

## FREQUENTLY ASKED QUESTIONS

### 1. How do I access my elearning?

To access the e-learning site, click on the link below using either Chrome or Microsoft Edge browsers.

- [Log in to the site | Learning Wales](#)
- You will be asked for your username and password.
- Username: Enter your Email address.
- Password: Changeme01%
- You will be able to change your password after logging in for the first time.
- When you have logged into the eLearning, you will be able to click on modules and watch how to navigate around the system.

### 2. How do I access PCWIS?

Click on the link [Home](#) sent to you via the Salesforce solution and enter your username & password provided. You can change your password to one more memorable after your first login.

### 3. How can I manage staff record qualifications in PCWIS?

First you will need to select the member of staff from your 'Staff Overview List'. You can enter/edit Qualifications on the 'Staff Details' page in the 'Demographics and Education' section. This is to be found on the right of your screen. Hover your cursor over 'Qualifications' and select the appropriate qualification from the list by moving it to the Selected Area. Select 'Save'

### 4. What if I am unable to locate a staff record?

- When you access your Practice 'Staff Overview', it shows all your 'Active Staff'.

- If a staff record is incomplete, it will appear in your 'Inactive Staff' list.
- Switch to the 'Inactive Staff' tab to find and complete the record. Once completed, it will move to your 'Active Staff' list.
- If still can't find the staff member and you manage multiple practices, switch to the other practice to check if the staff member is listed there.
- Follow the 'I can't see other Practices I Manage' guidance to switch practices. If you find the staff member in the wrong practice, please contact NWSSP with your practice name and code with the staff member name and the practice the staff member should be listed in.
- If you don't manage multiple Practices but are still unable to locate the staff member, please contact NWSSP with your Practice name and code and the staff member name

#### **5. What if I am not able to see / manage other practices ?**

- From your 'Staff Overview' page, you can switch between practices.
- At the top of the page, you'll see your 'Contractor' Practice Name and Code.
- Click the 'x' next to it to remove the selected option. The Contractor display will be blank.
- Start typing your code or practice name, and select the correct practice from the list.
- Your 'Staff Overview' will now show the staff for the selected practice.
- If you have trouble switching or the practice isn't listed, select 'Staff Overview' in the blue menu on the left and follow the switching guidance again.
- If no other practices are displayed, please contact NWSSP with your Practice name and code

#### **6. When do I need to update my Workforce data?**

You will need to submit your Optom Workforce data for June 2025 by July 5<sup>th</sup>.

#### **7. Do I need to submit my Practice Workforce data on spreadsheet?**

No. There is no requirement to submit a spreadsheet. All workforce data will now be maintained by you accessing PCWIS and making any changes to the staff records within PCWIS.

## **8. I need to record Locum activity in PCWIS.**

To confirm, there is no ongoing requirement to provide Locum activity details *by spreadsheet*. Locum Data is to be captured in PCWIS. First, you will need to create a new Staff Record for the Locum. If you have provided details of the locum previously then the record should be visible in your Active Staff List. Once the record has been created you can update the Working Hours of the Locum to give an average of weekly hours worked. This can be managed going forward either on a monthly or quarterly basis.

To calculate average Weekly Hours:

- Monthly: divide total monthly hours by 4.33 this will give average weekly hours.
- Quarterly: divide total hours over the 3 month quarterly period and divide by 13 this will give average weekly hours.
- If there has been no activity for the locum in the period you are recording then change Contracted/Working Hours to Zero.

## **9. How can I contact NWSSP about eLearning queries?**

You can contact NWSSP by emailing [eateb@wales.nhs.uk](mailto:eateb@wales.nhs.uk)

## **10. How can I contact NWSSP about PCWIS & Workforce queries?**

You can contact NWSSP by emailing [nwssp-primarycareservices@wales.nhs.uk](mailto:nwssp-primarycareservices@wales.nhs.uk) referring 'PCWIS' on all communications.