



eCDOP Login FAQ Guide

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PROUD SOFTWARE PROVIDERS

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1. Introduction

This document has been created to provide several tips and additional support with accessing and logging into eCDOP.

We have broken this file down into various sections which we hope will make it easier to follow, with images included to support our notes and explanations.

2. Accessing eCDOP – Internet Browsers

Which internet browser should I be using?

We recommend that all users should be using Google Chrome as the default internet browser for accessing eCDOP (**Fig 1**).



Figure 1: Internet Browsers: Microsoft Edge (left), Internet Explorer (middle) & Google Chrome (right).

Depending on the set-up on most user computers, Internet Explorer may be set to be the default internet browser. From 2022, Microsoft are discontinuing Internet Explorer as a browser making it obsolete, which is why we are encouraging eCDOP users to either access the site on either Microsoft Edge or Chrome.

How do I go into eCDOP from one internet browser to another?

Form Only users in eCDOP, will receive an email that contains a link to access a specific B. Reporting Form in eCDOP to access and complete.

An example of a Form B. Request Email can be seen below (**Fig 2**):

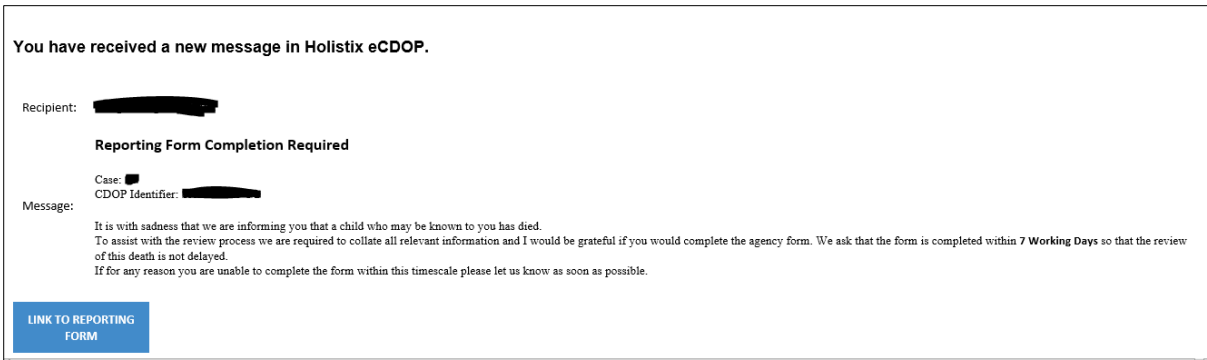


Figure 2: Example of a B. Reporting Form request email

From the requested email, we suggest right clicking on the **'Link to Reporting Form'** and then press **'Copy link'**.

If you then open your alternate browser (for this example, we will use Google Chrome), if you click into the top URL bar, then right-click and press **'Paste and Go'** (Fig 3), this will now take you directly to the link and page that you want to access.

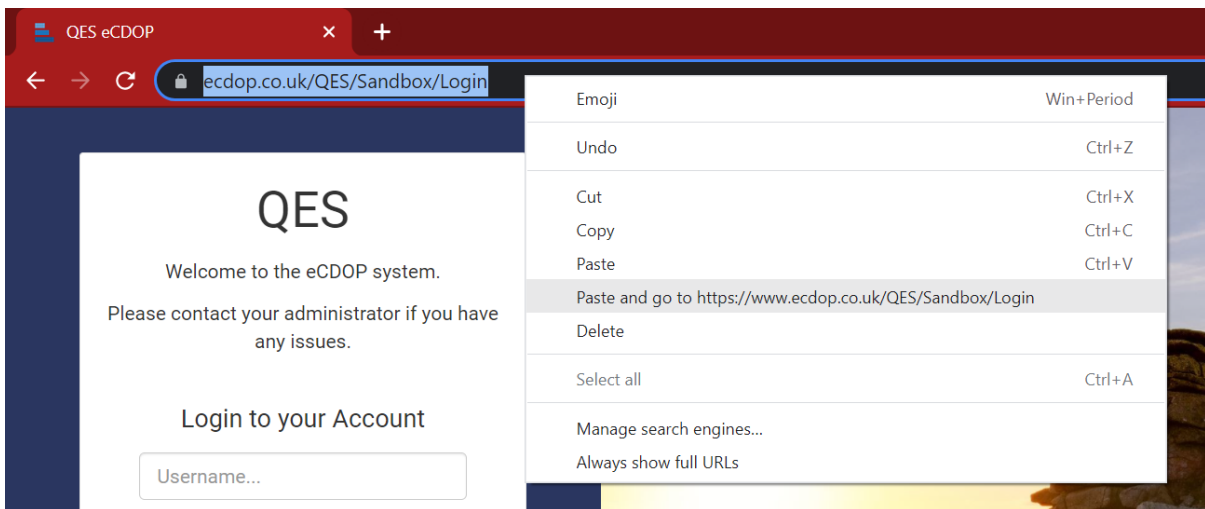


Figure 3: Accessing URL in new browser

Once done, this will take you directly to the URL page required (Fig 4):

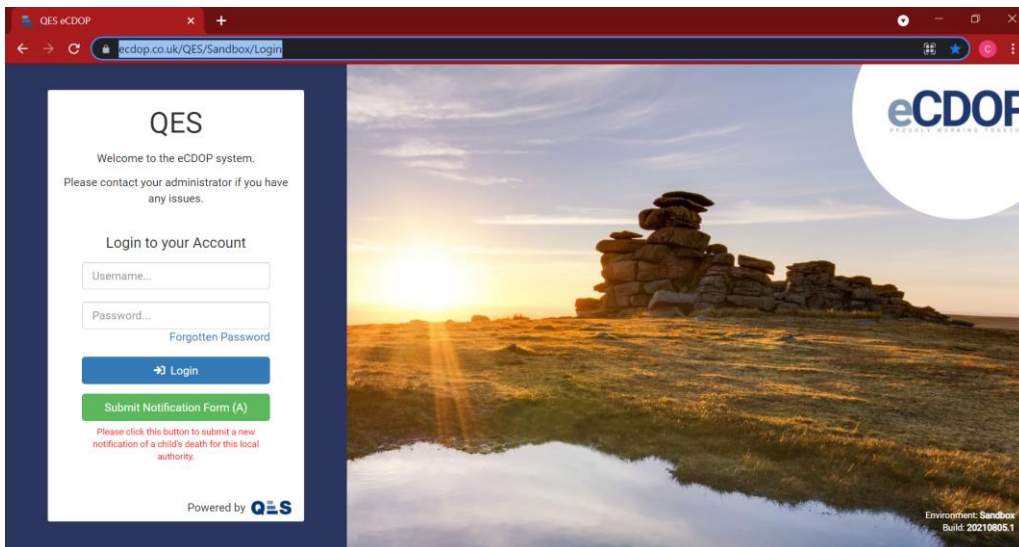


Figure 4: Access to the site

By copying the link directly from the button on the requested email, you are guaranteed to be sent to the correct URL site every time.

What is the difference between 'Copy and Paste' and 'Copy and Paste & Go'?

As a Form Only user who would access numerous B. Reporting Forms in the same eCDOP system, browsers such as Google Chrome remember and store the URL sites previously visited.

By doing a standard '**Copy and Paste**' one internet browser to another, the new browser may not take you directly to the same page that you wish to view.

Selecting '**Paste and Go**', on the other hand will take you directly to the log-in page to the exact case you are required to view.

3. Log-in Access Queries

Can I create my own login account?

No. Only eCDOP Admins can create profile accounts on eCDOP.

Can I copy and paste my user details into the log-in screen?

We recommend manually inputting all usernames and password into the free-text fields on the log-in page when accessing the system to avoid data mistakes.

Copying and pasting details can often cause data discrepancy and may bounce back to show a failed attempt.

If you are unsure of your log-in details, please contact your eCDOP Administrator who will be able to provide you with your username and may be able to create you with a new one-time temporary password to help you get into the system.

What should I do if I can't type my log-in details/authentication code?

When logging into the system, if you are unable to either type details into either the username/password or authentication code field when required, this is likely to be a configuration issue within the internet browser.

To fix this, we recommend zooming out of your internet browser to between 80-90% for this to be resolved.

For Google Chrome, select the three dots in the top-right corner of your browser, then highlight the 'Zoom' function and minimise to the most appropriate size needed (**Fig 5**).

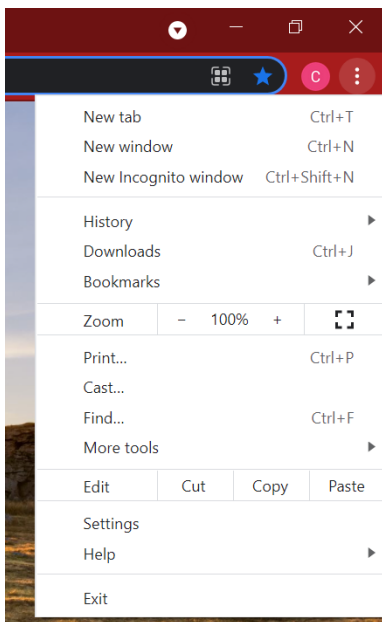


Figure 5: Zooming out of Google Chrome

In the same menu, if you press the grid to the right of the 'Zoom' option, this will adjust your browser to go full screen. This is useful when viewing and completing the various sections of either an A. Notification or B. Reporting Form in the system.

Another way to zoom in and out of your browser is to use your keyboard:

- **'Ctrl' & '+'** = This will zoom in on your web page
- **'Ctrl' & '-'** = This will zoom out of your web page
- **'Ctrl' & '0'** = This will reset the page back to 100% viewing.

I've not received my authentication code?

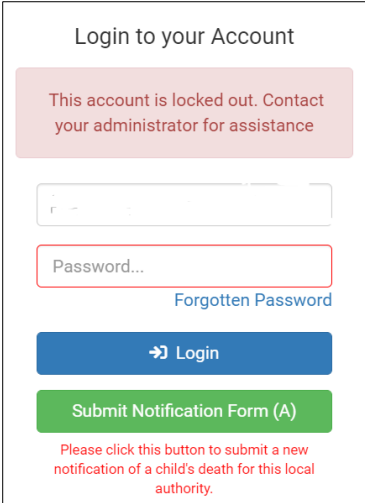
Authentication codes are sent to the email address that you use to log-in to eCDOP. If for any reason that you don't receive your authentication code, we recommend the following things.

- **Check your junk/spam folder** – Sometimes the code can be sent to a different email folder.
- **Contact your Administrator** – They will contact us and we can review our email server to see if the email was sent from our servers.
- **Speak to your IT Team** – Sometimes the NHS server prevents emails from QES reaching your inbox, so speak to your IT team to make sure they can allow our emails to come through successfully.

What should I do if my account is locked out?

When you log-in to eCDOP, you have three attempts to enter your contact details before your access is locked out.

After three failed log-in attempts, your account will be locked, and you will receive the following message appear (**Fig 6**):



The screenshot shows a login interface with the following elements:

- Header: "Login to your Account"
- Message box: "This account is locked out. Contact your administrator for assistance" (in a light red box)
- Input fields: A partially filled email field and a "Password..." field.
- Link: "Forgotten Password" (in blue text)
- Buttons: A blue "Login" button with a right arrow icon, and a green "Submit Notification Form (A)" button.
- Footnote: "Please click this button to submit a new notification of a child's death for this local authority." (in red text)

Figure 6: Locked out message

You will need to contact your eCDOP Administrator to unlock your account.