Spine Tango

Frequently Asked Question's (FAQ's)

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Login

Q. How do I get a password for Spine Tango?

Answer: You can get a password by clicking on the forgotten password link on the login page. This will only work if you have an email address registered against your account. If you don't have an email address or encounter any difficulty please contact your Clinic or Department Administrator in the first instance.

Q. Why does my reset password not work?

Answer. You need to use your password within 24 hrs of it being generated or it will expire. You should reset your password via the forgotten password link on the login page (please ensure you have registered your account with a current email address).

Q. Why can't I reuse my old password?

Answer: You have to change your password at least 10 times before you can reuse a password. The system will reject any reused password that has not had at least 10 other passwords following its first use.

Q. Why is the system not accepting my new password?

Answer: Your password needs to be a minimum of 8 characters long and include 3 of the 4 criteria stipulated.

Criteria 1 - 1 upper case character
Criteria 2 - 1 lower case character
Criteria 3 - 1 digit (number)
Criteria 4 - 1 special character (e.g. @, !, *, etc.)

Q. Why does my password get elongated after I have typed it in and hit return?

Answer: When you enter your password and hit return, the password is encrypted and produces the maximum number of characters to make it undetectable. A security feature is attached to the password to protect the users from 'Password Sniffing'. This is when hackers may try to intercept passwords during the log in process. With this feature, it is nearly impossible to steal anyone's password when they are logging in.

Q. I mistyped my user name and entered my password (correctly) and received an error message. When I correct my user name and hit return using the same password I had already typed in, I get another error message. Why does this happen?

Answer: Your password is encrypted and produces the maximum number of characters to make it undetectable when you enter it. If you copy and paste the encrypted version of the password, it fails. You have to re-enter the password correctly and the system will re encrypt it before processing. The encryption changes each time.

Q. I would like to log straight into my department. Why do I get the option to choose from Clinic and Department?

Answer. You get the option for both Clinic and Department because your account has been created at Clinic level which is the highest level for a site. At Clinic level, you can see all departments that are available at your site. If you do not need access at clinic level, please inform your local administrator and your access will be changed to department level only.

User Profile

Q. What email address should I use for my Spine Tango account?

Answer: You can use a work or personal email address as long as the email address belongs to you. Please do not use another person's email address as you will be unable to use features that require information to be sent to your email address for action. Passwords are also sent to this address.

Q. The system does not allow me share my account with someone else. Why can't I do this?

Answer. You cannot share your account with anyone else. If another person needs access to the system, please make a request to your local administrator and an account will be created for the other person. This system does not support account sharing.

Q. Do I need to provide all the information requested in the user profile section?

Answer: First name and Last name are the only mandatory fields. We recommend that you provide your email address as you will otherwise be unable to use the forgotten password feature.

Q. What address should I use for registration? Should it be clinic, work or private?

Answer: As long as the address used is accurate, the user can decide which of their addresses to use.

Q. I do not have an email address, how do I reset my password?

Answer: Contact your local administrator who can reset your password for you. Failing this please send an email to health_servicedesk@northgateps.com with your request.

Admin

Q. I am a local administrator, how do I add a new user to my Clinic or Department?

Answer: From the Admin dropdown menu, select people and add (first name and last name are mandatory). Select the 'Set as user?' check-box and click on the User Information tab and enter a Username. To add an e-mail address, in the Methods of Communication section of the General Details tab, click Add, select a Type of E-mail and enter and save an e-

mail address. Once this has been completed and the whole form saved, a password will be generated which the system can email to the user if an email address exists or can be copied by the admin and given to the new user.

Q. I am a local administrator, how do I reset a password for a user without an email address?

Answer: From the Admin dropdown menu, select people and search, enter some details to find the person. Once the user had been found, click on View and select reset password and a new password will be generated on the screen for the administrator to copy and share with the user.

Q. I am a local administrator, how do I update an existing user's email address?

Answer: From the Admin dropdown menu, select people and search, enter some details to find the person. Once the user had been found, select the record and edit the user's profile. You can add an email address by adding an email as a method of communication.

Forms

Q. What happens if I enter an invalid height or weight measurement in Risk Factors on the Surgery 2017 form?

Answer: The maximum height that can be entered is 280cm. The minimum height is 50cm. The maximum weight that can be entered is 399kg and the minimum weight is 4kg. Any measurements entered outside this range will default to the closest min or max measurement.

Q. How do I save individual pages on the Surgery 2017 form?

Answer: Click on the save icon/button on the page. This button saves all pages at the same time so you may get error messages if you haven't completed all sections.

Q. Why did I lose all my information when I changed the language?

Answer: If you enter any information on a page, you have to click on the save button before you change the language or you will lose all the information entered. If you save, the information is retained when you change the language.

Q. How do I add a new Supplier for components to Spine Tango?

Answer: Please send an email to health_servicedesk@northgateps.com requesting the addition of a new/missing supplier.

Q. A component I have previously used is missing from the components list, how do I get the list updated?

Answer: You can add new components to the list by using the 'Add components' feature. This will change in time and a revised method on adding components will be shared.

Q. How do I stop a drop down list from hiding a question that is displayed?

Answer: This is standard browser functionality. You need to ensure the question is not at the bottom of the page before you click on the drop down list. If you scroll down to enable enough space at the bottom of the page for a drop down list, the list does not hide any part of the question.

Q. The list of Surgeons does not represent the Surgeons in my clinic/department.

Answer: Please contact your local administrator to inform them of the discrepancy. They are able to update your Surgeons list. In their absence, send an email to health_servicedesk@northgateps.com

Q. I have put a form in a wrong case, how do I move it?

Answer: Select the form you wish to move, click on the move icon in the banner above the form and select the case (from the drop down list) that you wish to move the form to. This will move the form from the current case, to the selected case. A form can only be moved if it has not been submitted. If the form has been submitted, it has to be 'unsubmitted' to enable the move functionality.

Data

Q. I am searching for previous data and cannot find anything. How can I access the data for my clinic?

Answer: Historic data is being made available in tranches. Please contact your local administrator to find out when your data will be available or send an email to health_servicedesk@northgateps.com with your enquiry.

Q. I cannot find data to match any of my existing MRN's. How can I find my data?

Answer: Your clinic is likely to be one of those using randomised MRNs. Please contact your local administrator who will provide you with the cross reference from your previous MRN number to the available randomised number on the system. If there are unable to help, send an email to health_servicedesk@northgateps.com with your enquiry.

Q. I have performed a general search and do not recognise any of the MRN numbers from the search results. How can I find my data?

Answer: Your clinic is likely to be one of those using randomised MRNs. Please contact your local administrator who will provide you with the cross reference from your previous MRN number to the available randomised number on the system. If there are unable to help, send an email to health_servicedesk@northgateps.com with your enquiry.

Q. I need to review some historic data. I can only find data from un-submitted or incomplete forms. Where is the data for submitted forms?

Answer: Historic data is being made available in tranches. Please contact your local administrator to find out when your data will be available or send an email to health_servicedesk@northgateps.com with your enquiry.

Q. I need to do some analysis on my data. How do I extract the information to do this?

Answer: The simplest way to extract your data is by using 'Simple export by forms'. This can be found by clicking on the 'Search' drop down menu and selecting 'Simple export by forms'. A user guide for this feature is available from the 'Resources' tab.

General

Q. The name of my department is different from the previous name. Is it still the same department?

Answer: Yes it is. Some names were amended on transition. If the name is incorrect, please raise this with your local administrator who can amend this or send an email to health_servicedesk@northgateps.com

Q. The drop down menu for dates is not user friendly, how can I change this?

Answer: There are a number of ways to choose a date. You can either type it in using the format dd/mm/yyyy or you can select the date using the calendar by clicking on the calendar icon and choosing the required date. You can also navigate to the required year by clicking on the month and year at the top of the calendar. If you click on this a number of times, you will get a view of the calendar showing various years to select. You can then drill down to the required date using the arrows on either side of the header if required.

Q. Is it possible to create a "new patient" without first searching for the patient?

Answer. Yes it is. Click on the Patient icon on the dashboard or click on the 'Add patient' button from the Search page.