



NHS Netilla user guide

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Document Version History

Author	Change	Version
Gary Fairhead	Updated formatting	0.2
Noel Duffield	Updated with screen shots	0.1
Gary Fairhead Noel Duffield	Framework for draft document covering logging in, new changes, printing and troubleshooting	Initial draft
Teresa Ward	Final document, for publishing on CamWeb	1.1
Teresa Ward	Amended to include printing PDF documents	1.2
Teresa Ward	Amended helpdesk number and out of hours info	1.3

Distribution: NHS Netilla Users

Logging onto Netilla

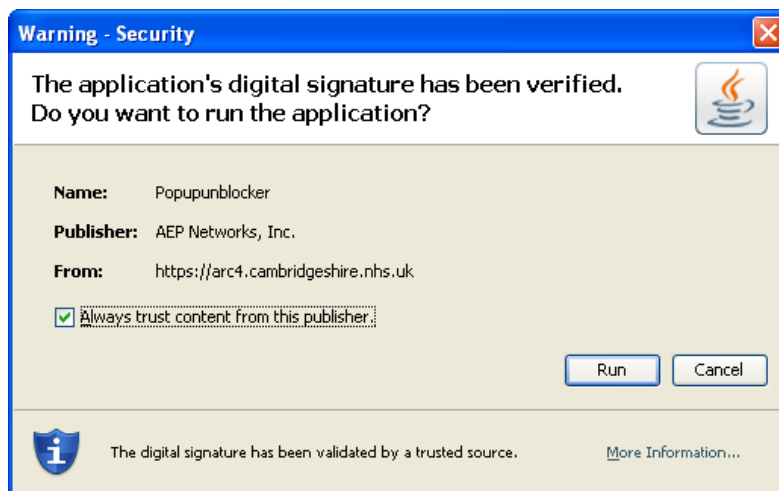
- From your NHS PC start up Internet Explorer
- In the address bar, enter <https://arc4.cambridgeshire.nhs.uk>

The following screen will appear:



- In the **User Name** box, enter your CCC username
- In the **Password** box, enter your CCC password
- Ensure that V-Realm says **CCC**
- Click the **Log In** button

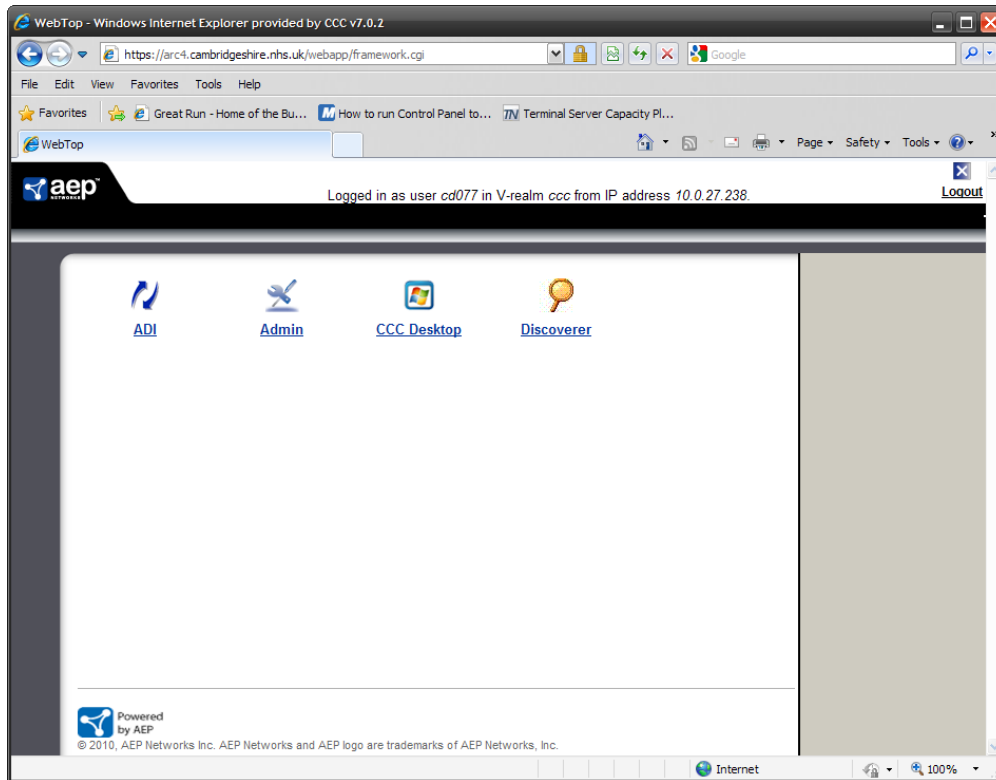
The first time you use Netilla from a PC, the following message will appear:




- Tick **Always trust content from this publisher**
- Click **Run**

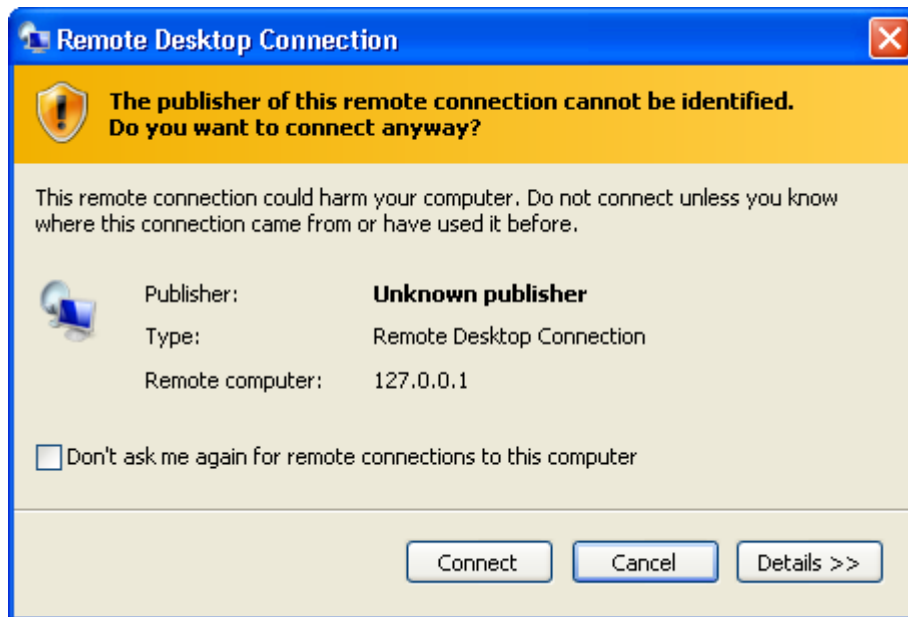
A message will briefly appear displaying “Loading and installing Popup Unblocker”.

The Netilla Web top will load and a screen similar to the one below will be displayed:

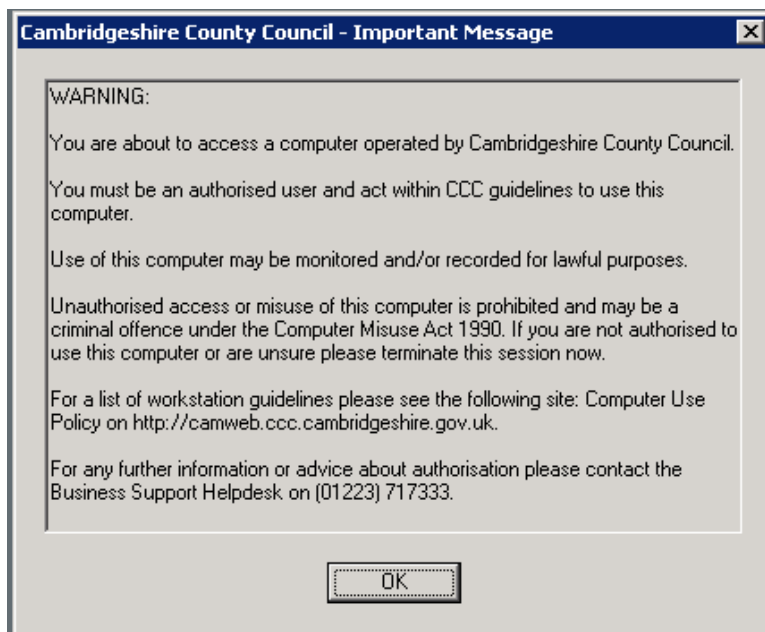


Accessing the CCC desktop

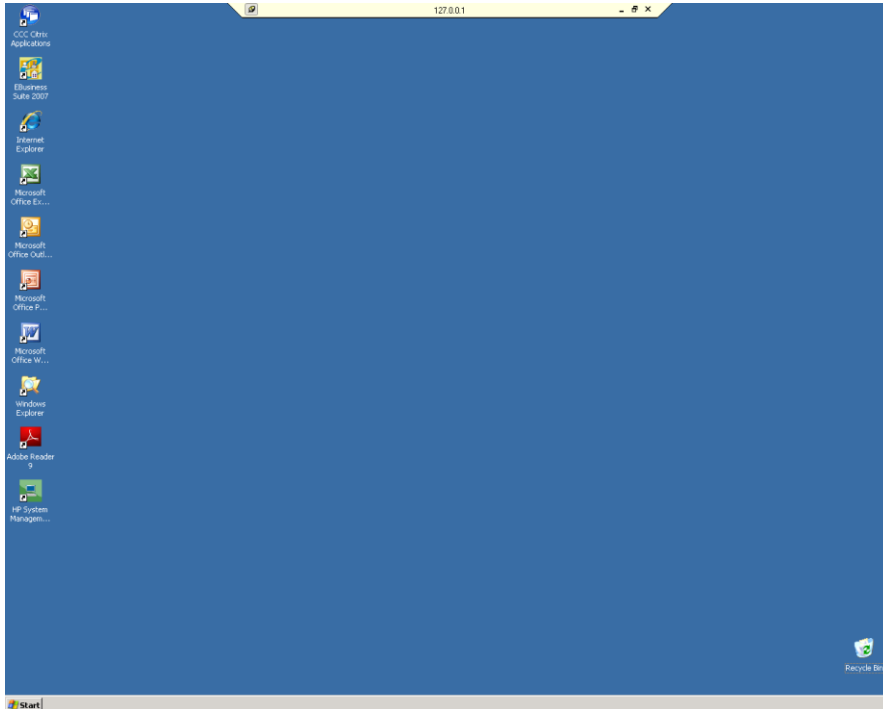
- Click **once** on the **CCC desktop** icon  to start the desktop application,
- The first time you use Netilla from a PC, the following screen will appear:
- Tick **Don't ask me again for remote connections to this computer**
- Click **connect**



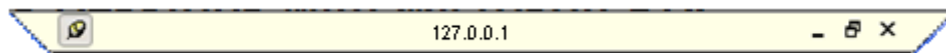
- You will be presented with a security message (shown below).
- Click **OK**



There will be a short delay of approximately 15 to 30 seconds while the desktop connects and opens.



You will notice a yellow bar across the top of the screen once the desktop has loaded.



This bar allows you to control the size and position of your desktop on the screen using the icons on the right-hand end.

- If required, double-click on the yellow bar to make the desktop fill the entire screen.
- You can minimise applications using the minimise button and keep them open whilst working in other applications just as you would on a normal PC. You will need to minimise applications if you want to get back to the Desktop.

If you have more than one application open, you can switch between them using the taskbar buttons.

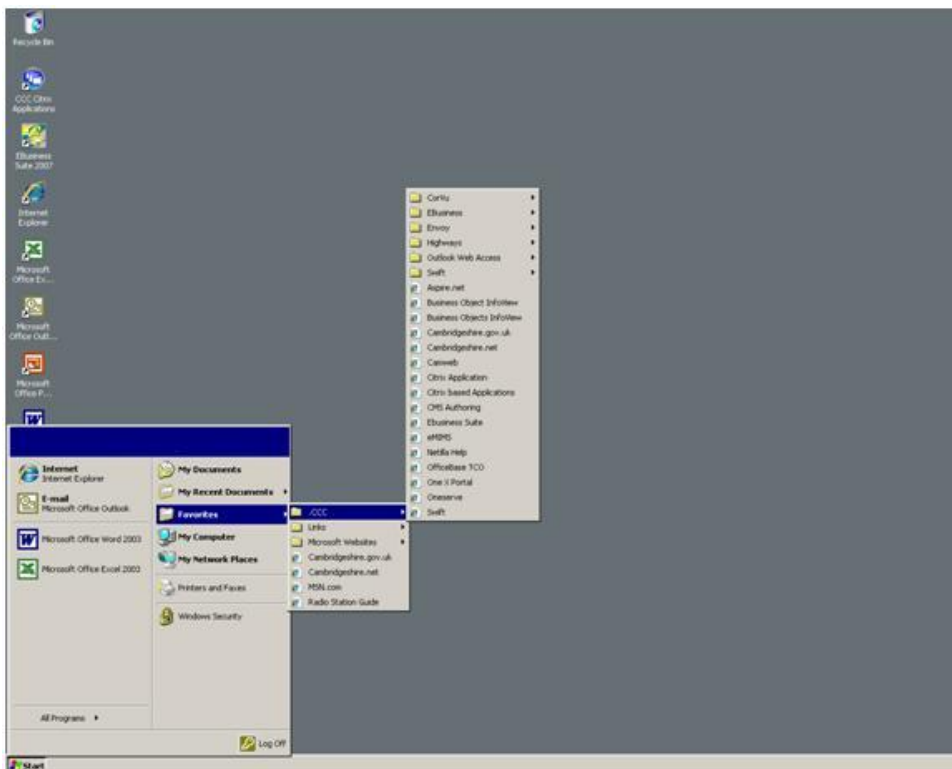
Exit from your application by selecting the **File** menu and choosing the **Exit** option

Accessing web based applications

The standard Microsoft office applications, CCC Citrix applications, Internet Explorer, Ebusiness and Windows explorer (file manager) are available from the desktop.

A number of user specific web based applications are also available, but need to be accessed via Favorites, either from the Favorites menu in Internet Explorer (accessed from within Netilla) or by following the steps below:

1. click the **CCC Desktop Start** button
2. Select **All Programs**
3. Go to **Favorites**
4. Select the **.CCC** folder and then the relevant application (usually Swift)



Printing

Printing from Netilla is straightforward but there are some options that need to be configured before you print for the first time. Instructions on how to configure your printer options are given below in the sections called **Configuring your printer**, **Add a printer**, **Display printer properties**, **Select printer driver**, or **Print a PDF**. Once these have been done they will be saved in your profile and will only need to be reset if you change your laptop or printer.

Print in the same way as you would in the office, the printer will be listed in the format:

User ID – printer name.

Configuring your printer

1. Minimize your CCC Desktop by clicking on the minimize icon on the yellow bar at the top of your screen (see fig 1)



Fig 1

2. Right-click on the printer icon in the bottom right-hand corner of your screen (fig 2)



Fig 2

3. Select **Configuration** from the menu that appears

The dialogue box shown in Fig 3 will appear

From this point you can **Add a printer**, **Display printer properties** or **Select printer driver** – please see the following sections

:

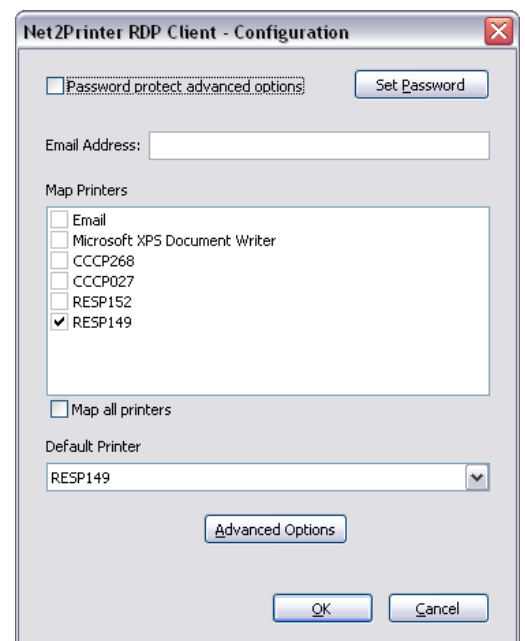


Fig 3

Add a printer

1. Open the Net2Printer configuration dialogue box (see **Configuring your printer**)
2. From the list, click on the printer you wish to add
3. Click **OK** when you have finished
4. Maximize the CCC Desktop application by clicking on the CCC Desktop at the bottom of the screen

Display printer properties

1. Open the Net2Printer configuration dialogue box (see **Configuring your printer**)
2. Select the name of the printer that you want to use, by clicking on it, e.g. CCCP268 (see fig 3)

3. Click Advanced Options
4. The dialogue box shown in fig 4 will display
5. Select the Client Printing Tab

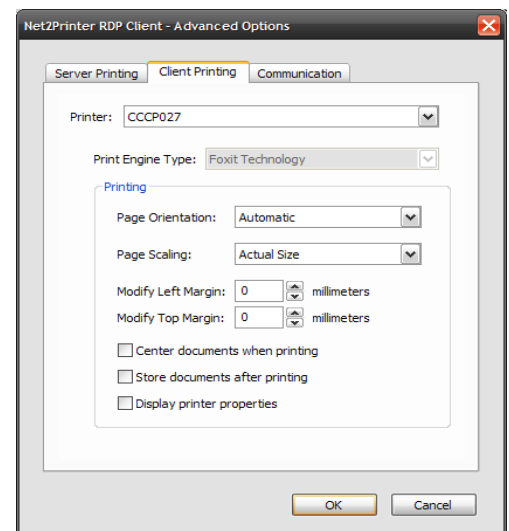


Fig 4

6. Tick the Display Printer Properties box highlighted in fig 5
7. Maximize the CCC Desktop application by clicking on the CCC Desktop at the bottom of the screen

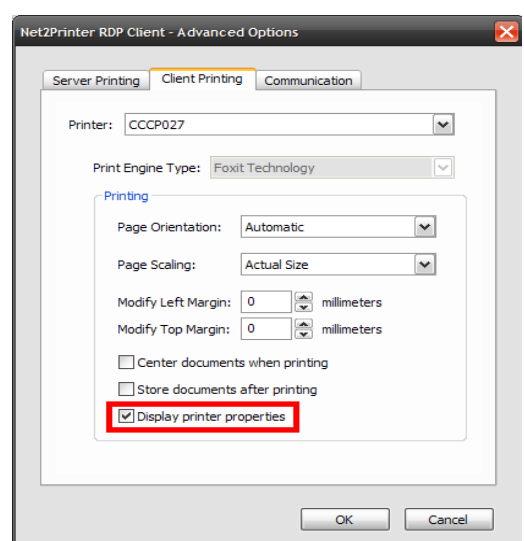


Fig 5

After making this change, you will no longer need to set printer options within the CCC Desktop. You can select to print double sided or multiple copies from the printer properties displayed on your PC.

Note: these settings are printer dependant i.e. your printer needs to have a duplex facility to print double sided.

Select printer driver

1. Open the Net2Printer configuration dialogue box (see **Configuring your printer**)
2. Select the name of the printer that you want to use, by clicking on it, e.g. CCCP268 (see fig 3)
3. Click **Advanced Options**
4. The dialogue box shown in fig 6 will display

5. Select the **Server Printing** Tab

6. Click on the drop down box for **Printer Driver**

7. Select Amyuni 4.x Driver

For each alternative printer that you use in Netilla use the steps below to set the printer driver:

8. Click on the drop down box for **Printer:** and select an alternative printer

9. follow steps 6 & 7 above

10. After selecting the printer driver for each printer maximize the CCC Desktop application by clicking on the CCC Desktop at the bottom of the screen

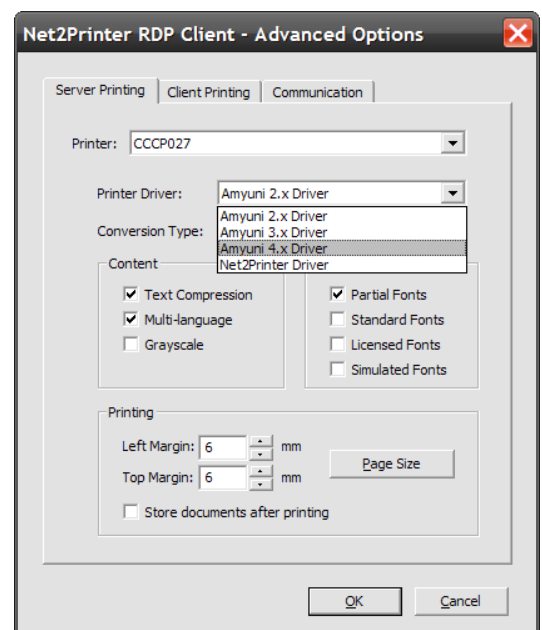
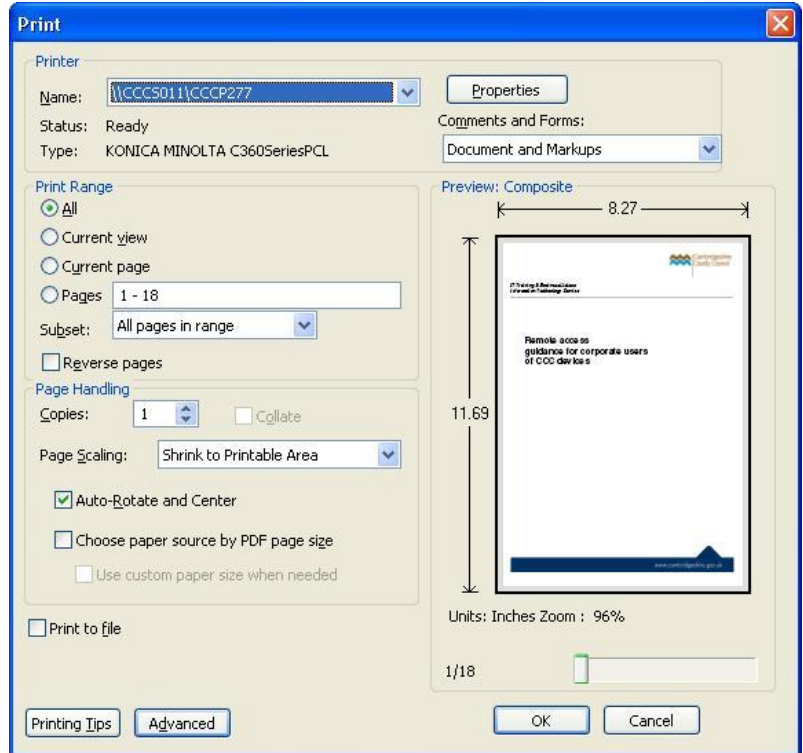


Fig 6

Print a PDF

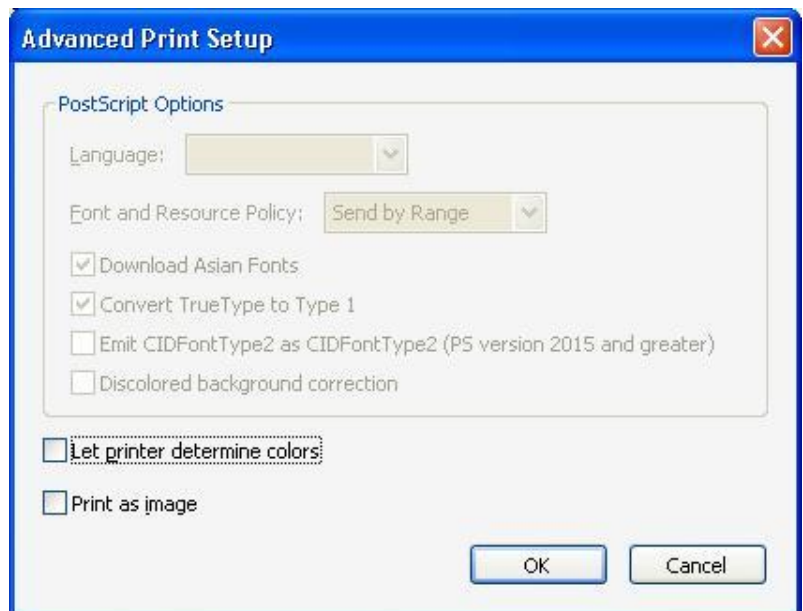
To print a PDF successfully the 'Print as image' option must be selected.

1. Open a PDF file, click on print and the following Print screen will appear.



2. Click **Advanced**

The Advanced print setup screen will appear



3. Tick the **Print as image** box
4. Click **OK**

Your PDF document will now print out.

5. Maximize the CCC Desktop application by clicking on the CCC Desktop at the bottom of the screen

Checking printer status

You can check the status of your printer by following the steps shown below.

1. Minimize your CCC Desktop by clicking on the minimize icon on the yellow bar at the top of your screen (fig 7)



2. Double-click on the Netilla icon in the bottom right-hand corner of your screen.



You will see a status window similar to Fig 8 shown below:

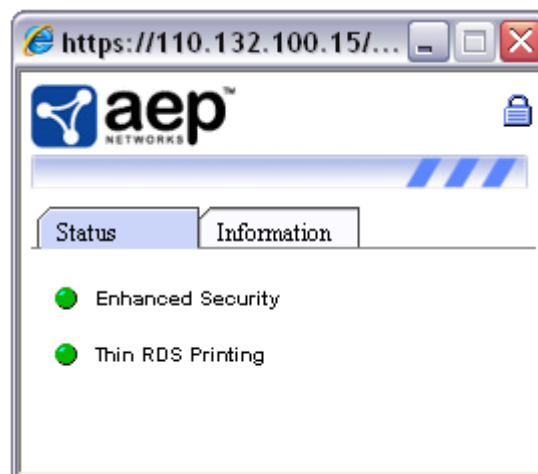


Fig 8

Changing Your Password

- Launch the **Admin** icon on web top
- Enter the **current password**, **new** and **repeat new** password
- Update password
- Logout of Netilla
- Log back in to check password changed

Logging Off Netilla

When you have finished your session with the CCC Desktop, it is important to close it down correctly so that all connections are closed completely.

- On the CCC Desktop, select the **Start** button
- Choose the **Log Off** option

Need more help?

If you have any problems using NHS Netilla, please contact the Business Support Service Desk on **0300 126 7333** or email **bsupporthd@cambridgeshire.gov.uk**, your call will then be passed to the relevant IT team. If you phone outside working hours, your call will be redirected to a voice mail service and you will be asked to leave a message. You will need to give your name, user ID and contact details. Your call will be passed on to us first thing the next working day. If you phone during on-call hours, you will receive a response within two hours.

In addition to the usual help you can expect from Business Support Helpdesk there are help pages available on the internet. These can be found at:

<https://www.cambridgeshire.gov.uk/help/remote>

Help Pages

Help is available on the main login page, by selecting the following icon:



Netilla Help Pages