NIVS Knowledge Articles, Fixes and FAQ'S

User Guidance

Please use Ctrl+Click on the article you want to view from the list below:

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Introduction

This document contains information and knowledge articles that can help users trouble shoot issues with NIVS 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 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 using this link https://nivs.ardengemcsu.nhs.uk/home

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

- The **NIVS User Guide and Video** takes you through the screens, and how to use NIVS step by step. This can be accessed HERE on the Arden & GEM website.

2. Unable to access the NIVS 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 done, you will be able to login to NIVS https://nivs.ardengemcsu.nhs.uk/home and see your assign roles.

- The roles of Superuser or Vaccinator reporting, will need additional approval from your Trust SPOC and can be assigned by contacting NIVS@england.nhs.uk

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

N.B. **NIVS Covid will <u>not</u> 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. 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.

4. Site selection for vaccinations

Vaccinators can be working for multiple sites and organisations.

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

To change the organisation/site click –

Vaccinator Location

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

5. 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'

6. 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'

7. 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.

8. Unable to view extract reports

This option must 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.

9. Error 502

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

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10. Frequently asked Questions

Inputting data into the NIVS system

Can I enter a patient and vaccination without the NHS number?

Yes, you can manually add a patient into NIVS using just their demographic information and record vaccinations against that patient.

NOTE: Without the NHS number the vaccination information WILL NOT update GP records.

Is ESR and NIVS linked?

No, ESR and NIVS are not linked but users can identify staff members that have been vaccinated by selecting the Eligibility Type in the Pre Screening as "Individual is a Healthcare worker" then selecting the Organisation that the patient works for. Users with the Vaccinator Reporting role can extract a list of vaccination events recorded for employees of their organisation.

How to update Incorrect data pulled from PDS

Due to PDS integration with NIVS. In any case, where incorrect data is pulled when adding a patient. You will need to update your 'SPINE' records.

Once the 'SPINE' records have been corrected, NIVS can then be updated by clicking on the magnifying glass next to the NHS number to re-populate with the correct details.

How can patient details be recorded into the NIVS system before they attend their vaccination to save time and make the process run more smoothly?

A new patient can be added/pre-populated into NIVS before the vaccination event.

What happens once data has been uploaded to NIVS?

Within 24 hours of the vaccination event the details will be captured in the GP record. Data captured in NIVS flows to NHS digital who disseminate the data onwards.

How can I see which members of my organisation have been vaccinated in an extract report?

An extract is available in NIVS which will detail all the staff in you organisation who have been vaccinated, regardless of where that vaccination took place. However, for it to show in the report they will have had to have been vaccinated by a NIVS site and uploaded to the NIVS system.

What is the process for Admin staff to upload vaccination data to NIVS, if they are not the vaccinator?

NIVS is intended for data entry to happen at point of care however an administrator can input the data on behalf of the vaccinator if all details for the mandatory fields have been captured.

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What is the process to add adverse reactions the following day?

Adverse reactions can be added the same day or at a later date, by going on the patient record and clicking on the appropriate vaccination record.

What is the process to action a yellow card if an adverse reaction is recorded?

The Yellow Card process must still be followed when an adverse reaction is recorded.

What is the process for adding batches? Are they entered manually, or can batches be scanned?

Currently it is manual batch entry and there is no option of scanning the vaccination batches barcode.

How are the batch details stored? Are they against Trust or an organisation?

Batch numbers are stored against each Trust.

Batches are managed at a Trust Level so one batch can be used by multiple clinicians be seen and used by everyone within that Trust.

What is the DPIA available?

Please contact the NIVS helpdesk(NIVS@england.nhs.uk) if you require a copy of the available DPIA.

How am I able to see if someone has had a vaccine at other sites which are administering covid vaccinations i.e. GP surgery or mass vaccination sites?

NIVS will return details of previous vaccinations no matter where they were undertaken or if recorded on a different system to NIVS. This will show under Immunisation status NIMS data.

How does pre-screening work?

For each vaccination a mandatory pre-screening must be completed.

This can be added in advance. To locate a pre-screening that has been added in advance, you can search using the pre-screening option, with either demographic information or the NHS number.

The pre-screening details/questions will vary dependent on the vaccination being given.

What is the Prescribing Method?

It is now mandatory to select the Prescribing Method. Information regarding the Prescribing Method can be found here: https://www.gov.uk/government/publications/national-protocol-for-covid-19-mrna-vaccinehttps://www.gov.uk/government/publications/national-protocol-for-covid-19-mrna-vaccine-bnt162b2-pfizerbiontechbnt162b2-pfizerbiontech

National protocol for COVID-19 mRNA vaccine BNT162b2 (Pfizer/BioNTech)

This protocol is for the administration of COVID-19 mRNA vaccine BNT162b2 to individuals in accordance with the national COVID-19 vaccination programme.

www.gov.uk

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There are 3 options available:

National Protocol (NP)

Patient Group Directions (PGD)

Patient Specific Directions (PSD)

National Protocol is selected by Default, only one option can be selected.

How do I add subsequent vaccinations?

To add any further vaccinations to a patient, record start by searching or adding the patient into NIVS.

Once you have located their record, go to new pre-screening for Covid or +New Flu vaccination for Flu vaccinations.

Covid Pre-screenings	+ New Pre-screening

Flu Vaccinations	+ New Flu Vaccination

COVID

Complete the mandatory fields for the pre-screening and save. This will then take you to the vaccination details.

You will see the option to select which vaccination you are administering in this drop-down box.

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Batch Number	Manufacturer		Batch Expiry Date	Defrost Expiry Date
FF2618	Pfizer	∨	31/07/2022	30/06/2022 📅

Vaccine Type		Vaccination Site
Comirnaty 30micrograms/0.3ml dose (Pfizer)	∨	Left Upper Arm ∨

Dose		Dose Amount
Booster Dose	∨	0.3ml ∨

-- Please Select --
First Dose
Second Dose
Booster Dose

Vaccination Geo Site

CHELFORD COURT ∨

PLEASE NOTE: any additional Covid vaccinations after First Dose and Second Dose are recorded as Booster Dose.

FLU

Complete the mandatory fields to record the vaccination. There isn't a separate pre-screening for Flu vaccinations currently.

## Can you bulk upload into NIVS for Covid Vaccinations?

There is no bulk upload function as per the requirements agreed with the programme. Point of Care entry ensures that the mandatory fields are complete and ensures the highest level of data quality.

Reporting

What report data can be extracted from NIVS?

To be able to access the reporting function in NIVS, you will need to have the 'Reporting' role assigned to you.

The below shows the reports that are available to you.

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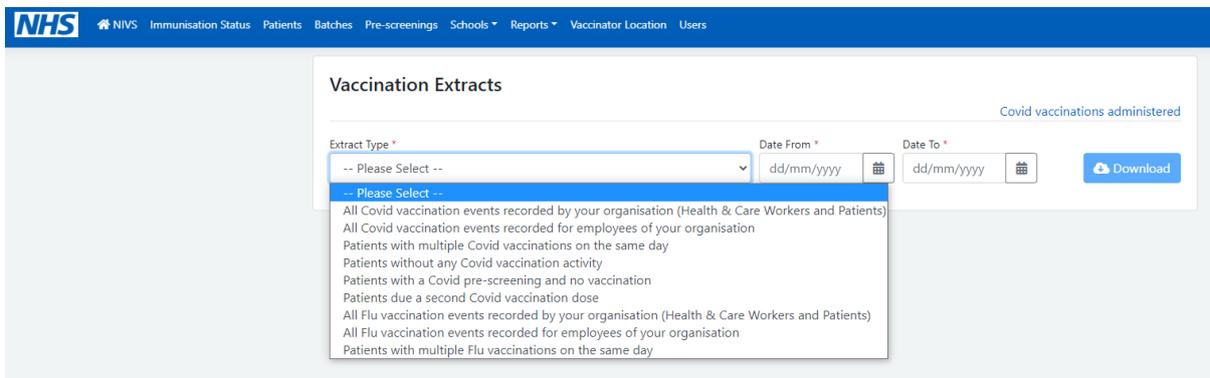
There are a couple of reports that will only allow you to download a 2-week extract at a time, to protect the server capacity.

Historic reports can be requested from NIVS@england.nhs.uk, if you are not able to access the dates you need. This should be by exception only.

SUPERUSERS will have access to a report, that shows all the NIVS users in your organisation.
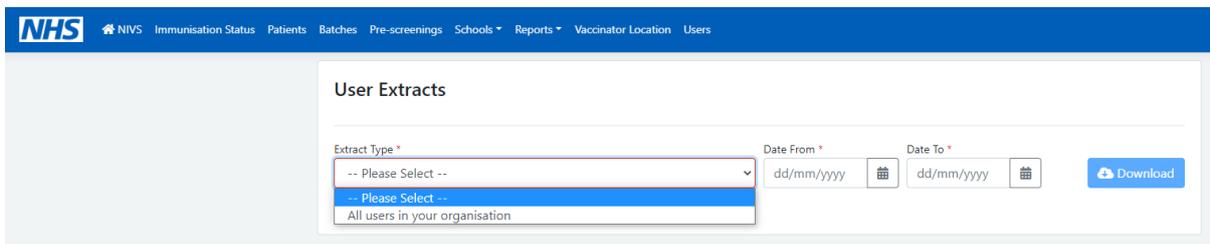
This report will tell you the users that will be disabled through inactivity and those that are active.

Gaining Access to NIVS and Functionality

How can authorisation for new NIVS users be done locally?
Each Trust/Organisation will have Superusers registered. These Superusers are responsible for creating and maintaining the NIVS accounts for their Trust/Organisation.

The Superusers can create Vaccinator and School Vaccinator roles.

Vaccinator Reporting and Organisation Superuser, will need to be approved by the Trust/Organisation SPOC and activated by the NIVS helpdesk. NIVS@england.nhs.uk

How can I reset my password if I can't get into NIVS?
You can access NIVS with your OKTA credentials. If you need a password rest, please email or call NIVS@england.nhs.uk and they will reset that for you.

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How can NIVS be accessed via WWW or is it via HSCN?

NIVS is accessed via the internet - Check that you are using the latest version of Google Chrome or Microsoft Edge or similar.

> **N.B**. NIVS Covid will <u>not </u>work with Internet Explorer

How can NIVS be accessed via Smart cards?

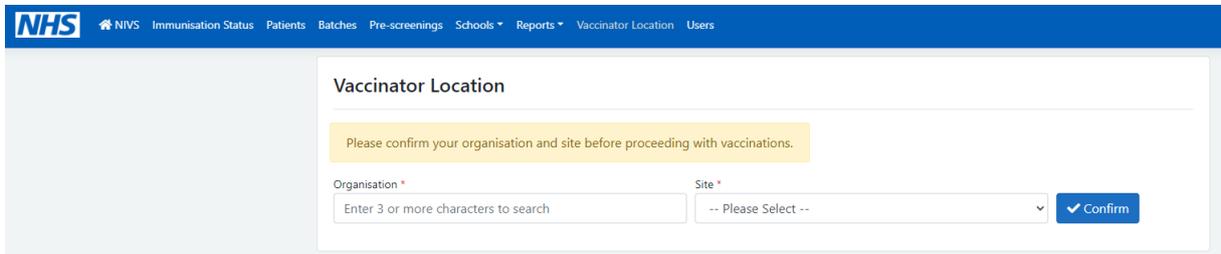Unfortunately, Smartcards cannot be used to access NIVS.

NIVS accounts use OKTA credentials, and an OKTA/Insights account is needed to access and log into NIVS.

What is the manual process if there is a catastrophic system failure and NIVS is unavailable?

NIVS has a Business Continuity Plan for this scenario which can be found <u>HERE</u>. There is a manual paper form which can record these vaccinations also located on the website.

Can we access the system at different sites and different location under the same registration?

A user can select which site they are vaccinating from and therefore can vaccinate at multiple sites under the same OKTA registration.

How long does the system take to timeout after a period of inactivity?

It will automatically log users out after 30 minutes of inactivity. If you are in constant use, then your session will remain active.

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Version	Version Date	Author/Changes	Description	Approved by
V1	25/09/2022	Vicky Nelson	Initial version	Elizabeth Rushton