

Provider Portal — user guide for Providers

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1. Introduction

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

The Registered Provider is responsible for submitting notifications under the Registration regulations. The Person in Charge (PIC) is responsible for submitting notifications under the care and welfare regulations and the care and support regulations. The Provider Portal allows for the online submission of regulatory 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- up-to-date: the forms on the Provider Portal will always be the most up-to-date versions, removing the chance of out-of-date forms being submitted.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 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, 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). Notifications submitted before the portal came into operation are not available to view.
- submit notifications for more than one organisation/designated centre where relevant.

Provider log-in

To facilitate the availability of registration notifications via the Provider Portal, we have introduced a Provider level portal log-in. Only users with a Provider log-in will be able to submit registration notifications, and view previously submitted registration notifications using the portal.

If you would like to register for a Provider level portal log-in account¹, please register by clicking on the **Login** option at the top of the HIQA website <http://www.hiqa.ie> and then clicking the **Register Account** button. Please be aware that a super user cannot set up a Provider log-in.

What is Provider access?

Provider access will enable you to submit:

- registration notifications for the Provider,
- registration notifications for the designated centre,
- three day monitoring notifications,
- quarterly and nil return monitoring notifications.

Who can have Provider access?

Provider access can be granted to any **Provider role** that you have identified to us through an application form or a notification form. Provider roles will depend on the Provider entity type, that is, a company, partnership, unincorporated body, individual (sole trader). Please use the following table as a guide to Provider roles that can be enabled for portal access.

| Provider entity | Provider role type |
|-----------------|---|
| Company | Company director, chief executive, company secretary, chairperson |
| Partnership | Partners in the partnership |

| Provider entity | Provider role type |
|--------------------------|---|
| Unincorporated body | Committee member, trustees, chairperson or manager of the body |
| Individual (sole trader) | Individual person carrying on the business of the designated centre |

There is **no limit** to the number of Provider roles that can access the Provider portal. For example, if there are five company directors and you have requested Provider access for each company director, we will enable Provider access for those five directors.

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

3/2 day Notifications:

- **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 (Disability only)
- **NF03** Notification of any serious injury/incident to a resident (Older persons only)
- **NF05** Notification of any unexplained absence of a resident
- **NF06** Notification of any allegation, suspected or confirmed, of abuse of any resident (Disability only)
- **NF06** Notification of alleged or confirmed abuse of any resident (Older persons only)
- **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 (Disability only)
- **NF08** Notification of any occasion where the Registered Provider becomes aware that the Person in Charge is subject to review by a professional body (Older persons only)
- **NF09** Notification of any fire, loss of power/heating/water, or unexplained evacuation (Disability only)
- **NF09** Notification of any fire, loss of power/heating/water, or unexplained evacuation where residents could not immediately return to the designated centre (Older persons only)

Quarterly Notifications

- **NF39 (A-E)**
 - **A** any occasion of the use of restraint,
 - **B** any fire alarm activation,
 - **C** recurring pattern of theft or burglary,
 - **D (older persons)** any death other than reported on an NF01
 - **D (disability services)** Any injury to a resident that did not require notification within 3 days
 - **E (older persons)** any pressure ulcer (category 2 or higher) sustained by a resident.
 - **E (disability services)** Any death(s) other than those notified under NF01

Registration Notifications

- **NF30 A** Change of the Person in Charge
- **NF30 B** Absence of the Person in Charge (longer than 28 days)[42 Days in case of older persons]

- **NF30 C** Return of the Person in Charge (following an absence)
- **NF31** Change of Person Participating in Management
- **NF60** Declaration of occupancy
- **AR** Annual return

Provider level Registration notifications

- **NF32** Change to the Ownership of a Body Corporate
- **NF33** Change of company personnel and/or company contact information
- **NF36** Change of partner and/or partnership contact information
- **NF37** Change to the unincorporated body and/or contact information

Submitting prescribed information through Portal

Portal now has an upload facility for prescribed information for **NF30A, NF30B and NF31 Notifications**

Within 2 working days of submitting this notification form, you will receive an email from us informing you that the prescribed information document upload facility is available to you in Portal. This means that you will be able to upload the prescribed documents associated with this notification. For more information please read our prescribed information handbook available on HIQA website; <https://www.higa.ie/reports-and-publications/guide/registration-prescribed-information-handbook-0>

Notifications that are to be submitted by hard copy only

- **NF35 (non- portal)** Ceasing to carry on the business of the designated centre and close the centre.

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 to Provider Portal** 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. There is a limit of **one** super-user per designated centre; super-user access can be granted to a person with one of the following roles at the designated centre:

1. Provider (as per Provider role type guidance)
2. Person in charge
3. Person participating in management

- The **Super-User** 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 deactivate a user.

Please note: The Superuser is responsible for deactivating portal access for any administrator who has left the Centre. Failure to do so may result in this person accessing notification history for the Centre should they be employed by another HIQA registered Provider. The Provider is required to notify HIQA of any change of personnel i.e. Person in Charge or Person Participating in Management via the NF30 forms or NF31 forms. This will ensure that HIQA can deactivate access to Portal for these roles.

- **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. Only monitoring (Care & Welfare) notifications will be able to be submitted. A user account will be created for them by a super-user.
- **Designated Administrator:** a designated administrator, as an authorised person to act on behalf of the Registered Provider of the Designated Centre, can also submit notifications under the Care and Welfare Regulations. The Superuser or the Authorised signatory can approve this persons access, by registering the person via the HIQA website.

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).

The image shows two screenshots of the HIQA Provider Portal. The left screenshot is the login page, titled 'HIQA Provider Portal', with a 'Sign In' section containing fields for 'User name' and 'Password'. A red circle highlights a link 'Need to register?' and a button 'REGISTER ACCOUNT' at the top right. The right screenshot is the 'Registration' form, which includes fields for 'First Name', 'Last Name', 'Email Address', 'Organisation Name', 'Registered Provider Name', 'Role' (a dropdown menu), and 'Centre ID Number (OSV)'. Below these fields is a checkbox for 'I agree with the Terms and Conditions', a CAPTCHA image showing the string '7HY5S5', and a 'Register' button at the bottom right.

- 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
 - Centre ID Number (OSV): enter your OSV number
 - Registered Provider Name: enter the name of the registered Provider
 - Role: select your role from the drop-down list;
Provider
Person in charge – Super user
PPIM - Super user
Provider - Super user
- 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.

Registration

First Name *

John

Last Name *

Smith

Email Address *

j.smith@myorg.ie

Organisation Name *

My Centre 1, My Centre 2, My Centre 3

Registered Provider Name

My Organisation Limited

Role *

Person In Charge (PIC)

Centre ID Number (OSV)

123, 456, 789,

☒ I agree with the [Terms and Conditions](#)

X1A4NM

Please enter the characters as shown above:

X1A4NM

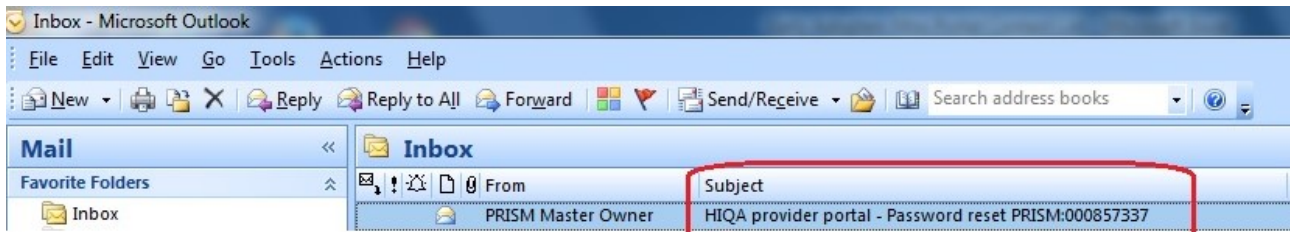
Register

Enter the name of each designated centre here.

Please enter the centre ID Number (OSV) for each designated centre

The maximum number of 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.



The image shows a 'Sign In' form. At the top, the text 'Sign In' is displayed in blue. Below it, there are two input fields. The first field is labeled 'User name' with a red asterisk to its right. The second field is labeled 'Password' with a red asterisk to its right. Below the password field, there is a link that says 'Forgot Password' in blue, underlined text. At the bottom of the form, there is a blue button with the text 'Sign in' in white.

- 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. 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.

Sign In

User name *

Password *

[Forgot Password](#)

Sign in

HIQA Provider Portal Forgot Password

User name *

CM8ANS

Please enter the characters as shown above:

 ×

Submit

You will receive a notification advising you that you will receive an email with a link allowing you to reset your password.

HIQA Portal

You will shortly receive an email with a link allowing you to reset your password.

- 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.

HIQA Provider Portal

Validate Registration

User Name *

Validate

- enter your user name
- click validate

You will then be brought to the following page.

HIQA Portal

Set Password

Please enter a suitable password for use with your HIQA Portal Login.

Upon entry of a password, you will be re-directed to the Logon page where you can use your new password to login.

Password guidelines:

- Don't use common words or your email address, these are easy for others to guess.
- Try not to use a password that you use on other sites
- Please enter a password with at least 6 and no more than 50 characters.
- Use both lower and upper case characters, and use at least one number and one symbol.
- Your password also must not match any of your 3 previous passwords.

Password *



Confirm Password *



Set Password

- enter your new password.
- confirm the password.
- click the **Set password** button.

You will be directed to the login screen where you can sign in with your username and your new password.

The following screen will confirm that you have successfully changed your password.

HIQA Portal

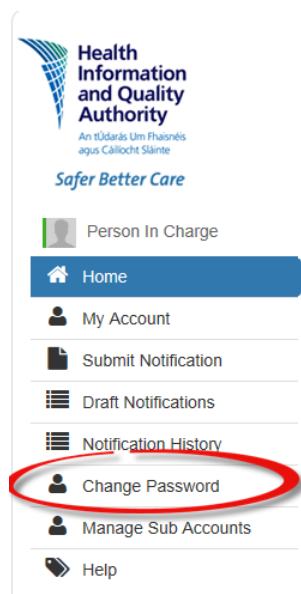
Welcome to the HIQA Portal

To Login simply enter your Username and Password and click on the Sign in button.

7. How to change your password

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.

Change Password

Password

Current password *

Password guidelines:

- Don't use common words or your email address, these are easy for others to guess.
- Try not to use a password that you use on other sites
- Please enter a password with at least 6 and no more than 50 characters.
- Use both lower and upper case characters, and use at least one number and one symbol.
- Your password also must not match any of your 3 previous passwords.

New password *



Confirm password *



Submit

- enter your current password
- enter your new password
- re-enter your new password
- click the **Submit** button.

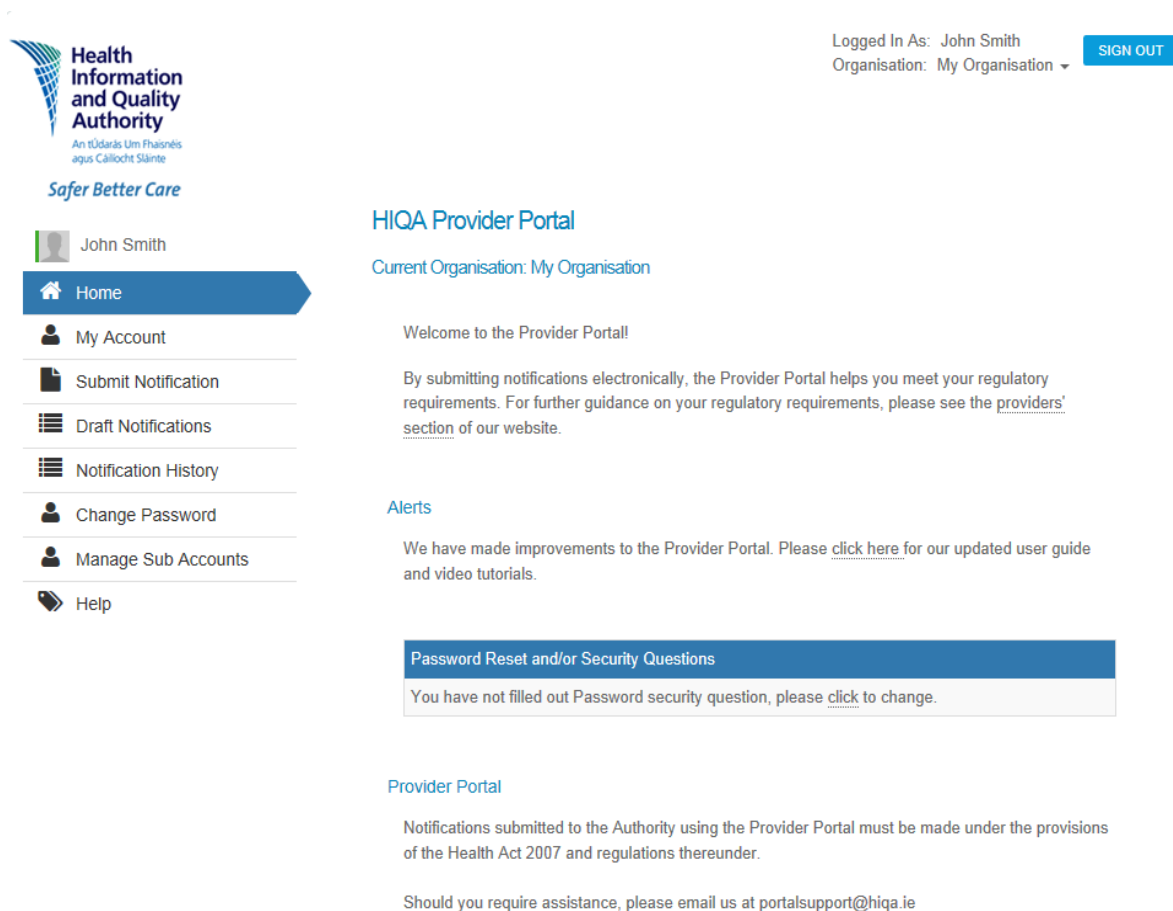
Confirmation that your password has been successfully changed will appear with a link to the Home page.

Your password has been successfully changed.

Go to [Home page](#)

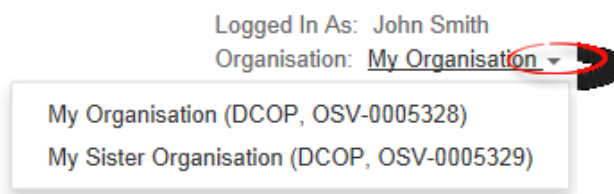
8. Layout

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 menu 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:** draft 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
- **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.

9. 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.

Health Information and Quality Authority
An tÚdaráis Um Fhaisnéis agus Cállocht Sláinte
Safer Better Care

Logged In As: John Smith
Organisation: My Organisation **SIGN OUT**

John Smith

Home

My Account

Submit Notification

Draft Notifications

Notification History

Change Password

Manage Sub Accounts

Help

Please select a Notification Type

Current Organisation: My Organisation

Please select Notification Type *

Select

- 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 must 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.

For Registration notifications, only those with a Provider log-in will be able to submit them – that includes (NF30, NF31, NF32, N33, NF36, NF37) notifications. If you are submitting Provider level notifications; please ensure you are logged in at **Provider** level to access.

Otherwise log in under organisation for all other notifications.

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

10. 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.

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](#)

To access the draft notification at a later stage:

- go to the home page.
- click on the 'Draft Notifications' tab.

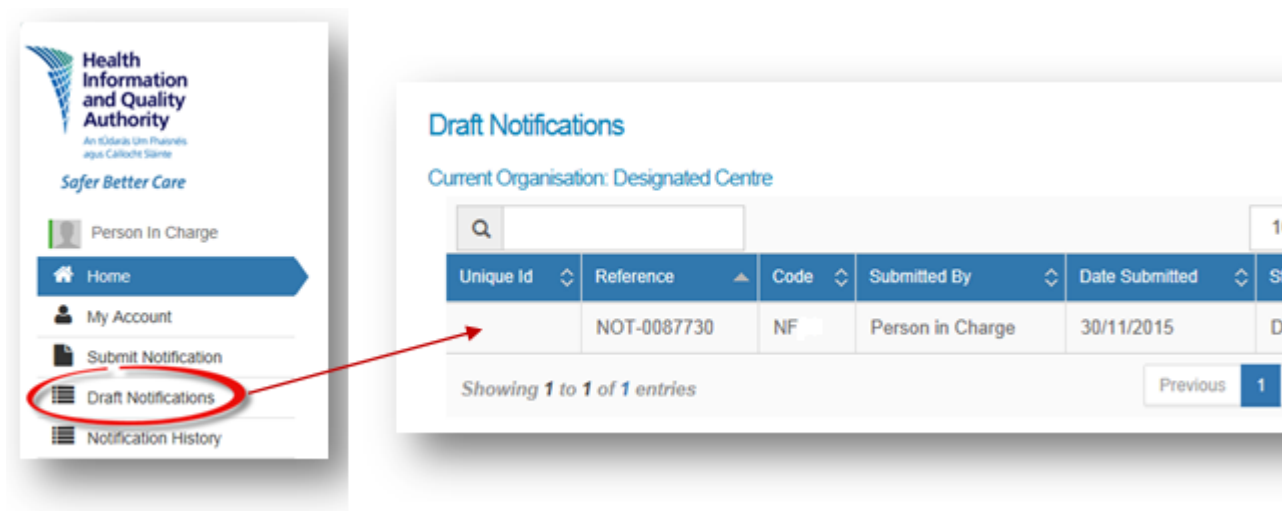
You will see a list of your draft notifications.

- 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 monitoring notifications that have not been completed and submitted within **three working days** will expire and you will no longer be able to access them.

Quarterly notifications that have not been completed and submitted within the quarter will expire and you will no longer be able to access them.

Registration Notifications that have not been completed and submitted within eight weeks will expire and you will no longer be able to access them.



11. 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.

Is the resident under the age of 18? *

Please select...

- **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.

February 2015

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |

Time 22:15

Hour 22

Minute 15

Now Done

- **Multiple answer** fields: When you 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 and a fracture):
 - select one of the relevant items in the drop-down field, then use 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.

Nature of Injury *

Concussion

Nature of Injury - Other

And fracture

12. Notification history

Once a notification has been submitted, 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.

Monitoring notifications will be visible to all users, but Registration notifications will only be visible to those with Provider log-in access.

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

Submitted Notifications

Current Organisation: Test Nursing Home

Q

10

| Unique Id | Reference | Code | Submitted By | Date Submitted | Status |
|-----------|-------------|------------------|--------------|----------------|------------------------|
| | NOT-0100961 | NF60 | John Smith | 10/02/2015 | Submitted |
| | NOT-0100959 | NF60 | John Smith | 10/02/2015 | Submitted |
| 103/KG | NOT-0100958 | NF06 | John Smith | 10/02/2015 | Submitted |
| | NOT-0100930 | PortalSubAccount | John Smith | 10/02/2015 | Submitted |
| SM-503/MK | NOT-0100927 | NF01 | John Smith | 10/02/2015 | Submitted |
| | NOT-0100925 | PortalSubAccount | John Smith | 10/02/2015 | Submitted |
| | NOT-0100913 | PortalSubAccount | John Smith | 09/02/2015 | Submitted |
| | NOT-0100896 | NF08 | John Smith | 09/02/2015 | Notification completed |
| | NOT-0100883 | PortalSubAccount | John Smith | 06/02/2015 | Submitted |
| | NOT-0100879 | PortalSubAccount | John Smith | 06/02/2015 | Submitted |

Showing 1 to 10 of 128 entries

Previous

1

2

3

4

5

...

13 Next

To view the details of any of the records on 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@higa.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.

Health Information and Quality Authority
An tArdán Uimhuiríais agus Cállocht Sláinte
Safer Better Care

Logged In As: Person in Charge
Organisation: Designated Centre [SIGN OUT](#)

Submitted Notifications
Current Organisation: Designated Centre

[Export to Excel](#)

Search: 10

| Unique Id | Reference | Code | Submitted By | Date Submitted | Status |
|-----------|-------------|------|------------------|----------------|-----------|
| | NOT-0087728 | NF | Person in Charge | 30/11/2015 | Submitted |

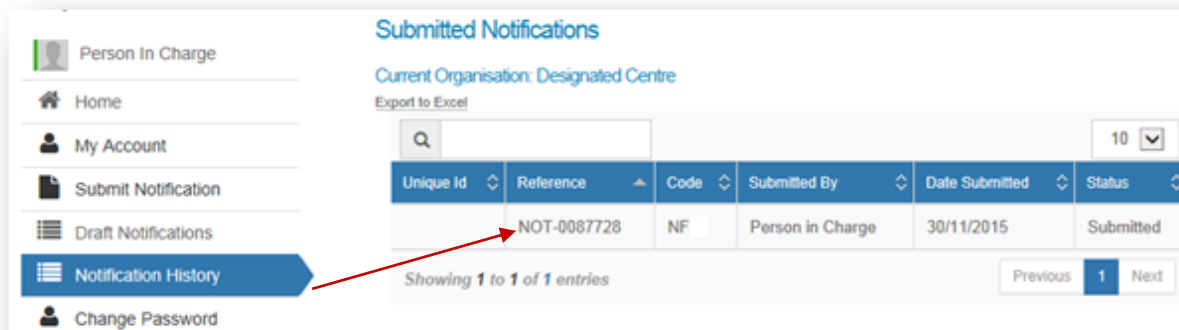
Showing 1 to 1 of 1 entries

Previous 1 Next

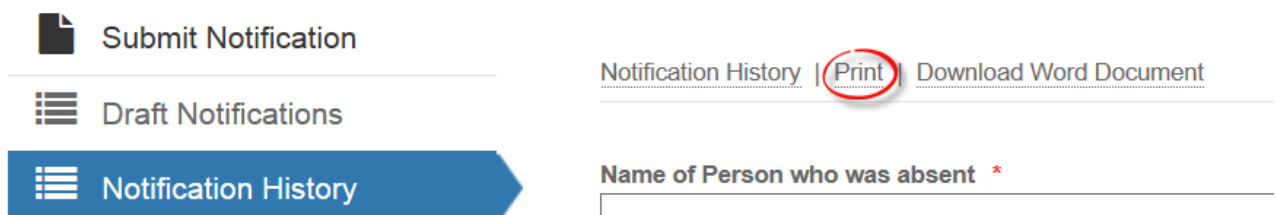
13. Printing or downloading a submitted notification

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

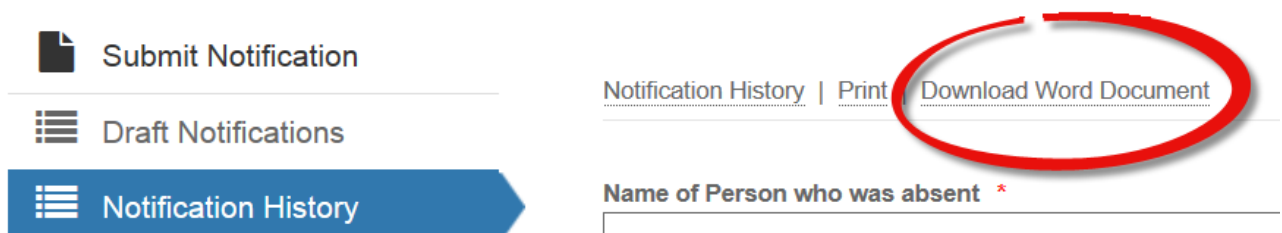
Click on the notification you have submitted.



Click on **Print** to print your notification.



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



14. 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/deactivate 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).

The screenshot displays the 'Manage Sub Accounts' interface. On the left is a sidebar with the HIQA logo and navigation links: Home, My Account, Submit Notification, Draft Notifications, Notification History, Change Password, **Manage Sub Accounts** (highlighted), and Help. The top right shows the user is logged in as John Smith from 'My Organisation' with a 'SIGN OUT' button. The main content area is titled 'Manage Sub Accounts' and shows 'Current Organisation: My Organisation'. It features two buttons: 'Request New Sub-Account' and 'Deactivate Sub-Account'. Below these is a search bar and a table of sub-accounts. The table has columns for Stakeholder Id, Fullname, Email Address, User Name, and Role. One entry is visible for Joe Smith. At the bottom, it indicates 'Showing 1 to 1 of 1 entries' with 'Previous', '1', and 'Next' navigation links.

| Stakeholder Id | Fullname | Email Address | User Name | Role |
|----------------|-----------|-------------------|-------------------|----------------------|
| STK-0040393 | Joe Smith | joesmith@myorg.ie | joesmith@myorg.ie | Administrative Staff |

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 fields to 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.
 - Email Address: enter the email address of the user you are requesting the account for.
 - Stakeholder ID: If known, enter the Stakeholder ID of the user you are requesting the account for.
 - 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. The 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.

15. 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 once you 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.
- 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 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?
All notifications for your designated centre will be visible in the 'Notification History' section of the Provider Portal, regardless of whether submitted by portal or hardcopy. All notifications submitted 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 Portal. Should 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.

General:

- what should I do if I have a question on how to use the Provider Portal?
Please email us at portalsupport@hiqa.ie
There are training videos available to view in relation to using Portal, please go to www.hiqa.ie and go to the Provider Guidance tab for access. They can also be accessed via the Portal log in page.
