

# ORAC Match

## User Manual for Support Workers

V1.0 Updated 13/11/2017



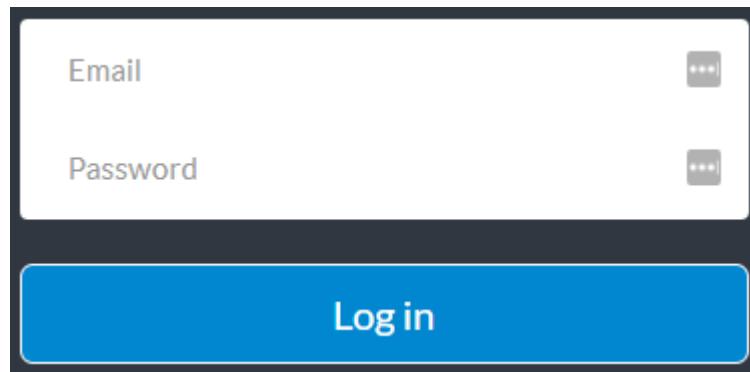
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## The Login Screen:

ORAC can be accessed through any web browser, smartphone or tablet via the following link;

<https://app.orac.support>



1. Enter your email address
2. Enter your password
3. Click 'Login'

If you do not yet have an allocated email address or password please contact your student support department.



# The App Dashboard

Access your dashboard through the top menu

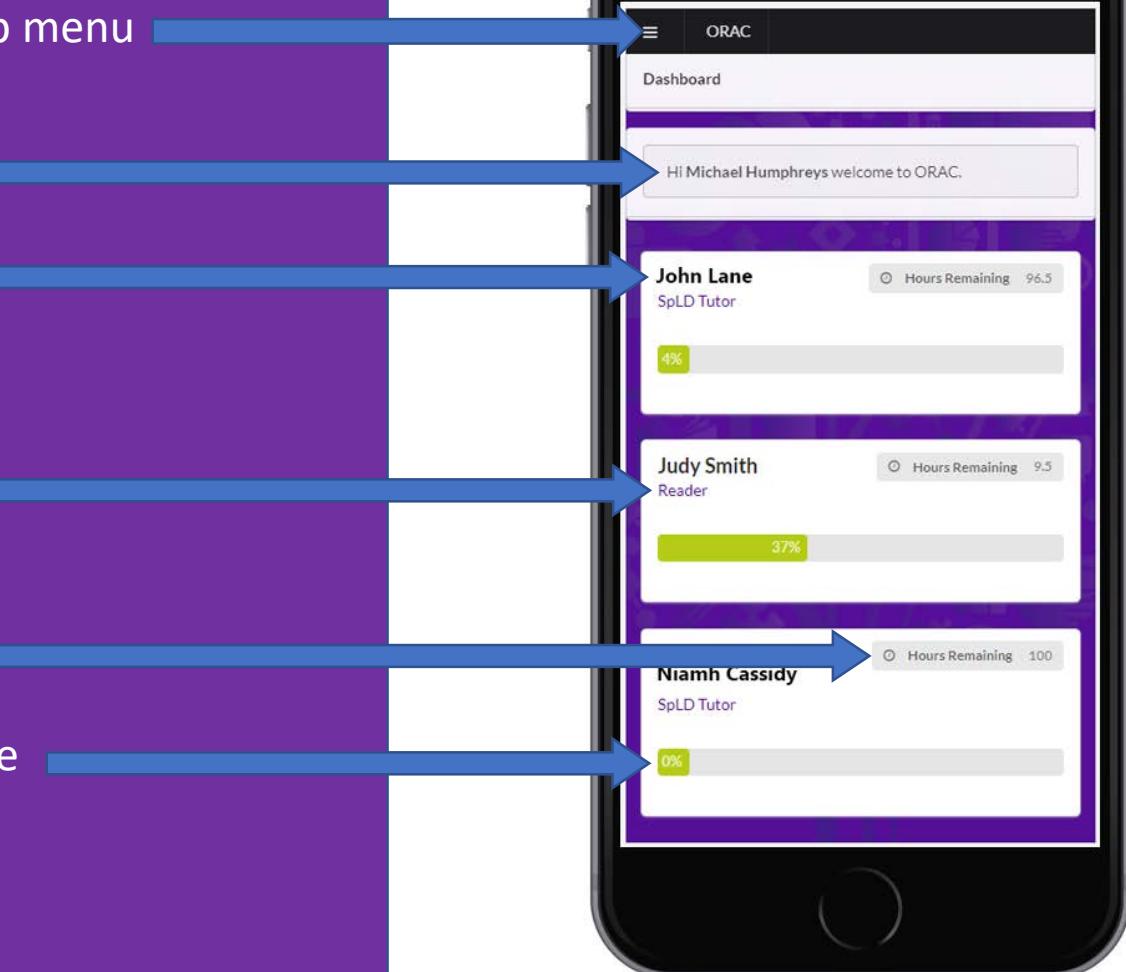
Your Name

Your Student's Name

Your allocated Role for this student

Hours remaining for this student

Hours delivered to date as a percentage

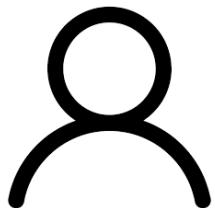
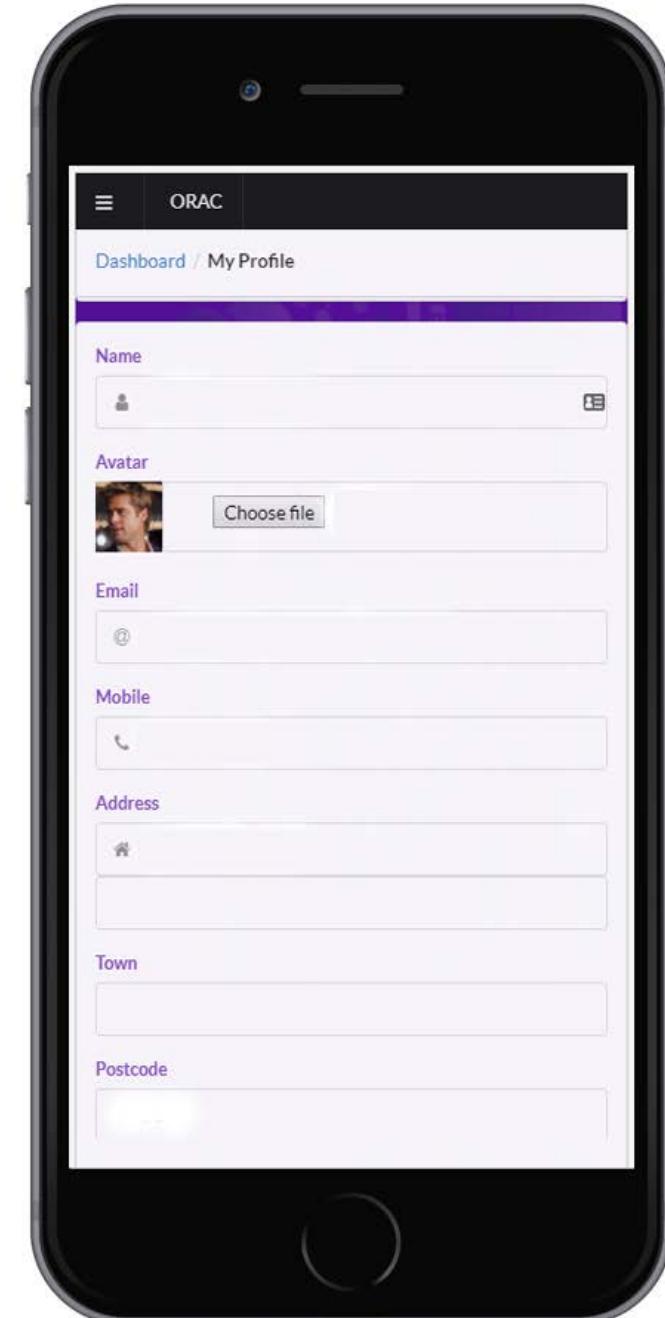


# Your Profile Page

Enter your details as below:

- Full name
- Click 'Choose file' to upload your profile picture
- Email address\*
- Mobile Phone number
- Street address
- Town
- Postcode
- County
- Country
  
- Indicate if you are currently wanting to accept new referrals
- Add your bank details (if you are a contractor)

\*Your email address is linked to your username. When you update your email address your username will also be updated.

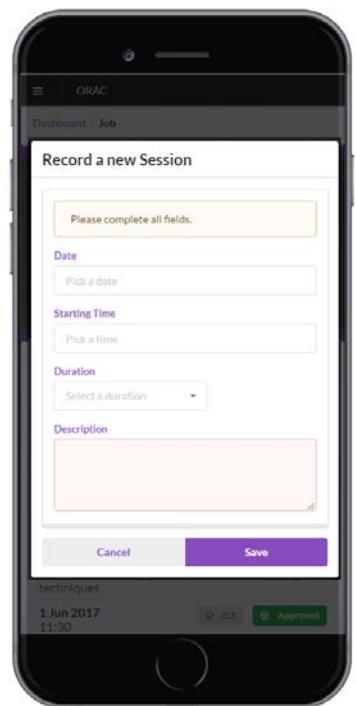
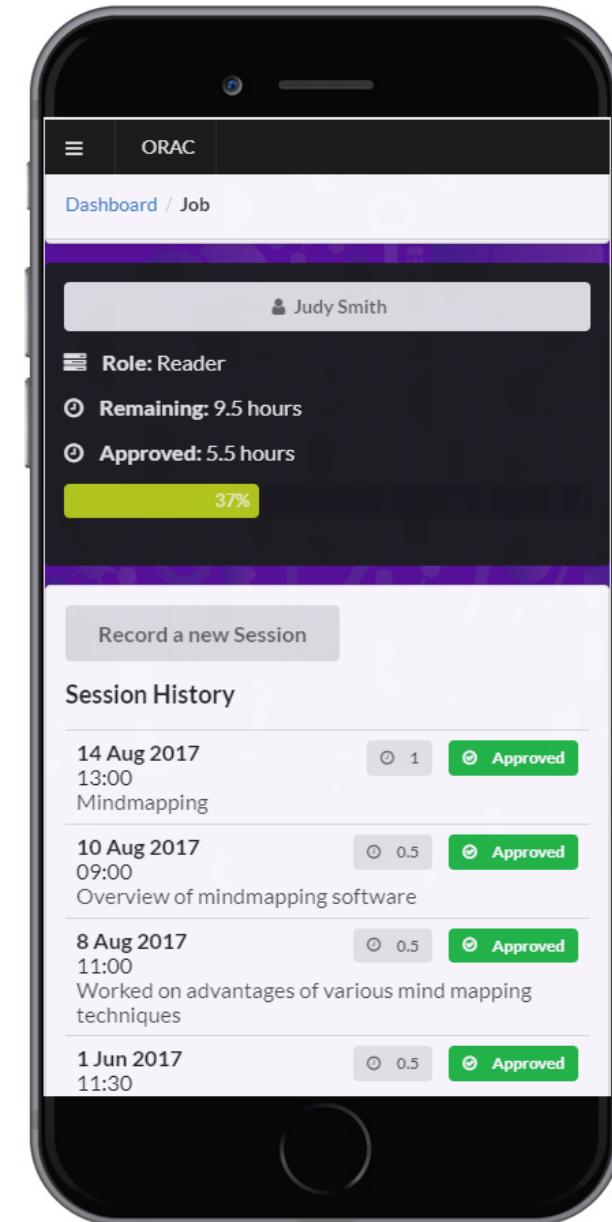


# Log a session:

To log a new support session:

- Select the appropriate student's name from your main dashboard menu
- Click 'Record a new session'
- Enter the session date by clicking on the 'Pick a date' box
- Choose a start time from the drop down menu
- Select the duration of the session
- Enter a description for the content of the session\*

\*The session description will be sent to the funder so please be as descriptive as possible when completing your session activity.



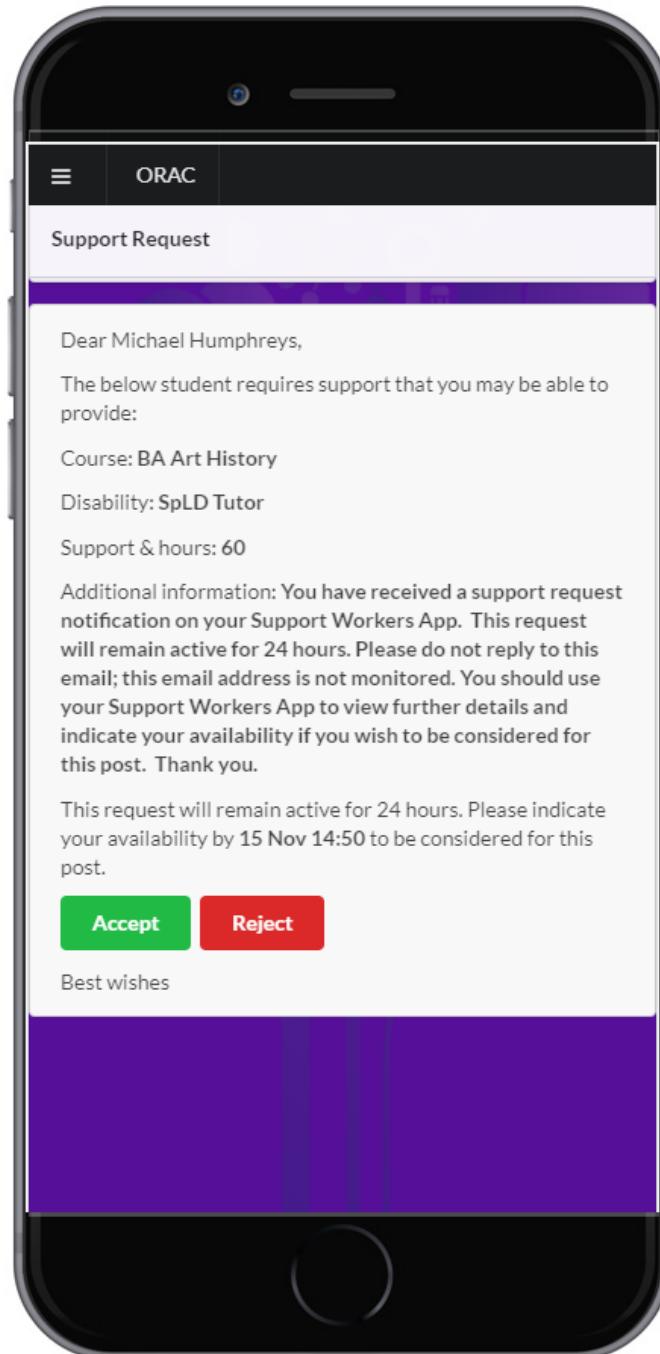
# Support Requests :

System administrators may contact you through the app interface to notify you of students who require support. These requests appear on your app as a 'Support Request' and can be found via the main menu. You will also receive an email prompting you to check your app for further details.

If you receive a request to provide support you should accept or reject this as soon as possible. Remember that others have probably also received the same notification and it is up to you to indicate your availability for this specific role.

If you do not respond to the 'support Request' it is likely that this will be offered to someone else.

If you are matched with a student for a support role you will receive email notification containing specifics of the match and instructions to contact the student.



# **Sign Out:**

As ORAC is a Software as a Service product, you will receive system updates on a regular basis throughout the academic year.

In order to gain access to the latest release of the app we recommend you Sign Out of your app at least once a week.

# **Contact Information:**

If you need to contact your HEI or private Non-Medical Helper provider, you will find contact information displayed on the 'About' tab of the main ORAC menu.



# FAQ:

## I can't log into the app. What do I do?

In order to access the ORAC app, you must first have an account setup by your HEI or private provider. You should receive an email confirming your login username (this is usually your email address) and password. If you have not received these, please contact your non-medical help coordinator or HEI administrator.

## How do I change my password?

1. Go to the login screen <https://app.orac.support>
2. Leave the username and password box empty and click 'login'.
3. Confirm you wish to reset your password
4. Enter your email address
5. If your email address is recognised by ORAC, you will receive an email with instructions to reset your password to this email account
6. On the reset password email click 'Change my password'
7. Enter your new password twice and confirm
8. Return to <https://app.orac.support>
9. Enter your username (email address) and new password

## I have reset my password but still cannot log into ORAC. What do I do?

Please ensure you have followed the steps outlined in the reset password FAQ. Sometimes your PC or smartphone will remember your old password and try to reuse this. To ensure this does not happen please close your browser and reopen a new browser window before accessing the app URL.

<https://app.orac.support>

If after following the above steps, you still cannot reset your password please contact your HEI or private provider who will escalate a support ticket on your behalf.

## I am having difficulty logging a support session. Who do I contact?

The ORAC platform has a number of automated workflows to assist with the entry of accurate support session data. Please ensure the following when creating a new session record;

- Sufficient hours remain on the student's account
- Support has been delivered within the Purchase Order parameters
- You are not logging a session which overlaps with an already claimed session

If an error is detected the ORAC user interface will generally display a message with the nature of the fault preventing the session from being logged.

If you feel you have met these criteria and the system is not allowing you to save a new session please contact your HEI or private provider who will escalate a support ticket on your behalf.



## **I have logged incorrect information on my session claim and my student has rejected the claim. What happens now?**

If you have submitted a claim which contains incorrect information and your student has rejected the claim, this will show up on your job history in red as a 'rejected' session. The reason for the session being rejected will be shown underneath the recorded date and time of the session.

Please log a new session with the correct date, time and session content.

Data on the erroneous session is held on the system as proof that a session confirmation request was declined by the student. If ORAC detects you are having ongoing difficulty with logging session information correctly you may be asked to meet with a member of the administration team at your institution for additional system training.

## **I have logged incorrect information on my session claim and my student has accepted the claim. What happens now?**

If you have logged a session claim which has been accepted by the student but you later realise the claim contained an error, you should contact your ORAC administrator to have the session deleted from the system. You can then log the correct session details for the student to confirm.

## **How do I upload my profile picture?**

To upload a profile picture please go to the Profile section on the ORAC app main menu. Here you can click 'Choose File' to select a photograph from your device. Please note that this picture is used by ORAC in emails received by your students.

## **Who will see my profile picture?**

ORAC displays your profile picture in the main administration panel and also in emails to students whom you are supporting.

## **What device do I need to access the ORAC app?**

The ORAC Support Worker app is a responsive web app and can therefore be accessed from any browser, smartphone or tablet which has an internet connection.

## **Can I use the ORAC app if I am not on-line?**

No. The ORAC app is a responsive web app and therefore can only be accessed when you are on-line. If you attempt to use the app when you are not connected to the internet you may be able to access a page which your browser has previously cached but you will not be exchanging any information with the ORAC platform. This is no different to trying to use your internet browser when you do not have an internet connection.

## **I don't have a smartphone. How do I record my sessions?**

You do not need to have a smart phone to record sessions on ORAC. You are able to access the ORAC app from any internet connected device such as a PC, Mac or tablet computer through the <https://app.orac.support> link.

If you do not have access to a computer you should speak to your HEI or private provider to ask if they can grant you access to a computer for the purpose of logging your sessions.

## **Will the ORAC app work on an Android handset?**

Yes. The ORAC app will work on any internet connected device.

