National Immunisation & Vaccination System (NIVS)

Superuser Guide

Review Process

A review of current User Guides should take place annually.

Review Date:	11/03/2024
Approved by:	
Expiry Date:	11/03/2025

Contents

Please be advised that all NEW vaccine records should now be recorded using RAVS. NIVS will continue to be available for vaccine corrections and reporting.

Superuser Roles and Responsibilities

Each trust has a limited number of superusers who are nominated by their trusts Single Point of Contact (SPOC.) A minimum of two superusers are required in case of annual leave or sickness.

Any new requests for superusers will need to go to the NIVS Helpdesk for access via NIVS@England.nhs.uk

The superuser role requires the nominated person to manage user accounts within NIVS. Managing user accounts entails the following: Creating accounts, approving, and removing roles, enabling, and disabling user accounts. Superusers also can amend and delete NIVS records, where a proven error has occurred.

User accounts are automatically disabled if they have not logged in for 90 days or more.

As a superuser for your trust, you are directly accountable for the users granted access to your organisation as well as managing access levels for all members of staff within your organisation. We would advise that you regularly download the list of users for your organisation and disable any

accounts that are no longer required. The service desk is here to provide technical support where necessary.
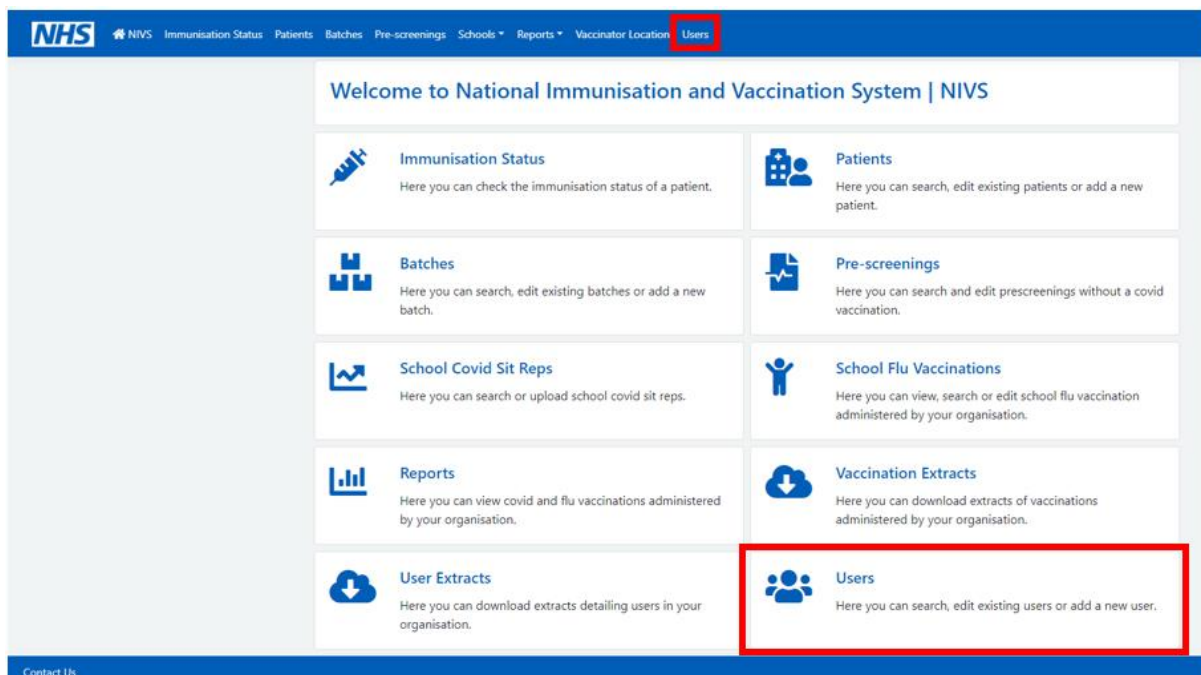
Vacating the Superuser Role

If you are leaving the superuser role, you will first need to inform your trust's single point of contact to advise them you are leaving. Your single point of contact will need to confirm this to us and if a replacement has been identified.

The superuser role can only be added or removed by the NIVS Helpdesk as advised by your trust's single point of contact.
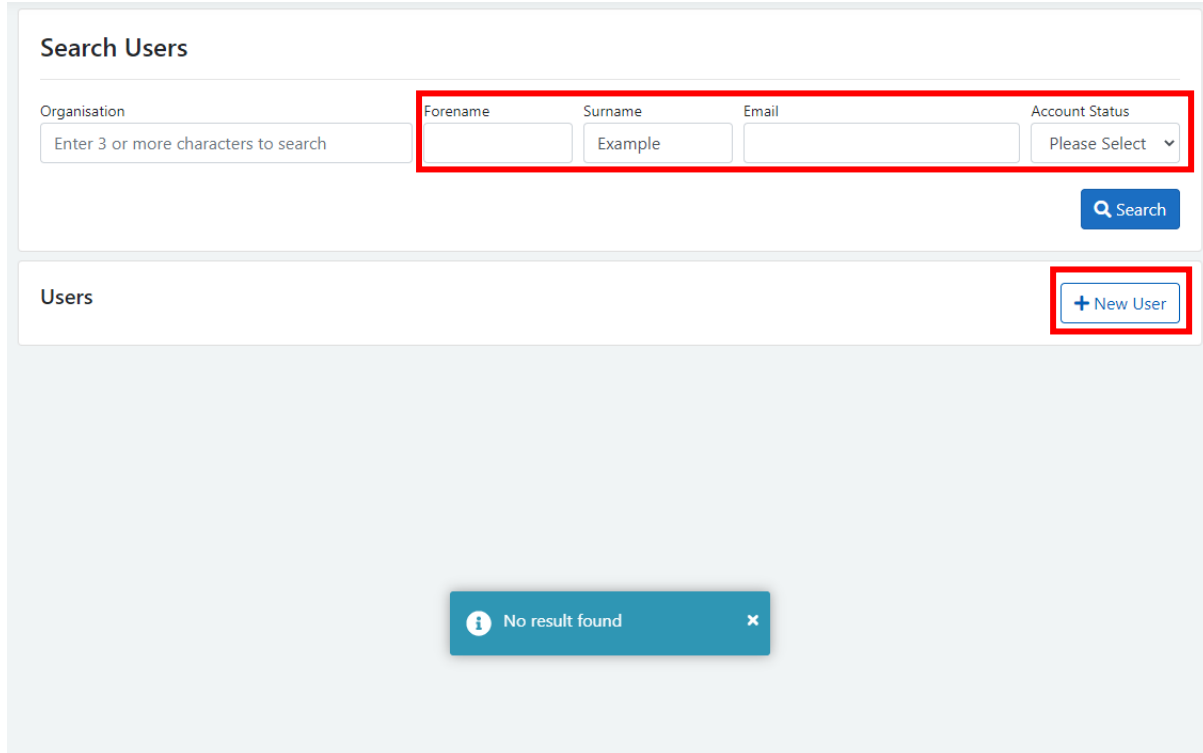
Creating a NIVS account

NIVS accounts can be created by logging in to NIVS and navigating to the "Users" tab located along the top bar or selecting the "Users" box, both available are available on the homepage providing you have organisation superuser approved.

Once you have clicked on "Users" you will then need to search for the user using either Forename, Surname or Email Address, this is to verify if they currently have an account.

If the user does not exist within the system, no results will return.
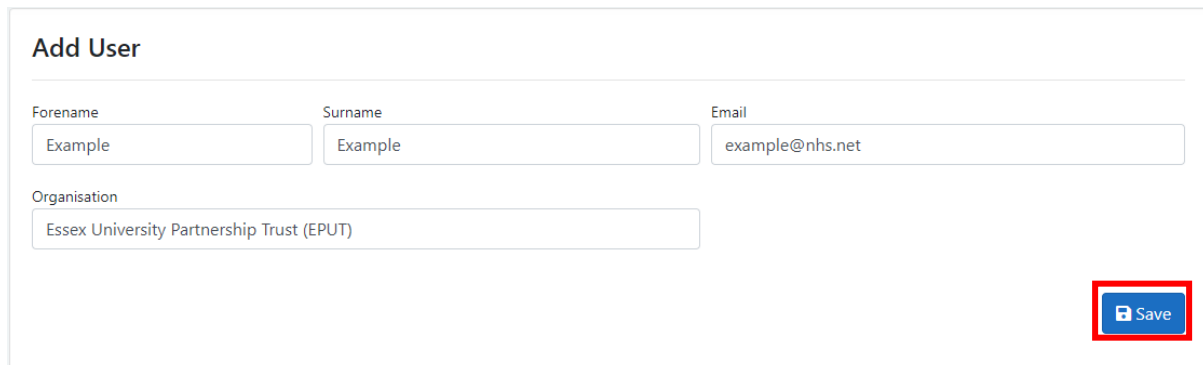
Now we have verified an account does not already exist for this user, we can click the "New User" button, as above.

We will then be taken to this box to fill in the user's details.

Just complete the Forename, Surname and email address and click "Save." It is paramount that the email address entered at this stage is correct or else an account will be created against your organisation for an incorrect email address.

By default, creating an account as a superuser will grant created accounts access to NIVS as a vaccinator.

Once you have clicked save, an Okta account will then be created for the specified user. An Okta activation email will be sent over to this users email address, they will then need to activate the account. Once activated they can now use this Okta account to login to NIVS.

Approving and Removing Roles

As a superuser you can also approve and remove roles within NIVS. We will start by searching for a particular user who requires access to the vaccinator role using the "Users" tab as we have done above.

Search Users

Organisation	Forename	Surname	Email	Account Status
Enter 3 or more characters to search				Please Select ∨

🔍 Search

Once we have located the required user via the search boxes, we can then click the "Edit" button.

Search Users

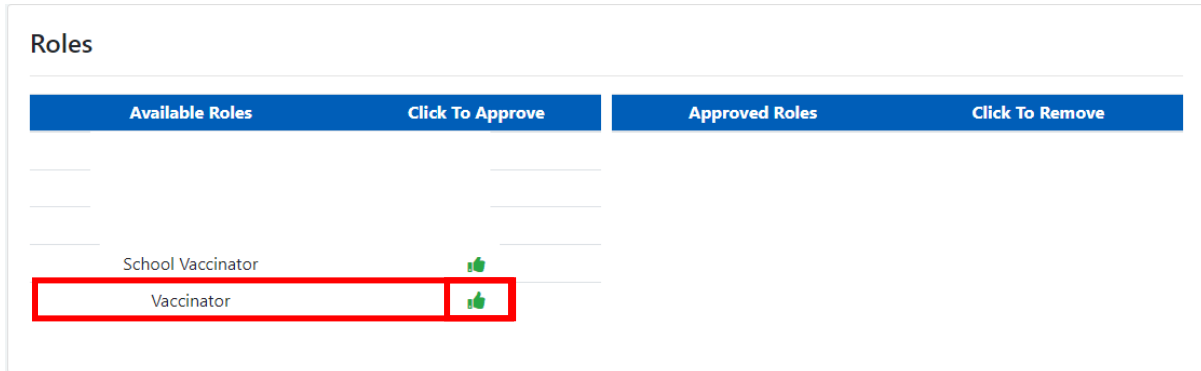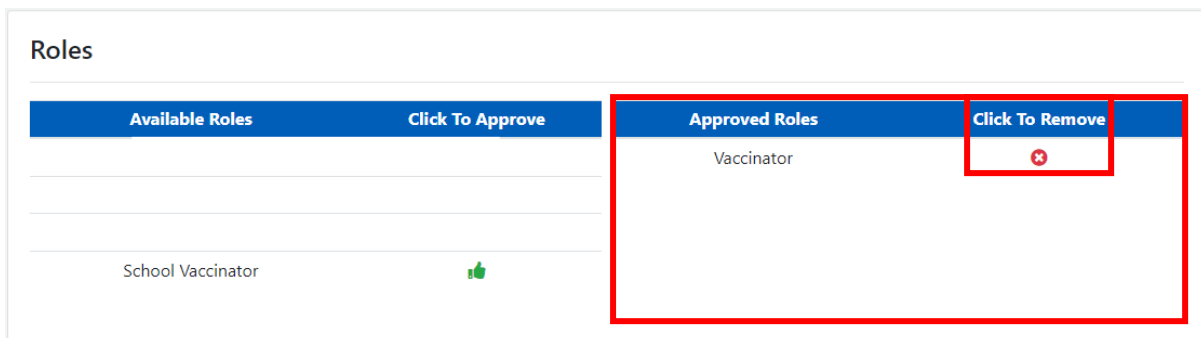| Organisation	Forename	Surname	Email	Account Status
Enter 3 or more characters to search		user		Please Select ∨

🔍 Search

Users

➕ New User

Forename	Surname	Email	Account Status	Edit
Test	User	test.user@nhs.net	Enabled	✏️

Clicking "Edit" will then take us to the user's account. Here we can click the green thumb next to the Vaccinator role to grant this user the role.

Roles

Available Roles	Click To Approve	Approved Roles	Click To Remove
School Vaccinator	👍		
Vaccinator	👍		

As you can see below, we have granted this user access to NIVS under the vaccinator role
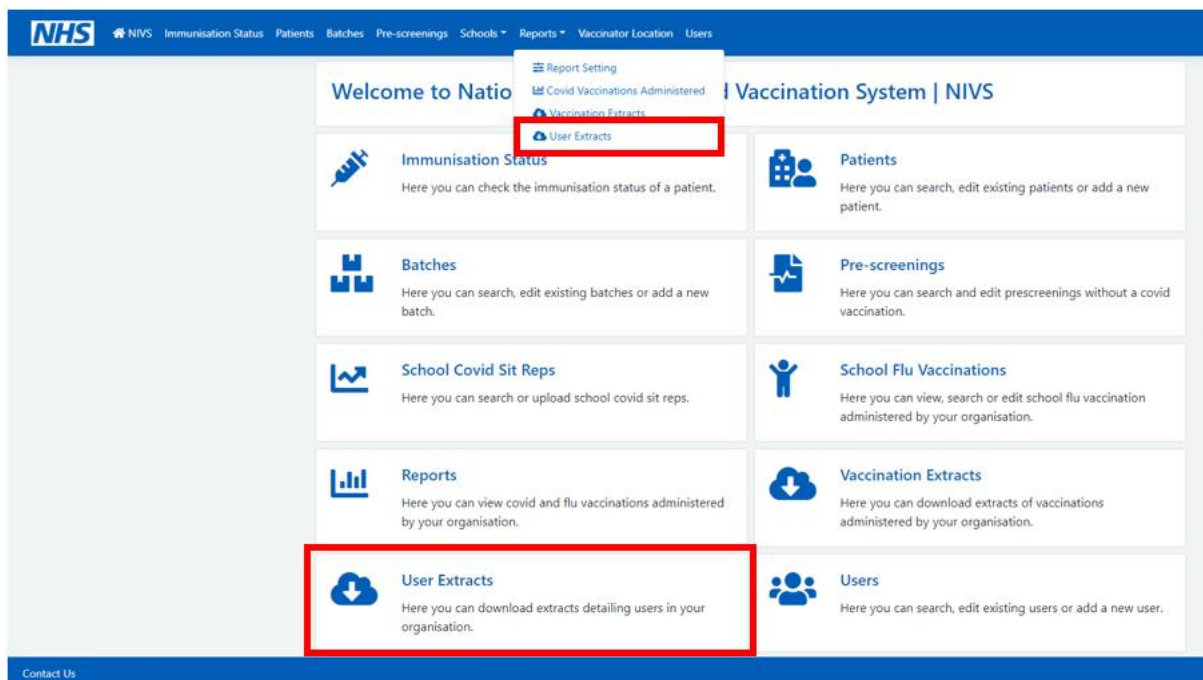
Roles

Available Roles	Click To Approve	Approved Roles	Click To Remove
		Vaccinator	❌
School Vaccinator	👍		

We can also remove roles from users by following the above steps, however, rather than clicking on the green thumb under the "Click To Approve" column in the left-hand box, we move over to the right-hand box and use the "Click To Remove" column and click the red X to remove the role.
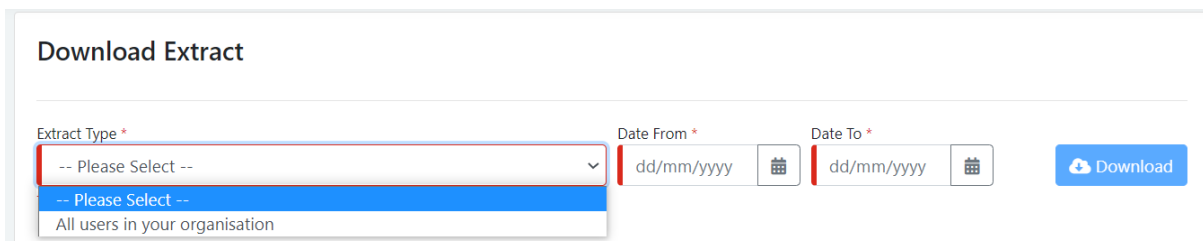
User Organisation Report

As a superuser, you will be able to download a report which shows the list of users linked to your organisation, and the roles they have access to on NIVS. To find this report, click on User Extracts. You can also access this by clicking Reports at the top of NIVS, and then click on User Extracts, as shown below.

You should then click on the extract 'All users in your organisation' and click Download.

This report will then show you a list of your organisation's users and their roles.

Enabling and Disabling Accounts

Superusers can also enable and disable accounts as required. This can be done by again using the "Users" tab or "Users" box located on the NIVS homepage and then searching for the desired user.

Once we have located the user, you can see the account status under the "Account Status" column where the user has appeared. If we now, click the "Edit" button we can go through to the account information page.

Users who have accounts disabled will also see a list of their trust's superusers to contact for further assistance with their accounts status.

Search Users

Organisation	Forename	Surname	Email	Account Status
Enter 3 or more characters to search		user		Please Select ⌄

Q Search

Users   **+ New User**

Forename	Surname	Email	Account Status	Edit
Test	User	test.user@nhs.net	Enabled	✎

As you can see, we have now arrived at this user's account information page.

Edit User

Forename	Surname	Email
Test	User	test.user@nhs.net

Organisation	Account Status
Essex University Partnership Trust (EPUT)	Enabled ⌄

🖫 Save

Roles

Available Roles	Click To Approve	Approved Roles	Click To Remove
		Vaccinator	✖
Organisation Superuser	👍		
Vaccinator Reporting	👍		
School Vaccinator	👍		

Under the "Edit User" box at the top, you can see the "Account Status" box. Here we can see the account is currently enabled for this user. However, if we click on this box a drop-down menu will appear.

Account Status

-- Please Select --

-- Please Select --
Enabled
Disabled

Here we can change this user's account status as required. Once we have selected the necessary status, we will then need to click the "Save" button underneath this box.
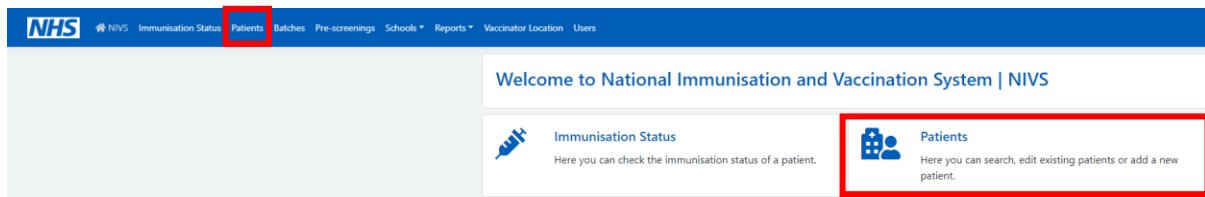
Edit User

Forename	Surname	Email
Test	User	test.user@nhs.net

Organisation	Account Status
Essex University Partnership Trust (EPUT)	Enabled

🖫 Save

Deleting a Vaccination Record

NB: Please be sure to only delete records that have been confirmed and thoroughly investigated and have been recorded against your organisation. You cannot delete an entire patient's record if they have any vaccinations recorded against them.

Superusers are also able to delete vaccination records in circumstances of duplication or incorrect recordings.

We can begin by searching for a patient using the "Patient" tab or box available on the NIVS homepage.
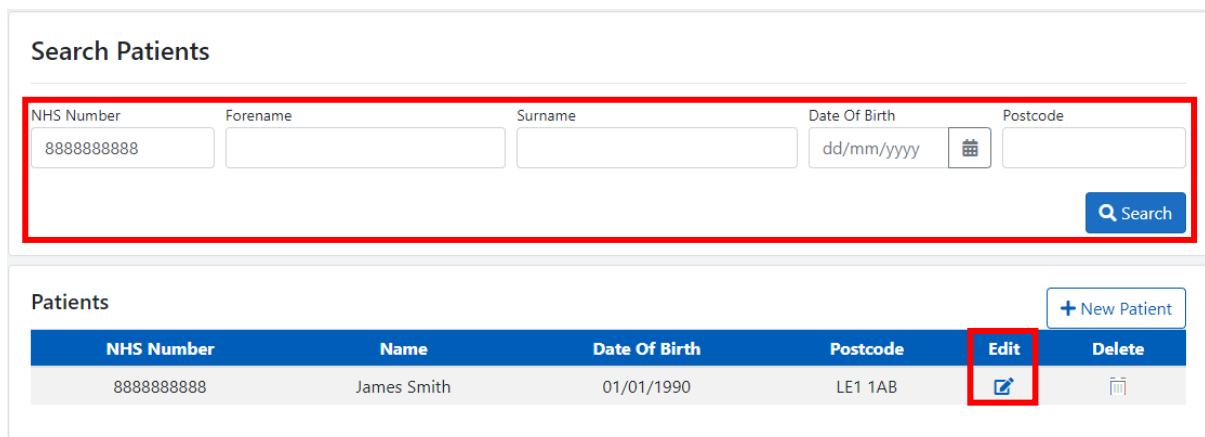
You can then search for the patient using either their demographics or NHS number.

We can then click on the "Edit" button once we have located the correct patient.

Here you will need to click the relevant delete button, as shown below.

You will then be taken through to the vaccination information. At the bottom of this page, you will the need to confirm the deletion of the record.

Multi Factor Authentication

Superusers are required to have multi factor authentication enabled. Multi factor authentication must be setup using Google Authenticator and a separate device to ensure account security.

Each superuser has been provided with a Multi Factor authentication guide. If you do not have this user guide, you can download a copy here: https://www.ardengemcsu.nhs.uk/nivs under "Training and User Guides."

Please be advised, this requirement has come directly from the programme.

Version History

Version	Date	Author	Approver	Changes
1	19/08/2022	HW	Vicky Nelson	Updated screenshots
2	15/09/2022	SB		Updated version
3	08/02/2024	Jack Waters	Vicky Nelson	Updating Header logos
4	06/01/2025	Vicky Nelson	Helen Rodgers	New vaccination warning added