



Freedom of Information Portal Guide

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Introduction

The Isle of Wight Healthcare - Access to Records department request portal enables patients or their authorised representatives to request and receive health records and other files from the Isle of Wight Healthcare NHS Trust.

The portal is a secure and simple way to request and receive health records.

This guide is to help requesters use the portal, which can be found at <https://iow-nhs.ams-sar.com/> It will show you how to:

1. Create a new account, log in and navigate the portal.
2. Download the Response.

How to Create an Account



Click "Get Started Online"

You only need an email address and password to set up the account.

If you do have an account with us, click "Login"

If you do not already have an account, click "Don't have an account? Sign up"

Enter your email address and then enter it again to confirm it.

Click "Register Now!"

- Summary
- [How to make a request](#)
- [Get Started Online](#)

[→ Login](#)

[→ Don't have an account? Sign up](#)

Email address

Confirm Email address

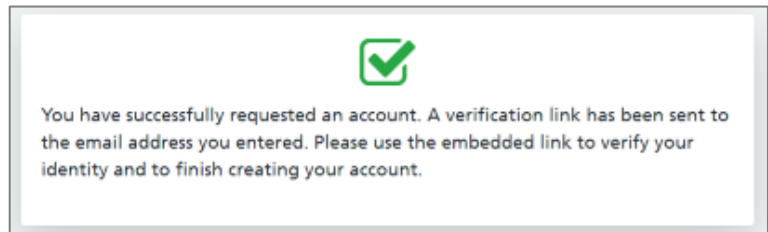
[Already have an account? Login](#)

[Register Now!](#)

Register for a new [account](#)

- ✓ Submit online
- ✓ Track Progress
- ✓ Secure Communication
- ✓ Instant Reference
- ✓ Download Requested Files

A confirmation will appear that a link has been sent to your email address to allow you to complete the set up.



Log in to your email account and open the email from “Sars No reply” In the email you will see a “Login” link. Click this and it will take you to the portal login page.

Enter a password for your account and then enter it a second time to confirm it then click “Set password.”

You will get a message that your registration is complete.

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

How to log into your account

Once you have an account you can use the login link on the portal home page or go directly to:
<https://iow-nhs.ams-sar.com/Account/Login>

Enter your email address and password then click “Sign In”.

If you have forgotten your password, click the “Forgotten your password?” link.

The screenshot shows a login form with the following elements:

- Email: A text input field with the placeholder text "Enter your email address".
- Password: A text input field with the placeholder text "Enter your password".
- Forgotten your password?: A blue hyperlink.
- Keep me logged in: A checkbox followed by the text "Keep me logged in".
- Sign in: A green button with white text.

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

Subject Access Request Portal

<h3>New Request</h3> <p>Submit a new subject access request online.</p>	<h3>Manage Requests</h3> <p>Manage and view the status of your existing requests.</p>	<h3>Your Profile</h3> <p>Manage your profile settings, including changing password and enabling two-factor authentication.</p>
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Managing Your Profile

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

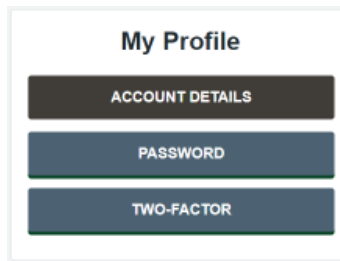
Your Profile

Manage your profile settings including changing password and enabling two factor authentication.

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.

In order to change your password, click the “Password” button.



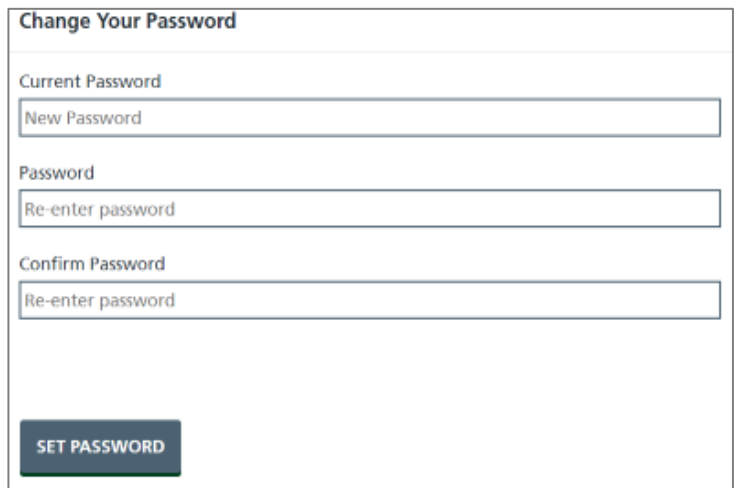
A vertical menu titled "My Profile" with three buttons: "ACCOUNT DETAILS" (dark grey), "PASSWORD" (blue), and "TWO-FACTOR" (blue).

Enter your existing password.

Enter your new password

Confirm by re-entering it in the confirmation box.

Click the “Set Password” button.



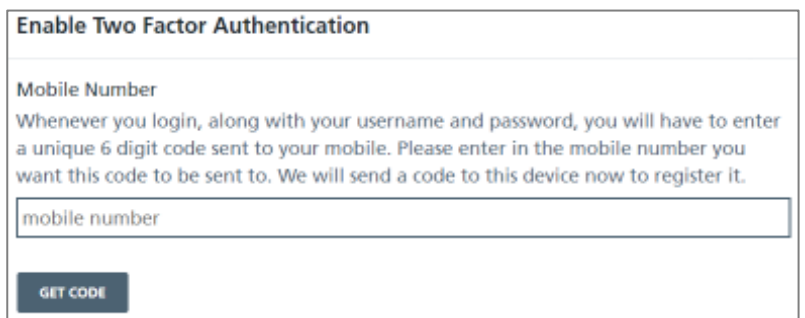
A form titled "Change Your Password" with three input fields: "Current Password" (containing "New Password"), "Password" (containing "Re-enter password"), and "Confirm Password" (containing "Re-enter password"). A "SET PASSWORD" button is at the bottom.

If you want to increase your security when logging into the portal - Click “Two Factor” to enable a second level of authentication when logging in.

Once enabled you will be required to enter a unique pin code that will be sent to the registered mobile phone.

Enter a mobile phone number

Click “Get code” to confirm the number.



A form titled "Enable Two Factor Authentication" with a "Mobile Number" section. It contains a text input field with "mobile number" and a "GET CODE" button.

How to submit a new Freedom of Information request

Click "New Request" on your home page.

New Request
Submit a new subject access request online.

Click on the **Access to Information Application Form** link.

 **FOI / EIR Request Form**

Complete each field listed, fields marked with a red * are mandatory.

FOI / EIR Request Form

Requester's Full Name*

Please enter full name (first name + last name) of requester

Company / Organisation Name (if applicable)

Please enter name of company / organisation

Please enter email address (of requester)*

Please enter email address (of requester)

Job Title (if applicable)

Job Title (if applicable)

Type of Request
 FOI
 EIR

Requester Type

CONTINUE

Click "Continue"

To upload documents, click the square to browse your computer, phone or tablet and select the relevant document(s) or pictures.

FOI / EIR Request Form (step 2 of 2)

Description of Request*

Upload Original Request
Please upload any supporting documents or questions

SUBMIT

Click "Submit" when you're ready to send in your request to the Trust.

Once you have completed your application, a confirmation page will appear which will include your reference number. You will also receive an email to confirm your application, also with your reference number.

How to view the status of your request

The Manage Requests section allows you to see the status of your requests.

[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, which are; the **Type** of application form used, the application **Reference** number, the **Name** of the patient, the date the request was **Submitted** and the current **Status** of the request, for example, if it has been completed or is currently active.

Requests

The list below are requests that are linked to your profile. To view or manage one of the below requests , simply click on the request row.



Type	Reference	Name	Submitted	Status
FOI / EIR Request Form	FOI-EIR00000006		01/04/2023 15:06:13	Active
FOI / EIR Request Form	FOI-EIR00000005		01/04/2023 15:01:20	Active

Showing 1 to 2 of 2 rows

If you have more than one request, you will see two buttons at the top of the listing.



The first refreshes the list of applications 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, possibly, requires a reply. Please answer these questions as quickly as possible so as not to delay your request.

You will also receive an email if the Trust has sent you a message regarding your request. The sender will be "Sars No Reply". We will never ask you for your password in any of these emails.

You can either log in to your portal area or, after going to the request, respond to the message or 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, phone or tablet and select the relevant document(s) or picture.

Type your response in the box.

Click "Save" and your message will be sent to the Trust.

How to retrieve your documents after disclosure

When the Trust has completed your request, you will receive an email. Follow the instructions as 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".

The Trust advises 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.