CLEFT REGISTRY & AUDIT NETWORK

CRANE Database

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CRANE Database – CRANE account registrations

Prepared by the CRANE Database Project Team

Cleft Registry and Audit Network (CRANE) Database accounts should only be issued to authorised cleft team staff working within cleft teams in England, Scotland, Wales and Northern Ireland. A new process for account registrations was introduced in February 2025 and is outlined below.

1. If you require an account to access the CRANE Database

1) A colleague from your Cleft Service with an existing CRANE account will need to submit a request on your behalf behind their CRANE login. There are two types of accounts available: *Viewer* and *Editor*.

   Viewer and Editor access allows users to:
   - Search and view patient records.
   - Export / download the data for those patients under your care.
   - View live tables showing up-to-date summary data. These include cleft type, diagnosis time, consent status, outcome data completeness, cases with missing identifiers, transfers and imports.

   Editor access allows additional functions so that users can:
   - Create and modify patient records.
   - Import / upload collated outcomes data via spreadsheet / csv files.

2) Once a colleague has submitted your request, it will be reviewed and approved by the Clinical Lead. You will then receive an email with further steps to activate your account.

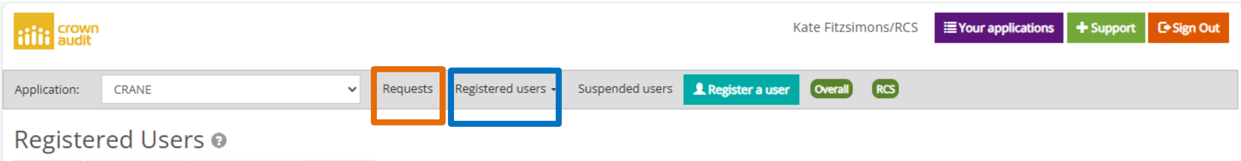
3) Please review our guides and video guides. If you need help with how to log in and change your password or details, please review our guide on New CRANE Database Accounts.

4) If changes to accounts, such as email addresses or type of access are required, please contact the RCS CRANE team.

2. If you are an existing CRANE user and need to request an account on behalf of a colleague

1) When you are logged into the CRANE Database, choose "Account Manager" from the left-hand navigator panel.

2) Look through the existing "Registered users" (see blue box below) and "Requests" (see orange box) from the top menu to confirm that the colleague does not already have an account registered or requested.



3) Click on "Register a user" from the top menu.

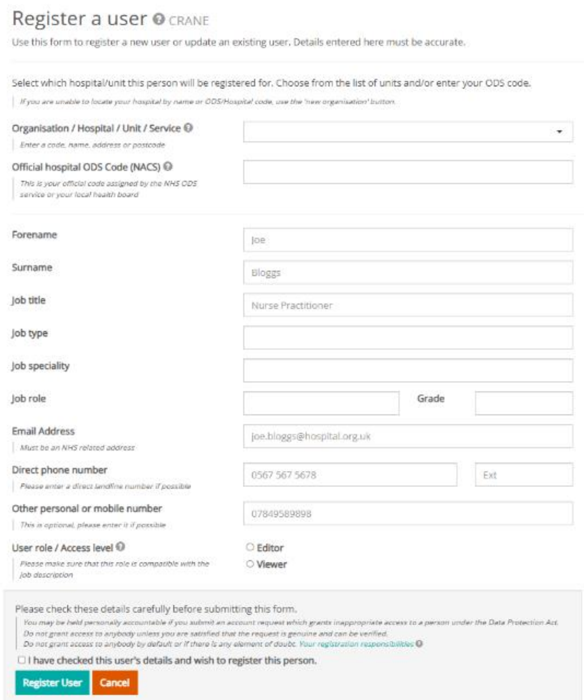
4) Complete the required fields.

Notes:

a) The ODS field should be left blank.

b) At least one phone number is required.

c) Choose an access level (**Viewer or Editor – see definitions on Page 1.** Editor access to the database should be restricted to those who specifically handle and submit the data to CRANE). ***It is the responsibility of both the person requesting the account on behalf of the colleague and the Clinical Lead to ensure that the request is legitimate, and that the level of access is correct.***



5) Check the user's details and click "Register User". This will send an email to the centre's Clinical Lead who can approve (or reject) the request. The new user will also receive an email to inform them that a request to have an account has been submitted. The user will then receive either a request to complete registration or an email informing them if the request for access has been denied. If the Clinical Lead registers a user, no further approval is required and the account will be set up.

3. If you are a Clinical Lead or have authority to approve account requests

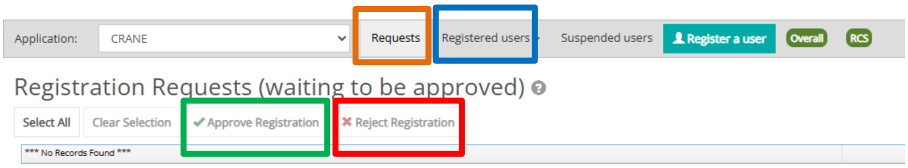
3.1 Reviewing requests

1) Once an account request has been submitted, you will receive an email notification with guidance on how to process the request.

2) When you are logged into the CRANE Database, choose “Account Manager” from the left-hand navigator panel.

3) Select “Requests” from the top menu (shown below in orange). A list of requests will be shown.

4) Look through the existing “Registered users” from the top menu (shown below in blue) to confirm that the colleague does not already have an account.



3.2 Approving requests

1) Under “Requests”, click on the user to check that all details, including access type, are correct.

2) To approve a request, go back to the list and tick the box next to it and select “Approve registration” (shown above in green). ***It is the responsibility of both the person requesting the account on behalf of the colleague and the Clinical Lead to ensure that the request is legitimate, and that the level of access is correct.*** If in doubt, do not approve the account until you have checked with colleagues that this is a legitimate request.

3) Upon approval, the account will be set up automatically and an email will be sent to the user with instructions for activating their account.

3.3 Rejecting requests

1) To reject the request, go back to the list and tick the box next to it and select “Reject registration” (shown above in red).

2) If a new user account is rejected, a text reason is requested. This will be informed to the user as part of the email notification. The request for the account is then removed from the system. A new request for an account would need to be submitted, if appropriate.

3.4 Deleting accounts – Clinical Leads/approval authority

Accounts can be removed by using the **Suspend user** action. This is required when a registered user leaves the cleft team or no longer requires access. Only the Clinical Lead and those with account approval authority are able to suspend accounts.

1) From the “Registered Users” list, select an account and then choose the “Suspend user” option at the top. The user and CRANE will receive email notification of the account suspension. If the deleted user needs an account in future, the account would need to be re-registered.