



The National CLEAR Programme

33n Portal Access Guide



August 2025

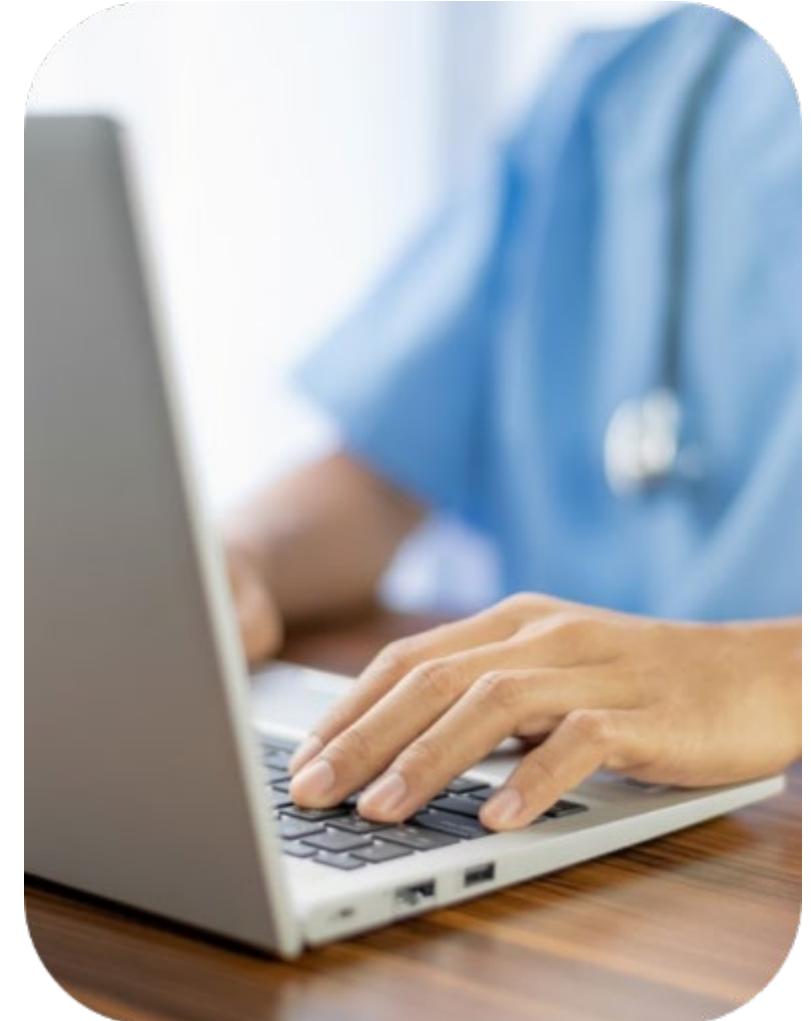
Introduction

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



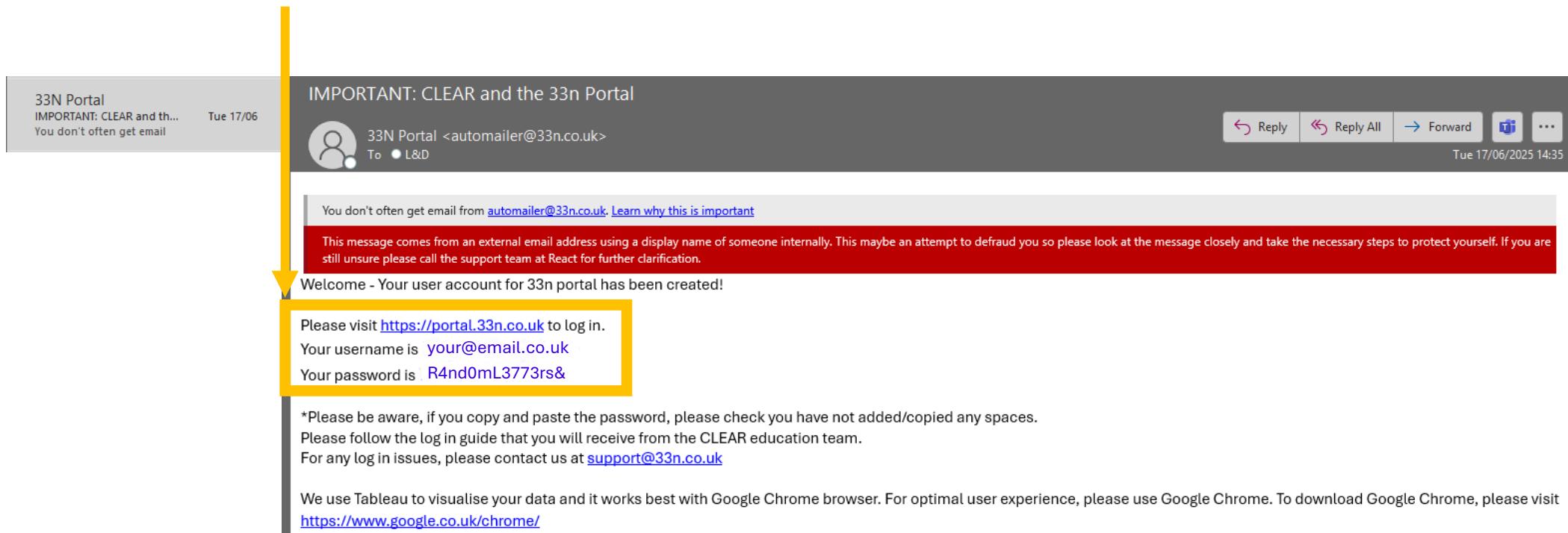
Google Authenticator
Google LLC

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/>

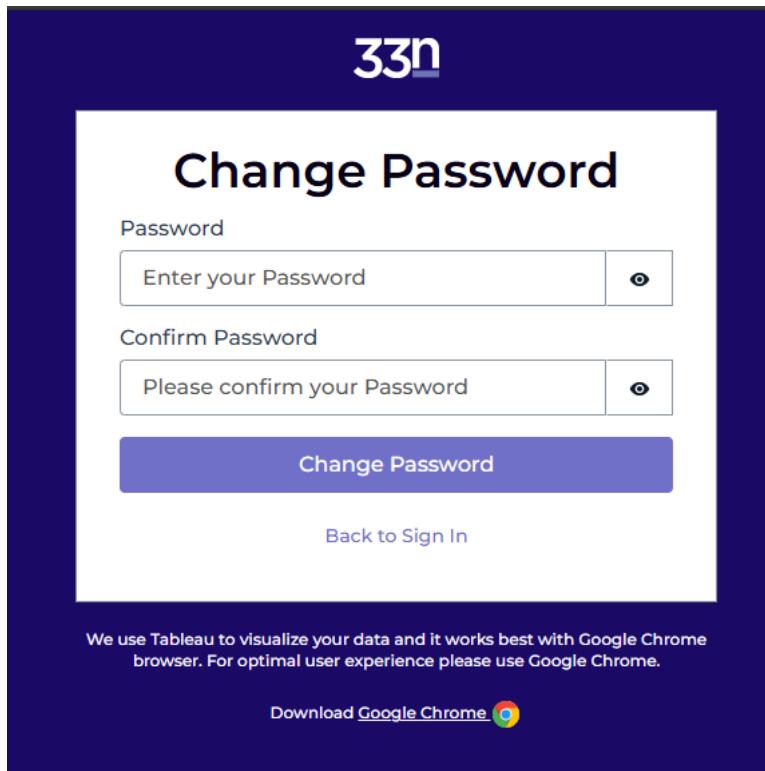


33n Portal

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.



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.

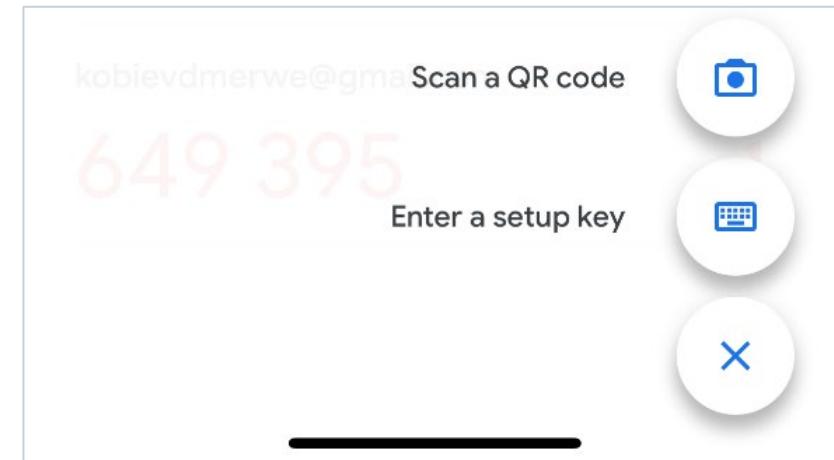


Authenticator App

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.

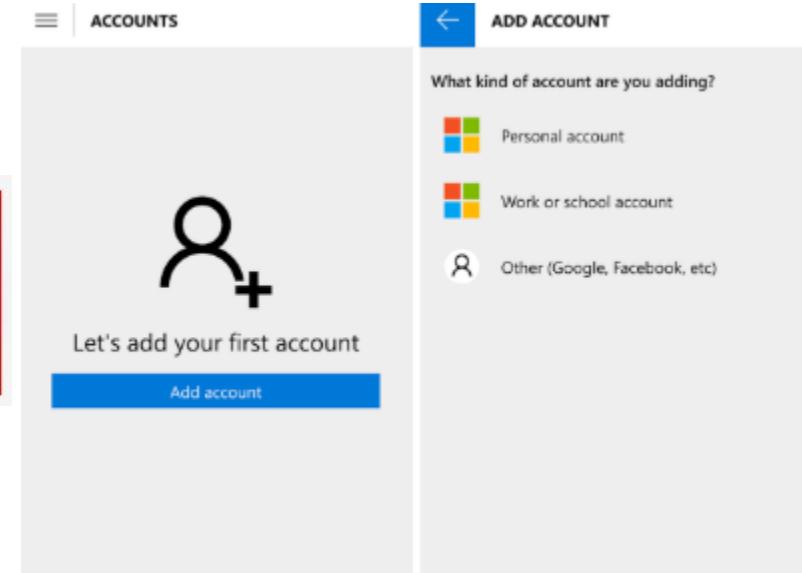


Authenticator App

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.
A horizontal yellow arrow points from the text 'press the QR code button' towards a blue circular icon containing a white QR code, which is itself highlighted by a thick yellow border.
- 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.



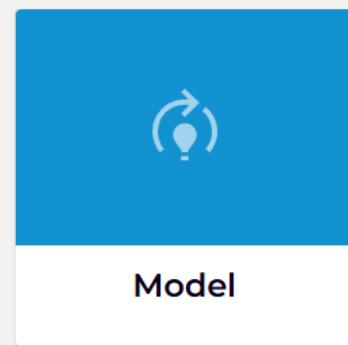
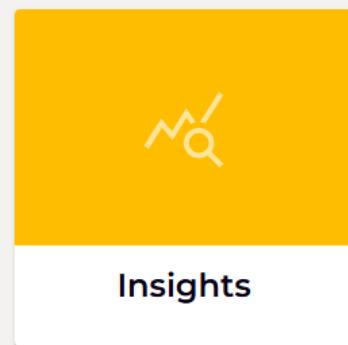
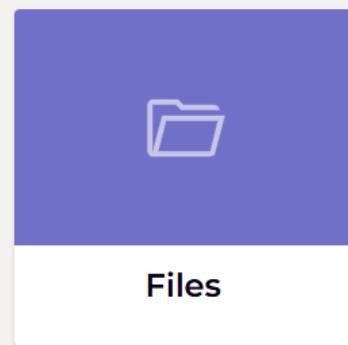
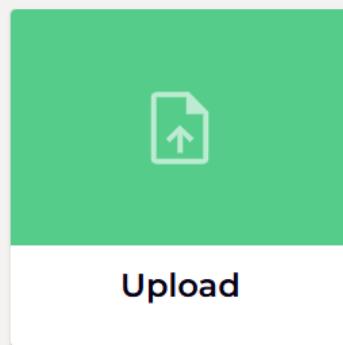
33n Portal

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 your data

View uploaded data

Interrogate your data

Cohort workforce impact calculator

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 screenshot shows the 'Sign in to your account' page. It features a dark blue header with the '33n' logo. Below the header is a white form area with fields for 'Email' and 'Password'. The 'Email' field contains placeholder text 'Enter your Email' and includes a small circular icon with a yellow 'i'. The 'Password' field also has placeholder text 'Enter your Password' and a visibility toggle icon. A large purple 'Sign in' button is centered below the fields. At the bottom of the form is a link 'Forgot your password?'. Below the form, a note states: 'We use Tableau to visualize your data and it works best with Google Chrome browser. For optimal user experience please use Google Chrome.' A 'Download Google Chrome' button with a small icon is also present.

The screenshot shows the 'Confirm TOTP Code' page. It has a dark blue header with the '33n' logo. The main content area is titled 'Confirm TOTP Code' and contains a 'Code *' label above a text input field labeled 'Code'. Below the input field is a large purple 'Confirm' button. At the bottom of the page is a 'Back to Sign In' link. A note at the very bottom states: 'We use Tableau to visualize your data and it works best with Google Chrome browser. For optimal user experience please use Google Chrome.' A 'Download Google Chrome' button with a small icon is also present.

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 diagram illustrates the password reset process through three screenshots of the 33n portal:

- Step 1:** The "Sign in to your account" screen. It features fields for "Email" (placeholder: Enter your Email) and "Password" (placeholder: Enter your Password), a "Sign in" button, and a "Forgot your password?" link highlighted with a yellow box and arrow.
- Step 2:** The "Reset Password" screen. It has a field for "Enter your email" (placeholder: Enter your email) and a "Send code" button, both highlighted with a yellow box and arrow.
- Step 3:** The "Reset Password" screen again, showing fields for "Code" (placeholder: Code), "New Password" (placeholder: New Password), and "Confirm Password" (placeholder: Confirm Password), all highlighted with a yellow box and arrow.
- Step 4:** The "Confirm TOTP Code" screen, which has a "Code" field (placeholder: Code) highlighted with a yellow box and arrow.



BI Roles

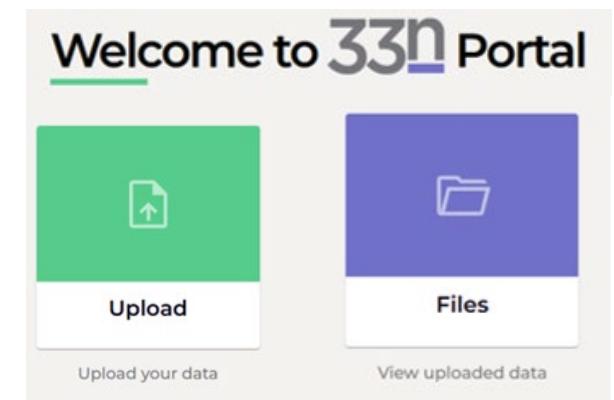
Data requirements

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.

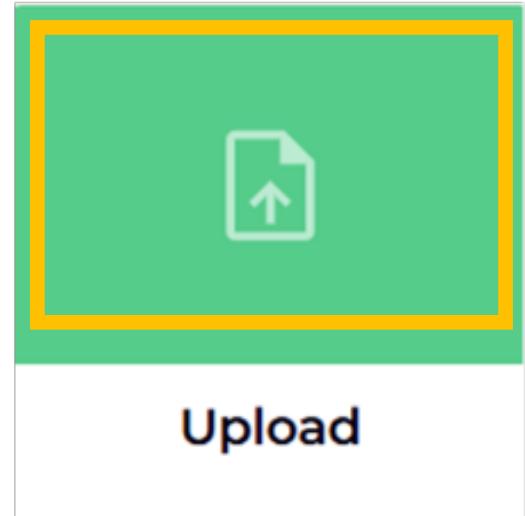


Uploading data to 33n portal

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.

A screenshot of the "Upload file" interface. At the top, it says "Upload file" in a bold black font. Below that is a green horizontal bar. Underneath the bar, there is a text area with instructions: "Upload your .csv, .txt, .zip, .xls, .xlsx or .accdb files for the CLEAR project. Filename must be unique. For best results please use .csv format." At the bottom, there is a large purple button with the text "Browse & upload" in white.



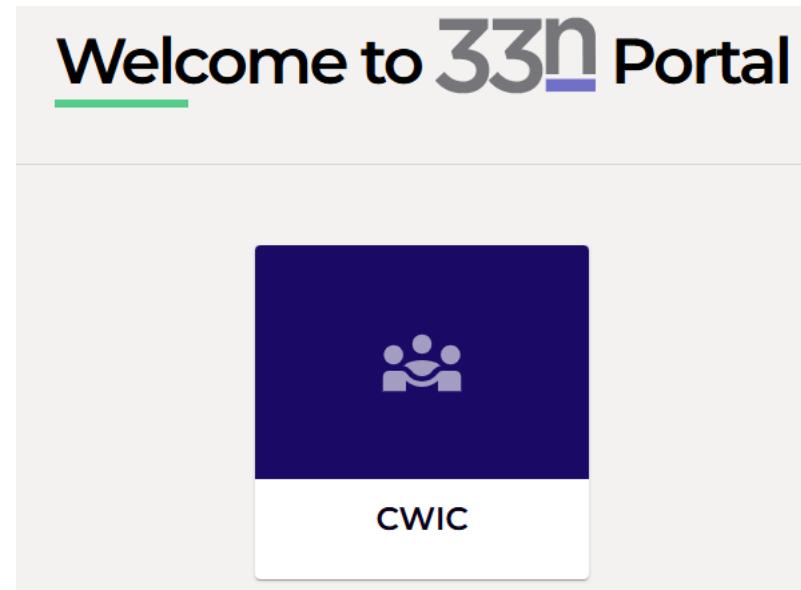
CWIC tool

A decorative graphic in the bottom-left corner consists of several overlapping, rounded rectangular shapes in yellow, blue, purple, and dark blue, arranged diagonally across the dark blue background.

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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CWIC

The CWIC tool

Getting started

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

33n Data Insight Model CWIC File Bell 33N Learning Business

First select specialty

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



UEC



Mental Health



Anticipatory Care



Community



Ophthalmology



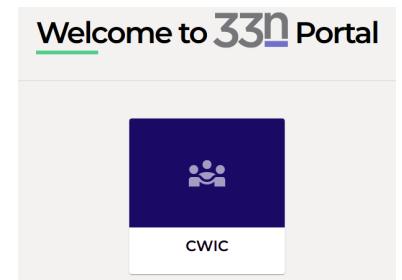
Stroke

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.



First select specialty

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



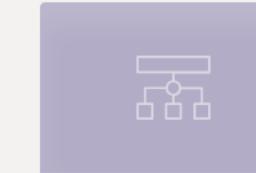
UEC



Mental Health



Anticipatory Care



Community



Ophthalmology



Stroke

And then sub specialty



CAMHS



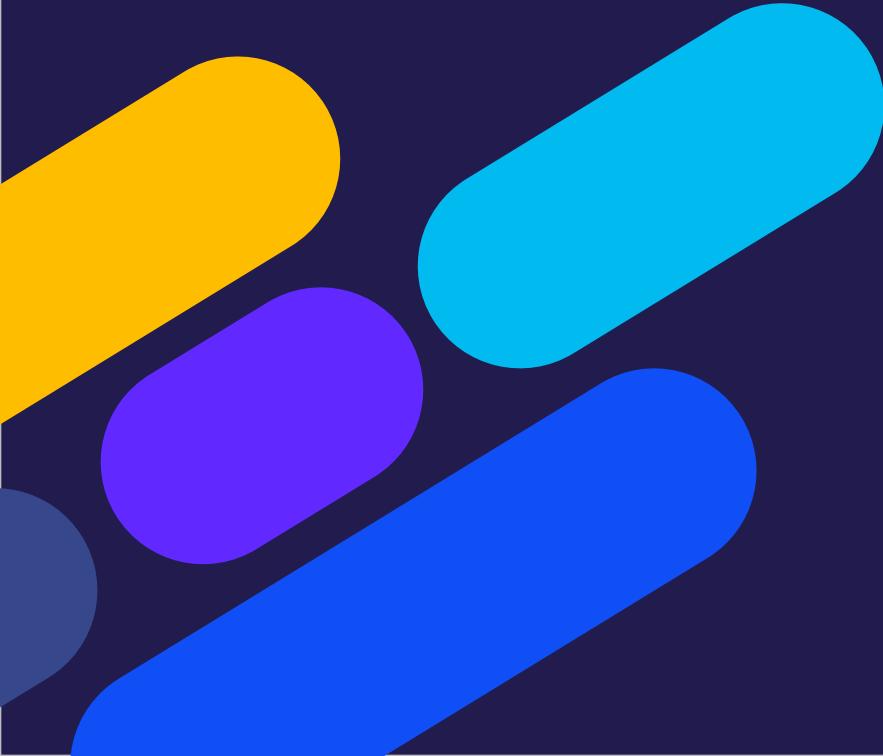
Eating Disorders



Crisis



CERT



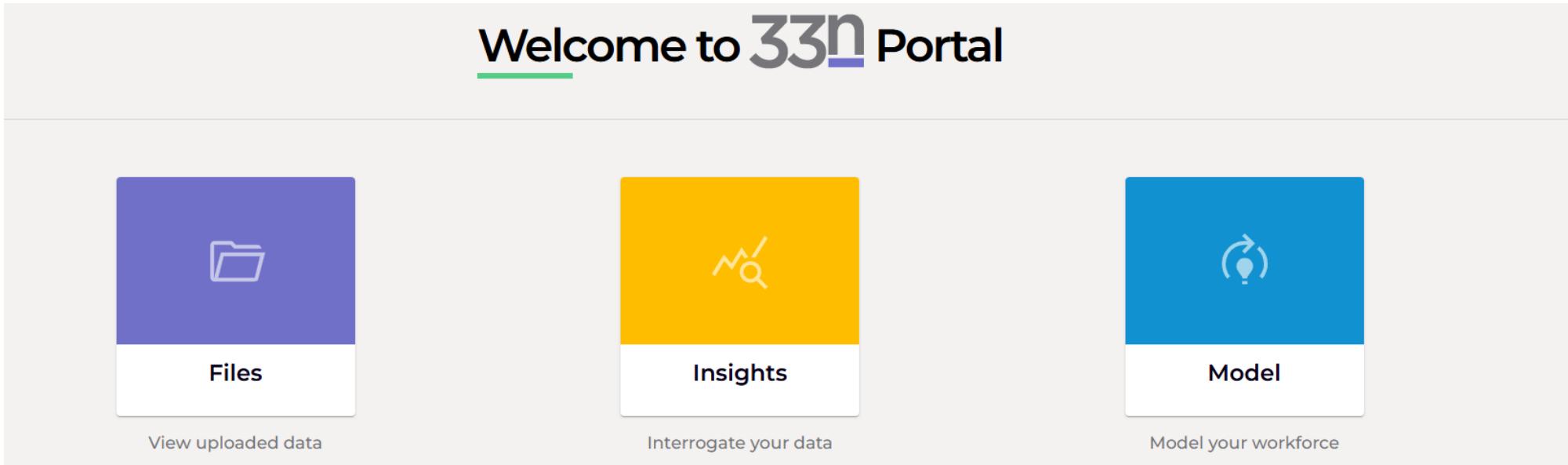
A decorative graphic in the bottom-left corner features five overlapping, rounded rectangular shapes in yellow, blue, purple, and dark blue, arranged diagonally from top-left to bottom-right.

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.

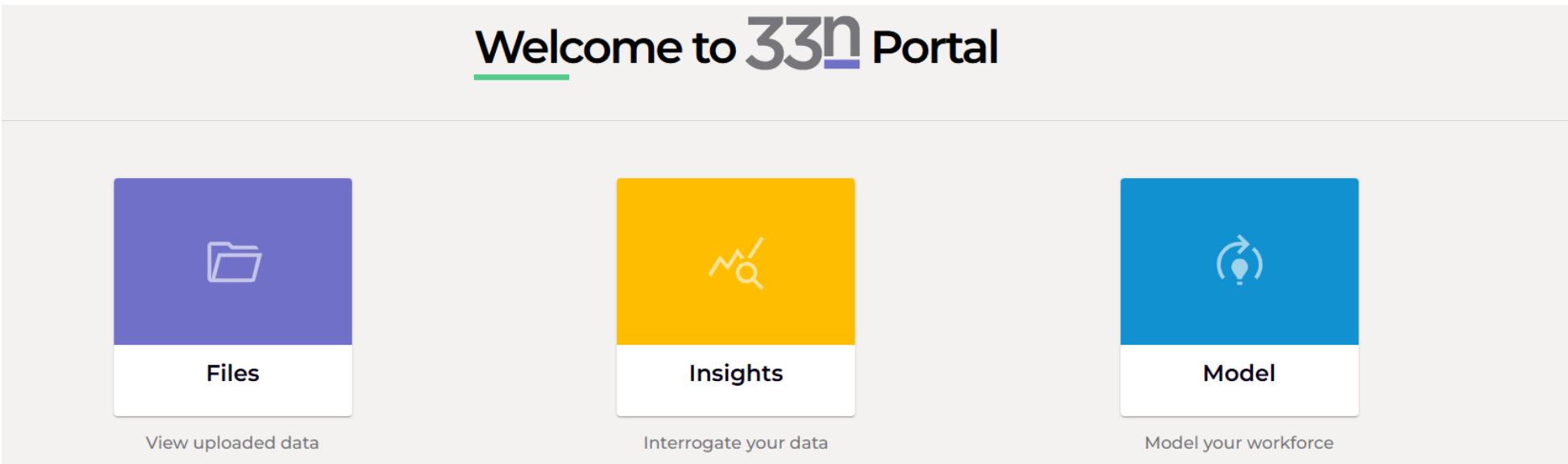


Any queries should be referred to the sender of this document in the first instance and can be escalated to projectsupport@33n.co.uk (project team support) and/or support@33n.co.uk (tech/data team support). Please include your project or programme title in the subject line e.g. "Living Well 3", so your query can be directed to the right team swiftly.

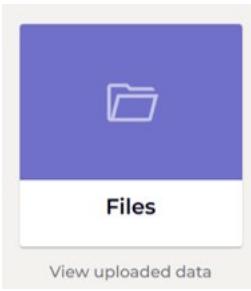
Getting started

- 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



Interrogate your data



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

The screenshot shows the 33n platform interface. At the top, there is a navigation bar with the 33n logo, Data, Insight (which is underlined), Model, CWIC, and a Learning Team Business Intelligence dropdown. Below the navigation bar, a banner says "It's time to explore your insights". A sub-header asks "Select the workbook you would like to work on below". A "Helpful Info" button is visible on the left. Five workspace cards are displayed in a row:

- 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 – which ever 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!