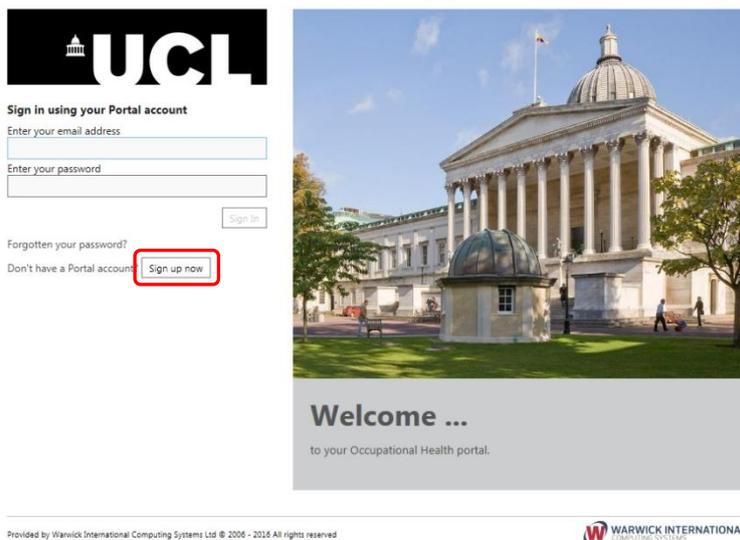


SIGNING UP ON THE OCCUPATIONAL HEALTH AND WELLBEING PORTAL

Please use Internet Explorer or Google Chrome as your web browser whenever you sign up for an account or log in to OHW Portal. Other browsers may not be fully supported by the Portal's software (Safari and Edge are not supported). If you experience any issues please let us know and we will do our best to resolve them.

1. Your School Admissions would have emailed you all the necessary information regarding the Occupational Health clearance, including the link to the OHW Portal. Such an email would also indicate that we have been passed your details by the school allowing us to set up your access to the OHW Portal.
If you have received an email from your School Admissions regarding the Occupational Health clearance, please read it carefully, then click on the link to the OHW Portal (also found in the email): <https://eopas.ucl.ac.uk/Portal/login.aspx>



Click on the 'Sign up now' button.

NOTE: *OHW Portal is a standalone system therefore you must sign up for an OHW Portal account even if you have already been given UCL 'Single Sign-on' login and password. Your UCL login and password will not give you access without prior registration on the OHW Portal.*

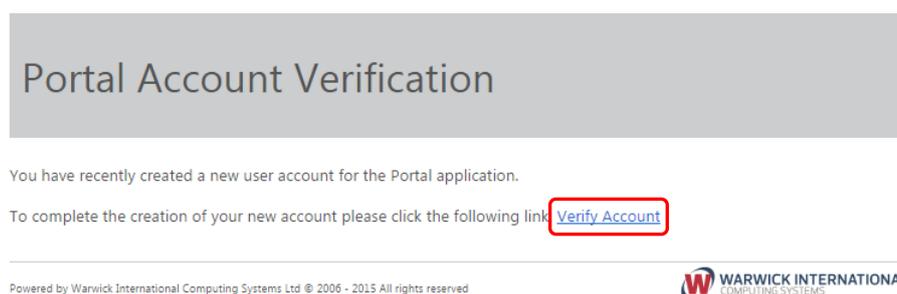
2. Enter the information as required:

- Your email address – it must be the one you have provided to UCL Admissions.
Please always use the same address whenever you log in to the OHW Portal.

- Type in a password of your choice. The password should be eight characters in length and should contain upper and lower case letters, numbers and at least one special character - for example - ! £ \$ % ^ & * () #?
- Choose a security question from drop-down menu and type in an answer.
- Finally, type in the Captcha. If the Captcha symbols are unclear, please re-load them by clicking  button or click  to listen to them. Then click on 'Continue'.

3. The OHW Portal will send you an automatic email asking you to verify your email address. If you have received the email please simply click on the link in the email.

NOTE: Depending on the security setting of your email provider, verification emails may be filtered as unwanted spam messages. If you do not receive a verification email within several minutes after clicking the 'Continue' button, please check your junk/spam folders.



4. This will automatically take you back to the OHW Portal.

NOTE: You will not be able to log in unless your email address has been verified. If you do not receive verification emails please get in touch with us. Remember to make a note of your log-in details, depending on your course you may need to log in again to upload your immunisation evidence or access self-service reports.

Congratulations! Your account on the Occupational Health and Wellbeing Portal has now been created and verified. You can now use the OHW Portal to complete your questionnaire.

CREATING AND COMPLETING A QUESTIONNAIRE

UCL

Current View
My Forms

Date Created
From: 11/08/2015
To: 11/08/2016

Completed Date
From: 11/08/2015
To: 11/08/2016

Options
Refresh Results
Create New Online Form

1. Log in to the OHW Portal. On your first login you will be offered to watch a short 'Portal Quick Guide' video. On the left hand side of your portal homepage click on 'Create New Online Form' Select the desired questionnaire from the 'Form Type' drop-down menu.

2. Please only fill in the questionnaire you have been specifically asked to complete and ensure you are selecting the correct questionnaire (as advised in the email from us or Admissions)

UCL

New Form

Form Type*
Details

Continue

Fields marked with * are required

3. Answer all the questions fully, please do not leave any questions unanswered. However, if you wish to come back to your questionnaire at a later stage you can save the progress of your questionnaire. Click 'Back' option and select save:

UCL

School of Health

1 to 5

6. Do you want to save the changes?

7. Details

8. Do you want to save the changes?

9. Details

10. Do you want to save the changes?

Online Form

Main Details

Fill Out The Form

Attachments (0)

Reports

Save Form

Delete Form

Complete

Print

Back

Message ID (14)

The changes you have made have not been saved. Do you wish to save the changes?

Yes No Cancel

Message ID (1575)

You are about to submit your questionnaire to OHW for review. If you have answered all questions fully and you wish to proceed please click: **Yes**.
Once you have submitted your questionnaire no further changes are possible.
If you wish to revisit your questionnaire to amend any information please click: **No**.
NOTE You will be unable to submit your questionnaire if you have left any questions unanswered.

Yes No

4. When you have filled in all the questions and you are satisfied with the answers provided please ensure you save (submit) your questionnaire:

a) When you reach the end of the questionnaire by clicking 'Save Form', or



b) Alternatively, by clicking 'Save Form' or 'Complete' options on the left.

5. You must ensure you have saved your questionnaire. Once successfully saved/submitted, your questionnaire status will change to 'Waiting to be accepted'.

Status	Comments	Date Create
Waiting to be acce...		Wed 31/07/20
Accepted		Fri 19/07/20

6. If the status of your questionnaire shows us 'New' it means that the questionnaire has not been saved/submitted and we will not be able to process it. Please revisit the questionnaire, fill in all blank question and save/complete as described above.

7. Once the questionnaire has been saved/submitted, no further changes are possible.

NOTE: *If you leave any mandatory questions marked with asterisk * unanswered you will not be able to save/submit your questionnaire. Please ensure the status of your questionnaire is showing as 'Waiting to be accepted'.*

Thank you for taking time to complete your questionnaire!

ATTACHING DOCUMENTS TO YOUR QUESTIONNAIRE ON THE OHW PORTAL

NOTE: *Preferable format for attachments is .pdf (with the maximum file size of 17MB), however you can also upload your documents in .tiff, .jpeg, .png or .gif.*

1. Log in to the OHW Portal. On your homepage ('Online Forms' tab) locate and open the questionnaire you wish to attach your documents to.
To open the questionnaire simply double click on it or alternately click on it once to select and then on 'Open Selected Online Form'.
2. On the navigation pane on the left click 'Attachments' and then 'Create New'

The left screenshot shows the 'My Forms' page with a table listing a questionnaire (Ref: QD19135) and a sidebar with filters and an 'Open Selected Online Form' button highlighted in red. The right screenshot shows the 'Attachments' page for the selected form, with a 'Create New' button highlighted in red.

3. Give a meaningful name to your document or leave it blank (it will be replaced by the filename later once the file is selected) click on 'Browse', select the file you wish to upload and click on 'Open'. The file is now ready to be attached.

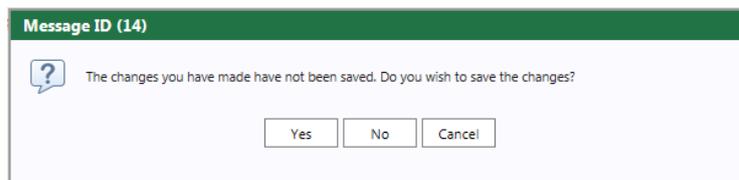
The screenshot shows the 'Attach New File' form in the UCL OHW Portal. The form has fields for Name, Comments, and Attachment Path. The 'Attach' button in the sidebar is highlighted in red.

4. Click 'Attach'. Your file will appear under the 'Attachments' section. If required, you can attach more files in the same manner as described above. Once all files are attached, please save them by clicking on 'Save Form'.

The screenshot shows the UCL online form interface. On the left is a sidebar menu with the following items: 'Online Form', 'Main Details', 'Review Form', 'Attachments (1)', 'Create New', 'Reports', 'Save Form' (highlighted with a red box), 'Print', and 'Back'. The main area displays an 'Attachments' table with the following data:

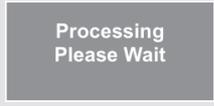
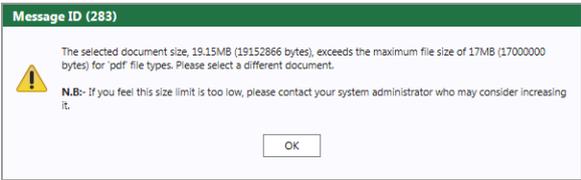
Attachment Name	Format	Size (KB)	Date Created
 My file	Rich Text	1408	Tue 12/12/2017 16:57:11

5. If you need to discard the attached file(s), for instance if a wrong file has been selected, click on 'Back' and click on 'No' when you are offered to save the changes.



NOTE: *If you do not have access to a scanner and wish to provide smartphone photographs of your document(s) you must ensure the resulting images are of adequate resolution to view on a PC monitor and are READABLE. OHW will not be able to proceed with your clearance until readable files are supplied. Prior to taking photographs of your documents please ensure your smartphone camera's settings are set to the maximum resolution.*

TROUBLESHOOTING COMMON PROBLEMS

	<p>If clicking on 'Create New Online Form' results in the page being frozen with just this message appearing, then your browser (especially Safari) is not compatible with the OHW Portal Software. Please try again accessing the OHW Portal using preferably Internet Explorer, or Google Chrome</p>
<p>Unfortunately, it is not possible to sign up for the Portal with an e-mail address that has not been pre-registered. If the problem persists please contact the Occupational Health and Wellbeing team on tel: 020 7679 2802.</p>	<p>It is not possible to sign up on the OHW Portal unless we have a valid record for you in our main database. This error message appears when: 1) we have not created your record yet because your School Administration (if you are a student) has not provided your personal details to us, or 2) You have a record but you are using an email address different to which we hold in your record. If you are new to UCL please contact your School Administration. If you have previously used OHW services, please contact OWH Department directly.</p>
<p>The password provided is invalid. Please enter a valid password value.</p> <p><input type="button" value="Continue"/> <input type="button" value="Cancel"/></p>	<p>When signing up for the first time: please ensure your password is at least six characters in length and contains upper and lower case letters, numbers and at least one special character, such as ! @ # £ \$ %</p> <p>If you already have an account but cannot remember your password please follow the procedure below to reset the password</p>
<p>An account for that e-mail address already exists. Please enter a different e-mail address.</p> <p><input type="button" value="Continue"/> <input type="button" value="Cancel"/></p>	<p>This error message appears when an attempt to sign up is made again for an OWH Portal account which already exists for this email address. Please log in to the OHW Portal or reset your password if you cannot remember it.</p>
<p>Verification email not received</p>	<p>Depending on security settings of your email provider/mail server emails from us may get filtered out by spam filters. If you do not receive a verification email within a few minutes after clicking the 'Continue' button, please check your junk/spam folders. Outlook.com for instance has quite strict spam rules if that is the case for you please contact us and we will register an alternative email address (Gmail, Hotmail, Yahoo etc) as your Portal account</p>
	<p>The pdf file you are trying to attach exceeds the set limit of 17Mb. Please split the file into a few smaller files and attach them again. If you need any assistance with your attachments please contact the OHW Department</p>

PLEASE NOTE:

- Your account will be suspended after five unsuccessful attempts to log in. You will be sent an email informing you that your OHW Portal account is locked. Please reset your password as detailed below.
- Passwords are valid for 60 days. Please change it before it expires:
 - 1) Log in to the OHW Portal. Click on the 'Settings' tab
 - 2) In the Options pane on the left hand side please select 'Change Password', type in your current password followed by your new password in to the form. Finally, click 'Save Changes'



- If you cannot remember your password and your answer to the security question, please get in touch and we will reset your account for you. In this case, you will need to register on the OHW Portal once again (you completed questionnaire is unaffected).
- Portico, the UCL Student Information Service and Occupational Health and Wellbeing Portal are TWO COMPLETELY DIFFERENT SYSTEMS. If you need assistance with Portico please contact Portico Helpdesk <http://www.ucl.ac.uk/srs/portico/helpdesk>
- If you have a problem with your OHW Portal and you wish to contact us please include screenshot(s) of any onscreen error messages or issues you are experiencing in your email. To take a screenshot please press 'Print screen' (may be abbreviated to 'Prt Sc') key on your keyboard or use screen capturing software (e.g. 'Snipping Tool')
- Please make sure you do not save your questionnaire unless you are completely satisfied with your answers. Once you have saved your questionnaire it is not possible to make any further changes to the answers given. If you think that you should have answered some questions differently please inform the Occupational Health Practitioner during your appointment. If you create and save a duplicate questionnaire, Occupational Health will not review it and your appointment may be postponed.

RESETTING YOUR PASSWORD

If you need to reset your forgotten password, please follow the steps below.



Sign in using your Portal account

Enter your email address

Enter your password

Forgotten your password?

1. Navigate to your OHW Portal Homepage. Click on the 'Forgotten your password?' link.



Reset Your Portal Account Password

Enter your email address

Enter your surname

Enter the captcha text shown below

2. The password reset form will appear. Type in your email address and your Surname, followed by the Captcha symbols. If it is unclear what Captcha symbols are currently being displayed, please re-load the Captcha by clicking  or click  to listen to it.

Click the 'Continue' button.



Reset Your Portal Account Password

Please enter the Security Question answer which you supplied when registering your Portal account

Security Question
What primary school did you attend?

Enter the answer

3. Type in the answer to your Security Question. Click 'Continue' An email containing a security code will be sent to your email address. Please do not close the Portal page. Log into your inbox, locate the email and copy the security code.

4. Return to the Portal page. Please enter the received security code and your new password into the appropriate fields and click on 'Continue'.



Reset Your Portal Account Password

An email containing a Security Code to authorise the password reset has now been sent.

Please enter the received Security Code below, together with your new password.

If you cancel, the Security Code will no longer be valid and the Reset Password process will need to be restarted.

Enter the Security Code

Enter a new password

Confirm the new password

5. Your new password has been saved

Portal Account Reset Password

You have recently selected to reset the password for your Portal Account.

The security code which you need to enter to complete the reset is 822192.

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Sign in using your Portal account

Your password has now been successfully changed

Enter your email address

Enter your password

Forgotten your password?