

SIRIS Spine: Frequently Asked Question's (FAQ's)

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Login

Q. How do I get a password for SIRIS Spine?

Answer: You can get a password by clicking on the forgotten password link on the login page. This will only work if you have an email address registered against your account. If you don't have an email address or encounter any difficulty, please contact your Clinic or Department Administrator in the first instance.

Q. Why does my reset password not work?

Answer. You need to use your password within 24 hrs of it being generated or it will expire. You should reset your password via the forgotten password link on the login page (please ensure you have registered your account with a current email address).

Q. Why can't I reuse a previous password?

Answer: You have to change your password at least 10 times before you can reuse a password for data security reasons. The system will reject any reused password that has not had at least 10 other passwords following its first use.

Q. Why is the system not accepting my new password?

Answer: Your password needs to be a minimum of 8 characters long and include 3 of the 4 criteria stipulated.

Criteria 1 - 1 upper case character

Criteria 2 - 1 lower case character

Criteria 3 - 1 digit (number)

Criteria 4 - 1 special character (e.g. @, !, *, etc.)

Q. Why does my password get elongated after I have typed it in and hit return?

Answer: When you enter your password and hit return, the password is encrypted and produces the maximum number of characters to make it undetectable. A security feature is attached to the password to protect the users from 'Password Sniffing'. This is when hackers may try to intercept passwords during the log in process. With this feature, it is nearly impossible to steal anyone's password when they are logging in.

Q. I mistyped my user name and entered my password (correctly) and received an error message. When I correct my user name and hit return using the same password I had already typed in, I get another error message. Why does this happen?

Answer: Your password is encrypted and produces the maximum number of characters to make it undetectable when you enter it. If you copy and paste the encrypted version of the password, it fails. You have to re-enter the password correctly and the system will re-encrypt it before processing. The encryption changes each time.

Q. I would like to log straight into my department. Why do I get the option to choose from Clinic and Department?

Answer. You get the option for both Clinic and Department because your account has been created at Clinic level which is the highest level for a site. At Clinic level, you can see all departments that are available at your site. If you do not need access at clinic level, please inform your local administrator and your access will be changed to department level only.

User Profile

Q. What email address should I use for my SIRIS Spine account?

Answer: You can use a work or personal email address as long as the email address belongs to you. Please do not use another person's email address as you will be unable to use features that require information to be sent to your email address for action. Passwords are also sent to this address.

Q. The system does not allow me share my account with someone else. Why can't I do this?

Answer. You cannot share your account with anyone else. If another person needs access to the system, please make a request to your local administrator and an account will be created for the other person. This system does not support account sharing.

Q. Do I need to provide all the information requested in the user profile section?

Answer: First name and Last name are the only mandatory fields. We recommend that you provide your email address as you will otherwise be unable to use the forgotten password feature.

Q. What address should I use for registration? Should it be clinic, work or private?

Answer: As long as the address used is accurate, the user can decide which of their addresses to use.

Q. I do not have an email address, how do I reset my password?

Answer: Contact your local administrator who can reset your password for you. Failing this please send an email to SIRIS-spine@eurospine.org with your request.

Admin

Q. I am a local administrator, how do I add a new user to my Clinic or Department?

Answer: There are 2 steps to adding a new user to your clinic.

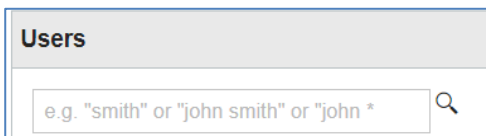
Step 1 - From the Admin dropdown menu, select people and add (first name and last name are mandatory). Select the 'Set as user?' check-box and click on the User Information tab and enter a Username (format is 2 letter country code_ first initial surname e.g. gb_jbond). To add an e-mail address, go to the "Methods of Communication" section of the "General Details" tab, click Add, select email from the drop down list under "Type", enter an email address and save. Once this has been completed and the whole form saved, a password will be generated which the system can email to the user if an email address exists or can be copied by the admin and given to the new user.

Step 2 – From the admin menu, select organisation, security.

- Click on the box next to your department name e.g.



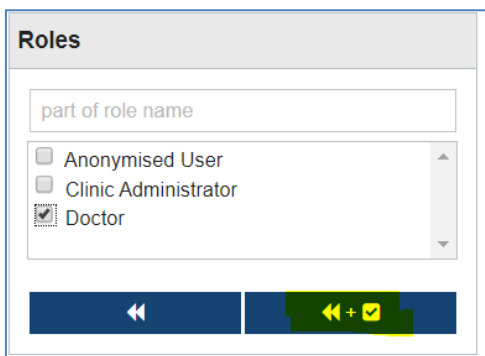
- Type the last name of the person in the "Users" section and search



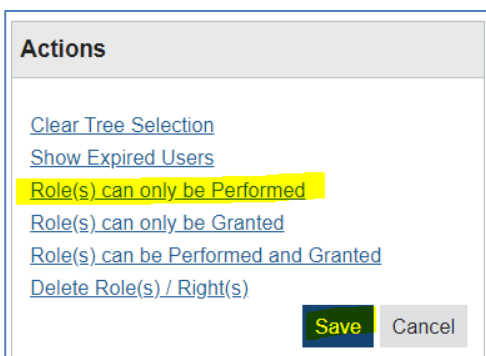
- Once you find the person, select their name from the list and click on the highlighted button as in the image below



- select a role(s) as illustrated



- select an action and save



Q. I am a local administrator, how do I reset a password for a user without an email address?

Answer: From the Admin dropdown menu, select people and search, enter some details to find the person. Once the user had been found, click on View and select reset password and a new password will be generated on the screen for the administrator to copy and share with the user.

Q. I am a local administrator, how do I update an existing user's email address?

Answer: From the Admin dropdown menu, select people and search, enter some details to find the person. Once the user had been found, select the record and edit the user's profile. You can add an email address by adding an email as a method of communication.

Q. How do I send a message using the user messages function?

Answer: Select 'User messages' from the Administration drop down menu. Once it has opened up, click on the plus sign (+) to create a new message. Complete all the mandatory field, select recipient and choose who to share the message with. Once this is all down, the publish button becomes available for selection. Click on publish and your message will be sent to the user or group of users selected.

Q. How do I check my existing messages?

Answer: Click on the envelope icon next to your user name in the top menu bar. Select any message that has not been acknowledged from the drop down list or select view all to see all messages that have been sent to you.

Forms

Q. What happens if I enter an invalid height or weight measurement in Risk Factors on the Surgery form?

Answer: The maximum height that can be entered is 280cm. The minimum height is 50cm. The maximum weight that can be entered is 399kg and the minimum weight is 4kg. Any measurements entered outside this range will default to the closest min or max measurement.

Q. How do I save individual pages on the Surgery form?

Answer: Click on the save icon/button on the page. This button saves all pages at the same time so you may get error messages if you haven't completed all sections.

Q. Why did I lose all my information when I changed the language?

Answer: If you enter any information on a page, you have to click on the save button before you change the language or you will lose all the information entered. If you save, the information is retained when you change the language.

Q. How do I add a new Supplier for components to SIRIS Spine?

Answer: Please use the request component function within the components section to request the addition of a new/missing supplier.

Q. A component I have previously used is missing from the components list, how do I get the list updated?

Answer: Please use the request component function within the components section to request the addition of a missing component.

Q. How do I stop a drop down list from hiding a question that is displayed?

Answer: This is standard browser functionality. You need to ensure the question is not at the bottom of the page before you click on the drop down list. If you scroll down to enable enough space at the bottom of the page for a drop down list, the list does not hide any part of the question.

Q. The list of Surgeons does not represent the Surgeons in my clinic/department.

Answer: Please contact your local administrator to inform them of the discrepancy. They are able to update your Surgeons list. In their absence, send an email to SIRIS-spine@eurospine.org

Q. I have put a form in a wrong case, how do I move it?

Answer: Select the form you wish to move, click on the move icon in the banner above the form and select the case (from the drop down list) that you wish to move the form to. This will move the form from the current case, to the selected case. A form can only be moved if it has not been submitted. If the form has been submitted, it has to be 'unsubmitted' to enable the move functionality.

Data

Q. I am searching for previous data and cannot find anything. How can I access the data for my clinic?

Answer: Please contact your local administrator to find out when your data will be available or send an email to SIRIS-spine@eurospine.org with your enquiry.

Q. I cannot find data to match any of my existing MRN's. How can I find my data?

Answer: Send an email to SIRIS-spine@eurospine.org with your enquiry.

Q. I have performed a general search and do not recognise any of the MRN numbers from the search results. How can I find my data?

Answer: Please send an email to SIRIS-spine@eurospine.org with your enquiry.

Q. I need to review some historic data. I can only find data from un-submitted or incomplete forms. Where is the data for submitted forms?

Answer: Please contact your local administrator or send an email to SIRIS-spine@eurospine.org with your enquiry.

Q. I need to do some analysis on my data. How do I extract the information to do this?

Answer: The simplest way to extract your data is by using 'Simple export by forms'. This can be found by clicking on the 'Data export' icon on the dashboard, or by clicking on 'Data export' from the drop down menu

on the menu bar and selecting 'Simple export by forms'. A user guide for this feature is available from the 'User Docs' tab.

General

Q. The name of my department is different from the previous name. Is it still the same department?

Answer: If the name is incorrect, please raise this with your local administrator who can amend this or send an email to SIRIS-spine@eurospine.org

Q. The drop down menu for dates is not user friendly, how can I change this?







Answer: There are a number of ways to choose a date. You can either type it in using the format dd/mm/yyyy or you can select the date using the calendar by clicking on the calendar icon and choosing the required date. You can also navigate to the required year by clicking on the month and year at the top of the calendar. If you click on this a number of times, you will get a view of the calendar showing various years to select. You can then drill down to the required date using the arrows on either side of the header if required.

Q. Is it possible to create a "new patient" without first searching for the patient?

Answer. Yes it is. Click on the 'Add Patient' icon on the dashboard or click on the 'Add patient' drop down option on the menu bar.

Q. How can I delete a patient from SIRIS Spine?

Answer. The delete patient function is only available for Clinic and Department Administrator users. A patient can only be deleted if there are no forms associated with them. If a patient has any forms associated with them, the delete icon will not be available. The icon is only visible where there are '0' forms associated with the patient.

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3453647434			07/11/2018	Male	0	  

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