



UK Health
Security
Agency

Manage user accounts User Guide

ICU Data Capture System

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Document History

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11/03/2018	Public Health England	1.0	-
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20/12/2024	William McMillan and Matt Wilson, UK Health Security Agency	1.2	<ul style="list-style-type: none">• Updated branding (PHE to UKHSA)• Updated screenshots

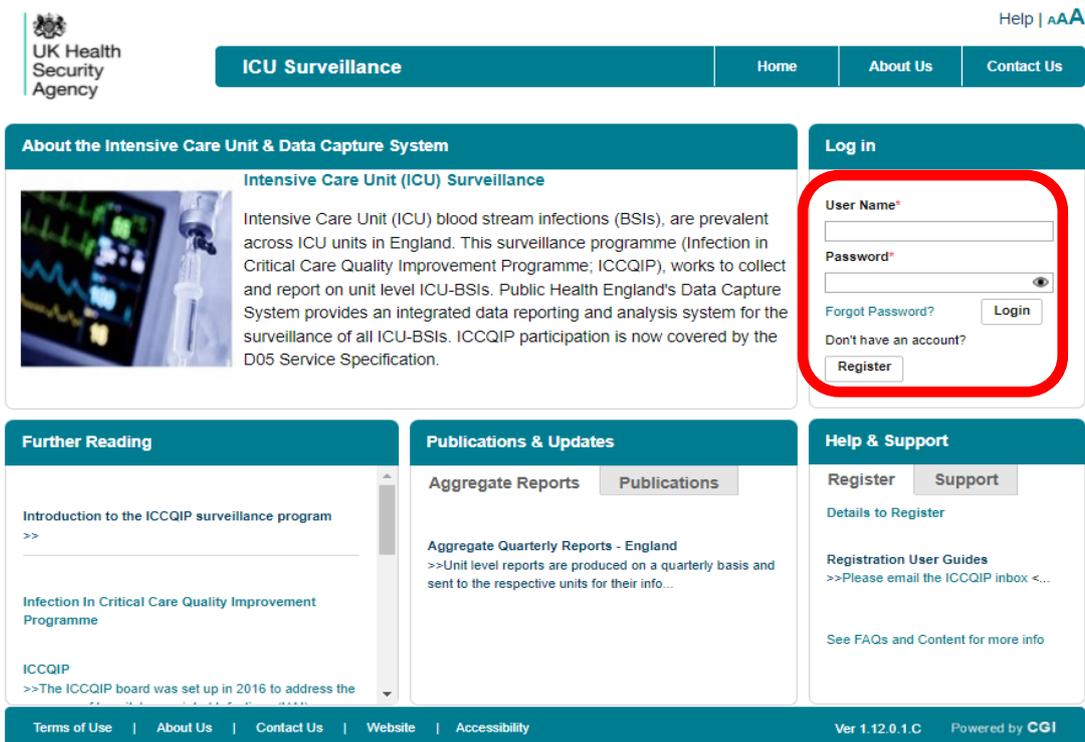
Manage User Accounts

A local administrator for an organisation will be able to search for, update, and unlock User Accounts registered to their organisation(s).

Login to the Intensive Care Unit Data Capture System (ICU DCS)

- Go to <https://icudcs.phe.org.uk/WebPages/GeneralHomePage.aspx>
- The ICU DCS will display the 'Homepage' screen ([Figure 1](#))

Figure 1: ICU DCS Homepage



- 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
- An added screen will appear asking you to authenticate your account via the security questions that you chose ([Figure 2](#))

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Figure 2: Authentication process when logging into ICU DCS

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Login As

Please authenticate your account by answering the following security question and clicking on Submit

Security Question: What is the name of your favourite childhood friend?

Answer*

Forgotten Security Questions?

Authenticate

- The ICU DCS will display the 'Home Dashboard' screen ([Figure 3](#))

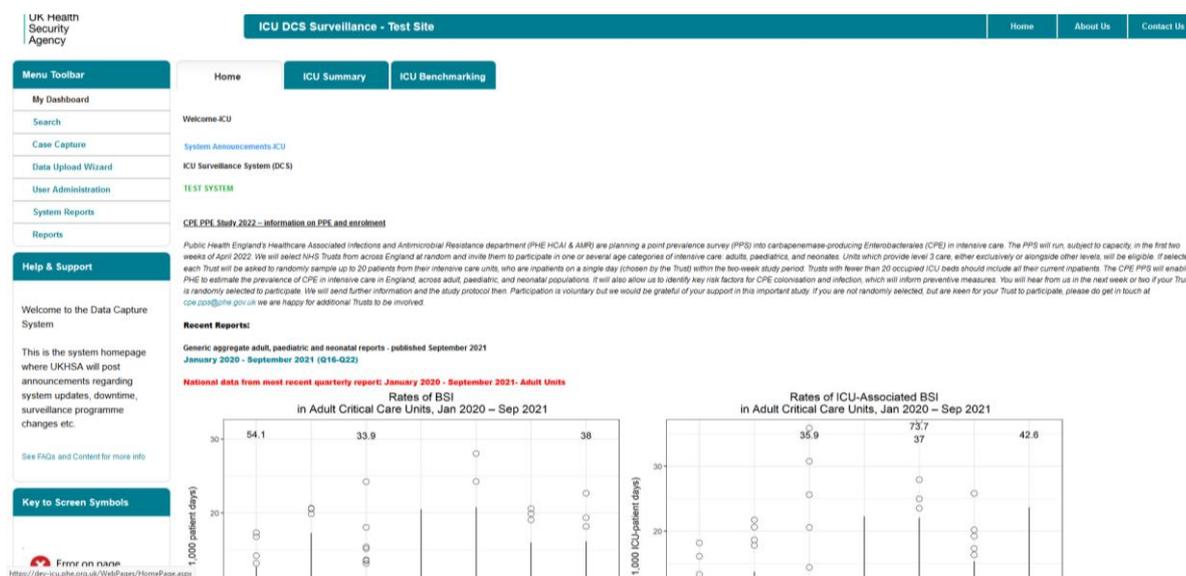
Access the Manage Accounts Screens

Navigate to the 'Menu Toolbar' on the left-hand side of the screen

Select 'User Administration'

Select 'Manage User Accounts'

Figure 3: ICU DCS Home Dashboard

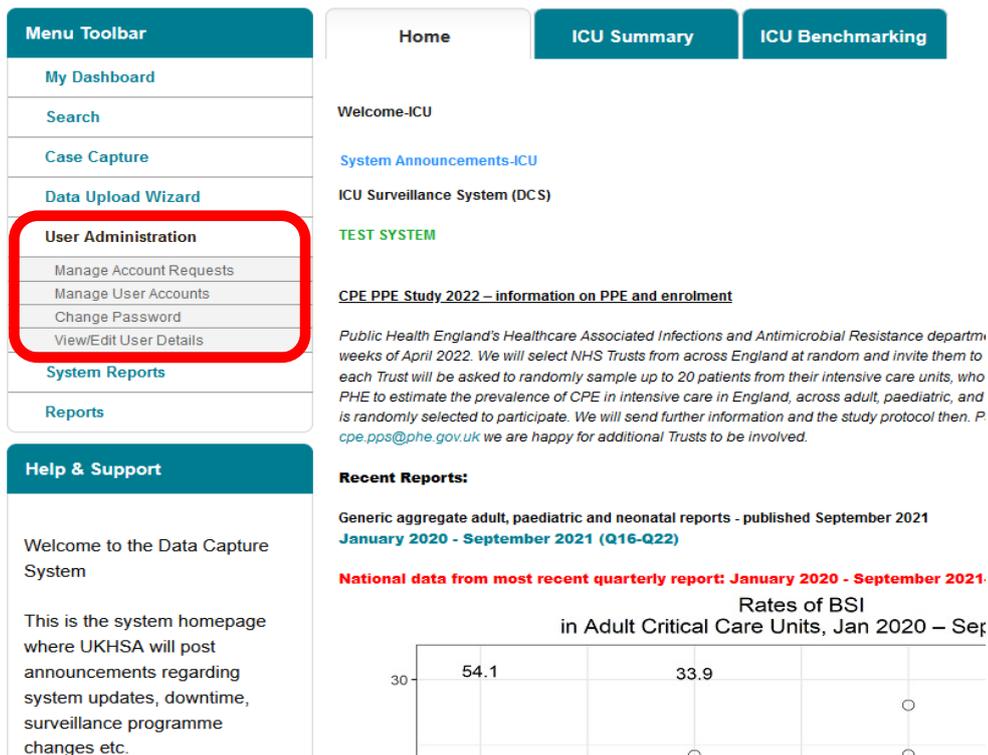


- The ICU DCS will display the 'Search User Accounts' screen ([Figure 4](#))

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- Select 'Find'
- The 'Search User Accounts' screen displays all active accounts for your respective organisation(s) based on parameters/filters selected

Figure 4: Search User Accounts screen



- Locate the account you wish to view or update in the search results grid
- Select 'View'
- The ICU DCS will display the 'Manage User Account' screen ([Figure 5](#))

Update User Roles

An ICU Local Administrator is able to regulate and update the 'Roles' associated to each of the registered users within their organisation, with the exception of the ICU Local Administrator role. Please contact UKHSA if an ICU Local Administrator needs to be removed or added to an organisation.

- On the 'Manage User Account' screen ([Figure 5](#)), select the 'Roles' dropdown menu

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- Check whether the user has the appropriate user roles associated to their account. For further information about Roles and Permissions please view the [Appendix](#) at the end of this User Guide.

Figure 5: Manage User Account screen

Manage User Account

Mandatory fields are marked with red asterisk (*)

Manage User Account

User Id * 3556

Email Address * jonathan.barry@nhs.net

First Name * Jonathan

Surname * Barry

Primary Contact Telephone Number 020 3765 8014

Secondary Contact Telephone Number 07722826961

Region * LONDON

Organisation Type * Intensive Care Unit

Organisation * R1H - GENERAL ITU/HE

Sites *

Roles *

ICU Reports, ICU Signoff

ICU Data Entry

ICU Local Administrator

ICU Read Only

ICU Read Only No PII

ICU Reports

ICU Signoff

Locked

Force Password Reset

Deleted

Active

Save Cancel

- Select or unselect Roles associated to the user as required
- Select 'Save' button
- The ICU DCS will display the 'Search User Accounts' screen
- The changes will be applied to the updated account the next time the respective user logs into the ICU DCS

Force Password Reset

An ICU Local Administrator can force a user to reset their password. If 'Force Password Reset' is checked the user will be prompted to change their password at the next login attempt ([Figure 6](#)).

- On the 'Manage User Account' screen, navigate to the 'Force Password Reset' checkbox
- Check the 'Force Password Reset' checkbox
- Select 'Save' button
- The ICU DCS will display the 'Search User Accounts' screen
- Upon their next login the selected user will be forced to choose and enter a new password

Figure 6: Force Password Reset option

The screenshot shows the 'Manage User Account' interface. At the top, there is a tab labeled 'Manage User Account' and a warning message: 'Mandatory fields are marked with red asterisk (*)'. The form contains several input fields and checkboxes. The 'Force Password Reset' checkbox is highlighted with a red box, and its value is '21-Sep-2015 11:09'. Other fields include 'User Id' (33), 'Email Address' (support.hcaidcs@phe.gov.uk), 'First Name' (HCAI DCS Support), 'Surname' (HCAI DCS Support), 'Primary Contact Telephone Number' (9999999999), 'Region' (LONDON), 'Organisation Type' (Clinical Commissioning C), 'Organisation' (NHS BARKING AND DAG), 'Sites' (Select Site), and 'Roles' (Read Only (No PII)). The 'Active' checkbox is checked. The 'Save' and 'Cancel' buttons are at the bottom right, with 'Save' also highlighted by a red box.

Deactivate / Activate User Account

An account can be made active or inactive by the ICU Local Administrator but only for their respective organisation. If you would like to prevent a user from accessing the ICU DCS for your organisation(s) they can be made inactive via the 'Manage User Account' tool.

Please contact UKHSA, if you believe a user needs to be prevented from accessing the ICU DCS, regardless of which other organisations they are registered to.

By default the 'Active' checkbox will be checked on the 'Manage User Account' ([Figure 7](#)). On saving the screen, if the 'Active' checkbox is unchecked, the user account for the Organisation will be inactivated. Consequently, the user will no longer be able to log into ICU DCS for that particular Organisation. The access can be reinstated by re-ticking the 'Active' checkbox again.

If a user has not accessed the ICU DCS for 45 days or more their account will be automatically made inactive. A Local Administrator can activate the account again by selecting the 'Active' checkbox.

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Figure 7: Activate option on Manage User Account screen

The screenshot shows the 'Manage User Account' interface. At the top, there is a tab labeled 'Manage User Account' and a notification bar stating 'Mandatory fields are marked with red asterisk (*)'. Below this, the form is titled 'Manage User Account' and contains several fields:

- User Id: 33
- Email Address: support.hcaidcs@phe.gov.uk
- First Name: HCAI DCS Support
- Surname: HCAI DCS Support
- Primary Contact Telephone Number: 9999999999
- Secondary Contact Telephone Number: (empty)
- Region: LONDON
- Organisation Type: Clinical Commissioning
- Organisation: NHS BARKING AND DAG
- Sites: Select Site
- Roles: Read Only (No PII)

On the right side of the form, there are several checkboxes and a date field:

- Locked:
- Force Password Reset:
- Deleted:
- Active: (This checkbox is highlighted with a red box)

At the bottom right of the form, there are two buttons: 'Save' and 'Cancel'. The 'Save' button is also highlighted with a red box.

Deactivate Account

- On the 'Manage User Account' screen, navigate to the 'Active' checkbox ([Figure 7](#))
- Un-check the 'Active' checkbox
- Select 'Save' button
- The ICU DCS will display the Manage User Account screen
- The user will not be able to view or enter data for the deactivated organisation upon their next login

Activate Account

- On the 'Manage User Account' screen, navigate to the 'Active' checkbox ([Figure 7](#))
- Check the 'Active' checkbox
- Select 'Save' button
- The ICU DCS will display the 'Manage User Account' screen
- The user will be able to access the ICU DCS upon their next login attempt

Unlock User Account

If a user has entered the wrong password on 5 occasions the ICU DCS will lock their account. A Local Administrator can unlock their account by unchecking the 'Locked' checkbox ([Figure 8](#)).

- On the 'Manage User Account' screen, navigate to the 'Locked' checkbox
- Un-check the 'Locked' checkbox

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Figure 8: Unlocking user account

The screenshot shows a web form titled "Manage User Account". At the top, there is a tab labeled "Manage User Account" and a blue banner with an exclamation mark icon and the text "Mandatory fields are marked with red asterisk (*)". Below the banner, the form contains several fields and checkboxes. The "Locked" checkbox is highlighted with a red box. At the bottom right, the "Save" and "Cancel" buttons are also highlighted with red boxes. The form fields include:

Field Name	Value
User Id *	33
Email Address *	support.hcaidcs@ghe.gov.uk
First Name *	HCAI DCS Support
Surname *	HCAI DCS Support
Primary Contact Telephone Number	9999999999
Secondary Contact Telephone Number	
Region *	LONDON
Organisation Type *	Clinical Commissioning C*
Organisation *	NHS BARKING AND DAGI
Sites *	Select Site
Roles *	Read Only (No PII)

Additional form elements include:

- Force Password Reset | Deleted |
| Active |

- Select 'Save' button
- The ICU DCS will display the 'Manage User Account' screen
- The user will be able to access the ICU DCS upon their next login attempt providing they enter the correct login details

If you are not able to un-check the 'Locked' checkbox, the account has been locked by UKHSA. To unlock that particular user account, please contact UKHSA.

Appendix

Organisation Types and User Roles

The ICU DCS supports a range of organisations and user types or roles ([Tables 1 and 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 and for different users to have different roles. A user's organisation type, its place in the hierarchy and the user's role affect whether the user is able to enter or sign off data. It also impacts on 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 Blood Stream Infection by ICU.

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. Organisation 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"> • System Administrator 	All	Reporting Route	All cases, no mapping applied
UKHSA Region	Sub National Group	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	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
UKHSA Centre's	Sub National Group	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	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"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	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"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	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"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	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"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	All	Commissioning Route	All cases, no mapping applied
NHS England Region	Sub National Group	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	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"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	Cases attributed to the CCG	Commissioning Route	Commissioning route
Department of Health	National	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only no PII • ICU Reports 	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"> • ICU Local Administrator 	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"> • ICU Read Only* • ICU Reports 	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"> • ICU Local Administrator • ICU Read Only* • ICU Reports • ICU Data Entry • ICU Sign Off Authority 	Cases entered by the ICU	Reporting Route	Cases entered by the ICU
Care Quality Commission	National	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only no PII • ICU Reports 	All (no PII access for any user)	Reporting Route	All cases, no mapping applied
UKHSA Field Epidemiology	National	<ul style="list-style-type: none"> • ICU Local Administrator • ICU Read Only* • ICU Reports 	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

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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](#).

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