

NIVS- COVID Knowledge Articles & Fixes

User Guidance



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Introduction

This document contains information and knowledge articles that can help users trouble shoot issues with NIVS Covid in the first instance.

However, where these do not work then the service desk should be contacted for further help.

The service desk operates:

Monday to Friday - 8am to 6pm

Saturday & Sunday - 8am to 4pm

Email: nivs@england.nhs.uk

Phone: 0121 611 0187

You can find further information and supporting documentation for NIVS Covid [HERE](#) on the Arden & GEM website.

N.B. Please keep a check on your junk folder whilst you are registering for an account as some of the emails asking you to create passwords/ an account may end up there.

1. Training Material

- When your account is active you will receive an email inviting you to access NIVS Covid using this link <https://nivs.ardengemcsu.nhs.uk/home>

Please take time to read the user guide and watch the video before using NIVS Covid.

- The online video training demo can be found be [HERE](#) for NIVS Covid users.
- The **NIVS User Guide** takes you through the screens, and how to use NIVS Covid step by step. This can be accessed [HERE](#) on the Arden & GEM website.

2. Unable to access the NIVS Covid Site

Have you registered for an account - If not, please see the **NIVS User Guide**

- To create an account, please contact your '**superuser**' within your organisation who will be able to onboard you.
- Once an account is created for you, you will receive an email from OKTA to activate your account and set your password and security questions.
- Once this has been one, you will be able to login to NIVS <https://nivs.ardengemcsu.nhs.uk/home> where you will automatically be enrolled as a 'COVID Vaccinator'.
- SPOCS/Superusers – If you require a large number of users who need to be onboard, please contact nivs@england.nhs.uk who can do a bulk upload. We aim to do this within 48 hours. For urgent access, the superuser can set up individual accounts.

The NIVS User Guide can be accessed [HERE](#) on the Arden & GEM website Check you are using the correct link to NIVS Covid - <https://nivs.ardengemcsu.nhs.uk/home>

- Check that you are using the latest version of Google Chrome or Microsoft Edge Chromium

N.B. NIVS Covid will not work with Internet Explorer

- Clear your cache by pressing Ctrl_Shift_Delete
- Try logging out and back in
- Error message displayed of site 'not secure'- this is an issue with the firewall within your organisation. You can click 'advanced' and then permit the browser to connect and/or speak to your IT department to ensure certificates are accepted and site is entrusted.

3. Role Selection

Once an account is setup going forward, they will automatically be enrolled under 'Covid Vaccinator'. Users will not need to request their role.

Should you require access to another role, this can be picked using the toggle button on the main screen. If you are unable to see the role you require, go to your email address at the right-hand side of the screen and click, you will be taken to your profile – from here you can switch roles and/or request a new role be added to your profile. Also see the **NIVS User Guide** [HERE](#).

4. Password Issues/Account Locked

Check your junk folder if you don't believe you have received your password/account set up email.

Follow the onscreen instructions to reset/unlock your Insights account

If you can't find, have forgotten or do not know your password then please email nivs@england.nhs.uk for a password reset.

5. Site selection for vaccinations

Many vaccinators are working in multiple sites and organisations to deliver the vaccination program, in addition, with the onset of Mass Vaccination Centres, colleagues may also be vaccinating in different care settings. There is also a requirement to ensure the application can collect information at each vaccination site that can be reported back to the organisation.

To select the site you are vaccinating for, type in the organisation and then pick a site from the drop down list:

Vaccination Site. Please confirm your vaccination site before proceeding with covid vaccinations.

Vaccination Service	Organisation	Site	Confirm
Hospital Hub	Mid and South Essex University Hospitals Group	▼ Please Select -- BASILDON UNIVERSITY HOSPITAL SOUTHEND HOSPITAL	

To change the organisation/site click –

Change Vaccination Site

If you are unable to find the 'Site' in the drop-down, please check you are using the correct 'Organisation' name for the search with your manager.

If you are still unable to find the Organisation or Site please contact nivs@england.nhs.uk

6. Error 401

If you are getting this error, please email nivs@england.nhs.uk in the first instance with a subject header of 'Error 401'

7. Unable to locate 'batch' information

If you are unable to locate the batch information for your Trust, please search for it using the Batch tab. If it doesn't appear then it will need to be added.

Is this a new Batch that needs to be added – if yes, after searching for the batch, the "Add Batch" button will appear. Clicking this will allow you to enter the Vaccine Type, Batch Number, Expiry Date and Defrost Expiry Dates if applicable.

Check you are vaccinating against the correct Trust/Site. See item 6.

If you still cannot see the batch information you are expecting then please email nivs@england.nhs.uk with a subject header of 'Batch Query'

8. Batch Defrost Date issues

If the batch appears in the "Batch" tab but doesn't appear on the "Patient Screen" tab you should recheck the Batch Expiry Date and Defrost Date that have been recorded. The Batch information will not appear if the Batch Expiry Date/Defrost Date is after the date of the vaccination.

9. Unable to view extract reports

This option has to be requested and requires approval from the Lead Contact/SPOC from your Trust. Please email nivs@england.nhs.uk to request this function, and we will gain approval from your Lead Contact/SPOC for access to be granted. Alternatively, your Lead Contact/SPOC can email us directly to request the option for you.

10. Error 502

Please check you are using the correct link to NIVS Covid - <https://nivs.ardengemcsu.nhs.uk/home>

Frequently Asked Questions

This FAQ document contains answers to the general questions we have been asked about previously regarding NIVS Covid. This can be accessed [HERE](#) on the Arden & GEM website.

Version	Version Date	Author/Changes	Description
1.0	10/12/2020	Diane Clarke	Initial Version
V2	25/01/2021	Zaynab Bhana	Updated version – approved by Elizabeth Rushton
V3	12/02/2021	Zaynab Bhana	Updated – approved by Elizabeth Rushton
V4	17/06/2021	Harrison Whitworth	Updated new email address and fixed typos