



Isle of Wight NHS Trust Portal Guide

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Introduction

The Information Governance department's SAR FOI request portal enables patients or their authorized representatives to request and receive health records and FOI from the Isle of Wight NHS 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://iow.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.
3. Download the disclosed records.

How to create an account

Click "Get Started Online"

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



If you do have an account with us already click "Login"

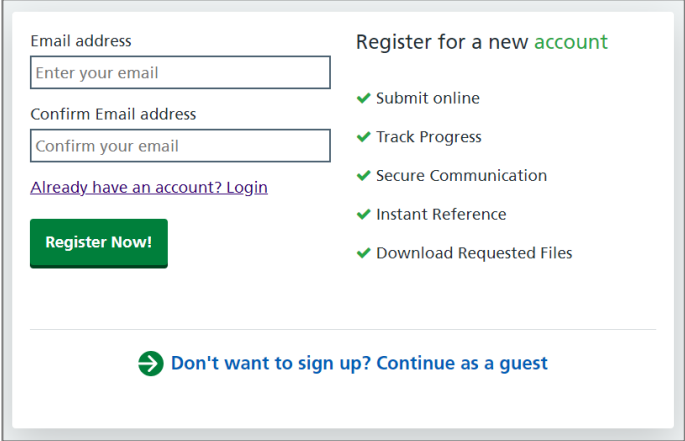
If you do not already have an account click "Don't have an account? Sign up"

[→ Login](#)

[→ Don't have an account? Sign up](#)

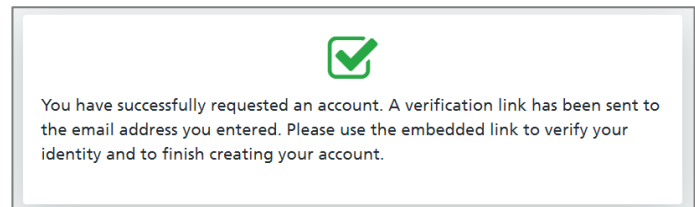
Enter your email address and then enter it again to confirm it.

Click “Register Now!”

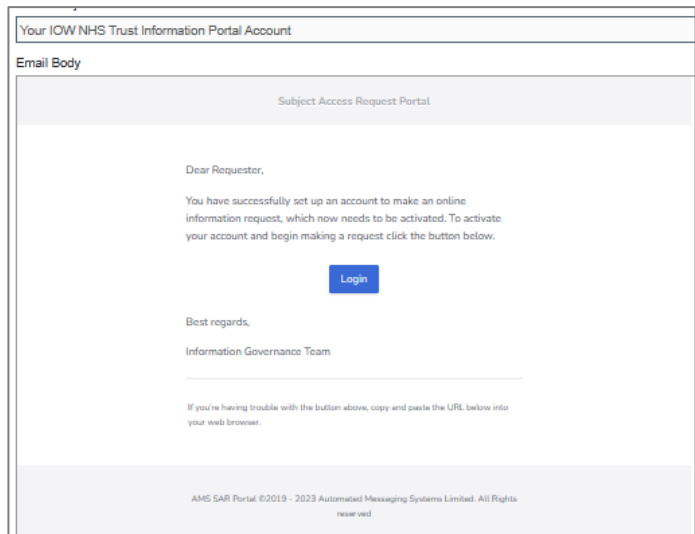


The registration form contains two input fields: 'Email address' with the placeholder 'Enter your email' and 'Confirm Email address' with the placeholder 'Confirm your email'. A green 'Register Now!' button is positioned below the second field. To the right, under the heading 'Register for a new account', there is a list of benefits: 'Submit online', 'Track Progress', 'Secure Communication', 'Instant Reference', and 'Download Requested Files', each preceded by a green checkmark. At the bottom, there is a link: 'Don't want to sign up? Continue as a guest' with a green arrow icon.

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



When you sign up you will receive an email similar to this.



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

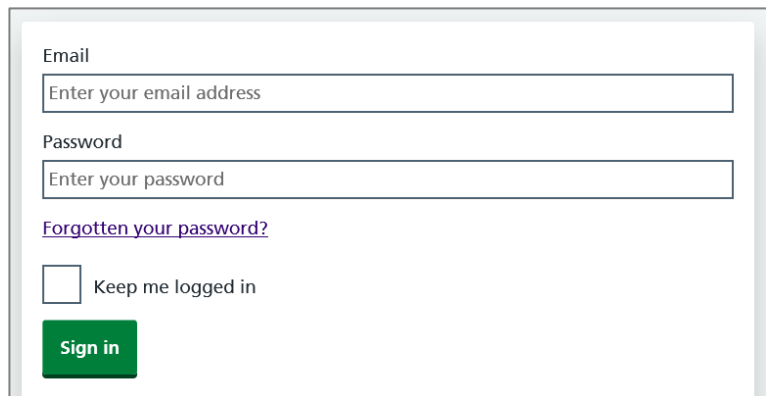
Once you have an account you can use the login link on the portal home page or go directly to

<https://iow-nhs.ams-sar.com/>

Enter your email address and password then click “Sign In”.

If you have forgotten your 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.

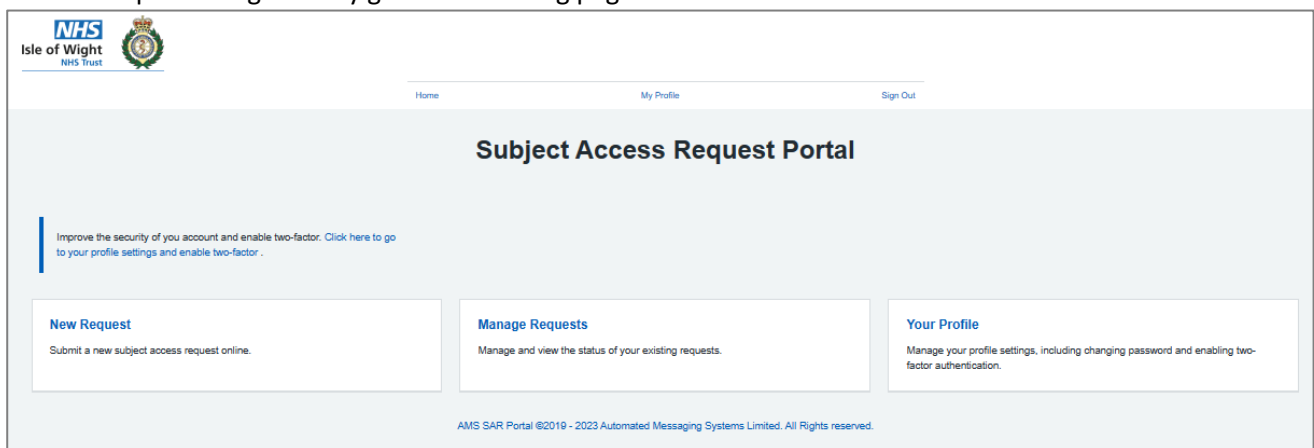


The sign in form contains the following elements:

- An "Email" label above a text input field with the placeholder "Enter your email address".
- A "Password" label above a text input field with the placeholder "Enter your password".
- A link labeled "Forgotten your password?" below the password field.
- A checkbox labeled "Keep me logged in" below the "Forgotten your password?" link.
- A green "Sign in" button at the bottom.

Managing Your Profile

When a requester logs in they get the following page.



The screenshot shows the "Subject Access Request Portal" for the NHS Isle of Wight NHS Trust. At the top left is the NHS logo and the text "Isle of Wight NHS Trust". In the top navigation bar, there are three links: "Home", "My Profile", and "Sign Out". The main heading is "Subject Access Request Portal". Below this, there is a blue link: "Improve the security of your account and enable two-factor. Click here to go to your profile settings and enable two-factor." The main content area has three cards:

- New Request**: Submit a new subject access request online.
- Manage Requests**: Manage and view the status of your existing requests.
- Your Profile**: Manage your profile settings, including changing password and enabling two-factor authentication.

At the bottom, there is a footer: "AMS SAR Portal ©2019 - 2023 Automated Messaging Systems Limited. All Rights reserved."

There are three links across the top.

- **Home** - Takes the user to the Home page
- **My profile** - Allows the user to change their password or add two factor authentication.
- **Sign Out** - Closes the portal

There are three sections.

- **New Request** – Allows the user to make a request for records. See below
- **Manage Requests** – Allows a user to see any messages related to their request and to download files.
- **Your Profile** – As above

This page allows you to change your password or add two factor authentication to your account.

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

Your Profile

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

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.

Change Your Password

Current Password

Password

Confirm 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.

[GET CODE](#)

How to submit a new subject access request

Click “New Request” on the home page.

[New Request](#)

Submit a new subject access request online.

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

Application for your own health records – Application for your own health records.

Request by a third party on behalf of an individual living patient – Application from a 3rd party individual, such as a relative, for the health records of a living patient.

Executor for deceased patient records – Application by an Executor of an estate for the health records of a

deceased patient.

Non-Executor for deceased patient records – Application by an individual for deceased patient records where the requester is not an Executor of the estate.

External organisation - Consent required – This form is to be used by organisations, such as solicitors, police, private health companies, insurers etc. to request health records. A consent form signed by the patient will be required.

External Organisation – No consent required – Application from an organization for patient health records which do not require consent, such as courts, coroner etc.

Complete each field. Fields marked with a red * are mandatory.

Click “Continue” at the end of each step.

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

Please note, the following file types are accepted when providing your documents -

.pdf, .tiff, .tif, .png, .bmp, .jpg, .jpeg, .doc, .docx

If you receive this message from the webpage please try an alternative file type.



Click “Submit” 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 view the status of your 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 more than one, you will be able to search for a request.

If you have only made one request the screen will show something similar to the following.

Request - OWN-00005365

The request below has been received and is currently being processed.

Details

Application	Request - My own health records
Reference	OWN-00005365
Date of request	09/03/2022 08:37:56
Request Status	Active
Name	[REDACTED]
Request	2021

Messages

No matching records found

Under Messages, if it says “No matching records found” this means only that there have been no messages.

If you have made more than one request you will see your requests listed.

Requests

The list below are requests that are linked to your profile. To view or manage one of the below requests , simply click on the request row.

Type	Reference	Name	Submitted	Status
Request - My own health records	OWN-00005365	[REDACTED]	09/03/2022 08:37:56	Active
Request - My own health records	OWN-00005364	[REDACTED]	09/03/2022 08:34:27	Active

Showing 1 to 2 of 2 rows

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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.

Clicking on a line will open the request details as above.

If you have more than one request you will see these 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 mark 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 regarding 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 the “Click here” link.

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

How to retrieve your documents after disclosure

When the Trust has completed your request, you will receive an email. Follow the instructions as for when you receive a message.

An alert will appear, stating your request has been completed and a message will be displayed at the bottom of the page.

Click the message which will provide you with details regarding your request and any files that are attached.

To download the files individually, click “Download”. If there are multiple files you can also download them as a single “Zip” file’. To do this, click “Download all files in a Zip”.

The Trust advises that you download, save and store locally within 1 month.

Once downloaded you are responsible for the confidential, secure storage of the records, and, when they are no longer required, their secure disposal.