

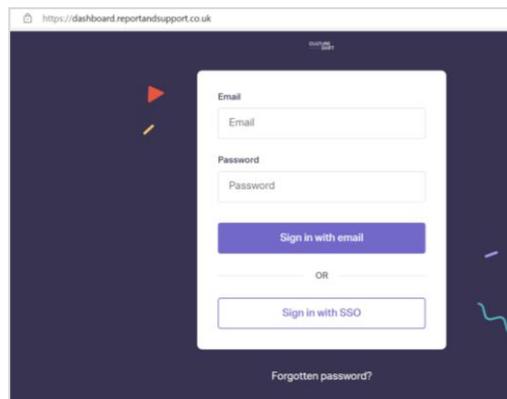
Report + Support Dashboard Guide

Part 1: First login

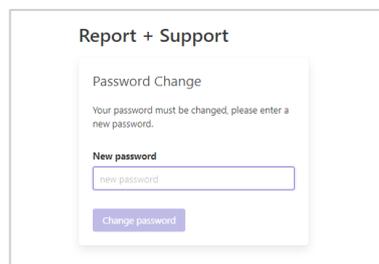
- 1) You will receive a system-generated email containing your username (i.e. your Durham University email address) and temporary password



- 2) Follow this **link** to the R+S Dashboard:
<https://dashboard.reportandsupport.co.uk>
- 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"

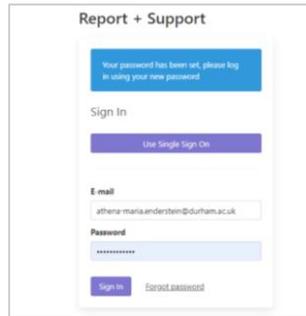


- 5) Set your **new password**. On initial login, you will be required to create a new secure password for yourself.



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



Store your **password securely**.

- 6) Enable the **two-factor authentication (2FA)** using the instructions set out in the separate guide.
- 7) 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.

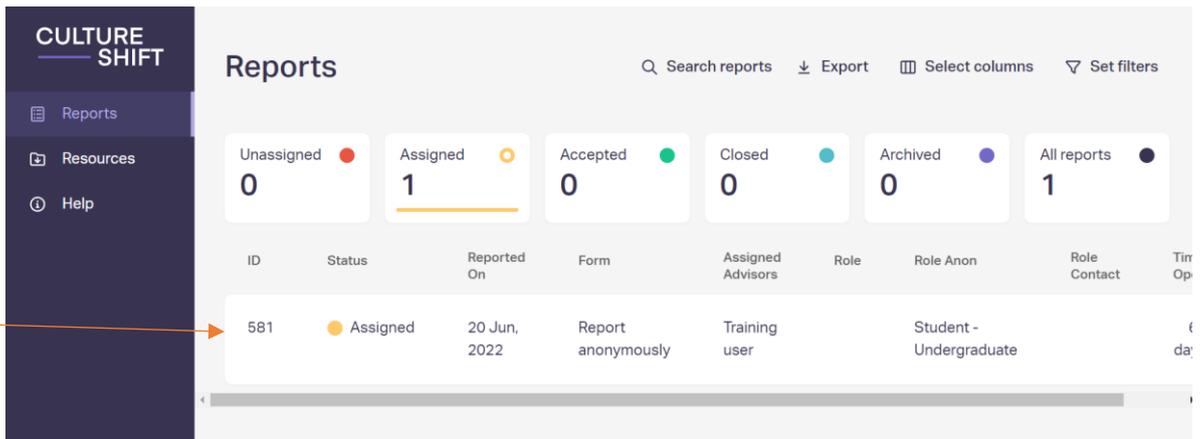
Please do not forget to **logout** when you are not using the Dashboard.

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

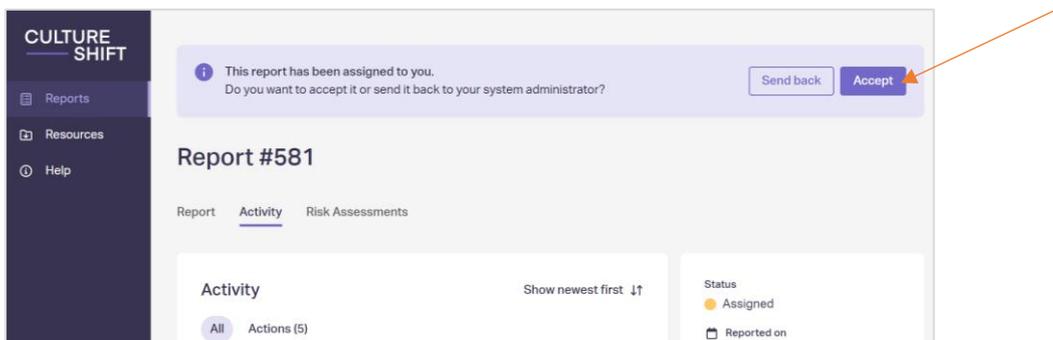
- 1) You will receive a system-generated email notification that a report has been assigned to you.



- 2) Follow your **bookmarked link** (<https://dashboard.reportandsupport.co.uk>) 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.

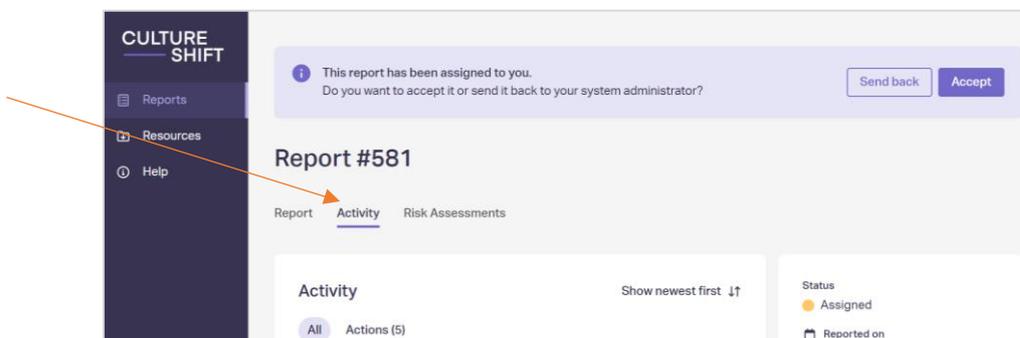


- 6) Send an **email** to the Report+Support triaging team (report.support@durham.ac.uk) to confirm your acknowledgement of the assignment as soon as possible (or by the end of the working day at the latest) or click on the **'Accept'** button at the upper right-hand side.

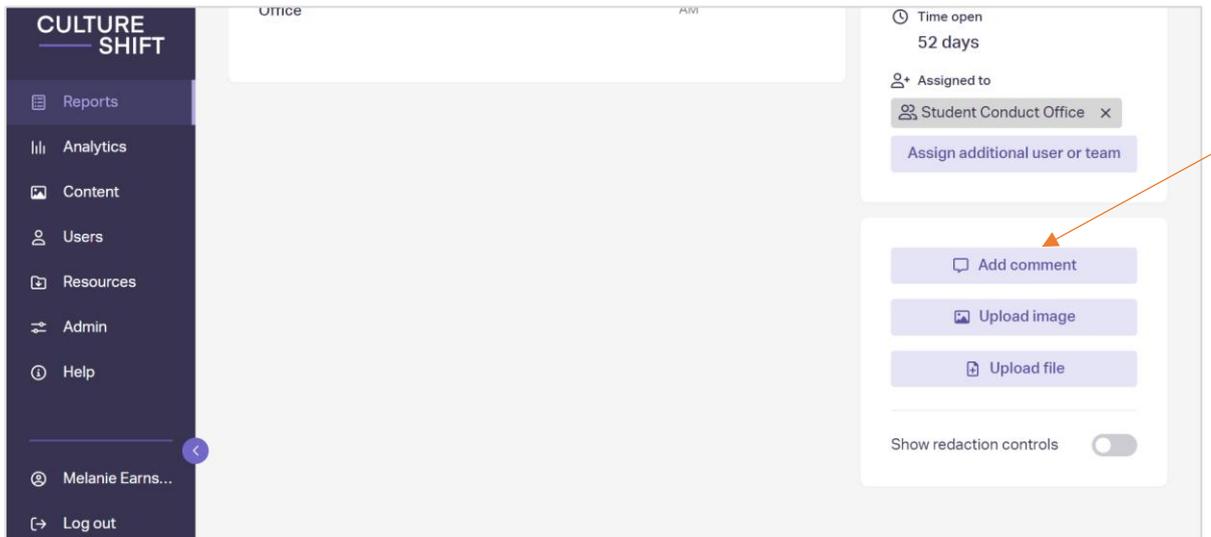


2.1 Updating a report

- 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'**



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



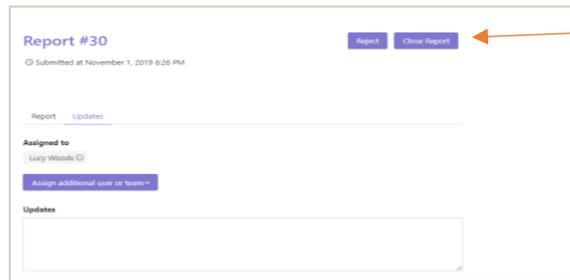
- 5) Enter any updates on the pop-up box, then click 'Add comment' at the bottom of the pop-up box.



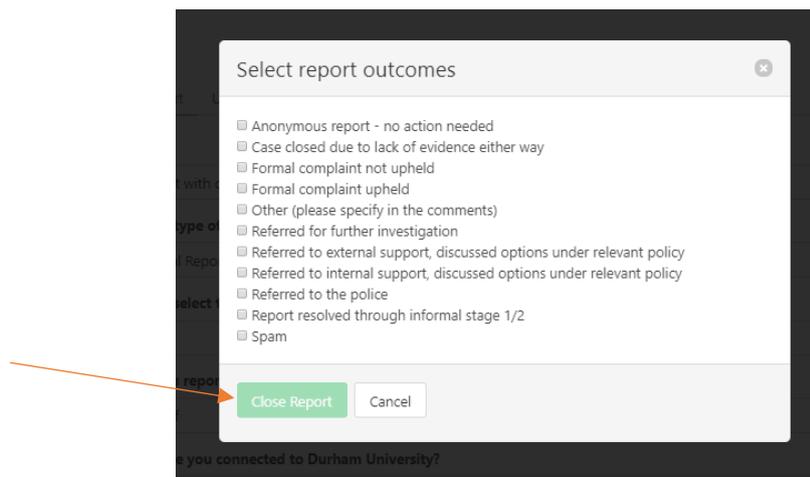
Your comment/update will then appear in the update log at the bottom of the page. Please ensure that any updates (e.g. actions done and communications sent out) in relation to a particular report are logged onto the system.

2.2 Closing a report

- 1) 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 report.support@durham.ac.uk 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.



- 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.



Other queries?

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