



psychiatryUK

Subject Access Request Portal User Guide

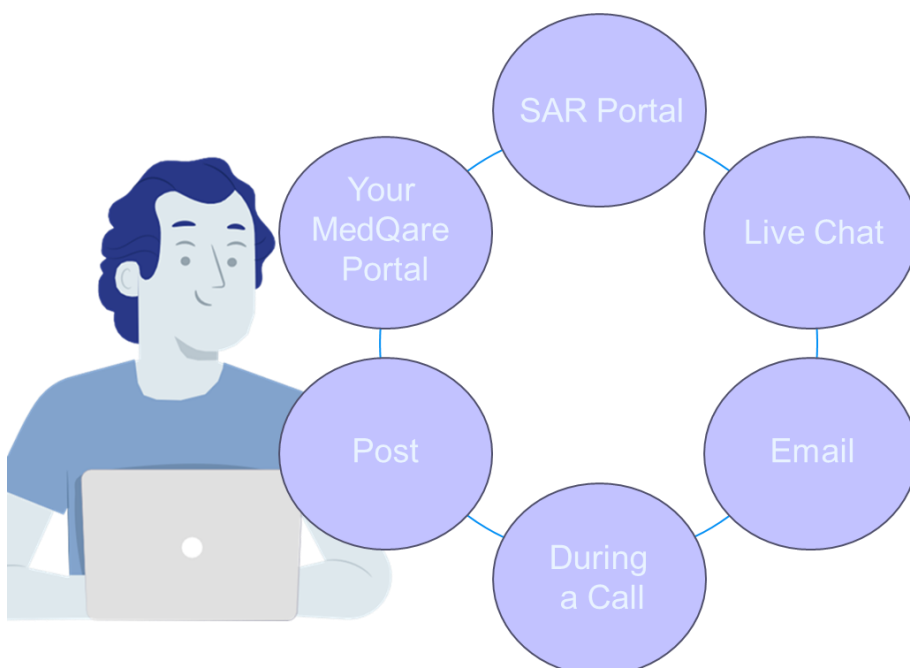


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1. Introduction

You can make a request for your personal information in many ways, by any form of communication with us:



The Subject Access Request Portal (SAR Portal) enables patients, staff, or your authorised representative to request and receive personal information from Psychiatry-UK in a secure and simplified way. It also enables us to send large amounts of data that we may not be able to send to you by email.

This guide has been produced to help requesters when using the SAR Portal, which is accessed via the following link: [Home Page - Psychiatry-UK SAR Portal](#)

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

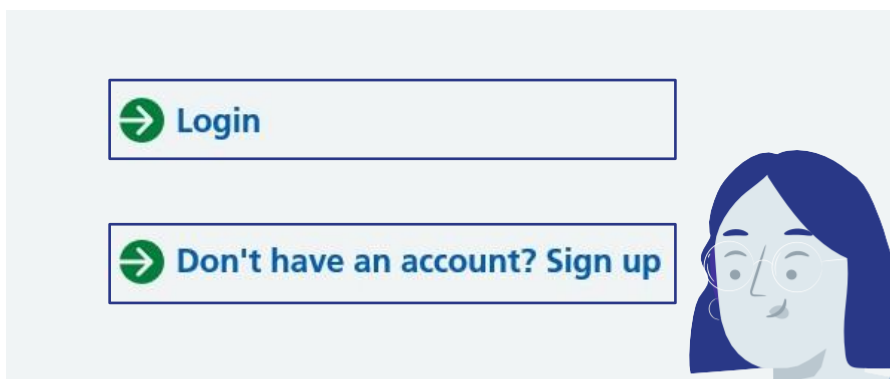
You need an email address and create a password to register for an account.

Click "Get Started Online"



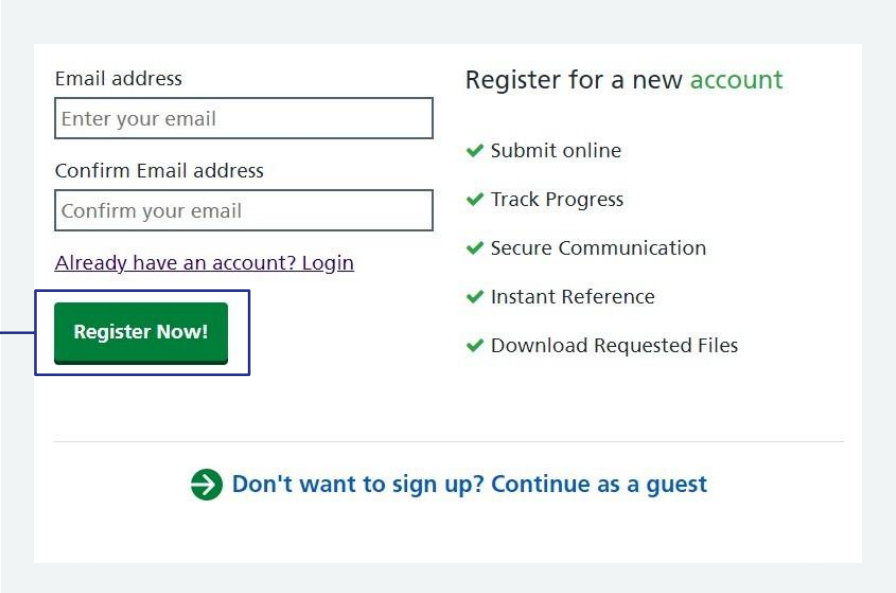
If you have registered and have an account, click "Login."

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!”



The registration form is titled "Register for a new account" in green. It contains two input fields: "Email address" with the placeholder "Enter your email" and "Confirm Email address" with the placeholder "Confirm your email". Below these fields is a link: "Already have an account? Login". A prominent green button labeled "Register Now!" is highlighted with a blue box and a line pointing to the instruction "Click 'Register Now!'". To the right of the form, there is a list of benefits, each preceded by a green checkmark: "Submit online", "Track Progress", "Secure Communication", "Instant Reference", and "Download Requested Files". At the bottom of the form, there is a blue link with a right-pointing arrow: "Don't want to sign up? Continue as a guest".

Please note: 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 your documents.

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

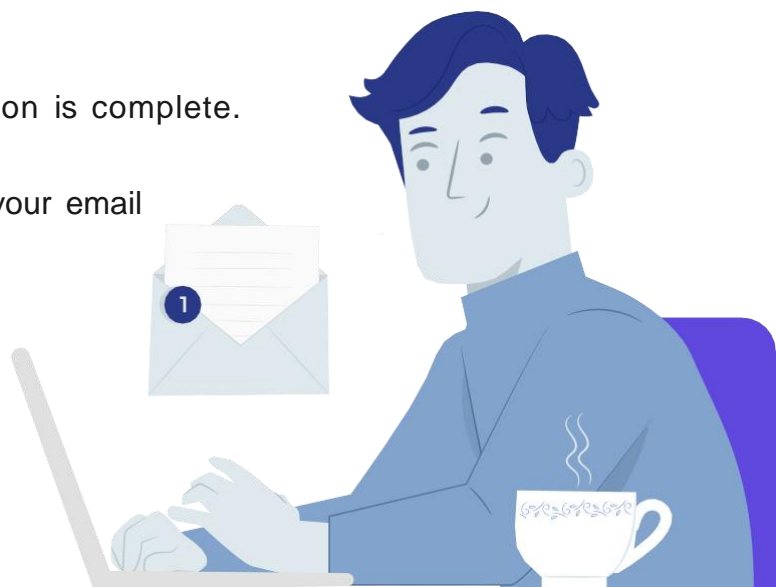


Log in to your email account and open the email from **Psychiatry-UK SAR portal No Reply**. In the email you will see a “**Login**” link. Click this and it will take you to the SAR Portal login page.

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.

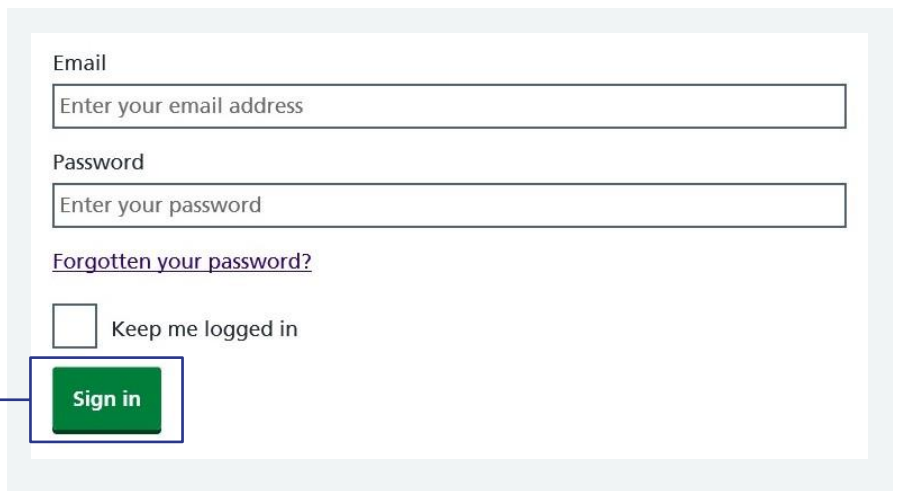
Click the “**Login to your account**” link; enter your email address and password.



3. How to log in to your account

Use the login link on the SAR Portal home page or you can use this link and go directly to: [Login - Psychiatry UK SAR Portal](#)

Enter your details, then click "Sign In."

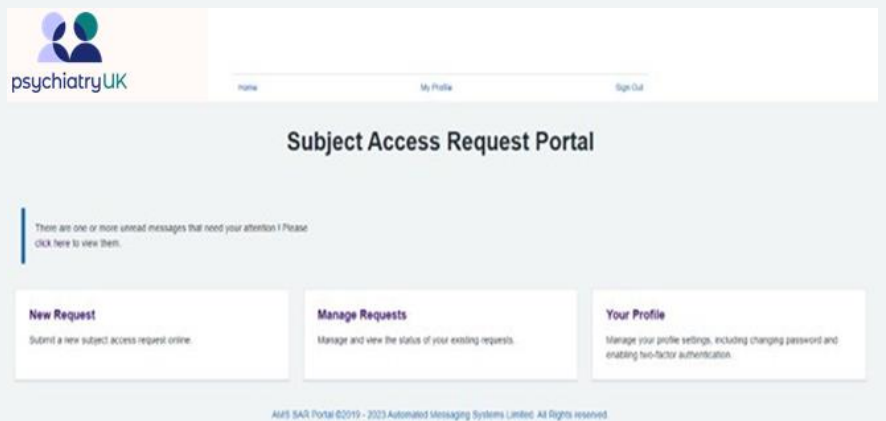


The login form contains the following elements:

- Email: Enter your email address
- Password: Enter your password
- [Forgotten your password?](#)
- Keep me logged in
- Sign in** button

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

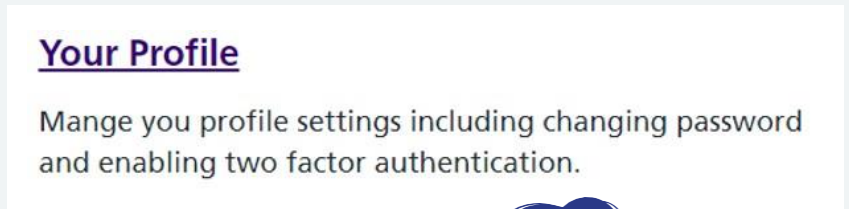
You will be directed to the home page where you can submit a new request, manage, and view existing requests and manage your profile.



4. Managing your profile

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

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.

The background of this section features an illustration of a woman with dark curly hair sitting at a desk with a laptop, a stack of books, and a steaming cup of coffee.

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.

Change Your Password

Current Password

New Password

Password

Re-enter password

Confirm Password

Re-enter password

Click the "Set Password" button.

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.

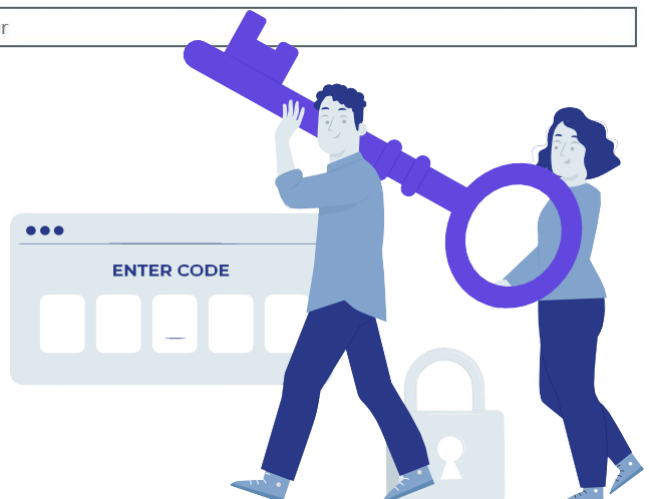
Enable Two Factor Authentication

Mobile Number

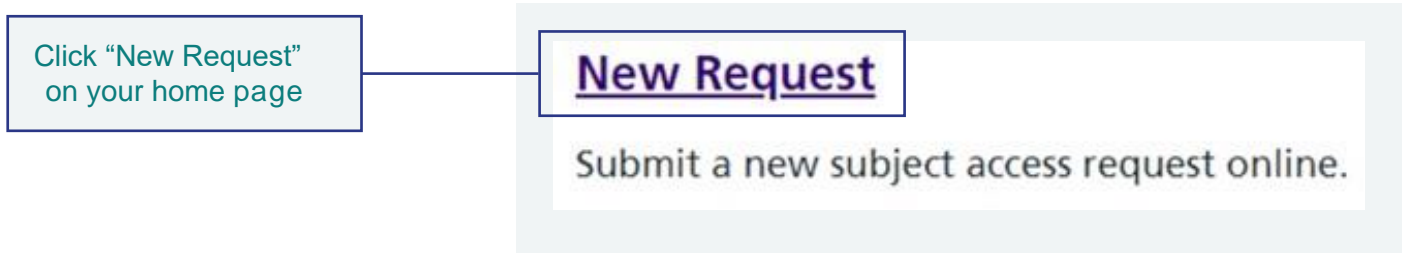
Whenever you login, along with your username and password, you will have to enter a unique 6 digit code sent to your mobile. Please enter in the mobile number you want this code to be sent to. We will send a code to this device now to register it.

mobile number


GET CODE



5. How to submit a new subject access request



Click on the Request type relevant to your request. There are nine to choose from:

1. Request for your own personal data.
 2. Request for the personal data of a child/young person on behalf of the child/young person.
 3. Third party request for patient personal data by an individual, i.e. by a friend or relative.
 4. Third party request by an agent/organisation for patient personal data with patient consent (i.e solicitor).
 5. Third party request for patient personal data under statutory obligation (i.e. where the information is required by law) .
 6. Request by a health provider for the ongoing and direct care of a patient.
 7. Request for access to the personal information of the deceased by personal representative. (i.e. as the Executor of the estate, with Grant of Probate or Letter of Administration)
 8. Request under legal right for the personal information of the deceased (i.e. the Coroner).
 9. Request form for previous or existing staff of Psychiatry-UK staff for their personal data.
- 

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.

You can either log in to your SAR Portal main area 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 your document(s) you would like to attach.

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.

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 and this will provide you with details of your request and the 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.

