Introduction

This document describes the new single sign on log in process for CQRS. It is aimed at end users of the CQRS system.

Single sign on process

1) CQRS Users should click on the “Sign In” button shown below to start the NHSmail sign in process to CQRS.

2) The CQRS User will then be redirected to the NHSmail login page where they should enter their NHSmail email address and password and click the “Sign in” button.
3) If the user has a CQRS account, the user will then be presented with their CQRS message centre and can then use CQRS as normal.

4) If the user does not have an NHSmail account, the sign in process to NHSmail will fail and the user must then request an NHSmail account through the usual NHS process.

5) If the user signs in to NHSmail successfully but does not have a CQRS account with that email address associated with it, the user will see the following error message:

CQRS help desk contact details
Email: support@cqrs.co.uk
Phone: 0800 4402777 (8am-6pm Mon-Fri exc Bank Holidays)