# How to complete a notification of 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 exists)

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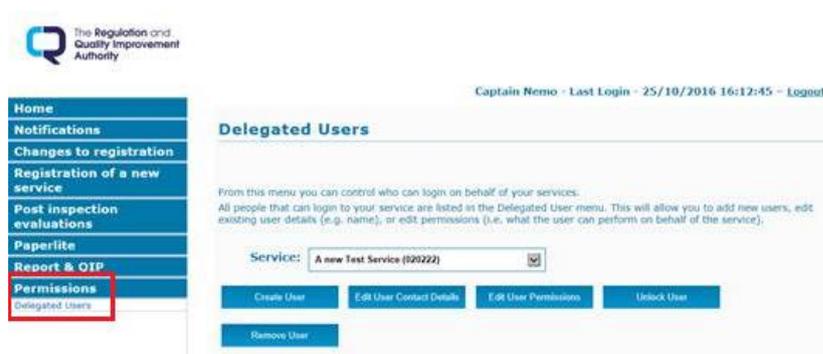
4. Populate the mandatory fields with the relevant details. This will create your proposed acting manager as a delegated user of the RQIA web portal.

5. If your manager is an existing portal user please ask them to provide their Username number (which will begin with the letters 'CT') and Select "Existing Contact" instead.
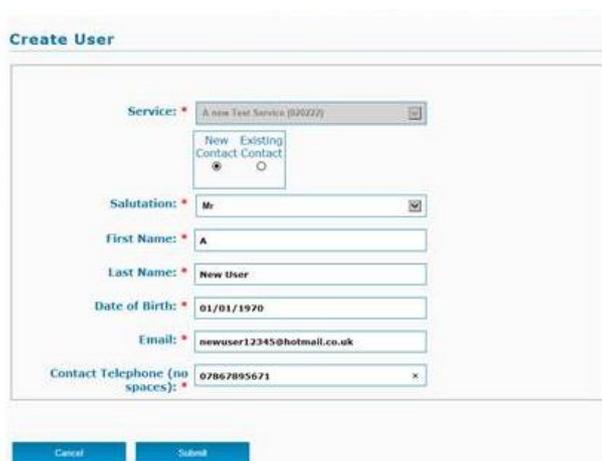
6. On the next screen you should allocate the permissions you want this user to have on the web portal (e.g. ability to submit incident notifications, variation application, download and upload QIPs etc.).

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

7. Your new user will now appear on your delegated users homepage.

8. The new user will require both their username and password in order to log in to the portal.
   - Note of 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.
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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: A new Test Service (020222)

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

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

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

3. On Page 1 select the appropriate service from the dropdown menu. The remainig field are automatically populated from the RQIA register.

4. 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.

5. 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

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

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

8. 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 approval or if any further information is required.