

Cohort to Cority Upgrade - FAQs

QUESTION	ANSWER
1. Do you have any guidance notes or information on the upgraded system and how it works?	Yes, you can find guidance notes, information and bitesize videos here . This page will be regularly updated so remember to keep checking back for the latest info.
2. How do I access the upgraded system?	The system will continue to be accessed online, a link will be made available via our communications being sent through July and August as well as in the <i>Cority Info Hub</i> here .
3. Will my log in details change?	No, your username will remain the same, but you will be prompted to change your password after you log in for the first time on Cority.
4. How do I get an account for the Cority system?	New Users please contact OH either by email (occupational.health@staffcareservices.org.uk or telephone (0330 1249 994) to be set up with a MyCority account.
5. Will system look different?	Yes, but in a good way. The Cority upgrade features a more modern look and feel.
6. Will the management referral process change for managers?	No, you will still need to provide the same information to start a management referral. There are bitesize guidance videos to help which can be found here .
7. Will the PPQ (Pre-employment health questionnaire) process change for managers?	No, you will still need to provide the same information to start a PPQ. There are bitesize guidance videos to help which can be found here .

<p>8. Will the management referral process change for employees?</p>	<p>No, employees will continue to receive appointment letters and reports the same way. The only difference will be the email address this is received from.</p>
<p>9. Will the system ICT and Data security change due to the upgrade?</p>	<p>No, the system is hosted and maintained in the same way as Cohort was. We have provided some information on system and data security here if you need it.</p>
<p>10. Will this upgrade increase pricing?</p>	<p>No, the prices for our services were updated in April 23 and will not change as a result of the upgrade.</p>
<p>11. How can I get help with the upgraded system?</p>	<p>A range of videos and guidance information can be found here.</p>
<p>12. The website and FAQ's don't answer my question, how do I contact Staff Care Services?</p>	<p>You can call 0330 1249994 or email occupational.health@staffcareservices.org.uk.</p>