



GGC – ACCESS TO HEALTH RECORDS

Subject Access Portal Guide

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Introduction

The NHSGGC Subject Access Request Portal enables patients or their authorised representatives to request and receive health records from the NHS Greater Glasgow and Clyde Health Board.

The portal is a secure and simple way to request and receive health records and is fully compliant with General Data Protection Regulation and Data Protection Act 2018.

This guide is to help requesters use the portal, which can be found at <https://nhsggc.ams-sar.com/>. It will show you how to:

1. Create a new account, log in and navigate the portal.
2. Submit and manage health record request.
3. Download the disclosed records.

How to create an account

Click “How to make a request online”

You only need an email address and password to set up the account.

If you do have an account with us already click “Login”

If you do not already have an account click “Don't have an account? Sign up”



NHS Greater Glasgow and Clyde

- **Summary**
- [FAQs](#)
- [How to make a request online](#)

 **Login**

 **Don't have an account? Sign up**

Enter your email address and then enter it again to confirm it.

Click “Register Now!”

Please note that if you choose not to sign up, but continue as a guest, you will still be able to submit a request for records and receive the records but we will not be able to securely ask some questions or request clarification on some points if needed.

Email address

Confirm Email address

[Already have an account? Login](#)

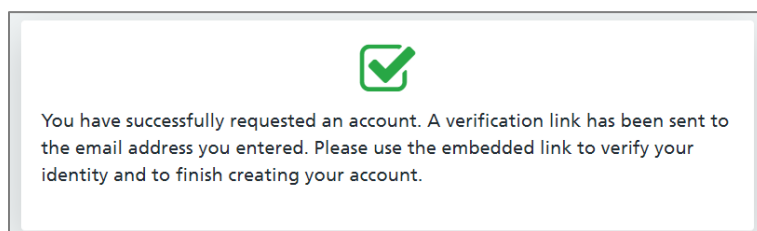
[Register Now!](#)

Register for a new **account**

- ✓ Submit online
- ✓ Track Progress
- ✓ Secure Communication
- ✓ Instant Reference
- ✓ Download Requested Files

[➔ Don't want to sign up? Continue as a guest](#)

A confirmation will appear that a link has been sent to your email address to allow you to complete the set up.



Log in to your email account and open the email from “Sars No reply” In the email you will see a “Login” link. Click this and it will take you to the portal login page.

Enter a password for your account and then enter it a second time to confirm it then click “Set password”

You will get a message that your registration is complete.

Click the “Login to your account” link; enter your email address and password.

How to log into your account

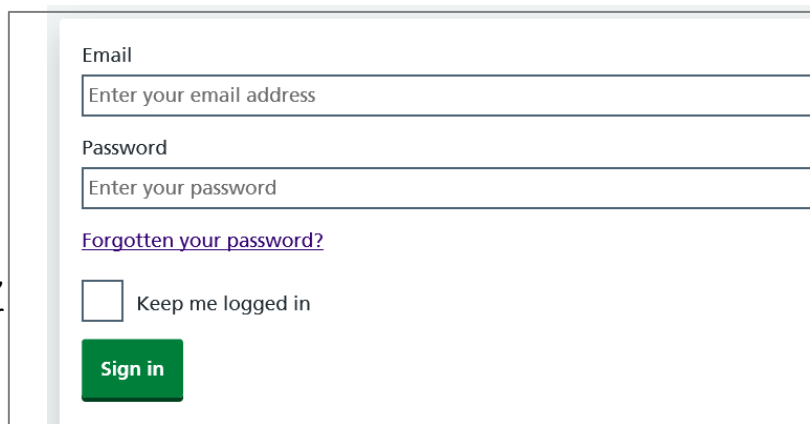
Once you have an account you can use the login link on the portal home page or go directly to

<https://nhsggc.ams-sar.com/>

Enter your email address and password then click “Sign In”.

If you have forgotten your password, click the “Forgotten your password?” link.

You will be taken to your home page where you can submit a new request, manage and view existing requests and manage your profile.



The screenshot shows a login form with the following elements:

- Email:** A text input field with the placeholder text "Enter your email address".
- Password:** A text input field with the placeholder text "Enter your password".
- Forgotten your password?:** A link below the password field.
- Keep me logged in:** A checkbox with the text "Keep me logged in" to its right.
- Sign in:** A green button with the text "Sign in" in white.

Managing Your Profile

This page allows you to change your password or add two factor authentication to your account.

You can access it by clicking either of the two “My Profile” links on the page.

In order to change your password, click the “Password” button.

Your Profile

Manage your profile settings including changing password and enabling two factor authentication.

On the page that opens click the “Change password” button.

Enter your existing password.

Enter your new password and confirm by re-entering it in the confirmation box.

Click the “Set Password” button.

Change Your Password

Current Password

New Password

Password

Re-enter password

Confirm Password

Re-enter password

SET PASSWORD

Click “Two Factor” to enable a second level of authentication when logging into the SAR web portal.

Once enabled you will be required to enter a unique pin code that will be sent to the registered mobile phone.

Enter a mobile phone number and click “Get code” to confirm the number.

Enable Two Factor Authentication

Mobile Number

Whenever you login, along with your username and password, you will have to enter a unique 6 digit code sent to your mobile. Please enter in the mobile number you want this code to be sent to. We will send a code to this device now to register it.

mobile number

GET CODE

How to submit a new subject access request

Click “New Request” on your home page.

New Request

Submit a new subject access request online.

Complete each field listed, fields marked with a red * are mandatory.

Click “Continue” at the end of each step.

To upload documents, click the square to browse your computer, and select the relevant document(s).

Please note, the following file types are accepted when providing your documents -

.pdf, .tiff, .tif, .png, .bmp, .jpg, .jpeg

If you receive this message from the webpage please try an alternative file type.

Click "Submit" to send in your request.



Once you have completed your application, a confirmation page will appear which will include your reference number. You will also receive an email to confirm your application, also with your reference number.

How to view the status of your request

The Manage Requests section allows you to see the status of your requests.

[Manage Requests](#)

Manage and view the status of your existing requests.

When you click the 'Manage Requests' link you will see a list of your requests and, if you have more than one, you will be able to search for a request.

Requests are listed in columns, which are; the application **Reference** number, the **Name** of the patient, the date the request was **Submitted** and the current **Status** of the request, for example, if it has been completed or is currently active.

If you have more than one request you will see these two buttons at the top of the listing. The first refreshes the list of applications and their status so you have the most up to date list.



The second opens and closes the full screen view.



A question mark next to a request means there is a message related to that request which you need to read and which, possibly, requires a reply. Please answer these questions as quickly as possible so as not to delay your request.



You will also receive an email if we send you a message regarding your request. The sender will be "Sars No Reply". We will never ask you for your password in any of these emails.

You can either log in to your portal area or, after going to the request, respond to the message or click the link in the email, then click "Login".

Enter the email address and password that you created for your account.

Click "Sign in".

An alert will appear, stating there is a question that needs your attention.

Click "Click here".

The message will be displayed at the bottom of the page.

If the message is also asking you to upload a document, a square will appear. Click the square to browse your computer, and select the relevant document(s).

Type your response in the box.

Click "Save" and your message will be sent to us.

How to retrieve your documents after disclosure

When we have completed your request, you will receive an email. Follow the instructions from the email in order to view the message in the SAR Portal.

An alert will appear, stating your request has been completed and a message will be displayed at the bottom of the page.

This will bring up the details of your request for health records and will display a message at the bottom of the page.

Click the message which will provide you with details regarding your request and any files that are attached.

To download the files individually, click "Download". If there are multiple files you can also download them as a single "Zip" file'. To do this, click "Download all files in a Zip".