Care Inspectorate eForms Messaging System
Guidance Notes

General

We have implemented a new feature in the eForms system which will enable Care Inspectorate staff to contact you directly about notifications you have submitted and allow you to reply back directly from within eForms. Currently, only Care Inspectorate staff can start the contact. If this feature works well, for both CI staff and care service providers, we will extend it to other documents, for example, self assessments and draft inspection reports and allow care service providers to start off a contact with Care Inspectorate staff. We hope this feature will save both you and us time.

How it Works

If we send you a message and you are not logged in to the eForms system at that time you will be sent an email telling you that there is a message waiting for your reply. The messages are displayed in the Submitted tab.

Messages which you have not replied to are shown with a blue icon.

Messages you have already replied to are shown with a white icon.

When you open a document that has messages in it a Messages icon will be displayed in the toolbar.

The icon will be white if all the messages have been read.


The icon will be blue if there is an unread message. A white icon will change to blue if we send you a message whilst you are in the document.
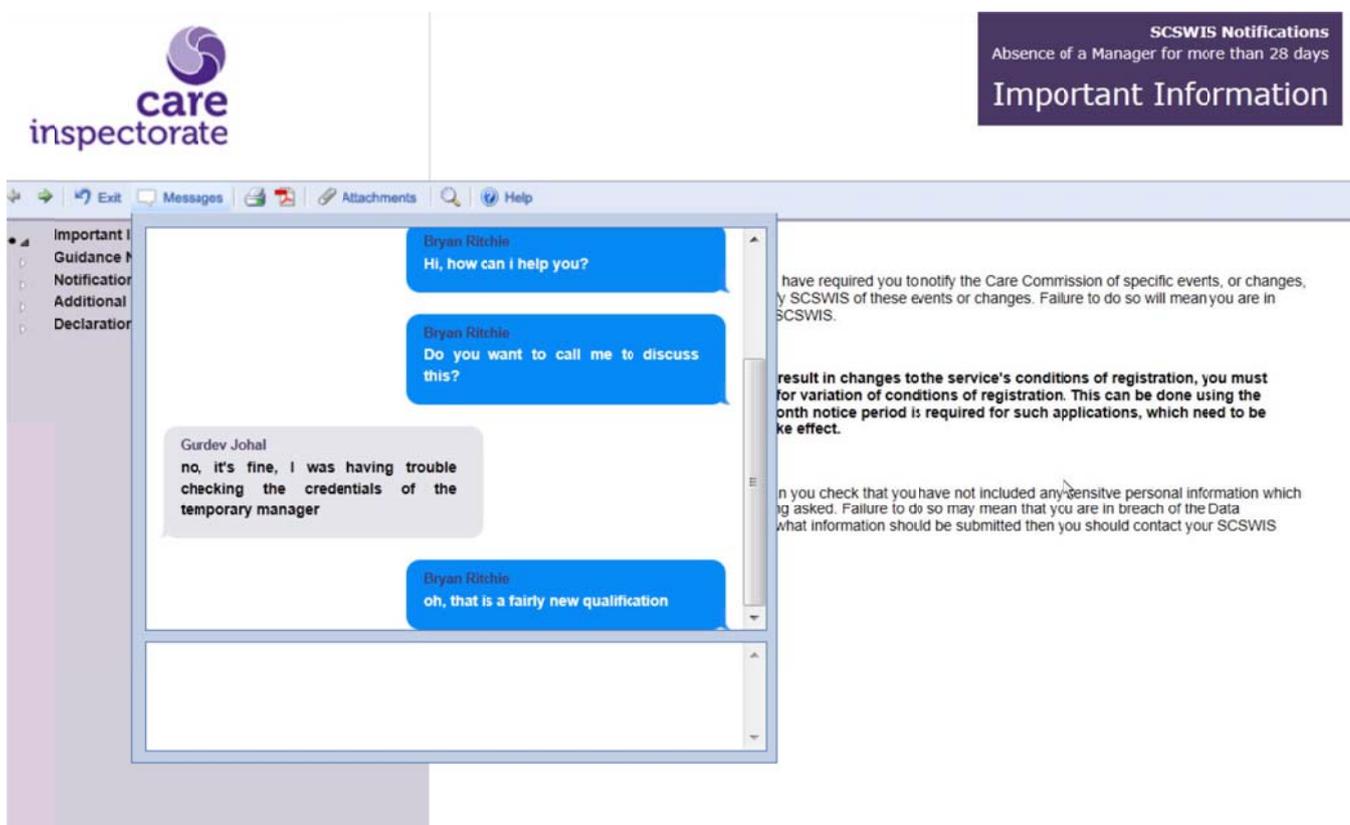

When you click on the Messages icon, the Messages box will be displayed, with the all the messages for the document.

To send a response, simply type in your message into the input area at the bottom of the messages box and press [Enter]. Your new message will be displayed immediately.
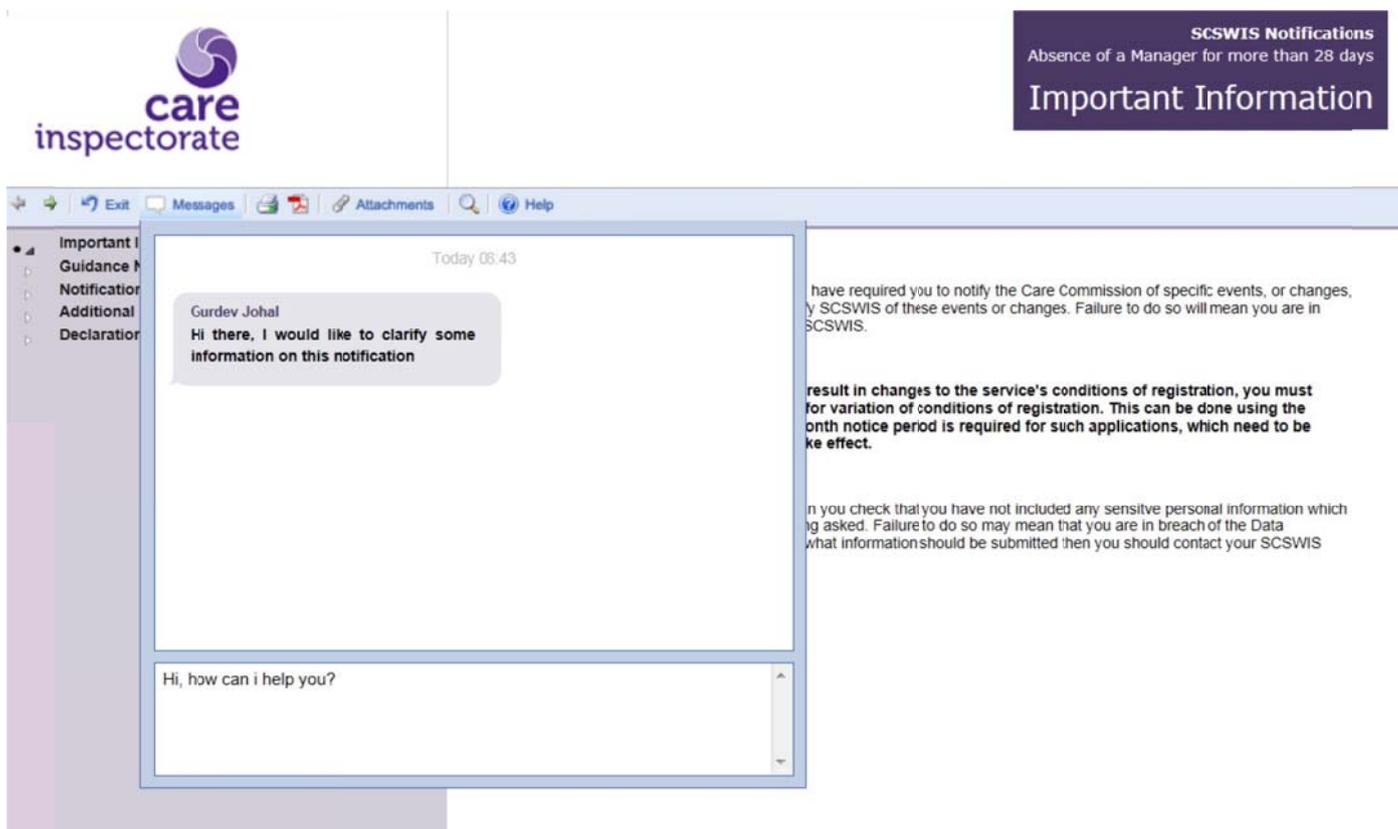
As the messages are sent and received, the messaging window will be updated in the form of a "chat session" simllar to that displayed on your mobile phone or tablet.

To end the chat, simply click on the "Messages" button on the toolbar and the messaging window will be closed. The system will still keep checking for new messages and change the icons from white to blue if new messages are received.

All messages are saved for either you or Care Inspectorate staff to review later if required.

If you have any queries about this facility or any comments please contact the eForms Help Desk on **0345 603 0890**