



# MY SUPPORT

Ontrack Pastoral

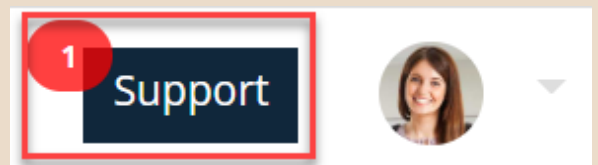
Rebecca Morgan  
Learning & Progression Coordinator

# MY SUPPORT

You can reach your Support inbox page by selecting **My Support** from the left hand menu in ebs: ontrack Learner Hub. On this page you can view any message you have sent or received through the ebs support system. You can raise concerns for yourself or other learners using the records and notes options.

The screenshot shows the 'My Support' interface. On the left is a dark sidebar menu with 'My Support' highlighted. The main area has a header with 'Add Record', 'Add Note', and 'My History' buttons. Below are search bars for 'Quick Search Current Page' and 'Search All Records'. A 'Welcome to your inbox' section contains a table with columns: Status, Form Name, Category, Last Updated, Sent by, Sent to, Record Type, and Action. One record is visible: 'Recording Injury' (Injury Onsite) sent by Robert Fatcher to Fiona Kennedy, Tony Hedlund, and 5 others. Filter options for 'Important', 'Unread', and 'Updated' are shown below the table.

You will also be notified on the homepage as soon as you receive any messages. Clicking on the Support button will take you to the same page as the My Support link in the left hand menu.



## My Support Inbox

The my support homepage is an inbox for any records and notes that have been sent to you. The inbox can show a maximum of 50 items per page. You can search the messages on the page or all messages sent to you.



The screenshot shows a user interface for managing records. At the top, there are three buttons: 'Add Record', 'Add Note', and 'My History'. Below these are search bars for 'Quick Search Current Page', 'Search All Records', 'Search Records', and 'Clear Searches'. The main content area is titled 'Welcome to your Inbox' and contains a table of messages. A callout points to the 'Add Record' button, stating 'Record information about a yourself or another learner'. Another callout points to the search bars, stating 'Search through all the messages that you have been sent' and 'Search for notes and records that are in your inbox'. A third callout points to a dropdown menu in the 'Action' column of the table, stating 'From the menu you can view, archive or delete the message'. A fourth callout points to the left sidebar, stating 'View options' and 'Filters can only be applied to the Inbox view'.

The Icons next to the message indicate it's status:-

A **closed envelope** indicates an unread message.

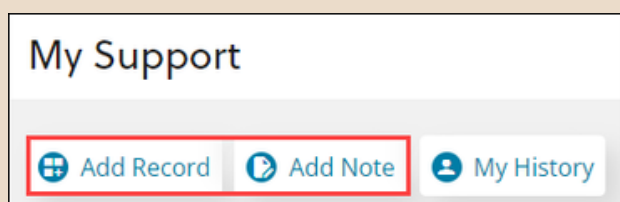
An **open envelope** indicates a read message.

A **speech bubble** indicates a message that has been updated since you last read it.

**Red Flags** indicates that messages are urgent.

**Locks** indicate that the message has been restricted by a Safeguarding Manager. You will not be able to view the contents of the message.

## Add Record - Referrals & Requests



Once you've decided which is the best option, you go through the following steps.

1. Identify who it's about.
2. Select the best form to complete. There will be a number of forms to choose from.
3. Complete the form. The forms are designed by your institution. Required questions are marked with red asterisks. You complete the different types of question as follows.
  - a. If you are asked about who you want to notify you can select some options. If you select no options the Wellbeing team will still be informed.
  - b. Text boxes - Select the box and type in your response. There are formatting buttons above the text box
  - c. Multiple choice questions - There are a few different types of multiple choice questions. You provide answers by selecting from drop down, checking boxes, or selecting radio buttons.
4. Select Save as draft if you want to finish the message later. Select the Submit button to send your message.

**My History** - Selecting My History shows you a list of all the notes and reports that have been shared with you. This includes messages that are currently in your inbox as well as any you might have deleted or archived.