
1 Libraries Homepage

From here, you can access the knowledge areas from the left-hand menu, content updates and see updates from RIAMS Communities.

Updates

- These updates are automatically generated by RIAMS. There are a variety of notification types:
 - Weekly updates
These list all the documents that have been reviewed during the previous week
 - Updated document
Generated when there has been significant changes to a document
 - New document
When new content has been uploaded to RIAMS.

Communities

- If you have not used Communities before, you will be asked to 'Click here' to connect up your Libraries and Communities accounts. When logging into Communities for the first time, you will be asked to accept the Terms of Use
- If you have used Communities before, you will receive updates from the communities you follow in this feed. Simply click on the update and you will be redirected to the post in Communities
- If you need any assistance using Communities, there is a dedicated Communities user guide you can request.

2 Personal Settings

Click on the  icon in the top banner to access your personal settings.

My Account

- This option allows you to update your personal details. From here, you will be redirected to the Single Sign-On (SSO) platform
- When you update your details, for example change your password, the SSO will carry these changes across to all other RHE services you use so you only have to remember one set of log in details
- Please ensure your name, job title, phone number and email address are all included and correct; this information is pulled through into the notices on the platform when you use the pre-populated notices feature.

Two-Factor Authentication

- Two-factor authentication has been recently added to the SSO. This feature allows you to introduce an **optional** additional security layer. When this feature is enabled, you will receive a 6 digit code via your chosen primary method. At the moment, you can opt to receive these codes through email or the Google Authenticator app.

- To enable this feature, click on 'Edit Details' from the My Account page mentioned above and tick 'Use Two-Factor Authentication'; select your primary method and click 'Save'.
- To disable this feature, simply untick the 'Use Two-Factor Authentication' box.
- This can remember your device for 60 days but this only works where there is one person using the device to access RHE services.

My Organisation

- Your organisation name and region will already be set but Administrators are able to include the contact email address, phone number, address and logo
- Your organisation name, contact email address, phone number, postal address and logo are pulled through into the pre-populated notices on the platform so please ensure all the information has been entered to ensure this feature can be used by those within your organisation
- The 'colour picker' allows you to assign a colour to your organisation. The benefit of doing this is that under the new folder organisation method (discussed at point 5 under Filtering RIAMS and Local Content), you and all other users on your account can more easily distinguish between RIAMS and your own content.


My Notifications

- Set the frequency of your notifications to Daily or Weekly
- Tick which knowledge areas for which you would like to receive notifications

My Favourites

- Now combining personal favourites and collections.
- Using the 'All Favourites', 'My Favourites' and 'Shared Favourite options, you can refine what you see.

Adding Favourites



- To add Favourite documents to the list, you must first create a folder.
- Click 'Add Folder' and enter the folder title. If you would like to share this collection of documents with the rest of your organisation, click 'Share'. Finally, click 'Add Folder' to save
- Navigate to or search for the document you would like to Favourite and to the right of the title, you will notice a number of options include 'My Favourites' with  icon.

Removing Favourites


- To remove Favourites from your folder, simply click the  icon.

Sharing Favourites

- This option replaces the 'Collections' option from the previous iteration of RIAMS.
 - When creating Favourites folders, you have the option to 'Share'
 - Click 'Share' if you would like all users on your account to have access to that collection of documents
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- To add documents to the shared favourites folder, navigate to the document, click the  icon and select your shared favourites folder
- To remove a document from a shared favourites folder, click the  icon. You can do this either in your shared favourites folder, or the original folder for the document
- To delete a collection of documents, tick the box next to the folder title, an 'Actions' dialogue box pop up will appear and click 'Delete'.

3 User Management

Click on the  icon in the top banner to access the user management settings.

Manage Users

- This will show you a list of the current users on your account
- To edit existing users, simply click on the entry, edit the information as needed and click 'save updates'
- To delete a user, simply click the X and you will be asked to confirm the delete.

Platform Invites

- Paste or type the email addresses of those you wish to add as users. Please ensure each user is on a separate line by clicking the return key
- Click 'Next' when ready to proceed
- Select the role for each person you are adding, 'View only' or 'Admin'
- Email addresses can be edited at this stage to remove typos and individuals can be deleted if included by mistake
- When ready to proceed, click 'Send Invites' and the new users will receive an email asking them to confirm their account.

3 Reporting

You can run two reports on RIAMS to assist with audits etc.

- Local Reports
This report will list all local documents you have added to RIAMS along with their folder location, as well as any RIAMS documents where you have included local information.
- RIAMS Report
This report will provide a list of all documents included as part of your RIAMS subscription.

4 Navigation

Search

- The search function on RIAMS works in the same way as other search engines, such as Google
- You can search by the URN number: e.g. EPP3 if you are looking for a specific document.

- You can search by phrase e.g. 'Anti-Social behaviour review' will bring up results for all documents containing this phrase
- You can select what type of document you are looking for from the drop-down next to the main search bar in the top banner. This selection will be carried through into the Advanced Search should you need to refine the results further.

Folder Organisation

Each knowledge area is organised the same way on RIAMS, with the same core folders:

- Procedures
- Documents
- Notices
- National Policy and Guidance
- Local Policy and Information

Folder Search

- You can now execute a search within folders in RIAMS Libraries. This can be helpful if you know what library you need but you would like to see the range of content available under a given search query.


Filtering RIAMS and Local Content

- Using the 'All', 'RIAMS' and 'Local' tabs, you can easily filter what documents you see when looking at your folders.
- When you have assigned a colour to your organisation using the colour picker (discussed at point 1 under 'My Organisation'), the 'Local' tab will display this colour helping you easily distinguish between RIAMS and your own content.


5 Editing Procedures

- Tick the box next to the procedure you wish to edit
- A dialogue box entitled 'More Actions' will pop up, click 'Edit'
- You are able to personalise two fields for your organisation, these are
 - Responsibility of
 - Local Procedures
- Click into the field you wish to edit
- You may see suggested text from the author, which you can add to or remove completely as you prefer
- The editing functionality is similar to Microsoft Word, you can also hyperlink to other websites and other areas of RIAMS.

Hyperlinking to a website

- Type and select the text you wish to hyperlink
- Click on the link icon 
- Type or paste the link URL (e.g. <http://www.google.com>)
- Click 'Save'.

Hyperlinking to other parts of RIAMS

- Click the icon 
- Navigate to the knowledge area and folder, then select the document you wish to link to
- When you have selected the document, click 'Insert'.

Grey out

- You may wish to 'grey out' a procedure to show other users on your account that the document is for reference only
- To grey out a document, procedure or other document, tick the box next to the document title
- A dialogue box entitled 'More Actions' will pop up, click 'Grey'
- Enter a reason for greying out the document, for example, 'For reference only' and click 'Yes' to confirm
- To remove the 'grey out' on a document, tick the box for the 'More Actions' menu and click 'Ungrey' and confirm 'Yes'


Hide

- You may wish to hide documents from the View only users on your account. All Administrators on your account will still be able to see this content and will be notified that it's been hidden
- To hide a document, tick the box next to the document title
- A dialogue box entitled 'More Actions' will pop up, click Hide
- To unhide a document, tick the box next to the document title to get the 'More Actions' dialogue box and click 'Unhide'.

6 Folders

Administrators are able to create folders within existing knowledge areas to suit the needs of your organisation. These folders can be used to store your own procedures and documents, QMS procedures on the cloud etc These folders can only be accessed by those within your organisation.

Creating a folder

- Navigate to where you would like to create the folder and click the  'Add Folder' icon
- Enter the folder name
- By default, folders are organised alphabetically. If you would like to organise your folders differently, enter a position number. A folder assigned position 1 will appear first, a folder assigned 2 will appear second and so on
- Click 'Save' to create the folder.

Deleting a folder

- To delete a folder, tick the box next to the folder name, revealing a pop up dialogue box 'Actions' and click 'Delete'
- You will be asked to confirm this action.

Filtering RIAMS and Local Content


- Using the 'All', 'RIAMS' and 'Local' tabs, you can easily filter what documents you see when looking at your folders
- When you have assigned a colour to your organisation using the colour picker (discussed at point 1 under 'My Organisation'), the 'Local' tab will display this colour helping you easily distinguish between RIAMS and your own content.

7 Creating Your Own Content


You can upload documents to any area of RIAMS in the following formats up to 25mb - Word, Excel, PDF, PPT, JPG, PNG, TIF, RTF, TXT, WMV, SWF/FLV, MPEG and MOV files

You can also insert links to other websites and online PDFs by clicking Add Link.

Uploading files

- Click on the Add Files icon 
- You can either drag and drop multiple documents into this section or click Browse to choose documents from your computer. Your documents will appear in a list below
- Click on the document title to reveal a drop down menu. Some information is required in order for the document be to successfully uploaded to RIAMS
- The compulsory fields are marked with an asterisk (*)
- In the 'Reviewers' field, type the name or email address of the person who will be responsible for keeping this content up to date
- When the review date comes around, this person or people, will receive an email notification letting them know the document needs to be reviewed. You can include generic email address, such as info@yourorganisation.gov.uk or envhealth@yourorganisation.com if the person may not work for your organisation when the review date comes around
- The 'Notify users' option will trigger a notification to be sent to all users on your account with their notifications switched on for that knowledge area
- 'Allow RIAMS Connect' means you have the option to create a unique link to that document if you would like to share this with a wider audience
Note: this does not automatically create and share a link to this document. It simply means you have the option to
- Once all information has been entered, click 'Upload' to save to RIAMS.

Adding links

- Click on the Add Link icon 
- Enter the link and fill in the title and other information. The compulsory fields are marked with an asterisk (*)

- In the 'Reviewers' field, type the name or email address of the person who will be responsible for keeping this content up to date
- The 'Notify users' option will trigger a notification to be sent to all users on your account with their notifications switched on for that knowledge area
- 'Allow RIAMS Connect' means you have the option to create a unique link to that document if you would like to share this with a wider audience
Note: this does not automatically create and share a link to this document. It simply means you have the option to
- Once all information has been entered, click 'Add link' to save to RIAMS.

Editing a file

- Tick the box next to the document title to reveal the 'More Actions' dialogue box and click 'Edit'
- Click 'Browse' to replace the document with an updated version or edit the information in any of the fields
- Once you have completed your edits, click 'Update File' to save the changes
- You can also 'Copy' and 'Move' your own documents to other folders. Simply click 'Copy' or 'Move' and navigate to the folder you wish to move the document to. When you have done so, simply click 'Copy' or 'Move'.

8 Archives

Content on RIAMS is archived, rather than permanently deleted to ensure that older versions of documents can be retrieved if needed. Only Administrators can view the archives on RIAMS.

Archiving a document

- To archive a document, tick the box next to the document title to reveal the 'More Actions' dialogue box
- From the 'More Actions' menu, click Archive and you will notice a blue banner in the top right corner confirming the document has been archived



Restoring a document

- In the banner alongside the 'Add Documents' and 'Add Link' options, there is a 'Show Archives' button. Click on 'Show Archives'
- Archived content will appear in grey text
- Click on the tick box next to the document title and click 'Restore' from the 'More Actions' dialogue box.

Restoring a folder

- Administrators can also restore local folders. Once again, click on the 'Show Archives' button, tick the box next to the folder title you wish to restore and click 'Restore' from the 'More Actions' menu.

9 RIAMS Connect

- To create a shareable link to a specific document, navigate to the document you wish to share and click on the Connect icon 
 - Click the 'Connect' button to generate the link and then 'Copy To' to copy the link to your clipboard
 - Now your shareable link has been generated, you can share this link with members of the public through your website, with other organisations or your back office system
 - The 'Notes' section allows you to add a note reminding you of where this document has been shared. Click 'Add Note' to save
 - If you wish to remove the sharing option, simply find the document on RIAMS, click on the Connect icon  and click 'Remove Link'.
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