

Frequently Asked Questions

Birthrate Plus[®] Acuity APP

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1. Password

Forgotten password

Shift leader: [Contact your Local Administrator to reset your password](#)

Local Administrators: [Contact another Local Administrator in your Trust to reset your password. The password must be changed at first log in.](#)

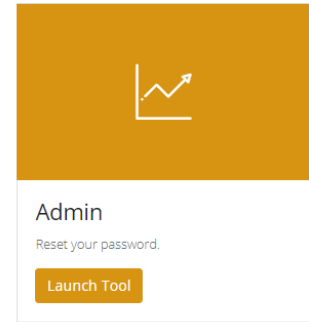
[In the event you cannot contact your Local Administrator, please email \[acuityapp@birthrateplus.co.uk\]\(mailto:acuityapp@birthrateplus.co.uk\) for support](#)

Changing your password

It is good practice to change your password regularly

From the dashboard - select 'Admin - Launch Tool'

Follow the on screen instructions to change your password



Password format

Your password must contain 8 digits

It is good practice to use a mixture of letters, numbers, capitals and special characters

2. Forgotten / Incorrect User Name

Shift leader: Contact your Local Administrator to reset your username and password. The password must be changed at first log in.

Local administrators: Contact another Local Administrator in your Trust to reset your username and password

In the event you cannot contact your Local Administrator, please email acuityapp@birthrateplus.co.uk for support

3. Access to the App - Unable to access the website:

I have internet access but cannot access the website

1. Check you have typed the correct website address: <http://acuity.birthrateplus.co.uk>



2. Email: acuityapp@birthrateplus.co.uk with details of the problem



3. Complete a paper copy of the Acuity to store locally (paper copies are available to download within the App or from the Birthrate Plus website: <https://www.birthrateplus.co.uk> (Downloads).



4. Store the paper copy locally

I do not have internet access

Contact your IT Department

Complete a paper copy of the Acuity to store locally (paper copies are available to download within the App or from the Birthrate Plus website: <https://www.birthrateplus.co.uk> (Downloads). We suggest you keep a printed master copy in the event you cannot access the internet to download

4. Data entry

Can I make changes to the drop down qualitative menus?

No: These are standardised settings

If there are factors that do not reflect actions taken you can add these to the free text

Can I select multiple factors for qualitative data?

Yes: Select 'Add another' and choose from the drop down box

Continue this process until you have selected all relevant factors/red flags

Save changes

Error when entering data

- The screen returns an error when I enter data

- I can't save changes

Check: You have followed instructions for any error messages on the screen

The screenshot displays the data entry interface with several error messages in red text:

- You must select a Clinical action.
- You must select a Clinical action.
- You must select a Management action.
- You must select a red flag or no red flags.
- Please check your numbers, column totals do not equal no of women

The interface includes a date selection field (16/05/2018), a 'Submit' button, and two dropdown menus: 'Clinical actions taken' (with 'delay IOL' selected) and 'Management a' (with 'Select manag' selected). There is also an 'Add another' button.

Time	Cat I	Cat II	Cat III	Cat IV	Cat V	Cat A2	PN Readmission	Cat PD1	Cat PD2	Cat PN	Cat A1	Cat X	IOL	M/wives incl. co-ordinator	Total no. of women in acuity	Acuity	
02:00	3		3		4	1							1	9	11	-4.45	Submit

You cannot enter 'no action' with any other action

If you have selected 'add another' in error, close the box using the white cross



I missed the time slot for data entry

The Intrapartum tool is intended to be used in real time to assess workload and initiate actions in response to acuity to reduce risk. Data can only be entered for 30 minutes either side of the appropriate time slot. Before and after this time slot you will not be able to enter data

If you miss the time slot due to an emergency complete an additional data entry. The time you completed the data will be recorded.

This should be the exception rather than the norm

I made an error entering data

Data entry is a 2 stage process (see separate Guideline for further detail)

1. Entering the numbers/categories of women and MW - 'submit'
2. Entering the qualitative data and red flags - 'save changes'

I noticed the error before I 'saved changes'

Select the 'close' icon to return to the data entry page and correct the data entry

I noticed the error after I saved the screen

You have a 30 minute window to make changes to the data entry. Select 'Edit' at the end of the data entry row and make the relevant changes.

Can I add data between the specified time periods?

Additional data can be added at any time (IP tool only)

We suggest this is used for events between scheduled data entries to show:

- Sudden changes in acuity
- Demonstrate that actions taken in response to high acuity have reduced risk

Use this if you miss the scheduled data entry due to an emergency but this should be the exception rather than the norm

5. The FAQ's do not provide an answer to my problem

My problem is not listed here

Review the help documents available within the App

Seek support from your Local Administrator or champion

Email BR+ acuityapp@birthrateplus.co.uk for support

The screen is blank / shows an error message

Complete 'Report a Bug' with as detailed an explanation of the error as possible.

Complete a paper data entry - see Question 3