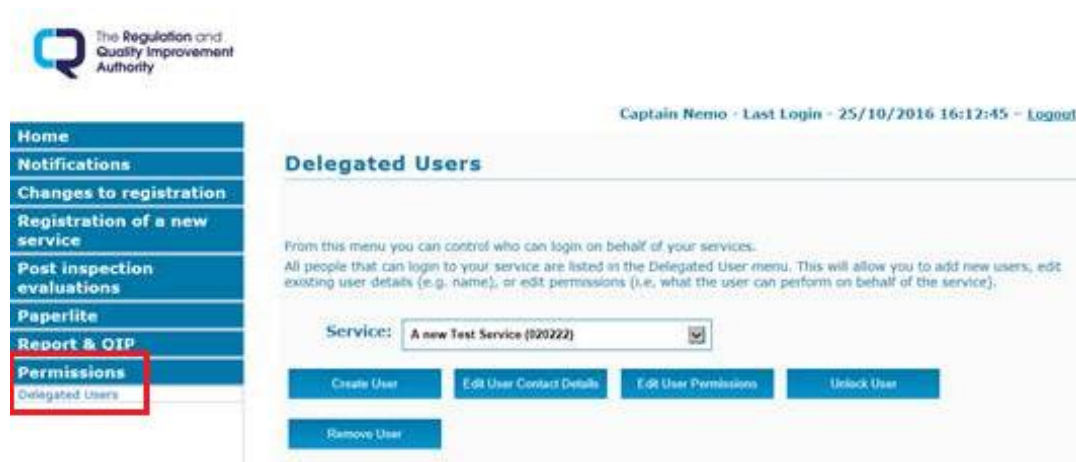


How to complete a notification of manager absence

A provider may either complete a notification of manager absence form themselves or delegate the responsibility to another user. In either case the proposed acting manager must be an existing portal user for the service prior to the submission of the notification of absence form.

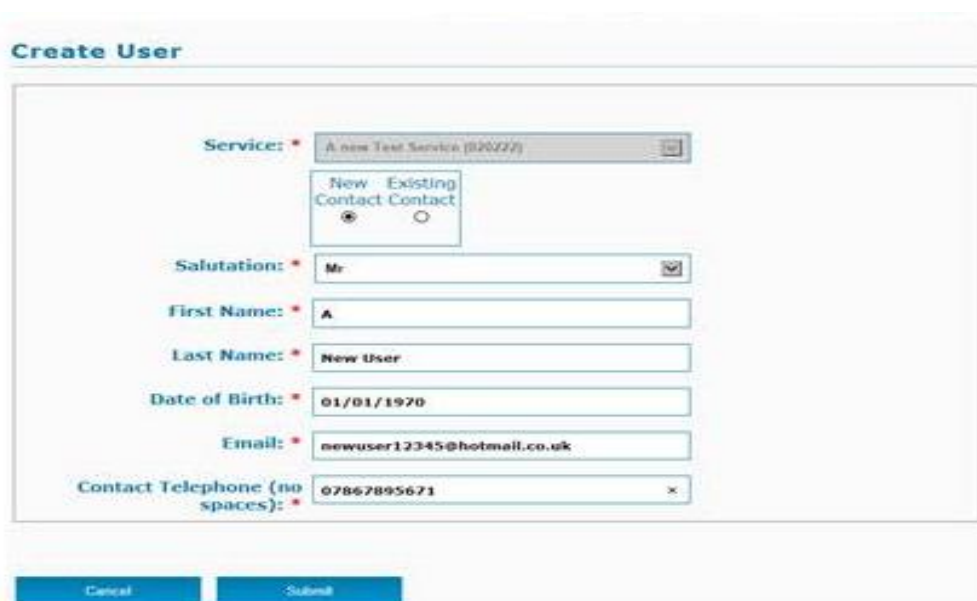
Create proposed acting manager (if he or she does not already exist)

1. Log into your portal and access you home page.
2. Access the Permissions tab on the left hand side of the screen and select 'Delegated Users'.
3. Next you should select the appropriate service from the dropdown menu and click the 'Create User' button.



The screenshot shows the RQIA web portal interface. On the left is a navigation menu with items: Home, Notifications, Changes to registration, Registration of a new service, Post inspection evaluations, Paperlite, Report & QIP, Permissions, and Delegated Users. The 'Permissions' and 'Delegated Users' items are highlighted with a red box. The main content area is titled 'Delegated Users' and includes a user status bar at the top right: 'Captain Nemo · Last Login - 25/10/2016 16:12:45 - Logout'. Below the title, there is explanatory text: 'From this menu you can control who can login on behalf of your services. All people that can login to your service are listed in the Delegated User menu. This will allow you to add new users, edit existing user details (e.g. name), or edit permissions (i.e. what the user can perform on behalf of the service)'. A 'Service:' dropdown menu is set to 'A new Test Service (020222)'. Below this are four buttons: 'Create User', 'Edit User Contact Details', 'Edit User Permissions', and 'Unlock User'. At the bottom of the buttons is a 'Remove User' button.

4. Populate the mandatory fields with the relevant details. This will create your proposed acting manager as a delegated user of the RQIA web portal.



The screenshot shows the 'Create User' form. It contains the following fields and options:

- Service:** A dropdown menu set to 'A new Test Service (020222)'.
- Salutation:** A dropdown menu set to 'Mr'.
- First Name:** A text input field containing 'A'.
- Last Name:** A text input field containing 'New User'.
- Date of Birth:** A text input field containing '01/01/1970'.
- Email:** A text input field containing 'newuser12345@hotmail.co.uk'.
- Contact Telephone (no spaces):** A text input field containing '07867895671'.

Below the 'Service' dropdown, there are two radio buttons: 'New Contact' (selected) and 'Existing Contact'. At the bottom of the form are two buttons: 'Cancel' and 'Submit'.

- If your manager is an existing portal user please ask them to provide their Username number (which will begin with the letters 'CT') & Date of Birth, and select "Existing Contact" instead.

[Home](#)
[Notifications](#)
[Changes to registration](#)
[Registration of a new service](#)
[Post inspection evaluations](#)
[Report & QIP](#)
[Permissions](#)

RQIA Portal Version 1.0.1.35

Create User

Service: * A new Test Service (020222)

New Existing

Contact Contact

☐ ☒

Existing Web Portal User ID (e.g. CT283011): * CT012351

Last Name: * Test

Date of Birth: * 22/02/1982

Cancel
Submit

- On the next screen you should allocate the permissions you want this user to have on the web portal (e.g. ability to submit incident notifications, variation application, download and upload QIPs etc.).

Captain Nemo - Last Login - 25/10/2016 16:12:45 - [Logout](#)

Edit Permissions

Service: A new Test Service (020222)

Name: A New User

Choose the permissions for this user below. For a description of each option please hold the mouse pointer over the relevant Permission Name.

Permission Name	No Access	Full Access
Access Button Download QIP	☐	☒
Access Button Upload QIP	☐	☒
Access Menu Post Inspection Evaluations	☐	☒
Access Submenu Application Cancellation	☒	☐
Access Submenu Delegated Users	☒	☐
Access Submenu Form 1a - Initial Notification - Adult Services	☐	☒
Access Submenu Notification of Absence	☒	☐
Access Submenu Registration of new manager	☒	☐
Access Submenu Variation	☐	☒

Permission Name	Read Only	No Access	Full Access
Access Menu Manage Paperlite	☐	☐	☒

Cancel
Submit

- Your new user will now appear on your delegated user's homepage.
- The new user will require both their username and password in order to log in to the portal.
 - Note their username (CT number). This ID should be passed on to the user.
 - The user will receive their password in the form of an automated email.

Delegated Users

From this menu you can control who can login on behalf of your services.

All people that can login to your service are listed in the Delegated User menu. This will allow you to add new users, edit existing user details (e.g. name), or edit permissions (i.e. what the user can perform on behalf of the service).

Service:

[Create User](#)
[Edit User Contact Details](#)
[Edit User Permissions](#)
[Unlock User](#)
[Remove User](#)

Name	Id	Email	Locked Out
☐ A New User	CT012332	newuser12345@hotmail.co.uk	☐

Create a Notification of Absence

- Return to your home page and select the Changes to registration menu on the left hand side of the screen.

[Home](#)
[Notifications](#)
[Changes to registration](#)

- Please note that all un-submitted and rejected applications on your account will be listed under the Applications to be Submitted / Resubmitted view. The buttons in this section allow you to Update, Remove, or Print these forms. If you have exited or been timed out of a form, please select and Update the existing application rather than commencing a new form. **NB. Please note that selecting a form and clicking Remove will permanently delete the record from the system. This action cannot be undone.**

Applications to be Submitted/Resubmitted

[Update](#)
[Remove](#)
[Print](#)

Service/Provider	Application Type	Status	Further Details
☒ Another Test Service ML (021247)	PF011580	F08 - Notification of Absence	Incomplete
☐ Test Provider 2	PF011579	F05 - Change to responsible individual for an existing organisation	Incomplete

- Click on the Notification of absence link in order to access the F08 web form.

The Regulation and Quality Improvement Authority

Home

Notifications

Changes to registration

Notification of absence

Application cancellations

Registration of new manager for existing service

Change to responsible individual for an existing organisation

Addition of a partner to an existing partnership

Registration of a new service

Post inspection evaluations

Paperfile

Report & QIP

Permissions

RQIA Portal Version 1.0.1.13

Captain Nemo - Last Login - 25/10/2016 16:12:45 - Logout

Changes to Registration

To request a change / changes to your service registration an application form must be submitted to RQIA. To begin this process, please select the application form from the menu on the left. Guidance is provided within each form. General guidance about registration is available as a frequently asked questions document, which can be accessed [here](#).

This section only applies to services that are already registered and wish to apply for a change in their registration details. You should not access these forms if your service remains at the pre-registration stage. The relevant application forms for a new service registration can be accessed [here](#).

Applications to be Submitted/Resubmitted

Update Remove Print

No Submitted/Resubmitted Changes to Registration Applications Found...

Completed Applications

View

No Completed Changes to Registration Applications Found...

- On Page 1 select the appropriate service from the dropdown menu. The remaining greyed out fields are automatically populated from the RQIA register.

Notification of Absence (F08)

Steps: 1 2 3 4 5

1. Information about the Establishment/Agency

(Click [here](#) to view guidance documentation)

Name of the Establishment/Agency:

RQIA ID:

Establishment/Agency type:

Address Line 1:

Address Line 2:

Town:

Postcode:

Business Email:

Telephone:

Cancel Next

- On Page 2, select a Registered Manager from the dropdown list. Please select the manager who is currently absent and complete the other mandatory fields.

Notification of Absence (F08)

Steps: **1** 2 3 4

2. Details of Notification of Absence

[\(Click here to view guidance documentation\)](#)

Registered Manager: *
Reason for Absence: *
Start Date of Absence: *
End Date of Absence (if known):
Reason for Absence:
Arrangements made for management of establishment/agency during absence: *

NB. If the absent manager is not appearing within the dropdown list please contact the Registration Team at registration@rqia.org.uk.

- On Page 3 of the form select the proposed acting manager from the dropdown menu of delegated users for the service and complete the other mandatory fields

3. Details of proposed Manager

[\(Click here to view guidance documentation\)](#)

Please select your Proposed Manager for this service. Please note, the Proposed Manager must exist as a delegated user within the Web Portal. To create a delegated user, return to the main menu Web Portal menu, select "Permissions", then "Delegated Users" from the left hand menu, then finally click "Create User".
A help video for this is available [here](#).

Proposed Manager: *
Address Line 1: *
Address Line 2:
Town: *
Postcode: *
Business Email: *
Telephone (no spaces): *
Start Date of proposed Manager: *

Qualifications of proposed Manager

7. Proceed through pages 4 & 5 and click the Confirm and Proceed button in order to submit your form.

Notification of Absence (F08)

Steps: **1 2 3 4 5**

5. Submit Application

By clicking Confirm and Proceed, I confirm that all information entered is true and correct. I understand that once I click Confirm and Proceed my application is locked and I cannot amend this information.

Clicking Confirm and Proceed will enable you to print and sign a declaration, which must be signed and submitted alongside the required documentation to complete your application.

Personal data submitted via RQIA's Web Portal may be accessed and used in accordance with RQIA's requirements as outlined in The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and associated regulations; in line with RQIA's registration and notification with the ICO under the Data Protection Act 1998; and in compliance with the Freedom of Information Act 2000. To comply with statutory and government requirements, data may be disclosed to external agencies, such as (but not exclusively): DHSSPS, NIAO, AccessNI, PSNI. RQIA will not disclose personal information to any third parties without the express consent of the data subject, except where required by law. From January 2005 personal data may, in exceptional circumstances where the public interest outweighs the individual's rights to privacy, be released under the auspices of the Freedom of Information Act 2000. Any queries concerning data protection or freedom of information should be addressed to RQIA's Head of Information. For further information, please visit <https://ico.org.uk/>

Confirm and Proceed

8. Once your form has been submitted it can be viewed within the Completed Applications section.

Changes to Registration

To request a change / changes to your service registration an application form must be submitted to RQIA. To begin this process, please select the application form from the menu on the left. Guidance is provided within each form. General guidance about registration is available as a frequently asked questions document, which can be accessed [here](#).

This section only applies to services that are already registered and wish to apply for a change in their registration details. You should not access these forms if your service remains at the pre-registration stage. The relevant application forms for a new service registration can be accessed [here](#).

Applications to be Submitted/Resubmitted

Update Remove Print

No Submitted/Resubmitted Changes to Registration Applications Found...

Completed Applications

View

Service	Application	Type	Status	Date Submitted
☐ A new Test Service (020222)	PF000089	F08 - Notification of Absence	Submitted	25/10/2016

9. The application is now awaiting review by the RQIA registration team. Following the initial validation check the form will be forwarded to your care inspector for their consideration. RQIA will contact you to confirm our decision or if any further information is required.