

## ACSA portal user guide

### Welcome to the ACSA portal user guide

This user guide is intended to help you get started on the portal as a new user, and to answer common questions about the portal.

There is a separate user guide for users who have multiple roles (e.g. as ACSA lead for their department and an ACSA reviewer).

If you require any advice, have any queries or experience any problems with the ACSA portal, **please contact the ACSA team at [ACSA@rcoa.ac.uk](mailto:ACSA@rcoa.ac.uk)**

The portal is accessed at: <https://acsa.rcoa.ac.uk/>

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*Please note all screenshots used in this guide are taken from our testing site and do not reflect any real departments.*

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### Registering your department on the portal

i) Access the ACSA portal at <https://acsa.rcoa.ac.uk/> and click the 'Register' button in the top right corner of the page.

*If you are already able to log in to the portal in another capacity, e.g. as an ACSA Reviewer, **please do not try to register your department in this way**. Instead, please contact the ACSA Team for advice on registering your department.*

ii) Select '**Independent**' or '**NHS**' organisation and then begin typing your Organisation's name

- For Independent – this is a free text box to fill in.
- For NHS – there is a preset list of Trusts/Boards to choose from. If your department does not appear in this list, contact the ACSA team.

iii) Fill in the details of the form. All details except hospital name can be edited at a later date, so do not worry if you don't have the exact details correct at first registration.

- **If registering more than one hospital for joint accreditation**, please add each hospital separately. After completing the details for the first hospital, click the pink 'create hospital' button to save the first hospital's details, and then select 'add new hospital'. You can then add in the information for the next hospital.

iv) Once you have completed all the required fields and as much information as you are able for the other fields, click the pink 'Submit registration form' button.

v) Your registration goes automatically to the ACSA team for approval. Until approval is received, you will only be able to login and edit your registration details. Use your email address and password that you created during registration.

vi) Once you have received a confirmation from the ACSA team that your registration has been approved, you can login and begin using the portal fully.

#### Notes:

- *If your trust or board has multiple hospitals/sites, accreditation can be considered for a single site or jointly for multiple sites. There are a number of factors to be considered by your organisation and the ACSA Committee.*

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Please contact the ACSA team if you would like any guidance with deciding which hospital(s) should be part of your accreditation.

- The registration details (except the hospital name) can be edited by you as ACSA lead later if required.

## Using the portal

### Your dashboard

When you click 'Dashboard' your dashboard will look similar to the screenshot below in figure 1 for our test department Fitzpatrick Referrals, although your pie chart will be all grey (not yet rated) the first time you log in.

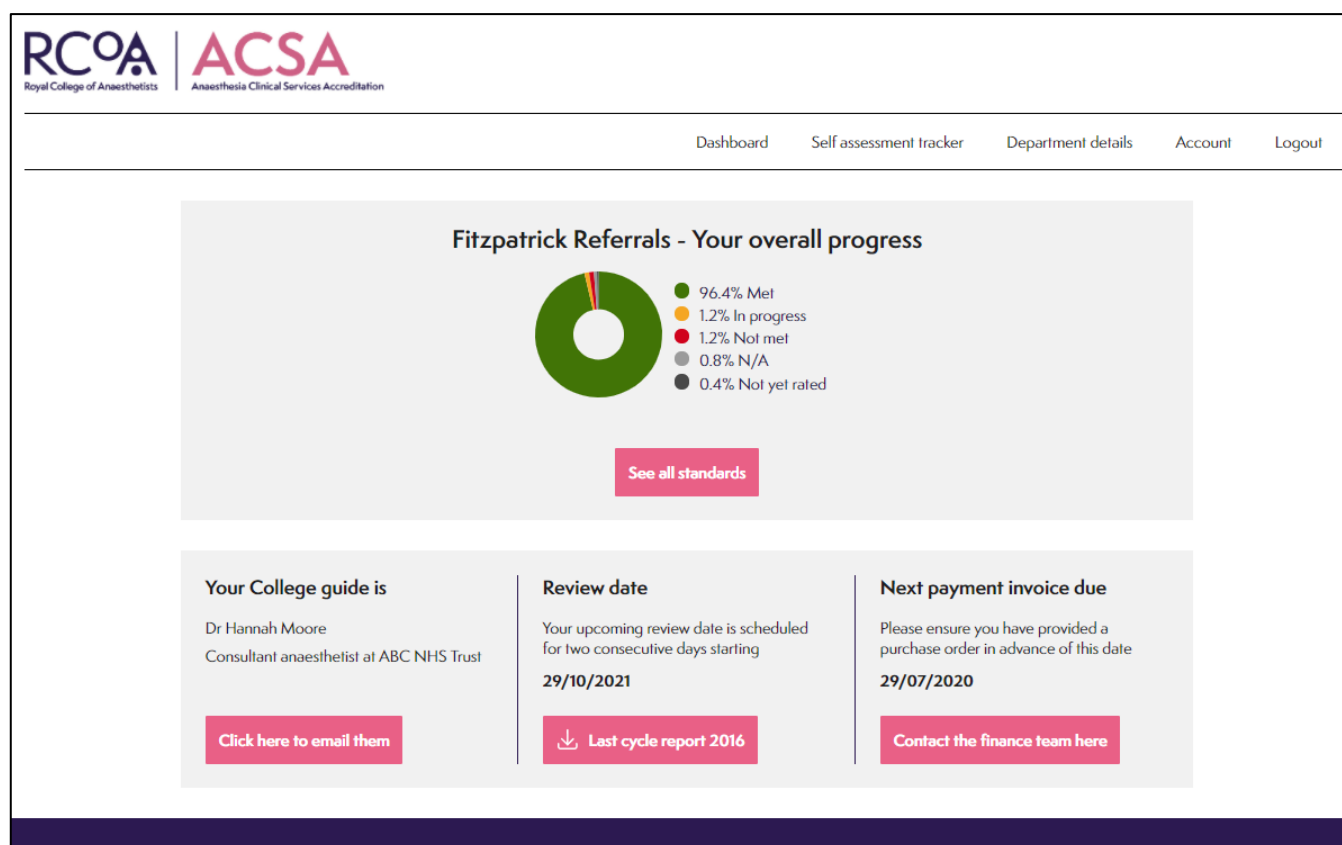


Figure 1

From the dashboard you can see overall progress against the ACSA standards (based on the information you have input to the self-assessment tracker) and information such as your college guide and the date of your next visit. You can also access the self-assessment tracker, your department details, and account details.

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### Editing your details

To edit your own details, click the 'Account' tab from the options across the top of the page. Here you will be able to change your name, email address and password.

Make sure to click the pink 'Save' box at the bottom of the page before navigating away.

### Editing your department's details

You can check your department's details by clicking 'Department details' from the options at the top of the page. If you need to change these click on 'Edit' at the top left.

Make sure to click the pink 'Save' box at the bottom of the page before navigating away. Do not click 'delete' next to the pink 'save' button, even if you wish to delete specific details – all edits, including deletions, will be done by clicking the pink 'Save' button.

Please note, only ACSA leads can edit the department details.

### Inviting other department team members

It is recommended that at least one other colleague in your department can log on to the portal to share the self-assessment workload and in case you are unavailable. As the ACSA lead, you can invite members of your team to access the portal by following the steps below:

- Go to 'Department details' at the top of the page.
- Scroll down to the very bottom of the page where you will see the current department team members which may include: RCoA admin staff, your college guide, and assigned ACSA reviewers.
- Click the pink 'Invite' button at the bottom (see figure 2 on the next page). This will take you to a page asking for the name and email address of the new member. You can include an optional welcome message. Repeat for each colleague if you wish to invite more than one.
- The person you have invited will receive an email with a link to set up their password and access the portal themselves.

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Department Team Members		
Name	Role	Status
Rosie Christmas	ACSA lead	Approved
Daisy Rai	ACSA administrator	Approved
Rod Christmas	ACSA reviewer	Approved
Ted Christmas	ACSA team member	Approved

Invite

Figure 2

## The self-assessment tracker

The self-assessment tracker is the main page of the portal where you will find the ACSA standards. This is where you can read the standard wording and find the associated GPAS references, help notes and Good Practice Library items.

You may work through the standards at your own pace, until you have a visit booked in. The ACSA team will advise you on deadlines for completing your self-assessment in preparation for a visit.

Once accredited, you should try to keep your self-assessment up to date. This will be checked by the ACSA team and a clinical reviewer in your annual compliance process. More details about the ACSA process can be found in the ACSA handbook, or you can contact the ACSA team for advice.

Use the arrows on the right-hand side to expand the subdomains (see figure 3 below):

1. The care pathway	
1.1 General	⌵
1.2 Before the procedure	⌵
1.3 On the day of the procedure	⌵

Figure 3

Figure 4 on the next page shows what each standard looks like once the subdomain has been expanded.

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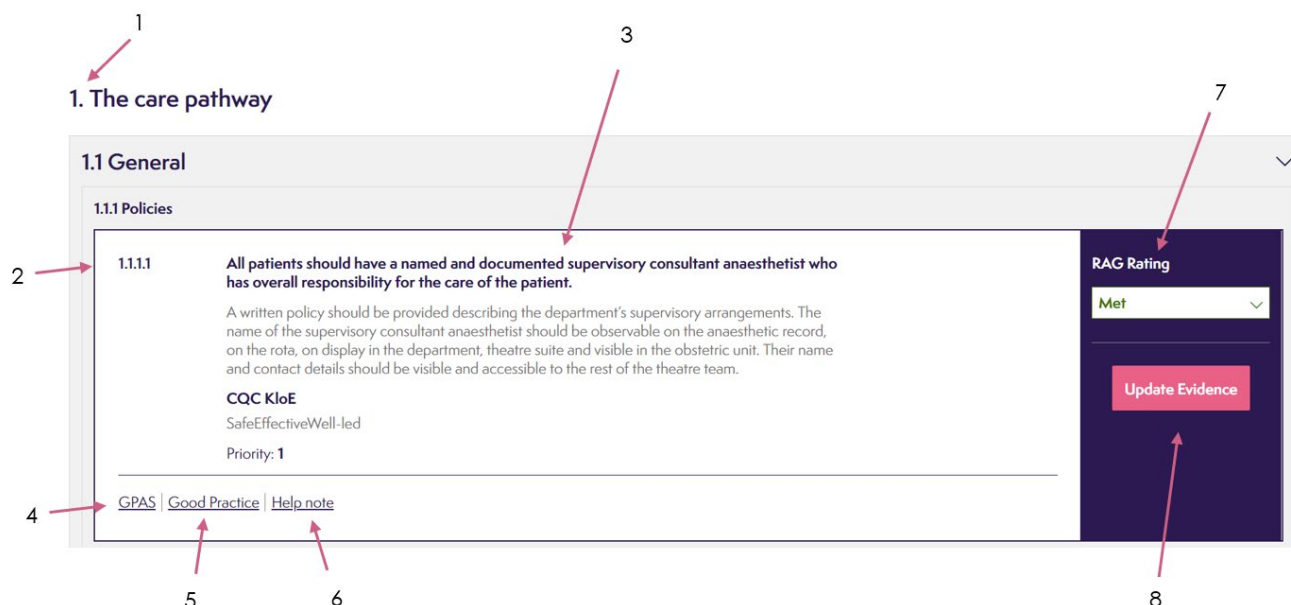


Figure 4

- 1. The domain, sub-domain and area.**
- 2. The standard number.**
- 3. The standard.** Each standard is a statement **in bold** which you will rate as 'met' or 'not met'. The text underneath the statement describes the evidence required. There is also information about the standard priority (1, 2 or 3), and the related domain from the relevant regulator in your region.
- 4. The GPAS references.** All standards have one or more references to the GPAS document. Clicking this will bring up a sidebar of the related references.
- 5. Good Practice Library.** Click this link to bring up the GPL sidebar to view good practice examples relating to this standard.
- 6. Help note.** This is additional wording produced to clarify the standard. Clicking here brings the help note for this standard up in a sidebar.
- 7. RAG rating.** Click the arrow to open the dropdown selection of ratings.
- 8. Update evidence.** Clicking this button brings up the sidebar for notes and evidence. You can upload new evidence and notes, or view and remove previously uploaded evidence and notes.

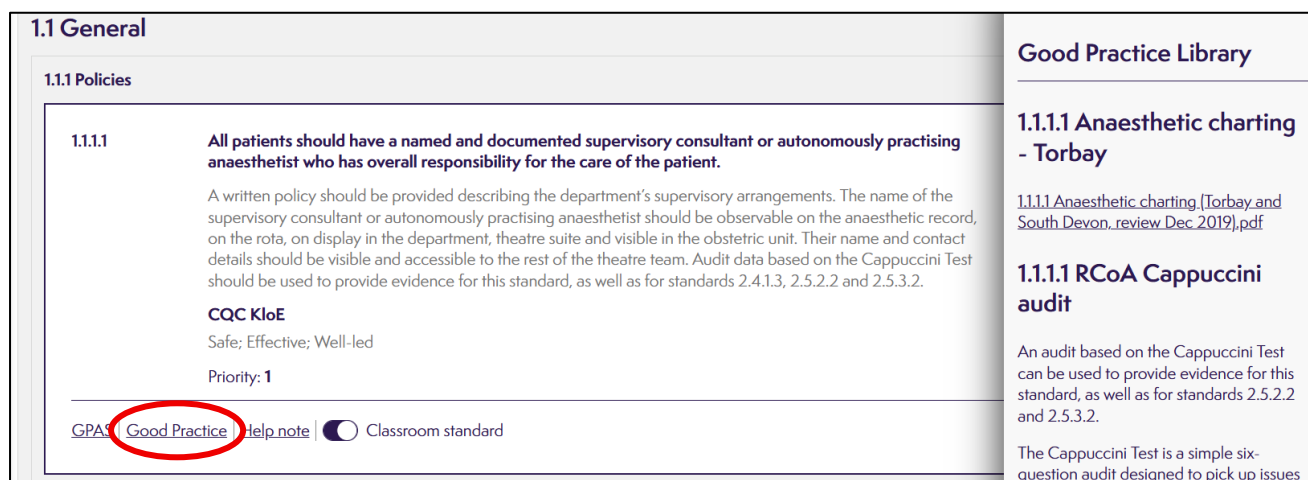
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### The Good Practice Library (GPL)

The ACSA team has collated this library with examples of good practice from previously visited departments, and includes examples of good policies, leaflets or case studies. These are freely accessible, and you may want to use them to generate some ideas for how your own department could meet the standard.

On the portal, you can access the GPL by scrolling to the standard in your self-assessment tool. Click the 'good practice' link at the bottom of the standard (shown as number 5 on figure 4), and a sidebar like the one pictured in figure 5 below will open on the right of your screen. Documents relating to the standard you have picked will be linked in a list for you to download.

Please note, not every standard will have examples of good practice. Some items may be linked to multiple standards.



The screenshot shows a standard titled '1.1 General' with a sub-section '1.1.1 Policies'. The main text of the standard describes the requirement for a named and documented supervisory consultant or autonomously practising anaesthetist. Below the text, there are links for 'GPAS', 'Good Practice' (circled in red), 'help note', and a toggle for 'Classroom standard'. To the right, a sidebar titled 'Good Practice Library' lists two documents: '1.1.1.1 Anaesthetic charting - Torbay' and '1.1.1.1 RCoA Cappuccini audit', each with a brief description of the document's purpose.

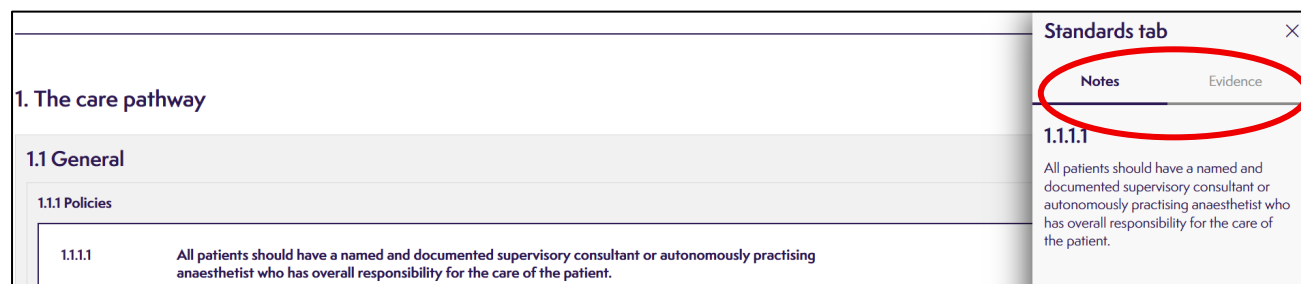
Figure 5

### The 'Notes' section

Click the 'update evidence' button to the right of the standard (shown as number 8 on figure 4), and a sidebar like the one pictured in figure 6 below will open on the right of your screen.

There are two tabs here, 'notes' and 'evidence', circled in red below.

Figure 6



The screenshot shows the same standard as Figure 5, but with the 'Notes' and 'Evidence' tabs in the sidebar. The 'Notes' tab is selected and circled in red. The 'Evidence' tab is also visible. The main text of the standard is visible on the left, and the sidebar on the right shows the 'Notes' section for the standard.

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On the Notes tab, you can submit a note. Fill in the 'Title' and 'Note' boxes and click 'Save changes' before you navigate away from this page.

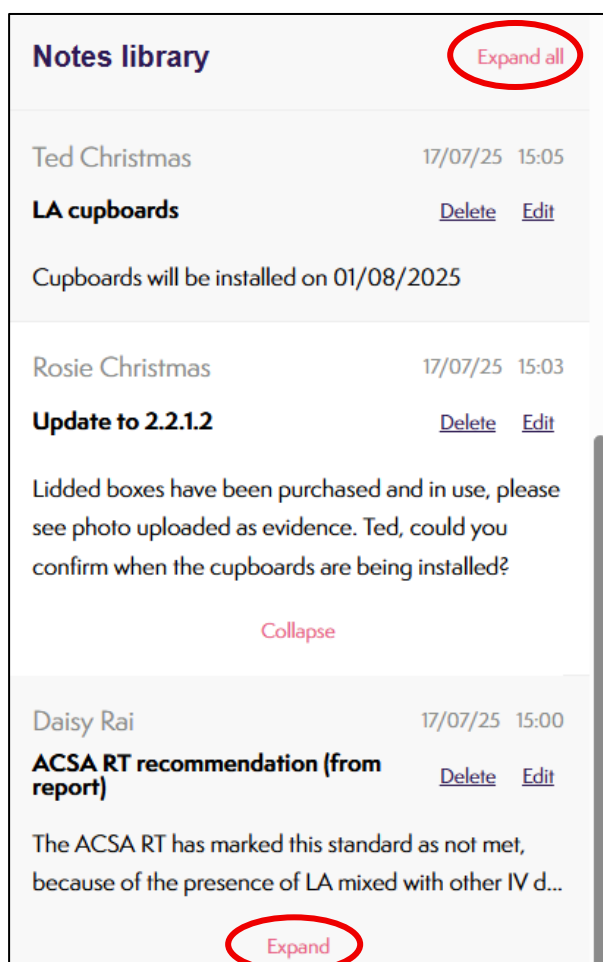
You may use the notes to include a description of services provided or update on where you are with this standard as part of your evidence submission. You may also leave notes for your colleagues. The ACSA team will also leave notes for you, usually containing recommendations from the review team. Please be aware that anyone who has access to your self-assessment (including reviewers and ACSA team members) can read your notes.

### New for July 2025:

The 'Notes library' will appear below the 'Add note' section and contains all previous notes on this standard in chronological order (newest first) in a similar style to a comment section on social media. You will be able to scroll through all comments made on each standard. If you are the ACSA lead, you will also be able to edit or delete notes.

Only two lines of each note will show automatically. To read the rest of the note click 'Expand' at the bottom of the note, or 'Expand all' at the top of the Notes library.

All notes made before the July 2025 update will have been saved automatically.



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### The 'Evidence' tab

On the Evidence tab, you can submit evidence. Fill in the title and select the document by pressing the + button. Add an expiry date and press 'save changes' before moving off the page. You can now upload a document to multiple standards at once, shown in detail below.

To view existing evidence, scroll to the bottom of the tab. Evidence appears in date order (newest first). You will need to press 'Expand' in order to find the link to open the document

Standards tab

Evidence title

Cappuccini test audit June 2025

Files

-

Cappuccini test audit June 2025.docx

+

Standards

Standard - 1.1.1.1 selected

☒

All patients should have a named and documented supervisory consultant or autonomously practising anaesthetist who has overall responsibility for the care of the patient.

☐

There are policies and documentation for the structured handover of care of patients from one clinical team to another throughout the perioperative pathway including intraoperative handover.

☐

There is a structured handover process between shifts; multidisciplinary where appropriate.

☐

There is a policy for the provision of anaesthetic care for specialties and services not available onsite within a clinically appropriate timeframe. This

Save changes

Cancel

**New for July 2025:** You can now associate a single piece of evidence to multiple standards. The standard you have opened will automatically be ticked, but you can add further standards by typing the standard number into the search bar (highlighted by the arrow in figure 8). You can add multiple standards at the time of upload or later using the 'edit' function.

All evidence uploaded before the July 2025 update has been saved.

Notes:

- The portal only accepts the following file formats – docx, pdf, ppt, xls, xlsx, png, jpg & jpeg. These formats may not be the default for the computer you are working on.
- There is a file size limit of 256MB. Capacity on the portal has been improved such that documents with longer titles can now be uploaded and you will now get a warning if your title is too long.
- It is best practice to redact identifiable information (especially for patient information) before uploading documents to the portal. The information is stored securely on the portal, visible only to the department's ACSA lead, invited department team members, the assigned RCoA review team, RCoA ACSA staff and the assigned College Guide.
- When removing evidence, click only once on 'delete' next to the document you wish to remove. The document you removed may still appear in the list; if this is the case, refresh the page to confirm it has been deleted.
- Only the designated ACSA lead and RCoA staff can delete evidence.

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### Filtering the self-assessment

When completing the self-assessment, you may want to filter out some standards to help you. There are several filters you can apply for the self-assessment tool to only show you standards which:

- Have a particular rating (met, not met, not yet rated, in progress, N/A);
- Have a particular reviewer's rating (met, not met, not yet rated);
- Have a particular priority (1,2 or 3);
- Selected or not selected as classroom standards;
- Have recently had evidence uploaded (**new for 2025**).

### Reporting a problem with the portal

Portal usage is supported by the following browsers:

- Google chrome
- Firefox
- Microsoft Edge
- Safari (versions 10+)

If you experience any issues, it would be worth checking your browser cache or trying one of the other browsers in the list above.

Please also see the next section to check if the answer to your problem may be covered in the FAQs.

If you encounter any issues with the portal not covered by this guide, please do let the team know by emailing [ACSA@rcoa.ac.uk](mailto:ACSA@rcoa.ac.uk) and tell us as much detail as you can about your issue (any error messages you see, what you were trying to do, what browser you are using and if you are accessing it from your hospital).

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### FAQs

We have collated some frequently asked questions that the ACSA team often receives. If your questions are not answered in this section or elsewhere in the guide, please do contact the ACSA team [ACSA@RCOA.ac.uk](mailto:ACSA@RCOA.ac.uk)

### Why isn't my evidence being uploaded?

There are a couple of reasons why evidence might not have uploaded correctly, the two most common problems being size and format of the file. Check the file you were trying to upload for:

- **Format:** The portal will only accept the most recent file formats – docx, pdf, ppt, xls, xlsx, png, jpg & jpeg. **NHS computers commonly save Word documents as .doc which is not accepted.** To change the file format, open the document and select 'save as' to change the format.
- **Size (document size):** there is a file size limit of 256MB. If your file is greater than this, it will not work. Try a compressed version of the document or splitting the document into parts.

Please also check that you have filled in the required fields including the document title. The evidence will not save until this has been filled in.

### Why isn't my evidence being removed?

Firstly, only those who have permissions as ACSA leads on the portal can remove evidence. If you are not an ACSA lead, contact your lead for help. The ACSA team can give lead permissions to other members of the team if the ACSA lead asks us to.

If you are the ACSA lead and are still getting an error message, try to refresh the page and check if the evidence is still there. Often, you will find that it has already been removed.

If the evidence still isn't being removed, contact the ACSA team.

### Why can't I register my department?

If you are trying to register a new department and are encountering an error 'this hospital already exists' it is because someone else has already registered your department. The ACSA team will be able to advise what to do in this situation.

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### Can other colleagues access our assessment?

Yes, ACSA leads can invite as many colleagues as necessary. [This section](#) of this guide details how to do this.

### Can I download an excel spreadsheet of my assessment?

Unfortunately no, this is not possible on the portal right now.

### Why aren't the filters showing the results I'm expecting?

You can filter the self-assessment to find standard which have a particular rating, have had evidence uploaded recently or are classroom standards. Sometimes, when applying a filter it appears as it is not pulling all/any of the expected results. Often this is because there has been a recent change (for example, the filter for 'evidence uploaded in the last week' is not pulling through standard 1.1.1.1 even though you know you have just uploaded evidence to it). If this is the case, try refreshing the page and filtering again.

### Why can't I save my note?

If you're having trouble saving a note, please make sure that you have filled in all the fields including the title. You can only save notes or evidence with titles.

If you have filled in all the correct boxes, please ensure that you have permission to create notes – reviewers and college guides will not be able to, but ACSA leads and team members will.

Finally, please check if your assessment has been locked for review – a purple banner will appear across the top of the self-assessment if so.

### I'm still getting an error message, what should I do?

If you're still getting stuck on an error message and nothing in this guide is helping, please do email the team. It helps us if you can tell us exactly what you were doing, and include any evidence you were trying to upload, what standard you were looking at and the exact error message you saw. Screenshots of the error would be helpful too.

[ACSA@RCOA.ac.uk](mailto:ACSA@RCOA.ac.uk)