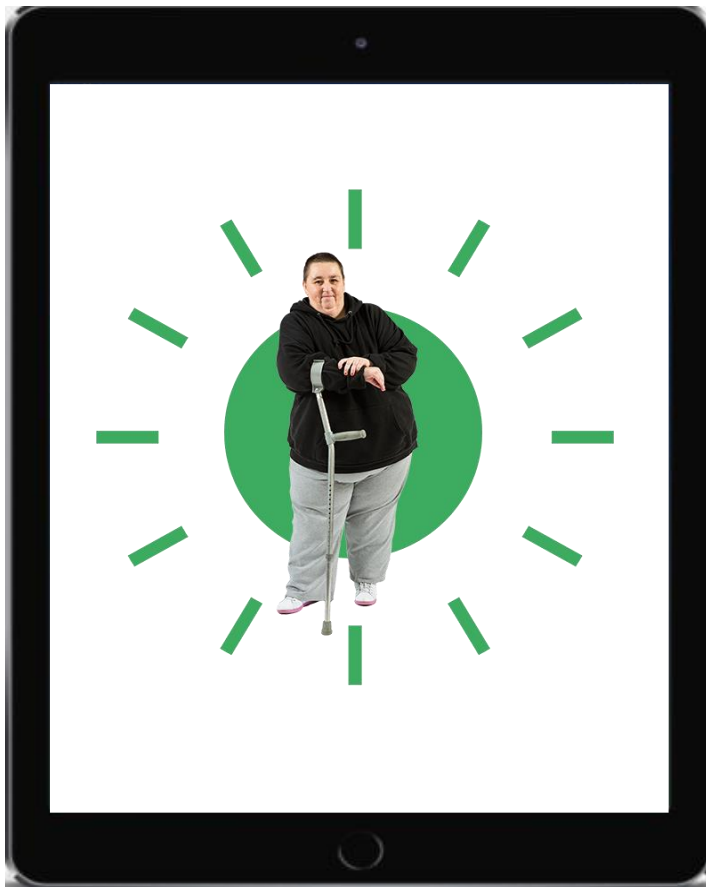


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Your information on Access



Booklet 4

What will you find in this guide



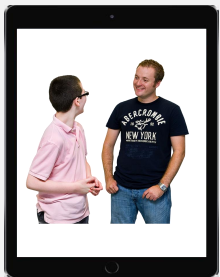
Your support information



View all fields



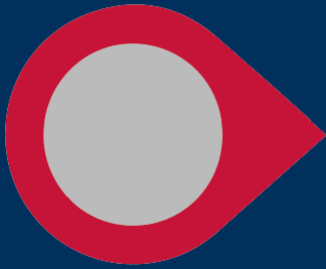
Support Information and New Forms



Support Sessions

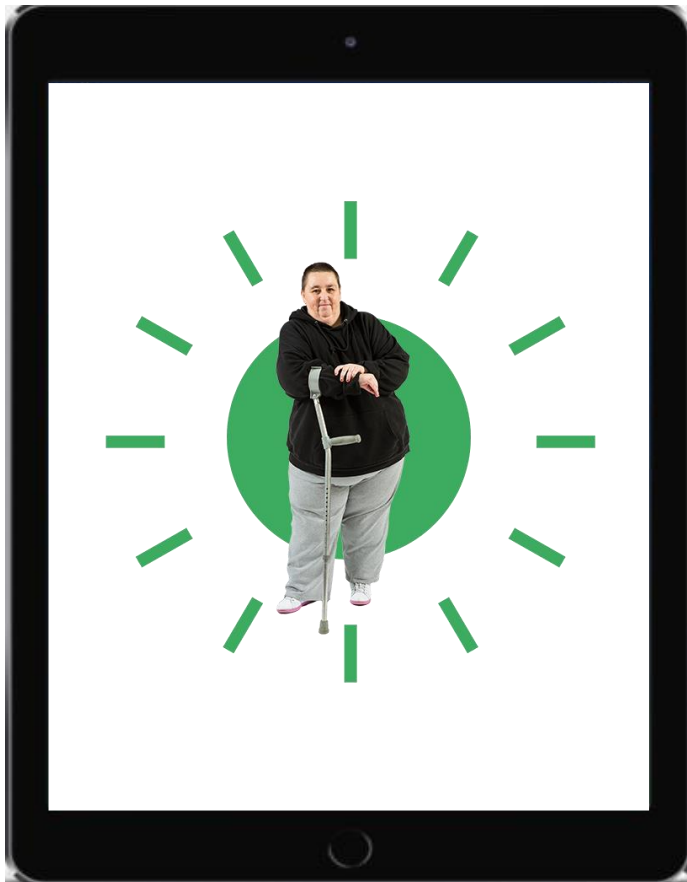


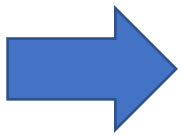
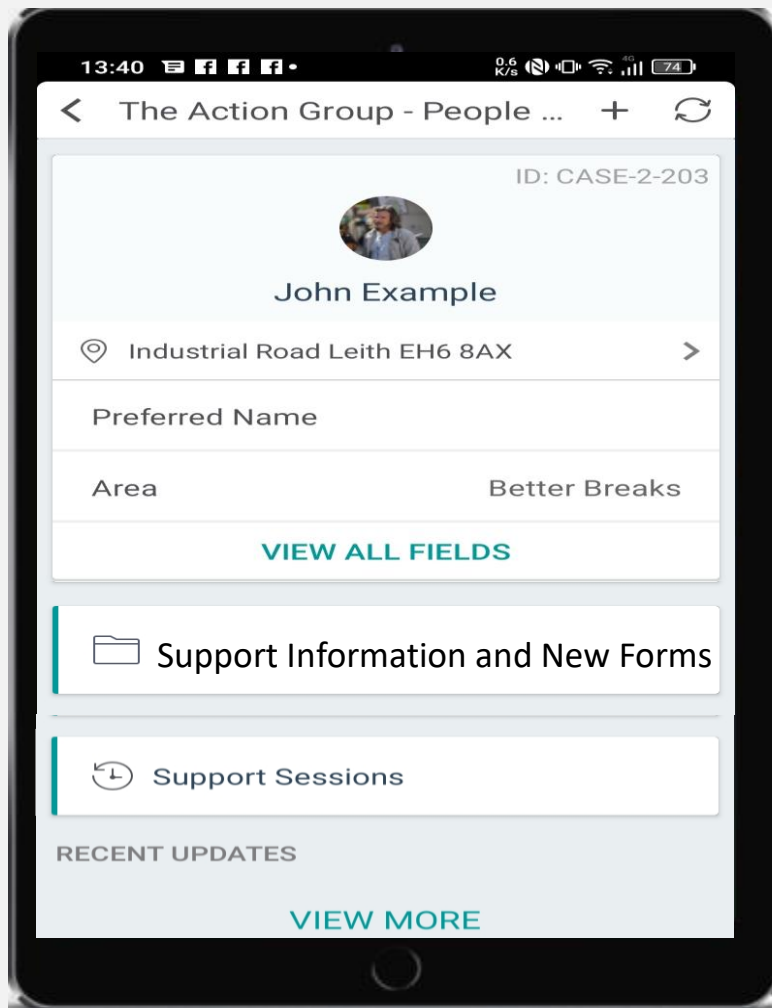
Home Page - List



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Your support information





You will see three boxes on the page. These boxes contain different types of information



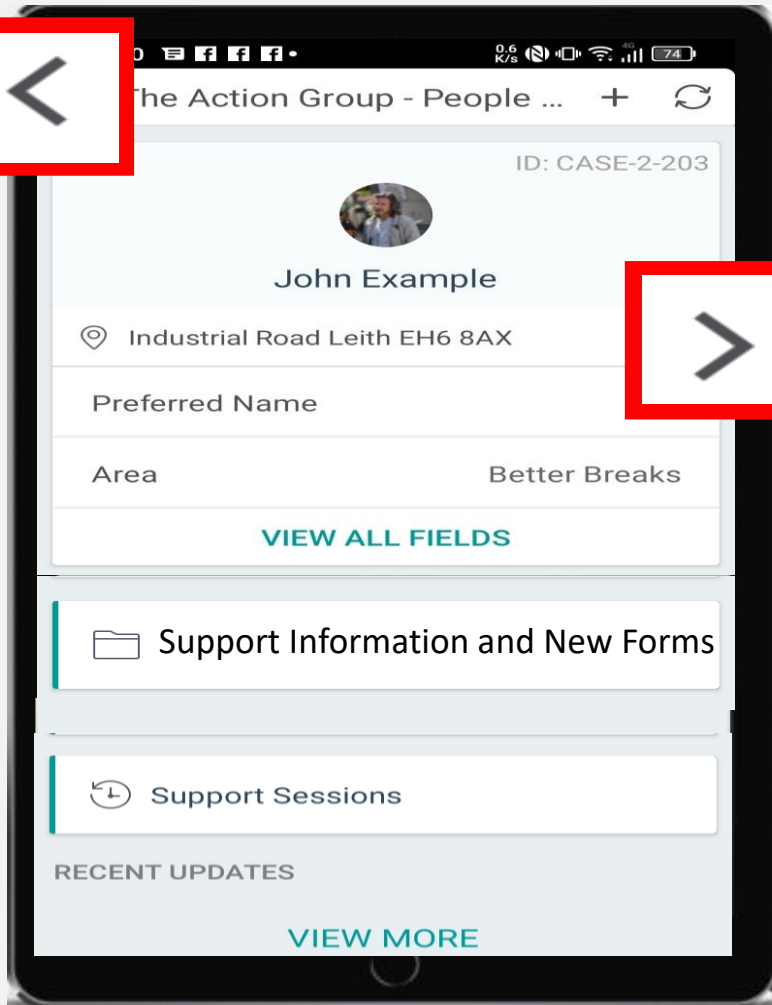
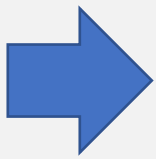
1. **VIEW ALL FIELDS** is a quick way to see the most important information about you.



2. **Support Information and New Forms** shows your information in full.



3. **Support Sessions** shows who will be supporting you and when



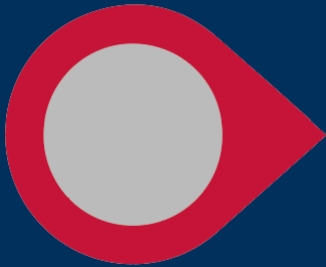
When you see the forward arrow it allows you to open sections and move to information you would like to see.



When you have finished looking at the information the back arrow will close the section you are on and take you back to the page you were on before.



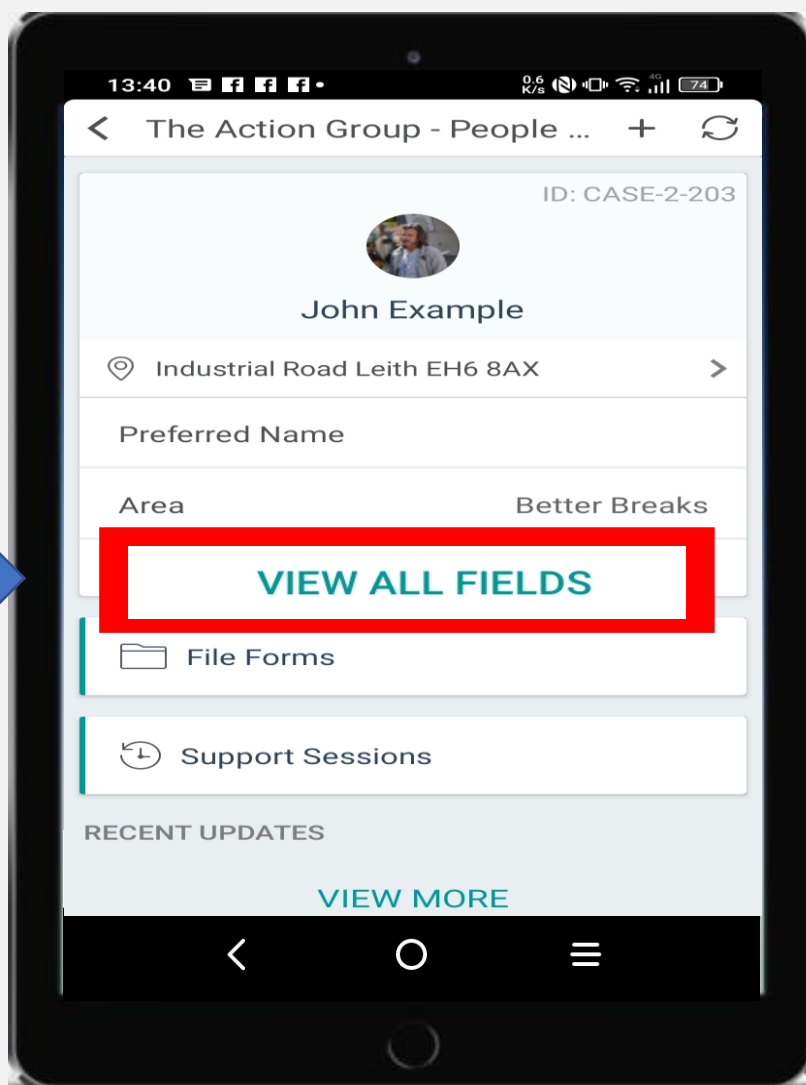
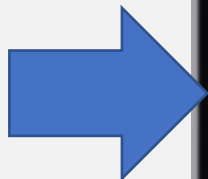
Remember if you click the back arrow on each page you will eventually arrive back at the home page.



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View All Fields



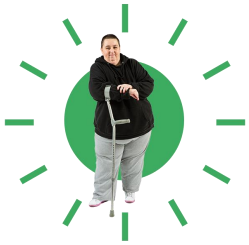


Click **VIEW ALL FIELDS** to see a quick guide to all your personal information. For example your date of birth, address, emergency contacts and important medical information.



Information that is in an orange box is to help make important emergency information easy to find.

What information will I find



Personal details including your date of birth, where you live, preferred language and your contact details.



Information about your health, for example allergies, medical background and NHS number.



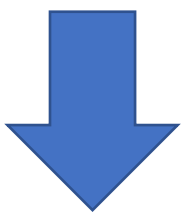
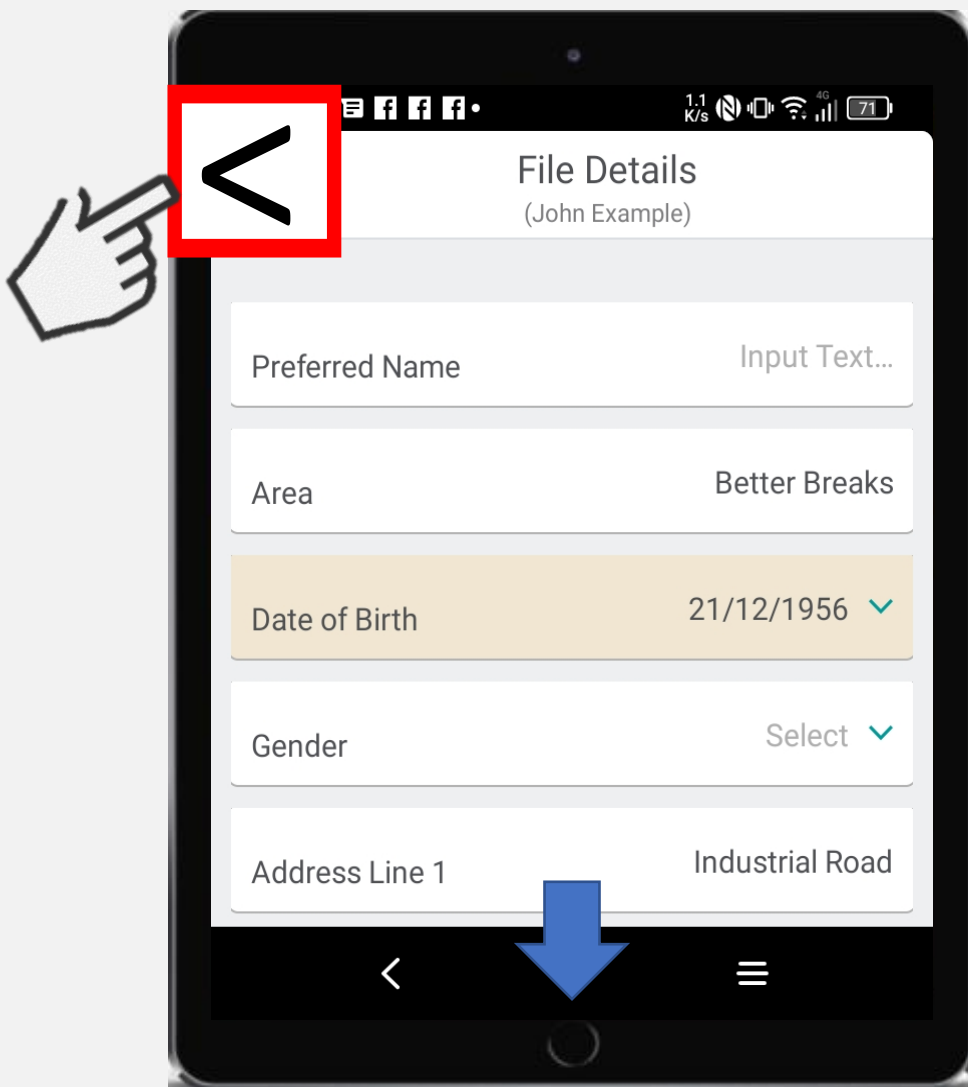
Details on what support you need and how to keep everyone safe.



Important dates, for example when things were updated last and when they need to be done again, like reviews, plans on how to stay safe and your support plan.



Emergency contacts and information on important people in your life, for example a parent or guardian who helps you to make decisions about your support or money.



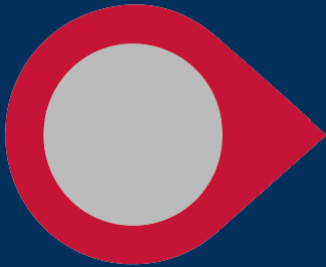
Move down the boxes to see all your information in this section



When you are finished looking at this information click the back arrow to go back to the home page.

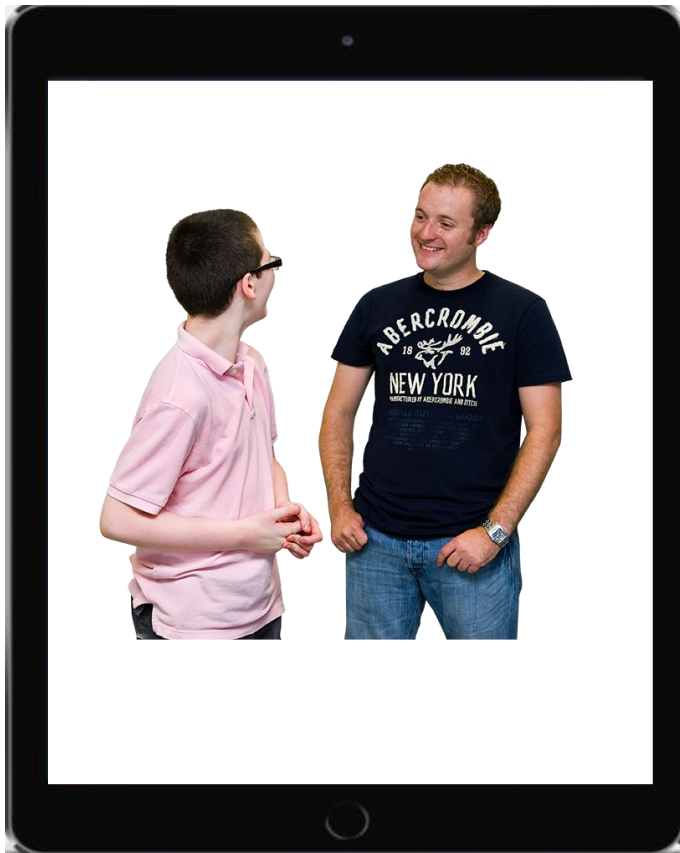


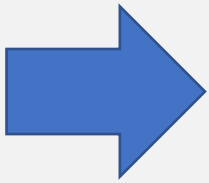
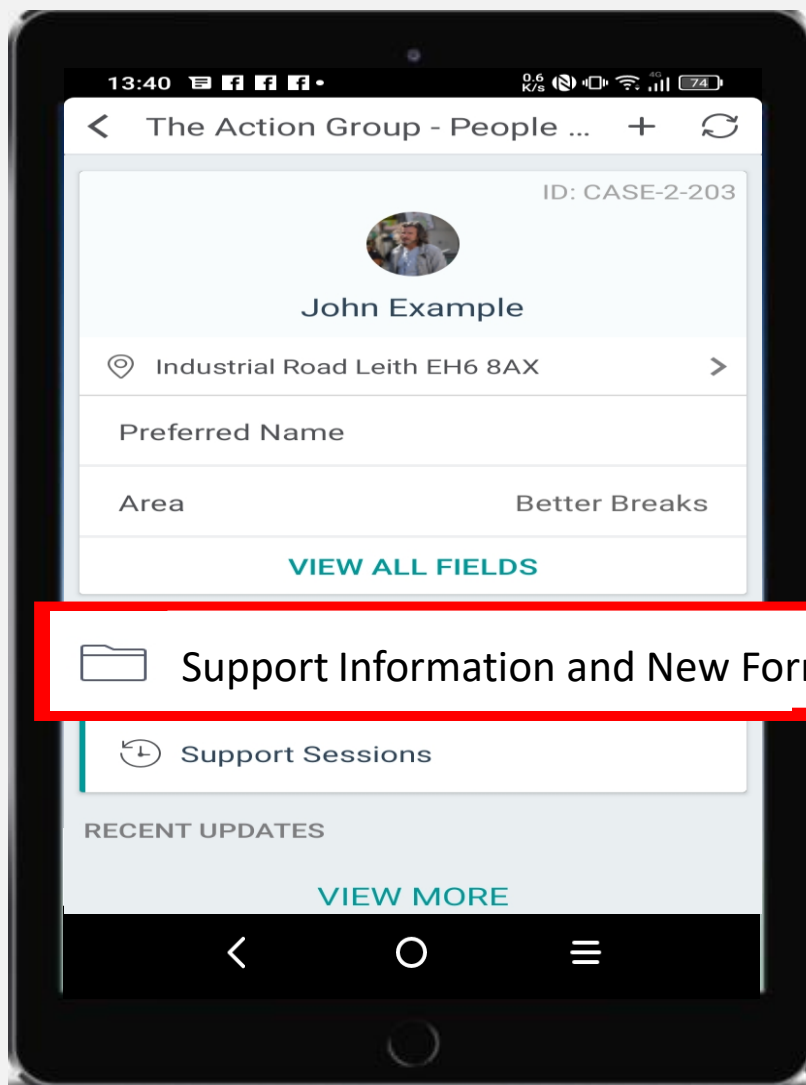
You will know when you are back on your home page as you will be able to see the 3 grey lines in the top left hand corner of the page.



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Support Information and New Forms





1. Click on Support Information and New Forms



2. You will be able to see your information in full here

What information will I find?



This is a lot of support information to look at so it is split into different topics.



These topics are then kept in their own file to make them easier to find.



Each topic will look at things like

What's important to you and what you can do yourself



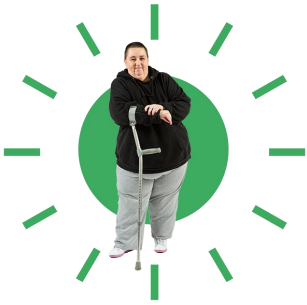
What support you need from staff



Plans that help you and others to stay safe

Support plans and risk assessments

In the support plans and risk assessments topic you will always find



Full personal details: for example your name, date of birth, emergency contacts and people in your life who help make decisions and plans.



What you want people to know about you and guidelines that help make sure support goes well.



Goals you are working towards and how that is going and your plans for the future.



Review of Support: Looking at what is going well, what could be better and changes that you would like to make.

Support plans and risk assessments

Depending on the type of support you get you may also find



Health - supporting me to be healthy; diet, exercise, personal care, eating and drinking



Medical support: supporting me with medication, and to attend appointments



Wellbeing - supporting me with my feelings and the things that help me to feel happy.



Your money: Supporting me to manage my money



Your home: For example supporting me to maintain my home, cooking and pay bills



Family and Relationships: supporting me to maintain relationships with my family, friends and make new friends

Other information you will find



Money matters: Your signature to say if you want help with your money or not and a record of the money we have helped you with.



Health and medicines: For example a record of the medication you take and when it was taken, hospital plan, medical notes from your doctor



Fire and Emergency risk assessments: For example plans on how you and others can stay safe.



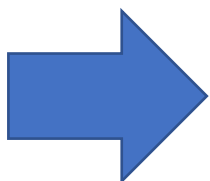
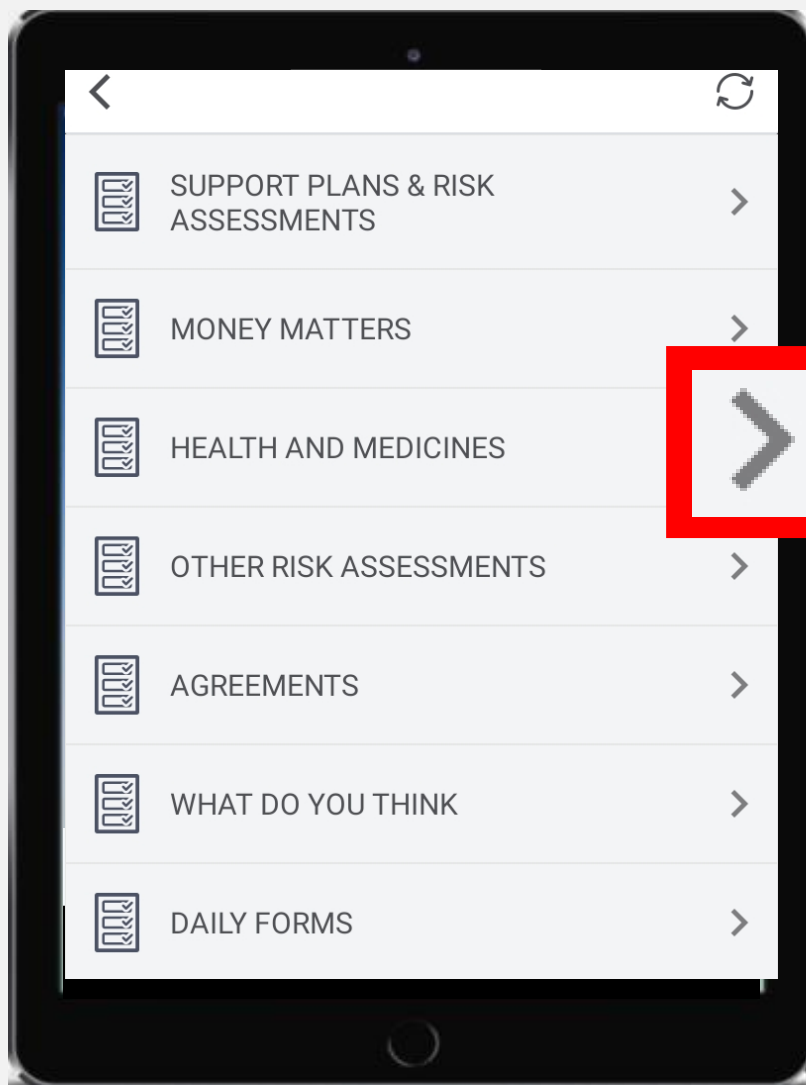
Agreements: for example saying it is ok for The Action Group to use your photo.



Feedback and requests: for example telling us what is going well or what could be better with your support or asking for a family member to be able to see your support information on Access.



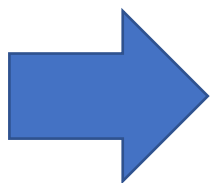
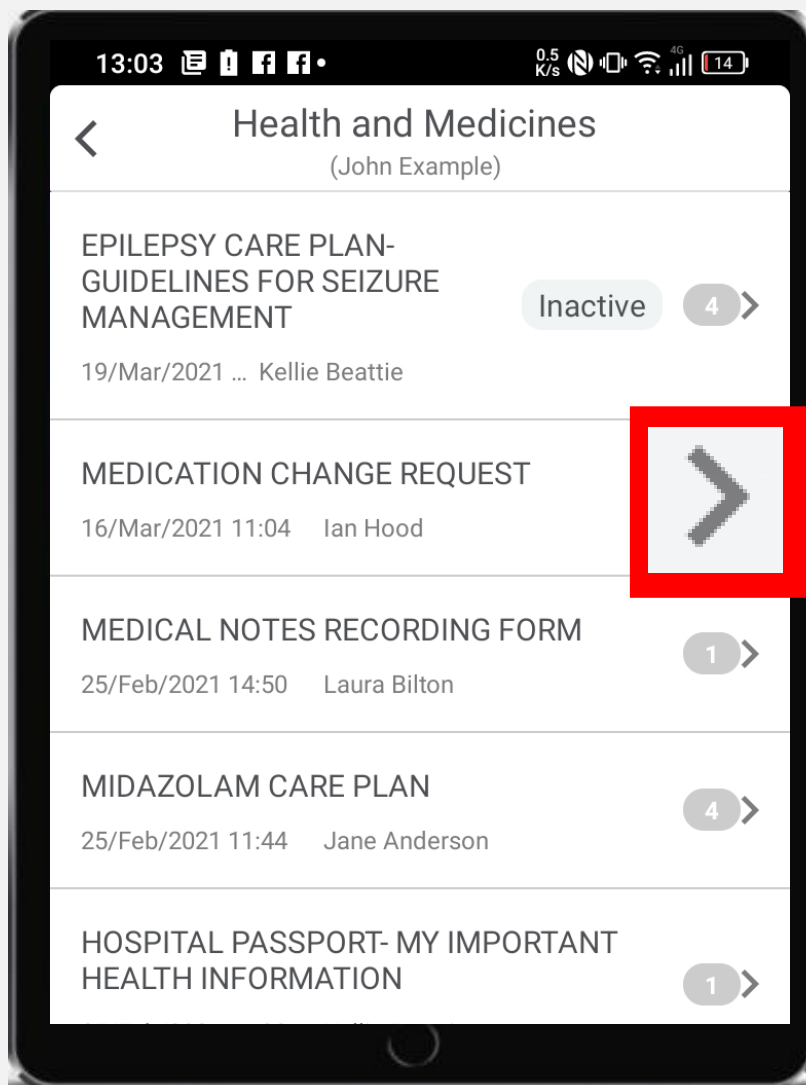
Daily Forms: For example contact sheets record how you felt support went that day and what you did.



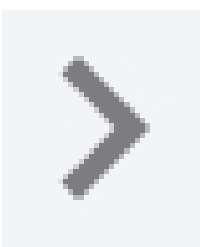
The information will come in a list of different files and look like this.



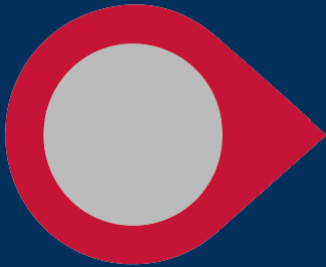
Find the topic you would like to go to and click the forward arrow to go to the section you want.



The information in the section you open will be shown in a list. For example if you have chosen HEALTH AND MEDICINES it will list information such as any medicine you take and your hospital passport.

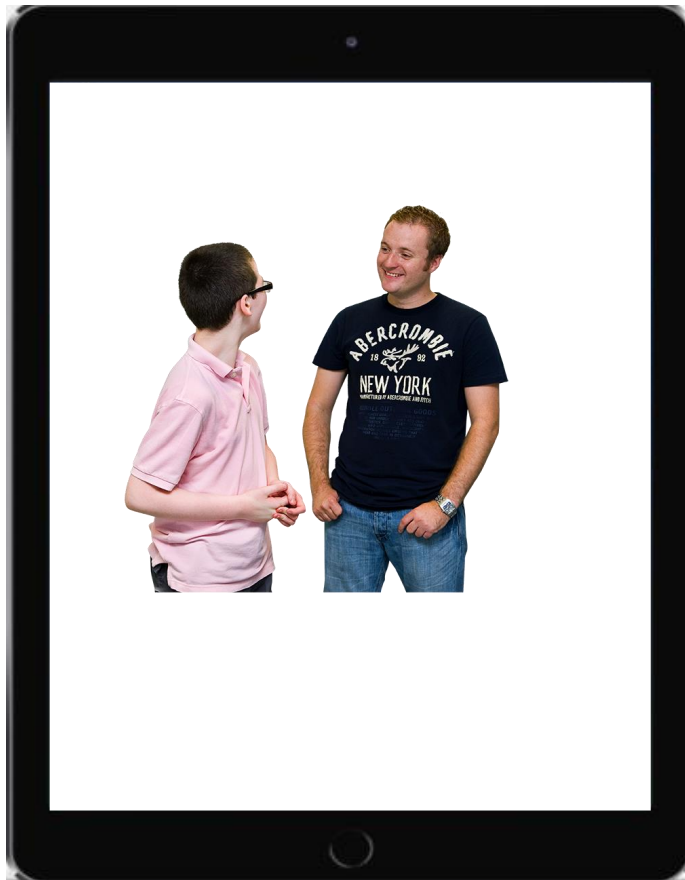


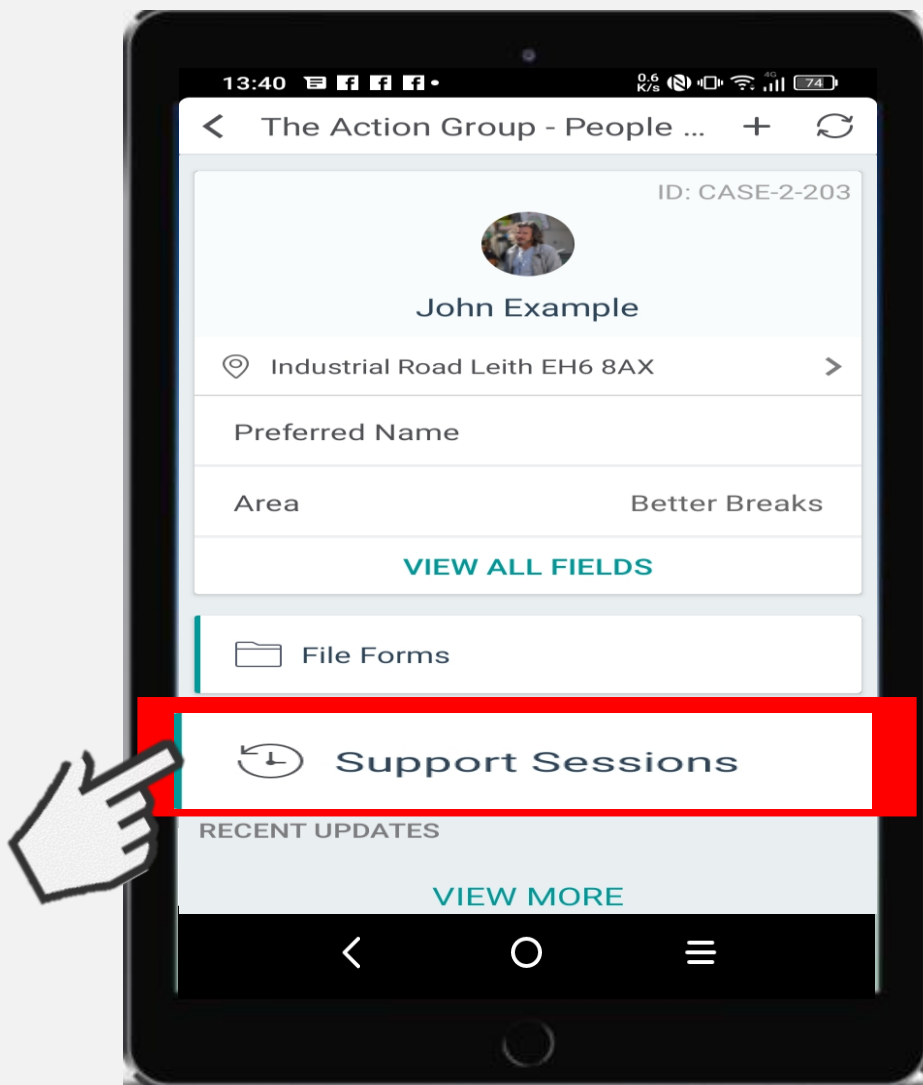
Use the forward arrow to open information you want to look at. When you have finished use the back button to go back to the list.



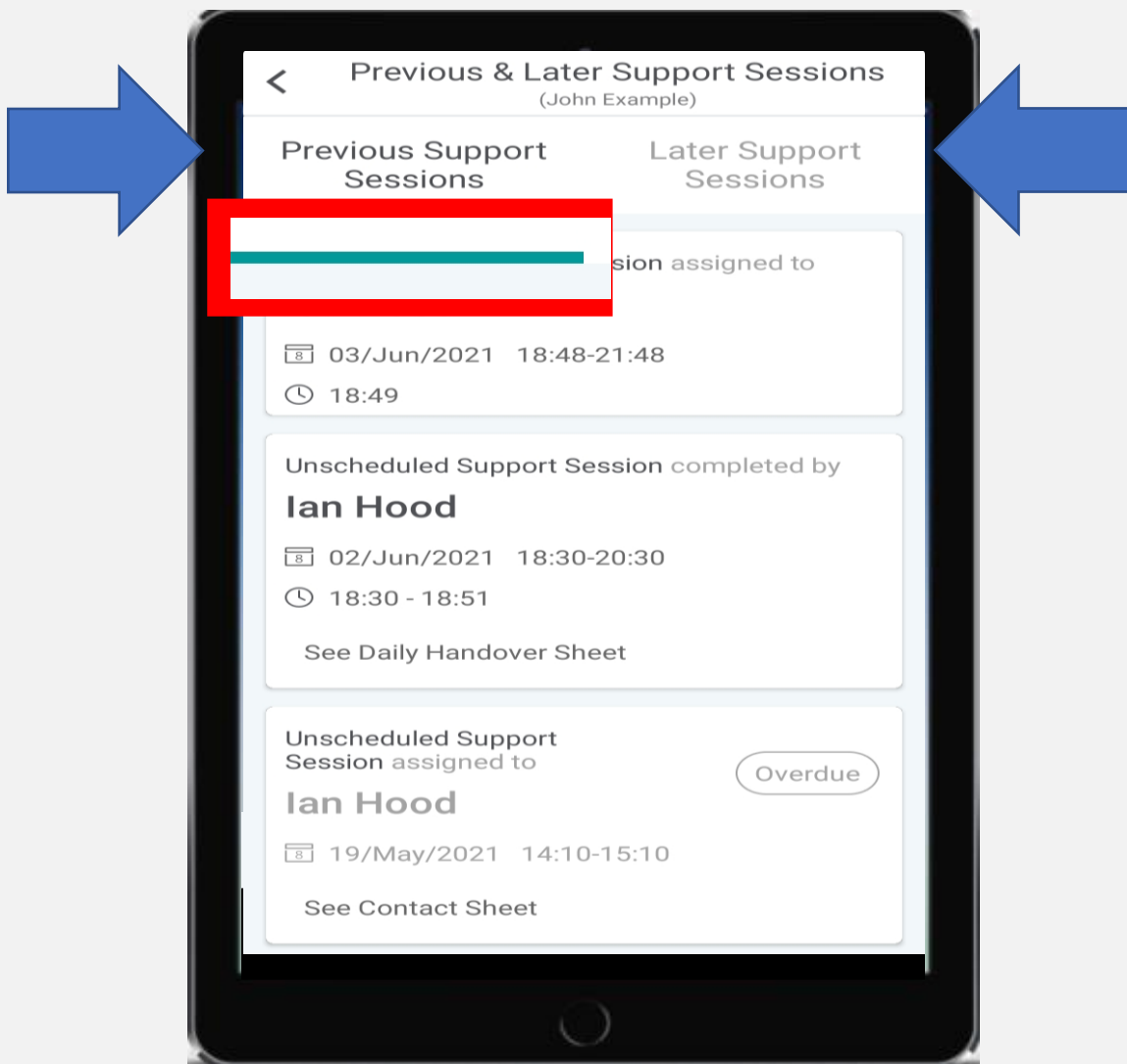
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Support Sessions





Click on the support sessions to find out when and who will be supporting you.

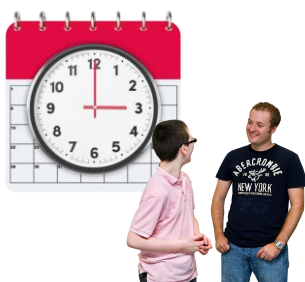


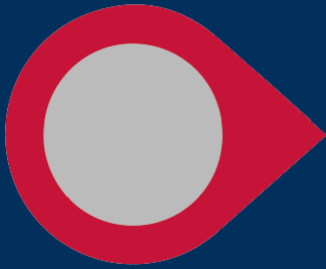
You can look at

- last week's support by clicking **Previous Support Sessions**
- this week's support by clicking **Later Support Sessions**.

You will know which one you are on because a green line will appear under it.

This will include the day, times and name of the person supporting you. Move down the list to see the full week.

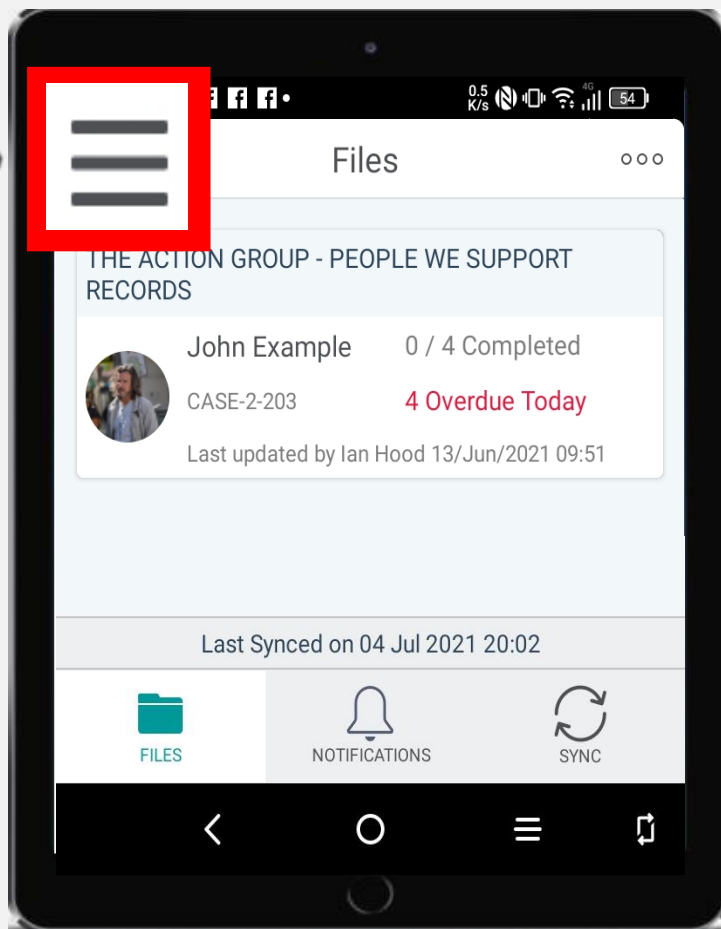
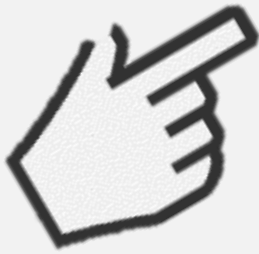




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Home Page list





On the home page you can open the 'home page list' which is shown by the 3 lines in the top right hand corner of the screen



This homepage list is important as you will find the log out button that is used to lock Access when you are finished using it.

What information will I find



Home button so that you can go back to the home screen



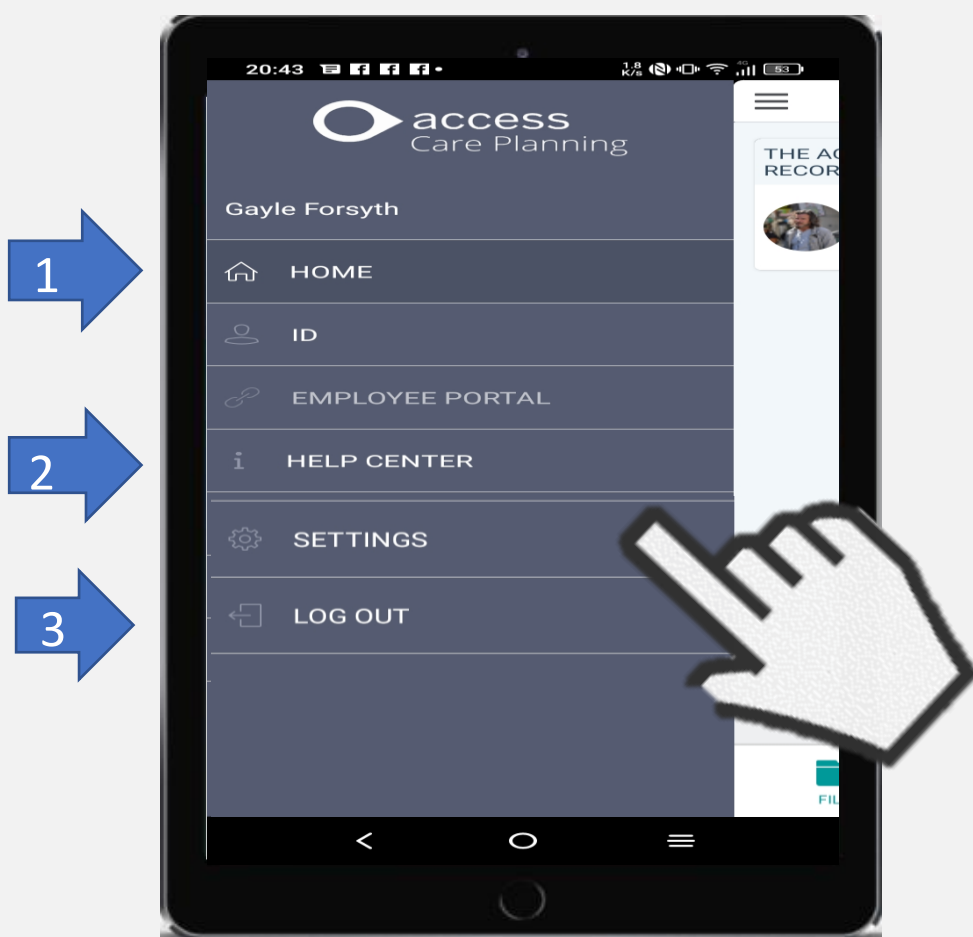
Help Centre which has information on how to use Access and answers to frequently asked questions



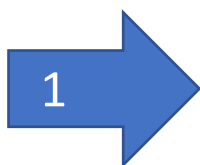
Report a problem.



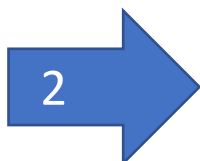
Logout so you can lock Access when you are not using it and keep your information safe.



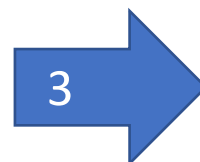
There are 3 main topics you may wish to use.



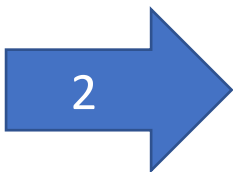
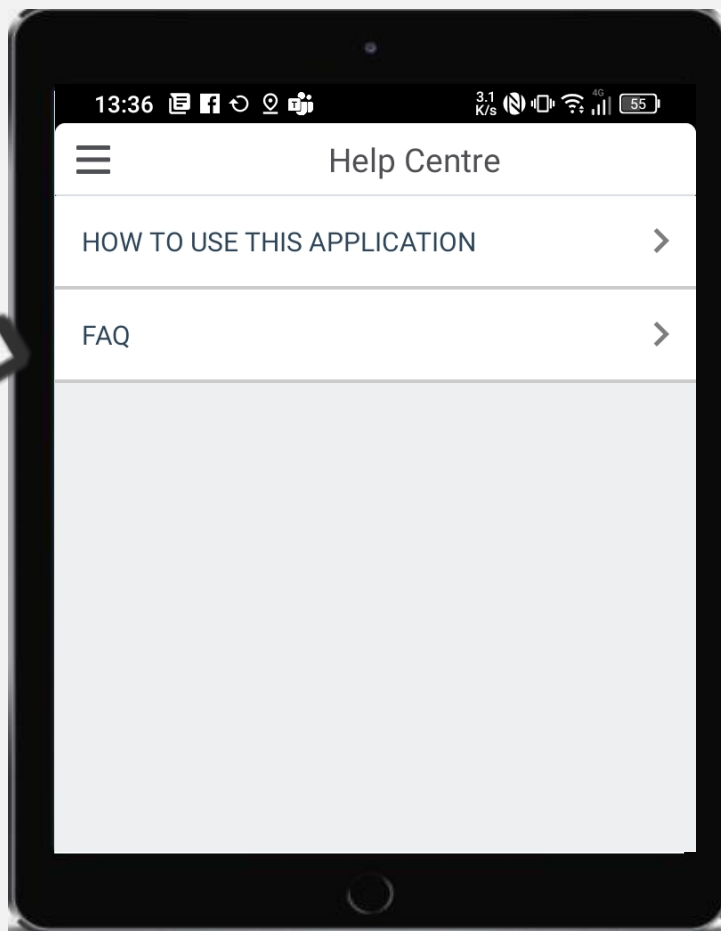
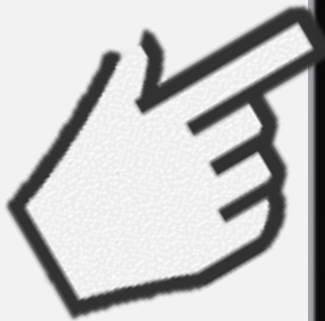
HOME to go back to the home page



HELP CENTRE



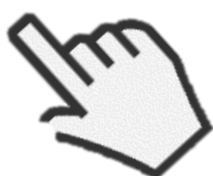
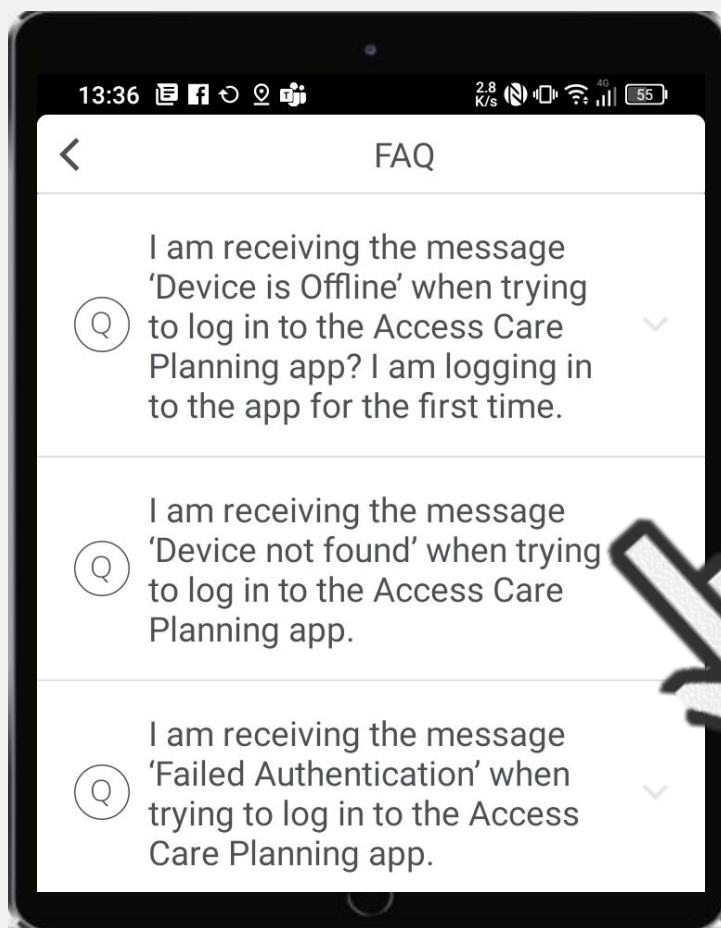
LOG OUT



If you picked HELP CENTRE the page will look like this.



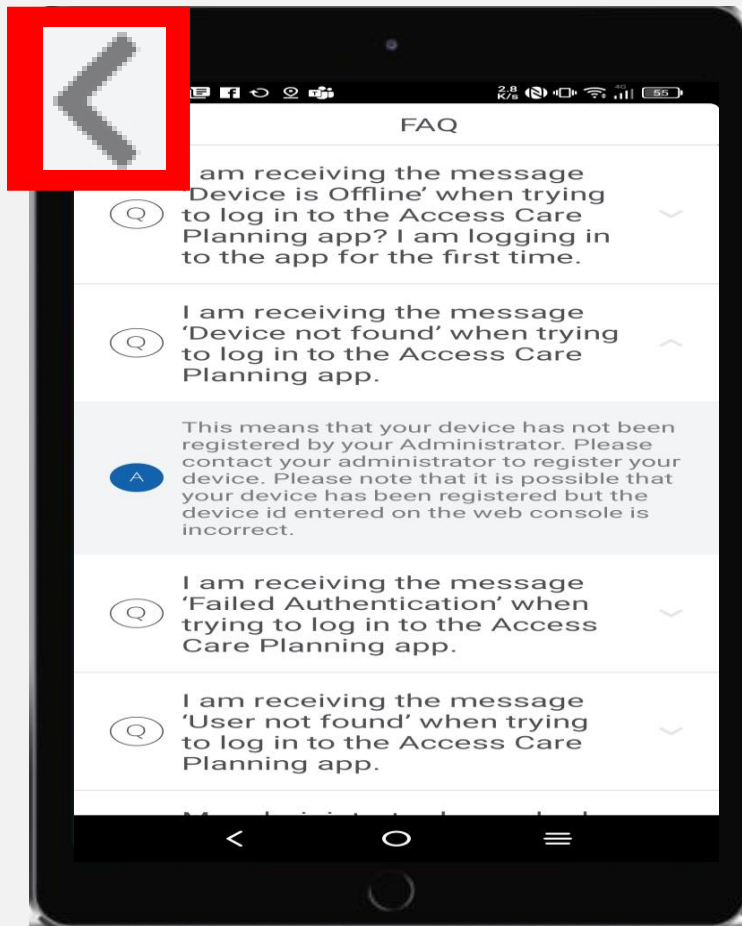
Click frequently asked questions.



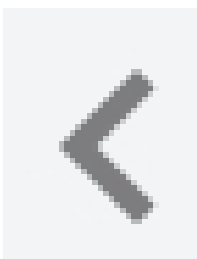
Click on the question to see the answer.

The answer will appear below in a grey box with a blue circle beside it

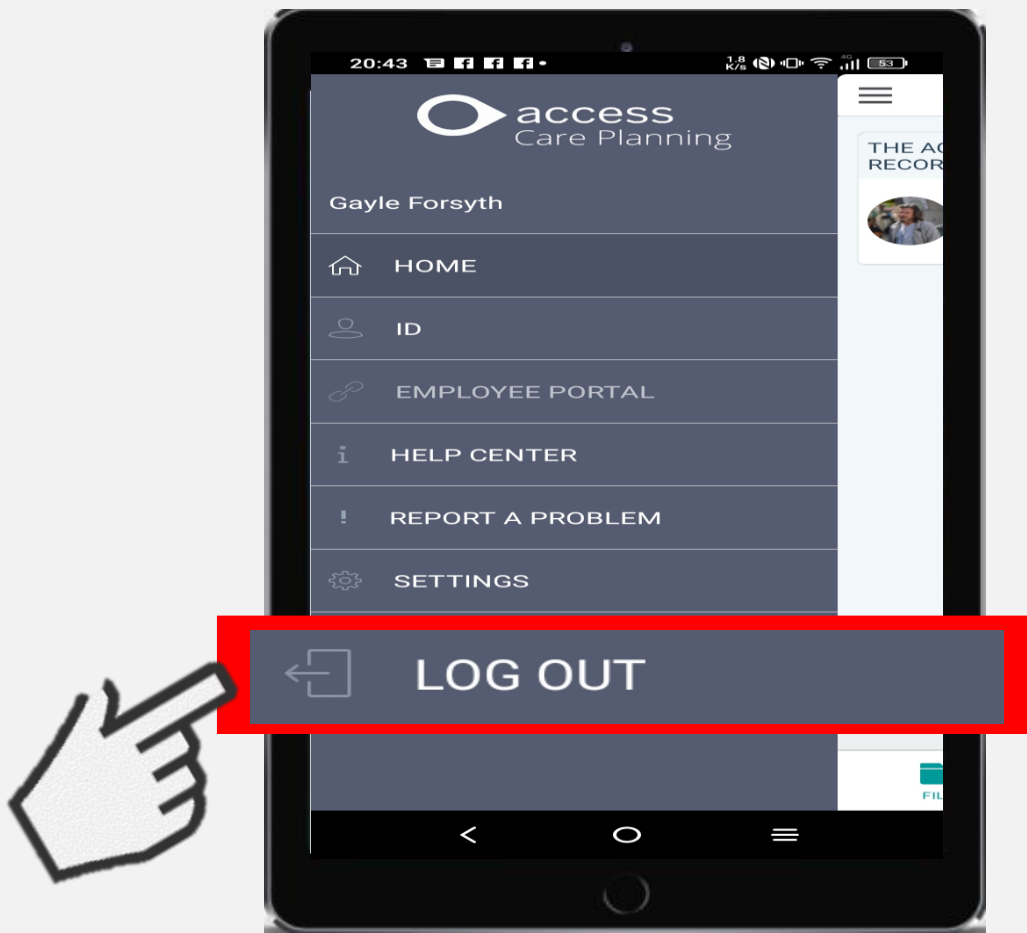
A This means that you are not registered by your device. Please contact your administrator. Please note that your device has been blocked because the device id entered is incorrect.



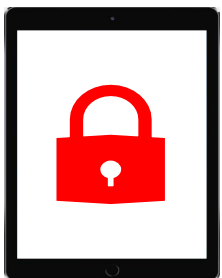
You can then click on other questions you would like the answer to.



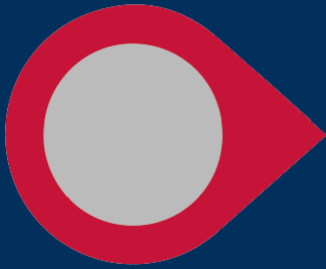
When you are finished click the back arrow until you reach the page you want or return to the home page



If you are finished using Access, click log out at the bottom of the list.



Your information is now safely locked. It is important to do this every time you finish looking at Access.



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**You are now ready to move
to booklet 5**

