

# Staff**Care**Ser©ices

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

# Staff**Care**Ser%ices

## 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.

#### 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



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	
Commercial Services Group	
Education	
Healthcare	
Kent County Council	
Other Organisations	

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🧪 dmknx							
Reque	st Access Code						
Go back	Submit Access Code						

Email Address

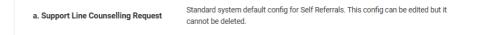
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#### 5. Enter your organisation code

- 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.

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OPASG2 Self Referral		
In order to continue the Self Referral request process, the system needs to identify your		
In order to continue the sen referral request process, the system needs to identity your of You should have been provided a Customer Code for this purpose, which you need to enter b		
If you do not have a Customer Code, please contact your OH provider to request this informat		
Confirm		

### 6. Select Support Line Counselling Request



- 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.

asha.godden@staffcareservices.org.uk	OF	AS <sub>G2</sub>		00:28:28 End Sessi
	a. Support Line			
Personal Details		~	Sections	~
Please enter your details Given Name * Date Of Birth * DD/MM//YYYY	Family Name *		Personal Details Counselling Request	
Home Address *				
+         Address input		ľ		
Counselling Request		~		
Work Location Directorate.	~			