How to grant access to the portal

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In order to update service details, request to vary conditions, apply to become inactive or voluntary cancellation, your service needs to be registered with a portal account. If you don't already have a portal account, you can create one by visiting https://portal.careinspectorate.gov.scot/Account/Register or clicking the link in eForms. See the 'How to create a portal account' guidance for help setting up a new account.

Existing services which are not already associated with a portal account, will need to grant access to a portal account before they can manage their service online. This is done via eForms. See the steps below. You will need to grant access for each service, but it will only need to be done once as additional user access is managed in the new portal.

If you are set up as an additional user on an eForms account, you will not have the Grant Portal Access option. You should create an account on the Digital Portal and then the main eForms/portal account user can then grant you access to the service which will allow you to see the details in your portal account.

Services which applied through the online registration application will automatically be associated with the portal account they made their application from.

Step 1.

Login in to eForms with your existing details.
https://eforms.careinspectorate.com/eForms.php
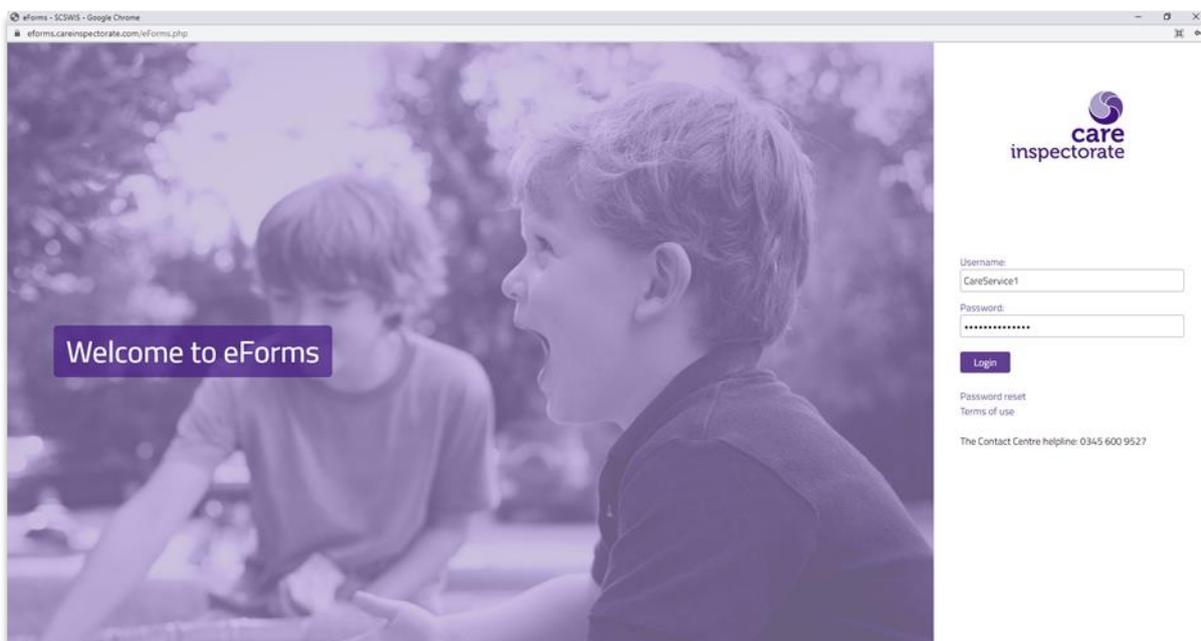
Step 2.

Click 'Grant Portal Access' from the menu at the top of the page.

Note: If you are doing this on a Service Provider (SP) account, before clicking 'Grant Portal Access', you should click into 'Documents' and then select the relevant service. You can then click 'Grant Portal Access' and follow the rest of the steps. You should repeat these steps for each service under the SP account.
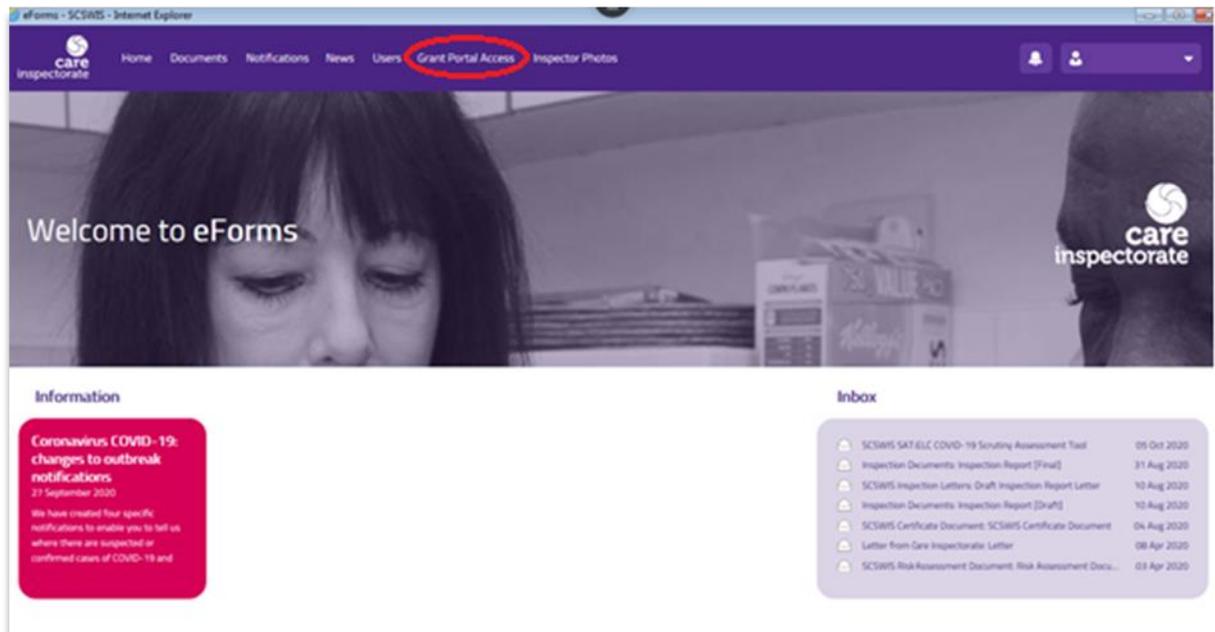
If you are unable to see the 'Grant Portal Access' option, then please try the following:

- Maximise the window by clicking the maximise button in the top right corner of the browser (This is the button to the left of the Cross that closes the window)

- Decrease the zoom on your browser. You can do this by pressing and holding the **CTRL** key and tapping the **-** 'Minus' key. Each tap reduces the zoom by a small amount. You can also zoom by holding **CTRL** and using your mouses scroll wheel. (To increase the zoom afterwards, hold **CTRL** and press **0** 'Zero' or **CTRL** and the **+** 'Plus' key)

  Note: If you are using a tablet or phone, rotating your device may allow it more space to display the page. You can also reduce your devices default zoom settings, please refer to your device guidance for details on how to do this.

- Increasing the resolution on your computer in your display settings.

Step 3.

Enter the username and the email address for the portal account you would like to associate with your service and click the 'Submit' button.

Note: You can add multiple services to the same portal account. You do not need to create a separate portal account for each service.


If you are unable to see the 'Submit' button, then please try the steps listed above for difficulties finding the 'Grant Portal Access' option.

Step 4.

If the details you entered match an existing portal account, you will see a confirmation message that the portal account is now associated with you service.

Users   Grant Portal Access   Inspector Photos

Your portal account is now associated with your service.
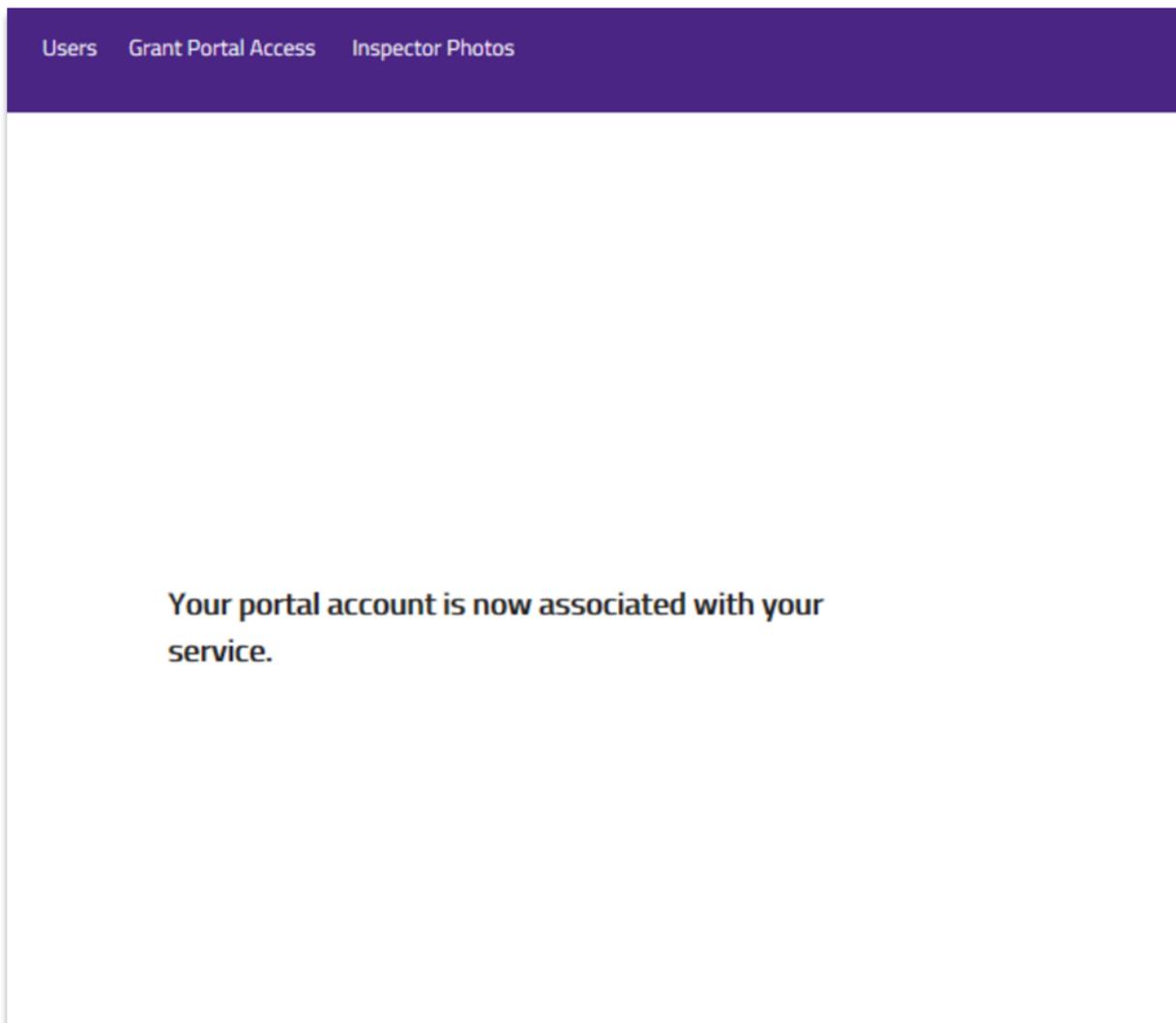
Step 5.

You can now log out of eForms and manage your account from the portal.
https://portal.careinspectorate.gov.scot/account/login.

When you login into the portal you will see your service listed under 'Registered Services'. Use the 'View service details' link to see your service details, makes updates, request to vary conditions, apply to become inactive or voluntary cancellation. You can also grant additional access to the service here. See the manage users guide for details on how to do this.

Granting portal access for other services

Repeat steps 1-4 to add your other services to the portal account. You can add all your services to the same account.

Note: You only need to grant portal access for each service once. To give additional users access to a service use the 'manage user' functionality in the portal. See the manage user guide for details on how to do this.

Headquarters
Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

web: **www.careinspectorate.com**
email: **enquiries@careinspectorate.com**
telephone: **0345 600 9527**

@careinspect

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