NHS
Maidstone and
Tunbridge Wells
NHS Trust

Subject Access Request Portal Guide
How to create, login in and manage your account and requests

Introduction
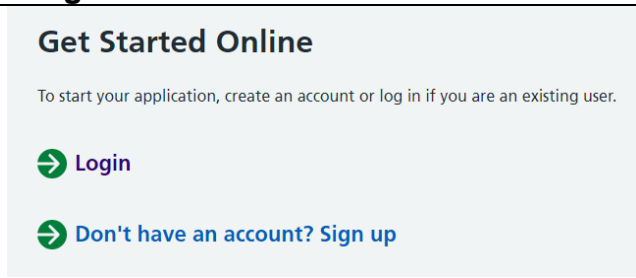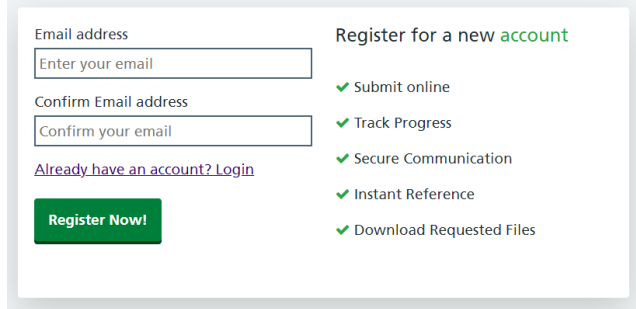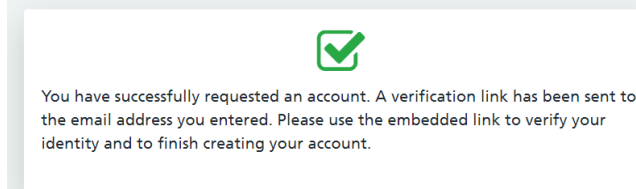This guide is to enable users within the Subject Access Request Portal
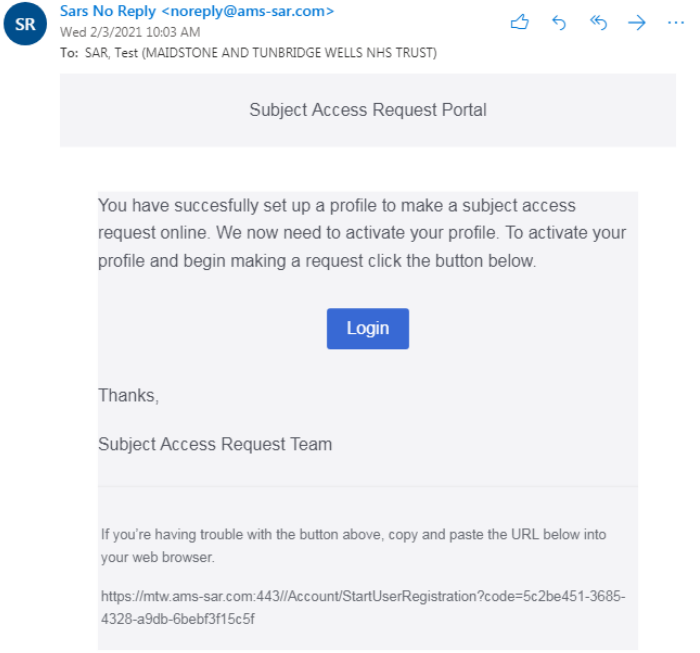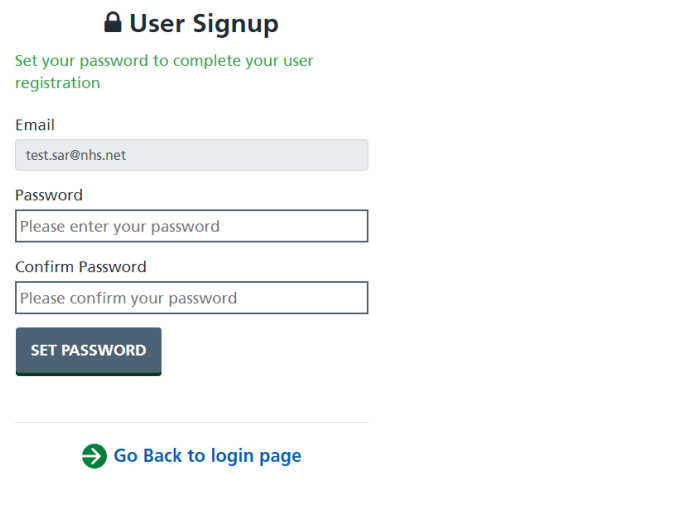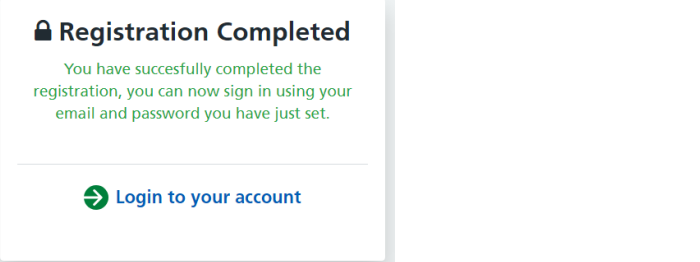https://mtw.ams-sar.com/ to:
- ✓ Create a new account, login and navigate the portal
- ✓ Submit and manage requests
- ✓ View the disclosure

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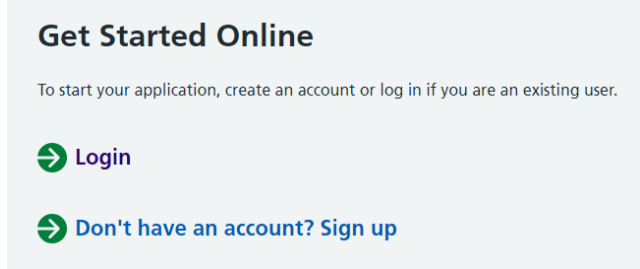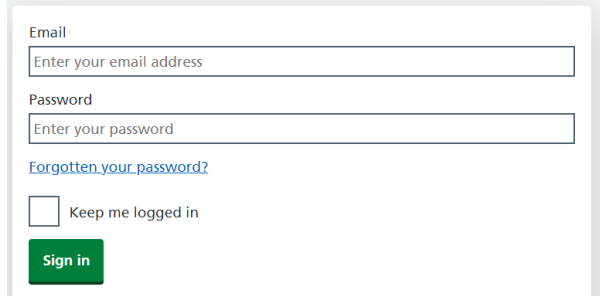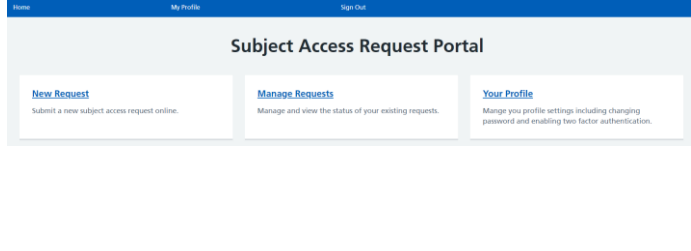| Section	Description	Page
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1. How to create an account

Step	Description	Image
1	Click "Don't have an account? Sign up"	**Get Started Online** To start your application, create an account or log in if you are an existing user. → Login → Don't have an account? Sign up
2	Enter in your email address and confirm Click "Register Now!"	Email address [Enter your email] Confirm Email address [Confirm your email] Already have an account? Login **Register Now!** Register for a new account ✓ Submit online ✓ Track Progress ✓ Secure Communication ✓ Instant Reference ✓ Download Requested Files
3	Confirmation will appear on your screen	☑ You have successfully requested an account. A verification link has been sent to the email address you entered. Please use the embedded link to verify your identity and to finish creating your account.
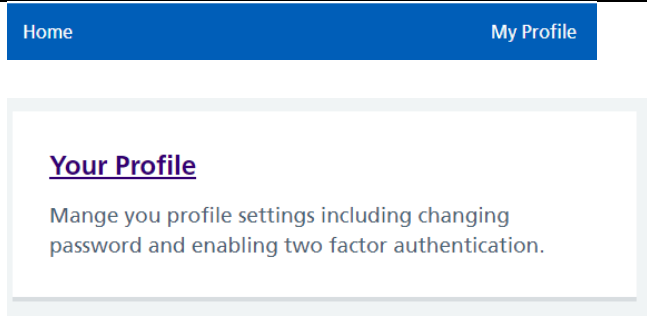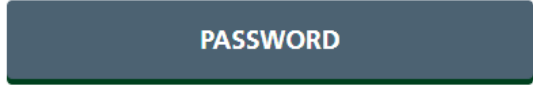
Step	Description	Image
4	Login to your email account Open the email from "Sars No Reply" Within the email, click "Login"	
5	This will open the SAR Portal Enter a password and confirm Click "Set Password"	
6	A registration completed page will appear Click "Login to your account"	

2. How to log into your created account
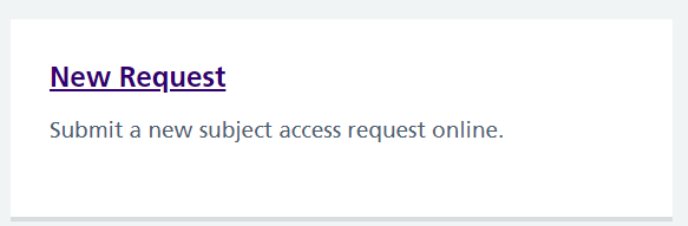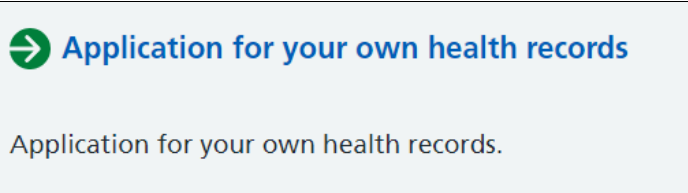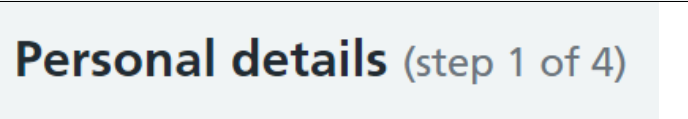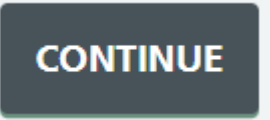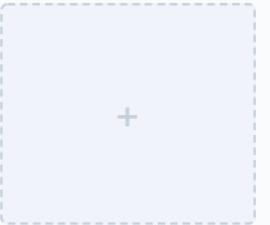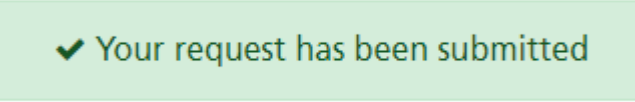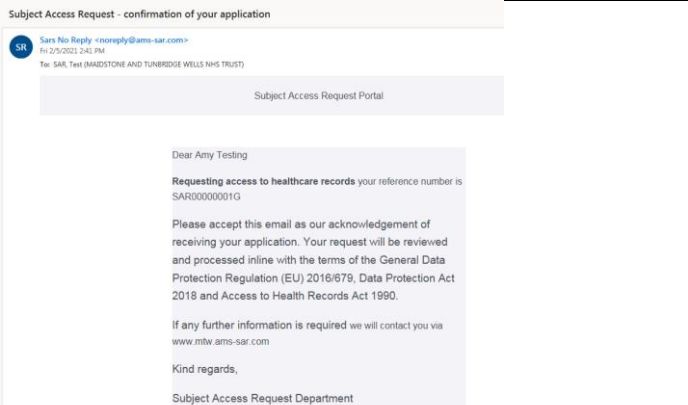
Step	Description	Image
1	Click "Login"	**Get Started Online** To start your application, create an account or log in if you are an existing user. ➜ **Login** ➜ **Don't have an account? Sign up**
2	Enter your email address and password that you created for your account Click "Sign in"	Email Enter your email address Password Enter your password Forgotten your password? ☐ Keep me logged in **Sign in**
3	This is your homepage From here you can: ➢ Submit a new request ➢ Manage and view existing requests ➢ Manage your profile	Home My Profile Sign Out **Subject Access Request Portal** **New Request** — Submit a new subject access request online. **Manage Requests** — Manage and view the status of your existing requests. **Your Profile** — Mange you profile settings including changing password and enabling two factor authentication.

3. How to manage your profile
This page allows you to configure settings regarding your account.
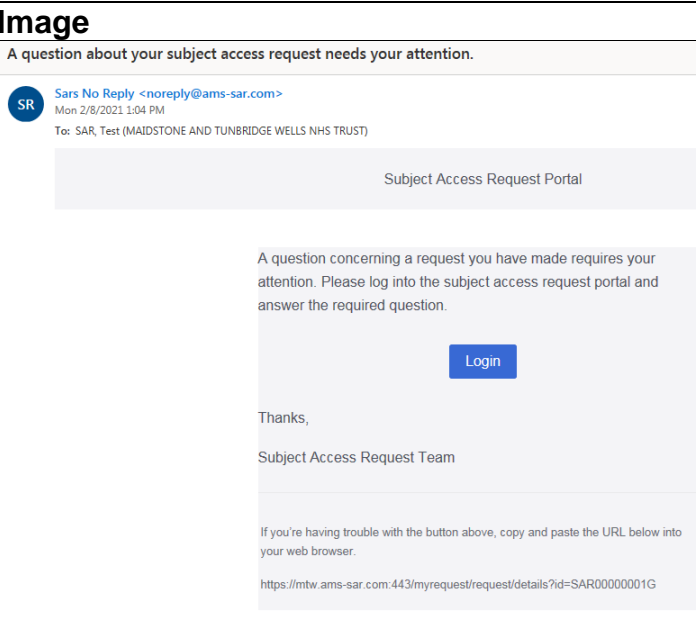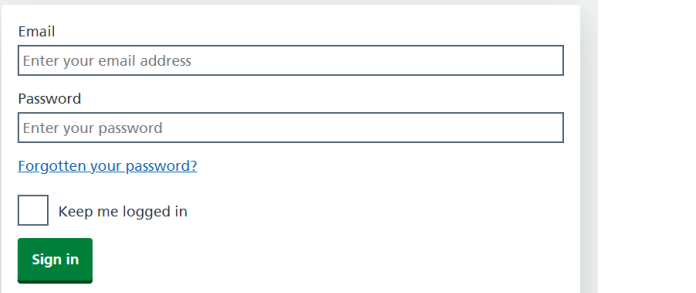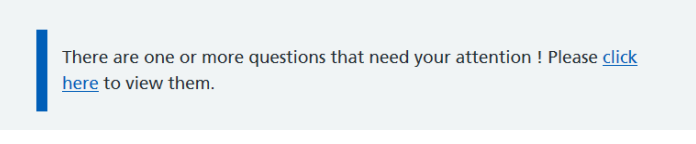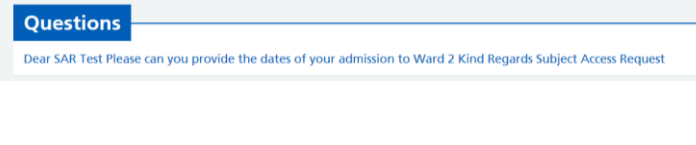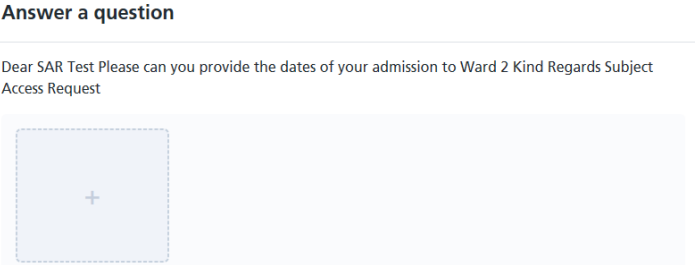
Step	Description	Image
1	Click "My profile" either in the blue banner or on your home page	Home My Profile **Your Profile** Mange you profile settings including changing password and enabling two factor authentication.
2	Click "Password" to change your password	**PASSWORD**
3	Click "Two Factor" to enable a second level of authentication when logging into the SAR web portal	**TWO FACTOR**

4. How to submit a new subject access request

Step	Description	Image
1	Click "New Request" on your home page	**New Request** Submit a new subject access request online.
2	Click on the application relevant to your request	→ Application for your own health records Application for your own health records.
3	Complete each field listed, fields marked with a red * is mandatory	**Personal details** (step 1 of 4)
4	Click "Continue" at the end of each step	CONTINUE
5	To upload documents, click the square to browse your computer, and select the relevant document(s)	+
6	Once you have completed your application, a confirmation box will appear and will include your reference number	✔ Your request has been submitted
7	Click "Finish"	FINISH
8	You will receive an email confirming your application and reference number	Subject Access Request - confirmation of your application SR Sars No Reply <noreply@ams-sar.com> Fri 2/5/2021 2:41 PM To: SAR, Text (MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST) Subject Access Request Portal Dear Amy Testing **Requesting access to healthcare records** your reference number is SAR00000001G Please accept this email as our acknowledgement of receiving your application. Your request will be reviewed and processed inline with the terms of the General Data Protection Regulation (EU) 2016/679, Data Protection Act 2018 and Access to Health Records Act 1990. If any further information is required we will contact you via www.mtw.ams-sar.com Kind regards, Subject Access Request Department

5. How to answer questions regarding my request

The Trust will contact you via the portal if further information or clarity regarding your request is required. Please answer asap so not to delay your request.

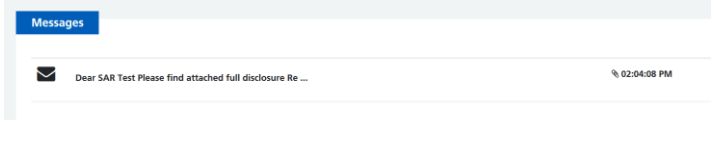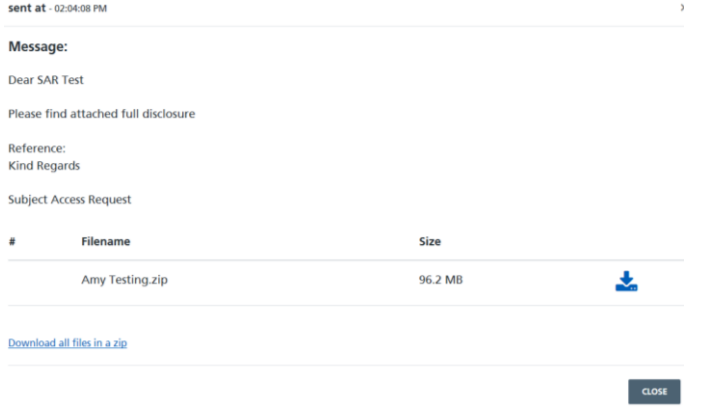| Step	Description	Image
1	You will receive an email if the Trust has asked you a question regarding your request Open the email from "Sars No Reply" Within the email, click "Login"	A question about your subject access request needs your attention. SR Sars No Reply <noreply@ams-sar.com> Mon 2/8/2021 1:04 PM To: SAR, Test (MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST) Subject Access Request Portal A question concerning a request you have made requires your attention. Please log into the subject access request portal and answer the required question. Login Thanks, Subject Access Request Team If you're having trouble with the button above, copy and paste the URL below into your web browser. https://mtw.ams-sar.com:443/myrequest/request/details?id=SAR00000001G
2	Enter your email address and password that you created for your account Click "Sign in"	Email Enter your email address Password Enter your password Forgotten your password? ☐ Keep me logged in Sign in
3	An alert will appear, stating there is a question that needs your attention Click "Click here"	There are one or more questions that need your attention ! Please click here to view them.
4	A question will be displayed at the bottom of the page. Click on the question	**Questions** Dear SAR Test Please can you provide the dates of your admission to Ward 2 Kind Regards Subject Access Request
5	If a document is required, a square will appear, click the square to browse your computer, and select the relevant document(s)	**Answer a question** Dear SAR Test Please can you provide the dates of your admission to Ward 2 Kind Regards Subject Access Request +

Step	Description	Image
6	Type your answer in the box below	**Answer a question** Dear SAR Test Please can you provide the dates of your admission to Ward 2 Kind Regards Subject Access Request DOCX ✓ SAR Categories V1.docx 87.6 KB Please see attached admission date 01/01/01
7	Click "Save" The message will be sent to the Trust	CLOSE SEND

6. How to manage your documents after disclosure

When the Trust has completed your request, you will receive an email.

Step	Description	Image
1	You will receive an email when the Trust has completed your request Open the email from "Sars No Reply" Within the email, click "Login"	**Your Subject Access Request has been completed.** SR Sars No Reply <noreply@ams-sar.com> Mon 2/8/2021 2:05 PM To: SAR, Test (MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST) Subject Access Request Portal There has been an update to the subject access request that you made online.Please login to your profile to view the status of your request. Login Thanks, Subject Access Request Team If you're having trouble with the button above, copy and paste the URL below into your web browser. https://mtw.ams-sar.com:443//MyRequest/Request/Details?Id=SAR00000001G
2	Enter your email address and password that you created for your account Click "Sign in"	Email Enter your email address Password Enter your password Forgotten your password? ☐ Keep me logged in Sign in
3	An alert will appear, stating your request has been completed	You request has been completed!

Step	Description	Image
4	A message will be displayed at the bottom of the page Click the message	
5	The message will provide you with details regarding your request and any files that are attached.	
6	To download the files individually, click "Download"	
7	To download the files in a zip, click "Download all files in a Zip"	Download all files in a zip
8	The Trust advises that you download, save and store locally within 1 month.	