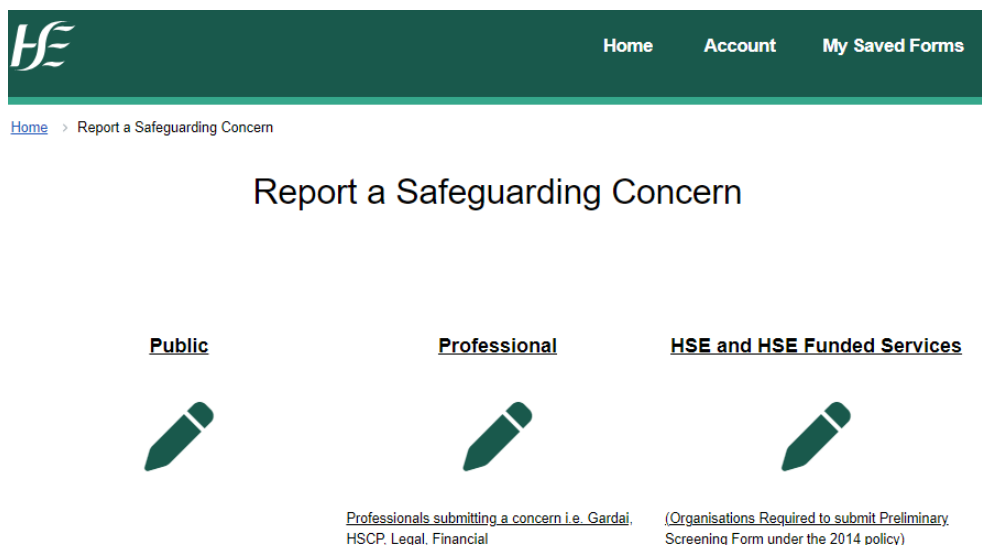




1. Logging into the Portal to enter a Services referral

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.

Register for an account here or use the button below.' and 'Already using HSE Adult Safeguarding Portals Live? Sign in below.' The 'Register for an account here' link is circled in red. Below the text are two columns. The left column is titled 'Existing users' and contains fields for 'Email' and 'Password', a red error message 'Please enter your password', a note 'For additional security, we will confirm your account by sending an authentication code to your email address.', and 'Submit' and 'Cancel' buttons. A link 'Forgotten password?' is at the bottom. The right column is titled 'New users' and contains the text 'If you're new to HSE Adult Safeguarding Portals Live, sign up for an account here' and a green 'Register for new account' button. This button is also circled in red."/>

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. Ensure to tick the box "is the account 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](#)

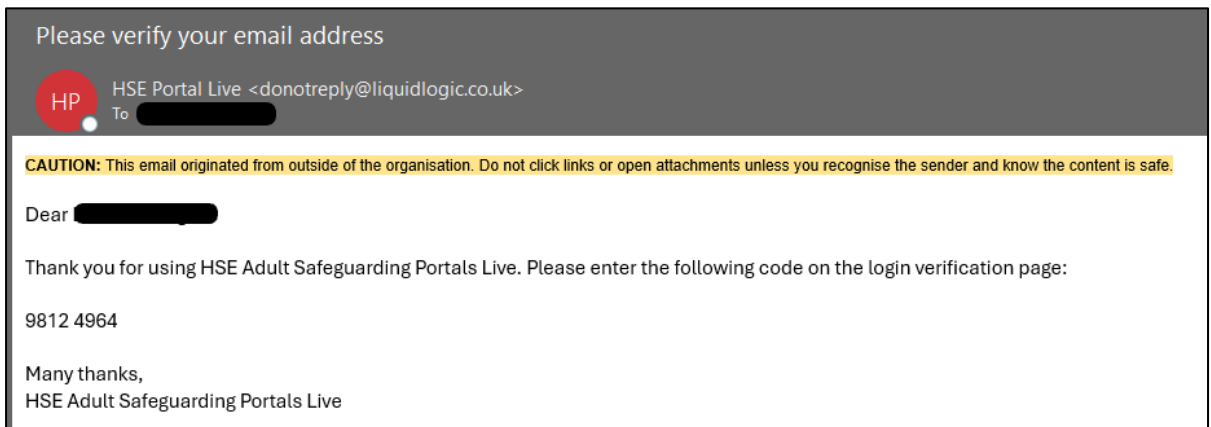
Password policy

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.

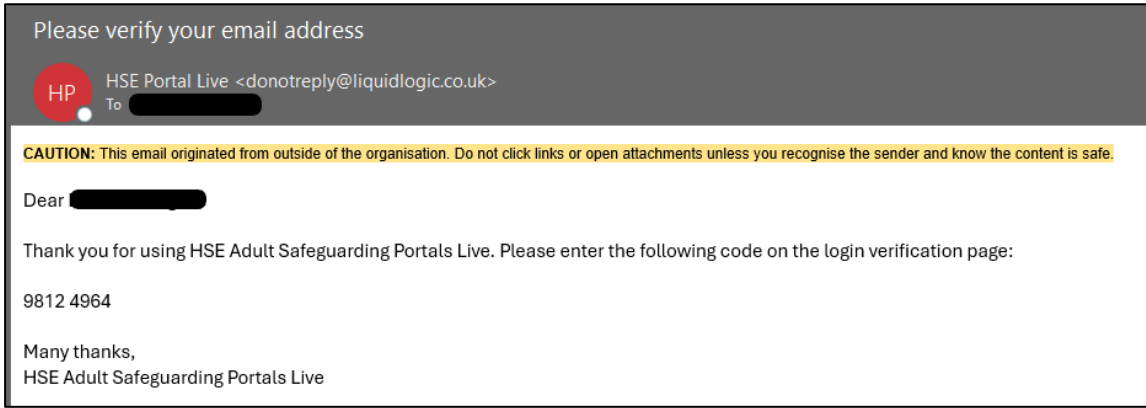
Code *

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

[Please send me a new code](#)

Login as an Existing user

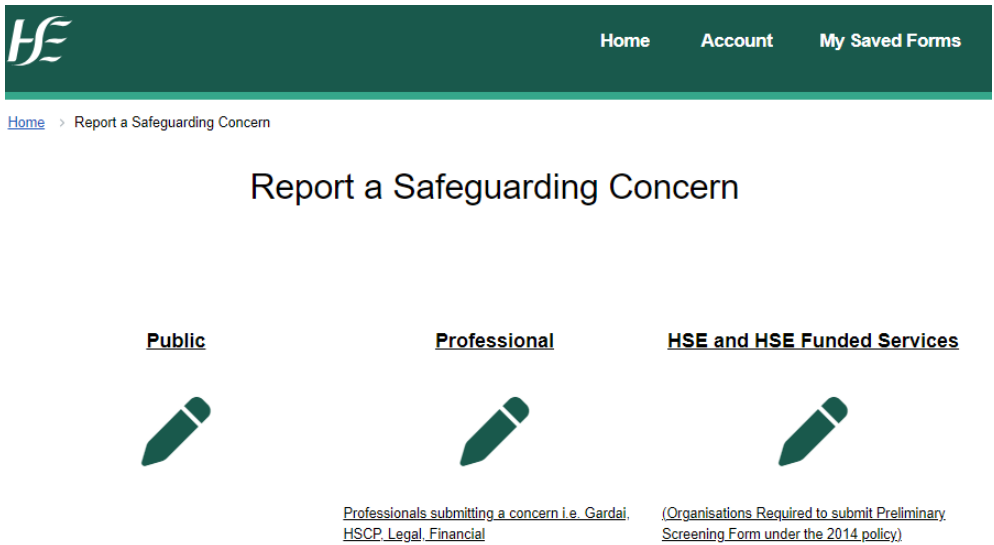
If you already have a portal account, you will not need to register every time you log in. Once your email address and password is entered, you will be sent a verification code to the registered email address. This verification code is then entered into the field provided and you will then be logged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



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). This pathway is also applicable for a cohort of private organisations that are currently submitting PSFs to the Safeguarding Teams.

If you are a **professional** in the community making a referral about a client, then you need to select **'Professional'** pathway (if you choose this pathway, you will need to consult the Professionals 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.

Donegal, Sligo, Leitrim, Cavan and Monaghan CHO Area 1	Galway, Mayo and Roscommon CHO Area 2	Limerick, Clare and North Tipperary CHO Area 3
Kerry and Cork CHO Area 4	South Tipperary, Carlow, Kilkenny, Waterford and Wexford CHO Area 5	Wicklow and Dublin South East CHO Area 6
Kildare, West Wicklow, Dublin West, Dublin South City and Dublin South West CHO Area 7	Laois, Offaly, Longford, Westmeath, Meath and Louth CHO Area 8	Dublin North, Dublin North Central and Dublin North East CHO Area 9

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.

The screenshot shows a web portal interface. At the top is a dark green header with the 'HE' logo on the left, 'Home' text, and a user profile icon on the right. Below the header is a breadcrumb trail: 'Home >'. A left-hand navigation menu contains six items: '1 How does this tool work?' (with a right arrow), '2 Referrer Details' (highlighted in blue with a right arrow), '3 Adult at Risk of Abuse Details' (with a right arrow), '4 Details of Concern' (with a right arrow), '5 Supporting Documentation' (with a right arrow), and '6 Submit Referral' (with a right arrow). The main content area is titled 'Referrer Details' and 'Your Details (Portal User)'. It contains several input fields: 'First name' (with a blacked-out value), 'Last Name' (with a blacked-out value), 'Address' (with a blacked-out value), 'Email' (with a blacked-out value), and 'Telephone' (empty). Below these is a question 'Are you the designated officer? *' with radio buttons for 'Yes' and 'No'. At the bottom is a 'Contact Method *' dropdown menu. At the very bottom of the form area are two buttons: '← Previous' on the left and 'Next →' on the right.

Click 'Yes' or 'No' for 'Are you the designated officer?' and then select the 'Contact method' from the drop down. Then 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 PSF1 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. We would request that services provide date of births.

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

Is service a HIQA designated centre? * Yes
 No

- If you select 'Yes' to 'Is service a HIQA designated centre?' and you put in the HIQA code in the 'Enter HIQA Code' box provided, the remaining related boxes will be automatically filled in for you. When entering the OSV code there is no requirement to input the OSV-0000 section the number will suffice e.g. 495, 100 etc.- press return and the following fields will auto-populate the service name provider, register etc.
- If you select 'Day Service- Disability', you will be presented with several boxes. For 'Day Service- Disability ID', please input the ID number for your service and press return. The other boxes will be auto populated with corresponding information related to the ID. This is a mandatory field. If you don't know your ID, consult within your organisation and or
- 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' (if you know it).

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

4. Details concern

On this page, you enter the details of the concern and. Again, this page includes much of the old PSF1 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. Note that if you select 'No grounds for reasonable concern' in the section 'Outcome of Preliminary Screening', the 'Interim safeguarding plan' will not be mandatory to complete.

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 →](#)

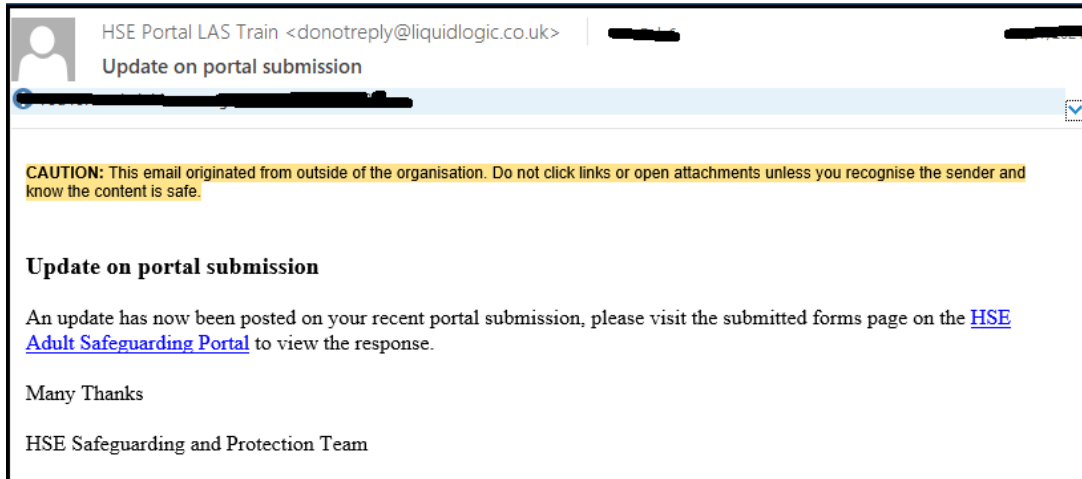
6. Submit Referral

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	
Portal Services CHO			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 some key information so that the oversight can commence. If this occurs you will receive an email notification that a form has been sent back to the Adult Safeguarding Portal requesting further information.

On occasion, the safeguarding team may need to send a referral form back to you for more information so that the oversight process can commence. 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.

The screenshot displays the 'Submitted Forms' section of the portal. It features two main tables:

- Forms requesting more information:** A table with columns: Form, Name, Date Requested, Detail, Comments, and Unique Reference. The first row shows a form for 'LAS Admin CHOI Administrator' dated 09 Nov 2024, with a 'Detail' of 'insufficient Detail' and a comment 'provide x y z'. The unique reference is 'LL-TA-DCZO-02YANZ'.
- Recently Submitted Forms (Last 90 Days):** A table with columns: Details, Name, Date, Response, Response Date, Sent By, Unique Reference, and Version. It shows two entries:
 - Form: 'LAS Admin CHOI Administrator', Name: 'Tom Hanks', Date: '04 Nov 2024', Response: 'No response posted', Response Date: blank, Sent By: blank, Unique Reference: 'LL-TA-DCZO-02YANZ', Version: '1'.
 - Form: 'LAS Admin CHOI Administrator', Name: 'Meryl Streep', Date: '04 Nov 2024', Response: 'Response: Received and Under Review', Response Date: '05 Nov 2024', Sent By: 'LAS Admin CHOI Administrator', Unique Reference: 'LL-YR-ZOEB-H13EK3', Version: '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

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.

9. Delegation Portal

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.

Delegate a Task

If a task needs to be delegated (e.g. PSF3 not in agreement with a task to complete a PSF4 or a PSF3 agreement with a task to complete a Formal Safeguarding Plan) you will receive an email notification that a form has been Delegated to you. You will be advised to log in to your **HSE Adult Safeguarding Delegation Portal Account**.

Go to the Delegation Portal <https://AdultSafeguardingDelegationPortal.hse.ie> and log in with your credentials.

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.

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

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, continue to process the form and submit (outlined in Step 6. above). This form will then move to the Recently Submitted Tasks section.

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 or the FSP2 agreement stages that leads to the closure of the concern to the safeguarding team.

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.

The screenshot shows the 'Delegation Portal' interface. On the left, there is a 'Task' list with three items: '1 Portal update to Service', '2 Form Attachments', and '3 Supporting Documentation'. The 'Form Attachments' task is selected. The main content area displays a light blue box with patient and form details: Name: MARY BLOGGS, DOB: 16-Jul-1952, Address: 98 Hse, Henry Street, Limerick, V94P8YT, Form Type: Formal Safeguarding Plan, Comments: acknowledge closure summary, Required By: 12-Nov-2024, Sent By: LAS Admin CHO1 Administrator, and Department: CHO1 - Cavan, Donegal, Leitrim, Monaghan and Sligo. Below this is the 'Form Attachments' section with a table of attachments. The table has columns for Date, Type, and File Name. One attachment is listed: Date: 29 Oct 2024, File Name: 571157.rtf. A red arrow points from the text above to the '571157.rtf' link. At the bottom, there are navigation buttons: 'Previous', 'Next', 'Print', 'PDF', 'Close', 'Save', and 'Submit Contribution'.

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



Príomh Oibrí Sóisialta
Foireann Sábháilteachta agus Cosanta FSS

Principal Social Worker
Safeguarding and Protection Team

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Lane, Dublin 8 D08W2A8

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.

Home

Tasks Deirdre Morgan

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

10. Points to note

Other points to note when using the Portal to submit referrals

- 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.
- 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).
- 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).