

GCloud14

Access Rio EPR

Service Definition

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1 Service Overview

The Access Rio Electronic Patient Record (EPR) supports the vision of every patient having one, fully integrated, Electronic Health Record (EHR) to enable the very best and most efficient healthcare. A leading electronic patient record system for secondary care, it operates across mental health, child health and community care settings and interoperates easily with other systems. Rio manages both administrative and clinical processes and can be tailored to your organisation's specific needs.

Easily accessible patient records

Our intuitive interface allows the user to access the full patient history in one simple, easy to read view. Progress notes, patient letters, appointment contacts, inpatient activity and other clinically focused information can easily be accessed by all.

Safe and secure

Patient data security is paramount. Our fully configurable system controls, maintained locally by the organisation, ensure that up to date and correct information is only available to practitioners with agreed permissions.

Reporting

We help you comply with national statutory reporting. Inbuilt Rio reporting tools provide you with the facility to design, develop and maintain your own locally configured reports. Access to these is then made available to front-end practitioners allowing them to easily analyse data.

Interoperability

Access to shared information is critical. Our Access Rio Integration Hub lets you connect with Local Care Records and view records in ORION, MIG and GraphNet. Rio is also fully integrated with the NHS Spine and embedded with SNOMED and ICD10 coding systems to enable practitioners to record relevant, reportable terms for analysis.

Achieve your Net Zero target

Your vision is our vision, a commitment to reducing waste and increasing productivity, quality of care and improved patient outcomes. Rio provides a platform to reducing paper-based activity so quality time can be spent with patients.

Rio provides additional functionality with a range of complementary modules, these include:

Rio Smartnotes

Significantly reduces time spent on documentation through efficient recording tools, online/offline capability, dictation, and intelligent summarisation, while improving staff well-being by easing their workload and enhancing workflow efficiency. Automated dictation captures all discussion, enabling clinicians to prioritise face-to-face interaction, making appointments more personal and efficient.

eObservations

With Rio eObservations, patient observations are recorded and uploaded at the point of care ensuring a patient's record is always up to date. Compliant with NEWS and NEWS2 eObservations helps detect deterioration in patients earlier and prompt intervention and treatment.

Order Communications and Results Reporting

With Rio electronic order communications and results reporting, clinicians can request tests and procedures, track test progress and access results instantly - all within one single, easy-to-use system.

Rio Virtual Assistant

Rio Virtual Assistant provides gives your patients a digital front-door to your clinical service. It allows them to communicate with your team via a digital engagement platform AI based interface designed to interact with patients and staff to provide human conversation automation. Rio Virtual Assistant enables patients to manage appointments and complete their own assessments (referrals, clinical assessments, PROMs/PREMs, surveys, consent forms, etc.) with the data automatically uploaded into the Rio EPR. The solution drastically reduces the need for staff intervention, increases patient engagement and self-management of key healthcare services which improves patient access and consequently, patient experience.

Rio Virtual Wards

Our Virtual Ward solution supports NHS Trusts and Integrated Care Boards (ICBs) in delivering safe, high-quality, acute-level care within patients' homes. The platform integrates primary, secondary, social care, and care-sector systems, providing seamless interoperability and real-time visibility across all care domains. Its core capabilities span three key pillars: Patient Flow and Bed Management, enabling clinicians to view remote patient monitoring (RPM) data alongside bed and care status; Transfer and Discharge Management, orchestrating comprehensive care packages for faster transitions; and Remote Person Support, combining live clinical observations with daily living activity insights through real-time alerts. The solution delivers end-to-end functionality including electronic patient records, care planning tools, social care case management, rostering, commissioning workflows, patient flow dashboards, and RPM dashboards. This ensures clinicians can safely monitor patients recovering at home while maintaining integration across existing systems. The digital infrastructure supports both step-down care to free hospital capacity and anticipatory care to prevent admissions, promoting improved patient outcomes, reduced readmissions, shorter hospital stays, and significant efficiencies across the care continuum.

2 Onboarding

Access Implementation Methodology (AIM)

Our consultants follow a 4-phase, 12-step process and we propose a scale of project, management and administration that's appropriate for your specific needs. From evaluation, planning and design, through to implementation of your business solution.

Phase 1, Pre-project planning

Step 1: Needs analysis

After detailed consultation we will clearly define your needs in a proposal document that identifies the benefits you will experience by updating your systems.

Step 2: Solutions demonstration

We will take you through a tailored demonstration of your proposed solution and work with you to agree which elements will be included in the initial project. We listen and take account of all your feedback and will provide a quotation outlining the anticipated cost of your project

Step 3: Sales handover

Having finalised the project's scope and agreed commercial terms, we prepare a handover document from sales to the project team who will partner you throughout implementation. They will meet with all appropriate members of your team to ensure continuity throughout the process.

Phase 2, Configure & Install

Step 4: Definition

The Access project team will work with you to define the structure and control processes that will guarantee the success of your project. Documents that we provide you at this stage will cover all your project objectives, the full specification and success criteria. This gives total clarity over individual tasks and responsibilities to ensure you're fully informed going forward.

Step 5: Solutions workshops

This step helps your project team become fully immersed in the proposed software. We map business processes to functionality so that you can understand how the solution will look and feel.

Step 6: Confirmation of requirements

Following your feedback from the solutions workshops, we will confirm the detailed actions and solution components necessary to meet the project success criteria we identified earlier.

Phase 3, Training

Step 7: Configuration

The components identified in Step 6 are delivered and a User Acceptance Test (UAT) system is built ready for you to carry out a pilot test. We configure and tune all the variables within the system to match your specific requirements.

Step 8: User Acceptance Test (UAT)

The UAT is conducted in a workshop environment for your staff against an agreed test plan. At the end of this step you will be ready to go live.

Step 9: Education

With a fully designed, installed and tested system now in place, we will train your staff on all relevant areas of the software. We are highly skilled at adapting our training to the learning styles of each of your staff members. We can train all of your staff or, if preferred, we will train your in-house

Phase 4, Support

Step 10: Go Live

The test system is converted into a live working environment ready for the processing of real-time business transactions. This is managed by a pre-agreed go live check list to ensure all possible circumstances are considered and addressed. We will be on-site to answer your questions and support your users throughout this time, helping them to get maximum clarity and impact from the software as they become increasingly confident.

Step 11: Support handover

We prepare a handover document and deliver it to our ongoing support team. This document contains all the information our support consultants need to answer any future queries you may have.

Step 12: Post project review

Your experience is extremely important to us. Shortly after you go live we will request feedback on your experience of the implementation process to help us further refine our delivery processes. We then agree sign-off for the project.

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

Rio Health Check

A review of the current configuration of Rio to ensure optimisation of the solution. One of Rio's main strengths over similar systems is its configurability, but over time, local changes to configuration or how services, teams and individuals work, can mean re-configurations are needed.

Consultancy - Data Change	Up to 6 hours consultancy for customers that require data correction services to update clerical or administrative data mistakes. This could include changes to: <ul style="list-style-type: none"> • Progress Notes – Remove/Change the notes type/Un-validate to allow amendments. • Assessment Forms – Remove/Edit Data/Change the form type e.g. from type 2 to a type 6. • Client/Carer – Change Client Type/Remove document from client record/Re-instate document from the client records/Remove Client. • User Admin – Apply specialities to specific users.
1/2 Day Consultancy - Data Change	Up to 3 hours consultancy for customers that require data correction services to update clerical or administrative data mistakes. This could include changes to: <ul style="list-style-type: none"> • Progress Notes – Remove/Change the notes type/Un-validate to allow amendments. • Assessment Forms – Remove/Edit Data/Change the form type e.g. from type 2 to a type 6. • Client/Carer – Change Client Type/Remove document from client record/Re-instate document from the client records/Remove Client. • User Admin – Apply specialities to specific users.
Consultancy Days	Up to 6.5 hours consultancy per day, delivery methods of remote or onsite agreed ahead of work commencing. Excluding expenses.
Clinical Application Specialist Consultancy Days	Up to 6.5 hours consultancy per day, delivery methods of remote or onsite agreed ahead of work commencing.
Project Management	Time to manage the timings of the project to provide an update on progress that has been made and ensure everything is on track.
Solution Architect	Time to create technical solution design and integrations for complex, multi-product, multi-department solutions.
Programme Management	Time to drive and own the coordination of complex, multi product, multi department projects involving one or more Project Managers.
Bespoke Rio Training	Bespoke training on areas of the system that you may be needing to brush up on. Suitable for refresher training, advanced and new joiners.
Consultancy & Training - System Administration & Configuration	Up to 6 hours consultancy for customers that require support with configuration services. This could include changes to: <ul style="list-style-type: none"> • Clinical Portal Configuration • ePathway Configuration • Report Creation • System Administration Configuration

		<ul style="list-style-type: none"> • System Wide Configuration • Master Table Configuration • Workflow Configuration • User Access Configuration • Clinic Set up Configuration • Waiting List Configuration • In-Patient Management Configuration • Care Plan Configuration • Active Alert Configuration • Batch Printing Setup and Configuration • SMS Configuration • eObservations Configuration
1/2 day Consultancy & Training - System Administration & Configuration		<p>Up to 3 hours consultancy for customers that require support with configuration services. This could include changes to:</p> <ul style="list-style-type: none"> • Clinical Portal Configuration • ePathway Configuration • Report Creation • System Administration Configuration • System Wide Configuration • Master Table Configuration • Workflow Configuration • User Access Configuration • Clinic Set up Configuration • Waiting List Configuration • In-Patient Management Configuration • Care Plan Configuration • Active Alert Configuration • Batch Printing Setup and Configuration • SMS Configuration • eObservations Configuration
Data Consultancy	Migration	Importing and exporting of data. This can be done as a one off or on going routine negating the need to manually key in the data.
Clinical Consultancy & Training		<p>Up to 6 hours consultancy for customers that require consultancy and training from our clinically experienced system experts. This could include:</p> <ul style="list-style-type: none"> • System familiarisation session • System administration sessions • Mental Health Act (MHA) Training • Train the Trainer sessions • Process Improvement • Maximising system functionality
Clinical Consultancy & Training		<p>Up to 3 hours consultancy for customers that require consultancy and training from our clinically experienced system experts. This could include:</p> <ul style="list-style-type: none"> • System familiarisation session

	<ul style="list-style-type: none"> • System administration sessions • Mental Health Act (MHA) Training • Train the Trainer sessions • Process Improvement • Maximising system functionality
Technical Consultancy & Training	<p>Up to 6 hours consultancy for customers that require consultancy and training from our experienced system experts. This could include:</p> <ul style="list-style-type: none"> • Training on System Configurations, Assessment Forms, Letter Creation, Workflow, Reporting & the Data Model • Consultancy to add new services • Reporting • Optimising System Configurations
Technical Consultancy & Training	<p>Up to 3 hours consultancy for customers that require consultancy and training from our experienced system experts. This could include:</p> <ul style="list-style-type: none"> • Training on System Configurations, Assessment Forms, Letter Creation, Workflow, Reporting & the Data Model • Consultancy to add new services • Reporting • Optimising System Configurations
System Administration Training	<p>A 3 Day training course that will provide delegates with a detailed understanding of how to configure Rio locally to meet individual customer's needs.</p> <p>This is aimed at common administration tasks such as user account management, pick-list modifications and application maintenance.</p>
Technical Training	<p>A 4 Day training course that will provide delegates with the skills to take on the technical aspects of system configuration.</p>
Train the Trainer (ePMA)	<p>A 2 Day training course to provide delegates with a thorough understanding of the components of the ePMA functionality. Train the Trainer will focus on the key areas of the application identified from the process mapping stage.</p>
ePMA Administration Training	<p>A 1 Day training course to provide delegates with a detailed understanding of how to configure the Rio ePMA solution locally to meet individual customers' needs.</p>
Train the Trainer (eObservations)	<p>A 2 Day training course to provide delegates with a thorough understanding of the components of the eObservations functionality. Train the Trainer will focus on the key areas of the application identified from the process mapping stage.</p>
Child Health System Administration Training	<p>A 1 Day training course that will provide delegates with a detailed understanding of how to configure Rio locally to meet individual Customer's needs.</p> <p>This is aimed at common Child Health specific administration tasks such as the use of Child Health Demographics,</p>

	Screening and Health Reviews, Immunisation Scheduler and reports/forms.
Mental Health Act (MHA) Training	A 1 day training course that will demonstrate to the Customer staff how to manage the Mental Health Act regulations within the application and how to deploy changes to the act in the future.

4 Service & Support Management Details

At Access we know why you choose our products, it's because you want to be more successful. We want you to be more successful too. So, we've taken a good long look at how we support you, taken on board feedback and made it a whole lot better. We're not just here to support you when you need a hand - we're here with you at every stage of your journey.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 2 main support plans for Access Dimensions and FocalPoint.as detailed below.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Access Customer Success Plans](#)

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 100,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from

educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 12 Months, financial data is kept for 7 years.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	1 year for non-financial data /7 years for financial data

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing

We undertake a restore test automatically on a weekly basis

DR Testing

We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server

SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server

In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours

Single Virtual Machine Failure – SQL Server

In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours

Complete Primary Datacentre Outage

In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

7 Business Continuity statement/plan

The Access Groups full and most up to date business continuity plan can be requested by emailing Natalie.gilesgrant@theaccessgroup.com

8 ISO27001:13 accreditation

The Access Group has achieved full ISO27001:13 accreditation across the Group. ISO/IEC 27001:2013 (also known as ISO27001) is the international standard that sets out the specification for an ISMS (information security management system). Its best-practice approach helps organisations like Access manage their information security by addressing people and processes as well as technology. Independently accredited certification to the Standard is recognised around the world as an indication that our ISMS is aligned with information security best practice.

We are finding that this is a key requirement of organisations that work with the Access Group.

9 Development Life Cycle

Access is very much committed to a collaborative, working together approach in terms of product development and shaping the Rio product roadmap. Our Product team works closely with our customers to understand the problems and challenges they face and to identify the right solutions together which will deliver business benefit. We regularly undertake collaborative workshops to elicit requirements from a range of key stakeholders and adopt an iterative approach which allows us to quickly prototype functions and share with the group helping to ensure the right solution, which supports the business and operational requirements, is delivered.

Access is also actively involved in a number of external programmes and initiatives with organisations such as NHS Digital, NHS England, TechUK and InterOPen which are also helping to shape the product roadmap and future product vision.

As part of our product development processes, we actively encourage and very much welcome customer involvement in the design and testing phases.

Access has a published schedule for the development and deployment of maintenance release and product enhancements.

10 Technical Requirements

The matrix below shows the recommended versions of the supported platforms for the Rio product.

More details of additional supported versions of these components are given in the following sections.

Rio Environments

		Rio	eObs
Windows	Operating System	Windows 11	Windows 11
	Browser	Edge (Chromium) Chrome	Chrome
	NHS Identity Agent [1]	NHS Digital IA v2.x	N/A
	NHS Credential Manager [1]	X1.x	N/A
	.NET	4.8	N/A
iOS	Office	Office 2016 Office 2019 Office 365 (Non-Cloud)	N/A
	Version	iOS14, iOS15, iOS16	iOS14, iOS15, iOS16
	Browser	Safari	Safari
	Identity Agent	Isosec	N/A
	Version	N/A	8.1 or higher

[1] Only required if Spine Single Sign On (SSO) is enabled for Rio. Note that both the NHS Digital Identity Agent and Credential Manager have additional pre-requisites beyond the scope of this document, and documentation for each from NHS Digital should be consulted.

Note: Our products are warranted to be fully functional and compatible with the most recent major release of Windows and the Current release channel of Office. Our testing process includes regular testing on the Current release channel of Office and the latest major release of Windows as part of our monthly regression window on the latest version of our products. We also test the server operating system on whichever channel is quarterly-based and complete enhanced testing as part of each major Windows release.

Our team is committed to ensuring that our web app and Word plugin work seamlessly with the latest updates and patches from Microsoft.

Rio is a web-based Electronic Patient Record (EPR) application. Rio provides integration with SPINE based Patient Demographic Service (PDS), ACS, SCRa, the NHS e-Referral Service (e-RS) (previously known as Choose & Book) and SPINE Single Sign On.

The main Rio web application may be accessed by a range of devices as follows, it is the customer's responsibility to ensure adequate Client Access Licences (CALs) are available

for Windows Server and SQL Server on self-hosted environments.

The Rio web application is supported on the following Operating System/Browser combinations in both 32bit and 64bit mode:

Browser/Platform Support Matrix

	Windows 10	Windows 11
Microsoft Edge (Chromium)	Yes, recommended	Yes, recommended
Chrome	Yes	Yes
Firefox	Yes	Yes
IE11 (See Note 2)	No	No
Microsoft Edge (Legacy)	No	No

Note 1: Rio is not supported on non-desktop versions of Windows including but not limited to Windows Mobile, Windows Phone, Windows Tablet, Windows RT, Windows RT 8.1.

Note 2: Rio is no longer supported in IE11. Any previous IE11 users should move to Chromium.

Resolution Requirements

Rio is supported with the default browser window deployment in terms of toolbars displayed etc. on each browser running at 100% zoom level on a display of at least 1024x768. Where the view area available is less than this, due to the browser window size, browser add-ons or use of accessibility features, any cosmetic issues caused will be exempt from support.

The recommended resolution is 1920x1080 (1080p) or higher at a 100% DPI/Zoom. This will optimise the viewing of data-rich screens (e.g., grids, diaries, reports, etc).

Third-Party Applications

It is the responsibility of the customer to ensure that the client environment adheres to any requirements set out by the third-party application.

Office Requirements

General

Access supports the use of Microsoft Word 2016 and 2019 in both 32bit and 64bit mode. These versions of Word are supported whether licenced directly, or via an Office 365 E3 or E5 subscription. Online cloud-based Office 365 will not be supported.

Access Office Plugins

Access provide two plugins for Microsoft Office to support integration with Microsoft Office:

- Drop Zone Client: required where users are either opening Office files stored in Rio, or where users require the "Editable letter" Rio functionality. If not installed, users will not be able to open files stored in Rio.
- Word Template Placeholder Add-In: required only by Rio administrators who create letter templates for use by Rio.

For both plugins, the following components should be installed:

- .NET Framework 4.7.2 or 4.8 is required.
- SQL Server Compact 4 or later is required for the use of the Word Letter Template Placeholder Add-In.

Hardware Requirements

The hardware must meet the recommended specification for the version of Windows, Office and Internet Explorer in use.

The display must have a minimum resolution of 1024x768 @ 16 million colours.

Single Sign On - Smart Card Reader

For Single-Sign On functionality, each Clinical client workstation must be equipped with a PC/SC1compliant Smart Card reader and appropriate drivers. The NASP Data Spine programme has produced a requirements document for Smart Card Readers. This is available from NHS Digital.

N.B. If any client is using the Rio Flow Identity agent for sign-on, they cannot also use the NHS SPINE Identity agent on the same device and/or at the same time. The two are not compatible for concurrent usage.

Single Sign On - NHS Care Identity Service 2

General Guidance

The smartcard authentication mechanism has changed, and Rio will use the new “NHS Care Identity Service 2” provided by NHS Digital. This is an OpenID Connect (OIDC)-based authentication stack which allows Access to support smartcard authentication across all modern browsers and deprecates Rio’s dependency on Java (however, the NHS Digital Identity Agent lists it as a pre-requisite).

Two NHS Digital components are required on client machines to support smartcard authentication:

- NHS Digital Identity Agent
- NHS Digital Credential Manager

NHS Digital have published information for IT departments on configuring and troubleshooting NHS Care Identity Service 2 at: <https://digital.nhs.uk/services/identity-and-access-management/nhs-care-identity-service-2/it-support-guidance/smartcards>

Rio Support for the Identity Agent

Access supports the following Identity Agent versions whilst within the NHS Digital support timeline as detailed in the NHS Digital WES:

- NHS Digital Identity Agent Version 2.1
- NHS Digital Identity Agent Version 2.2.x
- NHS Digital Identity Agent Version 2.3 (Recommended)

For details of the NHS Identity Agent versions, smartcard support, releases and SIA Web Browser version supported by NHS Digital as well as pre-requisites for these please refer

to the NHS Digital Warranted Environment Specification (WES) on the NHS Digital web site.

Rio Support for the Credential Manager

Access supports the following Credential Manager versions:

- NHS Digital Credential Manager Version 1.x

For details of the NHS Credential Manager versions and releases supported by NHS Digital as well as pre-requisites for these, please refer to information published by NHS Digital at <https://digital.nhs.uk/services/identity-and-access-management/nhs-care-identity-service-2/care-identity-authentication/ways-to-authenticate-with-nhs-cis2>. Note that Access does not support the “interim” solution listed and will require the Credential Manager to be deployed.

Rio Support for Smartcards

Smartcard versions supported are dependent on the Identity Agent being used, as defined in the NHS Digital WES. Smartcard reader requirements are outlined in section ‘Single Sign On - Smart Card Reader’.

Network Requirements for Smartcard Authentication

Whilst CIS2 is an internet-hosted service only from the NHS and is used by the NHS Credential Manager, the NHS Identity Agent still authenticates smartcards via HSCN. As a result, client computers will need access to both the HSCN and Internet. Note that these are NHS requirements and are subject to change by NHS England. For further information, please consult the guides provided by NHS England.

Apple Devices

The Rio web application is supported in Safari on iOS12 to iOS16.

Some functionality may be restricted, or offer limited behaviour, on iPad devices due to technical restrictions of the platform and software. Note: New versions of iOS software are not automatically supported. Customers are advised to contact Access before upgrading Apple devices to the latest releases. Where using a Mobile Device Manager (MDM) solution to manage these devices, it is recommended that upgrades are managed through that.

Single Sign On

Single Sign on access to Rio via an iPad requires additional hardware and software which the customer must licence from a third party. Smartcard versions supported depend on support from the third party. Currently Access only support the Isosec Identity Agent for use with Rio.

Android Devices

The Rio web application is supported in Chrome on Android Tablet devices subject to review of the hardware capabilities of the device.

Some functionality may be restricted or offer limited behaviour on Android devices due to technical restrictions of the platform and software.

Single Sign On

Single Sign on access to Rio via an Android Tablet requires additional hardware and software which the customer must licence from a third party. Smartcard versions supported depend on support from the third party. Currently Access only support the Isosec Identity Agent for use with Rio.

11 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.