



Special Bulletin

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CQRS NOTIFICATION – REMINDER NOTICE OF CQRS DOWNTIME 18 TO 22 SEPTEMBER INCLUSIVE AND ACTION REQUIRED FOR CQRS LOG IN

Dear GP Practices,

Please be aware that from Friday 18 September to the evening of the 22 September inclusive, CQRS will be offline due to system enhancements including the transition to cloud hosting. During this period, you will not be able to access CQRS for any purpose.

Data for August activity was collected between the 1-8 September and the current deadlines for practices to declare Public Health Services remains unchanged.

Signing in to CQRS from Wednesday 23 September

Once the system enhancements to CQRS have been completed, from Wednesday 23 September you will be asked to log in to CQRS via single sign-on using your NHS mail “@nhs.net” email address as given in the attached guidance.

This enhancement of moving to the cloud and introducing multi factor authentication (MFA) will introduce a better user experience. Users will be able to access CQRS via the internet from any machine rather than solely those on N3/HSCN, and MFA will provide the level of security needed to meet national cyber security strategy obligations using an established and trusted strategic solution. NHS mail is the best option in terms of coverage and will provide the best user experience of all the options that were considered. Other key benefits you will notice are fewer usernames and passwords to remember and the ability to reset passwords via NHS mail rather than having to contact the service desk.

It's also important to note that this change only affects how you login to CQRS. Your profile and permissions will remain the same and all other functions, for example offering services, viewing achievement, approving payments and granting user access will also remain the same.

Action required by CQRS users without an NHS mail account

1. CQRS users who do not have an NHS mail account should continue to sign in using their username and password until further guidance is released
2. On first login on or after Wednesday 23 September, users may be prompted to call the CQRS service desk
3. Once this guidance is available, we will issue a comms directly to the relevant users.

Action required by CQRS users with an NHS mail account

1. All CQRS users are asked to check their CQRS account to ensure that the correct email address is associated with their account
2. If your email address does not match the email address associated with your account, you will be unable to login to CQRS on Wednesday 23 September
3. If your email addresses do not match, please contact your commissioner, regional office or CQRS administrator to request a new account be set up using your correct email address
4. If your CQRS account is set up with a “@nhs.uk” email address but you have an additional NHS mail account, follow the steps in 3. and request a new account be set up using your NHS mail email address.

To note

- Please be aware that you cannot amend the email address for an existing account in CQRS
- The historical activity on your account, for example participation offers and approvals that you have made, will not be deleted from the system - provided you have the same permissions applied to your new account, you will be able to view this activity
- The same activity will remain viewable to other users in your organisation with the relevant permissions

CQRS will also issue these instructions directly to active CQRS users using the NHS mail email address registered in the system.

If you have any system issues following the downtime, please contact the CQRS helpdesk- support@cqrs.co.uk

Kind regards

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