

DCCR - Portal Login

Introduction

This guide relates to logging in to the Web Portal application.

Depending on the capability of individual organisations there may be a desktop shortcut icon, or an addition to a corporate menu system. It is also possible to access the DCCR using the following link:

<https://dpn.orionhealthcloud.com/concerto/Login.htm>

This can be saved as a favourite in a Web Browser for easy access.

Login Credentials

The login name will be the users e-mail address. This must either be an NHS Mail address or a 'corporate' address e.g. John.Doe@sunnybankcare.co.uk. Personal e-mail address are not acceptable e.g. John.Doe@google.net.

Passwords must be 10 characters or more and include at least one number, one special character and at least one uppercase character.

It is recommended that a password 'phrase' is used as this will be easier to recall. Numbers can be

used as a substitute for letters.

An initial password is provided to users when an account is activated, and this must be changed on first login. Passwords expire after 365 days. The strength of a password is indicated when a password is changed, and a password must be assessed as Strong before it can be saved.

Common, easy to guess passwords should be avoided and passwords must not be shared.

Login Page

As well as fields to allow the entry of a username and password the login page also includes a summary of the Terms of Use. On first login users will be asked to accept the Terms of Use prior to accessing the system. Users should be familiar with these terms and conditions.

Terms of use

ATTENTION: This portal is designed to provide you with the right information at the right time, so that you can provide the best possible care for the people you are caring for.

Like all systems that hold sensitive patient information, it must be used in accordance with your employing organisation's existing data protection policies and current legislation.

Please be aware that information from the source datasets may not be up to date or may conflict with other information held. To continuously improve data accuracy, please report gaps or inconsistencies via the DCCR support team.

To safeguard and prevent misuse, we monitor and record your use of the system.

Following authentication, a further screen is shown requiring a user to select their organisation from a drop-down list. On initial login this will be blank. Once an organisation is selected this becomes the 'default'. Users who work for multiple organisations are asked to select the appropriate organisation on each login. This is for GP Connect audit purposes.



Devon & Cornwall Care Record

Organisation

[Sign In](#)



Forgotten Passwords

Passwords can be reset by using the Forgot Password link. This will send an e-mail to the registered e-mail address (username) with a link to reset the password.

Users are advised to check their Junk Mail folder if a message is not received within two or three minutes.

Please enter your user ID and password

User ID

Password

[Forgot Password?](#)

[Sign In](#)

Account Expiry

Accounts will automatically lock after 180 days of inactivity. User will be notified one week prior to an account being locked and asked to access the DCCR to re-set the countdown. If an account is locked it can be unlocked by the DCCR support team on request of the organisation 'sponsor'. Users may not directly request an account to be unlocked. The DCCR support team can provide users details of their organisation sponsor(s) if not known.

Logout

The logout button can be found in the top right-hand side of the page. The system will also log a user out automatically after 20 minutes of inactivity (no keyboard input)



Clive TEST ▾

LOGOUT

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=242>