



StaffCareServices

OPAS-G2

Guidance Notes - Changing email address on referral

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- Log into OPAS using your username and password.
- On left hand side, scroll down to Management Referral to access your dashboard.
- Under the heading Awaiting Pre-Consent you should be able to find the employee you need to change the email address for.

Requested Consent	Employee Name	Referrer Name	Referral Type	Actions
17/03/2025 09:37 AM	Cinderella Charming	Rebecca HR	Fitness For Work	Open
17/06/2025 11:44 AM	Rebecca Test	Rebecca HR	Fitness For Work	Open
18/12/2025 08:45 AM	Chloe Heart	Rebecca HR	Frequent Short Term Sickness Absence	Open
20/01/2026 12:58 PM	Rebecca Test	Rebecca HR	Fitness For Work	Open
29/01/2026 09:21 AM	Cinderella Charming	Rebecca HR	Fitness For Work	Open

- To open the referral click on [Open](#) to the right hand side of the relevant employee.

- At the top of the screen select the [Record Employee Withdrawal of Consent](#) button.
- A pop up will appear and ask why the consent was withdrawn. In this box you can enter Change of email address for referral and click confirm.

Employee Withdrawal of Consent

Confirm Cancel

Please record the employee's stated reason for withdrawing consent. *

Change of email address for employee.

- Another confirmation pop up will appear to advise that this has now been logged against the referral.

Management Referral Withdrawal of Consent


Continue

Employee withdrawal of consent notes have been submitted

- This will effectively open up the referral again for you to be able to edit.
- Navigate to the employee details section of the referral and type in the new email address ensuring all spelling is correct.



- Navigate to the top of the screen and click [Save Referral](#).
- This will then re send the referral to the new email address to enable the employee to consent to.

Management Referral Saved


Continue

Management Referral Saved

The following actions and communications also occurred:

✉ Management Referral - Pre-Consent Requested was sent to occupational.health@staffcareservices.org.uk ✓



- Click on [Continue](#) to exit.