Access Guide – Accessing CHIE via a Web Browser (Portal User)

The Care and Health Information Exchange (CHIE) is a computer system used by the NHS and Social Care to safely share important information about a patient with those treating them. You can use CHIE to access GP records, Community and Mental Health, Social Care, and hospital records (pathology reports, X-ray or scan reports, discharge summaries and clinic letters) for patients registered to GPs in Hampshire and the Isle of Wight.

Multi-Factor Authentication

- MFA is a secure method of enabling CHIE access over the internet (using a web browser). Using MFA allows us to give CHIE access to organisations like care homes and domiciliary care providers plus staff working from home or in the community. All CHIE users that access <u>via a web browser</u> must use the MFA method to log onto the system.

- (MFA does **not** apply to you if you access CHIE via a Single Sign On link/button in your organisation's system).

Accessing CHIE through a Web Browser/Setting up MFA

- To access the CHIE system via a web browser, you will need your own individual user account. To request a user account, contact the CHIE team at info.CHIE@nhs.net

- Access the CHIE log in page at www.chiehiow.nhs.uk
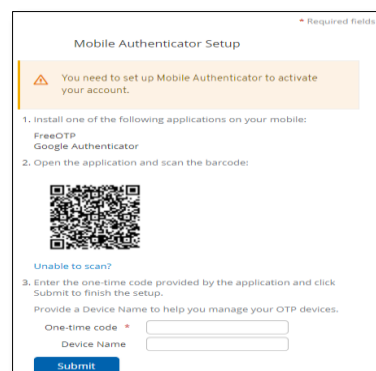
Logging in for the first time

- Enter your username and password and click '**Sign In**'.

Setting up your authenticator app (one time process)

- You need to set up mobile authentication to activate your CHIE account.

- Install one of the following applications onto your smart phone:

(Further information about why we are asking you to do this can be found [here](#).)

App	Google link	Apple link
Google Authenticator	[Google Play Store](#)	[Apple Store](#)
FreeOTP Authenticator	[Google Play Store](#)	[Apple Store](#)
Microsoft Authenticator	[Google Play Store](#)	[Apple Store](#)

- Open the application on your phone and scan the barcode on your PC/laptop screen.

- The app will generate a one-time code. Enter the code in the field marked **One-time code***
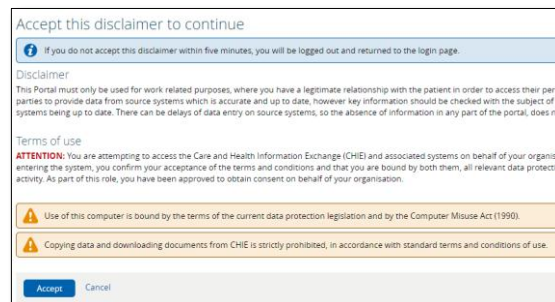 then click '**Submit**'

Changing your password

- You will then be prompted to change your password
- Enter your new password twice and click '**Submit**'.

Disclaimer

- Read and click **Accept**' to acknowledge the disclaimer.

The Landing Page / Home Screen

- This is the first page that you will see, the content of which is determined by your job role (Role Based Access Level). An example of a typical Landing Page is given below (please note if this is the first time you are logging into CHIE then your Recent Records screen will appear empty):
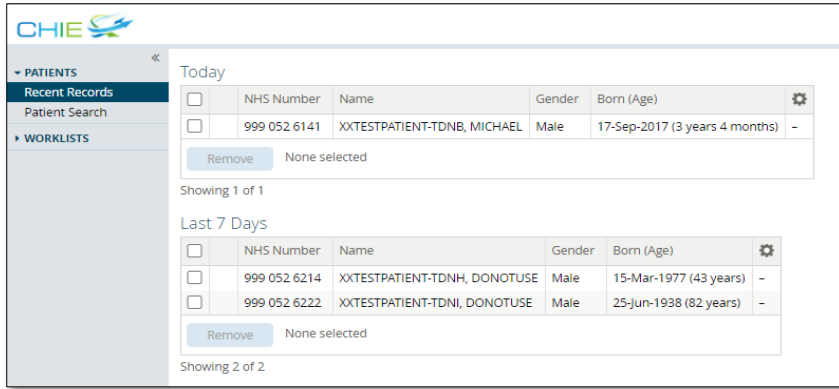
Searching for a patient:

- Watch our **video tutorial**

- **Patient search**: Search for the patient using the NHS number (preferred option) or First name, Surname, Date of Birth and Gender.
   A. *Patient found* – Patient will appear on the Double click on the patient to view their record. Double click on the patient to open the record.

   B. *No results found* - The following search outcome indicates that the patient is not registered to a HIOW Practice.
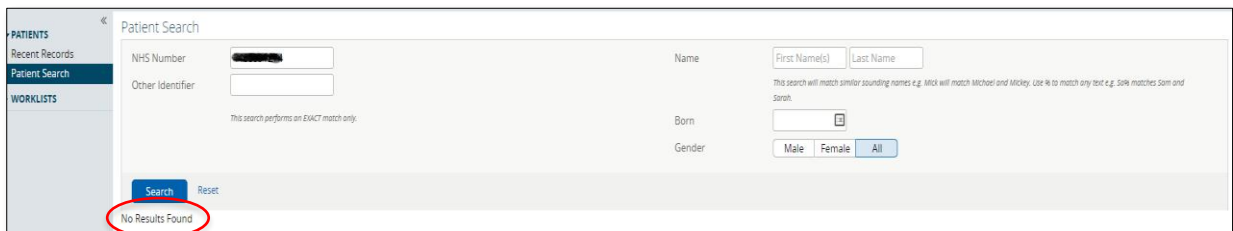
- *Padlock on record* 🔒 - The following search outcome indicates that the record is locked. This

is due to the patient exercising their 'right to object' to sharing their data and 'opting out' of sharing their data to CHIE. If you are with the patient then you should take the opportunity to explain the benefits of sharing data to CHIE and the possible issues of not allowing their data to be shared with HCPs. If the patient wishes to start sharing their data to CHIE, tell them to speak to their practice and request for their electronic health record to be shared.

Help and Assistance

- If you have any other CHIE specific questions or support needs, please contact the CHIE team at email: info.chie@nhs.net

FAQS:

Q. **I logged in earlier but now I'm getting an 'invalid username or password' message?**
A. Try clearing the cache on your laptop/PC before trying to log on again. If that doesn't solve the issue, please report this to the CHIE team who will send you guidance on re-configuring your app and will re-set your password.

Q. **I'm getting a 'Bad Request' error message when logging on?**
A. Try clearing the cache on your laptop/PC following the appropriate guidance for Chrome or Edge browsers before trying to log on again. If that doesn't solve the issue, please report this to the CHIE team.

Q. **How do I clear cache**?
A. Follow the instructions on the links provided below:
a. CHROME - Clear cache & cookies - Computer - Google Account Help
b. Microsoft Edge - Clear Cache and Cookies in Microsoft Edge (webex.com)
c. Firefox - How to clear the Firefox cache | Firefox Help (mozilla.org)

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CHANGE CONTROL

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