



StaffCareServices

Support Line - A step-by-step guide
to submitting a counselling request

1. Click on the [Support Line Referral link](#)

2. Select your organisation code.

- Make a written note of the organisation code assigned to your employer.
- Your organisation code will auto populate fields on your counselling form so it's important you select the right code.
- If you are unsure of your organisation code, please give the team a call on 0330 124 9994 option 2

****TOP TIP****

Write your organisation code down, once you have passed this screen, you will not be able to return.




Welcome to the Self Referral portal. Please enter your email address below to start the process.
Once you have submitted the form, an access code will be sent to the provided email address.
Please make a note of the Code associated with your Organisation/Employer
Please write down the relevant Organisation/Employer code from the list below before you proceed.
This code will not reappear so you MUST write it down now before proceeding

Charities	<input type="text"/>
Commercial Services Group	<input type="text"/>
Education	<input type="text"/>
Healthcare	<input type="text"/>
Kent County Council	<input type="text"/>
Other Organisations	<input type="text"/>

3. Enter your email address

4. Request an access code.

- Type the letters you see on screen and select Request Access Code. This will send an access code to the email address you have provided.
- Copy and paste the access code from your email into the boxes provided and click Submit Access Code



dmknx

[Request Access Code](#)

[Go back](#) [Submit Access Code](#)

5. Enter your organisation code

- Enter the organisation code (previously written down) in the boxes provided.
- Your organisation code will auto populate fields on your counselling form so it's important you select the right code.

The screenshot shows the OPAS G2 Self Referral interface. At the top, it displays the user's email (natasha.godden@staffcareservices.org.uk) and a timer (00:29:55) with an 'End Session' button. The main heading is 'OPAS G2 Self Referral'. Below this, a message states: 'In order to continue the Self Referral request process, the system needs to identify your employer. You should have been provided a Customer Code for this purpose, which you need to enter below. If you do not have a Customer Code, please contact your OH provider to request this information.' There are five empty input boxes for the code and a green 'Confirm' button.

6. Select Support Line Counselling Request

<p>a. Support Line Counselling Request</p>	<p>Standard system default config for Self Referrals. This config can be edited but it cannot be deleted.</p>
--	---

7. Complete the Support Line Counselling Request form

- You must complete all mandatory fields
- Once you have submitted your counselling request form you may expect a call from the counsellor over the next 48 hours to arrange your first appointment.

The screenshot shows the 'a. Support Line Counselling Request' form in the OPAS G2 system. The user's email (natasha.godden@staffcareservices.org.uk) and timer (00:28:28) with an 'End Session' button are visible at the top. The form is divided into two main sections: 'Personal Details' and 'Counselling Request'.
Personal Details: Includes fields for 'Given Name *', 'Family Name *', 'Date Of Birth *' (with a calendar icon and 'DD/MM/YYYY' format), 'Telephone Number *', and 'Home Address *' (with a location pin icon and 'Address input' text).
Counselling Request: Includes a 'Work Location' section with a 'Directorate' dropdown menu.
 On the right side, there is a 'Sections' sidebar with a list of sections: 'Personal Details' and 'Counseling Request', both with expandable arrows.