iPLATO Connect: User Permissions

What types of user permissions can I access in my iPLATO Connect system?

There are 4 different types of user permissions within your iPLATO Connect system and each type have different functionality that the user can access.

All Access

The main point of contact at your Surgery or whoever is nominated to sign up to the iPLATO service, will automatically added as an 'All Access' user and have complete site admin access to the system.

All Access users only have the ability to add any new users to use the system.

Possible users of this access would be Practice managers, Business managers, IT managers or any other trusted users.

All Access Functionally includes;

PCM Sign-up, Summary, FFT Pro Reports, Consult Appointment List and Video Consult, Messages, Campaign messaging, Patients Phonebook, myGP Appointments, preGP Care Navigation, Automatic Appointment Set up, Patient Surveys, Users, Messaging Alerts, Gateway and Help.

High Level

All High-Level Access have very similar access to the system as an All Access User (see All Access)

They ***will not*** have access to the following features; Adding Users, Video Consult and Gateway.

Possible users of this access would be, Assistant practice managers, Business managers, IT managers or any other trusted users.

Standard level

Possible users of this access would be Reception team, Staff who duties require sending out messages to patients and/or health campaigns, monitoring responses, but do not require access to settings or set up of your system.

Standard users may be a member of your reception team that you would like to use the functionally of the system to send out messages or a health campaigns, but would not need access to Auto Appointment Settings, myGP App Settings, preGP Care Navigation or Video Consult.

Standard Level still have access to the Consult list to be able to help assist with maximising the opportunity for your surgery to avoid unnecessary GP appointments, and to spot appointments that may be better handled as urgent appointments.

Clinician

This User access are for Doctors or Clinicians authorised to access and deliver Video consultations via the Consult workflow. Including access to patient messaging functionality.

Including access to patient messaging functionality to send out messages or a health campaigns, but just like Standard level users would not have access to changing or actioning any settings.

How do I add a new user to Connect? - All Access users only

Go to the Settings options on the left-hand menu -> select User Manager and select the ‘Add New’ button.

This will lead you to the ‘Add User’ page where you can enter the person’s contact details, username, and define their level of authorisation for the PCM service (i.e. All Access or Standard level).

Clicking the ‘Save’ button will save the new user. They will be sent an invite email with a temporary password they can use to access Connect.

Top Tip: You should regularly ensure that the list of users for Connect is managed to remove any users who no longer work at your organisation or should no longer have access.

I have forgotten my password, what should I do?

On the main Connect login page, select ‘Forgot Password’ under main login button, you then can enter your email address used to set up your account and have a new temporary password.

How do I make changes to my user account / change my password?

Go to Setting on the left-hand menu -> User Manager -> Click edit next to your account.

On the following ‘Edit Staff’ page change your personal data and confirm your entries by clicking the ‘Save’ button.

How do I change the details of another user?

Go to Settings on the left-hand menu -> User Manager -> click Edit next to the account you would like to change. On the following ‘Edit Staff’ page make the changes you need and confirm your entries by clicking the ‘Save’ button.

All Access users only have the ability to update users on the system.

How do I remove a user?

Go to Settings on the left-hand menu -> User Manager -> click Delete next to the account you would like to remove.

Confirm the deletion when you see the confirmation screen.

All Access users only have the ability to remove users on the system.