PSYCHIATRY-UK
The UK's National Online Psychiatry Service

Subject Access Request
Portal: User Guide

Contents

1. Introduction

You can make a request for your personal information in many ways:

1 Email

2 Using the new SAR portal

3 Note to MedQare portal account

4 Call or verbally

5 Post
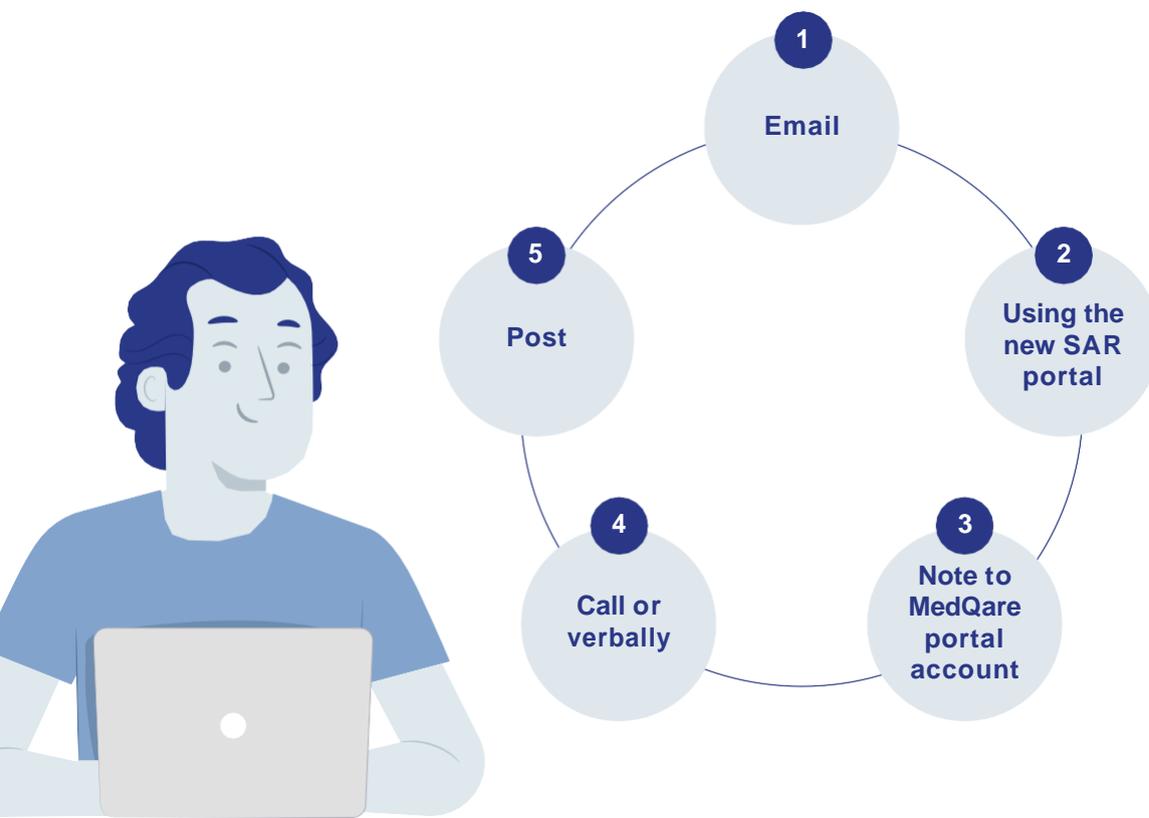
The Subject Access Request Portal (SAR Portal) enables patients, staff, or an authorised representative to request and receive personal information from Psychiatry-UK in a secure and simplified way.

This guide has been produced to help requesters when using the SAR Portal, which is accessed via the following link: **https://psychuk.ams-sar.com/**.

It will show users how to:

1.   Create a new account, log in and navigate the SAR Portal.

2.   Submit and manage requests for personal information.

3.   Download the documents.

2. How to create an account

You need an email address and create a password to register for an account.

Click "Get Started Online"

If you have registered and have an account, click **"Login."**

If you have not registered for an account, click **"Don't have an account? Sign up"**
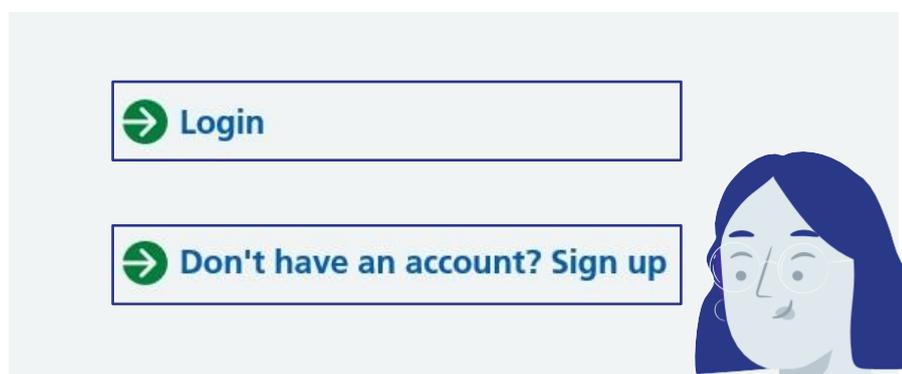
Enter your email address and re-enter to confirm.

Click "Register Now!"
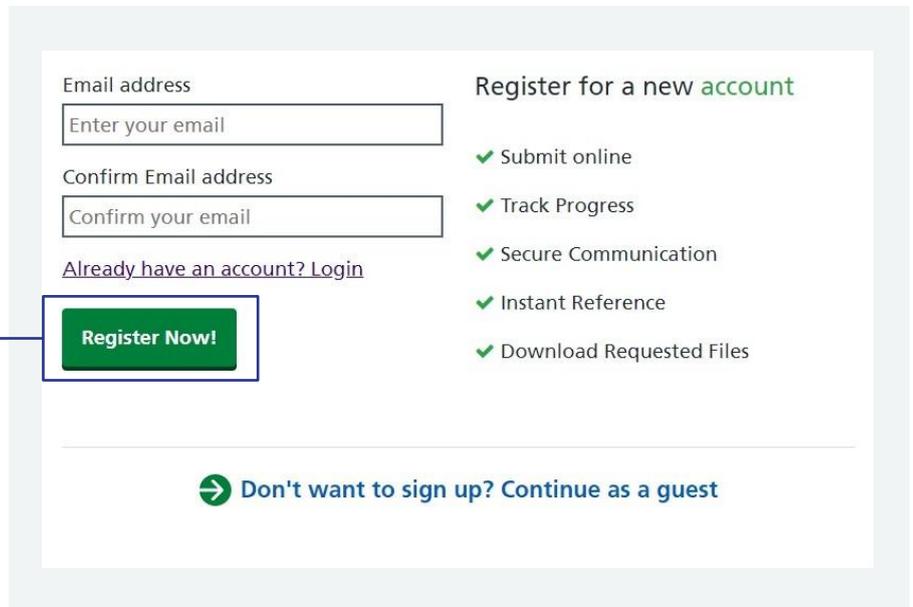
Email address

Enter your email

Confirm Email address

Confirm your email

Already have an account? Login

Register Now!

Register for a new account

✔ Submit online

✔ Track Progress

✔ Secure Communication

✔ Instant Reference

✔ Download Requested Files

➔ Don't want to sign up? Continue as a guest

Please note: That if you choose not to register for an account and opt to continue as a guest, you will still be able to submit a request for personal information and receive documents, but you will not be able to use the secure communication function.

You will receive a confirmation notification and a verification link will be sent to your email address to finish the creation of your account.

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 **Psychiatry-UK SAR portal No Reply**. In the email you will see a **"Login"** link. Click this and it will take you to the SAR Portal login page.

Enter a password for your account and then re-enter to confirm it then click **"Set password."**

You will receive a message that your registration is complete.

Click the **"Login to your account"** link; enter your email address and password.
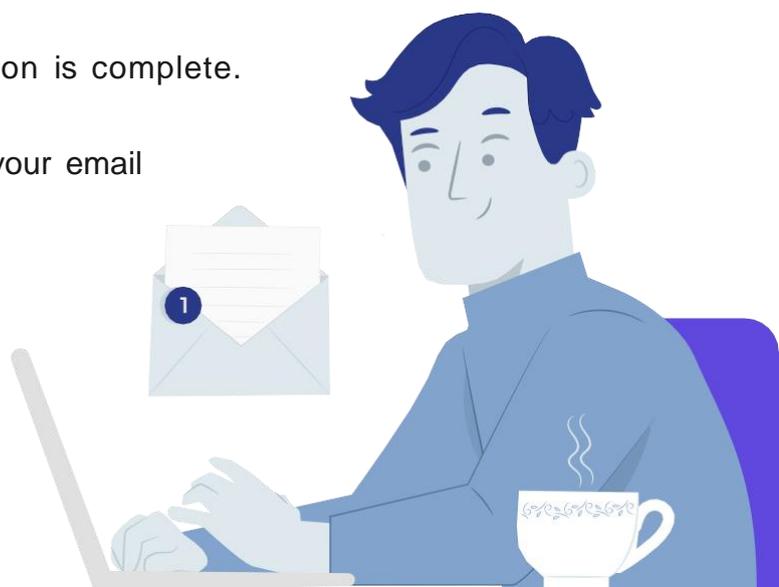
3. How to log in to your account

Use the login link on the SAR Portal home page or go directly to:
https://msb.ams-sar.com/Account/Login

Email

Enter your email address

Password

Enter your password

Forgotten your password?

☐ Keep me logged in

Enter your details, then click "Sign In." → **Sign in**

If you have forgotten your password, click the **"Forgotten your password?"** link.

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

PSYCHIATRY-UK

Home   My Profile   Sign Out

Subject Access Request Portal

There are one or more unread messages that need your attention I Please click here to view them.

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

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4. Managing your profile

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

Mange you profile settings including changing password and enabling two factor authentication.

To change your password, click the "Password" button.

Form Actions

ACCOUNT DETAILS

PASSWORD

TWO-FACTOR

You then need to click the **"Change password"** button.

Enter your existing password.

Enter your new password and then re-enter it to confirm.

Click the "Set Password" button.

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 Portal.

Once enabled you will be required to enter a unique pin code that will be sent to a 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

ENTER CODE

5. 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 Request type relevant to your request. There are seven to choose from:

1. **Request for your own personal data** – To request your own personal information.

2. **Request for personal data on behalf of a child/young person** – This form is to be used if you have parental responsibility and wish to request the personal data of a child/young person.

3. **Third party request for patient personal data by an individual** - Request from a third-party individual, such as a relative, for the personal information of a living patient.

4. **Third party request by an agent/organisation for patient personal data with consent** – This form is to be used by an agent/organisation such as a solicitor, to request personal information. Authority to act on behalf of the data subject, with their explicit consent, will be required.

5. **Third party request for patient personal data where no consent is required** – Request from an organisation for patient personal information which does not require consent and where the information is requested by law or there is an overriding public interest.

6. **Request for the personal information of the deceased by a personal representative** – This form is to be used to request the information of a deceased individual by a personal representative who holds the required authority to act i.e. if you are the executor of the estate, named on the Grant of Probate, hold Letters of Administration or have a claim arising from the death of the individual and can prove this.

7. **Request under a legal right for the personal information of the deceased –** This form is to be used for a request for the personal i information of a deceased individual requested under legal obligation, i.e., a Coroner, Medical Examiner etc.

Complete each field listed in the form, 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

⚠ Invalid file type

Click **"Submit"** to send in your request.

Once you have completed your request for personal information, a confirmation will appear which will provide a unique reference number. An email will also be received acknowledging the request.

6. How to view the status of your request

Click "Manage Requests" to view their status

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.
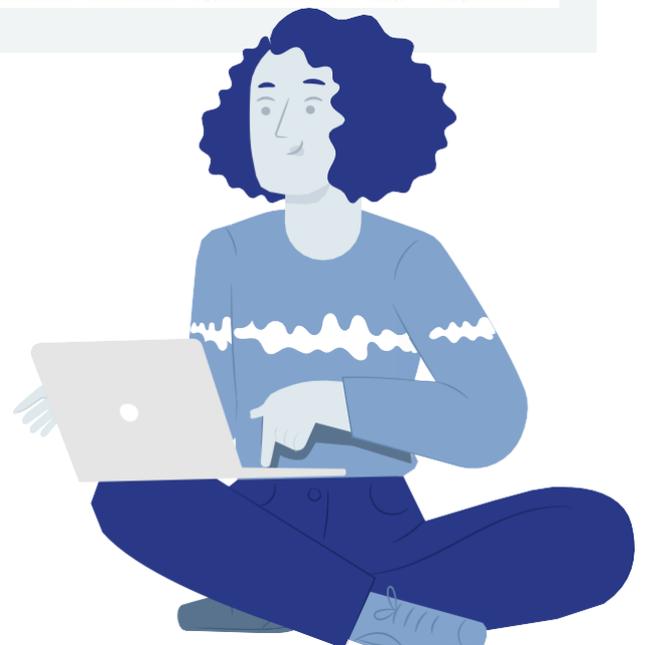
Requests are listed in columns:

- the type of request form used
- the request reference number
- the name of the patient
- the date the request was submitted
- status of the request

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 Requests 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 requires a reply. Please answer these questions as quickly as possible so as not to delay your request.

You will also receive an email notification if the Health Records Team has sent you a message. The sender will be **Psychiatry-UK SAR portal No Reply**. We will never ask you for your password in any of these emails.

You can either log in to your SAR Portal area or and go to the request and respond to the message or you can 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.

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 Health Records Team.

7. How to view and download your documents

When the Health Records Team has completed your request, you will receive an email. **Follow the same instructions 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."**

We recommend 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.