

## Queen's Register of Support Providers

### ORAC: Students' Guide

The new on-line 'ORAC' (Online Request and Confirmation) workflow information management system allows for the electronic management and co-ordination of the one-to-one element of your support such as Note Taker, Dyslexia Tutor, Library Assistant and Proof Reader support.

The system is used for making match-ups with Support Providers and for the signing off and processing of timesheets. The system also allows for the monitoring of support use through the provision of almost real-time data.

#### Logging a Support Session

After you and your Support Provider have met for a support session, your Support Provider will log the session into the ORAC system **as soon as possible after the support has taken place** to give you time to review the timesheet(s) before signing off electronically to confirm that the support took place as described.

#### Checking and Approval of Sessions

When a timesheet has been uploaded into the ORAC system by your Support Provider(s), you will receive an email to advise you of this. **The email will be sent to your Queen's email account so please remember to check your QUB account regularly.** Please check that the description of the support being claimed for is an accurate reflection of the support that took place. It is important that you **check the information carefully** (date, time, nature of support etc) and only if you are satisfied that it is an accurate reflection of what took place should you click the 'Accept' button.

If you are **not satisfied** with some aspect of the claim (eg a wrong date or time), or there is something else you disagree with, you should click the 'Reject' button on the email. You will then be instructed to give your reason(s) for declining the session and the Support Provider will receive notification, by email, that the session has been rejected. Your Support Provider will then review the session, liaising with you as appropriate, and will then log a **new claim** for your approval. If you are satisfied that the new claim is correct, click the 'Accept' button at the bottom of the email.

If you disagree with the session claim a second time, Queen's Register of Support Providers will be notified and the Disability Support Manager will investigate the issue(s) by contacting both parties. Following the investigation, the Register will then review the information collated and will make a decision to accept/reject the session.

#### Signing Off

So that the sessions are still fresh in your memory and to ensure that there is not a back-log of emails awaiting your attention, please make sure that you approve your Support Provider(s) timesheets **as soon as possible** and within three days of receipt. Queen's Register of Support Providers will have an overview of all the sessions logged and will be aware if there are still sessions on the system awaiting your attention.

#### Data Security

ORAC is a web-based system housed through Amazon Web Services (AWS). Cloud security at AWS is the highest priority. As an AWS-hosted application, ORAC therefore benefits from a data centre and network architecture built to meet with the requirements of the most security-sensitive organisations, maintaining a secure and encrypted environment for student data.

AWS is **fully ISO 27001 compliant** in security management best practices and adopts comprehensive security controls following the ISO 27001 best practice guidance.

In addition to meeting the ISO 27001 requirements, SSL (Secure Sockets Layer) security certificates have been implemented on all points of ingress into the ORAC UI, meaning all data stored on the system is secure and protected.

### **Problems / Queries**

If you have any issues or queries with ORAC or about your one-to-one support in general, please do not hesitate to contact us at [nmhregister@qub.ac.uk](mailto:nmhregister@qub.ac.uk).