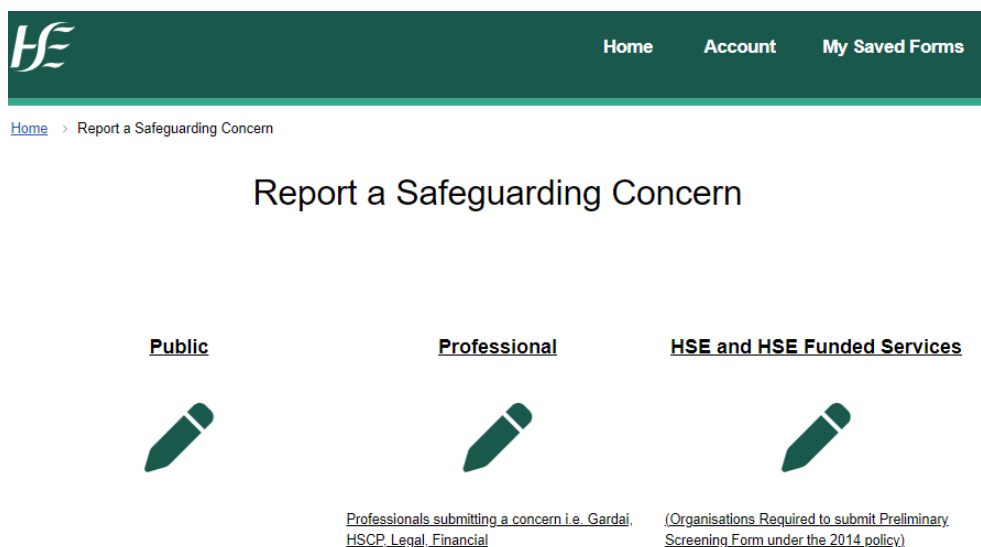




# 1. Logging into the Portal to enter a Professional referral

The Portal link for any new referrals is here: (<https://adultsafeguardingportal.hse.ie/>). When you click on that link you will see the below:



Go to **Account** at the top of the page, this is where you will be logging into the Portal.

On this page, titled 'Secure login – step 1', you are presented with the options to either **Register for a new account** or login as an **Existing user**.

## **Register for a new account**

You will only need to do this once. Click either link or button.

The next page is titled 'Register a new account – step 1'. Complete this form. When entering your details for your new account, they should be your **professional details**, as these are subsequently captured as part of the referral form when submitting a referral on behalf of a client on the Portal. Tick the box that asks if the account is being used in a professional capacity.

### Register a new account - step 1

Once you have entered all your details, click the **Next** button to progress to **Step 2** where you will be asked to enter your email address and to set up a password for the portal. There are password policy guidelines to the right-hand-side of the screen to help you with choosing a safe, secure password. Ensure you use your work email as any subsequent notifications regarding your referral will go to this email address.

[Home](#) > Register a new account - step 1

## Register a new account - step 2

Email address \*

Password \*

Confirm password \*

[Back](#) [Next](#) [Cancel](#)

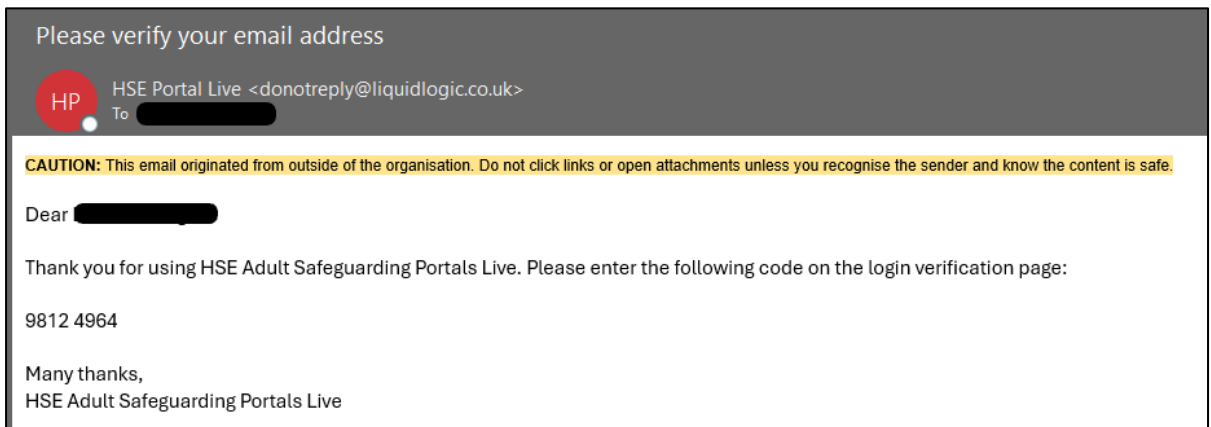
### Password policy

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must start with a letter
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous 8 passwords.

[View the list of special characters.](#)

Once you have set your password, click the [Next](#) button again, and this will bring you to **Step 3** in the process, which will trigger a passcode to be sent to the email address that you provided earlier.



Now, enter this code into the field per below screenshot and click [Next](#).

[Home](#) > Register a new account - step 1

## Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the [back](#) button below if you would like to change your email address and try again or [Please send me a new code](#) if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

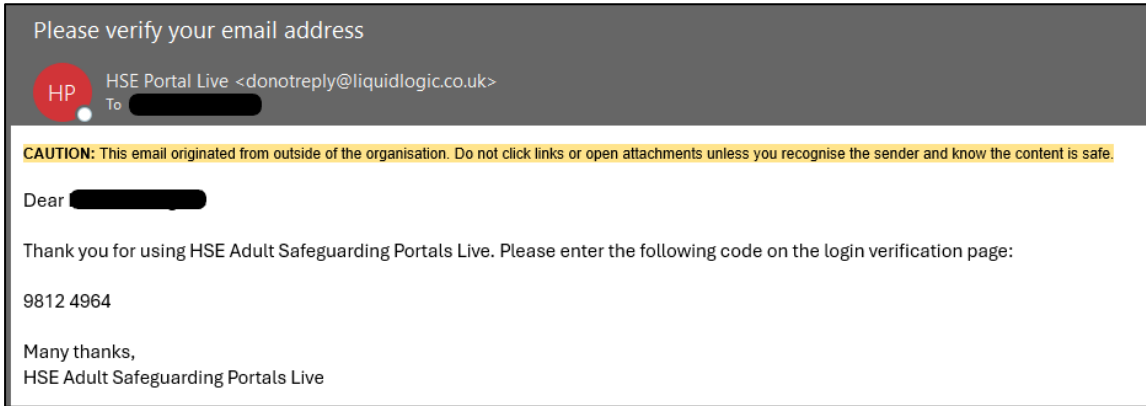
Code \*

[Back](#) [Next](#) [Cancel](#)

[Please send me a new code](#)

### Login as an Existing user

If you already have a portal account, you will not need to register every time you log in. Once your email address and password is entered, you will be sent a verification code to the registered email address. This verification code is then entered into the field provided and you will then be logged in to your account.



Having logged in, you are now on a page titled 'Select an Account to Manage'. Click on

[Start a new submission](#)

This will bring you back to the home page here:



[Home](#) > [Report a Safeguarding Concern](#)

## Report a Safeguarding Concern

Public



Professional



[Professionals submitting a concern i.e. Gardai, HSCP, Legal, Financial](#)

HSE and HSE Funded Services

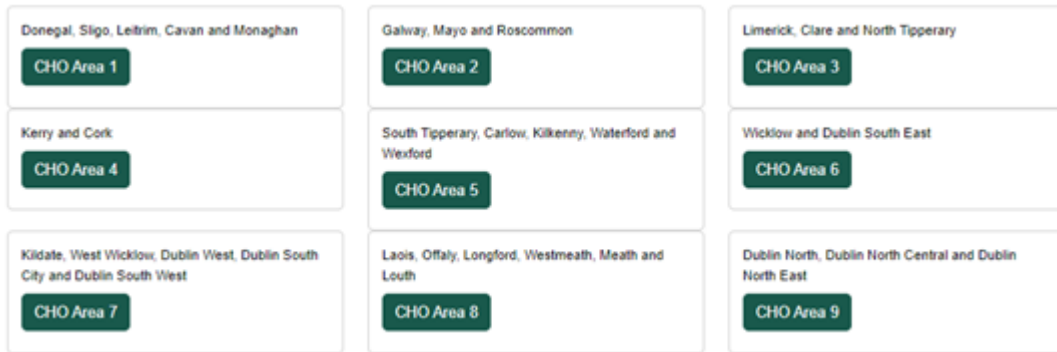


[\(Organisations Required to submit Preliminary Screening Form under the 2014 policy\)](#)

If you are a **professional** in the community making a referral about a client, then you need to select **'Professional'** pathway. This replicates the old community referral process to the Safeguarding Teams.

If you are a **Service who would have historically submitted a PSF1 for any referrals** when making a referral about a client, then you need to select **'HSE and HSE Funded Services'** pathway (this is because, by submitting a referral via this pathway, your Safeguarding and Protection Team social work contact can use the Delegation process when handling PSF3 and Formal Safeguarding plans). (if you choose this pathway, you will need to consult the Services manual for completing the forms in the Portal).

Having clicked on the pathway you want, the next screen will display the below table. You will need to click on the 'CHO Area' tile for the CHO area you wish to submit the referral to. This is based on the home address of the client.



Having clicked on one of the 'CHO Area' tiles, you will then be presented with a page titled 'How does this tool work?'. Click on **Next →** to continue to '2. Your Details'

## 2. Your Details

This page, 'Your Details' will display your account details and a couple of other fields to enter.

Below is what **Professional Pathway** looks like:

The screenshot shows the 'Your Details' page in the Professional Pathway portal. The page has a dark green header with the 'HE' logo on the left and 'Home' and a user profile icon on the right. Below the header is a navigation menu with six items, the second of which is 'Your Details'. The main content area is titled 'Your Details (Portal User)' and contains several input fields: First name, Last Name, Address, Email, Telephone, Source of Contact \*, and Contact Method \*. The 'Source of Contact' and 'Contact Method' fields are dropdown menus. At the bottom, there are 'Previous' and 'Next' navigation buttons.

Complete the two drop downs and click on **Next** to go to the next page.

### 3. Adult at Risk of Abuse Details

On this page, you start to enter the details of the client and some of their circumstances. This page includes much of the old referral form used for communicating safeguarding concerns, so what is being asked for should not be unfamiliar.


Everything with a red asterisk is mandatory and you will not be able to process to the next page without completing those sections.

For any sections that are not marked with a red asterisk - any other information you can supply as asked in the form, will be helpful to the Safeguarding team working on the case.

You need to include either a date of birth OR an Age. Preference is for date of birth to assist the team in client identification.


We require you to input an Eircode for the client's address. If you are unsure of the Eircode, ask the client or look it up online via the Eircode finder or similar tool.

When inputting information about the 'Type of service', depending on the type, you may be asked for more information.

Type of service 

- Residential Care
- Day Service-Disability
- Day Service- Older Persons
- Home Care
- Respite Care
- Therapy Intervention
- Other

- If you select 'Day Service- Disability', you will be presented with several boxes. For 'Day Service- Disability ID', please input the ID number. The other boxes will be auto populated with corresponding information related to the ID. This is a mandatory field. If you don't know the ID, consult within your organisation.
- If you select 'Day Service-Older Persons, a new box called 'Name Day Service-Older Persons' will be displayed, please complete this. Please also include Eircode for the service under 'Insert Eircode of Day Service-Older Persons'

When you have completed the form as much as you can, click on 

## 4. Details concern

On this page, you enter the details of the concern and. Again, this page includes much of the old referral form used for communicating safeguarding concerns, so what is being asked for should not be unfamiliar.

Everything with a red asterisk is mandatory and you will not be able to process to the next page without completing those sections. If you do not know the answer to a mandatory question, include why you do not know.

For any sections that are not marked with a red asterisk - any other information you can supply as asked in the form, will be helpful to the Safeguarding team working on the case.

When you have completed the form as much as you can, click on [Next →](#)

## 5. Supporting Documentation

On this page, you can upload any documents that you wish to submit as part of the referral.

If you do not wish to attach anything or when you have finished uploading documents, click on [Next →](#)

## 6. Submit Referral

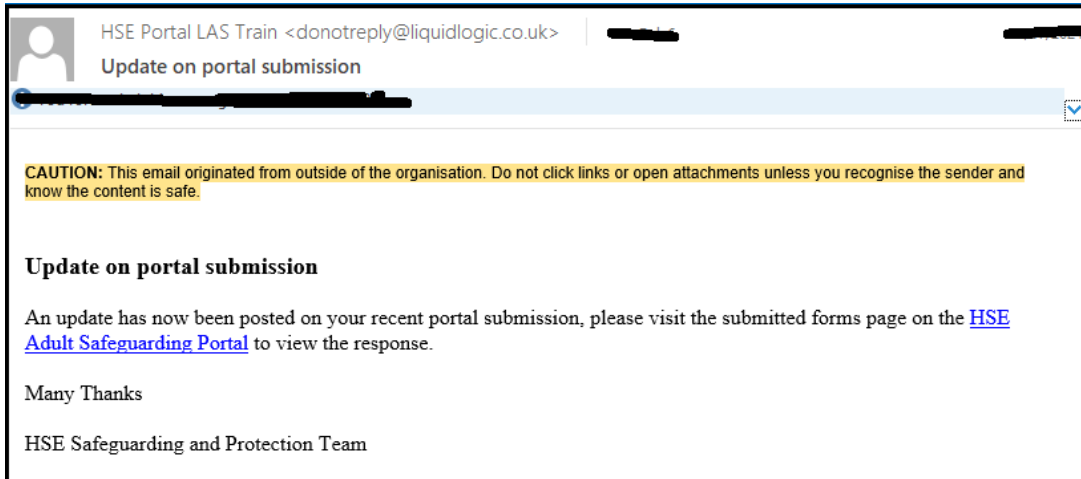
On this page, you can now submit your referral if everything has been completed. At this point, if you want to review what you have entered into the form, you can click on [← Previous](#) to go to previous pages, and you can click on [Next →](#) to go back to the Submit Referral page.

When you are ready to submit the referral, click on [Send Referral to Safeguarding and Protection Team](#)



## 7. After you submit the referral...

The referral will go into the Online System for Adult Safeguarding and a member of the safeguarding team will pick it up and begin to process it. As part of that procedure, the team member will send a message to you acknowledging receipt of the referral. You will receive an email similar to the following.



If you log into the Portal (if you are not already logged in, you can click on **Account** which brings you to the login page).

Once you have logged in, under your name on the top right, there is a menu, under which is a menu item **My Submitted Forms**. Click on this and view the referral you have submitted from the list, such as below example:

Recently Submitted Forms (Last 90 Days)							
Details	Name	Date	Response	Response Date	Sent By	Unique Reference	Version
<a href="#">Portal Professional CHO</a>			Response: Received and Under Review				1

Under 'Response' is the acknowledgement message.

## 8. Request for further information

On occasion, the safeguarding team may need to send a referral form back to you for more information. If this occurs, the form will be sent back to your portal account. You will receive an email notification that a form has been returned to you for action. It will display **here** in the **Submitted Forms** section of your portal account.

Submitted Forms

Forms requesting more information						
Form	Name	Date Requested	Detail	Comments	Unique Reference	
<a href="#">Portal Services CHO 1</a>	LAS Admin CHO1 Administrator	05 Nov 2024	Insufficient Detail	provide x y z	LL-TA-DCZQ-O2Y4N2	

Recently Submitted Forms (Last 90 Days)							
Details	Name	Date	Response	Response Date	Sent By	Unique Reference	Version
<a href="#">Portal Services CHO 1</a>	Tom Hanks	04 Nov 2024	No response posted			LL-TA-DCZQ-O2Y4N2	1
<a href="#">Portal Services CHO 1</a>	Meryl Streep	04 Nov 2024	Response: Received and Under Review	05 Nov 2024	LAS Admin CHO1 Administrator	LL-YR-ZQ89-H13EK3	1

Make a note of the information that is being requested under the “**Detail**” header. Click on the **blue writing** under the “**Form**” header on the left. 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, continue to process the form and submit (outlined in Step 6. Above)

This form will then move to the Recently Submitted Forms section of the page and will now be a new version of the form, superseding the previous version, as below.

Recently Submitted Forms (Last 90 Days)							
Details	Name	Date	Response	Response Date	Sent By	Unique Reference	Version
<a href="#">Portal Services CHO 1</a>	Judi Dench	05 Nov 2024	Response: Received and Under Review	05 Nov 2024	LAS Admin CHO1 Administrator	LL-FP-BTUU-ZCKGBG	1

<a href="#">Portal Services CHO 1 (Superseded by version 2)</a>	Judi Dench	04 Nov 2024	No response posted			LL-1R-GDHN-3651AO	1
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## 9. Points to note

Other points to note when using the Portal to submit referrals

1. Once you have submitted a referral, the form will be available for viewing for 90 days. You can find it again under **My Submitted Forms** at the top right of the page in menu under your name (when you are logged in). If you wish, you can download the form as a PDF to save or print to your client's records or care plan file.
2. You can save a referral form in draft and come back to it at a later stage, if you need to check something (it will stay saved for 30 days). You can access this under **My Saved Forms** at the top right of the page in menu under your name (when you are logged in).
3. Also within the menu at the top right of the page under your name, you can update your account details (which then gets displayed on any referral form you submit).