

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.

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.

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.

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)

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