

## eOAR: Setting up login access for Mentors

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This guide will walk through the process of setting up login access to eOAR for mentors.

In order to gain access to eOAR you must be a qualified, active mentor setup on the PEP mentor register.

If your mentor update is over a year old and your local mentor register joining date / triennial review date is more than 3 years old - you will not be an Active mentor.

If you are unable to meet these criteria, you will be unable to gain access to eOAR and setup and login.

In-training mentors cannot gain access to eOAR.

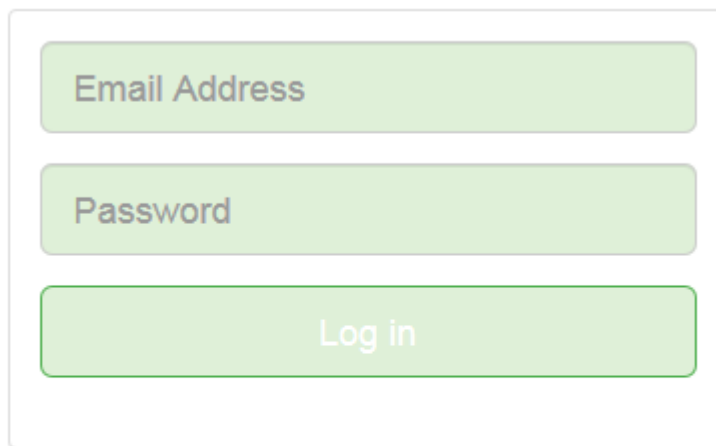
**[It is your trust's responsibility to maintain and update its mentor's records.](#)**

<b>1) Request email to check eligibility for login to eOAR.....</b>	<b>2</b>
<b>2) Setting up login access to eOAR – for qualified, active mentors on the PEP Mentor Register .....</b>	<b>5</b>
<b>3) Setting up a record on the PEP mentor register - to enable login access to eOAR.....</b>	<b>7</b>
<b>4) Help and Support .....</b>	<b>8</b>

# 1) Request email to check eligibility for login to eOAR

## Now Do This ...

1. To begin setup of access to eOAR, visit the website on the link:  
<https://arc.plymouth.ac.uk/eOAR/Account/Login>



The screenshot shows a login form with three input fields: 'Email Address', 'Password', and a 'Log in' button. The fields are light green with rounded corners and a thin border. The 'Log in' button is a solid light green rectangle with white text.

If you have forgotten your password or do not have one, please click [HERE](#) to request a password reset.

2. On the website, search and select the coloured tile where it states: **If you have forgotten your password or do not have one, please click [HERE](#) to request a password reset.**

3. In the next menu, enter your email address and select the Request button:

## Password Reminder

Please enter your email address

[Request](#) [Cancel](#)

After pressing the request button, the system will email a password reset link to the email address you typed in.

4. You will then receive confirmation that the email's been sent your inbox:

## Email Sent

An email has been sent to the address:

**youremailaddress@nhs.net**

Please check your inbox and follow the instructions in the email

[Home](#)

5. The sent email is informed by the status of your mentor record.

6. If you are a qualified, active mentor on the PEP Mentor register you will receive the following email:

**eOAR Password Reset Request**

A request has been received to reset the password for the account with email address / username:

[youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)

To reset your password please click on the following link:

[https://arc.plymouth.ac.uk/eOAR/Account/ChangePassword?token=VN6kURKQWkaINrjhKu\\_YM](https://arc.plymouth.ac.uk/eOAR/Account/ChangePassword?token=VN6kURKQWkaINrjhKu_YM)

If you did not request a password reset then please ignore the above link and contact the web administrator immediately.

Please note, your password reset link will expire on 17/01/2018 at 14:04:18.

Please do not reply to this email address.

If this is the email you received, proceed to step **2) Setting up login access to eOAR – for qualified, active mentors on the PEP Mentor Register**

7. If you do not meet the criteria of a qualified, active mentor on the PEP mentor register, you will receive the following email:

**eOAR Password Reset Request**

A request has been received to reset the password for the account with email address:

[youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)

Unfortunately an account does not exist for this email. Please ensure that you have typed the correct email address and try again.

If you require an account be setup then please contact POPPI at:

[poppi@plymouth.ac.uk](mailto:poppi@plymouth.ac.uk)

Apologies for the inconvenience.

Please do not reply to this email address.

If this is the email you received, proceed to step **3) Setting up a record on the PEP mentor register - to enable login access to eOAR**

## 2) Setting up login access to eOAR – for qualified, active mentors on the PEP Mentor Register

### Now Do This ...

1. If you are a qualified, active mentor, you will receive the following email to your requested email account:

#### **eOAR Password Reset Request**

A request has been received to reset the password for the account with email address / username:

[youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)

To reset your password please click on the following link:

[https://arc.plymouth.ac.uk/eOAR/Account/ChangePassword?token=VN6kURKQWkalNrhKu\\_YM](https://arc.plymouth.ac.uk/eOAR/Account/ChangePassword?token=VN6kURKQWkalNrhKu_YM)

If you did not request a password reset then please ignore the above link and contact the web administrator immediately.

Please note, your password reset link will expire on 17/01/2018 at 14:04:18.

Please do not reply to this email address.

2. To create login information for eOAR, select the link detailed:

To reset your password please click on the following link:

[https://arc.plymouth.ac.uk/eOAR/Account/ChangePassword?token=VN6kURKQWkalNrhKu\\_YM](https://arc.plymouth.ac.uk/eOAR/Account/ChangePassword?token=VN6kURKQWkalNrhKu_YM)

Please note that all password reset email requests will expire after 5 minutes.

3. Clicking the above link will take you to the password reset menu:

## Password Reset

Please enter your new password for the account:

Enter and confirm your new password. Once complete, select Set Password to confirm your login information.

4. Setting your password will complete setup of your login information and return you to the eOAR homepage:

If you have forgotten your password or do not have one, please click [HERE](#) to request a password reset.

5. You can now enter your email address and password. This will complete the process and you can now login to eOAR.

### 3) Setting up a record on the PEP mentor register - to enable login access to eOAR

#### Now Do This ...

1. If you do not meet the criteria of a qualified, active mentor on the PEP mentor register you will receive the following email to your requested email account:

#### **eOAR Password Reset Request**

A request has been received to reset the password for the account with email address:

[youremailaddress@nhs.net](mailto:youremailaddress@nhs.net)

Unfortunately an account does not exist for this email. Please ensure that you have typed the correct email address and try again.

If you require an account be setup then please contact POPPI at:

[poppi@plymouth.ac.uk](mailto:poppi@plymouth.ac.uk)

Apologies for the inconvenience.  
Please do not reply to this email address.

2. Please contact [POPPI@plymouth.ac.uk](mailto:POPPI@plymouth.ac.uk) quoting that you could not acquire access to eOAR.

3. You will be then be asked to provide the following information:

**Placement Name (your place of work/ ward/ location):**

**Work Email Address (NHS/ Trust/ alternative email):**

**Job Title:**

**Full Time/ Part Time: Choose an item.**

**Professional Registration/ Type of Practitioner (ie Nurse Adult etc): Choose an item.**

**Mentor/ Educator Type (ie Mentor or Sign-Off Mentor etc) : Choose an item.**

**Mentor/ Educator/ Preparation/ Qualification (ie APEL or MENT601 etc) : Choose an item.**

**Level of Qualification (i.e Degree or Diploma etc): Choose an item.**

**Date Qualification Obtained (DD/MM/YY):**

**Date of most recent Mentor Update (DD/MM/YY):**

**Date joined local Mentor Register or Triennial Review Completed:**

- |   |
|---|
| 4. On provision of this information, a mentor record will be setup for you and confirmed.   |
| 5. You will then be able to setup your login information for eOAR as guided in step 1 & 2.  |
| 6. Please note if your mentor update is over a year old and your local mentor register / triennial review date is more than 3 years old - you will not become an Active mentor. This will prevent you gaining access to eOAR. |

## 4) Help and Support



### Now Do This ...

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| 1. If you have any issues or queries, please contact <a href="mailto:POPPI@plymouth.ac.uk">POPPI@plymouth.ac.uk</a>  |
| 2. Please visit the eOAR section on POPPI to find helpful information, user-guides and video walkthrough of eOAR:<br><a href="https://www.plymouth.ac.uk/student-life/your-studies/academic-services/placements-and-workbased-learning/poppi/poppi-health/eoar">https://www.plymouth.ac.uk/student-life/your-studies/academic-services/placements-and-workbased-learning/poppi/poppi-health/eoar</a> |