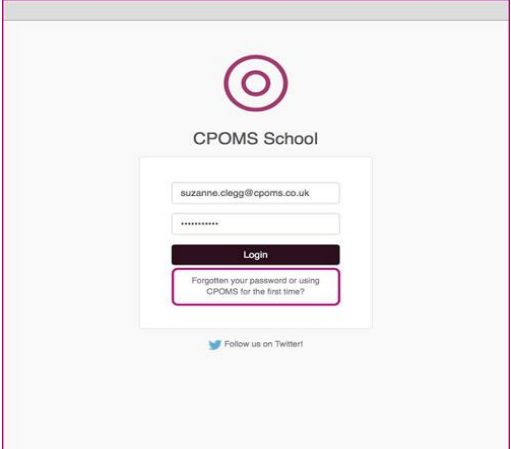Welcome to CPOMS

Using CPOMS for the first time

When we set up your CPOMS system, we are provided with a list of all staff names and email addresses which is the information we need to create each user log in.

The system works on a user-group basis, which allows us to ensure that each user has the correct amount of access to certain information.

Firstly, every user needs to set their own password.

In order to ensure that all users change their passwords to something that is personal and secure we do not provide you with a password to begin with.

To create your first password please follow the link you will have received via your school email address - **https://torquayboys.cpoms.net/auth/identity?origin=%2Fdash**

Click on the **'Forgotten your password or using CPOMS for the first time?'** option (beneath the 'Login' button).

Next, input your school email address and click 'Reset Password'. This will then send you a unique hyperlink to that email address which will enable you to create your first CPOMS password.

Once you have created your first password, go back to your CPOMS log in page and enter your

Restricted Access Dashboard

Once you are logged in to CPOMS, you will see an 'Alert' and 'My History' section.

The 'My History' section will list any incidents or actions that you have added in the last 7 days for your information. If you have been alerted to anything at all within CPOMS it will display within your 'Alert' section to view.

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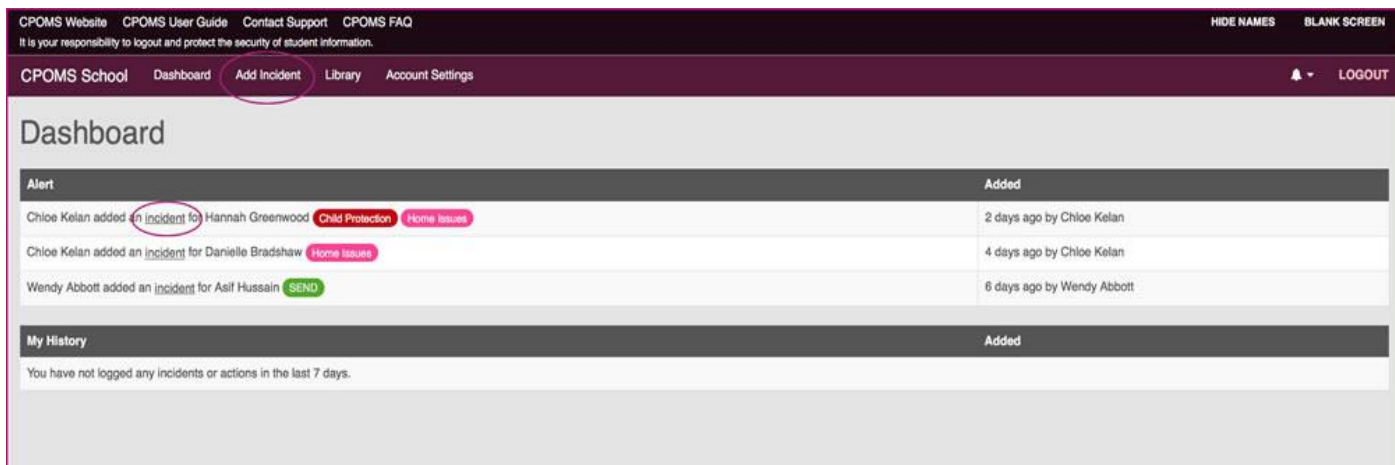
Viewing an Incident

If you have been sent any alerts at all, you will also receive an email to your school email address (or the one which we have been given) to make you aware of the fact that you have been sent an alert by a member of staff in school.

The email will tell you who has created the alert and which category it comes under but **no other information**. It will then give you a link to the log in page for your CPOMS to view the content in full.
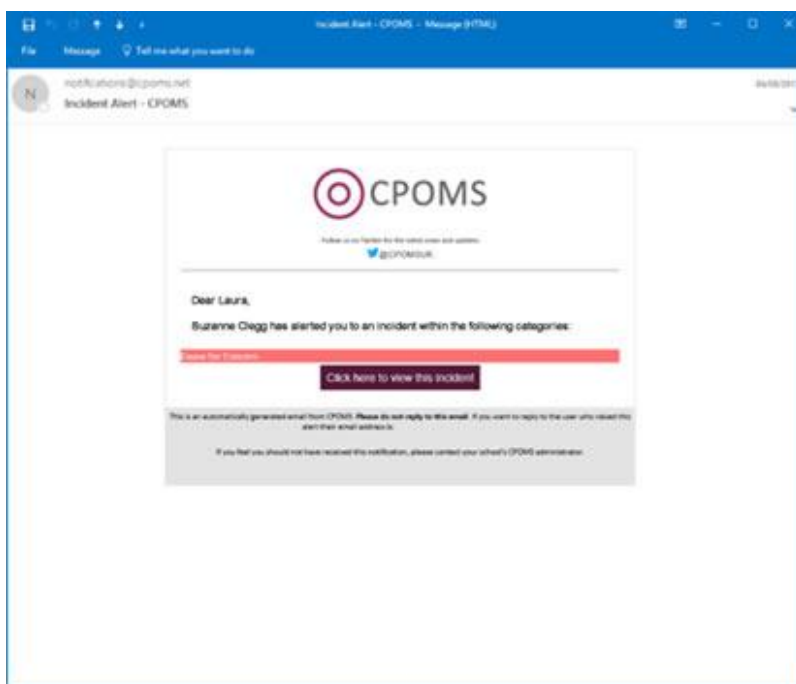

Once logged into the dashboard you will see your list of alerts. They again will tell you which member of staff has alerted you, which student the alert is for, which category the incident falls under and finally when the incident alert was created.

If you click on the word **Incident** you will be taken directly to view the incident.

Once you have read and dealt with the incident, you can choose to **'Add Action'** below the content, to add in the detail of any action you have taken, or what you would now like a colleague to follow up.

Once you have added your action you may mark the incident as read to acknowledge that you have seen the incident and understand the content.
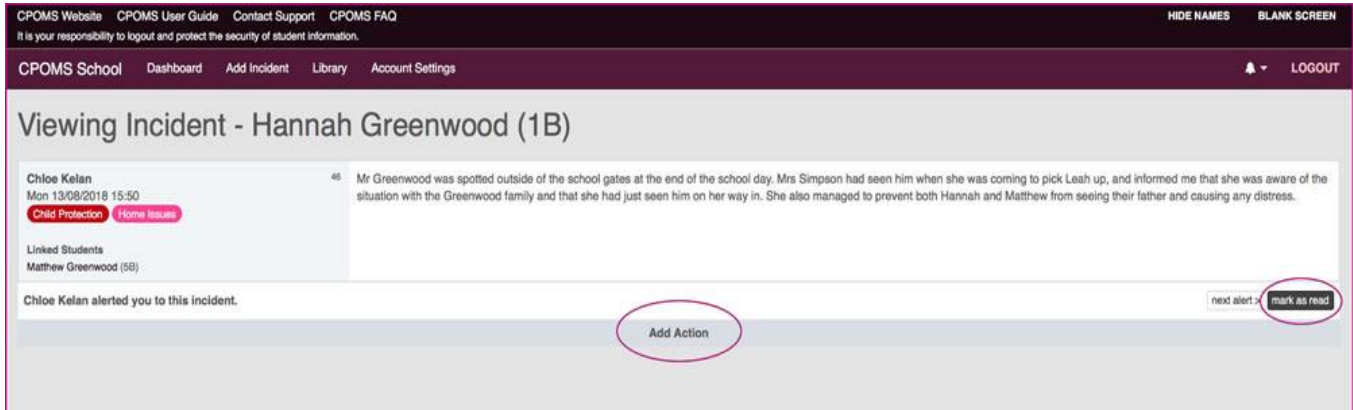
N.B Please note as you do not have key access, once you have marked the incident as read, the alert will disappear from your alerts dashboard and you will not be able to read it again. Therefore, if you are required to add any actions make sure to do this before you select the 'mark as read'.

Adding an Action
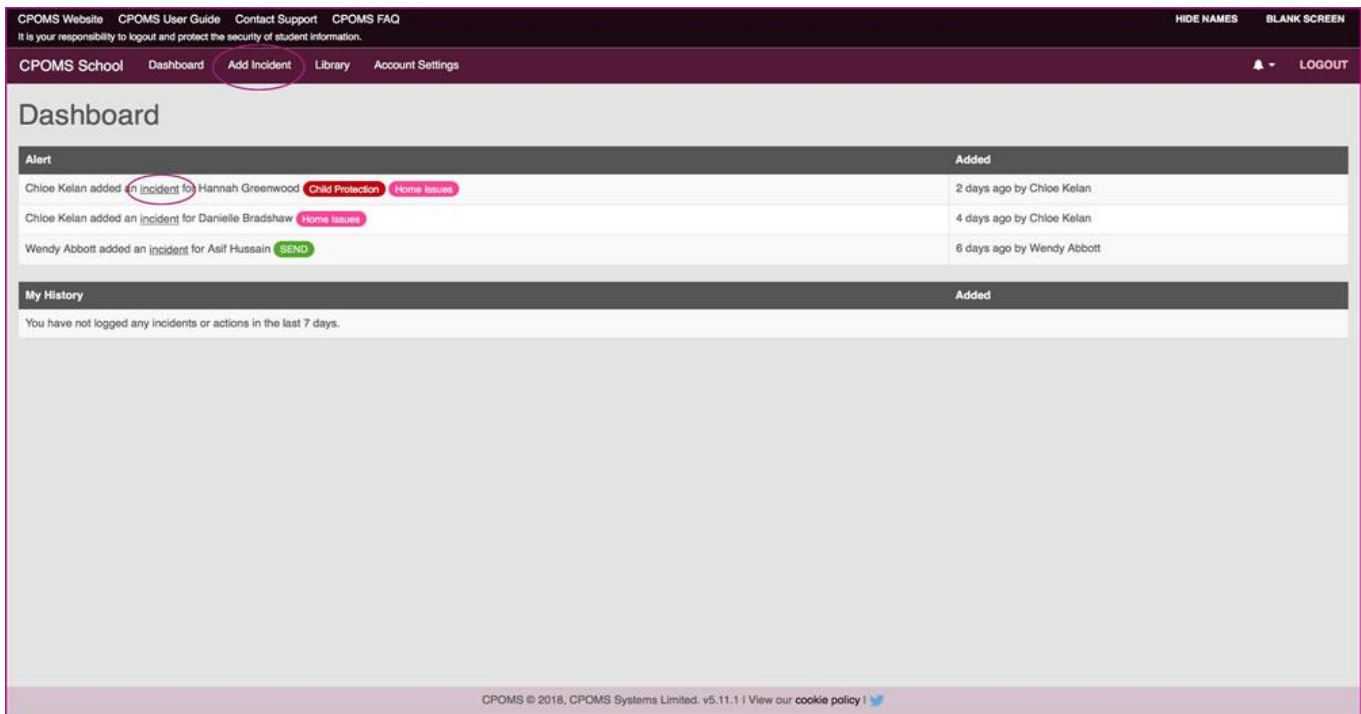
Once you have read an alert and dealt with it, you can then log an action. This is very similar to incident logging and you can choose to alert other staff in the same manner. You can then make sure that there is a clear trail of what has been done, by whom and when. This ensures that everyone alerted has an up-to-date knowledge of what is happening with that student.
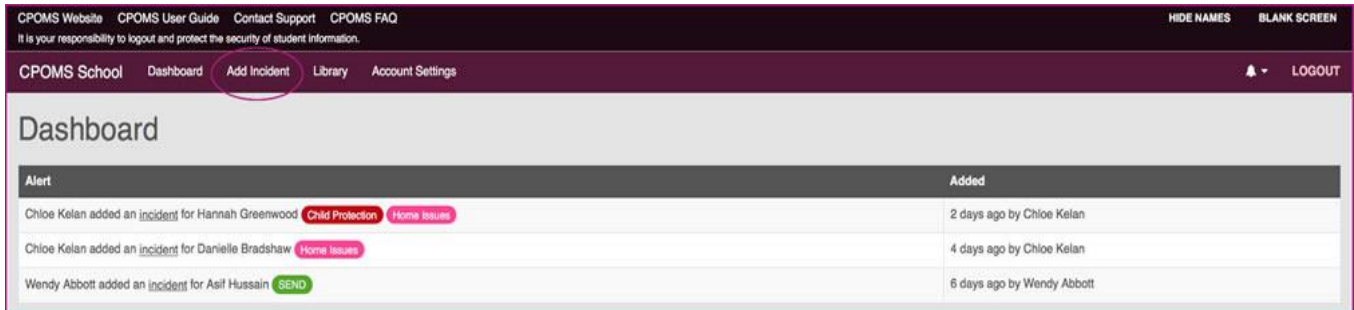

- Firstly fill in the free text box with all the information needed about the action taken.
- Click on **'Agency Involved'** to choose which, if any, agencies have been involved in this action.
- Select the date and time you wish to record, if different to the current.
- If you would like the action to be copied to the linked students profile click on the tick box to **'Add action to linked students'** next, and **'Share documents?'** if necessary.
- Alert the relevant staff members by typing in the individual staff names, or alternatively you can select to alert an entire alert group by choosing the relevant alert group button(s) (beneath the individual alert option).
- Add a file if needed, using the **'Click to browse or drag a file to upload'** button.
- Click **'Add Action'** to submit and send on any selected alerts to staff.

Adding an Incident

To add a new incident to the system click on the **'Add Incident'** link at the top of your screen.

This will take you to the incident page where you can proceed to fill in all the required information.

- Firstly, select the child to whom you want to add the incident, begin typing the name in the student box at the top of the page. This will begin to filter through all the pupil names held within the system. Once you have selected a name, the box will turn grey. If you have selected the wrong name click the red 'X' delete button to choose an alternative.

- Fill in the incident text box with all of the details about the incident which you are adding. This is a free text box so you can add as much or as little as needed. Be careful to be accurate and specific.

  N.B When inputting any linked student names into the incident text box, please ensure that you spell their name

identically to how it is spelt within your MIS. This ensures that if you do need to use the 'Hide Names' feature in the future, their name will be detected and blanked out. If the student is not linked in to the incident, we recommend using their initials as they will not automatically be picked up by the 'Hide Names' feature.

- After you have filled in all of the details of the incident you need to select at least one category to assign it to (if there is an overlap you can select more than one).

- You can then choose to link in other students if more than one is involved in a particular incident. This will copy the incident to all pupils selected. You can also click to monitor the linked student under the same category, if necessary, and also share any documents attached to the incident.

- The 'Body map' feature allows you to apply numbered markers to a body map image to support your incident text.

- Following this you can select a time and date. These will both default to the current time and date you are adding the incident, however if you wish to change it to when the incident actually occurred you can do so here.

- Next, you can choose which members of staff you wish to alert. Begin typing a name and CPOMS will filter through all CPOMS registered staff members. Alternatively you can select to alert an entire alert group by choosing the relevant alert group button(s) (beneath the individual alert option).

- If you would like to attach a document to support the incident e.g. a social services letter, previous school case notes, or meeting minutes etc. you can do so at this point. Simply click to browse and find the relevant document on your pc and add as you would an email attachment, or drag a file from one of your folders to upload.

- Next, you can add any agency names to the incident to make others aware of which agencies are involved with this pupil.

- Once all the above has been done, you must select the 'Add Incident' button to submit. This will then send out email alerts to all of the selected staff members telling them that they need to log in to CPOMS to look at a newly added incident.