StaffCareServices

OPAS FAQ Document

OPAS FAQ's

The countdown to OPAS is in full swing with only 7 days to go!

Many of you have visited the OPAS INFO HUB and asked questions about the transition to the new system so we've compiled these together and answered them all in one place.

When will OPAS go live?

OPAS will go live on 12th February 2025. We aim to make the system operation in the morning but have do not have a specific time as this is subject to the system provider behind the scenes.

Keep an eye on the OPAS INFO HUB and as soon as the system is available, we will update this webpage.

Will there be any system downtime?

Yes, but we are keeping this to a minimum to prevent disruption. You will be able to submit new requests via Cority until 5pm on 9th February and OPAS will go live on the 12th February.

There will also be a day of planned downtime a couple of months after system go live for updates, we will let all users know the confirmed date so you can plan your work in advance.

Where can I find guides and information about how to use the new system?

The OPAS INFO HUB has guides and information on the core OH processes for managers including how to start a management referral and pre-placement questionnaire. There is also guidance on the new employee self-service functionality for appointment booking and how to make a Support Line referral to our counselling service.

Will existing users of MyCority be automatically set up with an account for OPAS or will we need to submit requests to be registered?

I will be starting my new role as Team Manager on 1st Feb and will need an OPAS account. Do I need to request this, or will it be set up automatically?

If you already have login details to access Cority and have used the system as a manager in the last 12months you will be sent new login details for OPAS.

If you need access to our OH systems for the first time or you don't receive new details before the 12th February then then these can be requested by emailing our team on occupational.health@staffcareservices.org.uk

I have tried to download all my previous referral information but when the link is sent, I am getting an Error message. Is there a different way I can do this?

You only need to download your previous record and information if they are not already stored in a HR or personnel file. If you are having trouble doing this then guidance can be found on the OPAS INFO HUB or you can email our team on occupational.health@staffcareservices.org.uk and we can help.

If a manager starts a pre-placement questionnaire or management referral on MyCority before 12th February 2025 and is awaiting the outcome, will those 'open cases' transfer? If not, do we need to resubmit them?

Any in progress cases in Cority will be transferred to the new system OPAS by our team as part of the system transition. You can continue to submit work via Cority until the 5pm on the 9th February, there will be 2 days of system downtime to allow for information to be transferred and OPAS to go live on the 12th February.

Will we have to visit a new web address or will the old one redirect us to the new one please?

Yes, the new OPAS system will have new URL as it is provided by a different supplier. The new link will be made available via the OPAS INFO HUB on the 12th February.

I can't find a log in link for Cority10 to download reports as per the instructions. Can you please resend me a link?

You only need to download your previous records and information if they are not already stored in a HR or personnel file. If you are having trouble doing this or accessing the system then guidance can be found on the OPAS INFO HUB or you can email our team on occupational.health@staffcareservices.org.uk and we can help get you access to Cority.

With the pre-placement employee questionnaire application, is there a function to attach the job description?

Yes, the manager completing this process can include supporting information and this can include a job description.

These FAQ's can also be found on the OPAS INFO HUB and will be updated with any new ones as they come in to the team, so keep an eye out for more updates in the lead up to go live next week!

Reminders:

- We will no longer be accepting referrals or pre-placement questionnaires via Cority from 5pm 9th February
- OPAS will go live on the 12th February
- If you have an existing Cority managers account and have used the system in the last 12months you should receive log in details for OPAS before go-live