The Register of Support Providers at Queen’s University

**ORAC: Support Providers’ Guide**

The on-line ‘ORAC’ (Online Request and Confirmation) workflow information management system allows for the electronic management and co-ordination of the one-to-one element of the students’ support. The system is used for making match-ups and for the signing off / processing of timesheets.  The system also allows for the monitoring of support use through the provision of almost real-time data.

**Accessing ORAC**

ORAC may be found at **app.orac.support** (no www. prefix) using the browser bar and may be accessed using a range of devices such as smart ‘phones, laptops and PCs.  Please do not try logging in to **qub**.orac.support – this is the staff portal ie the administrative side of the system and as such, you will not be able to access it with your Support Provider email / password. Please note that if you are a Support Provider with both MTS Sulby (owner of ORAC) and Queen’s Register of Support Providers, you will need a **different email account for each** to be able to link with each register’s part of the system.

**Logging In**

If logging in to ORAC for the first time, log in using your email address and the generic password QU85UPP0RT (please note that the character third from the end is a zero). **Please ensure that you change this as soon as possible to one of your own.**

Click on the small square of three horizontal lines (‘burger’) at the top left hand corner to access/check that your personal information, address details and post code are correct,add your **bank details** and upload a **photo** (the latter appears on the student’s match-up email so they will be able to recognise you for the initial meeting).  Once you have finished, make sure you log out of the system properly by using the ‘Sign Out’ button.

**Logging a Support Session / Maximum Session Length**

Please ensure that you log a session **as soon after the support session as possible** to give your student time to review the timesheet(s) before they sign off electronically to confirm that the support took place as described.

If logging a session in front of a student, remember to **be discreet** and protect your password.

Once you have registered a session in ORAC and complete all the required fields, the timesheet will be automatically sent to the student for approval (to their Queen’s email account). As there is no ‘Send’ button to allow you to pause and check the information before it is uploaded, take care when completing the session details. If you realise too late that you have made an error and the student has not yet approved the timesheet, contact [nmhregister@qub.ac.uk](mailto:nmhregister@qub.ac.uk) with details and the session will be deleted for you for resubmission.

As you may only claim once for any given timeframe, ORAC compares the latest timesheet against previous claims and will decline timesheets where claims have already been submitted for those hours. ORAC displays a message to alert you to clashes or where timesheets cannot be processed for other reasons such as the claim dates are beyond the end date of the match-up or the hours remaining are exceeded etc.

‘Approved’ means that your student has verified / signed off your session. If your student receives a ‘Forbidden’ message, it means that they have already confirmed the session and they cannot sign it off again.

Because Tutor sessions should not be longer than three hours in duration without a break of some sort, please note that the **maximum single session limit has been set to 3 hours**. Unfortunately this limit has been set across the board so it therefore also applies to Note Taker and exam support etc. If your claim for a Note Taker session (including typing up time) or exam support session exceeds three hours, **split the session**, claim for the first half then log in again and claim for the remainder of the session, starting immediately after the end of the first session making sure there are no time overlaps.

**Missed / Cancelled-at-short Notice Claims**

The ‘Not Cancelled’ option is the default entry for the majority of your claims.  However, if your student cancels a session with you with less than 24 hours’ notice or misses the session altogether, you are entitled to claim for the **first hour** of that session.

When claiming for a missed cancelled session, you will have the below options to choose from.

\*\***Note Takers, please make sure you claim using the below options. If you do not, your claim will not be flagged as a missed cancelled session claim and will be logged incorrectly at £18 as opposed to £12, resulting in a lot of extra administration to identify / round down erroneous claims.**

* Class Cancelled by Institution
* Reasons Relating to student disability
* Illness
* Family Issues
* Session missed with no reason given
* Other

When you have selected one of the above, the corresponding blurb below will appear. Please DO NOT give further details for any of the options except for ‘Other’ – the funders do not want or require this level of information.

* Class was changed by the HEI with less than 24 hours notice. *Please give further details*:
* Session cancelled by the student with less than 24 hours notice because of reasons relating to student’s disability, illness or family issues. *Please give further details:*
* Session cancelled by the student with less than 24 hours notice because of reasons relating to student’s disability, illness or family issues. *Please give further details:*
* Session cancelled by the student with less than 24 hours notice because of reasons relating to student’s disability, illness or family issues. *Please give further details:*
* Session missed / cancelled by student with less than 24 hours notice and no acceptable justification given. *Please give further details:*
* Some other reason for cancelling this session. *Please give further details:*

**Logging Note Taker Support Claims**

If you are claiming for **Note Taker support, typing up time is now automatically included** so please do not claim separately for write-up time.

If you are claiming for a **Missed Cancelled session**, please see above and use the appropriate selection so your claim comes out correctly at £12 (and not £18 as no typing up was involved).

If you are providing **Copies of Notes** to a student (£12 per student per month), please remember to claim for this in your ‘Copies of Notes’ role (for **one hour**) and add to the Description box the dates for which copies of notes were given. **Please do not claim for 30 minutes** – if you do, your claim will be cut by a third as the system will automatically calculate your claim at 2/3rds of the normal rate (£18) per hour.

Because Tutor sessions should not be longer than three hours in duration without a break of some sort, please note that the **maximum single session limit has been set to 3 hours**. Unfortunately this limit has been set across the board so it therefore also applies to Note Taker and exam support. If your claim for a Note Taker session (including typing up time) or exam support session exceeds three hours, **split the session**, claim for the first half then log in again and claim for the remainder of the session, starting immediately after the end of the first session making sure there are no time overlaps.

Once you have registered a session in ORAC and have completed all the required fields use the ‘Send’ to log your claim. ‘Approved’ means that your student has verified / signed off your session. If your student receives a ‘Forbidden’ message, it means that they have already confirmed the session and they cannot sign it off again.

**Student Checking and Approval of Sessions**

Your students do not log into the system – they simply receive an email to advise them of the session that took place recently (student app to follow). If you log each session as soon as possible after it has taken place, your student will receive an email after each support session asking them to either ‘Accept’ or ‘Reject’ the session. This gives the student an opportunity to check that you are registering an accurate account of the support they received. It is important therefore to impress upon your student to **check the information carefully** (date, time, nature of support etc). Only if they are satisfied that it is an accurate reflection of what took place should they should click the ‘Accept’ button.

The email will be sent to the students’ **Queen’s email accounts** so please remind your students to **check their QUB email accounts regularly**. Although Stranmillis / St Mary’s College students have a second email address, the system can support only one email address per person so it is into their Queen’s email account that your sessions will be sent for review / approval.

If your student is **not satisfied** with some aspect of the claim (eg a wrong date or time), or there is something they disagree with, they should click the ‘Reject’ button on the email. They will then be instructed to give their reasons for declining the session and you will receive notification, by email, that the session has been rejected. You should review the session / liaise with your student as necessary and then log a **new** **claim** for approval. **The original submission cannot be edited.**

If your sessions do not appear to be getting through to your student’s Queen’s email address, remind them to **check their Junk Mail box or Clutter folder** (see Troubleshooting for further details). If the student finds the emails are going into their Junk folder, ask them to add the [notifications@mg.mtssulby.com](mailto:notifications@mg.mtssulby.com) email address to their Address Book or Contacts whitelist to prevent a recurrence.

**Signing Off**

Please encourage your students to sign off their support sessions once they have been registered. Queen’s Register of Support Providers will have an overview of all the sessions logged so if you are having difficulties (eg your student is not signing off in a timely manner or they have temporarily withdrawn etc), please let us know at [nmhregister@qub.ac.uk](mailto:nmhregister@qub.ac.uk).

**Messages about Support**

This facility will be used by the Register team to send messages to particular groups of Support Providers about availability for support. The sender will include their name / email address at the bottom of the communication. Please reply to this email address and **not** the [notifications@mg.mtssulby.com](mailto:notifications@mg.mtssulby.com) address from which the email appears to come. Unfortunately, although confusing, this is part of the system and cannot apparently be removed from the message.

**Monthly Submission Date**

Please remember to **log your support sessions as you go** ie as soon after the support session as possible, to give your student time to review the timesheet(s) before signing them off electronically.

Because the ORAC system only generates timesheets monthly, on 21st, the **20th (up to midnight)** of each month should be regarded as your monthly submission date/time.

Before 20th of each month, check that your logged sessions have been electronically approved by your student. If you see any unapproved sessions on the system, contact the requisite student(s) to remind them to sign off your timesheet(s) as soon as possible and by 20th at the very latest.  Any timesheet signed off by your students on/before 20th will be processed / paid later that month. Any timesheets signed off **after 20th** will be **processed in the next run** the following month.

**System Security**

ORAC is a web‐based system housed through Amazon Web Services (AWS). Cloud security at AWS is of the highest priority. As an AWS‐hosted application, ORAC therefore benefits from a data centre and network architecture built to meet with the requirements of the most security‐sensitive organisations, maintaining a secure and encrypted environment for Support Provider and student data.

AWS is fully ISO 27001 compliant in security management best practices and adopts comprehensive security controls following the ISO 27001 best practice guidance. In addition to meeting the ISO 27001 requirements, SSL (Secure Sockets Layer) security certificates have been implemented on all points of ingress into the ORAC UI, meaning all data stored on the system is secure and protected.

**Troubleshooting**

**\*\*Not Receiving Emails from ORAC / Whitelisting**

If you (or your student) are not receiving emails from ORAC, they may be making their way into your Junk folder. To stop this from happening, please add [notifications@mg.mtssulby.com](mailto:notifications@mg.mtssulby.com) to your Contacts whitelist (the opposite of a Blacklist).  That way, the email address will be recognised / accepted and allowed through your spam filters. To get help with this, please refer to the following YouTube link:

<https://m.youtube.com/watch?v=0QGUNQv9kcg> or access <http://sci.scientific-direct.net/wl.html>. If you cannot get information on whitelists for your provider, contact your provider’s technical support team for advice.

**\*\*Students not Receiving Session Approval Emails from ORAC / Clutter Folder**

If any of your students report to you that they are not receiving emails from ORAC, ask them to check their ‘Clutter’ folder (different again to the Junk folder). Ask the student to go into their email account via Queen’s Online and look for the ‘Clutter’ folder in the ‘In’ boxes on the left hand side. This facility is put in place by Microsoft to filter unwanted marketing emails etc from messages students will want to receive.  Occasionally ORAC emails are regarded by the software as unwanted messages and as such are sent directly to the Clutter folder.  If this has happened, ask your student to go in and check their Clutter folder.  If your student finds any ORAC-related messages, ask them to click on one and mark it as ‘Not clutter’ so any future ORAC mail originally flagged as ‘clutter’ makes its way safely into their main mail box.

**\*\*Support Providers not receiving emails via ORAC**

Although all group emails (eg about availability for cover) are sent to individuals simultaneously, not everyone will receive that email at the same time as receipt depends on how fast your provider processes the message. If you are receiving delayed emails, check with your provider /consider changing to a faster one.

**\*\*Difficulties Logging the Correct Time**

If you find you are having difficulties logging the correct time (for example the system changes 9 am to 10 am), make sure you are **clicking squarely on** the chosen time and not around the edge so that you do not inadvertently log the wrong time or upload the session twice. If this still does not work, there may be a calibration issue with the device you are using so use your laptop or home PC instead.

**\*\*‘Disappearing’ Sessions**

If some of the sessions you have entered into ORAC seem to disappear because the system has not allowed you to save them, check your internet connection. **You must be online** to use the registration page to upload timesheets successfully. If logging timesheets on campus, please remember that you must be connected to the internet and have good Wifi reception.  As Wifi can still be quite patchy across the campus, it may be better to wait until you return home to log your sessions on your laptop / PC as opposed to using your smartphone.

Another reason for disappearing sessions may be that your device is trying to refresh the screen before the timesheet upload is complete. ORAC will not allow a session to be saved without all the fields being completed so the session claim will not be saved/logged unless you have entered all the relevant data so check first with your student whether or not the claim was received.

**\*\*Errors**

Please remember to check the details of your session carefully before hitting the Send button. Because the system is email-based there is no ‘Recall’ button to allow you to correct errors once the timesheet has gone. If you realise that you have made a mistake, ask your student to ‘Reject’ the session. This will allow you to upload a completely new timesheet with the appropriate information.

**\*\*Forbidden Sessions**

If your student receives a blank page with a ‘Forbidden’ message, this simply means that they have already verified (approved / signed off) the session.

**\*\*Changing your Password**

If you would like to change your password or are having difficulties accessing ORAC eg your password is not recognised, you can access the ‘Reset Password’ facility by entering an incorrect password. You will then receive an email about how to go about resetting your password. Go into that email and click on the link that takes you through the password reset process. You will be prompted if your new password not of the correct length etc (the minimum number of characters for a password is eight). Once you have reset your password, log back into app.orac.support using your new password.

**\*\*Device Difficulties**

Please remember that because there may be issues with using older devices to access ORAC (eg the old IPhone 4 is unable to cope with the app), it may be easier to wait until you get home to better internet access and a larger keyboard to log sessions from your PC or laptop.

**Problems / Queries**

If you have any issues with ORAC or have any other queries about the system, please contact the Register team at [nmhregister@qub.ac.uk](mailto:nmhregister@qub.ac.uk).

If your student is having problems with ORAC, please give them a copy of the student version of the Guidelines and/or ask them to contact The Register of Support Providers at Queen’s University for advice / guidance.

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