



NHRC SOP Portal — User Training Manual

Welcome to the NHRC SOP Portal! This user manual is designed to help you navigate the system with confidence, whether you are a general user, department head, or system administrator.

Introduction

The NHRC SOP Portal is a centralized platform for managing, accessing, and tracking Standard Operating Procedures (SOPs). This manual provides a step-by-step guide to help you carry out common tasks efficiently and in line with organizational best practices.

Logging In

Visit the </login> page on the portal.

Enter your **username** and **password** in the provided fields.

If it's your first time logging in or after a password reset, you will be prompted to set a new password — follow the on-screen instructions.

If you encounter login issues, use the "Forgot Password" link or contact the system administrator.

Browsing and Accessing SOPs

Navigate to </documents> to view the complete SOP library.



Read and understand the SOP.

4 Uploading and Approving SOPs (Admin & HOD Roles)

Go to [/upload](#) to submit a new SOP.

Complete the required fields, including *category*, *subcategory*, and *file selection*.

After uploading, navigate to [/sops](#) to review, approve, or delete SOP drafts.

Only approved SOPs will be visible to general users.

5 Raising and Managing Amendments

Navigate to [/amendments](#) to log a new amendment request.

Select the relevant SOP, provide the affected section, describe the issue in detail, and suggest improvements.

Admins and HODs will review, discuss, and finalize amendments in **Stage 2** of the process.

6 Viewing Notifications

Stay updated with system changes via email alerts and in-app notifications.

Look for admin announcements on your dashboard or in the notification center.

7 Submitting Support Tickets

Visit [/help](#) to access the support page.



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Logged in as **admin** (Admin) | [Logout](#)

manage users. create accounts, assign roles, suspend users, or reset passwords.

Monitor system activity using the **Audit Log** to track actions and changes.

Configure system settings and manage API keys through the **Admin Panel**.

✓ Best Practices and Tips

Choose a secure, unique password and change it periodically.

Regularly review and mark SOPs as read to stay compliant with organizational standards.

Submit amendment requests proactively when you identify issues or improvement opportunities.

Check notifications regularly for tasks or system updates.

Log out after each session, especially on shared devices.

Need further assistance? Contact the system administrator at or visit the [Help & Support](#) page.



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