



# Delegation Portal Manual

## HSE – Delegation Portal for Adult Safeguarding

Once the Safeguarding Team has created a contact in OSAS and reviewed the PSF the next step involves delegating a task or an acknowledgement to the Designated Officer. An email will issue to alert the Designated Officer to login to the delegation portal.

### 1. Secure Login – User

To use the Delegation Portal for viewing and managing tasks that have been assigned to you, you will need to access the Delegation Portal Link below:

<https://AdultSafeguardingDelegationPortal.hse.ie>

If you have registered on the Adult Safeguarding Portal- use the same credentials to login here. There is no requirement to register.

- Enter your registered email address and password
- Verification code will issue to the registered email
- Enter the verification code into the field marked code
- Click on next to login to account

### 2. Viewing your Currently Assigned Tasks

Once you log in you will be able to see the delegated tasks that have been assigned to you. They will appear under the **Currently Assigned Tasks** tab as seen below

The screenshot shows the Delegation Portal interface. At the top, it says "Delegation Portal" and "Tasks". Below this, a light blue banner states "The following forms have been delegated to you to complete." There are three tabs: "Currently Assigned Tasks" (highlighted with a red circle), "Recently Retracted Tasks", and "Recently Submitted Tasks". Below the tabs is a "Task List" table with the following data:

| No. | Form Type   | Name          | Due Date    | Comments                       |
|-----|---|---------------|-------------|--------------------------------|
| 1   | Formal Safeguarding Plan                            | Sinead Ryan   | 13-Aug-2024 | reassign to Dee                |
| 2   | Formal Safeguarding Plan                            | Graham Norton | 16-Aug-2024 | test FSP2                      |
| 3   | Safeguarding Adults - Initial Information Gathering | John McEnroe  | 24-Aug-2024 | Complete information requested |

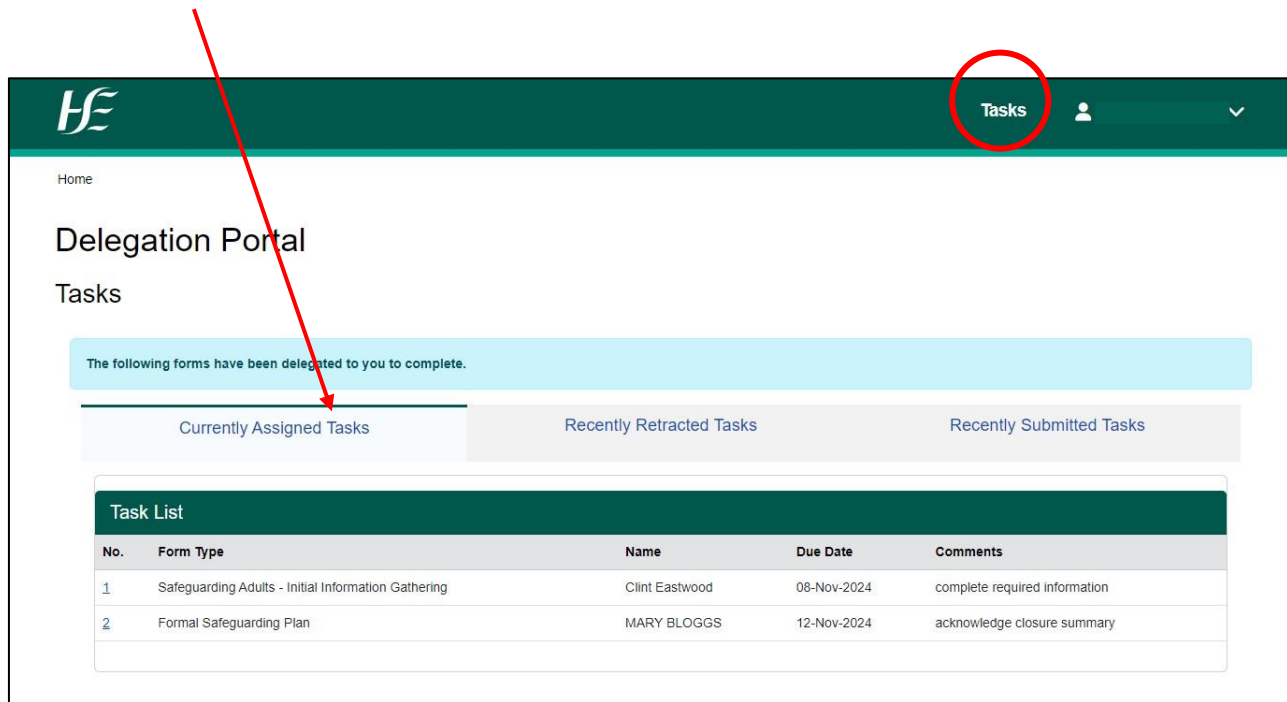
To access a form for a client, click on the line of the task that you want to view.

You will then be brought the below screen to allow you to complete the task. Tasks either are a request for information or a requirement to acknowledge a closure summary- these are expanded on in the following section

Examples of delegated tasks include-

- PSF3 not in agreement with a task to complete a PSF4
- PSF3 agreement with a task to complete a Formal Safeguarding Plan.

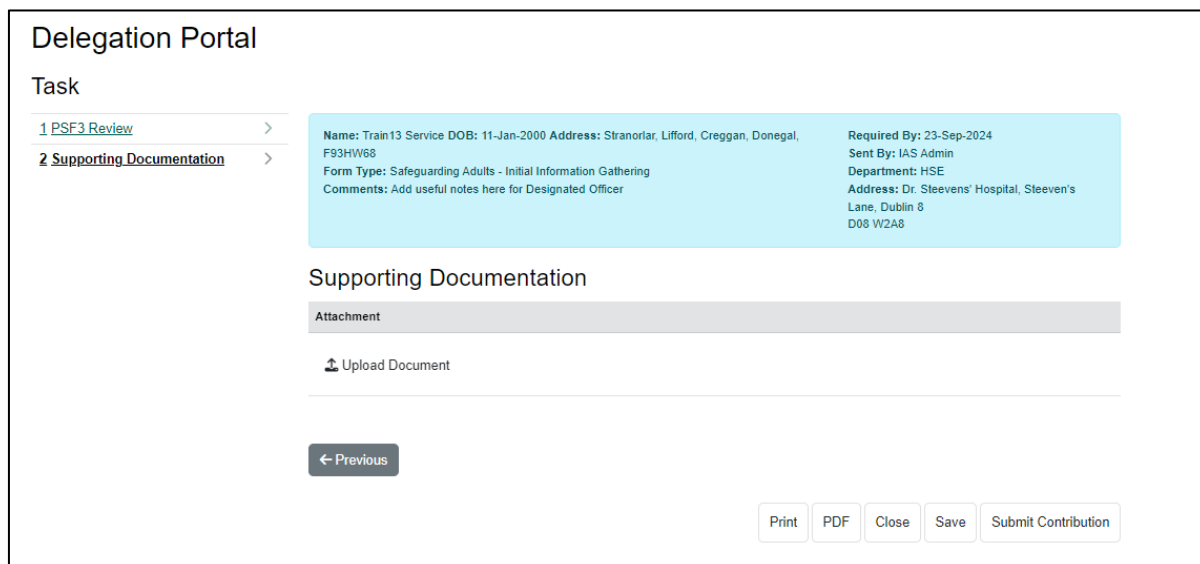
Click the Tasks link on the green banner at the top of the page. The returned form will display in the **Currently Assigned Tasks** section of your account.



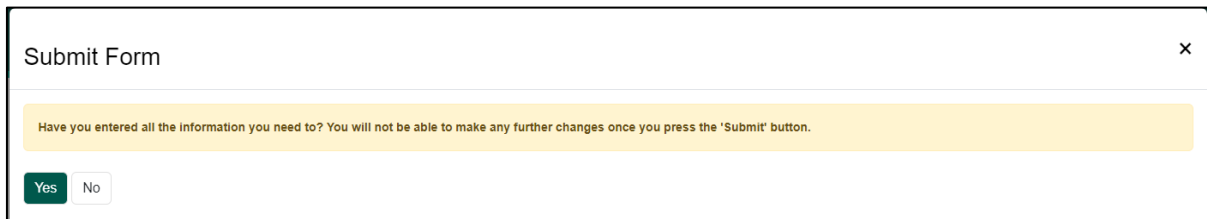
As seen in line 1 above, make a note of the information that is being requested under the “**Comments**” header. Click on the line relating to the task that you want to open, and this will bring you back into the referral, where you can navigate to the part of the form where more information is required. Once you have completed click **Next**

Option then to attach supporting documentation by clicking on the upload document

If there are no documents to upload and want to finish the tasks click on the **submit contribution** button.



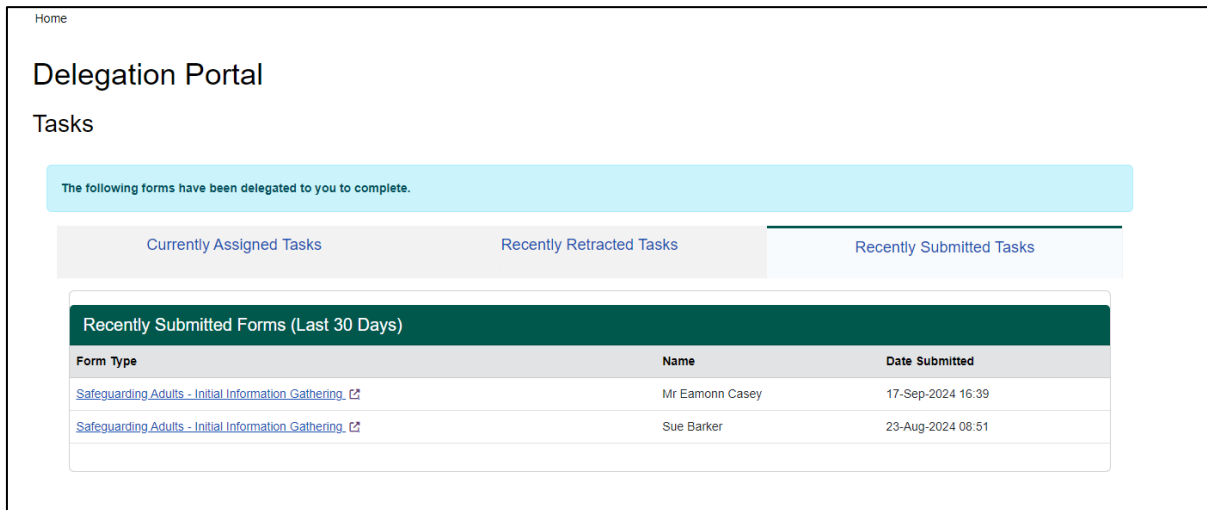
You will then be prompted to ensure that you have entered all the information needed. Click **Yes** to proceed, or **No** to cancel and go back to the task.



Submit Form ✕

Have you entered all the information you need to? You will not be able to make any further changes once you press the 'Submit' button.

Once submitted the form will move to the “recently submitted task section”



Home

## Delegation Portal

### Tasks

The following forms have been delegated to you to complete.

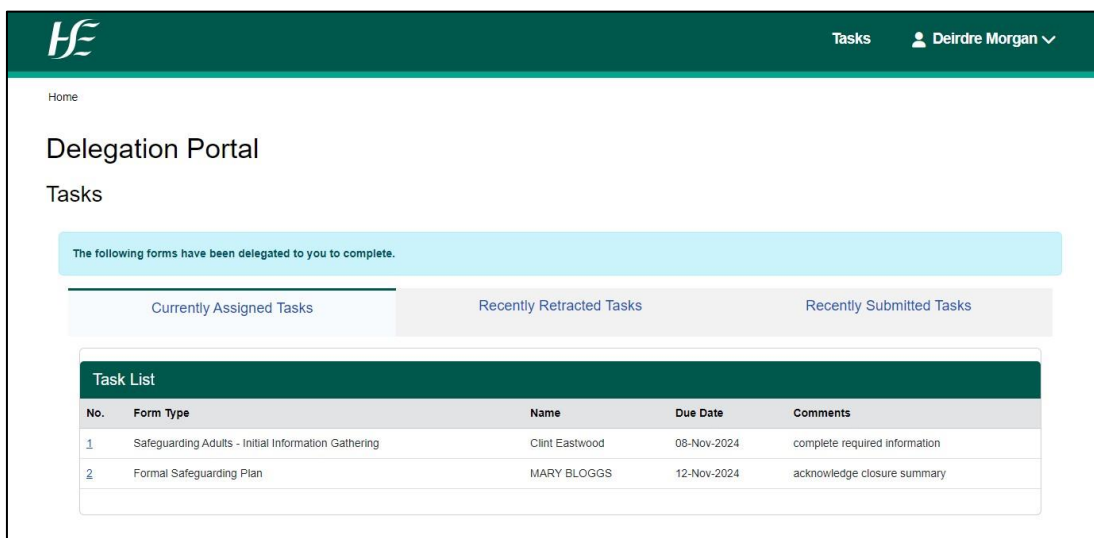
Currently Assigned Tasks    Recently Retracted Tasks    **Recently Submitted Tasks**

| Recently Submitted Forms (Last 30 Days)                             |                 |                   |
|---|-----------------|-------------------|
| Form Type   | Name            | Date Submitted    |
| <a href="#">Safeguarding Adults - Initial Information Gathering</a> | Mr Eamonn Casey | 17-Sep-2024 16:39 |
| <a href="#">Safeguarding Adults - Initial Information Gathering</a> | Sue Barker      | 23-Aug-2024 08:51 |

### Delegate an Acknowledge Closure Summary

If the safeguarding team delegate a form back to you requesting you to acknowledge the closure of a referral, this will also show up in your Task list, as seen below on line 2. This could be at the

- PSF3 agreement
- PSF4b agreement
- FSP2 agreement stages that leads to the closure of the concern to the safeguarding team.



HE Tasks    👤 Deirdre Morgan ▾

Home

## Delegation Portal

### Tasks

The following forms have been delegated to you to complete.

Currently Assigned Tasks    Recently Retracted Tasks    Recently Submitted Tasks

| Task List |   |                |             |                               |
|-----------|---|----------------|-------------|-------------------------------|
| No.       | Form Type   | Name           | Due Date    | Comments                      |
| 1         | Safeguarding Adults - Initial Information Gathering | Clint Eastwood | 08-Nov-2024 | complete required information |
| 2         | Formal Safeguarding Plan                            | MARY BLOGGS    | 12-Nov-2024 | acknowledge closure summary   |

Click on the line of the referral that you want to view.

You will then be taken to the **Portal Update to Service** section of the task, as seen below. This page will give you an overview of the referral in the blue banner and will give you instructions on next steps.

Home > Delegation Portal

## Delegation Portal

### Task

- 1 **Portal update to Service** >
- 2 Form Attachments >
- 3 Supporting Documentation >

**Name:** MARY BLOGGS **DOB:** 16-Jul-1952 **Address:** 98 Hse, Henry Street, Limerick, V94P8YT **Required By:** 12-Nov-2024

**Form Type:** Formal Safeguarding Plan **Sent By:** LAS Admin CHO1 Administrator

**Comments:** acknowledge closure summary **Department:** CHO1 - Cavan, Donegal, Leitrim, Monaghan and Sligo

### Portal update to Service

Please find attached an update to a recent service request you submitted via the Adult Safeguarding portal.

Please save a copy of the attached document for your records.

Once saved please confirm receipt of the attachment by entering your name, the date you saved a copy and submit this form back to the Safeguarding and Protection Team

Confirm your name

Date Confirmed

[Next →](#)

[Print](#) [PDF](#) [Close](#) [Save](#) [Submit Contribution](#)

Enter your name and the date that you are confirming closure. Click **Next**.

Page 2 will show you details of any documents attached to the referral form.

Home > Delegation Portal

## Delegation Portal

### Task

- 1 Portal update to Service >
- 2 **Form Attachments** >
- 3 Supporting Documentation >

**Name:** MARY BLOGGS **DOB:** 16-Jul-1952 **Address:** 98 Hse, Henry Street, Limerick, V94P8YT **Required By:** 12-Nov-2024

**Form Type:** Formal Safeguarding Plan **Sent By:** LAS Admin CHO1 Administrator

**Comments:** acknowledge closure summary **Department:** CHO1 - Cavan, Donegal, Leitrim, Monaghan and Sligo

### Form Attachments

#### Attachments

| Date        | Type | File Name                  |
|-------------|------|----------------------------|
| 29 Oct 2024 |      | <a href="#">571157.rtf</a> |

[← Previous](#) [Next →](#)

[Print](#) [PDF](#) [Close](#) [Save](#) [Submit Contribution](#)

Once you click into the document link, it will open a document which will outline the referral along with the FSP2 details.

**HSE**  
 Príomh Oibrí Sóisialta  
 Foireann Sábháilteachta agus Cosanta FSS

**Principal Social Worker  
 Safeguarding and Protection Team**  
 Dr Steevens Hospital, Steevens  
 Lane, Dublin 8 D08W2A8

[www.hse.ie](http://www.hse.ie)  
 @hselive  
 phone number  
 @hse.ie

**Portal Unique Reference:** LL-KT-2G8R-IFRHRI

**Person Name:** MARY BLOGGS **OSAS ID:** 100084

**Address:** 98 Hse  
 Henry Street  
 Limerick

**Date of Birth:** 16-Jul-1952

**Contact Phone Number:**

**Date and Time:** 29 October 2024 at 12:11 PM

Hello Colleague

The information which you submitted through the HSE Safeguarding Portal has been entered onto the HSE OSAS Safeguarding system. For your information, your client OSAS ID is 100084, you should use this reference ID in any further communication with the HSE Safeguarding & Protection Team. The name of the HSE Safeguarding Case Worker for this incident is Marguerite Clancy.

**FSP2**

The following FSP2 details the plan acceptance date and any relevant feedback from the HSE safeguarding case worker.

|   |             |
|---|-------------|
| The date reviewed by Safeguarding Protection Team.                |             |
| Preliminary Screening agreed by the Safeguarding Protection Team. |             |
| The date review returned to Safeguarding Coordinator.             | 29-Oct-2024 |

This Safeguarding is closed to HSE.

Yours Sincerely  
 LAS Admin CHO1 Administrator

This file opens in a browser page but can be printed or saved if you wish by clicking on either option at the top of the page.



Once back in the referral, click **Next** and the **Submit Contribution** to resubmit your form and acknowledge closure.

### Retracted Tasks

If a task has been assigned via the delegation portal the Safeguarding Team has the capacity to be able to retract that task and reassign it as required. Note that for acknowledgement tasks a period of 10 days will be allowed before a task is retracted to allow the safeguarding team to progress the case to closure. All retracted tasks are visible to the Designated Officer by clicking on the following tab.

**HSE** Tasks **Deirdre Morgan**

Home

## Delegation Portal

### Tasks

The following forms have been delegated to you to complete.

Currently Assigned Tasks **Recently Retracted Tasks** Recently Submitted Tasks

| Task List |   |                |             |                               |
|-----------|---|----------------|-------------|-------------------------------|
| No.       | Form Type   | Name           | Due Date    | Comments                      |
| 1         | Safeguarding Adults - Initial Information Gathering | Clint Eastwood | 08-Nov-2024 | complete required information |
| 2         | Formal Safeguarding Plan                            | MARY BLOGGS    | 12-Nov-2024 | acknowledge closure summary   |

### 3. Viewing your Currently Assigned Tasks when you are a part of a Group

If you are a part of a group that has been set up in the portal, you will also be able to see the tasks assigned to your Work Group

Delegation Portal

Tasks

The following forms have been delegated to you to complete.

Currently Assigned Tasks    Recently Retracted Tasks    Recently Submitted Tasks

| Task List |   |                 |             |   |
|-----------|---|-----------------|-------------|---|
| No.       | Form Type   | Name            | Due Date    | Comments                                |
| 1         | Safeguarding Adults - Initial Information Gathering | Mr Eamonn Casey | 29-Jul-2024 | please confirm if you can see this task |

| Tasks Assigned to your Work Groups |   |               |             |                                |                         |
|------------------------------------|---|---------------|-------------|--------------------------------|-------------------------|
| Work Group                         | Form Type   | Name          | Due Date    | Comments                       | Actions                 |
| Delegation Portal Testing Group    | Formal Safeguarding Plan                            | Sinead Ryan   | 13-Aug-2024 | reassign to Dee                | <button>Pickup</button> |
| Delegation Portal Testing Group    | Formal Safeguarding Plan                            | Graham Norton | 16-Aug-2024 | test FSP2                      | <button>Pickup</button> |
| Delegation Portal Testing Group    | Safeguarding Adults - Initial Information Gathering | John McEnroe  | 24-Aug-2024 | Complete information requested | <button>Pickup</button> |

To Pick-Up a task assigned to your group, navigate to the **Pick-Up** button on the line of the task that you want to view.

A box will pop up to ask if you want to pick up this form. Select **OK** or **Cancel**.

Once you click **OK** to access the task, you will be brought the below screen to allow you to complete the **PSF4 Part A** and provide additional information or upload any supporting documents.

**Delegation Portal**

Task

- 1 PSF4 - Part A >
- 2 Supporting Documentation >

**Name:** Mr Eamonn Casey **DOB:** 23-Oct-1945 **Address:** Donegal Presbyterian Church, Meetinghouse Street, Donegal, F94VX02  
**Form Type:** Safeguarding Adults - Initial Information Gathering  
**Comments:** please confirm if you can see this task

**Required By:** 29-Jul-2024  
**Sent By:** Don Test  
**Department:** CHO1 - Cavan, Donegal, Leitrim, Monaghan and Sligo

**PSF4 - Part A**

If not in agreement with outcome at this point outline of reasons

not in agreement with outcome

Commentary on areas of form needing clarity or further information

areas of form needing clarity

Any other relevant feedback, including any follow up actions requested

- relevant feedback

Reply with any clarifications, additional information or follow-up actions requested: \*

Next →

Once completed, click **Next**.

If you do not have any supporting documents to upload and want to finish out the task, click on the **Submit Contribution** button.

**Delegation Portal**

Task

**Name:** Sinead Ryan **DOB:** 18-Apr-1989 **Address:** 13 Newtown Park, Limerick, Castletroy, V94KX3T  
**Form Type:** Formal Safeguarding Plan

**Required By:** 13-Aug-2024  
**Sent By:** Don Test  
**Department:** CHO1 - Cavan, Donegal, Leitrim, Monaghan and Sligo

**Supporting Documentation**

Attachment

Upload Document

Print PDF Close Save **Submit Contribution**

You will then be prompted to ensure that you have entered all the information needed. Click **Yes** to proceed, or **No** to cancel and go back to the task.

**Submit Form** ×

Have you entered all the information you need to? You will not be able to make any further changes once you press the 'Submit' button.

**Yes** No

Once you have picked up a task, it will move up under the **Task List** with your other forms

The following forms have been delegated to you to complete.

Currently Assigned Tasks    Recently Retracted Tasks    Recently Submitted Tasks

| No. | Form Type   | Name          | Due Date    | Comments                       |
|-----|---|---------------|-------------|--------------------------------|
| 1   | Formal Safeguarding Plan                            | Sinead Ryan   | 13-Aug-2024 | reassign to Dee                |
| 2   | Formal Safeguarding Plan                            | Graham Norton | 16-Aug-2024 | test FSP2                      |
| 3   | Safeguarding Adults - Initial Information Gathering | John McEnroe  | 24-Aug-2024 | Complete information requested |

## 4. Automatic Replies (Out of Office)

It is possible for you to set an Automatic Reply when you are out of the office. Click the arrow beside your name on the top banner on the homepage. Navigate to **Automatic Replies**

Tasks    Deirdre

Home

Delegation Portal

Tasks

There are no forms assigned to you waiting to be completed.


Currently Assigned Tasks    Recently Retracted Tasks    Recently Submitted Tasks

No currently assigned tasks

Update Account

**Automatic Replies**

Logout

You will then be taken to the below screen. Click on the  button. Enter in the dates of your leave, along with your Out-Of-Office message, and click the Save button.

Home > Automatic Replies

Delegation Portal

Automatic replies (Out of Office)

Automatic replies



No items



### ***Warning when on***

If you set an automatic reply within the delegation portal, and then proceed to log in whilst this is still active, you will be presented with a warning message informing you that the out-of-office reply is still active, as below.

## **Delegation Portal**

### **Tasks**

You currently have an Automatic reply (Out of Office) on. Use the button on the right to edit or remove this automatic reply. [Edit Automatic Reply](#)

The following forms have been delegated to you to complete.

## 5. Notification Emails from Portal

When forms are delegated to you, you will receive a notification email as seen below.

Similarly, you will be notified when a form is **Retracted**, **Picked-Up** or **Submitted**.

**From:** HSE Portal LAS Train <[donotreply@liquidlogic.co.uk](mailto:donotreply@liquidlogic.co.uk)>

**Date:** 16 September 2024 at 10:36:55 IST

**To:** [REDACTED]

**Subject:** New Delegated Form

### **New Delegated Form**

A new delegated form has been sent to you and is due for completion by 16-Aug-2024.

Please log in to the [HSE Adult Safeguarding Portal](#) in order to complete this form.

If you have not already done so you will be required to register for access using this email address.

Many Thanks

HSE Safeguarding and Protection Team