Report + Support Dashboard Guide

Part 1: First login

1) You will receive a system-generated email containing your username (i.e. your Durham University email address) and temporary password

no-reply@reportandsupport.co.uk	
Your temporary password for Culture Shift 1	2:29

- Follow this link to the R+S Dashboard: <u>https://dashboard.reportandsupport.co.uk</u>
- 3) **Bookmark the page** because the email notifications about report assignment will not contain a link.
- 4) Enter your email address and the temporary password you have received. Then click "Sign in with email"

https://dashboard.reportandsupport.o	o.uk oonger
	Email
	Password Password
	Sign in with email
	OR Sign in with SSO
	Forgotten password?

5) Set your **new password.** On initial login, you will be required to create a new secure password for yourself.

assword Char	ige
ur password must t w password.	e changed, please enter a
w password	

Your password should ideally be:

- ✓ 8-11 characters long
- ✓ contain at least 2 digits
- ✓ contain at least 1 uppercase letter
- ✓ contain at least 1 symbol or special character

in usin	g your new password answord runs been set, please rog
Sign Ir	0
	Use Single Sign On
E-mail	
athena-	maria.enderstein@durham.ac.uk
athena-	naria.enderstein@durham.ac.uk

Store your password securely.

- 6) Enable the **two-factor authentication (2FA)** using the instructions set out in the separate guide.
- Once 2FA has been set up, you can then login to the Dashboard by entering your email address and the new password you have created, along with the 6-digit verification code from your authenticator.

Please do not forget to **logout** when you are not using the Dashboard.

Part 2: Succeeding login (when a report is assigned to you)

1) You will receive a system-generated email notification that a report has been assigned to you.



- 2) Follow your **bookmarked link** (<u>https://dashboard.reportandsupport.co.uk</u>) to access the R+S Dashboard.
- 3) Put in your email and the password you have created.
- 4) The **Dashboard** will appear where you will see the report/s assigned to you.
- 5) Click on the assigned report to see details or to log updates.

CULTURE SHIFT	F	Report	S			Q Sea	arch reports	± Export	t 🌐 Select col	lumns 🛛 🖓 Set fi	ilters
ResourcesHelp		Unassigned O		Assigned 1	d O	Accepted •	Closed O	•	Archived •	All reports 1	•
		ID	Status		Reported On	Form	Assigned Advisors	Role	Role Anon	Role Contact	Tin Op
	->	581	🛑 Assig	gned	20 Jun, 2022	Report anonymously	Training user		Student - Undergradu	ate	(daj
	4										

6) Send an **email to** the Report+Support triaging team (report.support@durham.ac.uk) to confirm your acknowledgement of the assignment as soon as possible (or by the end of the working day at the latest) or click on the '**Accept**' button at the upper right-hand side.

	This report has been assigned to you.								
Reports	Do you want to accept it or send it back to your syste	m administrator?	Send back Accept						
Resources	Demont #501								
 Help 	Report #581								
	Report Activity Risk Assessments								
	Activity	Show newest first ↓↑	Status Assigned						
	All Actions (5)		Reported on						

2.1 Updating a report

- 1) Login to the R+S Dashboard (https://dashboard.reportandsupport.co.uk/)
- 2) Click on the relevant report number to view report details
- 3) Click on 'Activity'

CULTURE SHIFT	0	This report has been assigned to yo Do you want to accept it or send it b	ou. aack to your system administrator?		Send back Accept
13 Resources () Help	Report	Activity Risk Assessments			
	Ac	tivity Actions (5)	Show newest fi	rst ↓†	Status Assigned Reported on

4) Click the '**Add comment**' box located at the bottom right-hand side of the page.

С		Unice	O Time open
	SHIFT		St days
	Reports		路 Student Conduct Office ×
հհ	Analytics		Assign additional user or team
M	Content		
õ	Users		
Đ	Resources		C Add comment
\$\$	Admin		🖾 Upload image
(1)	Help		Dpload file
			Show redaction controls
8	Melanie Earns		
(→	Log out		

5) Enter any updates on the pop-up box, then click 'Add comment' at the bottom of the pop-up box.

v reopened this report	Aug 22, 2022, 2:08:03 PM	Assign additional use	er or team	
ssigned themselves from this	Add comment		~	
v assigned this report to Train	ſ			
		Cancel	Add comment	

Your comment/update will then appear in the update log at the bottom of the page. Please ensure that any updates (e.g. actions done and communications sent out) in relation to a particular report are logged onto the system.

2.2 Closing a report

- Follow the steps above for updating a report (we strongly advise that you log any updates before closing the report). In case you have closed a report without entering the updates, please contact <u>report.support@durham.ac.uk</u> as the R+S Triaging Team are able to enter updates on your behalf.
- 2) Click on 'Close Report' which is at the upper right-hand side of the page.

Report #30	Reject Close Report	4
Submitted at November 1, 2019 6:26 PM		
Percent Hodator		
NEDAK ODDATES		
Assigned to		
Lucy Woods D		
Assign additional user or team ~		
Jpdates		

3) The **report outcomes** pop-up box will then appear. Select and tick the relevant outcome from the options. Then click 'Close Report' at the bottom.

	Select report outcomes	8	
with a	 Anonymous report - no action needed Case closed due to lack of evidence either way Formal complaint not upheld Formal complaint upheld Other (please specify in the comments) Referred for further investigation Referred to external support, discussed options under relevant policy Referred to the police Report resolved through informal stage 1/2 Spam 		
repor	Close Report Cancel		
e you d	connected to Durham University?		

Other queries?

For further assistance, please contact report.support@durham.ac.uk