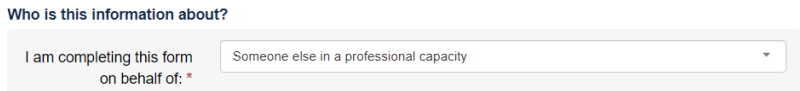
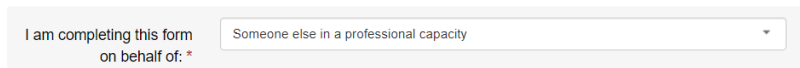
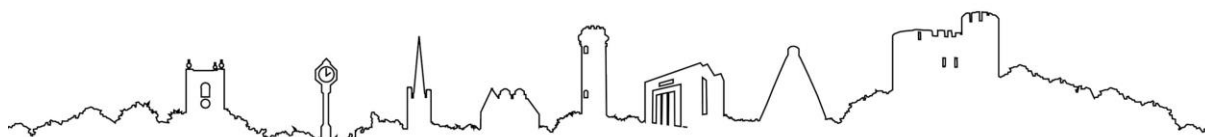


## Portal Users FAQ's

Question	Answer
Who am I filling this form for?	As a professional you need to ensure that you answer the following question with 'I am completing this form on behalf of' and select that you are <b>Someone else in a professional capacity</b> , as shown below 
Can I attach a document?	Yes, you can attach a document, however you must ensure that you select that you are a 'someone else in a professional capacity', as shown below:  <b><i>(Security in the system will not allow documents to be viewed from anyone else but professionals)</i></b>
Is registration necessary or can you use as a one off user?	Yes, you will need to register to submit information to Dudley. You must ensure that you register for the portal using your professional email address only (not you personal). These referrals may be rejected if Dudley are unable to verify you are a professional.
Will a receipt of the referral be sent to the referrer?	The referrer will receive an email confirming they have submitted a referral. The referral will also be available to view in your portal account for 30 days.
Will partner agencies receive an outcome following the Request for Help and Support Form? (even if they were not the referring agency, but for example provide information for lateral checks as the GP does via Front Door)	The Professional that has submitted the Request for Help and Support Form will get a response in their Portal account when the referral has been processed by Front Door.
Can I print a copy of the form I have completed?	Yes, you will have to login to your portal account, and you can print a copy of the form from the submitted forms section (these will be available for 30 days).
Can I save the form and finish completing it later?	Yes, you can save your form, and this will be available for you to complete within 30 days.
I have not received my passcode, what do I do?	Ensure you check your junk folder on your email. You can click the 'resend passcode' button and you will be sent another passcode.
Can I give different answers for people included on the form?	Yes, you can toggle anyone whom you need to give a different answer, simply by clicking on their name at the bottom of the question.



Can I download a copy of the form I have submitted?	Yes, you can create a PDF copy of the form before you submit it. If the form has already been submitted, this will be available for you to save a PDF copy for up to 30 days after submission of the form.
Can I use a previous completed form to copy answers to a new form?	No, unfortunately you are not able to do this.

