

# Synchronised National Communication in Health (SyNCH)



## Account Administration User Guide

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## Health Systems Trust

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# SyNCH URLs



<https://ccmdd.org.za/> - Live site

<https://reports.ccmdd.org.za/> - Reporting site



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# SyNCH - Login Screen



[HOME](#) [DOCUMENTS](#)

Welcome to SyNCH  
Synchronised National Communication in Health

Keep username  
and password  
confidential

Login

  
  
 [Recover Lost Password](#)

# SyNCH

Over the past decade, South Africa has experienced an unprecedented growth in patients requiring access to long-term therapies. Not only has South Africa introduced universal access to antiretroviral therapy (ART) for patients living with HIV and AIDS, but there has also been a steady increase in the number of patients with non-communicable diseases (NCDs), requiring chronic therapy.

South Africa's changing epidemiological profile has led to an over-extension of public sector healthcare facilities including primary health care (PHC) clinics. This has placed enormous strain on available resources and has contributed towards medicine shortages and declining quality of care.

Typically, a patient with a chronic disease is issued with a repeat prescription for six months. Between six-monthly clinical assessments, the patient needs to visit the healthcare facility merely to collect medication. On a daily basis, as much as 70% of a facility's prescription load will be devoted to servicing repeat prescriptions.

The patient experience tends to be one of long waiting times and, occasionally, repeat visits to facilities in order to collect medicines that were not available during the routine visit. This poses potential adherence barriers which may lead to poor health outcomes, and places strain on the patient in terms of transport costs and loss of income.

Private sector pharmacies and health facilities are able to offer longer hours of operation than do public sector facilities, including weekends. In addition, private sector outlets are often more accessible from patients' places of employment which, when coupled with shorter waiting times, allows for the collection of medicines without the need to taking a day's leave or forgoing a day's income.



# SyNCH – User Account Setup



Organizations

Accounts

System Changes

## Your details

## Uncollected Patient Medicine Parcels

	Wasbank Clinic	My Area
Uncollected after 48 hours of collection date	10	0
Uncollected after 7 days of collection date	15	
Uncollected / Returned parcels	23	
All uncollected medicine parcels	19	

Select "Setup > Accounts"

## Prescription View: Prescription Date Field

11 November 2019

A prescription is captured on SyNCH after the date of the actual review can be selected in the "Prescription date" field in the prescription tab. Collection date is the Prescription date.

## Free State & Mpumalanga now live

18 July 2019

The 2019 formulary for the Eastern Cape is now available. Free State & Mpumalanga is now live with the 2019 formulary.

## New KwaZulu-Natal Formulary

06 July 2019

The 2019 formulary for KwaZulu-Natal is now available.

## Prescriptions rejected by Service Provider

11 February 2019

A list of prescriptions rejected by the Service Provider is available on the home screen as well as the prescriptions menu.

## Prescriptions: Rejected by CCMDD Service Provider

	Wasbank Clinic	My Area
Rejected in last day	0	0
Rejected in last week	0	0
Rejected in last month	0	0
All rejected prescriptions	0	0

Name

PERSAL No.

MP No.  
123212

Qualifications

Signature

Prescribing Facility

# SyNCH – Creating New User Account



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Home Prescriptions ▾ Pick-up Point ▾ Pick-up Point Reports ▾ Patient Reports ▾ Data Management ▾ Setup ▾

Help ▾ Logout

## User Accounts

Filter records: Enabled -- All -- ▾ API User -- All -- ▾ Account Manager -- All -- ▾  
Administrator -- All -- ▾

New

Edit

Disable Account

Signature Report

Search

Records 1 to 20 of 7916



<input type="checkbox"/>	Username	Firstname	Lastname	Enabled	Last Login	Roles	Account Permissions	Account Actions
<input type="checkbox"/>	g	Tetelo	Makweng	Yes	10 Jan 2020 09:35	Script Capturer		Account Summary Reset
<input type="checkbox"/>		Nokubonga	Mbili	Yes		Script Creator		Account Summary Reset Signature
<input type="checkbox"/>	Patricia.Zitha	Patricia	Zitha	Yes	7 Jan 2020 14:20	Account Manager Script Creator Script Reader	Manage: Script Reader (1) Manage: Account Manager (1)	Account Summary Reset Signature

Select "New" to create a new user account

# SyNCH – Creating New User Account



## Create a New User Account

Username	<input type="text" value="name.surname"/>	The email address of the user (Must be in the system)
Password	<input type="password" value="....."/>	User's password
Repeat Password	<input type="password" value="....."/>	
Title	<input type="text" value="Dr"/>	The user's title
First Name	<input type="text" value="Name"/>	The user's first name
Last Name	<input type="text" value="Surname"/>	The user's last name
ID Number	<input type="text" value="8305295152789"/>	The user's ID number
Passport Number	<input type="text" value=""/>	The user's Passport number
Email address	<input type="text" value="user.manual@hst.org.za"/>	The user's email address
Last Login Time	<input type="text" value=""/>	The date and time of the last login
Enabled	<input type="text" value="Disabled"/>	Is account enabled.
Force Password Reset	<input type="checkbox"/>	Force user to change password on next login

**Enter user's credentials and selected password (minimum of 6 characters)**

# SyNCH – Creating New User Account



## Create a New User Account

Cancel

Save

Username

name.surname

The email address of the user (Must be in the system)

Password

.....

User's password

Repeat Password

.....

Title

Dr

The user's title

First Name

Name

The user's first name

Last Name

Surname

The user's last name

ID Number

8004065800082

This ID number exists at these listed facilities:

- Hlathi Dam Clinic

Passport Number

The user's Passport number

Email address

user.manual@hst.org.za

Last Login Time

Enabled

Disabled

Force Password Reset

Force user to change password on next login

All health facilities in which the user has an account will appear

# SyNCH – Creating New User Account



## Create a New User Account

Cancel

Save

Username

name.surname

The email address of the user (Must be in the system)

Password

.....

User's password

Repeat Password

.....

Title

Dr

The user's title

First Name

Name

The user's first name

Last Name

Surname

The user's last name

ID Number

8004065800082

This ID number exists at these listed facilities:

- Hlathi Dam Clinic

Passport Number

The user's Passport number

Email address

Disabled

The user's email address

Last Login Time

Enabled

The date

Enabled

Disabled

Is account enabled.

Force Password Reset

Force user to change password on next login

Select "Enabled" to activate the user account



# SyNCH – Creating New User Account



## Create a New User Account

Cancel

Save

Username	<input type="text" value="name.surname"/>	The email address of the user (Must be in the system)
Password	<input type="password" value="....."/>	User's password
Repeat Password	<input type="password" value="....."/>	
Title	<input type="text" value="Dr"/>	The user's title
First Name	<input type="text" value="Name"/>	The user's first name
Last Name	<input type="text" value="Surname"/>	The user's last name
ID Number		

This ID number exists at these listed facilities:

- Hlathi Dam Clinic

Select "Force Password Reset" if the user did not enter their own password during account creation. The user will be forced to change their password on first login

Last Login Time	<input type="text"/>	The date and time of the last login
Enabled	<input type="checkbox"/>	Is account enabled.
Force Password Reset	<input checked="" type="checkbox"/>	Force user to change password on next login

# SyNCH – Creating New User Account (Organisation Selection)



Organization Assignment

Organization

Organization Level

Account Roles

Account Manager

Pick-up Point Data Viewer

Pick-up Point

Pick-up Point Company

Pick-up Point Support

Create Prescriptions

Prescription Viewer

Pharmacy

Data Capturer

Adherence Club/Outreach Point Data Manager

Uncollected Patient Medicine Parcel Viewer

Patient Report Viewer

Role Specific Fields

Bothomed Doctor

Clicks Pharmacies(Pty) Ltd

Coco Haven Pharmacies

**Department of Health**

Dis-chem Ltd

DSV

Health Systems Trust

Independent Community Pharmacy

Laser Logistics

Medical Practice

Medilcal Cooperation Centre (NPC)

Create user accounts and manage access

View and export Pick-up Point data

Receive and issue

View results and st

Only Doctors and N

View prescriptions

View partial and non-dispensed prescriptions from consulting rooms, and record dispensing by pharmacist or pharmacist assistant

Create patient profiles without access to the Prescription tab. No patient profiles (including prescriptions) can be submitted to CCMDD service providers

Administrate and manage adherence club and outreach point names and meeting dates

Personnel who trace patients that don't collect Patient Medicine Parcels

Personnel can view patient reports

Cancel

Save

Select appropriate organization on drop-down menu.  
If organization does not appear on the list, contact the Provincial SyNCH Helpdesk for assistance.

# SyNCH – Creating New User Account (Level of Authority)



## Organization Assignment

Organization Department of Health ▼

Organization Level ▼

## Account Roles

Account Manager

National

Create user accounts and manage access

Pick-up Point Data Viewer

View and export Pick-up Point data

Pick-up Point

Provincial

Receive and issue packages at a Pick-up point

Pick-up Point Company

View reports and status of associated Pick-up Point groups

Pick-up Point Support

District

Provide ability to view and manage packages at any pick up in a certain region

Create Prescriptions

Sub-District

Only Doctors and N

Prescription Viewer

View prescriptions

Pharmacy

Facility

View

pharmac

Select the level from the drop down list at which the user performs their functions *e.g.*, for OMs and prescribers select “Facility”



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# SyNCH – Creating New User Account (Level of Authority)



Organisational level	Description of Organisational level
<b>National</b>	This is the highest level of access and should only be given to users in the National Department of Health and corporate PuP head offices. Users with this organisational level can manage all user accounts for organisational levels falling below National (i.e., Provincial, District, Sub-district, and Facility).
<b>Provincial</b>	This is the second highest level of access and should only be given to users in the Provincial Department of Health and users for corporate PuPs managing provincial or specific regional areas. Users with this organisational level can manage all user accounts for organisational levels falling below Provincial (i.e., District, Sub-district, and Facility).
<b>District</b>	This is the third highest level of access and should only be given to users in the District Department of Health and users for corporate PuPs managing district areas. Users with this organisational level can manage all user accounts for organisational levels falling below District (i.e., Sub-district and Facility).
<b>Sub-district</b>	This is the second lowest level of access and should only be given to users in the Sub-district Department of Health and users for corporate PuPs managing sub-district areas. Users with this organisational level can manage all user accounts for organisational levels falling below a sub-district (i.e., multiple facilities).
<b>Facility</b>	This is the lowest level of access and should only be given to health facility users in the Department of Health and for users in individual PuPs. Users with this organisational level can manage all user accounts for organisational levels falling within the specific allocated facility (i.e., health facility in which the account manager operates).



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# SyNCH – Creating New User Account (Health Facility Selection)



## Organization Assignment

Organization	Department of Health
Organization Level	Facility
Structure	<input type="text"/>
Province	<input type="text"/>
District	<input type="text"/>
Sub District	<input type="text"/>
Facility	<input type="text"/>



Click on magnifying glass to search for the specific health facility



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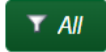
# SyNCH – Creating New User Account (Health Facility Selection)



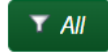
## Facilities

Filter records:

Province



District



Sub District



Classification



Select

Close

Search

Records 1 to 10 of 5694



Use available filters or the search box to make the appropriate selection

Classification

Non-governmental organization

Pharmacy

Pharmacy

Pharmacy

Pharmacy

Pharmacy

Pharmacy

Pharmacy

Pharmacy

Pharmacy

- Ip Clicks Pharmacy Shoprite Checkers
- Ip Clicks Pharmacy Seshego Circle
- fs Clicks Pharmacy Virginia 0510
- Ip Clicks Pharmacy Limpopo Mall
- Ip Clicks Pharmacy Mall Of The North
- Ip Clicks Pharmacy Thornhill
- Ip Clicks Pharmacy Cycad
- Ip Clicks Pharmacy Savannah

Create patient profiles without access to the Prescription tab. No patient profiles (including prescriptions) can be submitted to CCMD service providers

Administrate and manage adherence club and outreach point names and meeting dates

# SyNCH – Creating New User Account (Health Facility Selection)



## Facilities

Filter records:

Province

Sub District

Select

Close

Search for health facility.  
If health facility does not  
appear on the list, contact  
the Provincial SyNCH  
Helpdesk for assistance.

wasbank

Search

Records 1 to 10 of 5694



Facility	Classification
<input type="radio"/> kz iskhona imishanguz	Non-governmental organization
<input type="radio"/> kz Kokstad Pharmacy	Pharmacy
<input type="radio"/> lp Clicks Pharmacy Shoprite Checkers	Pharmacy
<input type="radio"/> lp Clicks Pharmacy Seshego Circle	Pharmacy
<input type="radio"/> fs Clicks Pharmacy Virginia 0510	Pharmacy
<input type="radio"/> lp Clicks Pharmacy Limpopo Mall	Pharmacy
<input type="radio"/> lp Clicks Pharmacy Mall Of The North	Pharmacy
<input type="radio"/> lp Clicks Pharmacy Thornhill	Pharmacy
<input type="radio"/> lp Clicks Pharmacy Cycad	Pharmacy
<input type="radio"/> lp Clicks Pharmacy Savannah	Pharmacy

# SyNCH – Creating New User Account (Health Facility Selection)



## Facilities

Filter records:  
Province  District   
Sub District  Classification

Select

Close

wasbank

Search

Clear

Records 1 to 1 of 1

Facility

Classification



kz Wasbank Clinic

Clinic

Click on the selection  
button next to the  
correct health facility  
Then  
Click "Select"



# SyNCH – Creating New User Account (Health Facility Selection)



## Organization Assignment

Organization	Department of Health
Organization Level	Facility
Structure	<input type="text" value=""/> Select structure
Province	kz KwaZulu-Natal Province
District	kz Umzinyathi District Municipality
Sub District	kz Endumeni Local Municipality
Facility	kz Wasbank Clinic

The organization structure fields are populated based on the previous step



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# SyNCH – Creating New User Account (User Account Roles)



Organization: Department of Health

Organization Level: Facility

Structure: Select structure

Province: kz KwaZulu-Natal Province

District: kz Umzinyathi District Municipality

Sub District: kz Endumeni Local Municipality

Facility: kz Wasbank Clinic

Account Roles	
Account Manager	<input checked="" type="checkbox"/>
Pick-up Point Data Viewer	<input type="checkbox"/>
Approve Prescriptions	<input type="checkbox"/>
Pick-up Point	<input type="checkbox"/>
Pick-up Point Company	<input type="checkbox"/>
Pick-up Point Support	<input type="checkbox"/>
Create Prescriptions	<input type="checkbox"/>
Prescription Viewer	<input type="checkbox"/>
Pharmacy	<input type="checkbox"/>
Data Capturer	<input type="checkbox"/>
Adherence Club/Outreach Point Data Manager	<input type="checkbox"/>

Select "Account Manager" tick box  
Note: This role should only be assigned to a facility manager and a person nominated by the facility manager



Role Specific Fields

# SyNCH – Creating New User Account (User Account Roles)



Force Password Reset

Force user to change password on next login

## Organization Assignment

Organization	Department of Health
Organization Level	Facility
Structure	<input type="text"/> Select structure
Province	kz KwaZulu-Natal Province
District	kz Umzinyathi District Municipality
Sub District	kz Endumeni Local Municipality
Facility	kz Wasbank Clinic

## Account Roles

Account Manager	<input checked="" type="checkbox"/>	Create user accounts and manage access
Pick-up Point Data Viewer	<input type="checkbox"/>	View and export Pick-up Point data
Approve Prescriptions	<input type="checkbox"/>	Approve medication prescribed by prescribers who are not allowed to prescribe certain medication by authorised user
Pick-up Point	<input type="checkbox"/>	Receive and issue packages at a Pick-up point
Pick-up Point Company	<input type="checkbox"/>	View reports and status of associated Pick-up Point groups
Pick-up Point Support	<input type="checkbox"/>	Provide ability to view and manage packages at any pick-up in a certain region
Create Prescriptions	<input type="checkbox"/>	Only Doctors and Nurses authorised to prescribe
Prescription Viewer	<input type="checkbox"/>	View prescriptions
Pharmacy	<input type="checkbox"/>	View partial and non-dispensed prescriptions from consulting rooms and record dispensing by pharmacist or
Data Capturer	<input type="checkbox"/>	prescriptions) can be
Adherence Club/Outreach Point Data Manager	<input checked="" type="checkbox"/>	

Select "Adherence Club/Outreach Point Manager" tick box

Note: This role should only be assigned to AC Coordinators or any personnel managing ACs and OPs

Cancel

Save

# SyNCH – Creating New User Account (User Account Roles)



Account Roles	
Account Manager	<input type="checkbox"/> Create user accounts and manage access
Pick-up Point Data Viewer	<input type="checkbox"/> View and export Pick-up Point data
Pick-up Point	<input type="checkbox"/>
Pick-up Point Company	<input type="checkbox"/>
Pick-up Point Support	<input type="checkbox"/>
Create Prescriptions	<input checked="" type="checkbox"/>
Prescription Viewer	<input type="checkbox"/>
Pharmacy	<input type="checkbox"/>
Data Capturer	<input type="checkbox"/>
Adherence Club/Outreach Point Data Manager	<input type="checkbox"/>
Uncollected Patient Medicine Parcel Viewer	<input type="checkbox"/>
Patient Report Viewer	<input type="checkbox"/>

Select "Create Prescriptions" tick box  
Note: This role should only be assigned to medical practitioners and nurses authorised to prescribe under Section 56(6) of the Nursing Act

Role Specific Fields	
Prescribing Facility	<input type="text"/>
Prescriber Type	<input type="text" value="Doctor/Nurse"/>
Prescriber Name	<input type="text"/>
Prescriber Surname	<input type="text"/>
Prescriber Qualifications	<input type="text"/>
User PERSAL number OR Contract / Employee number	<input type="text"/>

Cancel

Save

# SyNCH – Creating New User Account (User Account Roles)



Account Roles	
Account Manager	Manage user accounts and manage access
Pick-up Point Data Exporter	Export Pick-up Point data
Pick-up Point Issue	Issue and issue packages at a Pick-up point
Pick-up Point Location Manager	Manage locations and status of associated Pick-up Point groups
Pick-up Point Location Filter	Filter by location and ability to view and manage packages at any pick-up in a certain region
Create Prescriptions	Manage Prescribers and Nurses authorised to prescribe
Prescription Viewer	View Prescriptions
Pharmacy	Manage medical and non-dispensed prescriptions from consulting rooms, and record dispensing by pharmacist or pharmacy assistant
Data Capturer	Manage patient profiles without access to the Prescription tab. No patient profiles (including prescriptions) can be added to CCMD service providers
Adherence Club/Outreach Point Data Manager	Administrate and manage adherence club and outreach point names and meeting dates
Uncollected Patient Medicine Parcel Viewer	Personnel who trace patients that don't collect Patient Medicine Parcels
Patient Report Viewer	Personnel can view patient reports

The section titled “Role Specific Fields” will appear upon selecting, PuP, PuP Company, Create Prescriptions, Pharmacy, Data Capturer, & /or AC/OP acc manager, account roles.

For “Create Prescriptions” account role the following role specific fields appear and must be completed



Role Specific Fields	
Prescribing Facility	<input type="text"/>
Prescriber Type	<input type="text" value="Doctor/Nurse"/>
Prescriber Name	<input type="text"/>
Prescriber Surname	<input type="text"/>
Prescriber Qualifications	<input type="text"/>
User PERSAL number OR Contract / Employee number	<input type="text"/>

Cancel

Save

# SyNCH – Creating New User Account (Role Specific Fields - Prescriber)



The health facility name selected in the “Organisational assignment section” appears. Click this button to populate the prescribing facility field, or....



## Role Specific Fields

Prescribing Facility

Default to "Wasbank Clinic"



Prescriber Type

▼ Doctor/Nurse.

Prescriber Name

Prescriber Surname

Prescriber Qualifications

User PERSAL number OR Contract / Employee number

....Click on magnifying glass to search for and select the health facility of the authorised prescriber

Cancel

Save

# SyNCH – Creating New User Account (Role Specific Fields)



Role Specific Fields

Prescribing Facility

Prescriber Type

Prescriber Name

Prescriber Surname

Prescriber Qualifications

User PERSAL number OR Contract / Employee number

The Prescribing Facility is now populated

Cancel

Save

# SyNCH – Creating New User Account (Role Specific Fields - Prescriber)



Role Specific Fields

Prescribing Facility

Prescriber Type

Prescriber Name

Prescriber Surname

Prescriber Qualifications

User PERSAL number OR Contract / Employee number

The type of prescriber must be selected using the drop down list *i.e.*, Doctor or Nurse

Cancel

Save



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# SyNCH – Creating New User Account (Role Specific Fields - Nurse)



Role Specific Fields

Prescribing Facility	<input type="text" value="kz Wasbank Clinic"/>	
Prescriber Type	<input type="text" value="Nurse"/>	Doctor/Nurse.
Prescriber Name	<input type="text" value="User"/>	
Prescriber Surname	<input type="text" value="Manual"/>	
Prescriber Qualifications	<input type="text" value="Professional Nurse"/>	
User PERSAL number OR Contract / Employee number	<input type="text" value="1234567"/>	Nurse
Prescriber SANC No.	<input type="text" value="7654321"/>	Nurse
Mental Health Practitioner	<input type="checkbox"/>	Allow the Nurse to pre

**For Nurses:**  
The details of the nurse, as is recorded by the South African Nursing Council, must be captured here. No nickname, *etc.*  
**NOTE: Accounts should only be created for nurses authorised by the district/province/Head of Health to prescribe for the CCMDD programme.**

The SANC number must be captured in the “Prescriber SANC No.” Field  
**NOTE: Use caution when capturing SANC numbers. Incorrect SANC numbers will result in the CCMDD SP rejecting ALL prescriptions prescribed by the nurse. Double check that the correct SANC number is captured before saving the account.**

# SyNCH – Creating New User Account (Role Specific Fields - Nurse)



Role Specific Fields

Prescribing Facility: kz Wasbank Clinic

Prescriber Type: Nurse (Doctor/Nurse)

Prescriber Name: User

Prescriber Surname: Manual

Prescriber Qualifications: Professional Nurse

User PERSAL number OR Contract / Employee number: 1234567 (Nurse)

Prescriber SANC No.: 7654321 (Nurse)

Mental Health Practitioner:  Allow the Nurse to prescribe S5 medicine

Cancel Save

In Provinces which allow CERTAIN nurses to prescribe certain Schedule 5 psychiatric medicines check the “Mental Health Practitioner” box.

**NOTE: Nurses require training in order to prescribe these medicines. Do not tick this box for every nurse prescriber. Please seek guidance from the operational manager**



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# SyNCH – Creating New User Account (Role Specific Fields - Nurse)



**Role Specific Fields**

Prescribing Facility: kz Wasbank Clinic

Prescriber Type: Nurse Doctor/Nurse.

Prescriber Name: User

Prescriber Surname: Manual

Prescriber Qualifications: Professional Nurse

User PERSAL number OR Contract / Employee number: 1234567 Nurse

Prescriber SANC No.: 7654321

Mental Health Practitioner:

Click on "Save" to save user account

# SyNCH – Creating New User Account (Role Specific Fields - Doctors)



Role Specific Fields

Prescribing Facility	<input type="text" value="kz Wasbank Clinic"/>	
Prescriber Type	<input type="text" value="Doctor"/>	Doctor/Nurse.
Prescriber Name	<input type="text" value="User"/>	
Prescriber Surname	<input type="text" value="Manual"/>	
Prescriber Qualifications	<input type="text" value="MBChB"/>	
User PERSAL number OR Contract / Employee number	<input type="text" value="1234567"/>	Doctor
Prescriber MP No.	<input type="text" value="34464"/>	Doctor

**For Doctors:**  
The details of the doctor, as is recorded by the Health Professions Council of South Africa (HPCSA), must be captured here. No nickname, etc.

The MP number must be captured in the “Prescriber MP No.” Field.  
**NOTE: Use caution when capturing MP numbers. Incorrect MP numbers will result in the CCMDD SP rejecting ALL prescriptions prescribed by the doctor. Double check that the correct MP number is captured before saving the account.**



# SyNCH – Creating New User Account (Role Specific Fields - Doctors)



## Role Specific Fields

Prescribing Facility	<input type="text" value="kz Wasbank Clinic"/>	
Prescriber Type	<input type="text" value="Doctor"/>	Doctor/Nurse.
Prescriber Name	<input type="text" value="User"/>	
Prescriber Surname	<input type="text" value="Manual"/>	
Prescriber Qualifications	<input type="text" value="MBChB"/>	
User PERSAL number OR Contract / Employee number	<input type="text" value="1234567"/>	Doctor
Prescriber MP No.	<input type="text" value="34464"/>	Doctor

Cancel

Click on "Save" to  
save user account

Save



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# SyNCH – Manage Account Permissions



- If a user has been allocated one/more of the following account role(s) additional permissions must be granted to the user:
  - Account Manager
  - Script Reader
  - Script Approver
  - Adherence club/Outreach Point Data Manager
- These account roles will appear under the “Account Permissions” column, highlighted in orange. This indicates that specific permissions have not yet been allocated
- Account permissions must be granted in addition to certain account roles as certain personnel are permitted (by their respective organisation) to function in a wider geographic area.



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# SyNCH – Manage Account Permissions



## User Accounts

Filter records: Enabled -- All -- API User -- All -- Account Manager -- All --  
Administrator -- All --

New Edit Disable Account Signature Report

user\_manual Search Clear Records 1 to 3 of 3

Username	Firstname	Lastname	Enabled	Last Login	Roles	Account Permissions	Account Actions
user_manual	User	Manual	Yes		Account Manager Adherence Club/Outreach Point Data Manager	Manage: Account Manager (0) Manage: Adherence Club/Outreach Point Data Manager (0)	Account Summary Reset

Notice the orange highlighted Account Manager field. This means that Account Permissions must still be assigned. Click on this field to assign Account Permissions.



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# SyNCH – Managing Account Permissions



## Account Permissions >> User: user\_manual, Role: Account Manager

Filter records: Username  Deleted

Records 0 to 0 of 0

Username	Organizations	Province	District	Sub-District	Facility
Nothing to display.					

Select "New" to assign account permission to user account



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# SyNCH – Managing Account Permissions



## New Permission

**Full name:** Dr User Manual

**Role:** Account Manager

**Level**

**Organizations**

- National
- Provincial
- District
- Sub-District
- Facility**

Select the level from the drop down list at which the user is permitted to perform their functions

For allocating permissions to the Account manager role: Select “Facility” from drop-down menu for health facility managers and person health facility manager gives this role to



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# SyNCH – Managing Account Permissions



## New Permission

Full name: Dr User Manual

Role: Account Manager

Level Facility

Province

District

Sub - District

Facility



Click on magnifying glass to search for the specific Health Facility



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# SyNCH – Managing Account Permissions



Permission

**Facilities**

Filter records: Province  Sub District

Select Close

Search  Search Records 1 to 10 of 5694 >

Facility	Classification
<input type="radio"/> kz iskhona imishanguz	Non-governmental organization
<input type="radio"/> kz Kokstad Pharmacy	Pharmacy
<input type="radio"/> Ip Clicks Pharmacy Shoprite Checkers	Pharmacy
<input type="radio"/> Ip Clicks Pharmacy Seshego Circle	Pharmacy
<input type="radio"/> fs Clicks Pharmacy Virginia 0510	Pharmacy
<input type="radio"/> Ip Clicks Pharmacy Limpopo Mall	Pharmacy
<input type="radio"/> Ip Clicks Pharmacy Mall Of The North	Pharmacy
<input type="radio"/> Ip Clicks Pharmacy Thornhill	Pharmacy
<input type="radio"/> Ip Clicks Pharmacy Cycad	Pharmacy
<input type="radio"/> Ip Clicks Pharmacy Savannah	Pharmacy

Search for health facility. If health facility does not appear on the list, contact the Provincial SyNCH Helpdesk for assistance.

Independent Community Pharmacy



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# SyNCH – Managing Account Permissions



**Facilities**

Filter records: Province  District   
Sub District  Classification

wasbank   Records 1 to 1 of 1

Facility	Classification
<input checked="" type="radio"/> kz Wasbank Clinic	Clinic

Click on the selection button next to the correct health facility  
Then  
Click "Select"

# SyNCH – Managing Account Permissions



## New Permission

Full name: Mr Fname Surname

Role: Account Manager

Level Facility ▼

Province kz KwaZulu-Natal Province

District kz Umzinyathi District Municipality

Sub-District kz Endumeni Local Municipality

Facility kz Wasbank Clinic



The organization structure fields are populated based on the previous step



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# SyNCH – Managing Account Permissions



## New Permission

Full name: Dr User Manual  
Role: Account Manager

Level: Facility

Province: Kz KwaZulu-Natal Province

District: Kz Umzinyathi District Municipality

Sub - District: Kz Endumeni Local Municipality

Facility: Kz Wasbank Clinic

### Organizations

- General**
  - Health Systems Trust
- Pickup Point**
  - Bothomed Doctor
  - Clicks Pharmacies(Pty) Ltd
  - Coco Haven Pharmacies
  - Department of Health
  - Dis-chem Ltd
  - Independent Community Pharmacy
  - Laser Logistics
  - Medical Practice
  - Medical Cooperation Centre (NPC)
  - MediritaPharmacies (Pty) Ltd
  - NGO / NPO
  - Occupational Health Clinic
  - Operation Asha
  - Pharmacy Direct Pick up Points
  - Pick n Pay
  - Private Business
  - Private Clinic
  - Progressive Society for Change
  - RCL Foods Occupational Clinics
  - Right E-Pharmacies
  - SA Post Office
  - Spar Pharmacies
  - The Cipla Foundation S.A
  - Zambubabel Trading Pharmacies
- Service Provider**
  - DSV
  - Medlogistics
- Deleted

Select the user's organization (e.g., DoH) tick box under the Organizations section

Close

Click on "Save" to save Account Permission

Save

# SyNCH – Managing Account Permissions



Account Permissions >> User: user\_manual, Role: Account Manager

Permission successfully saved

Filter records: Username  Deleted

Records 1 to 1 of 1

<input type="checkbox"/>	Username	Organizations	Province	District	Sub-District	Facility
<input type="checkbox"/>	user_manual	<b>Department of Health</b>		M	Endumeni LM	Wasbank Clinic

Notification panel will display confirmation of successful addition of permission for specific account role

# SyNCH – Managing Account Permissions



## User Accounts

Filter records: Enabled -- All -- API User -- All -- Account Manager -- All --  
Administrator -- All --

[New](#) [Edit](#) [Disable Account](#) [Signature Report](#)

[Search](#) Records 1 to 20 of 7917 [>](#)

Username	Firstname	Lastname	Enabled	Last Login	Roles	Account Permissions	Account Actions
<input type="checkbox"/> user_manual	User	Manual	Yes		<b>Account Manager</b> <b>Adherence Club/Outreach Point Data Manager</b>	<b>Manage: Account Manager (1)</b> <b>Manage: Adherence Club/Outreach Point Data Manager (0)</b>	<a href="#">Account Summary</a> <a href="#">Reset</a>

Account permission status will change from orange to green



# SyNCH – Managing Account Permissions



## User Accounts

Filter records: Enabled -- All -- API User -- All -- Account Manager -- All --  
Administrator -- All --

[New](#) [Edit](#) [Disable Account](#) [Signature Report](#)

[Search](#) Records 1 to 20 of 7917 >

Username	Firstname	Lastname	Enabled	Last Login	Roles	Account Permissions	Account Actions
<input type="checkbox"/> user_manual	User	Manual	Yes		<a href="#">Account Manager</a> <a href="#">Adherence Club/Outreach Point Data Manager</a>	<a href="#">Manage: Account Manager (1)</a> <a href="#">Manage: Adherence Club/Outreach Point Data Manager (0)</a>	<a href="#">Account Summary</a> <a href="#">Reset</a>

Click on the orange account role field to assign a permission for another account role (e.g., AC/OP data manager).

# SyNCH - Recover Lost Password by User



HOME DOCUMENTS

## Welcome to SyNCH

Synchronised National Communication in Health

Account does not exist

Login

user\_manual

PASSWORD

Login

Recover Lost Password

Click here to recover lost password



# SyNCH

Over the past decade, South Africa has experienced an unprecedented growth in patients requiring access to long-term care services. The introduction of universal access to antiretroviral therapy (ART) for patients living with HIV and AIDS, but there has also been a significant increase in patients with non-communicable diseases (NCDs), requiring chronic therapy.

South Africa's changing epidemiological profile has led to an over-extension of public sector healthcare facilities including primary care clinics. This has placed enormous strain on available resources and has contributed towards medicine shortages and declining quality of care.

Typically, a patient with a chronic disease is issued with a repeat prescription for six months. Between six-monthly clinical visits, the patient visits the healthcare facility merely to collect medication. On a daily basis, as much as 70% of a facility's prescription load will be delivered to patients.

The patient experience tends to be one of long waiting times and, occasionally, repeat visits to facilities in order to collect medicines that were not available during the routine visit. This poses potential adherence barriers which may lead to poor health outcomes, and places strain on the patient in terms of transport costs and loss of income.

Private sector pharmacies and health facilities are able to offer longer hours of operation than do public sector facilities, including weekends. In addition, private sector outlets are often more accessible from patients' places of employment which, when coupled with shorter waiting times, allows for the collection of medicines without the need to taking a day's leave or forgoing a day's income.






# SyNCH - Recover Lost Password by User



## Welcome to SyNCH

Synchronised National Communication in Health

 Account does not exist 

 **Reset Password**

user.manual@hst.org.za

Reset Password

Login

Enter email address registered for your account. A link will be sent to your email.



Over the past decade, South Africa has experienced an unprecedented growth in patients requiring access to health services. Not only has South Africa introduced universal access to antiretroviral therapy (ART) for patients living with HIV and AIDS, but there has also been a steady increase in the number of patients with non-communicable diseases requiring chronic therapy.

South Africa's changing epidemiological profile has led to an over-extension of public sector healthcare facilities. This has placed enormous strain on available resources and has contributed to the closure of primary health care (PHC) clinics. This has placed enormous strain on available resources and has contributed to medicine shortages and declining quality of care.

Typically, a patient with a chronic disease is issued with a repeat prescription for six months. Between six-monthly clinical assessments, the patient needs to visit the healthcare facility merely to collect medication. On a daily basis, as much as 70% of a facility's prescription load will be devoted to servicing repeat prescriptions.

The patient experience tends to be one of long waiting times and, occasionally, repeat visits to facilities in order to collect medicines that were not available during the routine visit. This poses potential adherence barriers which may lead to poor health outcomes, and places strain on the patient in terms of transport costs and loss of income.



# SyNCH – Resetting User Account by Account Manager



Account managers may reset a user's account (password). The following steps should be followed:

1. Enter login credentials on <https://www.ccmd.org.za>
2. Select “Setup” then “Accounts”



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# SyNCH – Resetting User Account by Account Manager



## User Accounts

Filter records: Enabled -- All -- API User -- All -- Administrator -- All --

New Edit Disable Account Signature R

Search for the user's account by entering the username, Or Click on the user name in the list below

user\_manual Search Clear Records 1 to 3 of 3

Username	Firstname	Lastname	Account Permissions	Account Actions
<input type="checkbox"/> user_manual	User	Manual	Script Creator Outreach Point Data Manager	Account Summary Reset
<input type="checkbox"/> kzn_user_manual			Account Manager Script Creator Script Reader Script Approver Pick-up Point	Manage: Account Manager (1) Manage: Adherence Club/Outreach Point Data Manager (0)
<input type="checkbox"/> user.manual	User	Manual	Account Manager Script Creator Adherence Club/Outreach Point Data Manager	Manage: Script Reader (0) Manage: Script Approver (0) Manage: Account Manager (0)

Click on the "Reset" button



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# SyNCH – Resetting User Account by Account Manager



1. An email containing a temporary password will be sent to the user's registered email address.
2. The user must log into SyNCH using their existing username and the temporary password provided.
3. Upon login, the user will be prompted to reset their password (see figure 49 above).



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# SyNCH – Disabling User Account by Account Manager



All users who no longer work at the health facility and/or PuP and/or are no longer authorised to issue PMPs MUST have their accounts disabled. It is the responsibility of the personnel with account manager privileges to ensure that user accounts are maintained.

1. Enter login credentials on <https://www.ccmd.org.za>
2. Select “Setup” then “Accounts”.

Search for the user by entering the username in the search box provided, or select the user from the list of user accounts.



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# SyNCH – Disabling User Account by Account Manager



## Edit an User Account

**Cancel** **Save**

<b>Username</b>	<input type="text" value="user_manual"/>	The email address of the user (Must be in the system)
<b>Password</b>	<input type="password"/>	User's password
<b>Repeat Password</b>	<input type="password"/>	
<b>Title</b>	<input type="text" value="Dr"/>	The user's title
<b>First Name</b>	<input type="text" value="User"/>	The user's first name
<b>Last Name</b>	<input type="text" value="Manual"/>	The user's last name
<b>ID Number</b>	<input type="text"/>	The user's ID number
<b>Passport Number</b>	<input type="text" value="A123456"/>	The user's Passport number
<b>Email address</b>	<input type="text" value="user.manual@hst.org.za"/>	The user's email address
<b>Last Login Time</b>	<input type="text"/>	The date and time of the last login
<b>Enabled</b>	<input type="text" value="Disabled"/>	Is account enabled.
<b>Force Password Reset</b>	<input type="checkbox"/>	Force user to change password on next login

Click the Drop-down menu and select  
“Disabled”, then click “Save”



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