

Dear Colleagues,

OH Assist, the company who provides Occupational Health services to our organisation, is investing in their IT Infrastructure which includes an upgrade to the Occupational Health referral portal. Following a stringent timeline of development and testing, OH Assist has agreed a deployment and Go-Live date for all customers which will take place on Monday 24th July 2017. The following sections address the key points that you need to be aware of.

Guidance and Support

myOHportal is user friendly and navigation through the portal will be easy. Online help and support will be available to help you complete actions and process referrals. OH Assist has provided Quick Reference Guides to support you in accessing the upgraded portal and understand how to use the key features and these Quick Reference Guides along with common questions and answers will be available in the help facility within myOHportal post deployment.

The new system is very much like the old Cosmas Vista Portal but if you would like a demonstration, there is an online webinar that you can view.

Accessing the Portal

From 24th July 2017 the link to access the OH Portal will change. To access the upgraded OH Portal please use the following URL: www.myohportal.co.uk. It is recommended that all users save this link to their favourites allowing easy access to the portal. Similarly, an easy access link can also be saved to your desktop on your PC or laptop. Please be aware that access to myOHportal will not be permitted until the deployment date. If an attempt to access the current Vista system post deployment is made, a re-direct message will be displayed to the new URL.

User Accounts

Active user accounts will be migrated from the current portal, Vista to myOHportal and your existing login details will be required to access the portal post deployment. When signing into myOHportal for the first time, you will be required to change your password and PIN for security reasons. User access privileges will also be migrated and therefore your current user status will remain the same. For example, if you are a power user currently, your new account will also have the same access rights and capability in myOHportal.

Registering New Cases and Open Cases

myOHportal will be the place to register referrals for all Occupational Health service lines, even services previously registered through the OH Assist Bespoke Team. Any requests for services that require financial or senior level approval will be accessed, submitted and progressed via myOHportal.

Any open referrals that you have raised in Vista in the weeks leading up to the deployment date will be accessible as 'open referrals' in myOHportal post deployment and will progress as expected in the upgraded portal. Similarly, historical referral records will be migrated and you will be able to access 'outcome summary reports' for referrals that you have previously raised or where you have been listed as an additional manager.

System Downtime

System downtime is required to complete all of the data migration activities for the system upgrade. However, to avoid any impact of the deliverable service, OH Assist is planning for the system downtime and migration to take place over the weekend prior to the deployment of the upgraded portal. Therefore access to the current portal, Vista will cease at 18:00 on Friday 21st July 2017 in preparation for the launch of myOHportal which will be available from 08:00 on Monday 24th July 2017.

We hope you find the transition to the upgraded portal as smooth as possible. The enhancements and the new user interface will improve the service delivery and reporting measures that are currently restricted by Vista.