



## Introduction

Dublin North City Mental Health Service **MAPS Policy Portal** is a tool for managing National and Local PPPG's (Policies, Procedures, Protocols and Guidelines) documents. It allows you to see who has viewed mandatory policies, run custom reports, and can be setup for both regular users and guests. The main benefit of this system is that it makes compliance with ISO standards or other regulatory bodies much simpler.

## Frequently Asked Questions

### General

#### 1. What is Policy Portal?

Policy Portal is an electronic tool for managing PPPG documents. It allows all users access to documents which may be important to them for their health & safety, security, privacy or other reasons. Policies can help standardize behaviour in particular areas/events or clarify organizational protocols.

#### 2. What are the benefits of using the system?

Benefits include:

- All PPPG documents accessible from one secure place
- Tracking of new and updated PPPG documents
- Notification whenever a new PPPG is added or changed
- Only see PPPG's relevant to you
- Promote evidence-based practice
- Promotes safer patient care
- Safe and effective delivery of services
- Reduce variation in practice and service delivery
- Avoid unnecessary duplication

#### 3. Why use Policy Portal?

Its purpose is to make location wide distribution of PPPG's much more manageable, and allow users to see at a glance which documents need action. It also provides a way for guest/temporary users to gain access to public policies. It can also be a useful resource during audits.



#### 4. How do I access it?

You can access Policy Portal through Google Chrome by typing in the link below;

<https://pmaymapsweb09.healthirl.net/CHO9DNCMHSPolicyPortal>

This link will also be provided through a welcome email to your HSE Email upon initial account setup on the **10/09/2024**. Please follow the link on your invitation email and finalise your account by creating a password. If you do not receive a welcome email please inform your line manager and/or super user.

*(National & Local PPPG's will be added over time and your account will update as all PPPG's are rolled out)*

#### 5. Is this system going to monitor us?

The system tracks user login in times, Policy views and user confirmation of Policy content.

#### 6. What is the recommended browser for using Policy Portal?

It is recommended to access the Portal through the Google Chrome browser

### PPPG's

#### 1. What kind of users should use this system?

All public sector employees with Dublin North City MHS will be required to avail of the policy portal system MAPS Policy Portal (MPP).

#### 2. Can I view PPPG's if I don't have an account set up?

All employees with HSE email will be set up for an account and therefore they will get notified about PPPG's that are aimed directly towards them.

**\*\*Please ensure you have an active HSE email\*\***

Policies marked as 'public' can be viewed by guest users without the need for any account setup, this will be for student access.

#### 3. Do we have to read every PPPG?

Users are separated into groups depending on their area of work; PPPG's will only apply to certain groups. PPPGs that are mandatory to read will appear in the 'maintain policies' page highlighted in red so as employees know which ones they must read.



#### 4. How will we be notified of new/updated PPPG?

You will be notified through your linked HSE email account. You should receive an email which will contain details of the new PPPG. It will also come with a link attached which will bring you straight through to the 'maintain policies' page.

#### 5. How long do we have to read each PPPG?

This is at the discretion of your management team. A user is considered non-compliant by policy portal until they log on and confirm their reading and understanding of their mandatory PPPG's.

### Issues/Troubleshooting

#### 1. How do I get setup as a user?

The super user (*or a delegated user with setup role*) is responsible for setting up new users. Upon creation of your account, you will receive a welcome email through your linked account which provides a link to login.

#### 2. What happens if we have login issues (*password, username or lockout*)?

If you forget your password, there is a 'forgot password' option on the login page. If you forget your username, you can contact the super user and they will help you out.

#### 3. I didn't receive my reset password email, what should I do next?

Please contact your super user in the case of password or other login issues.

#### 4. Who should we contact with issues or queries?

Your super user should be able to assist with any queries or issues.

#### 5. Where to find the link if I'm on another device?

The link to Policy portal can always be found in your original welcome email provided when your user account is first set up.

#### 6. How would I know if the service is down?

In case of an event where users need to be notified of an issue, the super user can create an alert message which will be prominently displayed on the login screen. Examples include maintenance periods, security alerts or general updates. This will also be the case if a user's account is deactivated or locked out.