

## Understanding and Using the Workplace Health & Wellbeing e-OPAS Portal For West Suffolk Hospital NHS Trust Managers

Email queries to - [WSFT.WHWBmailbox@nnuh.nhs.uk](mailto:WSFT.WHWBmailbox@nnuh.nhs.uk)

The Workplace Health & Wellbeing Self Service Portal can be accessed via the following link:

<https://nnuh.eopas.co.uk>



When setting up an account please be aware that you can't use a tablet or a smart phone. Also, in our experience the best browsers to use are Internet Explorer 8, Chrome or Firefox.

### **STEP 1 – CREATING YOUR ACCOUNT:**

This section explains how to set up Portal user accounts:

1. Navigate to the Portal Homepage via the link above
2. Click on the on-screen 'sign up now' box
3. The Portal Account creation screen will be displayed;
  - Enter email address into the section provided (work email address please)
  - Enter your Company reference  
  
**W230DA02**
  - Enter your desired password, which should contain a minimum of 6 characters including 1 special character (a number is not classed as a special character)
  - Confirm your password
4. Select a security question from the drop-down menu  
① Please ensure that you remember the question / answer since we are unable to reset this
5. Captcha verification is required for the account creation. Enter the sequence of characters displayed in the centre of the window into the space provided
6. Once you have completed all fields on the Portal account form, click the 'Continue' button to verify your account

## **Step 2 – PORTAL ACCOUNT VERIFICATION:**

This section guides you through verifying your Portal account:

The Portal Account completion screen will be displayed

**Create Your Portal Account**

Your Portal account has now been created.

In order to verify the email address you provided, an email has now been sent.

When the email arrives, please click the Verify Account link to complete the account creation process and connect to the Portal.

You can now close this browser window.

**Help ...**

To sign up, please enter your details in the fields opposite.

If you have not yet been given a **Company Reference** number please contact us, as this is required to complete the Sign Up process.

The answer to your **Security Question** will be required in the event that you need to reset your password.

If you are unable to read the **Captcha Text**, please use the buttons provided to listen to, or reload the text.

Provided by Warwick International Computing Systems Ltd © 2006 - 2017 All rights reserved

WARWICK INTERNATIONAL  
COMPUTING SYSTEMS

When an account has been created, an email will be sent to you for you to verify your email address.



Emails are sent almost immediately, but if the email takes longer to get to you than you would expect check your Junk/Spam folders to see if it is in there.

Open the email and click on the 'Verify Account' link to activate your account.

## Almost There! Portal Account Verification

To complete the creation of your new account please click the following link, [Verify Account](#)

The Portal Account creation screen will be displayed

Enter your password details into the section provided



The Account Verification step is essential. Without this step you will not be able to proceed.

The following screen will appear, please add your password into the 'Enter your password' box

**WORKPLACE  
 HEALTH  
 & WELLBEING**  
Norfolk and Norwich University Hospitals NHS Foundation Trust

**Sign in using your Portal account**  
 Your account email address has now been verified,  
 please enter your password and sign in

Enter your email address

Enter your password

Forgotten your password?  
 Don't have a Portal account?

---

Alternatively, you can Sign In using:





**Welcome ...**

to your Occupational Health portal.

Then click the 'Sign In' button.

***You have created your portal account!***

The first time you log into your e-OPAS account, you will be asked to complete the mandatory fields within the following 3 personal details screens:

**Options**

**Settings**

**Personal Details**

In order to access the Portal, your User account needs to be linked to a Personnel record held in the system. Please enter your details in the fields below, and click on Next to continue.

Closing the browser or signing out before clicking 'Save Changes' on the last screen will result in all entered data being lost.

Company Reference\*

Secondary Reference

Title

Forename\*  Please enter your Forename

Surname\*  Please enter your Surname

Date Of Birth\*  Please enter your Date Of Birth

Gender

National Insurance

Marital Status

Nationality

Ethnic Origin

Fields marked with \* are required

**Options**

**Settings**

**Contact Details**

Please enter your contact details in the fields below, and then click on Next to continue.

Home Address

Number/Name

Street

Locality

Town

County

Post Code

Country

Home Telephone Number

Mobile Telephone Number

**Options**

**Settings**

**Employment Details**

Please enter your employment details in the fields below, and then click on Save Changes to confirm.

**Organisation\***

**Site**

**Fields marked with \* are required**

**Navigation:**

- Personal Details
- Contact Details
- Employment Details**
- Change Password
- Account Management
- Management Structure

Once you completed the personal details screens and clicked on 'Save Changes' as shown in the picture above, you will be taken to the 'Home Screen' below:

The home screen is where you will be taken to each time you log on to e-OPAS:

**Options**

**My Forms - 1 record found**

Form Type	Status	Comments	Date Completed	Date Created	Appointment Date	Appointment Time
Existing students returning from period ...	Promoted		Wed 24/05/2017	Wed 24/05/2017 1...		

**Current View**

My Forms

**Date Created**

From: 31/10/2016

To: 31/10/2017

**Completed Date**

From: 31/10/2016

To: 31/10/2017

**Options**

**Online Form Help**

**Navigation**

Use the **Current View** option on the left hand side to display your online forms.

If configured against a specific view, further refinement can be made using the filter options on the left hand side. Use the **Refresh Results** option to apply any changes made to the filter.

Double click on an existing online form to bring up the details.

If authorised, click **Create New** on the left hand side to begin filling out a new form.

## CREATING FORMS:



You will need to be set up as a Portal Manager by Workplace Health and Wellbeing before you can create a Management Referral. If you require this facility, please speak with your manager so that they can request set up by your dedicated Workplace Health & Wellbeing Administrator,  
 Email request to [WSFT.WHWBmailbox@nnuh.nhs.uk](mailto:WSFT.WHWBmailbox@nnuh.nhs.uk)

## CREATING A MANAGEMENT REFERRAL FORM :

1. Login into the Portal Home Page
2. Select 'Create New Online Form' which will take you to a new screen

The screenshot shows the 'Options' page of the Workplace Health & Wellbeing portal. A red circle highlights the 'Create New Online Form' button in the top navigation bar. The left sidebar contains filters for 'Current View', 'Date Created', and 'Completed Date'. The main area displays a table with columns: Form Type, Ref, Name: Given Na..., Name: Family N..., Status, Date Created, and Appointment Da... The right sidebar contains 'Online Form Help' and 'Navigation' instructions.

3. Select 'Management Referral' from the Form type drop down list and select continue to proceed

**i** Ensure that you select the drop down arrow when selecting the form rather than clicking into the text box

The screenshot shows the 'Management Referral' form. The 'Form Reference' field contains 'Reference Generated On Save'. The 'Form Type\*' dropdown menu is open, showing 'Management Referral' selected. A red circle highlights the dropdown arrow. The 'Details' field is empty. The 'Status' field contains 'New'. A 'Continue' button is at the bottom right. A red note at the bottom states 'Fields marked with \* are required'.

**Please note:** This form has multiple pages and you can navigate through the pages using Next Page and Previous Page buttons

4. Fill in all the details requested on the pages by either entering free text or selecting the relevant options. Please provide all relevant information to enable the form to be processed appropriately



Please note that the section asking for questions to be considered within the referral indicates which questions you would like to be answered rather than questions for you to answer.

5. Continue to complete all questions until the 'Next Page' button becomes disabled
6. At this point you will be prompted to save the Form as completed. If you are ready to send the completed referral to Workplace Health & Wellbeing please click 'yes'

**Please note:** that once you have clicked yes, you will not be able to make any changes to the referral

If you are not ready to submit the referral simply click 'no' and then return to the questionnaire at a later date (See section titled AMENDING PORTAL FORMS)

**i** Referrals are only sent to us when you set the questionnaire as complete

Message ID (1575)

Do you wish to set this Form as completed?



**Note:** Once set as completed, the Form will be sent to Workplace Health & Wellbeing and cannot be updated in the future. Please ensure that you have added your contact number to the form as the Occupational Health team may need to contact you if further information is required.

Yes

No

You will be returned to the online form screen.

Options

WORKPLACE  
HEALTH  
& WELLBEING

Current View

My Forms

Date Created

From: 31/10/2016

To: 31/10/2017

Completed Date

From: 31/10/2016

To: 31/10/2017

Options

Refresh Results

Create New Online Form

My Forms - 1 record found

Form Type	Status	Comments	Date Completed	Date Created	Appointment Da...	Appointment Ti...
Management Referral	Ready for Promo...		Tue 31/10/2017	Tue 31/10/2017 1...		

A completed form is given a status of 'Ready for promotion' until reviewed by a member of the Workplace Health & Wellbeing Team. Once it has been processed the completed form will be given a status of 'Promoted'.



## **COMPLETING INCOMPLETE FORMS:**

This section shows you how to complete incomplete forms within the Portal:

1. Double-click on the form record displayed in the middle of the screen or select it and click on 'Open Online Form' in Options on Left hand side of screen

The screenshot shows the 'Options' sidebar on the left of the portal. It includes a 'Current View' dropdown set to 'My Forms', date range filters for 'Date Created' and 'Completed Date' (both from 31/10/2016 to 31/10/2017), and buttons for 'Options', 'Refresh Results', and 'Create New Online Form'. The main area displays a table with one record found.

Form Type	Status	Comments	Date Completed	Date Created	Appointment Da...	Appointment Ti...
Management Referral	Ready for Promo...		Tue 31/10/2017	Tue 31/10/2017 1...		

*Note: You may need to change the 'current view' option to "my forms" to display the form on screen*

2. Use the Previous page / Next Page buttons to navigate through the pages of the form and complete the relevant entries
3. Continue to complete all questions until the Next Page button becomes disabled and then select the 'Complete option'
4. At this point you will be prompted to save the Form as completed. If you are ready to send the referral to Workplace Health & Wellbeing please click 'yes'

**Please note:** that once you have clicked yes, you will not be able to make any changes to the referral

If you are not ready to submit the referral simply click 'no' and then return to the questionnaire at a later date. (See section titled AMENDING PORTAL FORMS)

**i** Referrals are only sent to us when you set the questionnaire as complete

Message ID (1575)

Do you wish to set this Form as completed?



**Note:** Once set as completed, the Form will be sent to Workplace Health & Wellbeing and cannot be updated in the future. Please ensure that you have added your contact number to the form as the Occupational Health team may need to contact you if further information is required.

Yes

No

You will be returned to the online form screen.

Options

My Forms - 1 record found

Form Type	Status	Comments	Date Completed	Date Created	Appointment Da...	Appointment Ti...
Management Referral	Ready for Promo...		Tue 31/10/2017	Tue 31/10/2017 1...		

Current View  
 My Forms

Date Created  
 From: 31/10/2016  
 To: 31/10/2017

Completed Date  
 From: 31/10/2016  
 To: 31/10/2017

Options

Refresh Results

Create New Online Form

A completed form is given a status of 'Ready for promotion' until reviewed by a member of Workplace Health and Wellbeing. Once it is processed the completed form will be given a status of Promoted.

## **REVIEWING COMPLETED FORMS:**

This section explains how to review completed forms within the Portal:

Previously completed forms will be displayed in the middle of the window

Form Type	Status	Comments	Date Completed	Date Created	Appointment Da...	Appointment Ti...
Management Referral	Ready for Promo...		Tue 31/10/2017	Tue 31/10/2017 1...		

1. Double-click on the form record displayed in the middle of the screen or select it and click on 'Open Online Form' under Options on Left hand side of screen.
2. Select the 'Review Form' option


The Form details screen will be displayed.

- 3 Use the Previous page / Next Page buttons to navigate through the pages of the form to review the entries

*Note: Answers given to previously completed forms are displayed in a grey box*

**Please note: previously given answers cannot be edited.**

- Options



Online Form

Main Details
Assignment
Fill Out The Form
Attachments (0)
Save Questionnaire
Save & submit form to WHWB
Back

Management Referral

Declaration

Form Progress

- I confirm that I am referring the above named employee to Workplace Health & Wellbeing for an Occupational Health assessment. I can confirm that the individual has been made fully aware of the purpose of the referral

Yes ☐ No ☐
  - I understand that under the General Data Protection Regulation (GDPR) employees may request access to their occupational health records\*

Yes ☐ No ☐
  - I can confirm that the staff member has consented to this referral

Yes ☐ No ☐
  - I understand that Workplace Health & Wellbeing (WHWB) endeavour to prepare reports within five working days of an appointment. However I understand that, if additional detail from an individual's specialist or GP is required (with the employee's consent), there will be a delay in the report being prepared. Under these circumstances WHWB will write or e-mail you to inform you of a likely delay.

Yes ☐ No ☐

< Previous Page

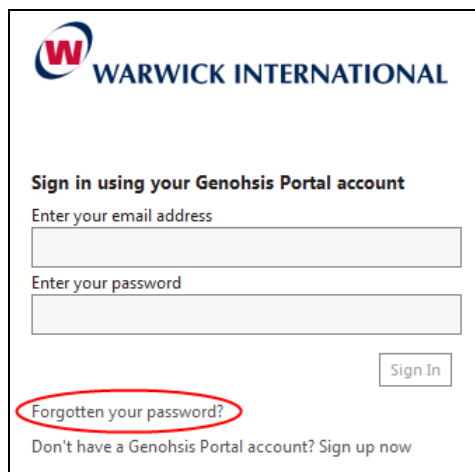
Save Questionnaire

Fields marked with \* are required

## **PORTAL ACCOUNT RESET**

This section guides you through resetting your Portal account password:

Navigate to your Portal Homepage and then:



- Click on the 'Forgotten Your password' Link

The password reset form will be displayed

- Enter your Email Address into the section provided
- Enter your Family Name into the section provided
- The Captcha verification will be required for the password reset. Enter the sequence of characters displayed in the centre of the window into the space provided, Click the 'Continue button'
- The Portal Account Security window will be displayed. At this point you will need to answer the security question that you selected on creating the account

An email is sent with the security details for portal account reset. Follow the instructions in the email



The email verification step is essential. Without this step you will not be able to proceed.