Provider Portal —
user guide for providers

DATE: **January 2018**

Contents

1. Introduction

This user manual is intended to guide you through using the Provider Portal.

The person in charge (PIC) or registered provider of a designated centre is legally required to notify the Authority of prescribed incidents, events or changes. The Provider Portal allows for the online submission ofregulatory notification information by these individuals, or an authorised person acting on behalf of the registered provider. The full list of notifications currently available via the Provider Portal is detailed on the next page.

The Provider Portal benefits users in a number of ways, including:

- time-saving: no need for users to go to HIQA's website to save the most recent version of a particular form to their desktop before filling it in for submission to HIQA.
- fewer fields to fill out: users no longer need to fill in the provider/centre details at the top of the form (i.e.organisation name, address, own name, centre ID, date the form was completed and nature of service provided). The portal will auto-fill these fields.
- reliability: users can be safe in the knowledge that once they submit the notification online, it has been sent to HIQA successfully. This means no more issues with partially-received faxes, unclear forms submitted via email or items getting lost in the post. up-to-date: the forms on the Provider Portal will always be the most up-to-date versions, removing the chance of out-of-date forms being submitted.
- security: information is transmitted securely to HIQA.
- easier record-keeping: details of all notifications that have been submitted via the portal are readily available in the 'notification history' section.
- efficiency:all mandatory fields must be completed before the form is submitted to HIQA. This puts an end to partially filled-out forms, which had to be returned, completed and resubmitted to HIQA.

Note:

- **follow-up reports** still adhere to the current process. In other words, they cannot be submitted via the portal. Please add the notification number of the original notification to the follow-up report form. This number is now easy to find on the 'notification history' section of the portal.
- once you have submitted a notification via the portal, this notification goes straight to HIQA. There is no need, therefore, to send in the same notification by fax, email or post, which can result in the processing of duplicate forms.

2. What you can do using the Provider Portal

The Provider Portal is designed to allow users to carry out several actions regarding HIQA notifications:

- submit a new notification (see the section below for the list of HIQA notifications which can be submitted via the portal at this time)

- view previously submitted notifications (for a particular organisation/designated centre). Please note: you will only be able to see notifications which have been submitted via the portal. Notifications submitted before the portal came into operation are not available to view..

- submit notifications for more than one organisation/designated centre where relevant.

The current list of HIQA notifications that can be submitted via the Provider Portal are:

- **NF01** Notification of the unexpected death of a resident
- **NF02** Notification of an outbreak of any notifiable disease
- **NF03** Notification of any serious injury to a resident
- **NF05** Notification of any unexplained absence of a resident
- **NF06** Notification of any allegation, suspected or confirmed, of abuse of any resident
- **NF07** Notification of any allegation of misconduct
- **NF08** Notification of any occasion where the registered provider becomes aware that a member of staff is subject to review by a professional body
- **NF09** Notification of any fire, loss of power/heating/water, or unexplained evacuation
- **NF60** Declaration of occupancy.
- **AR** Annual return.

Please note that this list is subject to change, so for the most up-to-date list of notifications that can be submitted via the Provider Portal, please always consult the help page on the portal .

3. Accessing the Provider Portal

The Provider Portal is accessed via the Health Information and Quality Authority's website http://hiqa.ie/.

On http://hiqa.ie/, click the **Login** button at the very top of the screen. This will open the portal.
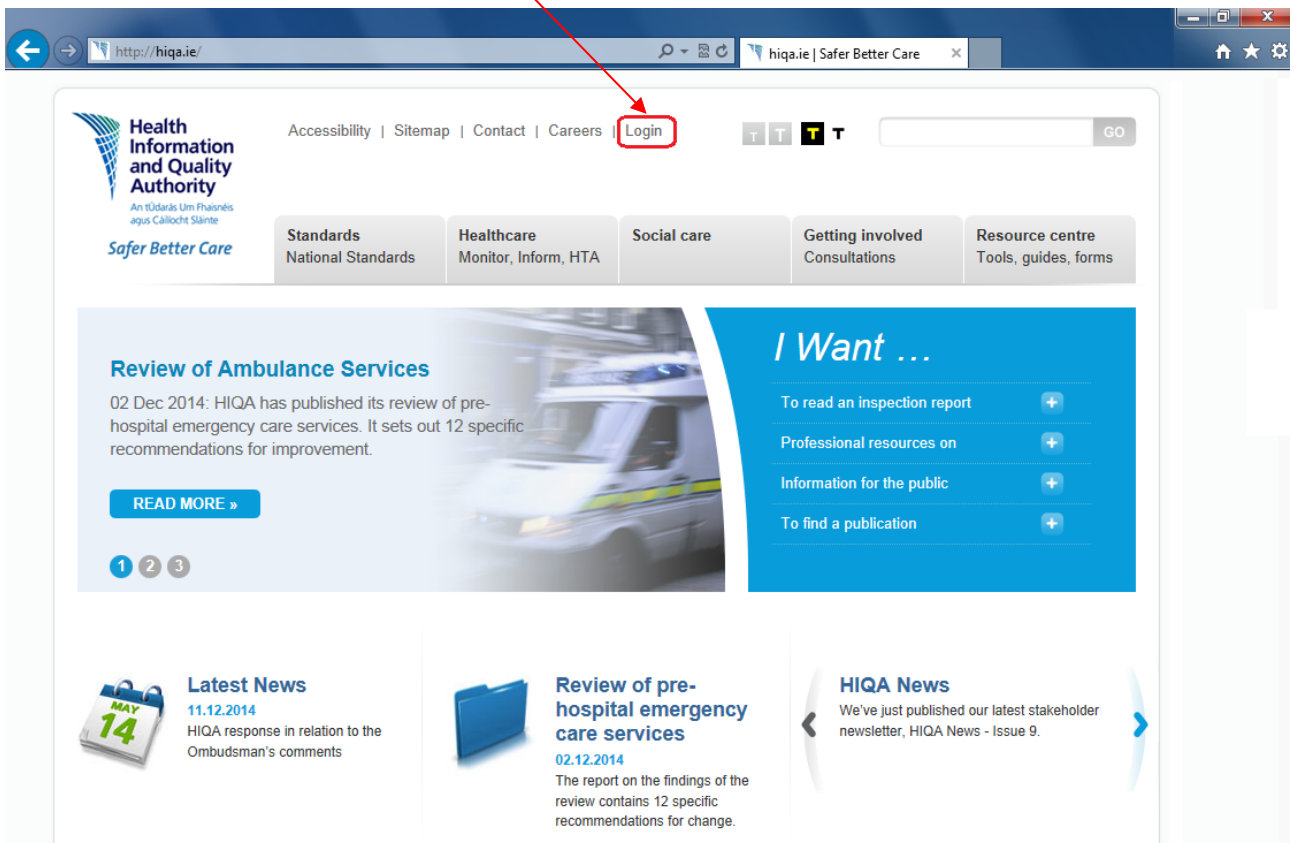
4. Registering as a Provider Portal user

To use the portal, you will first need to register as a user. You will only need to go through this registration process once. Once you have registered as a user, you will be able to log in to the portal using your username and password.

There are two types of users of the portal, and the registration process is different for each of them. In both instances, the registration details are submitted online to HIQA and the details are validated before the accounts are created.

- **Super-user**: Each organisation/designated centre will have one super-user (either the PIC or the provider nominee[1]). There can only be one super-user, who can nominate up to five sub-account users who can also access the portal. They are the 'administrators' of the portal at that organisation/designated centre. In addition to being able to log/view notifications, the super-user also manages the other user accounts (or sub-accounts) for that designated centre, and can add or deactive a user.

- **User** (also called a 'sub-account' user): A portal user can do standard tasks, such as submitting a new notification and viewing previously-submitted notifications.A user account will be created for them by a super-user.

Registration process for a super-user account:

- access the portal via http://hiqa.ie/ as described in Section 3 of this manual.
- click the **Register Account** button at the top of the screen to open up the registration form (this button is for registering super-user accounts only).

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[1] Please note that the role of provider nominee will be discontinued under the enhanced Authority Monitoring Approach (AMA). Provider Nominee super-users will no longer have portal access with effect from 31/03/2018. Therefore no further requests for provider nominee super-users will be processed with effect from 01/01/2018.

- fill in the fields as follows:
  - First Name: enter your first name
  - Last Name: enter your last name
  - Email Address: enter your work email address
  - Organisation Name: enter the name of your organisation/designated centre
  - Registered Provider Name: enter the name of the registered provider
  - Role: select your role from the drop-down list, either person in charge (PIC) or provider nominee Centre ID Number (OSV): enter your OSV number.
- tick to accept the terms & conditions.
- enter the characters as shown.
- click the **Register** button at the bottom of the screen.
- once you click **Register**, you will see a reference number and a message confirming that your registration request has been successfully submitted.

How do I register as a super-user for more than one designated centre?

When registering for more than one designated centre, you should:
- enter the name of **each** designated centre in the 'Organisation Name' field.
- enter the Centre ID for **each** designated centre in the 'Centre ID Number (OSV)' field.

The maximum characters that can be entered in these fields is 200. If the number of designated centres is greater than the character spaces allowed, please email portalsupport@hiqa.ie.

When your registration request is received by HIQA, the details will be verified and you will receive an automated email containing a link which you must click to verify your registration. This automated email will be sent from 'Prism Master Owner', rather than from a HIQA email address. The subject of the email will begin with the words "HIQA Portal".
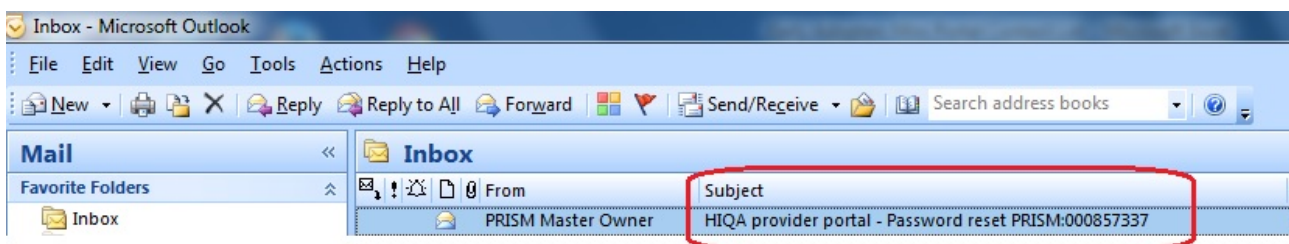
Registration process for a sub-user account:
please see Section 15 of this manual — 'Advanced section for super-user accounts'.

What next when your account has been set up by HIQA:
When your user account has been set up (whether it's a super-user account or a sub-user account), you will be sent an email from HIQA asking you to activate it and to set up your password. This email will be sent from 'Prism Master Owner' and contain a subject line beginning with the words 'HIQA provider portal'. This step will only have to be carried out once when your account is being set up.
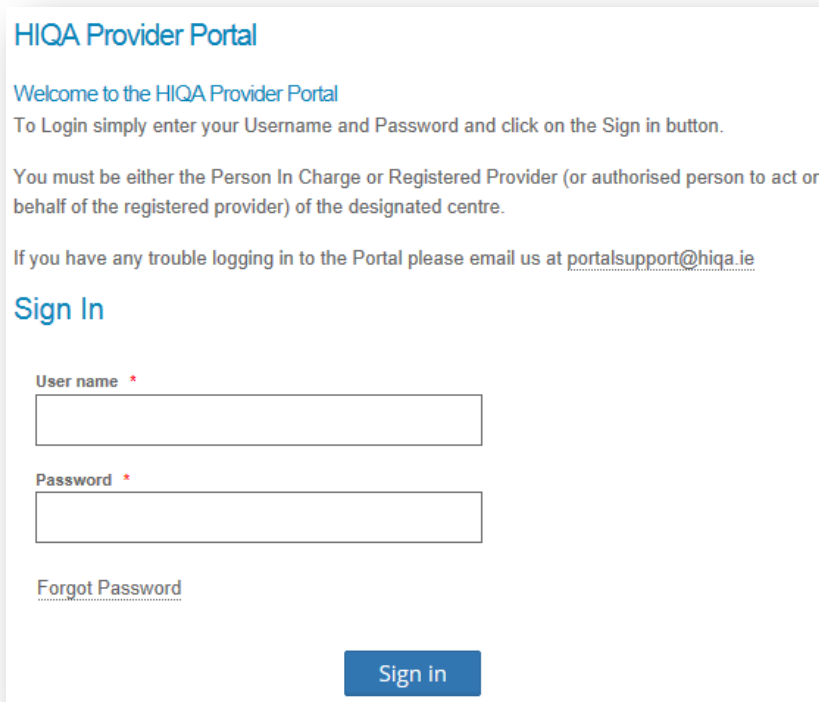
- Click on the link which is contained in the email from HIQA.
- On the portal page which opens, type your username into the field provided.
- Click the **Validate** button.
- You will be asked to set and confirm the password you wish to use.
- Fill in these details and click the **Set Password** button.
- You will then be directed to the portal login page, where you can sign in for the first time using the username provided and your chosen password.

Once your account has been set up, simply follow the normal login steps laid out in the next section of this manual (Section 5 — 'Login process').

5. Login process

To log in to the portal, you will need your username and password.

▪ Go to the portal via HIQA's webpage (as described in Section 3 — 'Accessing the Provider Portal'). A sign-in page will open.

HIQA Provider Portal

Welcome to the HIQA Provider Portal
To Login simply enter your Username and Password and click on the Sign in button.

You must be either the Person In Charge or Registered Provider (or authorised person to act on behalf of the registered provider) of the designated centre.

If you have any trouble logging in to the Portal please email us at portalsupport@hiqa.ie
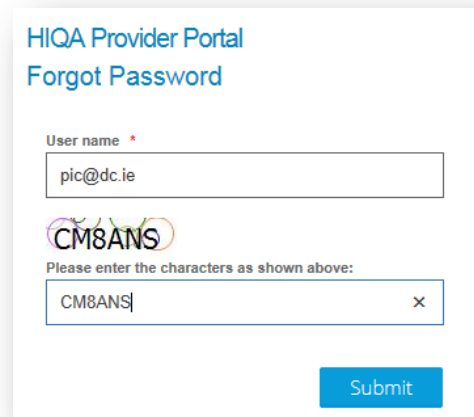
Sign In

User name *

[   ]

Password *

[   ]

Forgot Password

[Sign in]

▪ In the **Username** field, type the username provided by HIQA. This will be in the form of one of the following:
– your work email address , e.g. jsmith@myorganisation.ie; or
– a username in the format firstname.lastname, e.g. john.smith.
▪ Enter your password in to the **Password** field.
▪ Then click the **Sign in** button.

6. Security questions

How do I complete my security questions?

When you have logged in successfully you will be prompted to complete your security questions.
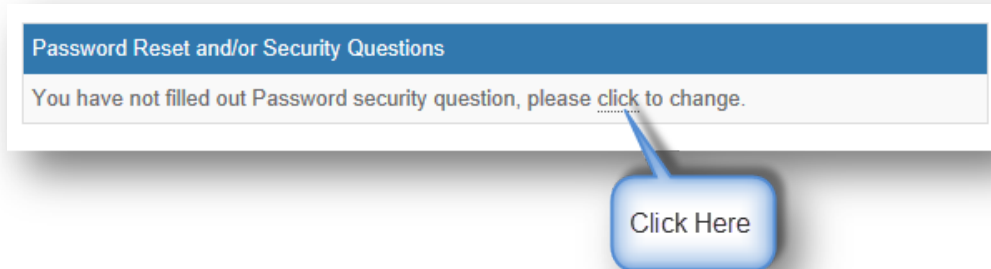
Click the "**click**" link to be redirected to the security questions page. You must complete three security questions. Please follow these steps:

- under the heading 'Security Question 1', click the arrows to view the the 'please select' dropdown box.
- select the security question you wish to answer.
- enter you answer in the 'Security Answer 1' text box.
- repeat for 'Security Question 2' and 'Security Question 3'.
- click the **Submit** button to submit your security questions and answers.

7. Password

What should I do if I forget my password?

If you forget your password, click the **Forgot Password** button on the sign in page.
- enter your username into the field provided.
- enter the characters as shown.
- click the **Submit** button.

You will be asked to answer two security questions.
- answer each question.
- click the **Next** button.

You will then be prompted to reset your password.
- enter your new password.
- confirm the password.
- click the **Submit** button

The following screen will confirm that you have successfully changed your password. Click on the **Go to Login screen** link to log in with your new password.
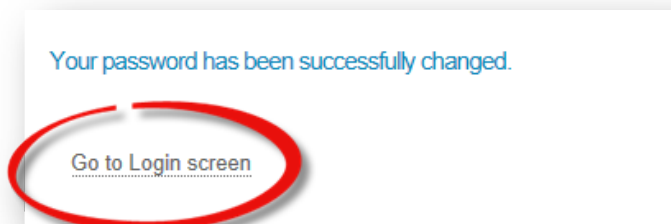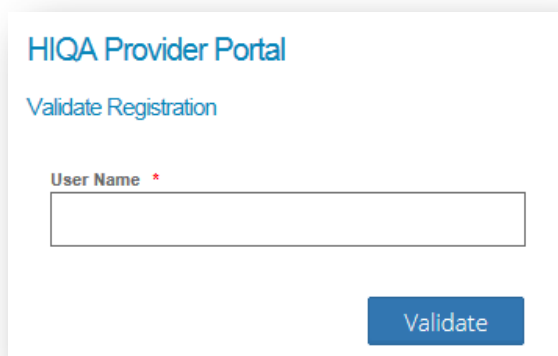

What if I have forgotten my password and I have not yet completed my security questions?

- click on the **Forgot Password** button on the sign in page.
- enter your username into the field provided.
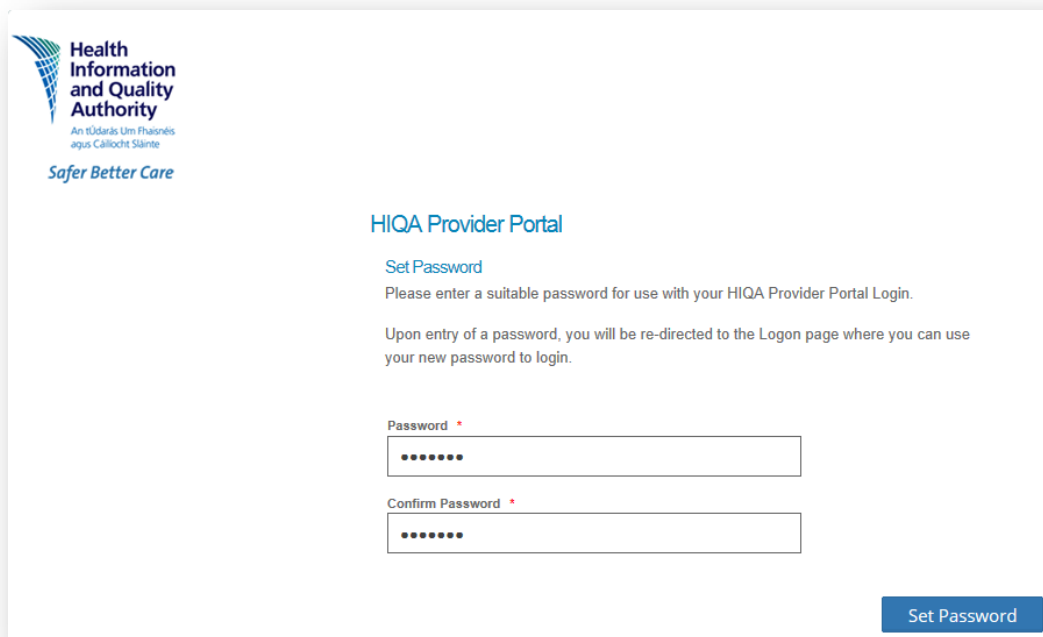- enter the characters as shown.
- click the **Submit** button.
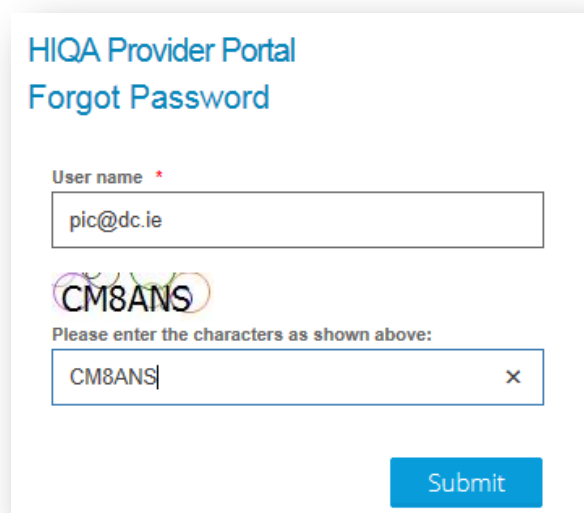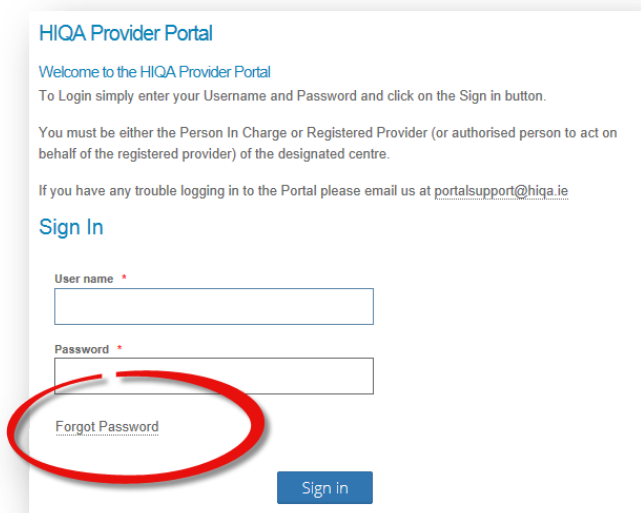
- you will receive an email that contains a **Click Here** link. Click on this link to be redirected to the 'validate registration' page.
- enter your username and click the **Validate** button.

You will then be prompted to reset your password.
- enter your new password.
- confirm the password.
- click the **Set Password** button

When you have created your password, you will be directed to the login screen where you can sign in with your username and your new password.

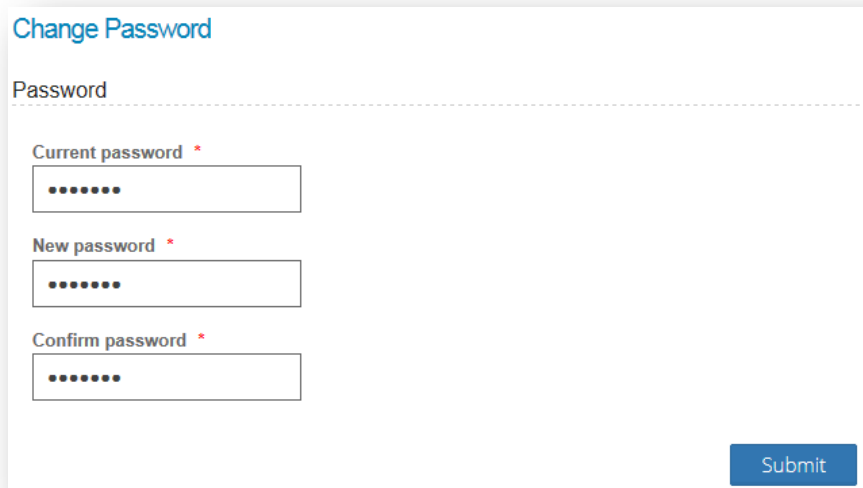## 8. How to change your password or security questions

You can reset your password after you have logged in to your portal account.
- go to the Provider Portal home page.
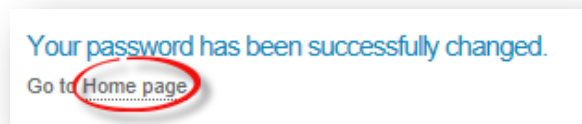- click on the **Change Password** option in the menu on the left-hand side.
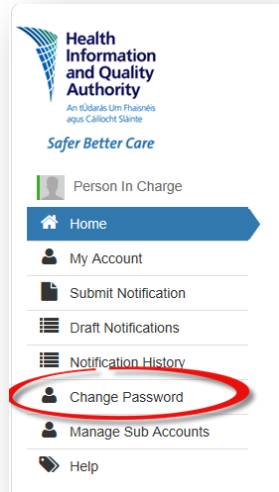
You will be redirected to the **Change Password** page. To change your password, go to the **Password** section:
- enter your current password
- enter your new password
- re-enter your new password
- click the **Submit** button.

Confirmation that your password has been successfully changed will appear, with a link to the Home page.

To change your security questions scroll down to the 'Security Questions' section on the 'Change Password' page.
- click on the **click here** link.
- follow the steps as per Section 6 — Security Questions.

You can also change you security questions from the 'My Account' page.

9. Layout

When you have successfully logged in to the Provider Portal, you will arrive at the Provider Portal home page.
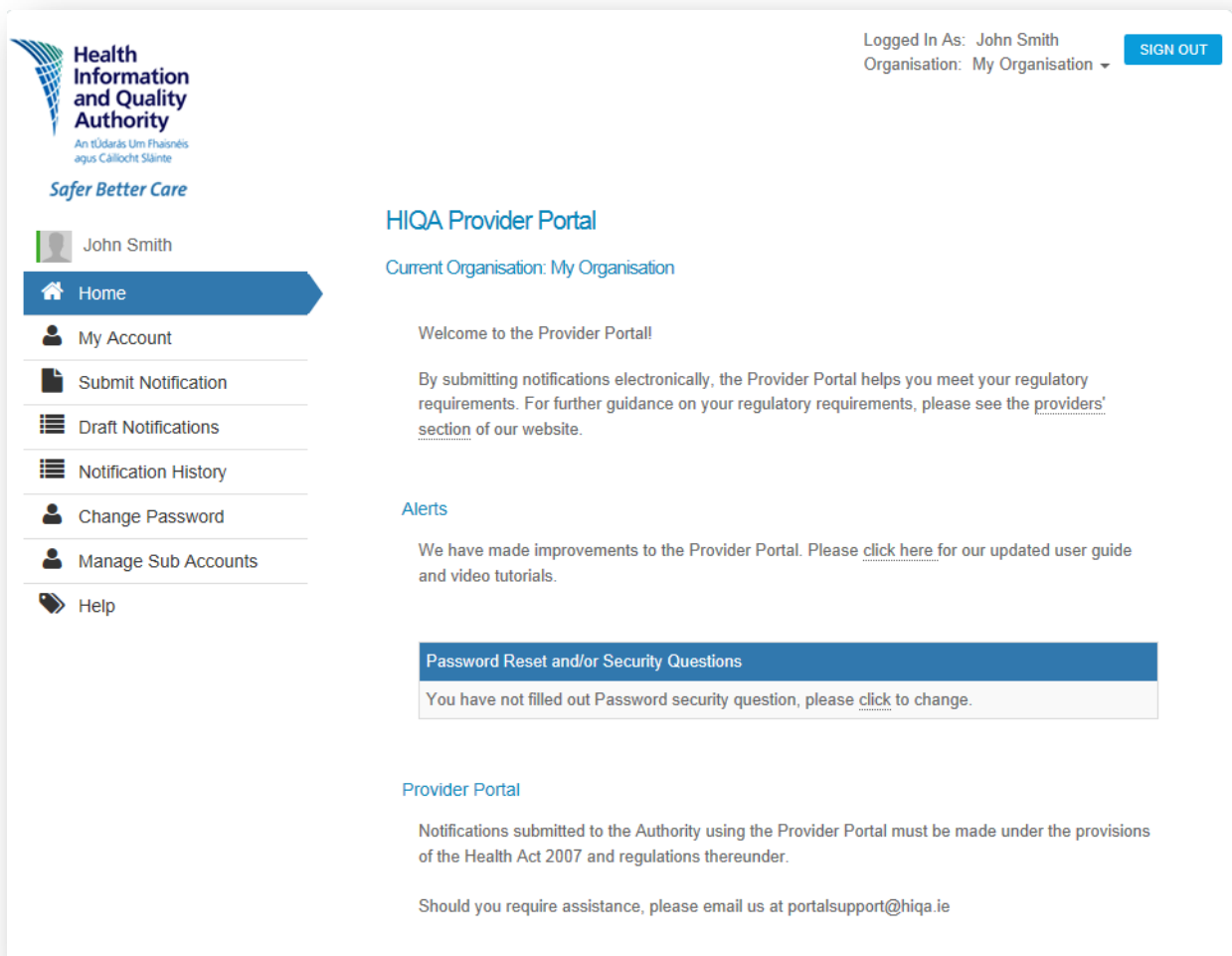
The main portion of the home page includes an 'Alerts' section, which HIQA will use to provide updates on the portal. Please check this section regularly.

On the top right-hand side of the screen, you will see the **Select an Organisation** field. This will default to your own organisation when you log in to the portal. If you are associated with multiple organisations, you can click in to the drop-down field and select the organisation you wish to view. You can then log notifications for this organisation, or view the organisation's notifications history on the 'history' screen.
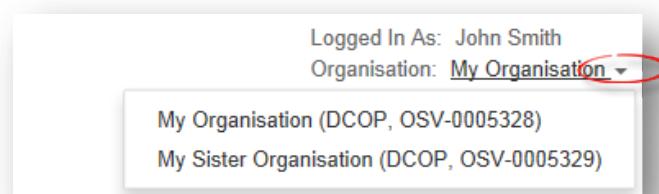
The main manu is located along the left-hand side of the screen. At the very top of the menu you will see your name and the following the menu items:

- **Home**: clicking the **Home** button from anywhere within the portal will return you to the portal home page.
- **My Account**: this shows details of your account, such as your organisation's name, its OSV number and the name of your HIQA case-holder.
- **Submit Notification**: this is the area where you will submit notifications (see Section 10 of this manual, 'Submitting a Notification').
- **Draft Notifications**: raft notifications can be accessed here.
- **Notification History**: all notifications previously logged on the portal for that organisation can be viewed here.
- **Change Password**: this section allows you to change your password and or security questions (see Section 8 of this manual to find out how).
- **Manage Sub Accounts**: this menu item and page are only visible to super-users. Section 15 of this manual, 'Advanced Section for Super-User accounts', provides further information on using this page.
- **Help**: the help page of the portal provides the most up-to-date list of the notifications which can be submitted via the Provider Portal.

10.   Submitting a notification

To submit a notification on the portal, click on the **Submit Notification** menu item on the left-hand side of the main portal screen.
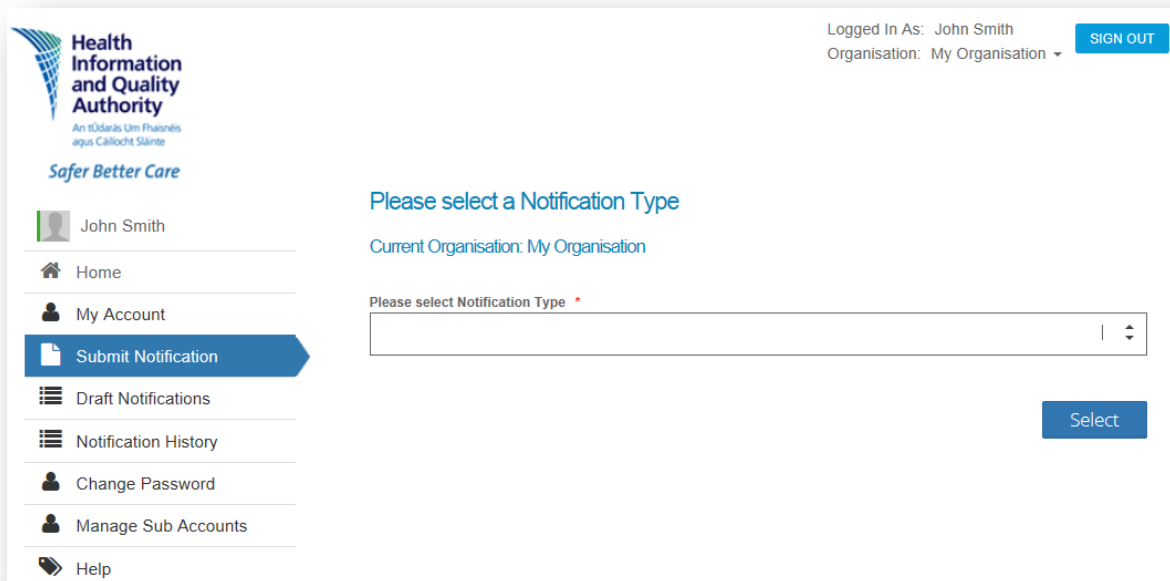
- on the page which opens, you will see your current organisation at the top of the screen. If you are associated with multiple organisations, you <u>must</u> ensure that the correct organisation is selected for the notification you are submitting.
- click in to the drop-down list of 'Notification Types' and select the particular notification you wish to submit (e.g. NF02 for the outbreak of an infectious disease).
- click the **Select** button.
- this will open a notification form ready to be filled out, with the reference number for the notification at the top of the screen.
- fill in the fields on the form as required.

Submit Notification - A/R: HIQA House (NOT-0088166)

Annual Return

For help completing this notification form, please read our statutory notification guidance document which is available on our website's resource centre.

I declare that the total number of residents accommodated at the designated centre on *

Please select...

Enter number here *

State number in words *

Save Draft   Submit

Go to Draft Notifications

There is a character counter for each text field. As you start to type the character counter will count down the number of characters left.

Name of Person who was absent *

200 character(s) left

Name of Person who was absent *

John Smith

190 character(s) left

- when you have completed the form, click the **Submit** button at the bottom of the page.
- a message will appear confirming that your notification has been submitted successfully. The reference number will also be displayed.

Notification NOT-0087728 Submitted Successfully!

Please note: once you click **Submit**, the form has been sent to HIQA and cannot be edited. Should you need to edit the details on a form which has already been submitted via the portal, please contact the Notifications Team at HIQA on notify@hiqa.ie.

11. Draft notifications

You can save a draft of the notification you are completing:
- scroll to the bottom of the screen.
- click on the **Save Draft** button.

To access the draft notification at a later stage:
- go to the home page.
- click on the 'Draft Notifications' tab.

You will see a list of your draft notifications.
- double click on the notification you wish to open.
- this will bring you to the submit notification screen.
- you can edit and submit the form from here or save another draft.

Draft notifications that have not been submitted **three days after** the draft has been saved will expire and you will no longer be able to access them.
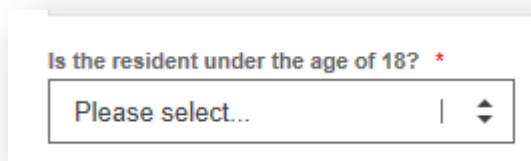
12. Guidance on the field types

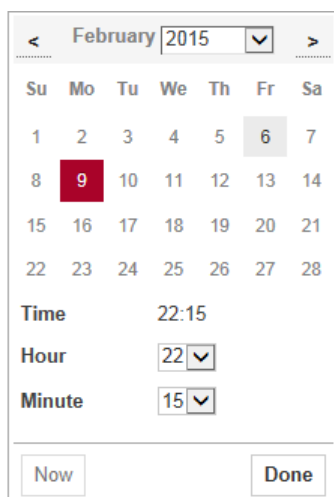- **Mandatory** fields are marked with a red asterisk and must be filled in. If you try to submit a notification in which a mandatory field has been left blank, the system will stop you and flag the empty field.

- **Date and Time** fields: these are different to the standard **Date** fields, for example, the 'Date & time of alleged abuse' on an NF06 form. Here, you can enter both the date and the time in one field. To do this:

  - click in to the field and the calendar will display.
  - select the date.
  - click in to the 'Hour' field to select the hour (e.g. 22), followed by clicking in to the 'Minute' field to select the minute (e.g. 15)
  - once the correct date and time have been selected, click on **Done** to close the calendar pop-up.
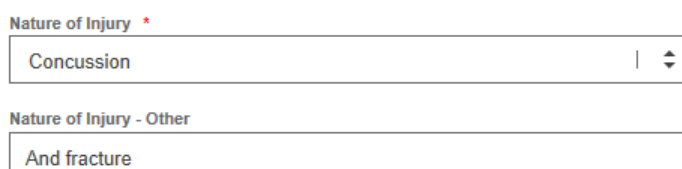

- **Multiple answer** fields: Whenyou need to select more than one option from a drop-down field (e.g. on the 'Nature of Injury' field in an NF03, you may wish to advise that the resident sustained a concussion <u>and</u> a fracture):
  - select one of the relevant items in the drop-down field, then
  - tuse the 'Other' or 'Details' field underneath to choose the additional information. Another example of this is the 'Type of alleged abuse' field in an NF06.
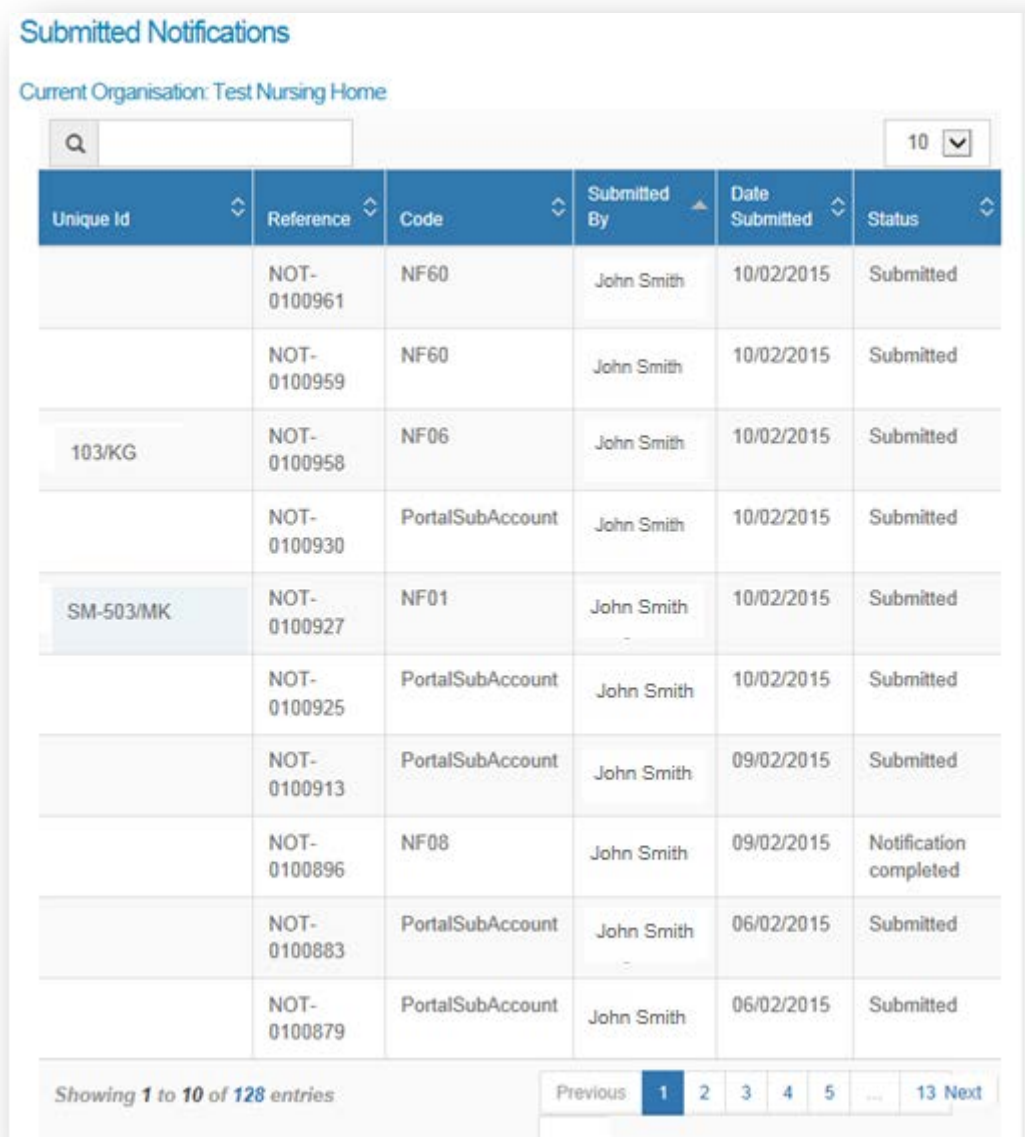
13.   Notification history

Once a notification has been submitted via the portal, it will be visible in the 'Notification History' list on the portal. To access this list, click on the **Notification History** menu item in the list on the left-hand side of the portal.

This will take you to the 'Notification History' screen, where you will be able to view all notifications logged via the portal for that organisation by all users..

To view the details of any of the records in this list, click on the relevant notification number (or anywhere along that line) and the record will open. The record will show all of the details as submitted. It is important to note that these forms cannot be edited once they have been submitted, so if a change needs to be made to a notification, please contact notify@hiqa.ie.

Visible notifications:

The default number of notifications you can view on this screen is 10. If you wish to increase the number of items you can view, simply click on the drop-down field at the top right-hand corner of the list and select a higher number.

If there are more notifications in the list than are visible on one screen, they will appear on multiple pages, which can be accessed by clicking on the page numbers at the bottom of the list).

The columns in this list are sorted by the 'Reference' column, which contains the reference number. To sort the list by any of the other columns, for instance by Notification Type (the Code column) or by date (the Date Submitted column), click on that column's heading and the list will re-sort by that column. Clicking on the column heading once sorts the list from A-Z; click on it again if you would like the list to be sorted Z-A.
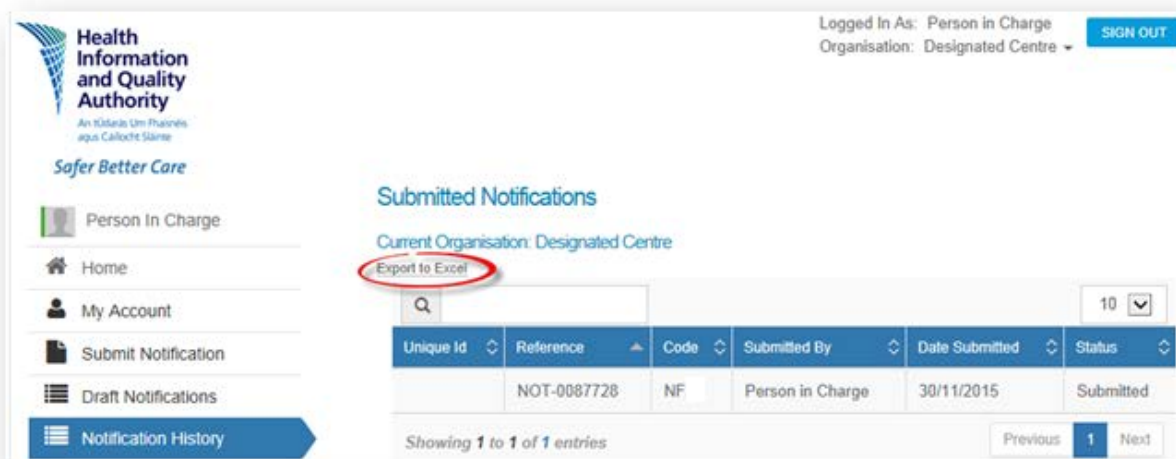
Search:
There is a search option on this page which allows you to search for a particular record or records.

Click in to the search field and type in your search query. This might be the resident's ID (or part of it), the notification number (or part of it), the notification type, the name of the person who submitted it, or the date it was submitted online.

Exporting notification history:

You can export a list of notifications submitted by clicking on the export button.

14.   Printing or downloading a submitted notification

You can print or download submitted notifications via the 'Notification History' page.

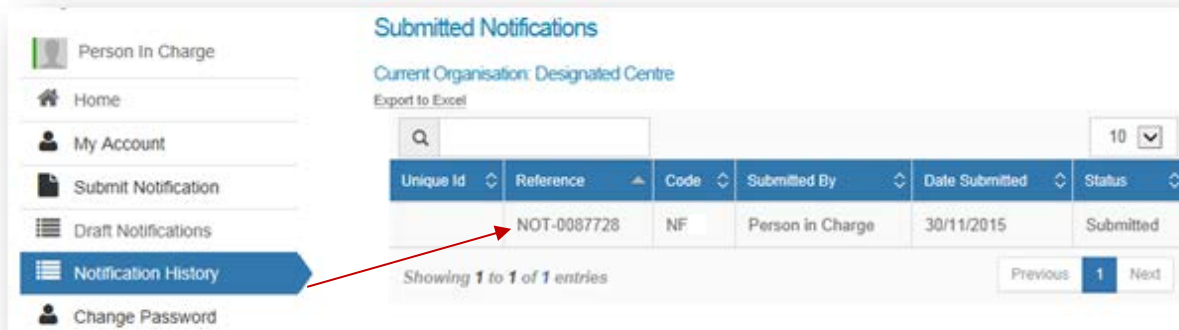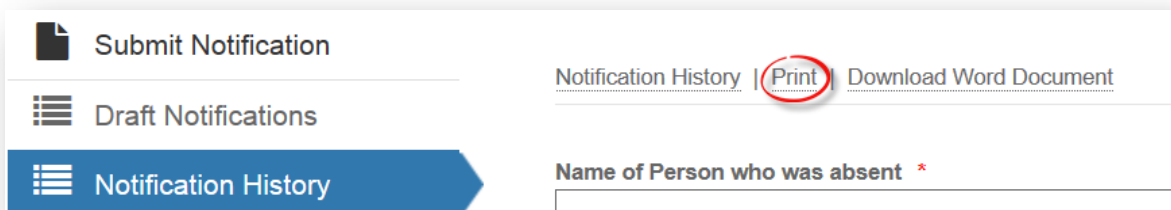Click on the notification you have submitted.
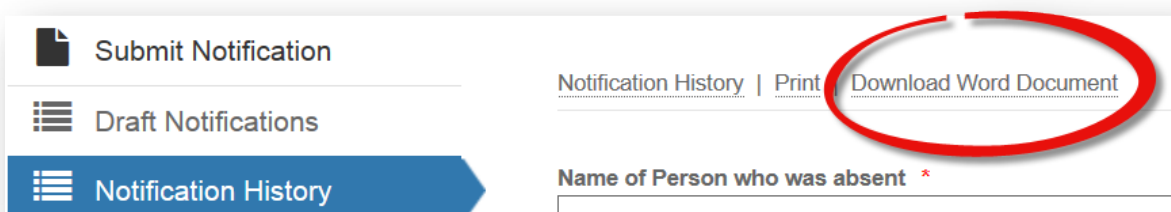
Click on **Print** to print your notification.

Click on **Download Word Document** to download a Microsoft Word version of the notification form submitted.

15.   Advanced section for super-user accounts

Each designated centre has one super-user account, and up to five additional sub-user accounts.

Like sub-users, super-users of the Provider Portal can submit/view notifications; however, they can also activate/deactive sub-user accounts.

To manage user accounts, click on the **Manage Sub Accounts** menu item on the left-hand side of the portal screen (this option will only be visible to super-user accounts; sub-user accounts will not be able to see it).

Manage sub accounts:
On entering the 'Manage Sub Accounts' screen, a list of the current sub-accounts for that designated centre will be visible.

Search sub accounts:
The 'search' field on this screen can be used to search for sub-accounts. To do so, fill in all or part of any of the fields visible on that screen, e.g. name or email address.

Request new user account (or sub-account):
- click on the **Request New Sub-Account** button at the top of the 'Manage Sub Accounts' screen.
- fill in the relevant fieldsto submit a request for a sub-account for a user.
    - First Name: enter the first name of the user you are requesting the account for.
    - Last Name: enter their last name.
    - o Email Address: enter the email address of the user you are requesting the account for.
    - o Stakeholder ID: If known, enter the Stakeholder ID of the user you are requesting the account for.
    - o Date of Birth: Enter their date of birth.
- Click the **Submit** button and the reference number for your request will appear.
- As with requests for any account, the details must be verified by HIQA. Thethe user will then be sent an email asking them to validate their new username and to select a password. (See 'What to do when your account has been set up by HIQA' in Section 4 of this manual, Registering as a user of the Provider Portal').

To deactivate a sub-account:
- click on the sub-account name on the 'Manage Sub Accounts' page.
- click the **Deactivate Sub-Account** button.
- you will see a message confirming that your request has been submitted.
- when you click **OK** on that message you will be returned to the 'Manage Sub Accounts' page, and the account you deactivated will now be gone from the list of sub-accounts. The user in question will no longer be able to log in to the portal.

16.   Frequently asked questions

Access to the portal:
- do I need to install or upgrade anything on our computers to run this?
  No, you just need to have access to the Internet; you don't need to install any other software. The Provider Portal is supported by all main Internet browsers.

- do I have to be on my work PC or can I access the Provider Portal from home?
  You can access the Provider Portal from anywhere onceyou have access to the internet; however, you will always need to use your username and password to log in, regardless of your location.

User accounts, login and passwords:
- what should I do if I forget my username?
  Typically your username is your email address. If this doesn't work, please email us at [portalsupport@hiqa.ie.](mailto:portalsupport@hiqa.ie)

- what if a user at our organisation leaves?
  If a sub-account user leaves, it is the responsibility of the super-user to deactivate their portal account (for the steps to take to do this, please see Section 14 of this manual).
  If the Person in Charge or Registered Provider Nominee leaves, a statutory notification must be submitted to HIQA.

- what if we need more than five sub-users?
  Five is the maximum number of sub-accounts which can be set up for any designated centre (in addition to one super-user account). If five sub-accounts have been set up for a particular designated centre, and a sixth person requires access, the super-user must deactivate one existing sub-account and request a new one for the new person.

- some of our staff share the same email address; how do we register them as users?
  Each user of the Provider Portal will have their own username, and will therefore require a unique email address. Multiple users cannot register with the same email address.

- how often will I need to change my password?
  Passwords will need to be changed every 90 days.

Notifications:
- Can I view all notifications submitted via the portal in the past??
  Only notifications submitted via the portal for your designated centre will be visible in the 'Notification History' section of the Provider Portal. Notifications submitted by post or fax before you began using the portal will not be visible. All notifications submitted via the portal can be viewed; there is no upper limit.

- how do I know if the notification I raised has gone through successfully to HIQA?
  The Notification History section will only display successfully submitted notifications.

- can I edit a notification once I have submitted it?
  Once a notification has been submitted, you cannot edit it via the Provider PortalShould you need to update the details on a submitted notification, please contact notify@hiqa.ie with the details, including the relevant notification number from the portal (such as NOT-0100123).

- what if I don't know the exact date of the event (e.g. date of death)?
  When submitting a notification to HIQA, we request that you give as much information as possible. However, for situations where the date of an event is unknown, the date fields are optional.

Enhancements to the Provider Portal communicated at recent provider seminars:

- are Portal Changes available now?
  It is envisioned that registration notification forms will be available by February 2018. Providers will be notified as soon as any new functionality has been made available on the portal.

- i have provider nominee access to the Provider Portal. I will no longer be able to access the portal with effect from 31/03/2018. What do I need to do?
  We will contact providers who have a provider nominee as their portal super-user in early 2018 to make alternative super-user arrangements with them.

  - If you are currently a super-user in the role of provider nominee, you can continue to be a super-user in the role of person participating in management (PPIM) if you are an existing PPIM or your NF31 has been processed by 31/03/2018.
  - If, on the other hand, arrangements are made for a different super-user to be put in place for your centre or centres, that super-user will be able to set you up as a sub-account user.

- can I attach a document?
  Uploading documents via the Provider Portal for notifications associated with person-in-charge and persons participating in management will be rolled out early in 2018. Providers will be notified as soon as any new functionality has been made available on the portal.

- can I submit my quarterly notifications via the portal?
  Functionality to allow quarterly notifications to be submitted via the Provider Portal will come into effect for Q1 2018 notifications, to be submitted to HIQA during the month of April 2018. Providers will be notified as soon as any new functionality has been made available on the portal.

General:
- what should I do if I have a question on how to use the Provider Portal?
  Please email us at portalsupport@hiqa.ie.