If you are an ICU Local Administrator across multiple organisations check that the user has requested an account for the appropriate organisation
- Select 'Authorise' button

**Figure 6: Authorising an user account request**

The screenshot shows the 'Authorise User Account' form with the following details:

- Email Address:** miroslava.mihalkova@phe.gov.uk
- First Name:** Miroslava
- Surname:** Mihalkova
- Primary Contact Telephone Number:** 02083207677
- Secondary Contact Telephone Number:** (empty)
- Region:** MIDLANDS AND EAST
- Organisation Type:** ICU NHS Trust
- Organisation:** RDD - CRITICAL CARE UNIT
- Sites:** (empty)
- Roles:** ICU Data Entry, ICU Read Only, ICU Reports (selected)

The Roles dropdown menu is expanded, showing the following options:

- ICU Data Entry
- ICU Local Administrator
- ICU Read Only
- ICU Read Only No PII
- ICU Reports
- ICU Signoff

The 'Authorise' button is highlighted with a red box.

- The ICU DCS will request you to confirm the authorisation request ([Figure 7](#))
- Select 'OK' button

## Figure 7: Confirmation of authorisation of an user account request

dev-icu.phe.org.uk says

Are you sure you want to Authorise this User account request ?

Press OK to Authorise or cancel to stay on current page



- The ICU DCS will confirm the authorisation request was successful ([Figure 8](#))
- Select 'OK' button

## Figure 8: Confirmation of successful authorisation of an user account request

dev-icu.phe.org.uk says

User is Authorised Successfully



- The ICU DCS will display the 'Search User Account Requests' screen
- The ICU DCS will send the requesting user an email prompting them to create an account

## Reject an Account Request

- When in the 'Search User Account Requests' screen locate the account you wish to Reject in the search results grid
- Select 'View'
- Select 'Reject' button ([Figure 9](#))

**Figure 9: Rejecting an user account request**

The screenshot shows a form titled "Authorise User Account" with the following fields and values:

Email Address	miroslava.mihalkova@phe.gov.uk
First Name	Miroslava
Surname	Mihalkova
Primary Contact Telephone Number	02083207677
Secondary Contact Telephone Number	
Region	MIDLANDS AND EAST
Organisation Type	ICU NHS Trust
Organisation	RDD - CRITICAL CARE UNIT
Sites	
Roles	ICU Data Entry,ICU Read Only,ICU Reports

At the bottom right of the form, there are three buttons: "Authorise", "Reject", and "Cancel". The "Reject" button is highlighted with a red square.

- The ICU DCS will request you provide a reason for rejecting the account request
- Select 'Reject Reason' from the Reject Reason drop-down menu ([Figure 10](#))
- Select the 'OK' button
- The ICU DCS will confirm the account rejection was successful
- Select the 'OK' button
- The ICU DCS will send the requesting user an email informing them that their user account request was rejected and the reason why

**Figure 10: ICU DCS: Rejection reason drop-down menu**

 Please select a reason for rejecting this User Account Request

The screenshot shows a form with a label "Rejection Reason" followed by a red asterisk. A drop-down menu is open, showing the following options:

- Select --
- Select --
- Duplicate User
- Unauthorised request
- Incorrect organisation
- Unknown person
- Other reason

To the right of the drop-down menu, there are two buttons: "OK" and "Cancel". The entire drop-down menu area is highlighted with a red rounded rectangle.

# Appendix

## Organisation Types and User Roles

The ICU DCS supports a range of organisations and user types or roles ([Tables 1](#) and [Table 2](#)), each of which have associated permissions and levels of access to the system. Within each organisation, it is possible for the same user to have a range of different roles or multiple people each with the same or different roles. A user's organisation type, its place in the hierarchy and the user's role(s) affect whether the user is able to enter or sign off data. It also impacts what data they are able to view.

All roles allow users to view data entered on the system at a summary level via a range of reports. For example, all users are able to view a count or rate of reported ICU Blood Stream Infections by Intensive Care Unit.

Access to patient level data, with or without Personally Identifiable Information (PII), is restricted based on the organisational hierarchy ([Table 1](#)). National users have access to patient level data for all cases entered on the system. Sub-national users have patient level access for cases mapped to their organisation in one of several ways. Organisational units only have patient level access to records entered by themselves. This is summarised in [Table 1](#). Specific permissions associated with each of the roles are shown in [Table 2](#).

**Table 1: Summary of organisation types and roles and data presentation in reports**

Organisation Type	Hierarchy	Roles Supported	Access to patient level data (with or without PII)	Default Pathway **	Data visible on line listings
UKHSA (National)	National	<ul style="list-style-type: none"> <li>System Administrator</li> </ul>	All	Reporting Route	All cases, no mapping applied
PHE Region	Sub National Group	<ul style="list-style-type: none"> <li>ICU Local Administrator</li> <li>ICU Read Only*</li> <li>ICU Reports</li> </ul>	Cases reported by ICUs mapped to the region, and cases attributed to CCGs mapped to the region	Reporting Route	Reporting and commissioning routes. Resident pathway mapping
PHE Centre's	Sub National Group	<ul style="list-style-type: none"> <li>ICU Local Administrator</li> <li>ICU Read Only*</li> <li>ICU Reports</li> </ul>	Cases reported by ICUs mapped to the centre, and cases attributed to CCGs mapped to the centre	Reporting Route	Reporting and commissioning routes. Resident pathway mapping
Local Authority	Sub National Group	<ul style="list-style-type: none"> <li>ICU Local Administrator</li> <li>ICU Read Only*</li> <li>ICU Reports</li> </ul>	Cases mapped to the Local authority based on the resident pathway algorithm	Resident Pathway	Resident pathway
Directors of Public Health (DPH)	Sub National Group	<ul style="list-style-type: none"> <li>ICU Local Administrator</li> <li>ICU Read Only*</li> <li>ICU Reports</li> </ul>	Cases mapped to the DPH via the CCG algorithm	Commissioning Route	Commissioning route

Organisation Type	Hierarchy	Roles Supported	Access to patient level data (with or without PII)	Default Pathway **	Data visible on line listings
NHS England Local Offices	Sub National Group	<ul style="list-style-type: none"> <li>• ICU Local Administrator</li> <li>• ICU Read Only*</li> <li>• ICU Reports</li> </ul>	Cases reported by ICUs mapped to the Area Team, and cases attributed to CCGs mapped to the Area Team	Commissioning Route	Reporting and commissioning routes
NHS England	National	<ul style="list-style-type: none"> <li>• ICU Local Administrator</li> <li>• ICU Read Only*</li> <li>• ICU Reports</li> </ul>	All	Commissioning Route	All cases, no mapping applied
NHS England Region	Sub National Group	<ul style="list-style-type: none"> <li>• ICU Local Administrator</li> <li>• ICU Read Only*</li> <li>• ICU Reports</li> </ul>	Cases reported by ICUs mapped to the region, and cases attributed to CCGs mapped to the region	Commissioning Route	Reporting and commissioning routes
Clinical Commissioning Group	Organisation Unit	<ul style="list-style-type: none"> <li>• ICU Local Administrator</li> <li>• ICU Read Only*</li> <li>• ICU Reports</li> </ul>	Cases attributed to the CCG	Commissioning Route	Commissioning route
Department of Health	National	<ul style="list-style-type: none"> <li>• ICU Local Administrator</li> <li>• ICU Read Only no PII</li> <li>• ICU Reports</li> </ul>	All (no PII access for any user)	Reporting Route	All cases, no mapping applied
NHS Trusts	Sub National Group	<ul style="list-style-type: none"> <li>• ICU Local Administrator</li> </ul>	Cases reported by ICUs mapped	Reporting Route	Reporting and commissioning routes.

Organisation Type	Hierarchy	Roles Supported	Access to patient level data (with or without PII)	Default Pathway **	Data visible on line listings
		<ul style="list-style-type: none"> <li>ICU Read Only*</li> <li>ICU Reports</li> </ul>	to the centre, and cases attributed to CCGs mapped to the centre		Resident pathway mapping
Intensive Care Units	Organisation Unit	<ul style="list-style-type: none"> <li>ICU Local Administrator</li> <li>ICU Read Only*</li> <li>ICU Reports</li> <li>ICU Data Entry</li> <li>ICU Sign Off Authority</li> </ul>	Cases entered by the ICU	Reporting Route	Cases entered by the ICU
Care Quality Commission	National	<ul style="list-style-type: none"> <li>ICU Local Administrator</li> <li>ICU Read Only no PII</li> <li>ICU Reports</li> </ul>	All (no PII access for any user)	Reporting Route	All cases, no mapping applied
PHE Field Epidemiology	National	<ul style="list-style-type: none"> <li>ICU Local Administrator</li> <li>ICU Read Only*</li> <li>ICU Reports</li> </ul>	All	Reporting Route	All cases, no mapping applied

\*Allows read only permission to view data at patient level, either with or without PII access, depending on requirements

\*\* TBC this is the usual pathway by which cases are mapped to this organisation type. This is how the data is presented on all reports, except the line listing where other mappings are applied

**Table 2: Overview of user roles and permissions**

Menu or Report Name	Sub Menu or Report Name	Role					
		ICU Local Administrator	ICU Data Entry	ICU Read Only (PII)	ICU Read Only (No PII)	ICU Reports Only	ICU Sign-Off
ICU Summary Dashboard	Summary Graph	View	View	View	View	View	View
	Trends Graph	View	View	View	View	View	View
	Data Collection Completeness	View	View	View	View	-	View
	Sign-Off History	-	-	-	-	-	View
Benchmarking Dashboard	Benchmarking	View	View	View	View	View	View
Case Capture	View/Add/Edit	Add/Edit	Add/Edit	View	View (pseudonymised)	-	View
Sign-Off Cases	Sign-Off Episodes	-	-	-	-	-	Edit
Search	Search Infection Episodes	Edit/Delete	Edit/Delete	View	View	View	View
User Administration	Manage Account Requests	Edit	-	-	-	-	-
	Manage User Accounts	Edit	-	-	-	-	-
	View/Edit User Details	Edit	Edit	Edit	Edit	Edit	Edit

ICU Data Capture System: Manage Account Requests

Menu or Report Name	Sub Menu or Report Name	Role					
		ICU Local Administrator	ICU Data Entry	ICU Read Only (PII)	ICU Read Only (No PII)	ICU Reports Only	ICU Sign-Off
	Change Password	Edit	Edit	Edit	Edit	Edit	Edit
	User Login Audit	View	-	-	-	-	-
	Account Request Report	View	-	-	-	-	-
Reports	User Account Report	View	-	-	-	-	-
	Line Listings	View	View	View	View (pseudonymised only)	-	View
	ICU Counts or Rates of Infection Episodes	View	View	View	View	View	View
	ICU Duplicates Report	View	View	View	View (pseudonymised only)	-	View
	ICU Denominator Report	View	View	View	View	View	View
	ICU Device Utilisation	View	View	View	View	View	View

# About the UK Health Security Agency

The UK Health Security Agency is an executive agency, sponsored by the [Department of Health and Social Care](#).

[www.ukhsa.gov.uk](http://www.ukhsa.gov.uk)

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