**Process for ordering a new Lone Working Device from Reliance Protect**

* Note Cost = £8.89 per device per month for a contract ending November 2021 (minimum term 18 months)
* Note these details will expire as of 30th November 2018

**NHSGGC Manager of existing Lone Working group using Reliance Protect:**

1. Contact [fay.wilcock@rht.co.uk](mailto:fay.wilcock@rht.co.uk) (Mobile: 07712 327460) from Reliance Protect for an order form.

**NB** Reliance Protect will only accept orders from Managers who are currently on their system for receiving management reports and can provide the associated Cost Centre Code (G Number) for the group. Managers who are currently not using Reliance Protect should contact [Cameron.raeburn@ggc.scot.nhs.uk](mailto:Cameron.raeburn@ggc.scot.nhs.uk) in the first instance.

Then:

* + Complete order form and sign
  + email order form to:
    - [fay.wilcock@rht.co.uk](mailto:fay.wilcock@rht.co.uk) - Reliance Protect
    - [Marie.Slaven@ggc.scot.nhs.uk](mailto:Marie.Slaven@ggc.scot.nhs.uk) - NHSGGC Procurement
    - [Cameron.raeburn@ggc.scot.nhs.uk](mailto:Cameron.raeburn@ggc.scot.nhs.uk) – NHSGGC Health & Safety Manager

1. The Reliance training team will contact team manager / point of contact to arrange device delivery along with delivery date.
2. When devices have been delivered, call the reliance training team on 0800 840 7121 opt 4 or email [training@rht.co.uk](mailto:training@rht.co.uk) with the following;
   * Existing departments: users work email address and cost codes.
   * New departments: complete escalation form (here:) with cost codes, user names, work email addresses and escalation contacts. Advice on completing the form can be obtained from the Reliance Training team on 0800 840 7121 opt 4.

**Reliance Protect on receiving an order will:**

* Ensure the order is only accepted if the email is from an existing manager who receives monthly management reports and is accompanied by an existing ‘G Number’. Where this is not provided this should be forwarded on to [Cameron.raeburn@ggc.scot.nhs.uk](mailto:Cameron.raeburn@ggc.scot.nhs.uk)
* Process the order providing an expected delivery date for the device
* Provide a link to the users work email for the Lone Worker to access the elearning module for using the device
* The device will be activated within 5 working days after the e-Learning has been completed

For any queries please contact [cameron.raeburn@ggc.scot.nhs.uk](mailto:cameron.raeburn@ggc.scot.nhs.uk)