

**Forgotten passwords (users accessing dartOCM via URL).**

Please first check that you have entered your log-in details correctly (the password field is case sensitive) then, if the problem persists, please use the self-service password re-set tool at the bottom of dartOCM log-in page, shown here:

   
It you have trouble accessing the system or you have forgotten your password please follow the link to use the [self service password re-set tool](#).

**Technical issue with the dartOCM software (users accessing dartOCM via URL).**

If you are unable to access dartOCM, please log the issue via the [service desk portal](#) at bottom of dartOCM log in page, shown here:

**For help and support please log a call on our [service desk portal](#).  
Please use your Dart OCM Username and Password to log onto these systems.**

Note: for community users (non-Medway NHS Foundation Trust), all general IT issues and hardware faults, e.g. label printers / A4 printers are to be logged via your usual IT helpdesk.

**Technical issue with the dartOCM software (users accessing dartOCM via Clinical / GP system).**

If you are experiencing technical issues with the dartOCM software, please first consult your local system administrator / Practice Manager then call the MFT Service Desk on 01634 830000 Ext 3514 and select option 2 if the problem persists.

Note: for community users (non-Medway NHS Foundation Trust), all general IT issues and hardware faults, e.g. label printers / A4 printers are to be logged via your usual IT helpdesk.

**DartOCM system access (Non-Medway NHS FT Users).**

Medway Foundation Trusts dartOCM 'Access Control Form' is available for non-Medway NHS Foundation Trust users to download via the hospitals internet site. Authorised persons are to complete the form and must use their NHS mail account to email the request form to [Met-tr.RegistrationAuthority@nhs.net](mailto:Met-tr.RegistrationAuthority@nhs.net) with the subject of "DARTOCMUSER".

Please ensure the named applicant has read and understood the 'Registration and Access to MFT Systems-Non MFT Employees Conditions' document available via the dartOCM internet page. <https://www.medway.nhs.uk/gps-and-clinicians-area/dartocm-electronic-order-communications-solution.htm>

**DartOCM system access (Medway NHS FT Users).**

Requests from Trust staff will be processed by the I.T Service Desk via a fully completed electronic RA02 available via the intranets Access to IT systems and complete the online RA02 form. Please see hyper link below.

<https://intranet.medway.nhs.uk/internal-systems/access-to-it-systems/>