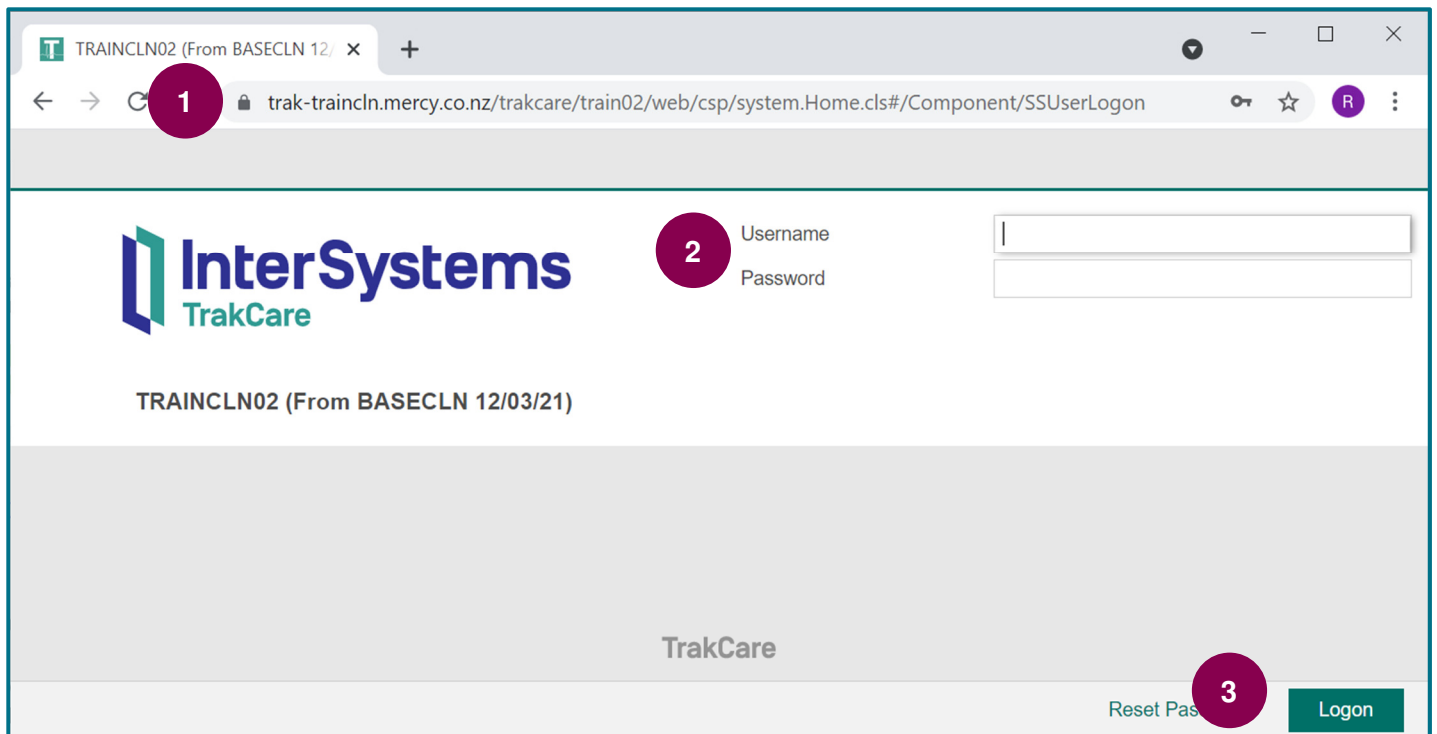


## Accessing TrakCare Train02

TrakCare is a web-based application that is accessed through an internet browser. You should use Google Chrome as your internet browser. Do not use Internet Explorer or Microsoft Edge.



If you are not using a computer within the MercyAscot network (e.g. you are completing your TrakCare training on your personal computer at home) you will need to set up multi-factor authentication through ICS. Please contact Helpdesk if you wish to do this.



### 1 Copy the Train02 address below into the web browser

<https://trak-traincln.mercy.co.nz/trakcare/train02/web/csp/system.Home.cls#/Component/SSUserLogon>

If you click on the address it will open in your default web browser – just make sure that this is Google Chrome.

### 2 Username: Type in your username and password

Username

Password

TrakCare uses the same username and password as MercyAscot.

### 3 Logon: Select logon from the bottom right of the screen

If you enter an incorrect username or password, TrakCare will display '**Please enter a valid Username and Password**'.

If you have only one location and one role, TrakCare will take you directly to your homepage. If you have multiple login locations and/or roles, they will be displayed in a list.




InterSystems TrakCare		Username	
RowenaN			
TRAINCLN02 (From BASECLN 12/03/21)			
Location	Security Group	Access Profile	Hospital
Admission Unit	AUXX Master	NZMA Master	Mercy Hospital
Stella Maris Ward	AUXX.IP.Inpatient Nurse Ward	NZMA.IP.Inpatient Ward Nurse (Clinical)	Mercy Hospital
Stella Maris Ward	AUXX.IP.Inpatient Nurse Manager	NZMA.IP.Inpatient Manager (Clinical)	Mercy Hospital

You select a login by clicking anywhere on the applicable row. Trakcare will take you to the relevant homepage.

Your homepage will depend on your role and location at MercyAscot. Please check out the August Pre Learning for information about navigating the homepage.

## Changing your password

If you have forgotten your password, or wish to change your password, please follow the standard process for changing your MercyAscot password. When you change your MercyAscot password, this will automatically update your password in TrakCare. You can find more information on the MercyAscot intranet or contact MercyAscot Helpdesk for assistance.

 Please do not use the **Reset Password** button on the bottom right of the login screen.

## What you need to know about TrakCare Train02

- It's not live! The patients are not real! So if you make a mistake, nobody is going to die. In fact, absolutely nothing will happen.
- The system will refresh every Sunday night. This is just so that everyone can have a go without the patients getting too messed up. And if you do make a mistake, it will be gone by Monday!
- There will be guided exercises in your e-learning that you can follow in Train02. But we encourage you to also have a play once you are in Train02. Have a look around, make mistakes – this is one of the best ways to learn. The only thing we ask is that you please don't discharge patients – otherwise there will be no patients for your colleagues' practice (at least not until the next Monday).