Spire Consultant App (SCA) – User Guides

Logging In

If you are a consultant or external medical secretary, you will receive a user name and pre-set password following successful completion of your account set up.

If you are a Spire employee (internal medical secretary) you will login to the app using your SAP user name and password.
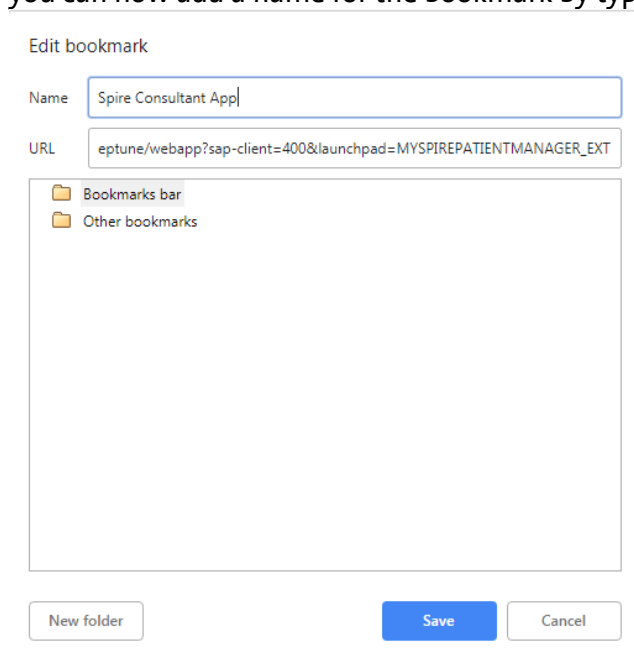
As with all log in details, please do not share these with anyone else. Each Consultant and Secretary user will be assigned their own log in for their personal use only.

Enter this URL in an internet browser: https://sca.spirehealthcare.com

We recommend that you add this URL as a bookmark/favourite so you can easily access the SCA from your browser home page.

Adding a bookmark for Google Chrome:

Navigate to the above URL, then click the ☆ to the right of the address bar. A box will appear and you can now add a name for the bookmark by typing in the "name" field
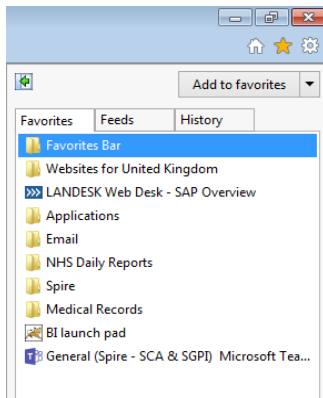
Next, click on the "Bookmarks Bar" folder and click the save button. A shortcut to the URL will now stay on your Bookmarks bar for quick and easy access to the SCA log-in page.
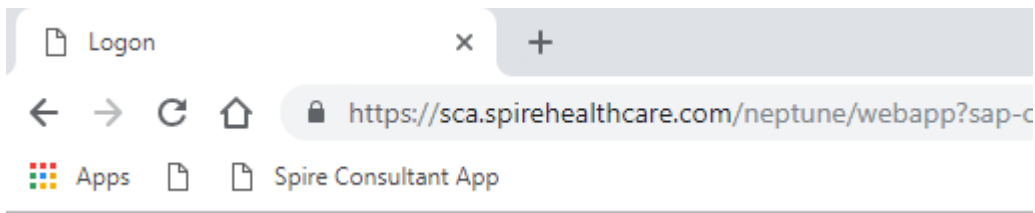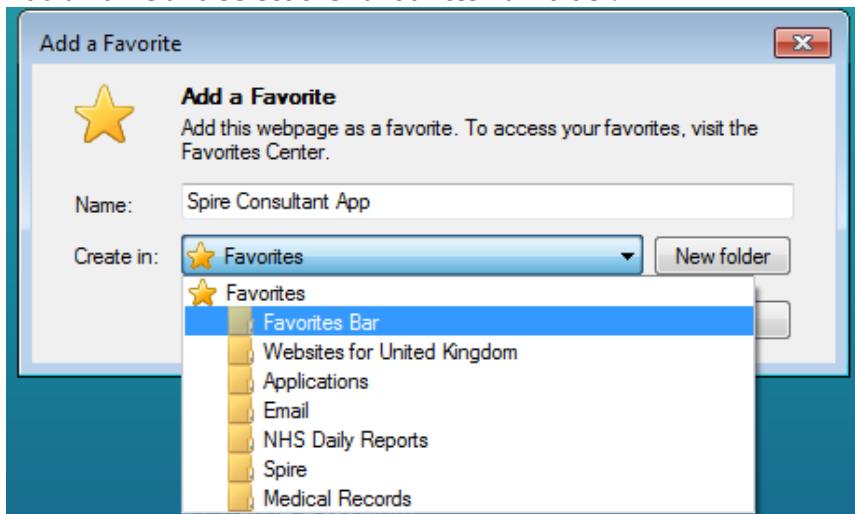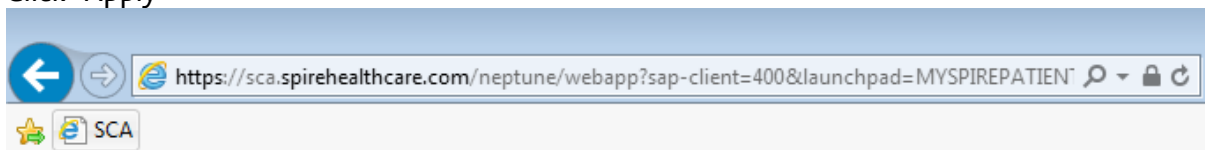

Adding a Favourite for Internet Explorer:

To add SCA as a Favourite, navigate to the URL and click ☆ on your address bar - Click "Add to Favourites"

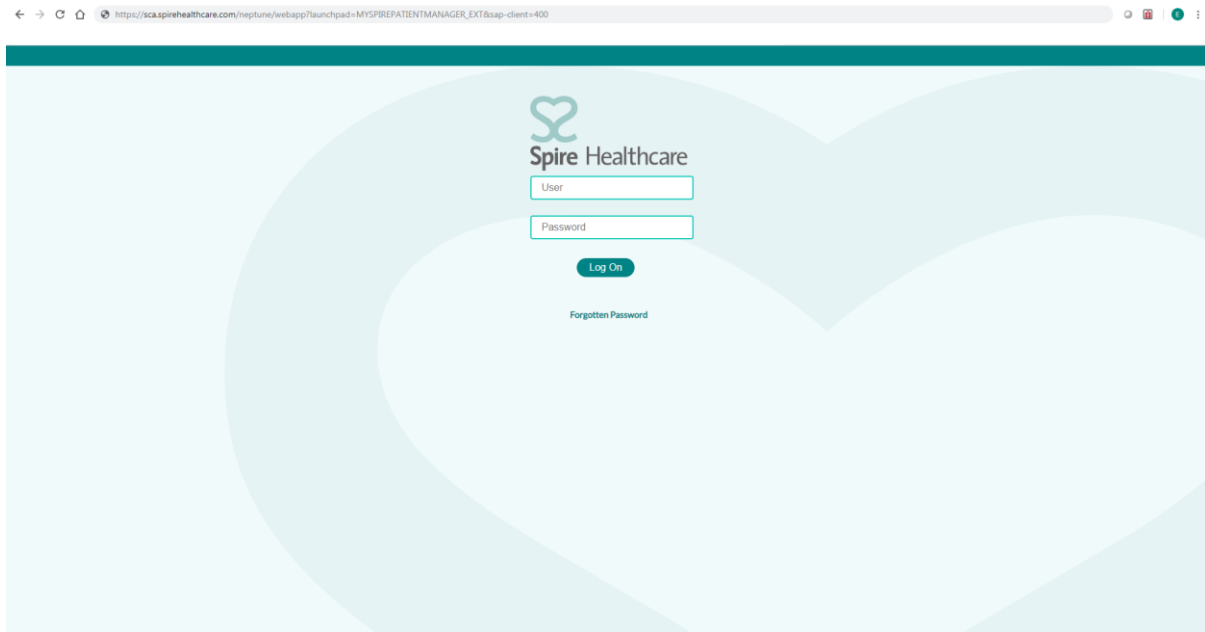Add a name and select the Favourites bar folder.

Click "Apply"

A shortcut to SCA will now stay on your bookmarks bar for quick and easy access to the SCA log- in page.

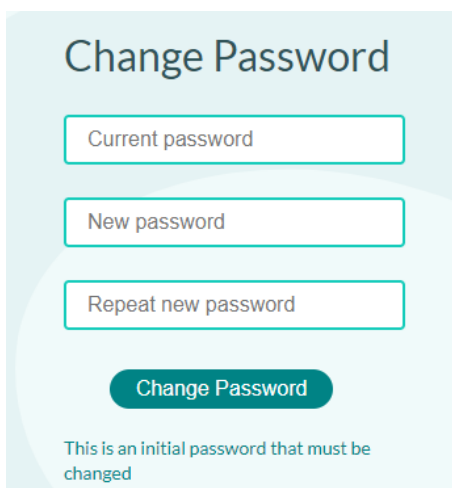**To access SCA from your chosen device/PC:**

Enter your user name and your pre-set password sent to you when your account was set up - if the pre-set password is not used within 3 months, your account will be locked and will require resetting.
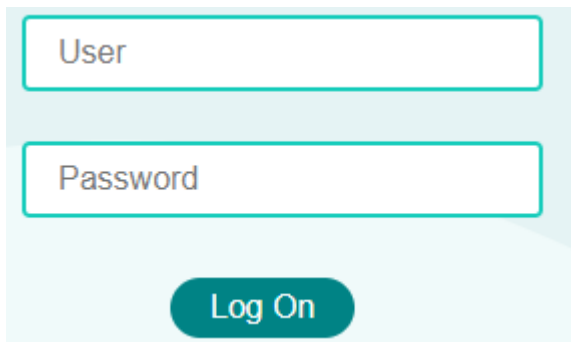
Click – Log on:

SCA will then prompt you to change the pre-set password to one of your own choosing:

Enter:
- Current password – pre-set password - **Welcome1.** (Please ensure you enter the full stop)
- Now enter your new password
- Repeat new password.
- Click "Change Password"

Please note:
- Your password must be a minimum of eight characters
- Your password must contain at least one number 0-9 **OR**
- Your password must contain at least one symbol for example; !"£$%^&*()_+{}[];':@<>
- The Space character is not considered a letter/number/symbol but helps improve password length

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How to create a strong, memorable password in 3 steps:
- Think of a sentence that you can remember. This will be the basis of your strong password or pass phrase. Use a memorable sentence, such as "mark lives in London."
- Add Complexity by mixing upper and lower cases and numbers "M4rk l1v3s 1n L0nd0n"

*Tip – Using names helps remember to use upper and lower case*
- Substitute some special characters "M@rk l1v3$!n L()nd0n"

Tip – for added security, don't just replace with obvious characters "@" for "a": try less obvious characters like "()" for "0".

Tip – you don't have to substitute all the characters, just one will increase complexity significantly

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Eight Digit Authentication Process

For security purposes, when accessing SCA you will need an eight digit code/pin. A system generated 8 digit code/pin will be provided to you when you receive your SCA log-in details.
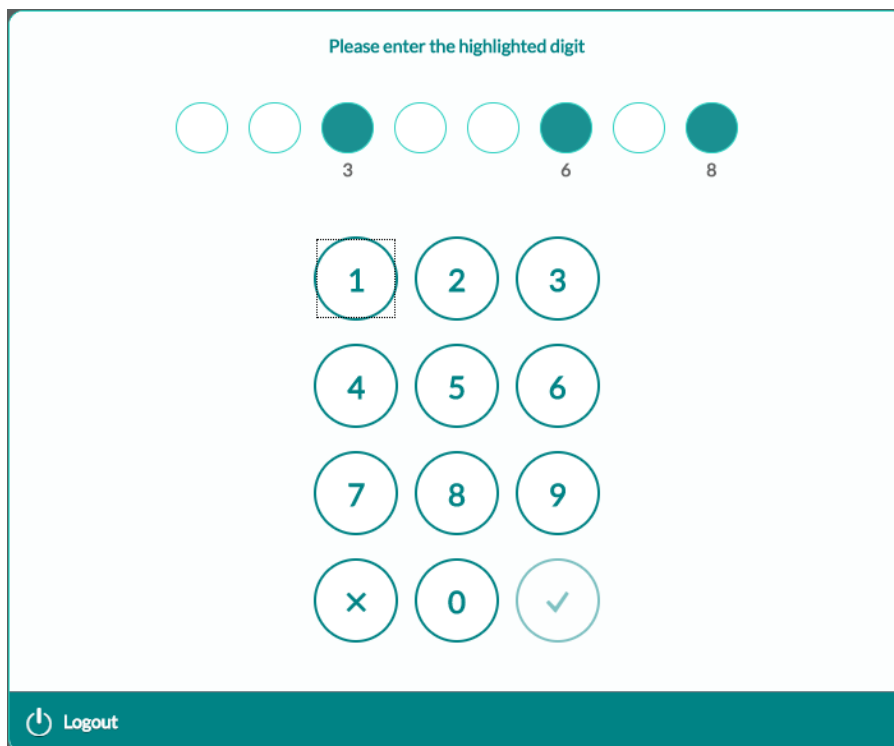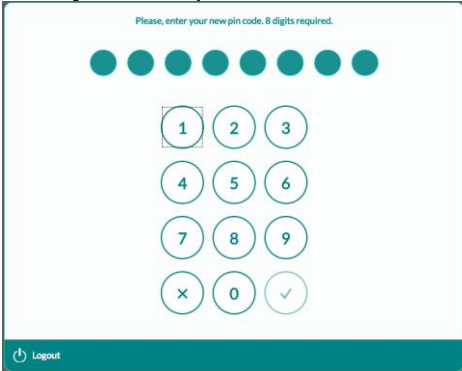
The screen will indicate the numbers you need to enter from the code/pin you have been provided with, in this example digits 3, 6 and 8 are required. Once entered please ensure that you press the
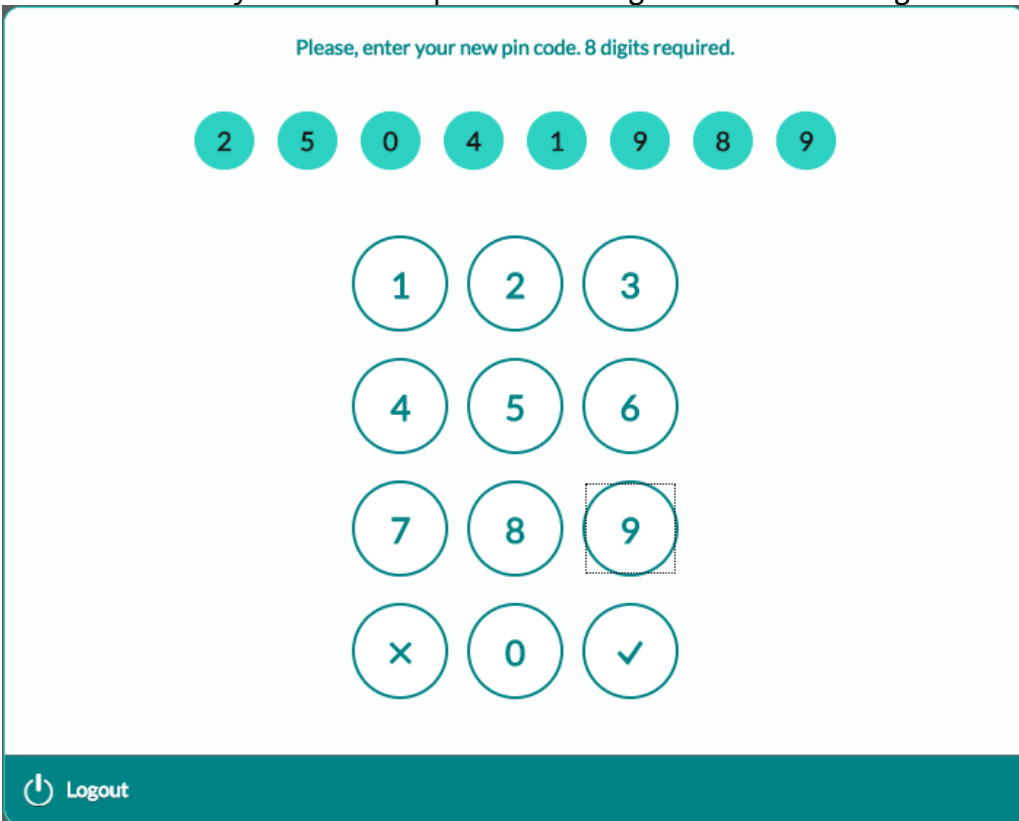

tick on the keypad.

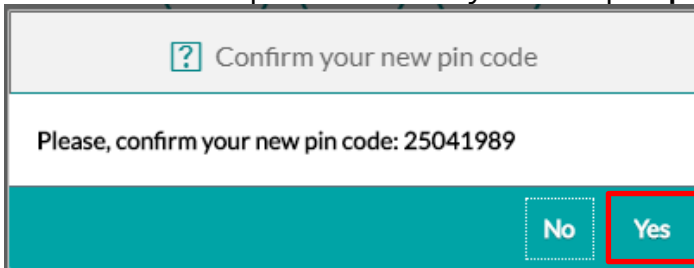Once you have pressed the following screen will appear:

You are now required to enter your own 8 digit code/pin number. This number is a number of your choice and will be your own code/pin for accessing SCA on all future logins.

When you enter a number the square will go green, if you make a mistake you can press and

start again. Once you are happy with the code/pin you have entered press

You will then be required to confirm your code/pin - **press Yes** if you wish to confirm the code/pin.

If you press **No** you will need to start the process again. If you press **Yes,** your code/pin is saved and you will be taken to the home screen of SCA.
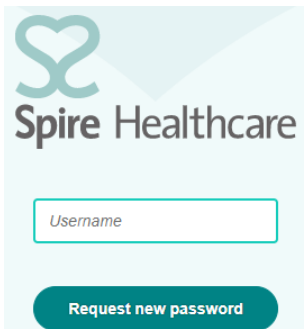
When you next login to SCA you will be required to enter the highlighted digits from the code/pin that you have set.

If you forget your password or pin number, you can reset these by clicking the forgotten password button on the log in screen.

You will then need to enter your username and click on 'Request new password'

This will then send an e-mail with a temporary password and pin to the e-mail address registered to the SCA account. You will then be able to create a new password and pin following the process detailed above.