



National Joint Registry

www.njrcentre.org.uk

Working for patients, driving forward quality

NJR Connect - Data Services

Login User Guide



Login User Guide

An explanation of the user processes for logging into the new NJR Connect - Data Services application

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Table of Contents

<i>Introduction</i>	<i>4</i>
<i>Icons Used</i>	<i>4</i>
<i>Logging In</i>	<i>6</i>



Introduction

This document presents a guide to logging in to the NJR Connect - Data Services application.





Icons Used

General Icons	
	Indicates that the associated text is for information only
	Navigates back to the application landing page
	On a menu option this indicates that there are further options that can be selected
	Refreshes a list of items
	Indicates that a table of data is sorted in descending order by this column
	Indicates that a table of data is sorted in ascending order by this column
	Indicates that there are additional options when this icon is clicked
	Indicates that there is an issue with the data in the related field
	Pagination options where lists of items are displayed
Report Icons	
	Indicates the ability to reset any applied filters to the default setting
	Indicates the ability to print the current page
	Within a report table, indicates that additional options are available e.g. exporting the data to a Spreadsheet
	Within a report, indicates the ability to close an expanded page e.g. apply filters
	Where a report is displayed as a chart, this converts the data into tabular format
	Where a report is displayed in tabular format, this converts the data into a chart

Funnel Plot Icons

	Clicking this icon will hide all other surgeon plots
	Clicking this icon will display plots for all surgeons

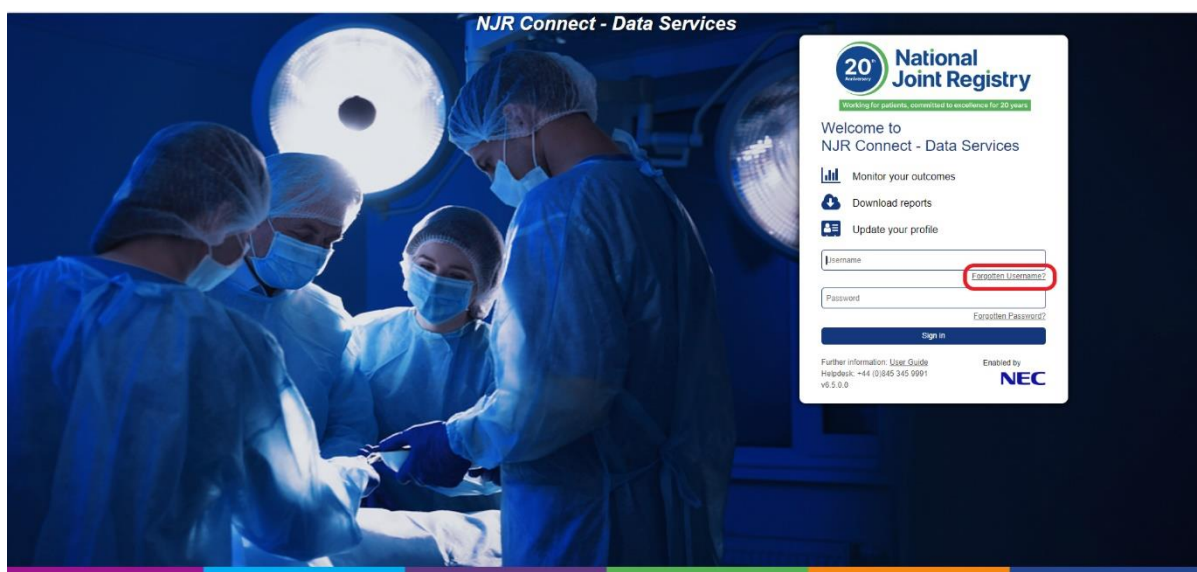
Static Report Icons

	Indicates that this report has not yet been downloaded
	Indicates that the selected report is an Excel spreadsheet that has been downloaded
	Indicates that the selected report is a pdf file that has been downloaded
	Indicates that the displayed reports can be filtered by the content of this column

Logging In


Having accessed the 'Login' page (<https://platform.njrcentre.org.uk>), users must enter a combination of their username and password to log into the application. Existing Clinician Feedback users will be able to use their Clinician Feedback username, but will need to request a new password using the 'Forgotten Password?' functionality.

If a user cannot remember their username (or where the user has migrated from the existing Management Feedback and Supplier Feedback systems), there is a 'Forgotten Username?' option which will send an email containing the username to the email address associated with the user's username. If an email has not been set up in NJR Connect – Data Services or for any other log in issues, please contact the NJR Service Desk (email: enquiries@njrcentre.org.uk or phone 0845 345 9991).



On selection of the 'Forgotten Username?' option, the user is asked to enter an email address associated with their username. Clicking 'Send me forgotten Username' will send an email containing the associated username to the email address that has previously been input as the primary email address for the user.

Clicking 'Back to login screen' will return the user to the 'Login' page.



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Forgotten Username

Please enter your email address and click on the 'Send me forgotten Username' button. Then click on 'Back to login screen' to log in using the username emailed to you.

Send me forgotten Username

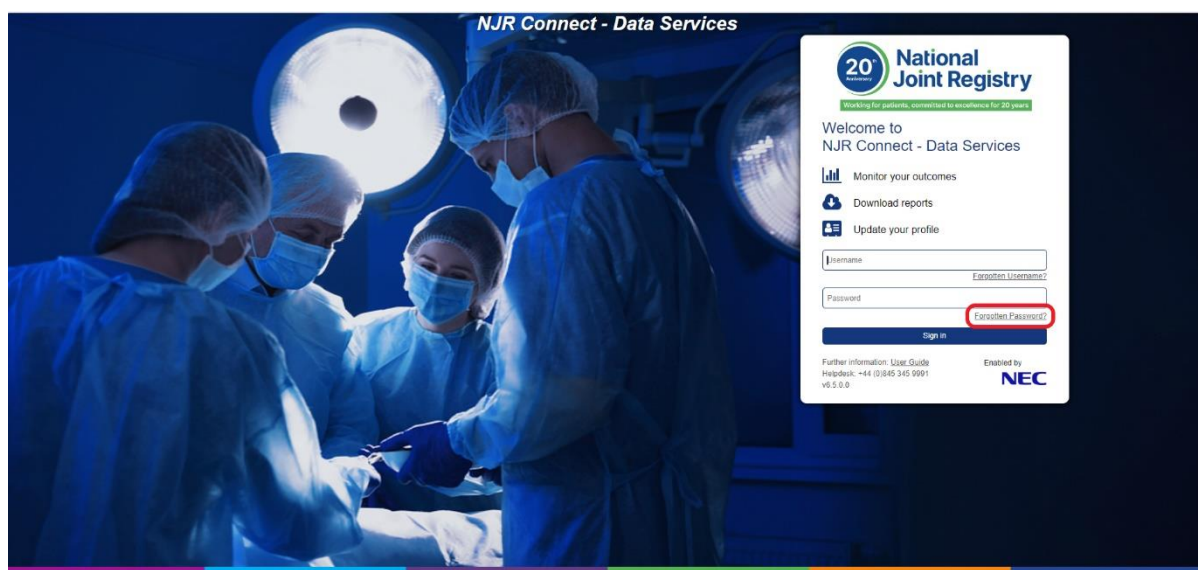
Back to login screen

An email has been sent to the address registered for the user account, containing the username registered. If you do not receive an email shortly, please contact the NJR service desk.

Further information: [User Guide](#)
Helpdesk: +44 (0)845 345 9991
v2.0.0.34192


Enabled by
NEC

If a user cannot remember their password, there is a 'Forgotten Password?' option:



By selecting this option, the user will be prompted to enter their username. If the user enters a valid username, they will need to check their associated email's inbox as they will receive an email containing a temporary password. Clicking 'Send me reset Password' will generate the email containing a new temporary password.

Clicking 'Back to login screen' will return the user to the 'Login' page.



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Forgotten Password

Please enter your username and click on the 'Send me reset Password' button. Then click on 'Back to login screen' to log in using the password emailed to you.

Send me reset Password

Back to login screen

An email has been sent to the address registered, advising how to reset your password. If you do not receive an email shortly, please contact the NJR service desk.

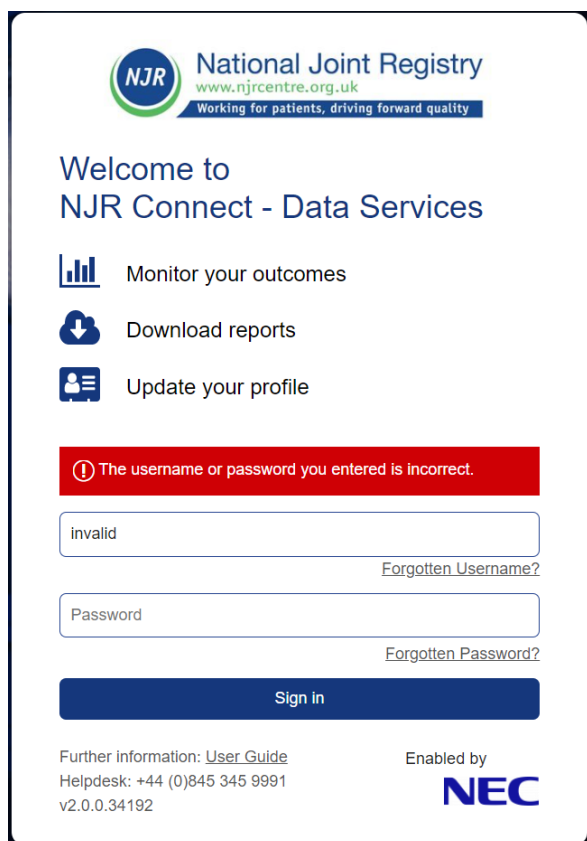
Further information: [User Guide](#)
Helpdesk: +44 (0)845 345 9991
v2.0.0.34192

Enabled by
NEC

If an invalid username/password combination is entered then a generic error message will be displayed to indicate that the entered combination is invalid. However, this will provide no indication as to which value is incorrect:

Passwords must meet the password validation rules, which are currently set such that it must be at least eight characters in length and contain at least one character from three of the following sets:

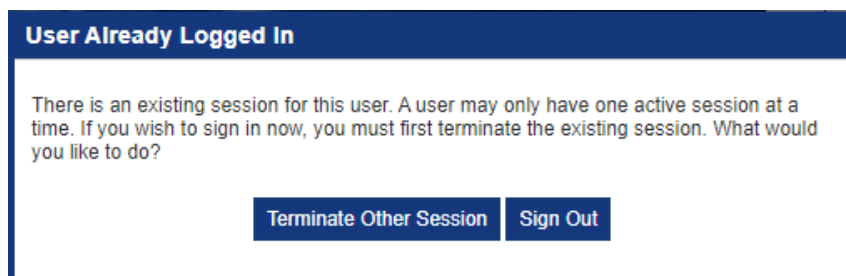
- Lower case letters
- Upper case letters
- Numbers
- Other characters (e.g. ! / # % &)



The screenshot shows the NJR Connect - Data Services login interface. At the top is the NJR logo and the text 'National Joint Registry' with the website 'www.njrcentre.org.uk' and the tagline 'Working for patients, driving forward quality'. Below this is a 'Welcome to NJR Connect - Data Services' heading. Three main actions are listed: 'Monitor your outcomes' (with a bar chart icon), 'Download reports' (with a download icon), and 'Update your profile' (with a user icon). A red error banner states: 'The username or password you entered is incorrect.' Below this are two input fields: 'Username' (containing the text 'invalid') and 'Password'. Each field has a 'Forgotten Username?' or 'Forgotten Password?' link. A blue 'Sign in' button is at the bottom. Footer text includes 'Further information: User Guide', 'Helpdesk: +44 (0)845 345 9991', 'v2.0.0.34192', and 'Enabled by NEC'.

Entering an incorrect password for a given username more than five times will result in that username being marked as 'Disabled' and will require a System Administrator to re-enable it. In this case, please contact the NJR Service Desk.

Having entered a valid username and password combination, if there is already an active session for the user's details then the following message will be displayed:



The screenshot shows a message box titled 'User Already Logged In'. The text inside reads: 'There is an existing session for this user. A user may only have one active session at a time. If you wish to sign in now, you must first terminate the existing session. What would you like to do?'. At the bottom are two buttons: 'Terminate Other Session' and 'Sign Out'.

There are several reasons that this could occur, including:

- The user is currently logged into the application on another device or browser
- The previous session did not terminate correctly

Clicking 'Terminate Other Session' will terminate the other session using these login credentials and allow the user to log in, with any unsaved changes made in the other session lost. Clicking on 'Sign Out' will keep the other session using these credentials active.

If you suspect that your account has been compromised, it is recommended that you change your password and log a security incident with your hospital's IT team.

If the password has expired or is a temporary password, the user is taken to the 'Change Password' screen and cannot proceed further unless the password is changed. The user will need to ensure that:

- a) The 'Current Password' value is correct or the following error will be displayed:

Password Change Failed

Your Password has not been entered correctly.

OK

- b) The 'New Password' matches in both 'New Password' fields:

[Home](#) > Change Password

Details

A new password can be created by using the 'New Password' or 'Suggest strong password?' boxes below.

Password Policy

Passwords must meet the following criteria:

- at least 8 characters in length
- at least one character from three of the following sets:
 - lower case
 - upper case
 - numbers
 - other characters (e.g. / # % &)

Passwords must be stored securely and not shared.

Alternatively, the system can generate a password by clicking on the 'Suggest strong password?' button.

Existing Password

New Password

Confirm New Password

Suggest strong password?

Save

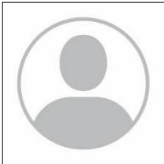
- c) The new password must meet the Password Policy rules as stated earlier in this document.

Password Change Failed

Your entered Password does not comply with the Password Policy.

OK

Once a valid password has been set and if this is the first time the user has logged in, the user will automatically be taken to the page where user profile details need to be entered:

Person
Details
<p>Profile Picture</p> <div style="display: flex; align-items: center;">  <p>Note: only bmp, jpg, gif and png formats are currently supported Maximum file size:1.5 Mb</p> </div>
<p>Title</p> <p>Please select ▼</p> <p>First Name(s)*</p> <p>Test</p> <p>Last Name*</p> <p>User</p>
<p>Job Title*</p> <p>Other ▼</p> <p>Other Job Title*</p> <p>Admin</p>
<p>Primary Work Address</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>Postcode</p> <p></p> <p>Mobile Phone</p> <p></p> <p>Work Phone</p> <p></p> <p>Email Address*</p> <p>test.user@necsws.com</p> <p>Alternative Email Address</p> <p></p>
<p>Terms and Conditions*</p> <p><input type="checkbox"/> I have read the Statement of Permission and Confidentiality and agree to abide by the rules set forth</p>

The fields marked with a red asterisk (*) are mandatory:

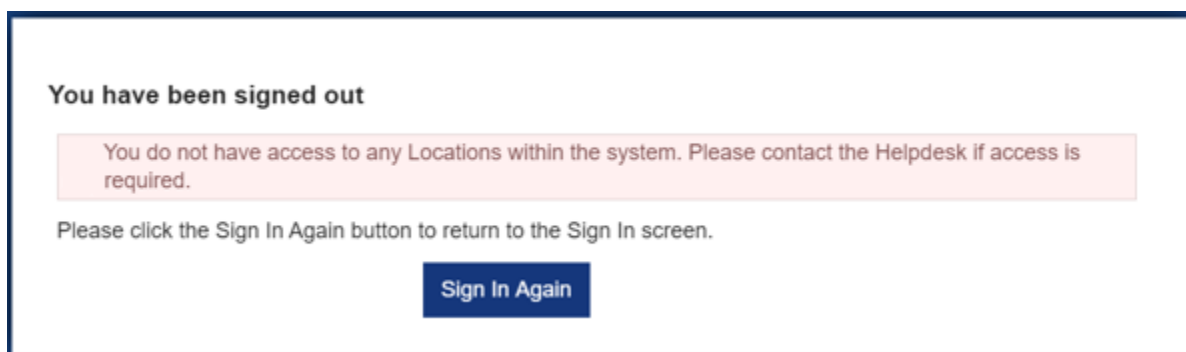
- First Name(s)
- Last Name
- Job Title – select from a list
- Email Address – must follow standard email address formatting
- Terms and Conditions acknowledgement – the user is required to click on the link whereby the

terms and conditions will be displayed and then tick the box to acknowledge them

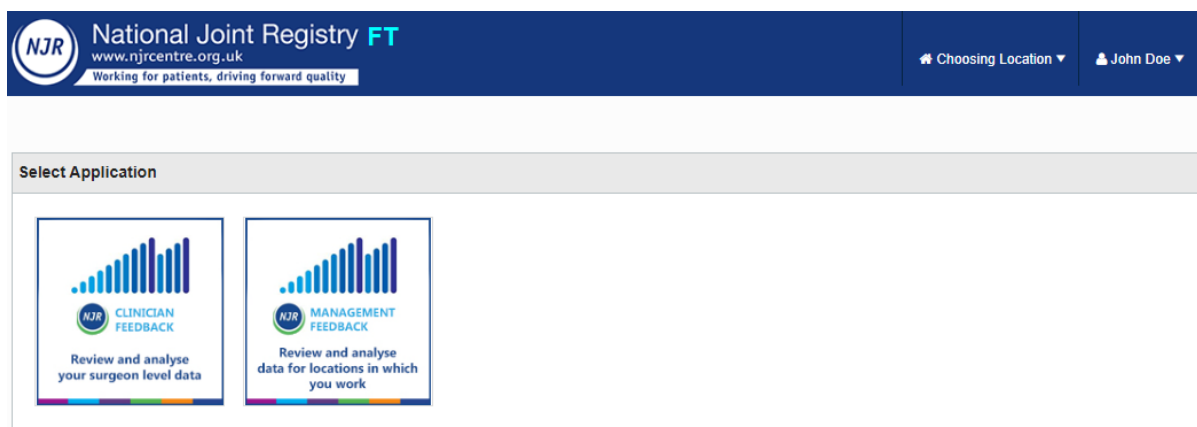
It will not be possible to navigate away from this page until all these fields have been completed.

NB: this only happens the first time the user logs in; once the form has been completed and saved, the user will not be required to review it on subsequent logins, but they will be able to update their profile at any time. Please see the User Profile section in the individual application user guides..

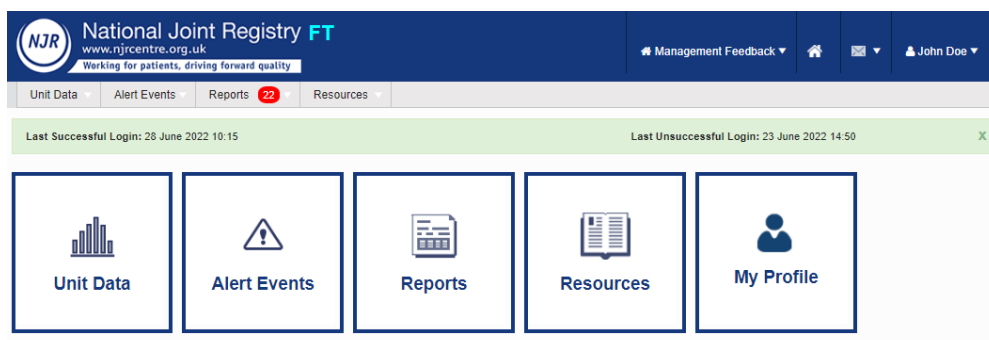
Once the form has been completed, if the user has not been set up to access any locations (e.g. hospitals or company) or application (e.g. Clinician Feedback, Management Feedback or Supplier Feedback), they will not be able to log in and the following message will be displayed:



Once logged in, the user will see either the Select Application screen:



or, if only associated with one application, will be taken directly to the application dashboard e.g. Management Feedback (actual tiles shown will depend on user access rights)





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To find out more about the NJR:



NJR Website:

www.njrcentre.org.uk

NJR Surgeon and Hospital Profile:

<https://surgeonprofile.njrcentre.org.uk>

NJR Reports:

<https://reports.njrcentre.org.uk>



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