

1 - Login

To access the eEHA system, open up your web browser and type the system's URL into the Address bar.

<https://www.qes-online.com/LBTH/eCAF/Live/Login.aspx>

You will then be presented with the eEHA **Log in** page:

The screenshot shows the eEHA Login page. At the top left is the 'Holistix' logo. Below it is a blue header bar with 'LBTH' on the left and system information on the right: 'Client: TowerHamlets', 'Version: V2.1.0', and 'Environment: UAT'. The main content area is titled 'Login' and contains a form with 'Username :', 'Password :', and a 'Login' button. The QES logo is in the bottom left corner.

1. Type in your eEHA username and password.
(This is typically your first name and surname all in lower case e.g. firstnamesurname)

2. Click on 'Login.'

You will be emailed an **authentication code** immediately after you click 'Login':

(Email will be sent to your registered email account; please check your junk mail if you have not received email. This is done the first time you login each day.)

Holistix

LBTH

Client: TowerHamlets
Version: V0.0.19
Environment: Live

Login

Username :

Password :

Login

Authentication

A new authentication code has been sent to your email address 'benjenkins@qes-online.com'.

Authentication Code

Authenticate

QES

1. Directly input or Copy and paste the code from your email into this screen.

2. Click on 'Authenticate.'



LBTH Acceptable Use Policy

LBTH is a secure IT system for practitioners to manage information captured through the Common Assessment Framework (CAF).

This system contains personal and sensitive information and its use must be strictly controlled. The following points outline the core principles which govern the acceptable use of the system and are to be followed by all users.

1. Prior to accessing, users must have completed:
 - The necessary Enhanced Criminal Records Bureau (CRB or DBS) checks within the last 3 years and had their results approved.
 - Have attended a Child or Adult Safeguarding training course
2. Users may only log into the system using their own account credentials; at no time are you permitted to disclose these details or provide access directly or indirectly to anyone else.
3. Users must protect their access token at all times and must not write down their PIN or password.
4. Access to the system and the information held within is for business purposes only, and it is limited to only those episodes where access has been authorised.
5. Users must lock their screens or log out of LBTH before leaving their desktop unattended. You must ensure your screen display is out of direct view of any third parties when you are accessing personal, sensitive, confidential or classified information.
6. Users must not allow LBTH screens to be viewed by unauthorised personnel particularly when logging in and when viewing sensitive data.
7. LBTH is monitored for security and audit purposes and any suspected misuse or failure to observe required security measures set out above will be investigated and may result in disciplinary or legal action.

All users are subject to their own organisation's confidentiality, Data Protection and security policies.



Once read, click 'Accept' to gain access to the system

Once you log in, you will be directed to the eEHA **My Message** Screen. Here you can view all messages you have received, and sent, through the system.



Holistix

Logged in as David Hill [Log out](#)

My Messages My cases Check for case Start new case My settings Help

My messages ?

This page is your Family eCAF inbox. Select the message subject to read the whole message. You can only send messages from within a case, but can reply to existing messages from this page.

Inbox Sent Filed Deleted

Flag	Subject	From	Case Id	Received	Read
<input type="checkbox"/>	Mack TheKnife is requesting access to case 8341	Mack TheKnife	8341	18/08/2016 10:47:31	

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Delete Update

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

Click on each tab to filter the messages.

Click on the magnifying glass to search your messages.

Click on a message to view the details

Click on the drop down arrow to see the options for organising your messages.

If you click on a message, you will be taken to the **Message Details** screen. Here you can view the content of the message in more detail, chose to reply to the message, or go to the case:

The screenshot shows the Holistix LBTH user interface. At the top, there is a blue header with the Holistix logo on the left, 'LBTH' in the center, and 'Logged in as David QES Test 0910' with a 'Log out' button on the right. Below the header is a navigation bar with tabs: 'My Messages' (highlighted with a blue callout), 'My cases', 'Check for case', 'My settings', and 'Help'. The main content area shows a breadcrumb 'My Messages > View Message' and a 'My messages' section with a help icon. Below this is a 'Message Details' section with a table of message information:

Related to Case	9327 - QES assessment check
From	QES Admin
Sent	09/10/2017 11:35:34
Subject	Test
Message	Test

At the bottom of the message details, there are two buttons: 'Forward/Reply' and 'Go To Case'. A red arrow points from the 'Forward/Reply' button to a green callout box on the right that says 'Click on 'Forward/ Reply' to Reply to the message'. Another red arrow points from the 'Go To Case' button to a second green callout box on the right that says 'Click on 'Got to Case' to go to the relevant case'. At the bottom left of the page, there is a disclaimer: 'Use of Family eCAF is subject to the following [Acceptable use policy](#).' and the QES logo.

Click on 'Forward/ Reply' to Reply to the message

Click on 'Got to Case' to go to the relevant case

Once logged in, you can use the **tabs** at the top of the page to navigate the system.

Click on the **My Cases** tab to see which cases you are involved with. It also lists essential information about each case:



Logged in as Mack TheKnife [Log out](#)

[My Messages](#)

[My cases](#)

[Check for case](#)

[Start new case](#)

[My settings](#)

[Help](#)

My cases

This page lists all of the cases which you currently have access to. You can use the filter options on the right to filter the list of cases. Click on a row to take you to that case.

Filter by:

Case Id	Case Name	My Role	Case Coordinator	Status and effective date	Next Review
8341	Smith	Case Coordinator	Mack TheKnife	Pre-Assessment - 21/07/2016	

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Click the drop down arrow to see your 'Filter By' options.

Clicking on the case will take you to the 'Case Summary' page.

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