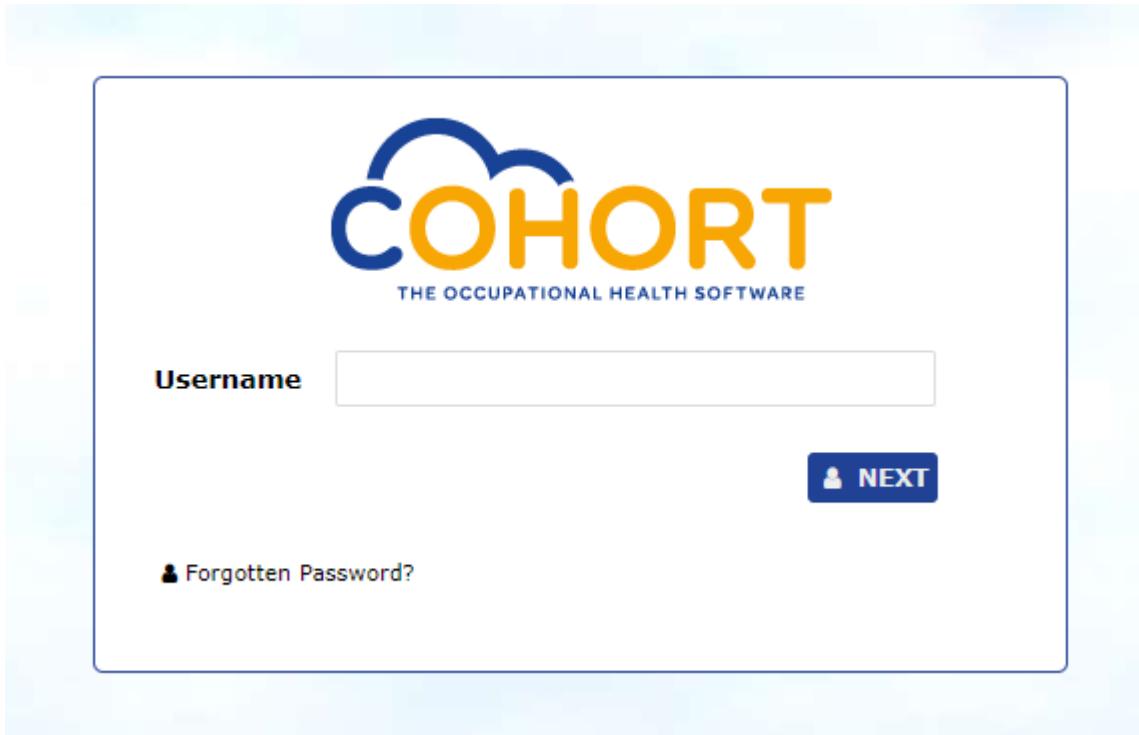


FAQ**HR's.**

1. I have forgotten my password, how do I reset it?

If you have forgotten your password, simply click 'Forgotten Password' at the bottom left corner of the login box.

The image shows a screenshot of the COHORT login interface. At the top center is the COHORT logo, which consists of a blue cloud-like shape above the word 'COHORT' in large, bold, orange letters. Below the logo is the text 'THE OCCUPATIONAL HEALTH SOFTWARE' in smaller blue letters. Below the logo is a white text input field with the label 'Username' to its left. To the right of the input field is a blue button with a white user icon and the text 'NEXT'. At the bottom left of the login box is a link with a user icon and the text 'Forgotten Password?'. The entire login box is set against a light blue background.

This will prompt you to enter your username and email address. You will then receive an email prompting you to reset your password. Once complete, you will be able to login using your newly reset password.

2. My account is telling me to contact my administrator who is that and how do I contact them?
Your administrator is your day-to-day contact at Corazon. You can also contact oh@corazonhealth.co.uk who will be able to assist. Please send the details of the issue, together with your Cohort username for us to be able to investigate the issue.
3. I'd like to add a post title to my existing structure, how do I do that?
Please email the details of your request to sales@corazonhealth.co.uk who will be able to assist.
4. I'd like to add further services to my contract, who do I contact?
Please email the details of your request to sales@corazonhealth.co.uk who will be able to assist.

New Starter Questionnaire:

1. I have received an email with login details, but I can't login.
The portal is case and spelling sensitive. Please also ensure that you are putting the Questionnaire Number and Pin into the correct boxes.
2. The Code keeps expiring, what do I do?
The Code will expire after 45 seconds, you will therefore need to enter your login details and code within 45 seconds.
3. My name is spelt incorrectly on the NSQ, how do I fix this?
Once you have logged into the NSQ, you will be able to amend the spelling.

4. My NSQ won't let me click submit, what do I do?
Please make sure you have answered all of the questions and have clicked 'save'. Only once this has been completed will you be able to submit.
5. My NSQ is showing as 'Saved' but my HR hasn't received it, what do I do?
You need to login and click 'Submit'. This will send the NSQ to ourselves for processing.
6. My NSQ has now expired, what do I do?
All NSQ's will expire after 30 days. If it has been more than 30 days since you were sent the link, please contact your HR department to issue a new one.
7. If you continue to have issues while logging in, please contact oh@corazonhealth.co.uk

How an employee can make a Subject Access Request:

Inform the employee that they have to personally request a subject access by emailing dpo@corazonhealth.co.uk

Our Data Manager or DPO will ask them to complete a 'Subject access request form' and gather any additional information required in order to complete the request.

The time scale can vary depending on what type of data is being requested, however our aim is to have completed the request within 1 month of us receiving the request form.

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