



# Support Essentials

## **User Guide**

Marvel Content Self-Service Portal  
*Submitting and Tracking Content Requests*

# Introduction

---

This guide explains how to use the **Marval Content Self-Service Portal** to submit, track, and manage requests for local ICB content within **DXS Point-of-Care**.

The portal allows authorised users to request new content, update existing documents, and monitor progress through to release.

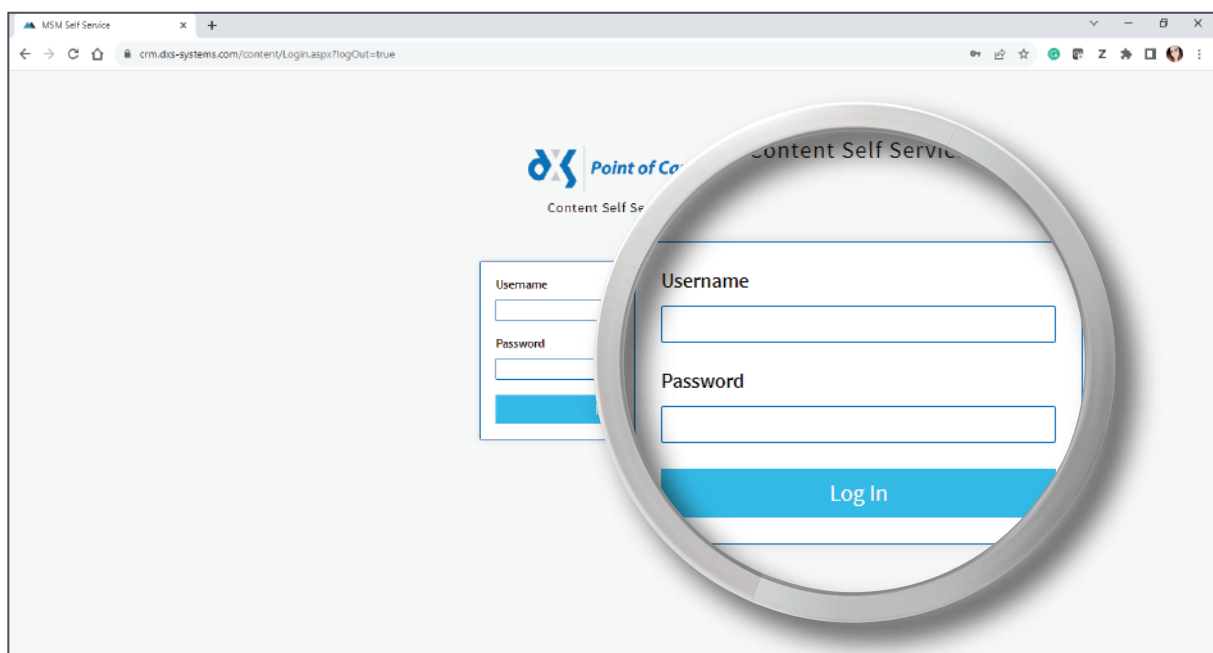
Please note: login details are provided by your dedicated DXS Account Manager.

# Instructions

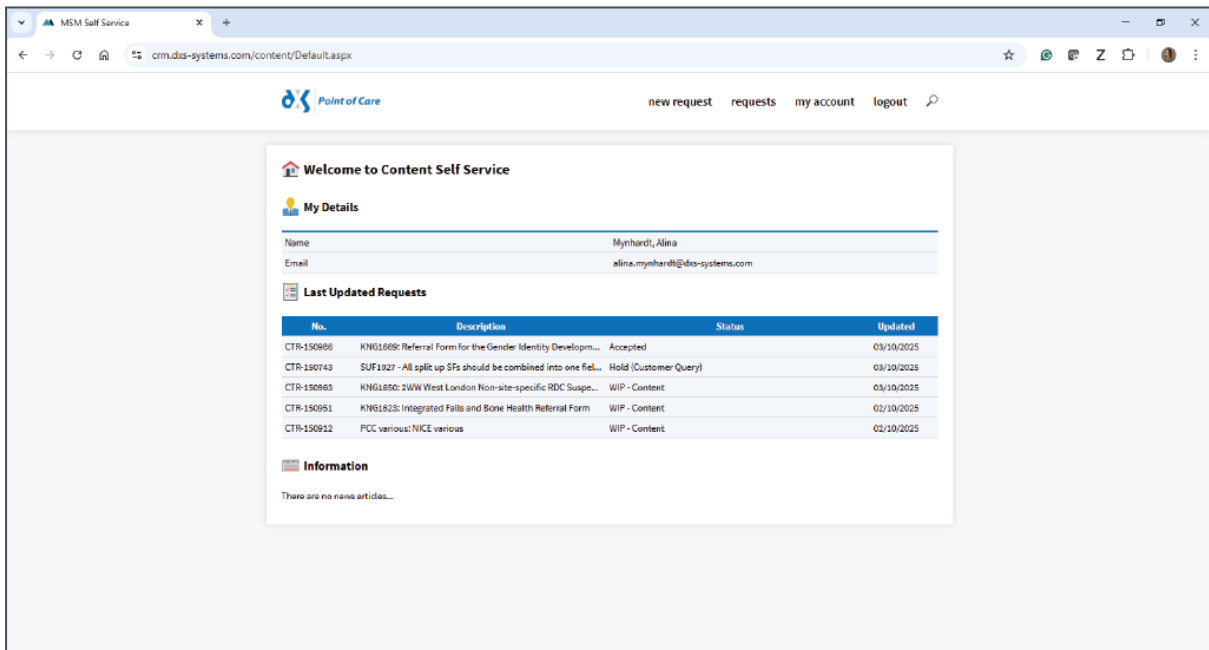
---

## Logging In

1. Navigate to the Marval Content Self-Service Portal:  
<https://crm.dxs-systems.com/content>
2. Enter the **username** and **password** provided by your Account Manager.
3. Click '**Log in**'.

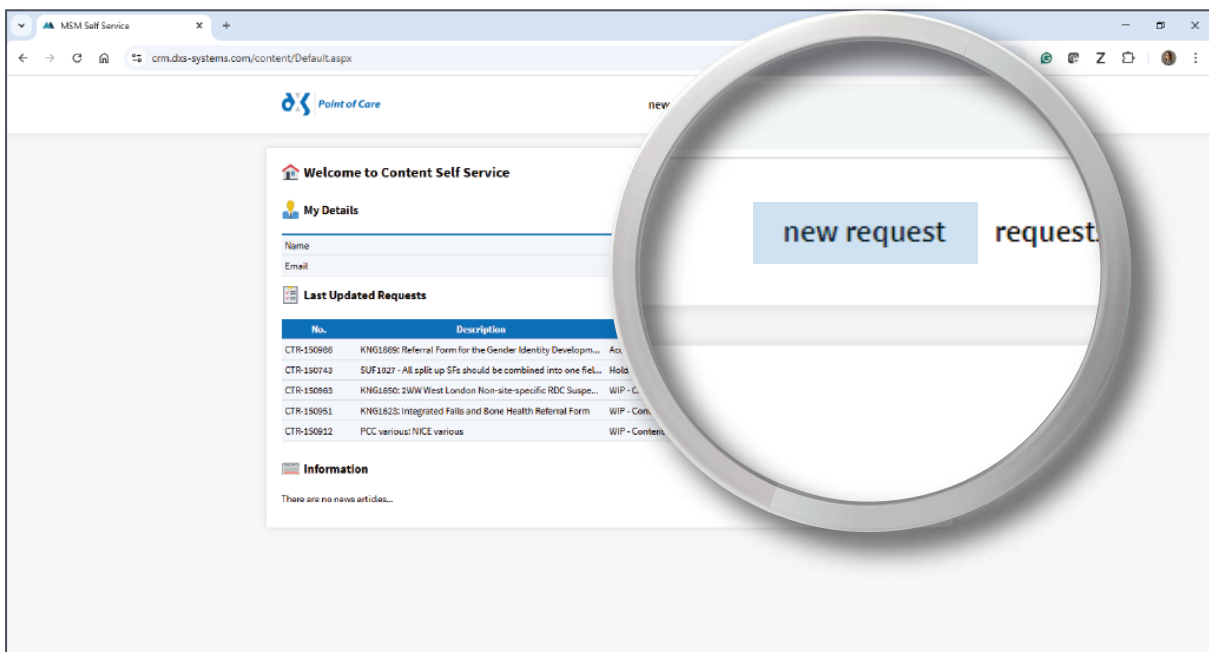


- Once logged in, you will be taken to the **Welcome to Content Self Service** home screen, displaying your details and recent requests.



## Submitting a New Content Request

- From the home screen, click **'New Request'** on the top toolbar.



2. Complete the request form, selecting the appropriate options based on your content requirements.

## Request Type

- Select the relevant request type from the drop-down list (for example: New Document, Change, Fix, Replacement).

The screenshot shows the 'New Content Request' form in a web browser. A magnifying glass is positioned over the 'Request Type' field, which is currently empty. The form includes sections for 'Request Details' (Destination, Document Name, Subcategory), 'Request Instruction', and 'Additional Instruction'. There are also radio button options for 'Document Links' and 'Specific Banner Required'.

The screenshot shows the 'New Content Request' form with the 'Request Type' dropdown menu open. The magnifying glass highlights the dropdown list, which includes the following options: Coding/Keyword Addition, Content Project, Document Change, Document Removal, Document Rename, Email address change, Fix, Folder Shift, Let down to live, New Document, Replacement, Safety Risk, and Travel. The 'New Document' option is highlighted in blue.

- Different request types have different **Service Level Agreements (SLAs)**, which determine turnaround time.

Request Type	SLA (Maximum Working Days)	Comments
New Document	10	<p><b>Description:</b> A submission for documentation that is currently not available within DXS Point-of-Care, requiring uploading.</p> <p><b>Purpose:</b> Introducing entirely new content into the system.</p>
Change	10	<p><b>Description:</b> A submission to make minor updates to an existing document, such as adding an email, modifying a phrase, linking content, or updating clinical information.</p> <p><b>Purpose:</b> Implementing small modifications or enhancements to existing content.</p>
Fix	5	<p><b>Description:</b> A submission to correct errors made by the Licensor, including mistakes arising from unclear instructions, omissions by the Licensee, or errors present in the original content.</p> <p><b>Treatment:</b> Mistakes falling under this category will be rectified. If the mistake is due to unclear instructions, Licensee omission, or original content errors, it will be treated as a change or replacement.</p>
Replacement	10	<p><b>Description:</b> A submission to replace an existing form in DXS Point-of-Care with an updated or reviewed version.</p> <p><b>Purpose:</b> Updating outdated or inaccurate content with newer, corrected versions.</p>
Coding / Keyword Addition	2	<p><b>Description:</b> A submission to update the terms associated with an individual document. These terms are used for search purposes to trigger specific clinical specialties.</p> <p><b>Purpose:</b> Enhancing the search functionality by associating accurate keywords with documents.</p>
Document Rename	2	<p><b>Description:</b> A submission to change the title of an existing form within DXS Point-of-Care.</p> <p><b>Purpose:</b> Improving document categorisation and user understanding through updated titles.</p>
Folder Shift	2	<p><b>Description:</b> A submission to move existing content from one Clinical Specialty folder/category to another within DXS Point-of-Care.</p> <p><b>Purpose:</b> Organising content for better accessibility and relevance.</p>

Document Removal	2	<p><b>Description:</b> A submission to archive an existing form within DXS Point-of-Care, effectively removing it from the LIVE environment.</p> <p><b>Purpose:</b> Removing outdated or irrelevant content from user access.</p>
Let Down to Live	2	<p><b>Description:</b> A submission to authorise the placement of a document into the LIVE environment, making it accessible to users.</p> <p><b>Purpose:</b> Releasing content from review or staging into the active user interface.</p>
Safety Risk	CSO Assessment Required	<p><b>Major Safety Risk</b> Defined as an incident that may cause severe injury, serious psychological trauma, or even death to a patient.</p> <p><b>Significant Safety Risk</b> Defined as the occurrence of or the risk of occurrence of a minor injury, psychological upset, or adverse event to a patient, including a delay in treatment.</p> <p><b>Minor Safety Risk</b> Defined as an incident which may cause inconvenience or misunderstanding but no adverse event or clinical risk.</p>

## Completing the Request Details

When completing the form, ensure the following key fields are filled in accurately:

- **Destination**  
Choose **'Live'** (immediate release) or **'Test'** (review before release).

The screenshot shows the 'New Content Request' form in a browser window. The 'Request Details' section is highlighted with a magnifying glass. The form includes the following fields:

- Request Type: New Document
- Organisation: DXS Group
- Document Number: [Text Input]
- Category: [Text Input]
- Number of Pages: [Text Input]
- Destination: [Dropdown Menu]
- Document Name: [Text Input]
- Subcategory: [Text Input]

The 'Request Instruction' section contains a text area for instructions. The 'Additional Instruction' section includes radio buttons for 'Document Links' (Yes/No) and 'Specific Banner Required' (Yes/No).

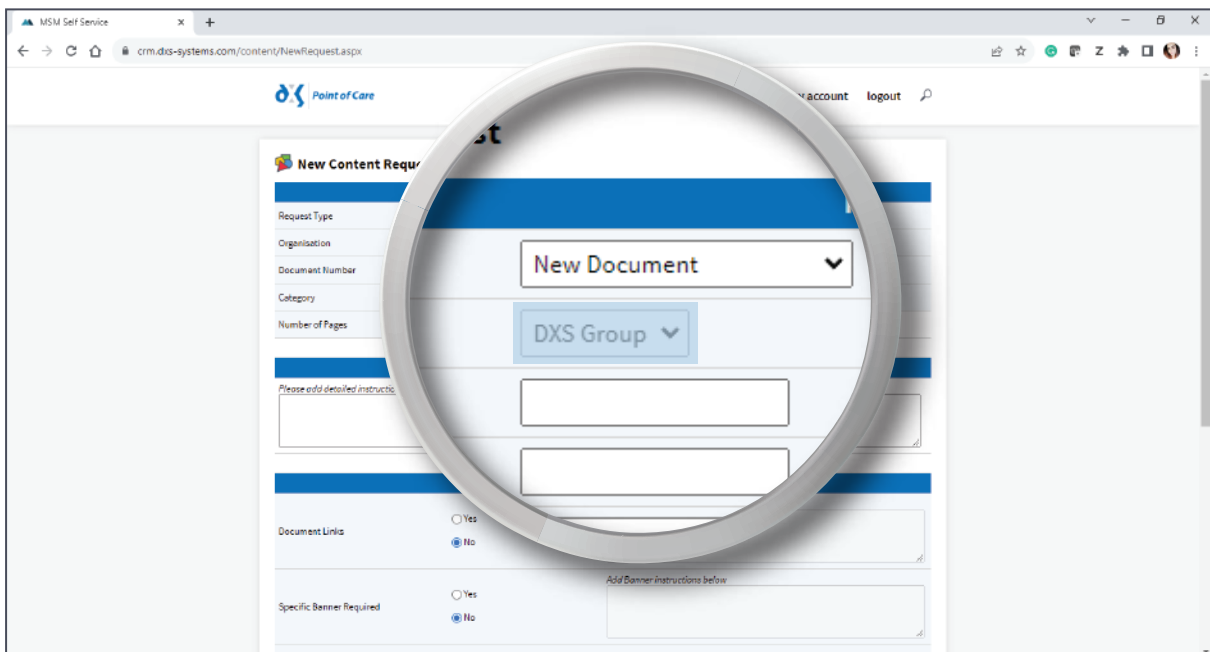
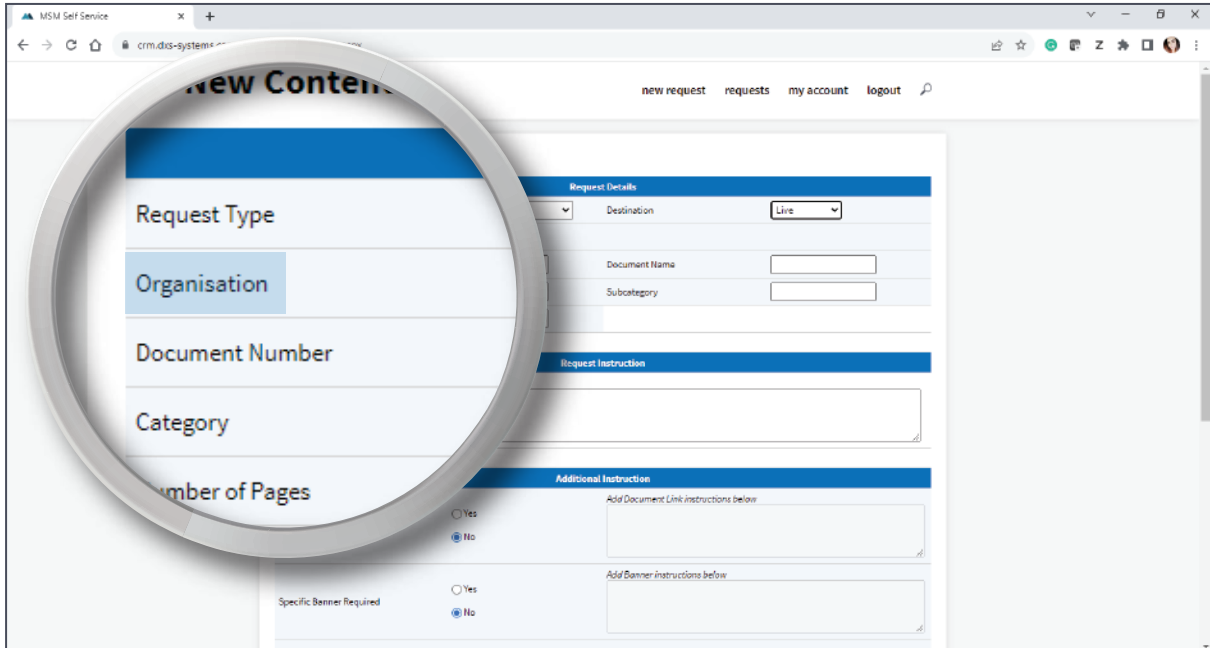
The screenshot shows the 'New Content Request' form in a browser window. The 'Destination' dropdown menu is highlighted with a magnifying glass. The dropdown menu is open, showing the following options:

- Live
- Test
- Unspecified

The rest of the form is visible in the background, including the 'Request Details' section and the 'Additional Instruction' section.

- **Organisation**

This is pre-populated with your assigned ICB and cannot be edited.



- **Document Number**
  - Required for changes to existing content.
  - Enter 'New' for new content submissions.

The screenshot shows the 'MSM Self Service' interface. The main heading is 'Request Type'. Below it are fields for 'Organisation', 'Document Number', 'Category', and 'Number of Pages'. To the right, the 'Request Details' section includes a 'Destination' dropdown menu set to 'Live', and input fields for 'Document Name' and 'Subcategory'. Below this is the 'Request Instruction' section with a text area. The 'Additional Instruction' section has two sub-sections: 'Add Document Link instructions below' and 'Add Banner Instructions below', each with a text area. At the bottom, there are radio button options for 'Specific Banner Required', with 'No' selected.

The screenshot shows the 'MSM Self Service' interface for a 'New Content Request'. The main heading is 'New Document'. Below it are fields for 'DXS Group' (a dropdown menu), 'Document Number' (containing the text 'New'), 'Category', and 'Number of Pages'. To the right, there is a 'Please add detailed instructions' section with a text area. Below this is the 'Document Links' section with radio button options for 'Yes' and 'No', with 'No' selected. At the bottom, there is a 'Specific Banner Required' section with radio button options for 'Yes' and 'No', with 'No' selected.

- **Document Name**
  - Enter the existing document name for changes.
  - Enter the proposed name for new content.

The screenshot shows the 'New Content Request' form in a web browser. A magnifying glass is positioned over the 'Destination' field, which is currently empty. The form includes sections for 'Request Details', 'Request Instruction', and 'Additional Instruction'. The 'Request Details' section contains fields for 'Request Type' (set to 'New Document'), 'Organisation' (DXS Group), 'Document Number' (New), 'Category', and 'Number of Pages'. The 'Request Instruction' section has a text area for instructions. The 'Additional Instruction' section has radio buttons for 'Document Links' and 'Specific Banner Required', both set to 'No'.

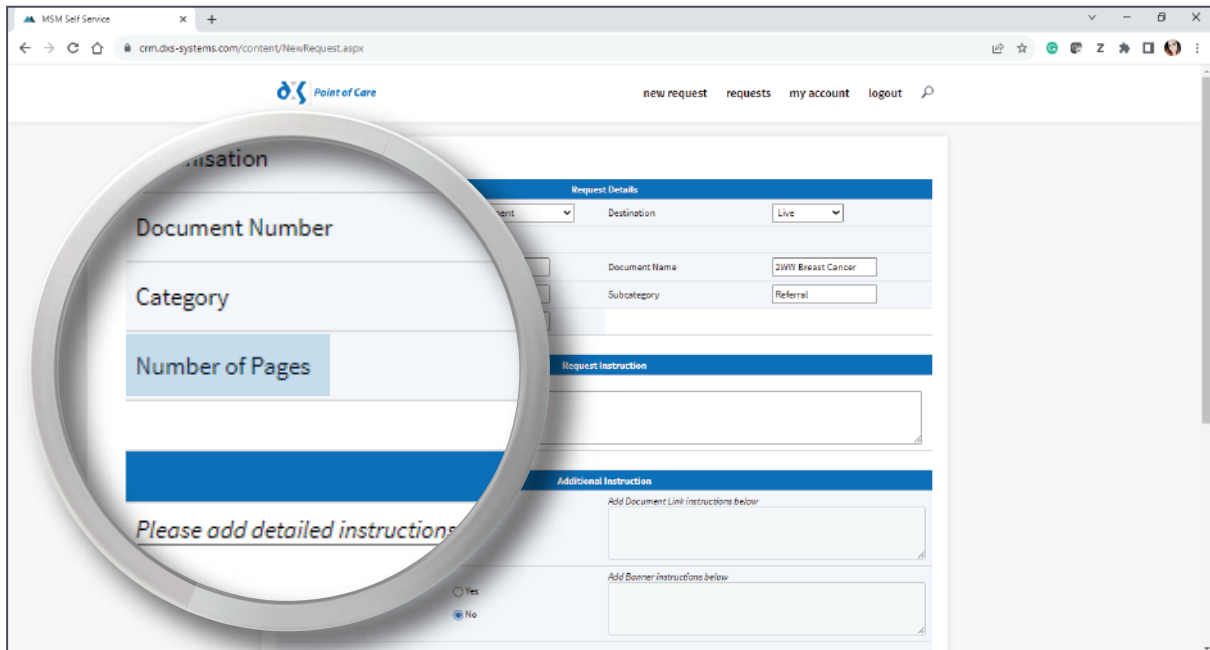
The screenshot shows the 'New Content Request' form in a web browser. A magnifying glass is positioned over the 'Document Name' field, which contains the text '2WW Breast Cancer'. The form includes sections for 'Request Details', 'Request Instruction', and 'Additional Instruction'. The 'Request Details' section contains fields for 'Request Type' (set to 'New Document'), 'Organisation' (DXS Group), 'Document Number' (New), 'Category', and 'Number of Pages'. The 'Request Instruction' section has a text area for instructions. The 'Additional Instruction' section has radio buttons for 'Document Links' and 'Specific Banner Required', both set to 'No'.

- **Category and Subcategory**  
Enter the most appropriate clinical category and content type.

This screenshot shows the 'New Content Request' form in the MSM Self Service portal. A magnifying glass highlights the 'Category' field, which is currently empty. Other visible fields include 'Organisation', 'Document Number', and 'Number of Pages'. The 'Request Details' section shows 'Destination' set to 'Live' and 'Document Name' set to '2WW Breast Cancer'. The 'Subcategory' field is also empty.

This screenshot shows the 'New Content Request' form with a magnifying glass highlighting the 'Subcategory' field, which is currently empty. The 'Request Type' is set to 'New Document' and 'Destination' is set to 'DXS Group'. The 'Document Number' is set to 'New' and 'Category' is set to 'Cancer'. The 'Number of Pages' field is empty. The 'Request Instruction' section contains the text 'Please add detailed instructions below'. The 'Additional Instruction' section has two sub-sections: 'Add Document Link instructions below' and 'Add Banner instructions below', both with empty text areas. At the bottom, there are two radio button options: 'Document Links' (set to 'No') and 'Specific Banner Required' (set to 'No').

- **Number of Pages**  
Enter the total number of pages in the document.

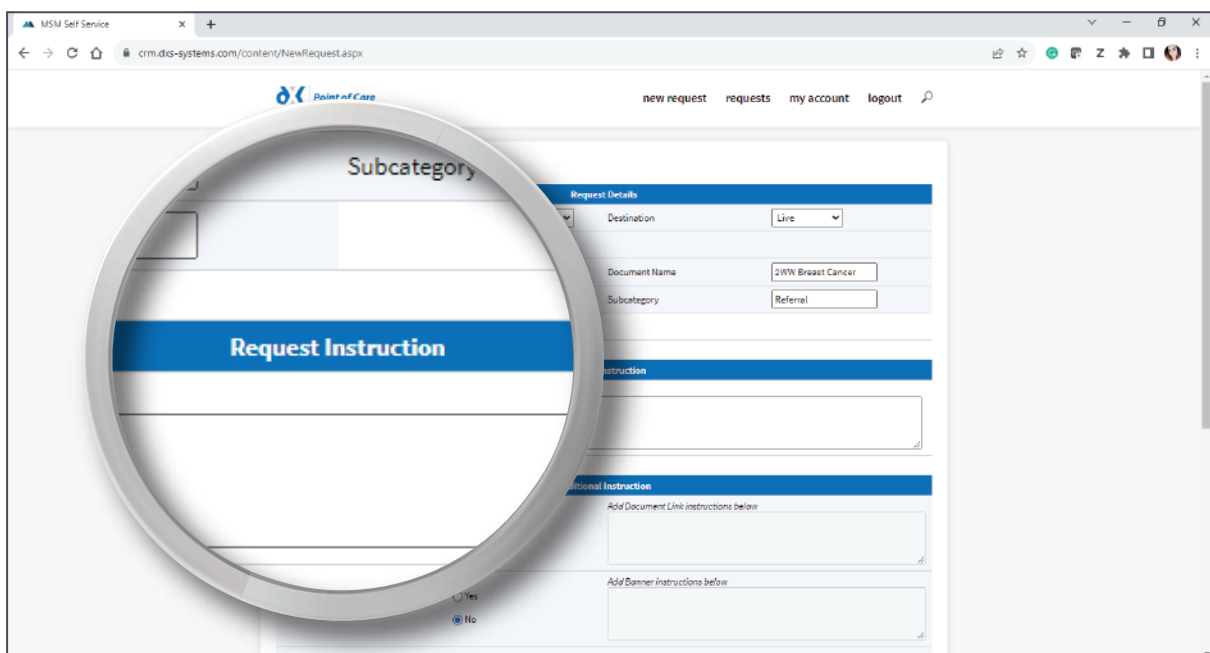


The screenshot shows the 'New Request' form in the MSM Self Service system. A magnifying glass highlights the 'Number of Pages' field, which is currently empty. The form includes sections for 'Request Details' (with fields for Destination, Document Name, and Subcategory), 'Request Instruction' (a large text area), and 'Additional Instruction' (with sub-sections for 'Add Document Link instructions below' and 'Add Banner instructions below'). The 'Document Name' field contains '2WW Breast Cancer' and the 'Subcategory' field contains 'Referral'. The 'Destination' dropdown is set to 'Live'. The 'Please add detailed instructions' text is visible at the bottom of the magnified area.

## Adding Instructions and Supporting Information

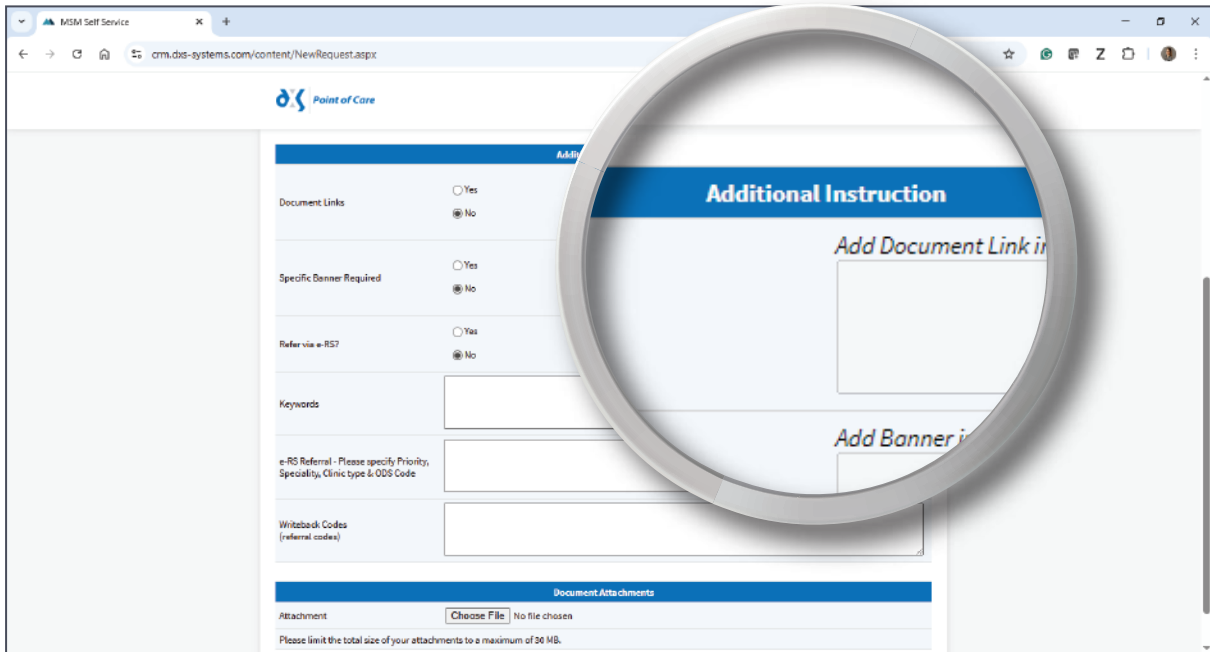
Use the following sections to provide clear guidance to the DXS team:

- **Request Instruction**  
Add high-level instructions that apply to the entire document.

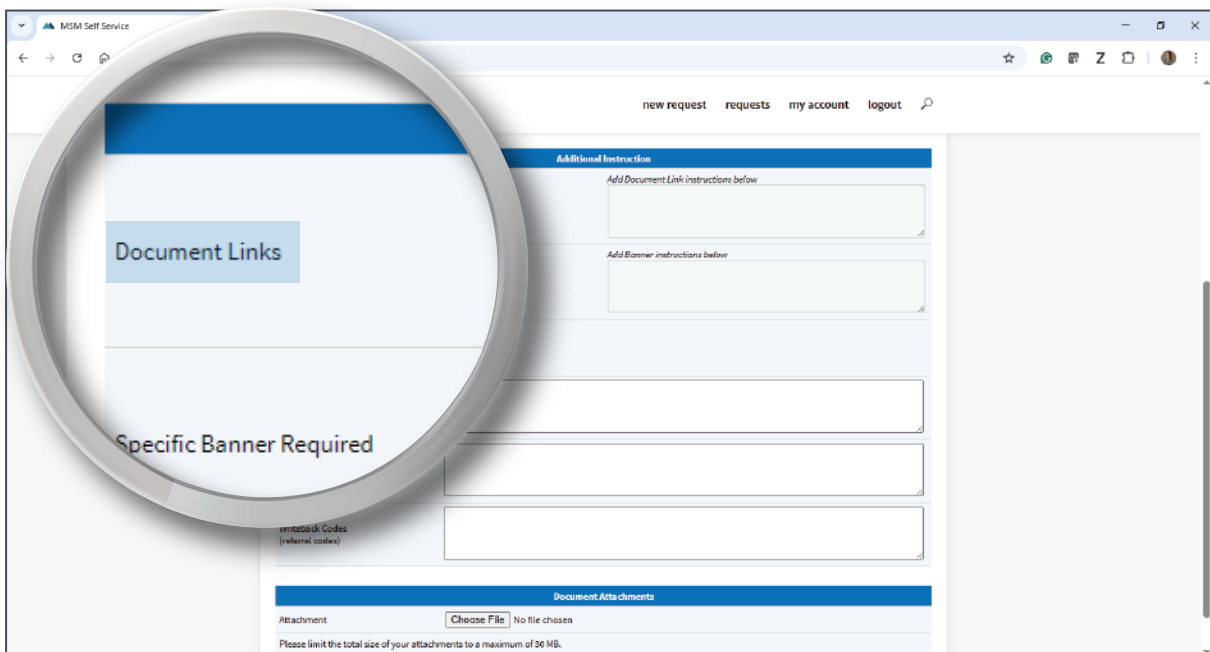


The screenshot shows the 'New Request' form in the MSM Self Service system. A magnifying glass highlights the 'Request Instruction' field, which is currently empty. The form includes sections for 'Request Details' (with fields for Destination, Document Name, and Subcategory), 'Request Instruction' (a large text area), and 'Additional Instruction' (with sub-sections for 'Add Document Link instructions below' and 'Add Banner instructions below'). The 'Document Name' field contains '2WW Breast Cancer' and the 'Subcategory' field contains 'Referral'. The 'Destination' dropdown is set to 'Live'. The 'Request Instruction' field is the primary focus of the magnification.

- **Additional Instruction**  
Include detailed requirements such as keywords, banners, links, or workflow preferences.



- **Document Links**  
Specify any related content that should be linked.



- **Specific Banner Required**  
Enter banner names if required for Point-of-Care toolbar display or reporting.

MSM Self Service

Document Links

new request requests my account logout

**Specific Banner Required**

Additional Instruction

Add Document Link instructions below

Add Banner instructions below

Refer via e-RS?

Document Attachments

Attachment Choose File No file chosen

Please limit the total size of your attachments to a maximum of 30 MB.

- **Refer via e-RS?**  
Indicate 'Yes' or 'No' for the ability to refer through the e-Referral Service.

MSM Self Service

crm.dix-systems.com/Internet/NewRequest.aspx

new request requests my account logout

**Refer via e-RS?**

Additional Instruction

Add Document Link instructions below

Add Banner instructions below

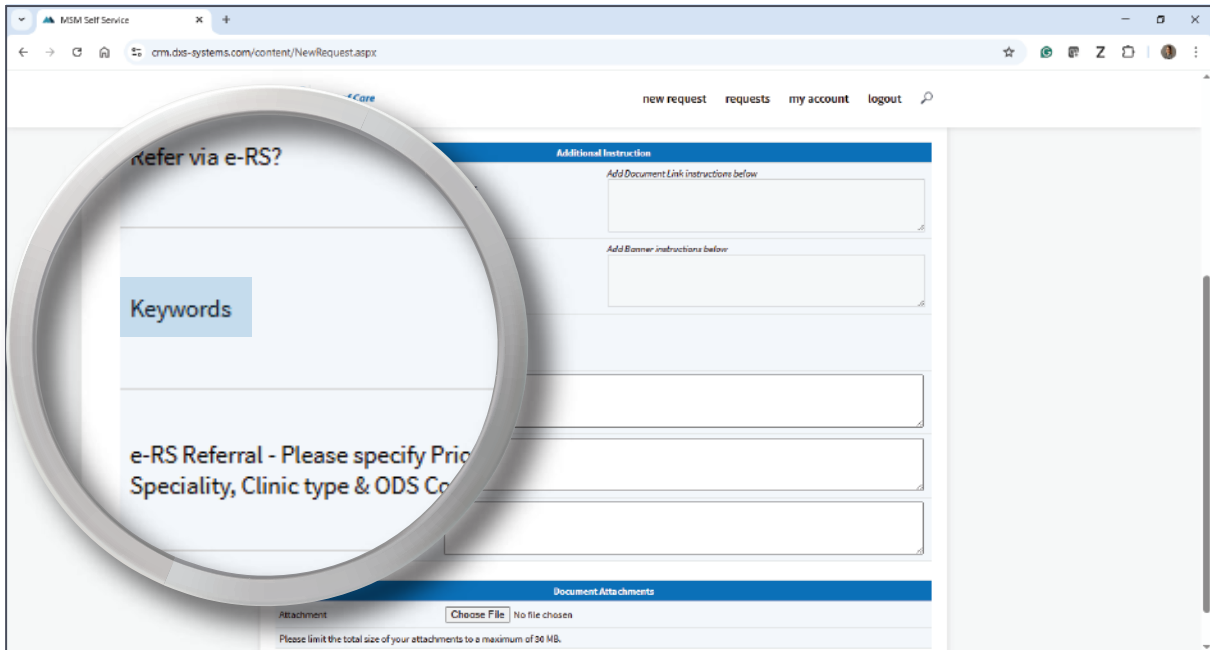
Keywords

Document Attachments

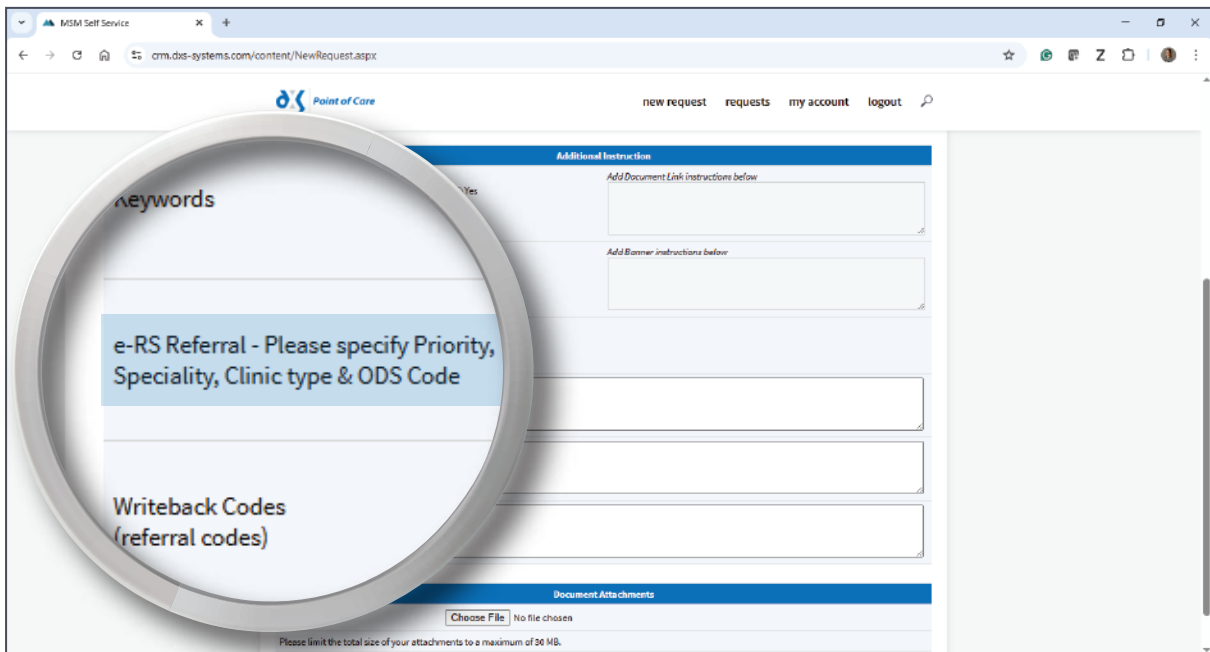
Attachment Choose File No file chosen

Please limit the total size of your attachments to a maximum of 30 MB.

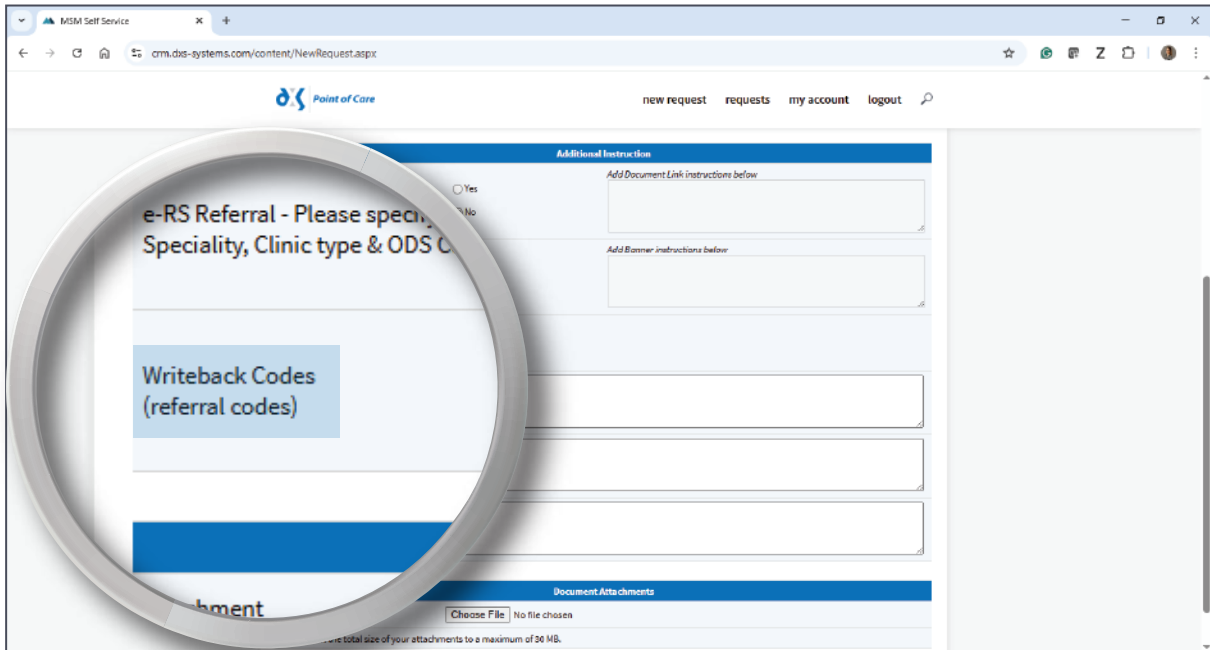
- **Keywords**  
Add relevant search terms to improve content discoverability.



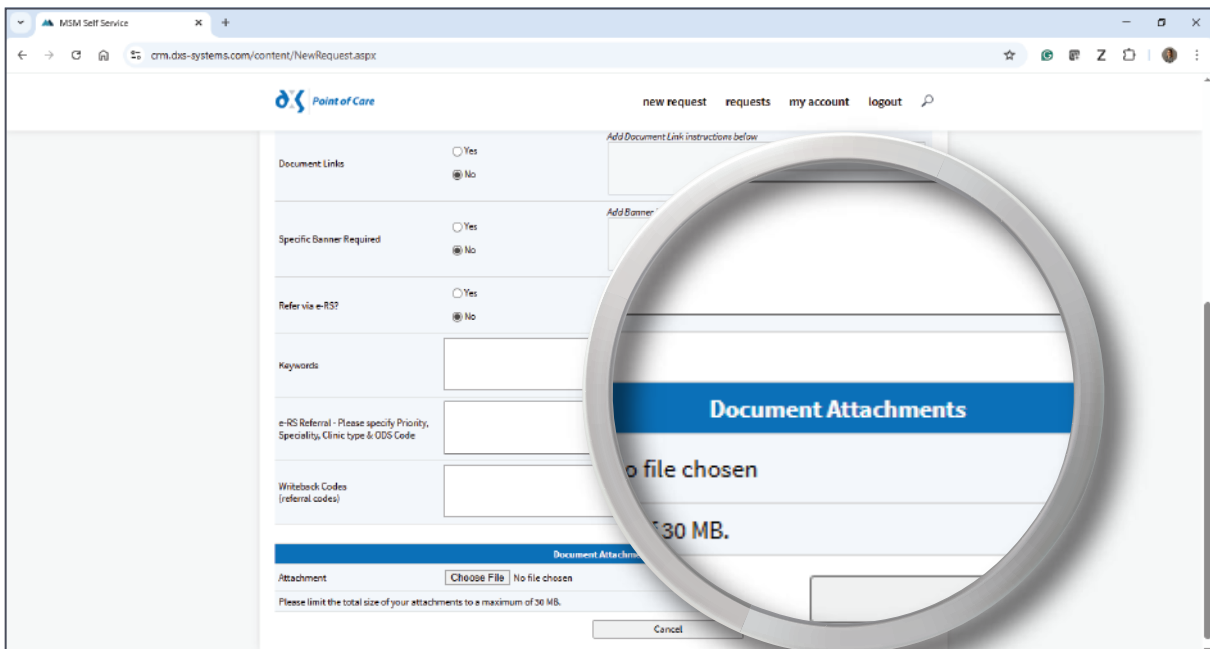
- **e-RS Referral Details** (if applicable)  
Specify priority, specialty, clinic type, and ODS codes.

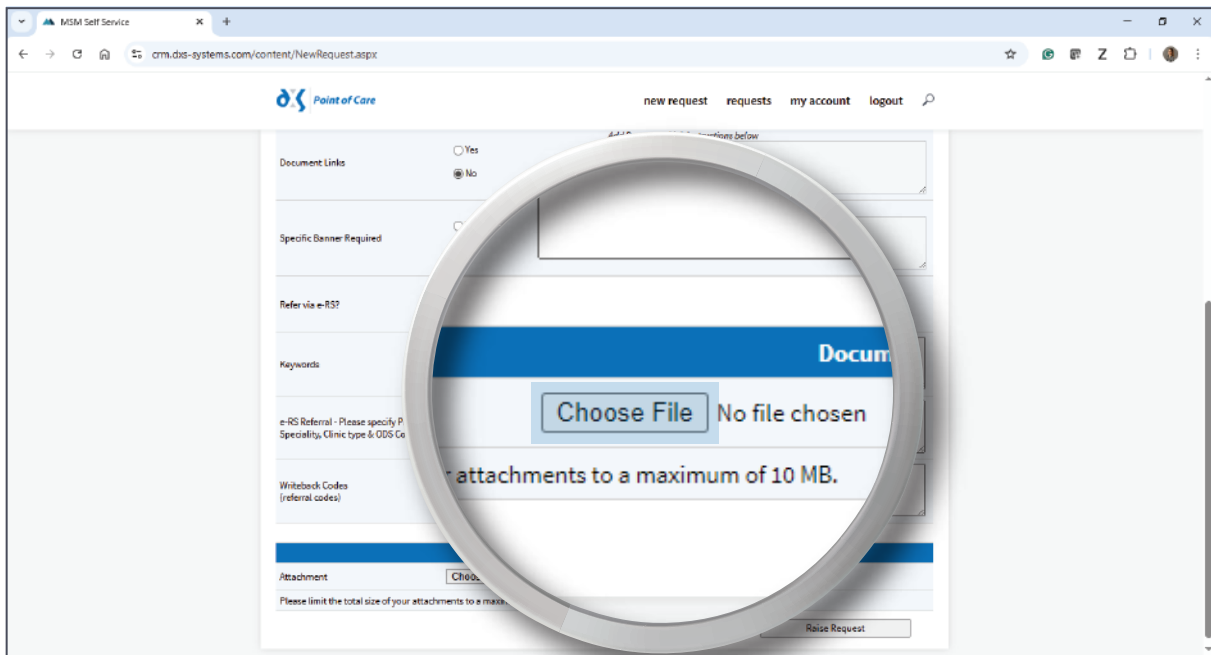


- **Writeback Codes**  
Define any Read codes or terms that should write back to the patient record.



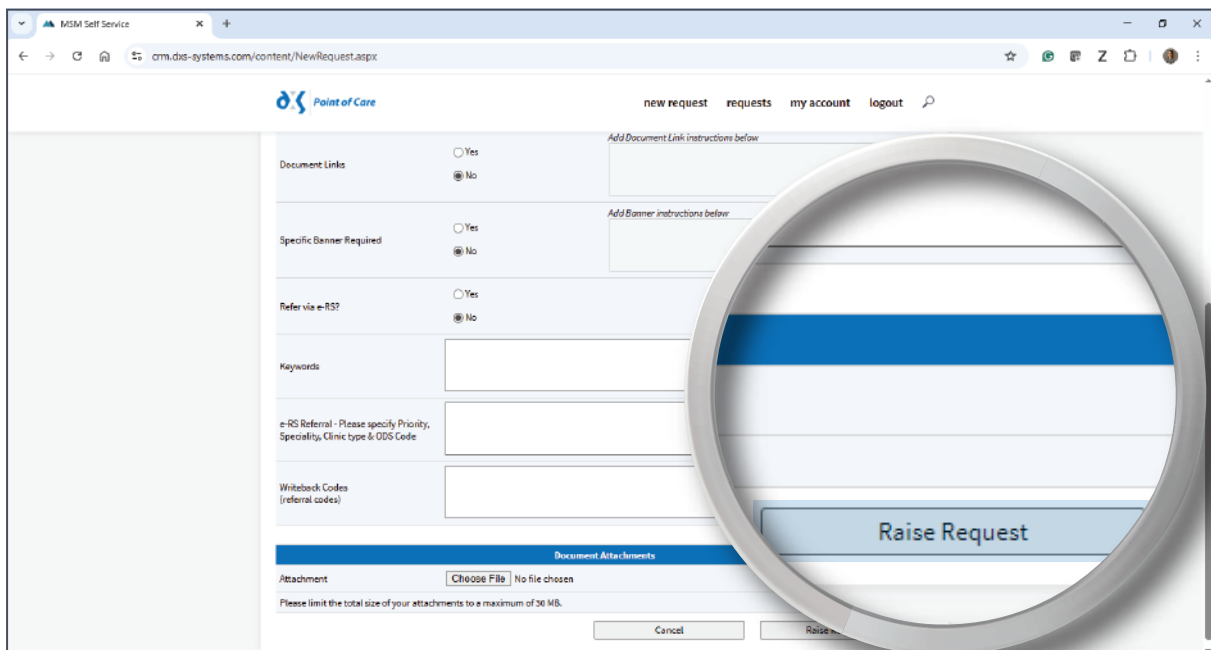
- **Document Attachments**  
Upload supporting documents such as pathways, referral forms, or guidance.





## Raising the Request

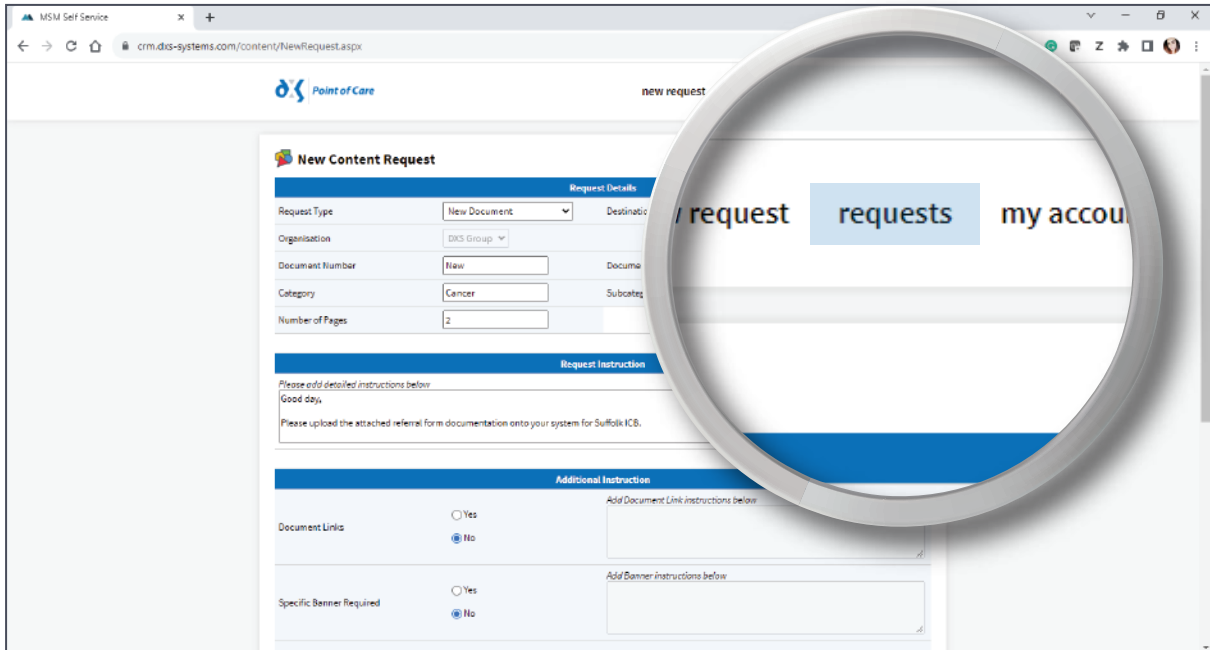
1. Review all entered information carefully.
2. Click '**Raise Request**' to submit.



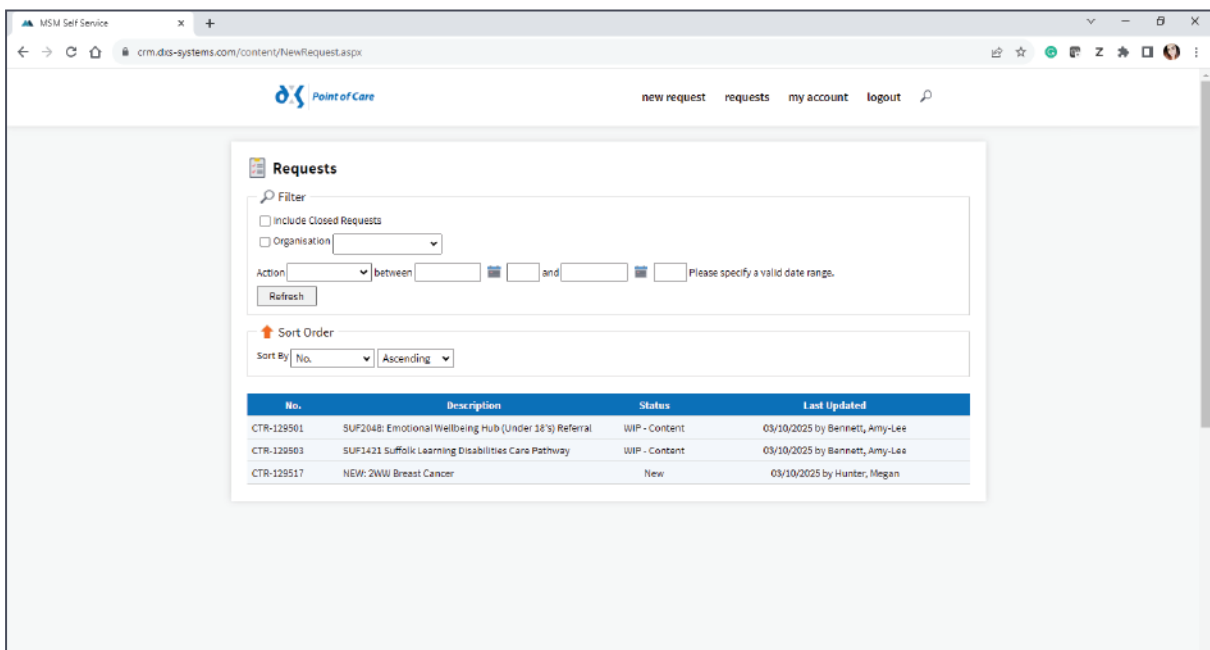
A unique **reference number** will be assigned to your request. Please quote this number when contacting DXS Support.

# Tracking and Managing Requests

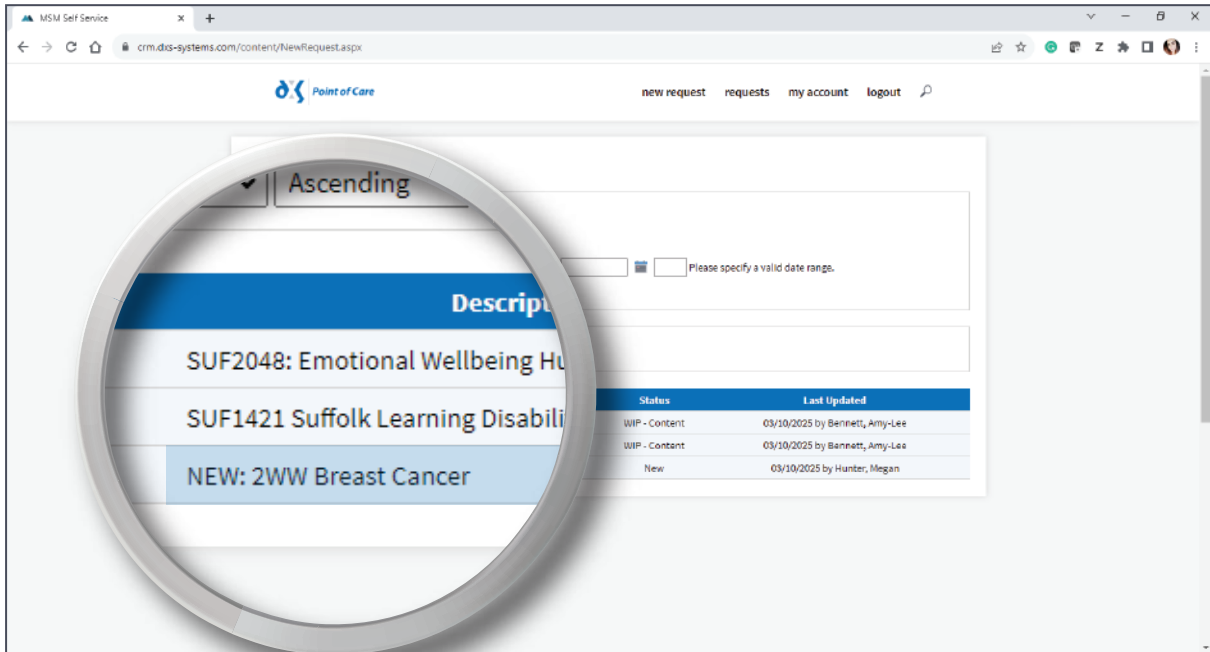
1. Click 'Requests' on the top toolbar to view all submitted requests.



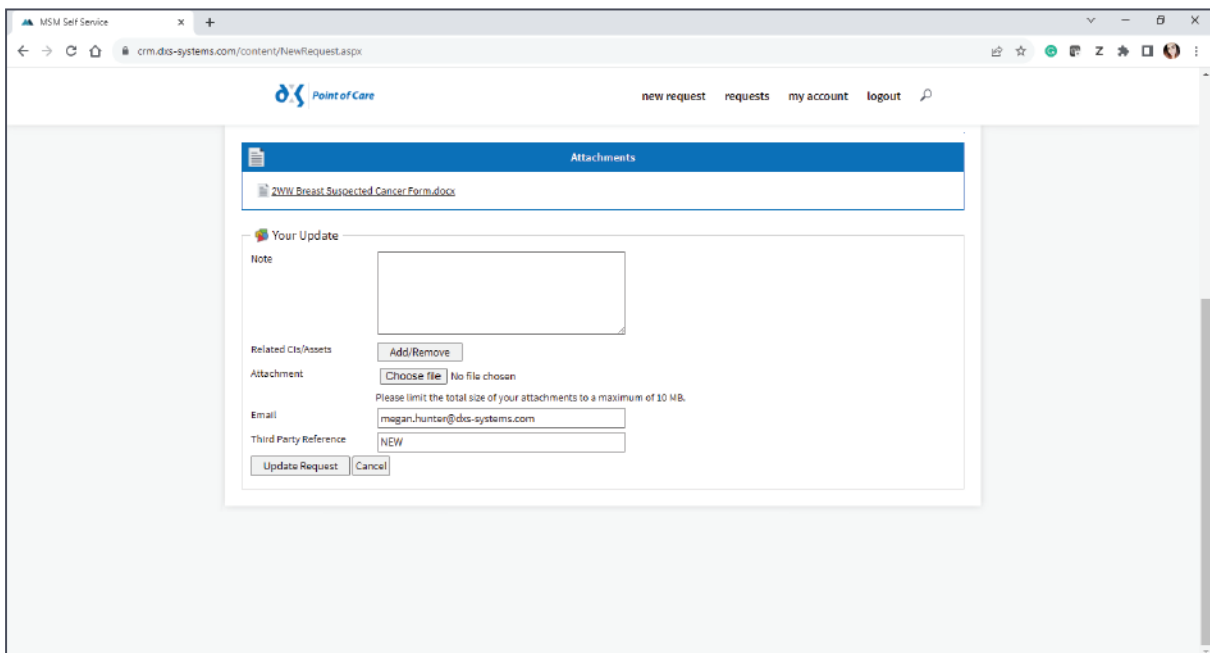
2. The request list shows:
  - Reference number
  - Description
  - Status
  - Last updated date



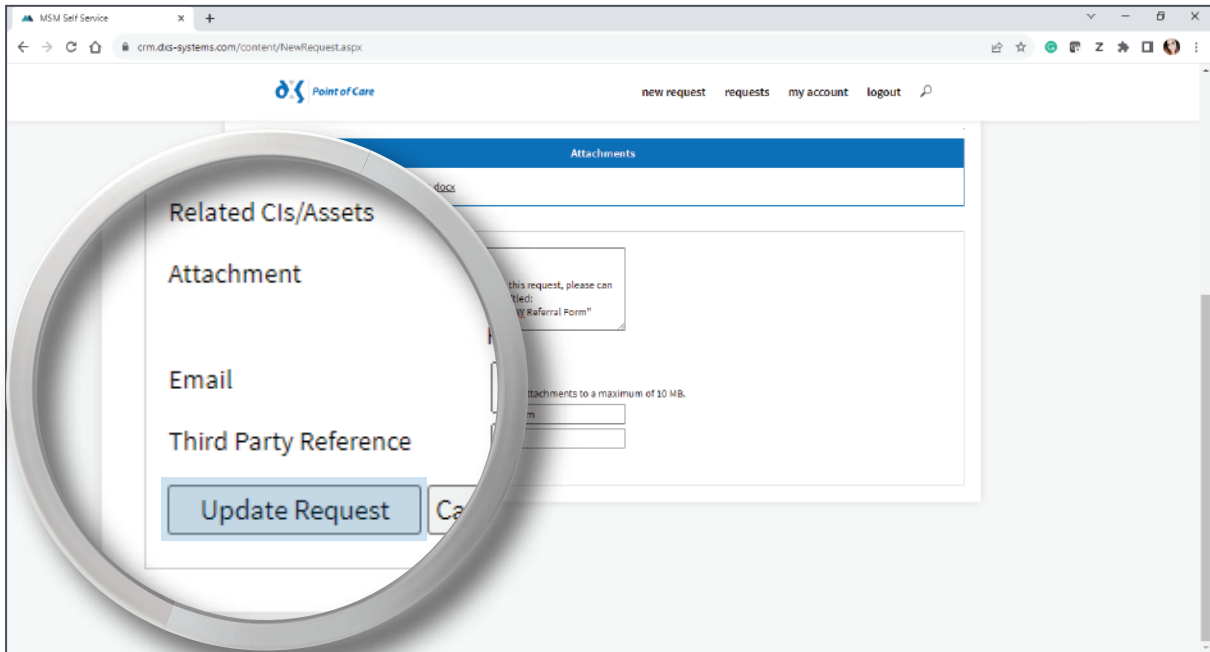
3. Click a request description to view full details, add notes, or upload additional documents.



4. Use the 'Your Update' section to add comments or attachments.



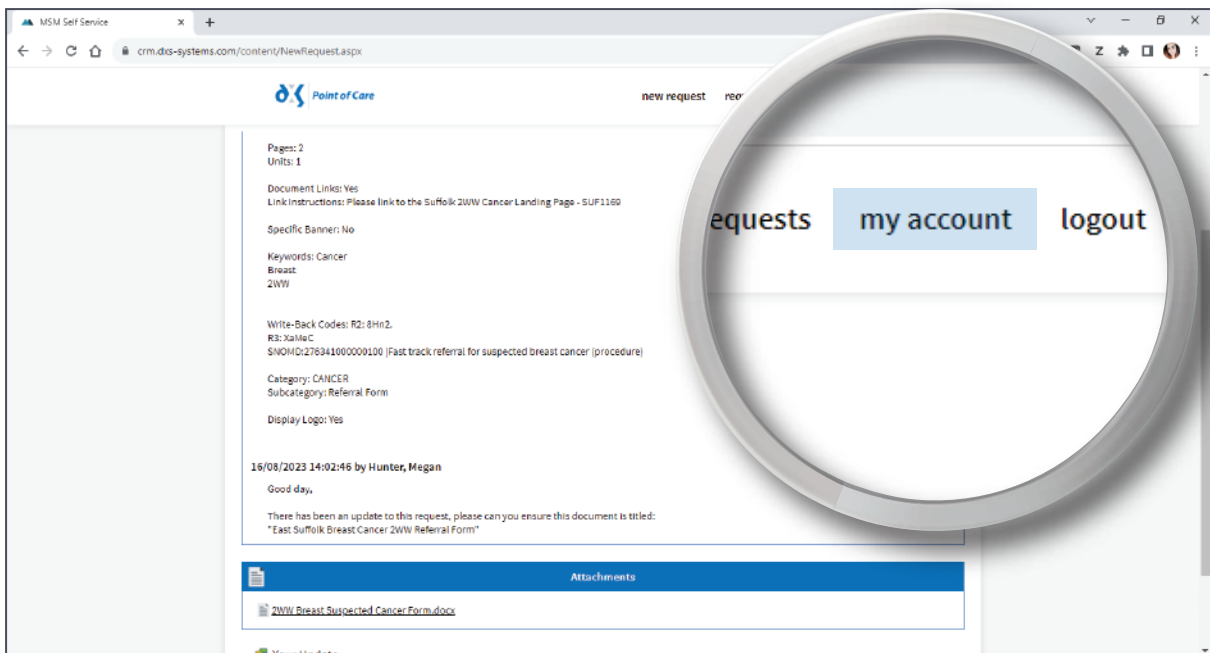
5. Then click **'Update Request'** to save.



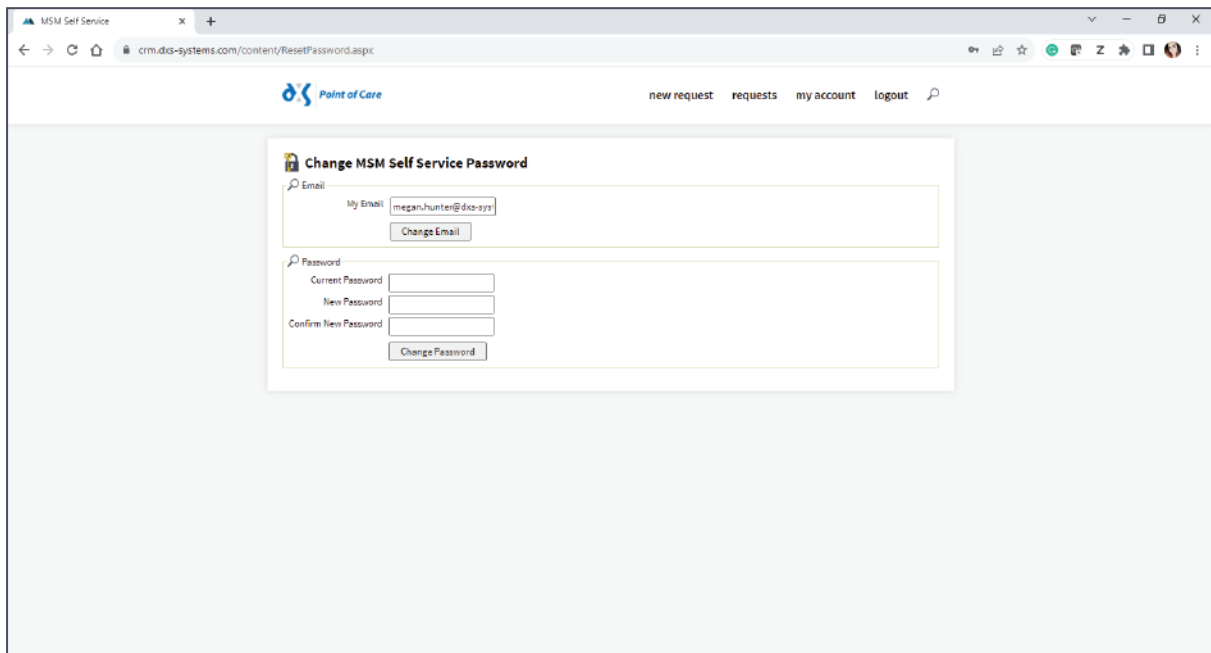
## Managing Your Account

To update your account details:

1. Click **'My Account'** on the top toolbar.



2. Update your email address or password as required.



The screenshot shows a web browser window with the URL `crm.dxs-systems.com/content/ResetPassword.aspx`. The page header includes the 'Point of Care' logo and navigation links for 'new request', 'requests', 'my account', and 'logout'. The main content area features a form titled 'Change MSM Self Service Password'. The form is divided into two sections: 'Email' and 'Password'. The 'Email' section has a text input field containing 'megan.hunter@dxs-oxfr' and a 'Change Email' button. The 'Password' section has three text input fields labeled 'Current Password', 'New Password', and 'Confirm New Password', along with a 'Change Password' button.

3. Save your changes.

# Support

---



0800 028 0004 (option 1)



support-uk@dxs-systems.com



[dxs-systems.co.uk](https://dxs-systems.co.uk)

# Training

---



0800 028 0004 (option 2)



[training@dxs-systems.co.uk](mailto:training@dxs-systems.co.uk)



[training.dxs-systems.com](https://training.dxs-systems.com)

