

CMC101: Logging In to the Coordinate My Care System

Intended Audience	New CMC system users (any role).
Purpose	This module explains the process of logging in and the avenues available for requesting help.
Objectives	At the end of this module, the users will be able to: <ol style="list-style-type: none">1. Log in to the CMC System.2. Change their CMC password.3. Contact CMC to request help.
Prerequisites	None.
Assessment	Quiz questions and simulations are provided for self-assessment.
Duration	15 Minutes

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Module Introduction

Welcome to *CMC101 Logging In to the Coordinate My Care System*.

By the end of this module, you will be able to:

1. Log in to the Coordinate My Care (CMC) system.
2. Change your CMC system password and security challenge question.
3. Contact CMC to request help.

1 Connecting to the CMC System

1.1 Accessing the CMC System

1.1.1 Introduction

This lesson explains the process of logging in to the Coordinate My Care system with a username and password and with a Smartcard.

If you do not yet have a CMC system login, you can find details of how to request one in [CMC100 Introduction to CMC & Accessing the System](#).

By the end of this lesson, you will be able to log in to the CMC system.

1.1.2 CMC System Website (text/image)

Note: You must be connected to the N3 network to access the CMC system. You are connected to the N3 if you are working from an NHS computer.

To log in to the Coordinate My Care system, browse to the website <http://nww.coordinatemycare.net>.

Alternatively, browse to the Coordinate My Care website www.coordinatemycare.co.uk and look in the top right corner for the link to the CMC system.

coordinate my care | coordinatemycare@nhs.net | 020 7811 8513

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David Whitmore, Medical Directorate
London Ambulance Service

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Communities of Care – a series of NHS Alliance programmes produced in partnership with ITN Productions featuring CMC as a model of patient care

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CMC Data and Reporting

Access CMC system through N3 >

1.1.3 Username, Password, Organisation

The first time you log in, you will be using a password provided to you by CMC.

coordinate my care SmartCard Login

Login

Username: watsonj

Password:

Login

[Forgot password](#)

Coordinate My Care | coordinatemycare@nhs.net | 020 7811 8513 CMC On-Line Learning Site

When you log in to the CMC system, you are logging in as a member of an organisation. It's possible for a user to be linked to more than one organisation; for example a palliative care doctor may work for a hospice on some days and an acute hospital on other days.

Choose your organisation from the list and then click **Continue**.

coordinate my care SmartCard Login

Login

Username: watsonj

Password:

Select Organisation:

- LONDON AMBULANCE SERVICE NHS TRUST
- WESTERN SURGERY

Coordinate My Care | coordinatemycare@nhs.net | 020 7811 8513

coordinate my care SmartCard Login

Login

Username: watsonj

Password:

Select Organisation: WESTERN SURGERY

Cancel Continue

Coordinate My Care | coordinatemycare@nhs.net | 020 7811 8513

1.1.4 Select a New Password (text)

When you log in for the first time, you will be prompted to select a new password.

When choosing a new password, keep in mind:

- Passwords should not contain part or all of the user's account name.
- Passwords should be between 10 and 32 characters long.
- The previous four passwords cannot be reused.
- Password must contain a mixture of characters from three of the following:
a..z, A..Z, 0..9, Non-Alpha (e.g. !,?, £)

1.1.5 System Banner

You will see the **system banner** at the top of the screen.

Your name and the organisation you selected at login are displayed.

When you are finished working, use the **Logout** button to explicitly log out of the system.



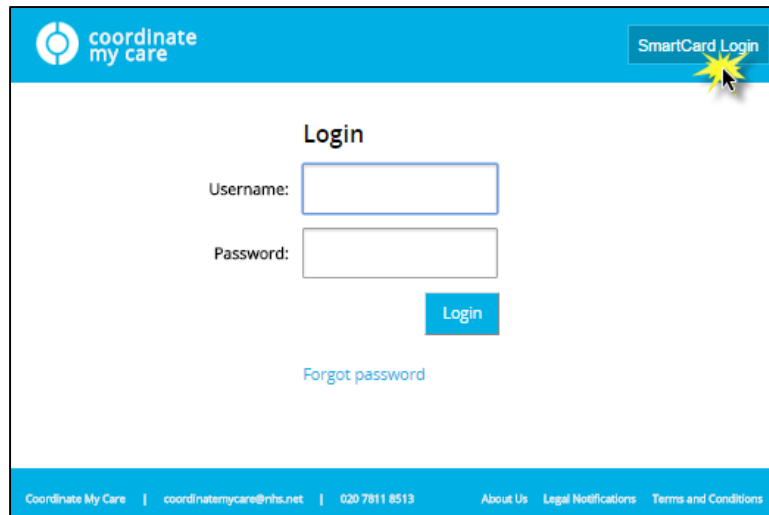
1.1.6 Logging in with a Smartcard

If you have an NHS SmartCard and would like to use it to access the CMC system, your SmartCard ID number will first need to be linked to your CMC username and organisation. If you have not already done so, you can provide these details to CMC via email or phone.

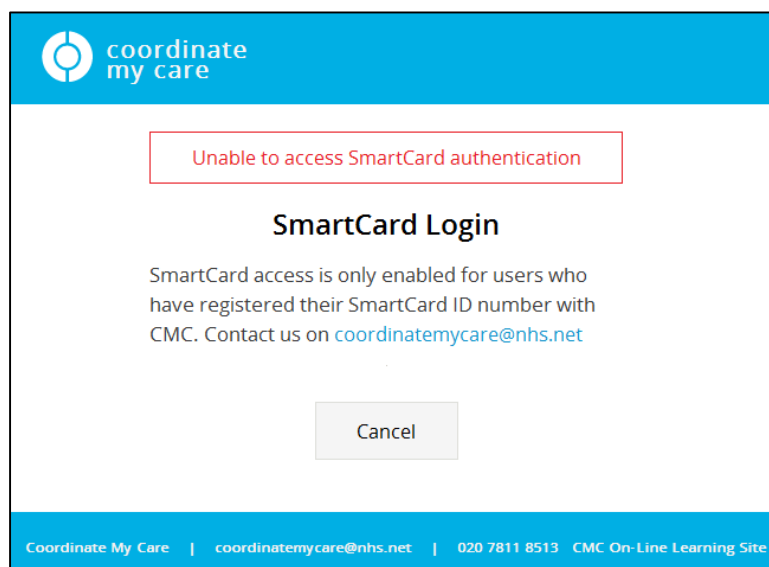
Help desk: 020 7811 8513

Email: coordinatemycare@nhs.net

Once your SmartCard and your CMC username are linked, follow the setup instructions [here](#). This will allow you to connect to the CMC system using the **SmartCard Login**.



If you attempt to log in before your SmartCard ID is linked to your CMC login, you will see the message below. However, in this case, or in the event that you do not have a SmartCard reader available, you can continue to log in to the CMC system using your username and password.



Note: Even if you plan to use a SmartCard to access the CMC system, you should complete your first log in with your username and password as provided by CMC so that you can update your password and security challenge question.

1.1.7 Summary (text)

You must be connected to the N3 network in order to access to the Coordinate My Care system. You can log in using either a SmartCard or a username and password.

The first time you log in to the CMC system with a username and password, you will be prompted to change your password.

When you have finished working, use the **Logout** button to explicitly log out of the system.

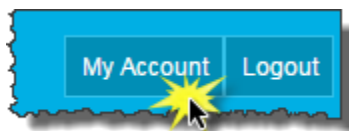
You can find more information about how to obtain a username for the Coordinate My Care system in [CMC100 Introduction to Coordinate My Care](#).

2 Changing Your Password and Security Question

2.1 Changing Your Password and Security Question

2.1.1 Introduction

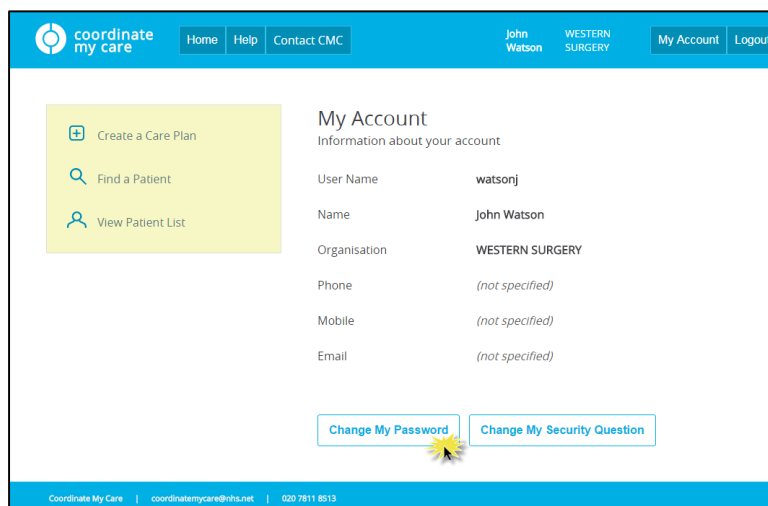
This lesson demonstrates how to change your password and set up a security challenge question using the My Account screen. Setting a security challenge question will enable you to reset your password should you forget it.



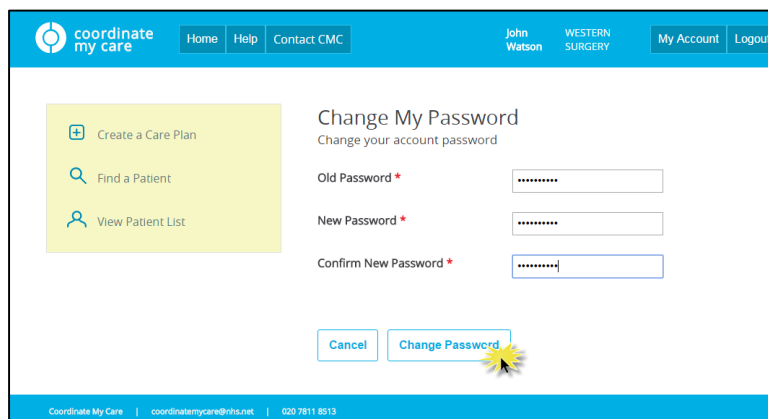
By the end of this lesson, you will be able to update your password and security challenge question.

2.1.2 Changing Your Password

To open the Change Password screen, click **Change My Password** at the bottom of the My Account screen.



Enter your old password and your new password and click **Change Password**.



After this, you will need to use your new password to log in to the system.

2.1.3 Changing Your Security Challenge Question

If you need to reset your password, you will be prompted to answer a security challenge question.

To change your security challenge question, select the **Change My Security Question** button on the My Account screen.



There are several questions for you to choose from. Select your desired security challenge question from the dropdown, answer the question, provide your current password and select **Update**.

A screenshot of the 'Change My Security Question' form in the Coordinate My Care system. The form is titled 'Change My Security Question' and includes the following fields and options:

- Current Security Question:** What is the name of your first teacher?
- New Security Question:** Select a new question or leave blank to use your current question. The dropdown menu shows 'What is the name of your favourite pet?'.
- Answer:** A text input field containing 'greyhound'.
- Password:** A password input field with masked characters (dots).
- Buttons:** 'Cancel' and 'Update' buttons.

The form is part of a larger interface with a blue header and a sidebar on the left.

2.1.4 Summary

Passwords and security challenge questions can be updated at any time using the My Account screen.

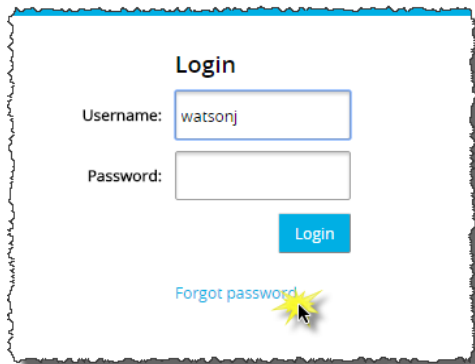
2.2 Resetting Forgotten Passwords

2.2.1 Introduction

This lesson explains how to reset your password using the **Forgot password** link on the CMC system home page. It also provides information about contacting Coordinate My Care in the event that you have trouble resetting your password or need additional help.

2.2.2 Forgot Password Link

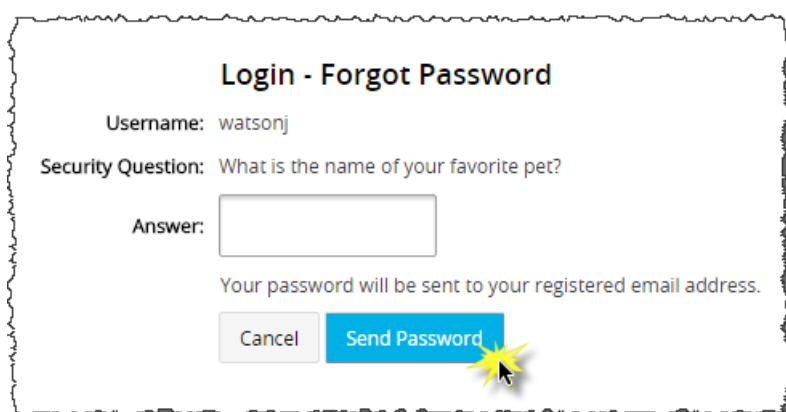
If you have forgotten your CMC system password, click the **Forgot password** link on the CMC system login page.



Enter your username and click **Continue**.



Enter the answer to your security challenge question and click **Send Password**.



Assuming you have answered the security challenge question correctly, an email will be sent to you at the email address associated with your CMC system account. The email will contain a new password which you can use to log in to the system. When you log in with this new password, you will be prompted to choose a new password, as you were when you logged in to the system for the first time.

If you do not receive an email with your new password, contact CMC.

Help desk: 020 7811 8513

Email: coordinatemycare@nhs.net

2.2.3 Contacting CMC

Help desk: 020 7811 8513

Email: coordinatemycare@nhs.net

Password reset help is available 24/7.

Members of the CMC help desk are available Monday to Friday from 9am to 5pm. Outside of these hours calls will be redirected to an external organisation.

You will be asked to provide:

- Your full name.
- Your CMC system username.
- Your organisation.
- Your email address.

2.2.4 Summary

If you forget your CMC system password, you can use the **Forgot password** link on the login page to request a new password. You will receive a generated password. When logging in with the generated password, you will be prompted to choose a new password.

If you need further help with resetting your password, you can contact the CMC help desk.

Module Conclusion

C.1 Module Conclusion

C.1.1 Module Conclusion

You have completed *CMC101 Logging In to the Coordinate My Care System*. You have seen how to log in to and log out of the system, how to update your password and security challenge question, and how to contact CMC for help.

A PDF version of this module is available for download [here](#).

To provide feedback on this module, please contact Coordinate My Care via email at cmc_training@nhs.net.