

HHFT – Access to Records Subject Access Portal Guide

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Introduction

The HHFT - Access to Records department request portal enables patients or their authorized representatives to request and receive health records from the Hampshire Hospitals NHS Foundation Trust.

The portal is a secure and simple way to request and receive health records.

This guide is to help requesters use the portal, which can be found at <https://hhft.ams-sar.com/>. It will show you how to:

1. Create a new account, log in and navigate the portal.
2. Submit and manage health record requests.

How to create an account

Click Get Started Online”

You only need an email address and password to set up the account.



Hampshire Hospitals NHS Foundation Trust

- **Summary**
- [How to make a request](#)
- [Get Started Online](#)

If you do not already have an account click “Don’t have an account? Sign up”

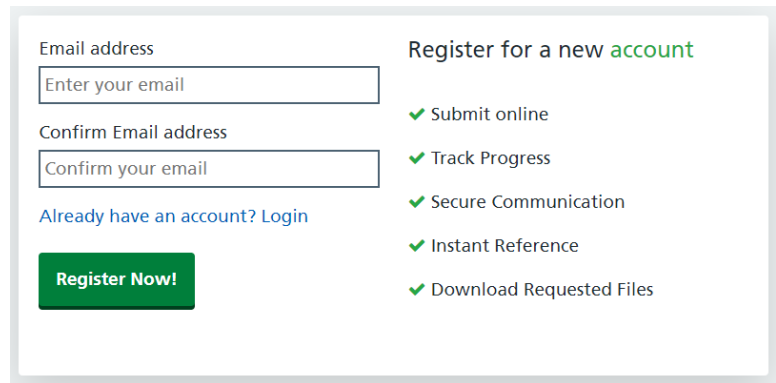
If you do have an account with us already click “Login”

 **Login**

 **Don't have an account? Sign up**

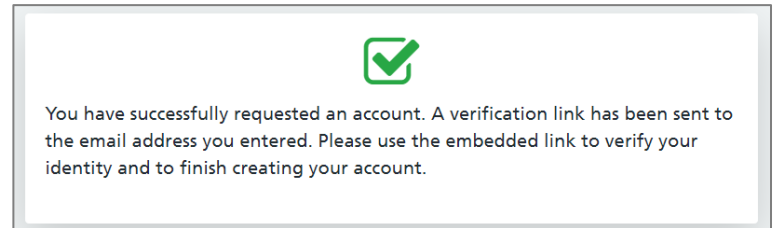
Enter in your email address and then enter it again to confirm it.

Click “Register Now!”.



The registration form is divided into two columns. The left column contains two input fields: 'Email address' with the placeholder 'Enter your email' and 'Confirm Email address' with the placeholder 'Confirm your email'. Below these is a blue link 'Already have an account? Login' and a green 'Register Now!' button. The right column features the heading 'Register for a new account' followed by a list of benefits: 'Submit online', 'Track Progress', 'Secure Communication', 'Instant Reference', and 'Download Requested Files', each preceded by a green checkmark.

A confirmation will appear that a link has been sent to your email address to allow you to complete the set up.



The confirmation message is enclosed in a box with a green checkmark icon at the top center. The text below reads: 'You have successfully requested an account. A verification link has been sent to the email address you entered. Please use the embedded link to verify your identity and to finish creating your account.'

Log in to your email account and open the email from “Sars No reply” In the email you will see a “Login” link. Click this and it will take you to the portal login page.

Enter a password for your account and then enter it a second time to confirm it then click “Set password”

You will get a message that your registration is complete.

Click the “Login to your account” link; enter your email address and password.

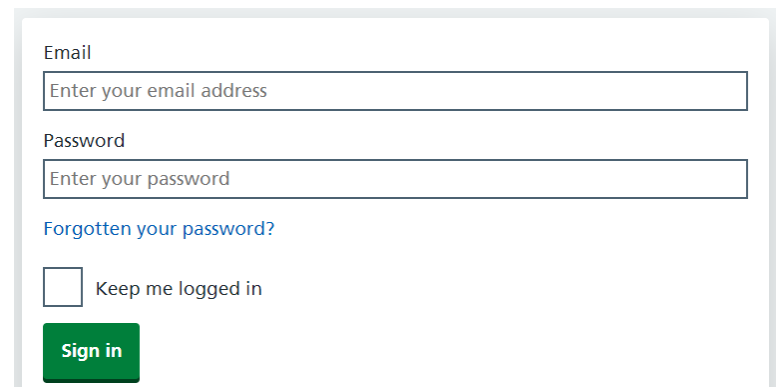
How to log into your account

Once you have an account you can use the Login link on the portal home page or go directly to <https://hhft.ams-sar.com/Account/Login>

Enter the email address and password then Click “Sign In”.

If you have forgotten our password, click the “Forgotten your password?” link.

You will be taken to your home page where you can submit a new request, manage and view existing requests and manage your profile



The login form contains two input fields: 'Email' with the placeholder 'Enter your email address' and 'Password' with the placeholder 'Enter your password'. Below these is a blue link 'Forgotten your password?' and a checkbox labeled 'Keep me logged in'. At the bottom is a green 'Sign in' button.

Managing Your Profile

This page allows you to change your

password or add two factor authentication to your account.

You can access it by either clicking either of the two “My Profile” links on the page.

In order to change your password, click the “Password” button.

On the page that opens click the “Change password” button.

Enter your existing password.

Enter your new password and confirm by re-entering it in the confirmation box.

Click the “Set Password” button.

Your Profile

Manage your profile settings, including changing password and enabling two-factor authentication.

Change Your Password

Current Password

New Password

Password

Re-enter password

Confirm Password

Re-enter password

SET PASSWORD

Click “Two Factor” to enable a second level of authentication when logging into the SAR web portal.

Once enabled you will be required to enter a unique pin code that will be sent to the registered mobile phone.

Enter a mobile phone number and click “Get code” to confirm the number.

Enable Two Factor Authentication

Mobile Number

Whenever you login, along with your username and password, you will have to enter a unique 6 digit code sent to your mobile. Please enter in the mobile number you want this code to be sent to. We will send a code to this device now to register it.

mobile number

GET CODE

How to submit a new subject access request

Click “New Request” on your home page

New Request

Submit a new subject access request online.

Click on the application type relevant to your request. There are 2 to choose from.

1. **Request** – This form is to be used by patients, solicitors, and other organisations who are requesting access to health records held by Hampshire Hospitals NHS Foundation Trust under the Data Protection Act 2018 and General Data Protection Regulation. **A consent form signed by the patient will be required.**

2. **Request** – For access to deceased patient records under the Access to Health Records Act 1990. This sets out the required ID for this request to be processed.

Click Continue at the end of each step.

To upload documents, click the square to browse your computer, and select the relevant document(s).

Click Submit at the end to send in your request.

Once you have completed your application, a confirmation page will appear which will include your reference number. You will also receive an email to confirm your application, also with your reference number.

How to respond to regarding the request

The Manage Requests section allows you to see the status of your requests.

Manage Requests

Manage and view the status of your existing requests.

When you click the manage Requests link you will see a list of your requests and, if you have many, you will be able to search for a request.

Requests are listed in columns, which are; the **Type** of application form used, the application **Reference** number, the **Name** of the patient, the date the request was **Submitted** and the current **Status** of the request, for example, if it has been completed or is currently active.

There are also two buttons at the top of the listing. The first refreshes the list of applications and their Status so you have the most up to date list.



The second opens and closes the full screen view.



A question next to a request means there is a message related to that request which you need to read and which, possibly, requires a reply. Please answer these questions as quickly as possible so as not to delay your request.



You will also receive an email if the Trust has sent you a message your request. The sender will be "Sars No Reply". We will never ask you for your password in any of these emails.

You can either log in to your portal area or, after going to the request, respond to the message or click the link in the email, then click "Login".

Enter the email address and password that you created for your account.

Click "Sign in".

An alert will appear, stating there is a question that needs your attention.

Click “Click here”.

The message will be displayed at the bottom of the page.

When you

Click on the question.

If the message is also asking you to upload a document, a square will appear.

Click the square to browse your computer, and select the relevant document(s).

Type your response in the box.

Click “Save” and your message will be sent to the Trust.