

The National CLEAR Programme

33n Portal Access Guide

August 2025



Introduction

Background

The 33n portal is used across CLEAR Projects to enable participants to access relevant tools and data, this may include; project participants, associates, and senior stakeholders.

This guide will support you in accessing the 33n portal to access what you need to for your role.

If you experience any issues with your portal access, then please contact:
support@33n.co.uk



To Start

Accessing the 33n Portal

1) Download an authenticator app

- 2-Step Verification (also known as two-factor authentication or 2FA), adds an extra layer of security to your account, in case your password is stolen.
- Download the **Google or Microsoft** authenticator app (or any authenticator of your choice) from the app store on your mobile device and follow the prompts on your mobile device.
- You will have to set up **one** of these apps before you attempt to log into 33n's portal.



Microsoft
Authenticator

Microsoft Corporation



Google Authenticator

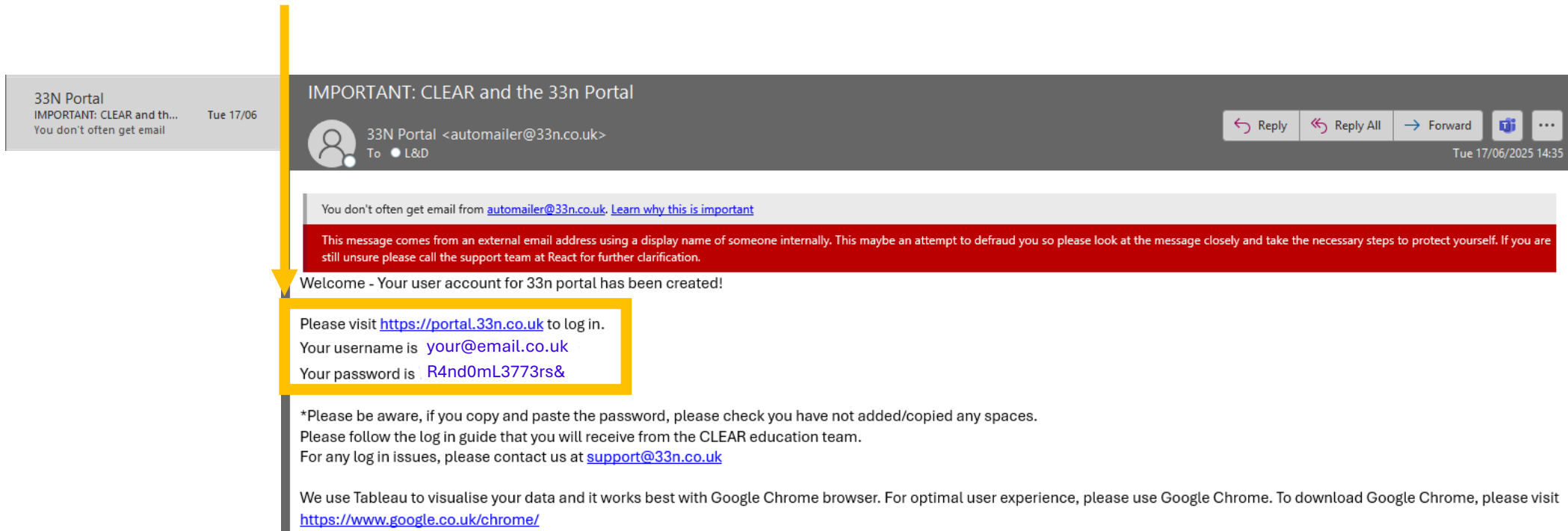
Google LLC

33n Portal

First-time login

2) Accessing your account for the first time

- You will receive an email “**IMPORTANT: CLEAR and the 33n Portal**” (make sure to check your spam/junk folders)
- This will contain your username and password as well as a link to the portal here <https://portal.33n.co.uk/>

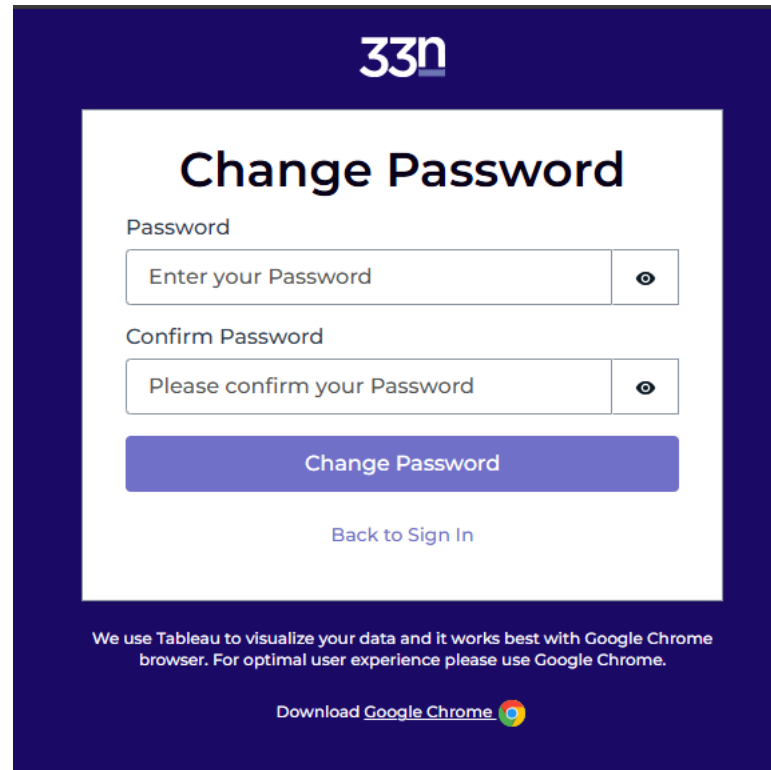


33n Portal

First-time login

3) On your first visit, you will be asked to change your password.

Note: your new password will need to be at least 8 characters long and contain uppercase, lowercase, numbers and symbols.



The image shows a screenshot of the 33n portal's 'Change Password' form. The form is centered on a dark blue background. At the top, the 33n logo is displayed. Below it, the title 'Change Password' is prominently shown. The form contains two input fields: 'Password' with the placeholder 'Enter your Password' and 'Confirm Password' with the placeholder 'Please confirm your Password'. Each field has a toggle icon (an eye) to the right, indicating password visibility options. A large blue button labeled 'Change Password' is positioned below the input fields. Below the button is a link that says 'Back to Sign In'. At the bottom of the form, there is a small text block stating: 'We use Tableau to visualize your data and it works best with Google Chrome browser. For optimal user experience please use Google Chrome.' Below this text is a link 'Download Google Chrome' accompanied by the Google Chrome logo.

33n

Change Password

Password

Confirm Password

Change Password

[Back to Sign In](#)

We use Tableau to visualize your data and it works best with Google Chrome browser. For optimal user experience please use Google Chrome.

Download [Google Chrome](#)

33n Portal

First-time login

4) You will then be presented with a **QR code** to setup a **TOTP** (Time-based One-Time Password).

- Scan this QR code using your chosen authenticator app and phone camera (there are specific buttons within each of the mentioned apps that will support this process, see 'Authenticator App' slides for further support).
- Depending on the app and your phone, you may receive a pop-up that asks whether you would like to add a new token.



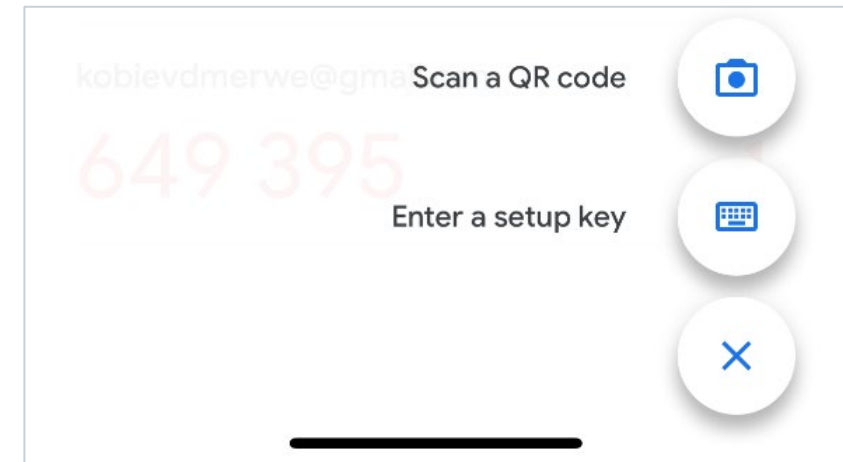
The screenshot shows the '33n Setup TOTP' interface. At the top is the 33n logo. Below it is a large QR code. Under the QR code is a two-line alphanumeric code: 'L2QEWWKCUUZGQZCSUTJREMTVPV6OXYZYIDGAXMR2V3TU6' and 'HEZSNLQ'. To the right of this code is a copy icon. Below the code is a label 'Code *' and a text input field containing the word 'Code'. A blue 'Confirm' button is positioned below the input field. At the bottom of the form area is a link that says 'Back to Sign In'. Below the entire form area, there is a footer note: 'We use Tableau to visualize your data and it works best with Google Chrome browser. For optimal user experience please use Google Chrome.' and a link to 'Download Google Chrome' with the Chrome logo.

Authenticator App

Google Authenticator App



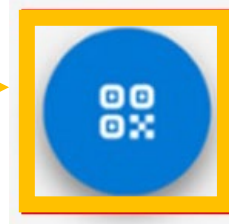
- Open your authenticator app (from Step 1) and add a new token (usually a + symbol), select “Scan a QR code”.
- This should open your camera and allow you to scan the QR code on screen (you will see this QR code when you first try to log into the 33n portal).
- Depending on the app and your phone, you may receive a pop-up that asks whether you would like to add a new token.



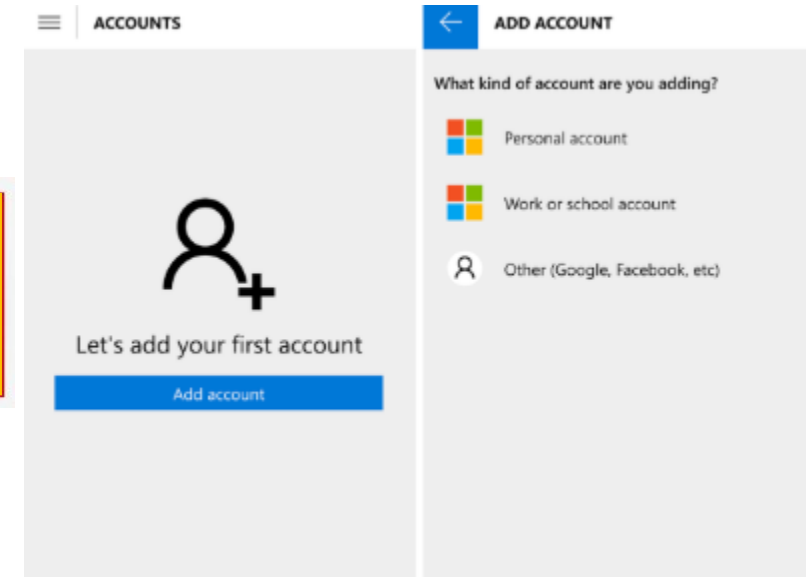
Authenticator App

Microsoft Authenticator App

- Follow the prompts to set up your chosen app on your phone.
- When the QR code appears for the 'first-time login' then press the QR code button in your app, this will enable you to scan the code.



- Continue with following the instructions on your app.
- PLEASE NOTE: select 'Other Account' when you are adding a new token and not 'personal' or 'work'. If you select 'Other Account', it should open up the scanner.



33n Portal

First-time login

5) If you have been successfully authenticated, you will be automatically logged in to 33n's portal and will see the areas that you have been granted access to.

What you can see will depend on the access that you require for your role. If you think something is missing, then please contact support@33n.co.uk

Welcome to 33n Portal



Upload

Upload your data



Files

View uploaded data



Insights

Interrogate your data



CWIC

Cohort workforce impact
calculator



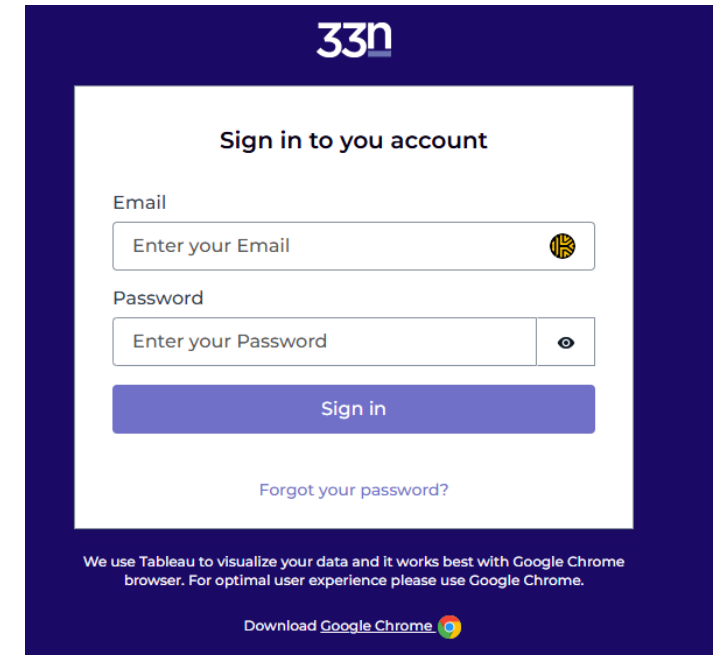
Model

Model your workforce

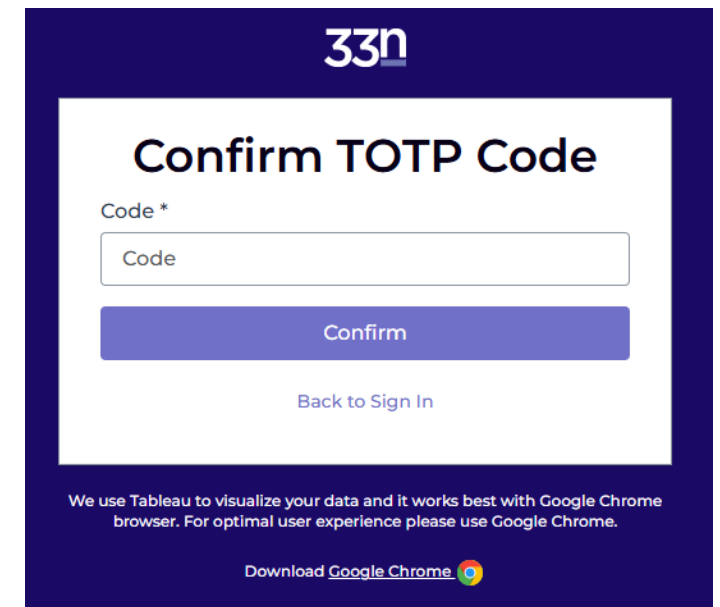
33n Portal

Subsequent login steps (any time after first login)

- 1) Access the 33n portal on <https://portal.33n.co.uk/auth>
- 2) Enter the username and password (this is the new password that you created during the initial set-up)
- 3) Enter the TOTP (authentication code) as displayed in your authenticator app
- 4) You are now logged in to 33n's portal and will see the content that you have been granted access to



The image shows a login form for the 33n portal. At the top is the 33n logo. Below it is the heading "Sign in to your account". There are two input fields: "Email" with a placeholder "Enter your Email" and a yellow circular icon with a stylized 'E' to its right; and "Password" with a placeholder "Enter your Password" and an eye icon to its right. Below these fields is a blue "Sign in" button. Under the button is a link "Forgot your password?". At the bottom of the form area is a message: "We use Tableau to visualize your data and it works best with Google Chrome browser. For optimal user experience please use Google Chrome." followed by a "Download Google Chrome" link with the Chrome logo.

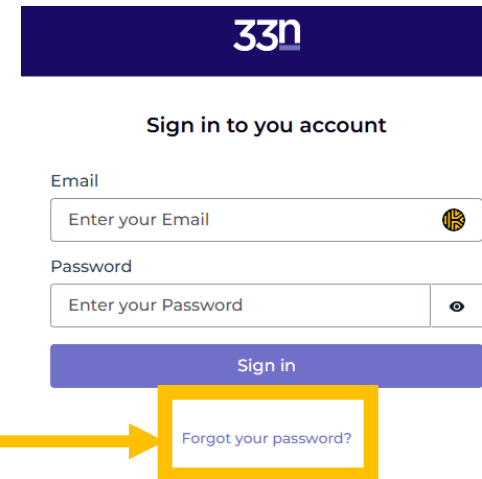


The image shows a confirmation form for the 33n portal. At the top is the 33n logo. Below it is the heading "Confirm TOTP Code". There is one input field labeled "Code *" with a placeholder "Code". Below the field is a blue "Confirm" button. Under the button is a link "Back to Sign In". At the bottom of the form area is a message: "We use Tableau to visualize your data and it works best with Google Chrome browser. For optimal user experience please use Google Chrome." followed by a "Download Google Chrome" link with the Chrome logo.

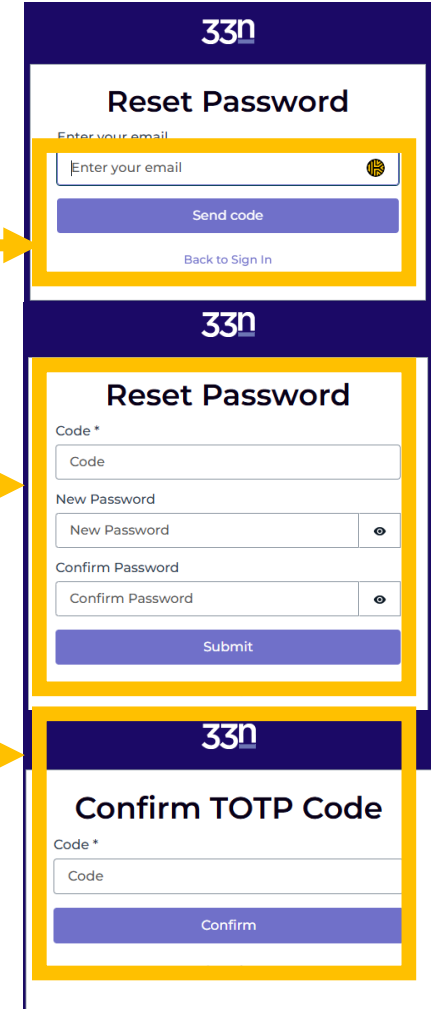
33n Portal

Forgotten password

- 1) Access the 33n portal on <https://portal.33n.co.uk/auth>
- 2) Press the 'forgot your password' link.
- 3) Enter the email/username used for the set up of the account and press 'send code'.
- 4) You will receive this code via email, enter this, along with your new password and press submit.
- 5) You will then need to log in using your username/email and your new password, along with using your authentication app to receive the TOTP.
- 6) You are now logged in to 33n's portal and will see the content that you have been granted access to.



The image shows the 33n sign-in page. At the top is the 33n logo. Below it is the text "Sign in to you account". There are two input fields: "Email" with the placeholder "Enter your Email" and "Password" with the placeholder "Enter your Password". Below these fields is a "Sign in" button. A yellow box highlights the "Forgot your password?" link located below the "Sign in" button.



The image shows two pages from the 33n portal. The top page is the "Reset Password" page, which has the 33n logo at the top. It contains an "Enter your email" input field, a "Send code" button, and a "Back to Sign In" link. The bottom page is the "Confirm TOTP Code" page, which also has the 33n logo at the top. It contains a "Code *" input field and a "Confirm" button. Yellow arrows from the list on the left point to these pages: from step 2 to the "Forgot your password?" link, from step 3 to the "Reset Password" page, and from step 5 to the "Confirm TOTP Code" page.

BI Roles

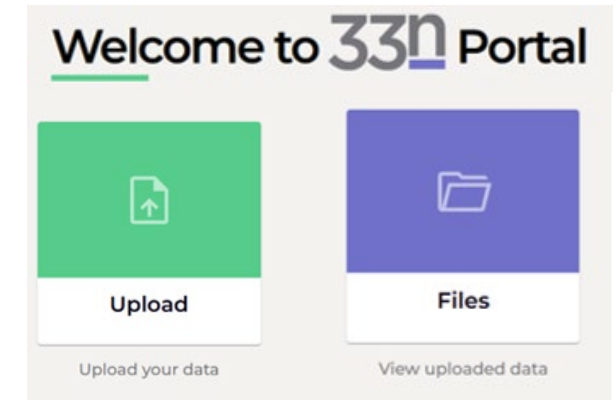
Data requirements

Overview

Part of your project involves data extraction, once collected we need this to be uploaded to be able to process it for the purposes of the project.

The data required and the timeline involved will depend on the project.

Any queries should be referred to the sender of this document in the first instance and can be escalated to **projectsupport@33n.co.uk** (project team support) and/or **support@33n.co.uk** (tech/data team support). Please include an identifier in the subject line e.g. your project or programme title so your query can be directed to the right team.

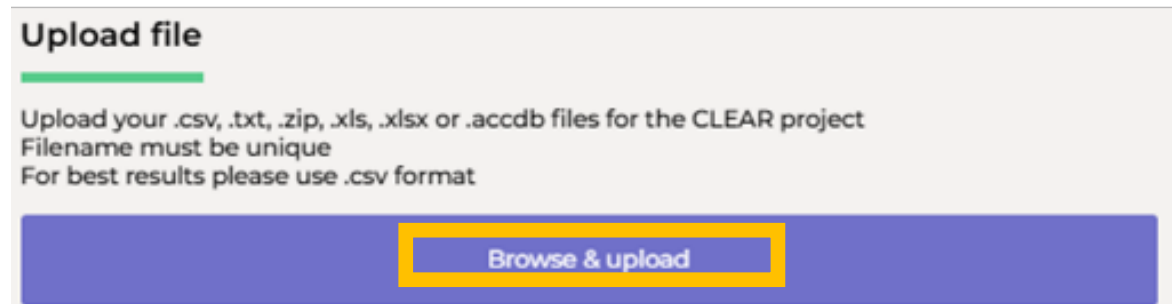
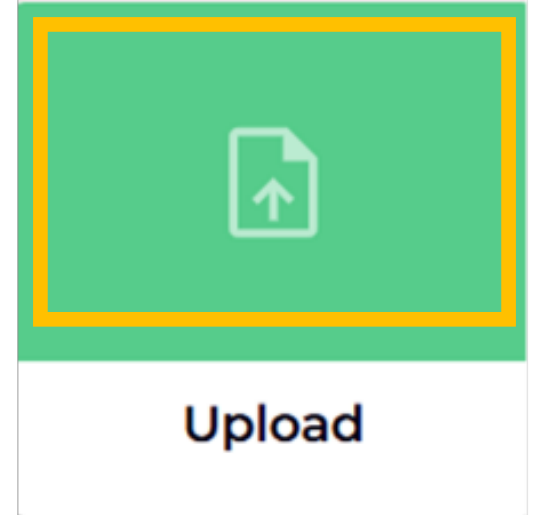


Uploading data to 33n portal

Uploading your files

Once you have successfully logged into the portal

- From the home page select the “**Upload**” tile.
- Select the relevant “**file type**” from the appropriate “**Theme**” for the file you are uploading
e.g. “Living Well - SystmOne” under the “Focus” theme
- Select the purple “**Browse & upload**” button to access your saved files, you can only select one file at a time.
- You will also see all previous uploaded files for your organisation, if relevant.

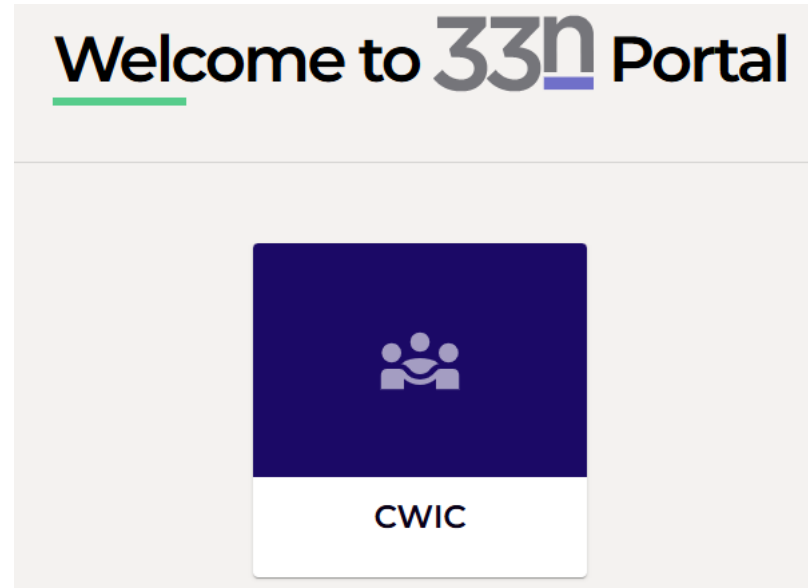


CWIC tool

The CWIC tool

Overview

The CWIC (Cohort Workforce Impact Calculator) is used to support calculations for current workforce and then new models of care.

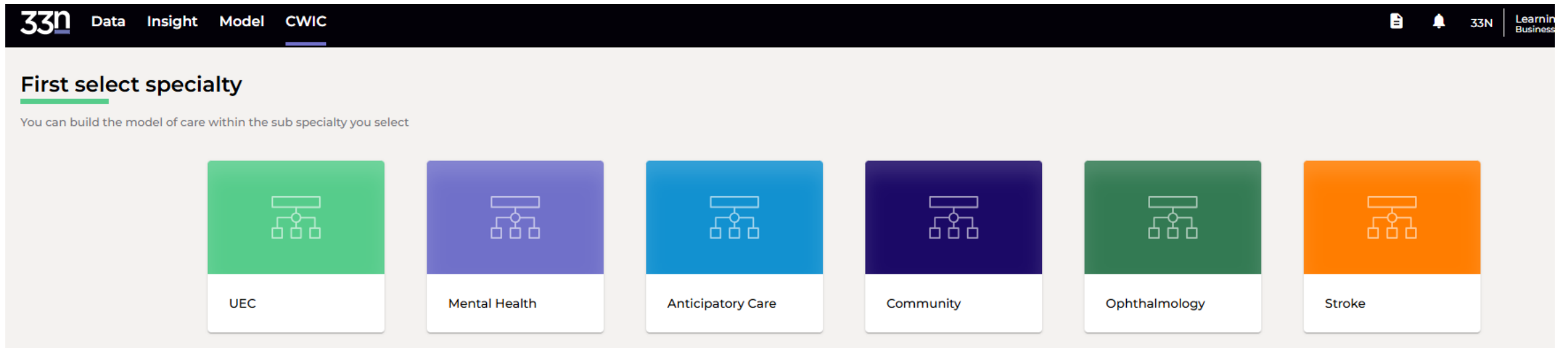
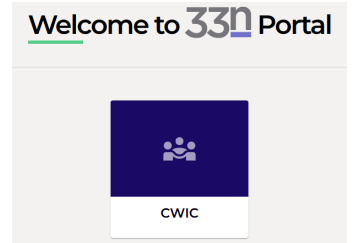


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The CWIC tool

Getting started

- 1) Log into the 33n portal
- 2) Click on the CWIC tool icon
- 3) Select your specialty



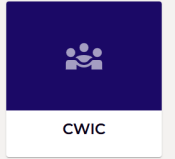
The CWIC tool

Next steps

4) Select your sub speciality.

- Please note that someone in the CLEAR project team will take you through the CWIC tool in more detail.

Welcome to 33n Portal

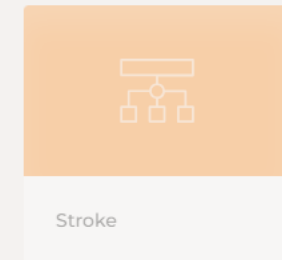
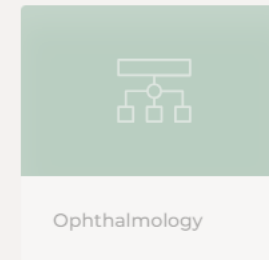
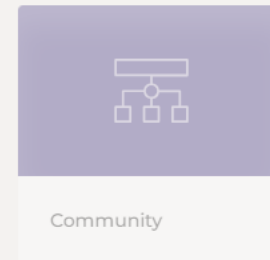
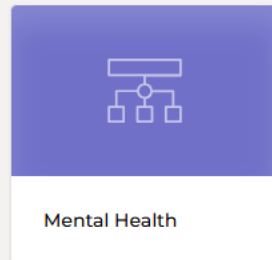


33n Data Insight Model **CWIC**

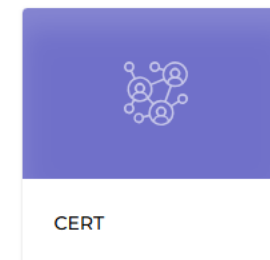
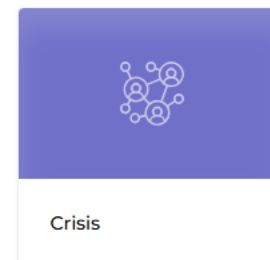
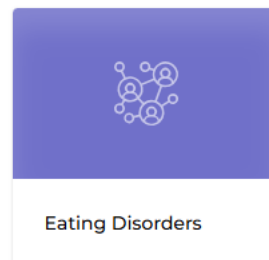
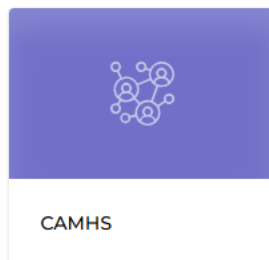
33N Learning Team Business Intelligence (+2 more) ▼

First select specialty

You can build the model of care within the sub specialty you select



And then sub specialty

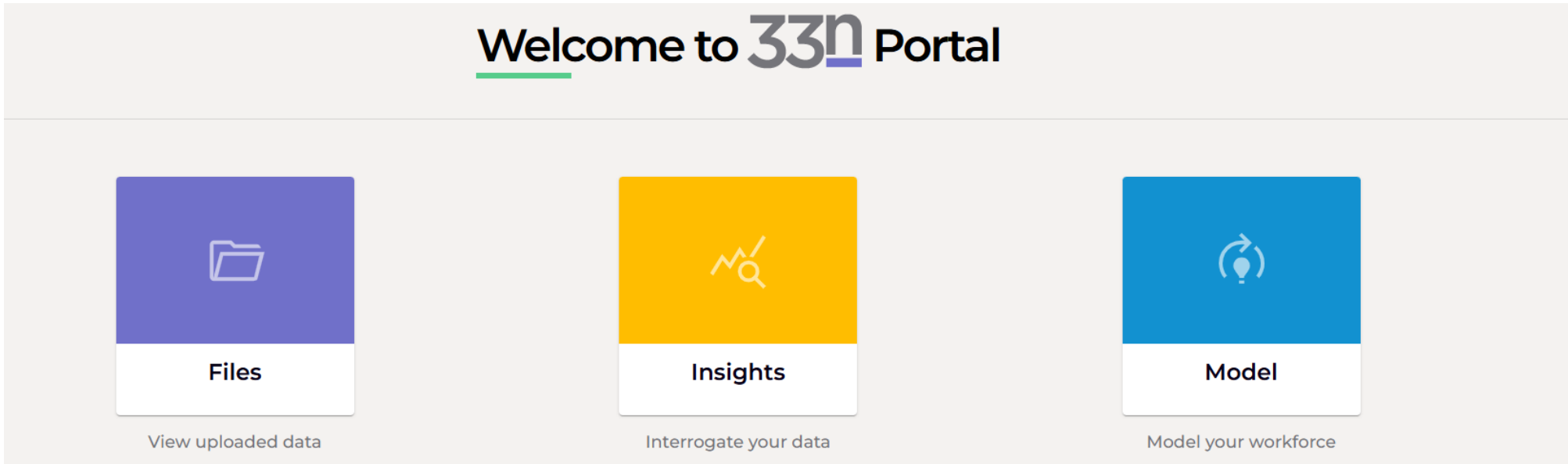


Associates (Insights/dashboards)

Insights and dashboards

Overview

This view will have access to; Files, Insights and Model areas. The Model area isn't currently used.



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Getting started

- 1) Log into the 33n portal
- 2) Select the correct icon for your task

- Files – for viewing uploaded data
- Insights – for interrogating data
- Model – modelling your workforce – this area is not currently in use

Welcome to 33n Portal



Files

View uploaded data



Insights

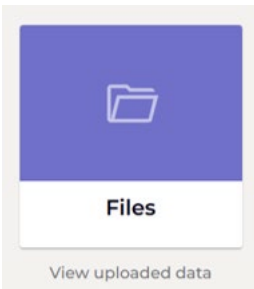
Interrogate your data



Model

Model your workforce

Interrogate your data



5) Insights – select the project or area that you need to access to interrogate your data.

33n

Data

Insight

Model

CWIC

33N

Learning Team
Business Intelligence (+2 more)

It's time to explore your insights

Select the workbook you would like to work on below

Helpful Info

UEC Test
UEC
12/08/2021


MH Phase 2 test
Mental Health
25/01/2023

Education Dashboards
UEC
03/05/2022

Ophthalmology
Ophthalmology
31/08/2022

Theatres
Theatres
16/09/2022

That's it! Contact us if you have any issues with the platform or with your data support@33n.co.uk



Frequently Asked Questions!

FAQs


I have not received a portal log in email.

Login details for the 33n portal will be sent to the relevant people following any initial kick-off/first meeting. If you are expecting, but have not received, the email, please contact support@33n.co.uk and an account will be set up for you. Please include an identifier such as your project or theme title in the subject line.

It's not working when I scan the QR code to setup a TOTP.

You need to scan the QR code from within your authenticator app (i.e. not using your camera app), there should be a “+” to add a new account. Once this is set-up correctly in the authenticator, it will give you a 6-digit code to put in the box shown in your screenshot. Please note, this process is time-sensitive so you may need to start the log-in process again to generate a new QR code, if there's been a delay.

The camera on my phone has stopped working and therefore I am unable to scan the QR code. Is there any way around this?

It should be possible to set up the 2FA (authenticator) on another phone/device and then transfer it to your broken phone. Alternatively, there's an option to use the “setup key” code (printed below the QR code), you can copy it to your clipboard by clicking this icon .

FAQs

What happens to the data beyond its use in the project?

- Data is retained for 24 months following the completion of the project or 6 months following the completion of other legitimate processing – whichever date is the later. Retaining the data for 24 months ensures we're able to continue supporting sites and sponsors, for a range of reasons, including supporting them with implementation and answering follow on questions, assessing the project impact, or supporting engagement with regional and national forums on the outcomes.
- 33n may use data gathered from any project to promote CLEAR, including in sector publications and on its website. This will not be used to highlight underperformance or reflect negatively on contributing organisations. Outputs will focus on showcasing CLEAR's approach and the benefits identified. References to services, regions, or specific sites may be included, particularly in case studies, but always in a constructive, positive context to support sector-wide learning.
- The aggregate data may also be used to help 33n deliver services and tools designed to enhance or expand the range of support we can provide in the healthcare sector.



Thank You!