



Ag Rialáil Gairmithe Sláinte
agus Cúraim Shóisialaigh

Regulating Health +
Social Care Professionals

CORU Online Recognition System End User Manual

February 2021

An Chomhairle um Ghairmithe Sláinte agus Cúraim Shóisialaigh
Health and Social Care Professionals Council



Contents

Purpose.....	2
Step 1: Creating an Account on the Portal.....	3
Step 2: Login to the Online Portal to Complete Your Application	8
Step 3: Submitting Your Application once complete	15
Step 4: Submitting Additional Data during the application process	18

Title		Online Recognition System End User Manual		
Description		Guide to end users access to online Recognition System		
Date Created		14 th September 2020		
Maintained By		ICT		
Version Number	Modified By	Modification Made	Date Modified	Status



Purpose

This guide outlines how to submit your application for Recognition of International Qualifications to CORU using the Recognition Online portal.

There are four main stages to complete:

1. Create an account on the portal
2. Log in and complete your application using your online portal account
3. Submit your Recognition fee when your application is complete
4. Submit any additional data requested by CORU to help process your application

Instructions to complete each of these stages is shown in the sections that follow.



Step 1: Creating an Account on the Portal



Recognition Application Form
Apply for Recognition of International Qualifications

[Recognition Guidance](#)

Online Recognition System

Fair Processing Notice

What is CORU?

CORU is a Statutory Regulator and our role is to protect the public. The law that sets out our functions and powers is the Health and Social Care Professionals Act 2005 (as amended) which can be read here: <https://coru.ie/about-us/legislation/primary-legislation/>.

CORU's primary personal data processing purpose under the Article 6 (e) of the General Data Protection Regulation (GDPR) is 'in the exercise of official authority' or as part of our 'public task'.

You must read the terms of the fair usage notice and click the check box to accept the terms of the fair usage notice.

The Data Protection Commission

You have a right to lodge a complaint with the [Data Protection Commissioner](#) if you think that CORU has not processed your data in accordance with data protection legislation.

Retention of Data

For CORU's Retention Schedule please click here.

CORU is committed to the principles of Data Protection. Please note CORU does not require special category personal data, such as your client's or your patient's data, as part of any application. If third party personal data and/or special category personal data is sent to CORU it will be deleted and/or destroyed without being considered.

I accept the CORU Fair Processing Notice as stated above*

[← Back](#) [→ Next](#)

[Guidance](#) | [Login](#)



Once the check box has been selected, you can then click Next to carry on to the next step of creating your account.

Professional Qualification

A screenshot of the 'Recognition Application Form' for the 'Professional Qualification' step. The form is titled 'Recognition Application Form' with the subtitle 'Apply for Recognition of International Qualifications'. It features a progress bar with four steps: 'Recognition Guidance', 'Professional Qualification' (the current step), 'Personal Details', and 'Confirmation Application'. The main heading is 'Application For Recognition Of Professional Qualification'. The first question is 'Do you hold a qualification that was awarded outside of the Republic of Ireland?' with radio buttons for 'Yes' and 'No'. The second question is 'Please select the profession for which your are seeking recognition' with a dropdown menu currently showing 'Nothing selected'. At the bottom, there are 'Back' and 'Next' buttons.

[Guidance](#) | [Login](#)

You must confirm if you are submitting a qualification that was awarded outside the Republic of Ireland. From the drop down the select the profession that you wish to be recognised for.

Click Next to continue.

Personal Details

You are requested to enter the main contact information and personal details used for your account. Items with a * are deemed mandatory to create the account.

Please ensure that the information is accurate in this section.



Personal Details

Title ⓘ

Nothing selected

Date of Birth * ⓘ

Name*

Surname *

Previous Name (if any) ⓘ

The E-Mail address and password entered here will be your login details to the online recognition system and the email address used for all communications from CORU during the recognition process.

The Minimum password length and complexity requirement is for 8 chars, 1 Upper case, 1 number, 1 non alphanumeric (e.g. !*^£?).

You click Next when the fields have all been completed.

Confirm Details

You are asked to confirm the details for the creation of your account based on the information entered in the previous stages. Finally, you are asked to consent to the use of your email address for communication during the process and click Create Account.



✓ Please Acknowledge *

By providing my email address I consent to being contacted by email and understand that this will be the primary mode of contact

← Back

✓ Create Account

Email Notification

To verify that the account email is valid a second step process is for an email to be sent from the system to the applicant with a link to verify the account. The format of this will be as follows:

Welcome to Recognition.

This email is to verify your account details.

Name surname: IT Security

User name: itsecurity@coru.ie

Please click the link below to verify your email address:

<https://recognition.coru.ie/account/confirm-email?userId=36&confirmationCode=a3c19bb7c26c422c9d130e2d6cf85b15&tenantId=1>

You will not be allowed to login to the online recognition system until the email address has been verified by clicking on the link.



When you click the link you will get a dialog to say that the account is activated. You can then login with the email address and password used as part of the account setup stage.



Step 2: Login to the Online Portal to Complete Your Application

When you have created your account and clicked on the account verification link you can login to the online portal with your email address and password.

When you login you will see your application dashboard which will show how much of the application has been completed. This dashboard is one of the columns that can be selected from the left hand column – the currently active column is highlighted in blue.

Navigation

Icon	Name	Description
	Dashboard	Brings you to the Dashboard Section of the Recognition System
	My Application	Brings you to the Application Form Section of the Recognition System

From the left hand column you can click on the “My Application” link (shown in the red box) to open your application form.

The screenshot shows a dashboard with a left-hand navigation menu. The 'My Application' link is highlighted with a red box. The main content area is titled 'Dashboard' and 'Recognition progress'. It contains six progress bars:

- 1. Account:** Account Created, 100% complete.
- 2. Application Form:** Application Details, 10% complete.
- 3. Documentation:** Documents Uploaded, 0% complete.
- 4. Checklist:** Check Your Information, 0% complete.
- 5. Payment:** Payment Status, 0% complete.
- 6. Application Status:** Your Current Status, Pending Status Update.

Below the progress bars is a 'Document Status' table:

Document Type	Status	Actions
Declaration	Mandatory	↑ ⌵
Passport Photograph Page	Mandatory	↑ ⌵

In the top part of the Dashboard the following is displayed as you complete your application:



Dashboard Tiles

The CORU dashboard is an overview of your progress in the system...

The table below explains the top six tiles of the Dashboard.

Icon	Tile	Description
	Account	Your online account has been created
	Progress Bar	Your progression through this section of the Application Process
	Application Form	Your progression through this section of the Application Form
	Documentation	Your progression through the documents to be uploaded
	Checklist	Your progression through the checklist of requirements
	Payment	Indicates when payment has been received following the completion of your application
	Application Status	Indicates the status of your application After it has sent to the CORU Recognition Team

In the bottom part of the dashboard the list of outstanding documents that must be submitted with your application will be shown. This list will be based on the information you add to your application form.

Document Status Tile

The table below gives examples of all three types of status related to documents.

Name	Icon	Document Status	Description
Passport Photograph Page		Mandatory	You are must upload this documentation to complete the application process
Placements (downloaded from form)		Required	You are required to upload this documentation
Declaration		Received	You have uploaded this documentation

General Instructions to Complete the Application Form

The form can be completed using current versions of Internet Explorer, Chrome, Firefox, etc. As the application form uses popups these should be permitted from recognition.coru.ie or coru.ie sites in general.



On the right hand side there are navigation links to jump to the different sections in the form. All relevant sections of the form should be completed.

All content required to be submitted for the application can be completed either within the form fields or by uploading supporting documents. **Documents must be submitted as PDF file format.**

Any section that you have entered data that requires a scanned certified copy to be uploaded will have a table of required files shown in that section. For example In the Primary qualification section in the application form you will now see the following required documents.



Document Type	Status	Actions
Primary qualification for recognition - certificate of award (English)	Mandatory	↑ 🗑️
Primary qualification for recognition - course curriculum document (English)	Required	↑
Primary qualification for recognition - official transcript (English)	Required	↑
Qualification (downloaded from form)	Mandatory	↓ ↑ 🗑️

To back up the qualification being submitted you must provide documents issued as part of the qualification and get the **institute to stamp and verify the details provided**. The first 3 documents required should be uploaded using the link.

The “Qualification (downloaded from form)” must be downloaded by clicking the link and saving the file. This must be sent to the educational institute where the qualification was completed to be stamped and signed. The institute should scan the completed document and send a copy of this back to you and also **send a copy to recognition@coru.ie**. When you receive the certified copy of the document back you can upload it using the link.


Other documents for placements, secondary qualifications and post qualification employment will need to be downloaded, certified and uploaded if entered in the application.

You should save the form as you go along or if you intend to complete it in multiple stages.







Within the form the following icons are shown throughout:


My Application

Icon	Name	Description
	Additional field Information.	Click on the icon to see Guidance relating to the question in the form.

Right Navigation Menu








Icon	Name	Description
	Guidance.	Link to Full guidance and explanations on the Recognition form and processes.
	Upload.	Link to open the upload window.
	Save	Save Your Current Application Form Data
	Quick Navigation	Navigate to different sections of the form



As you enter data within your application you should save the application by clicking the  Save button.

Within the application form, you will be asked to provide a number of pieces of information. You will be asked to provide supporting documents for any information added. Where this is required you will see the following file upload symbols:

File Actions

Icon	Function	Description
	Document Required.	Opens a window to allow you to upload relevant documentation.
	Document Saved.	Document has been uploaded.
	Add Information.	Adds information in any sections where additional information is required
	Delete.	Delete Document.
	Download.	Download your document for verification.
	Upload.	Upload your document after verification.
	Edit.	Edit or update your document information.



Inputting Dates

To ensure that dates are entered in the correct format you are required to click on the calendar and select the date using the calendar. When you click on the date field you will be shown the calendar.

The first screenshot shows a date field with '08/11/2019' and a calendar for November 2019. A red arrow points to the right arrow icon with the text: "Click on < > icons to select month".

The second screenshot shows the same calendar. A red arrow points to the left arrow icon with the text: "Click on the Month to change to a yearly calendar and use the < > icons to select the year and month".

The third screenshot shows a yearly calendar for 2019 with '11/08/2019' selected. A red arrow points to the left arrow icon.

Withdrawing from the Online Recognition Process

If you have not submitted the online payment for your application and no longer wish to remove your online application you can do so from within the application form. To do this click on the picture icon beside your email address shown in the top right hand corner and then select the Delete My Application link.



You will be asked to confirm that you wish to delete your application and you will be logged out of the system.

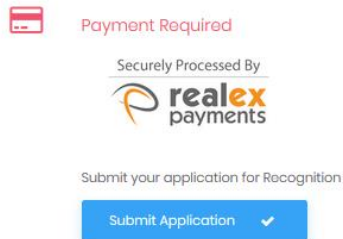
Note: If you wish to apply again in future you can create an account as you have previously done using the "Create an Account" link on the login page.



Step 3: Submitting Your Application once complete

When all required data has been added and files uploaded you must submit and pay the application fee.

10. Payment ⓘ



If there are any fields not completed it will give an error when you click the Submit Application button. You must complete the missing sections before clicking submit again.



Application Error

You have 45 missing fields and 6 missing documents





If all of the application has been completed and all documents uploaded you will receive an application accepted message and you can go to the payment page.



Web Payments Portal

CORU Recognition Payment Submission

Please Proceed to the secure Realex payment gateway to complete your Recognition Application Process


[← Back to Application](#)

[Proceed to Payment →](#)


Web Payments Portal

CORU Recognition Payment Submission


Payment Details


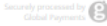
Card Number 

Expiry

Security Code 

Cardholder Name



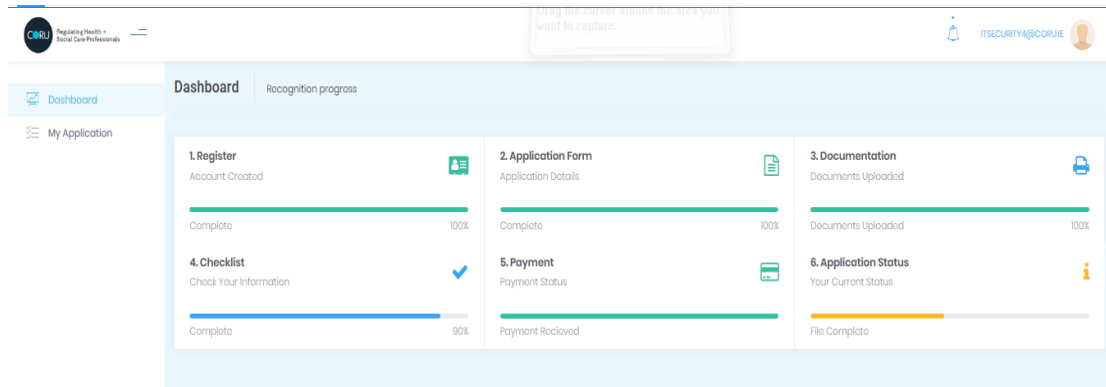
 

The standard application feed is €410.

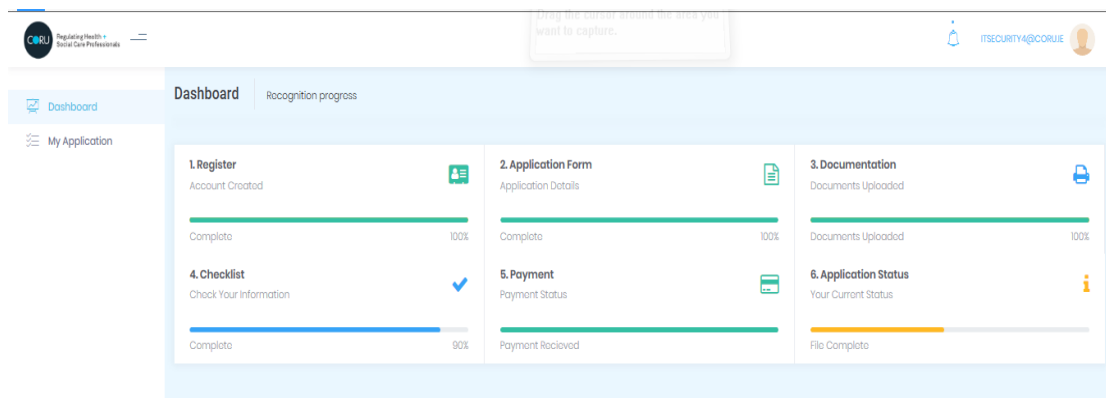
Note: Only on submission of the payment the application will your application be sent to the Recognition Department for processing.



An email will be sent to confirm receipt of the payment and the status will be updated in the Dashboard tab of the portal showing the Payment as received and the application Status as submitted:



The payment confirmation will be sent to you by email. In addition the application status can be checked via the Dashboard menu in the applicant portal.





Step 4: Submitting Additional Data during the application process

During the application process the CORU Recognition Department will communicate with you by the email address that was specified during the creation of your online account.

After your application has been received you may be asked to provide additional documents. To do so you can login to the portal and open the “My Application” tab.

You can scroll to the bottom of the application or click on the link on the right hand side navigation to additional requirements:

II. Additional Requirements

Additional Requirements

Nothing selected Refresh

Actions	Additional Requirements	Creation time
	You will need to resubmit your documents as they are not stamped	5 days ago
	Welcome to CORU Recognition! Notification system is used to inform you for intended events. You can select which type...	5 days ago

Additional documents can be submitted here using the red document upload link



Requested Documents Upload



Please provide Additional Documentation

Document Type	Status	Actions
No data		

Total: 0 10 << < > >>

