

Notification on Accreditation Queries Functionality in CRM

NF26

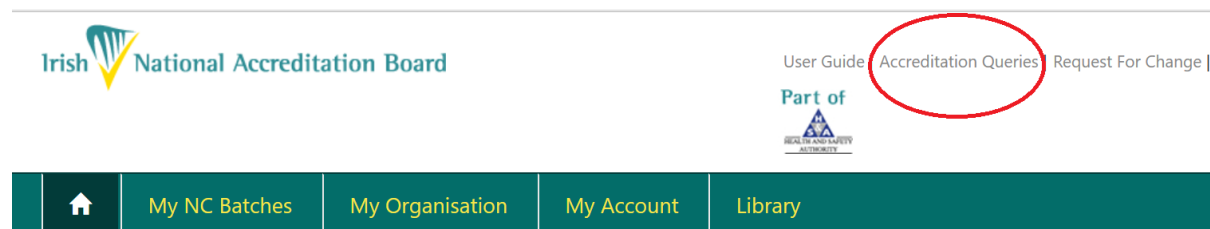
Dear CAB,

INAB has introduced new functionality in the CRM portal to consolidate your queries in relation to accreditation. Once your query is submitted, it will be sent to the Assessment Manager responsible for your CAB.

I would appreciate if you could use this functionality going forward for all communications in relation to your accreditation to your Assessment Manager, and not direct email.

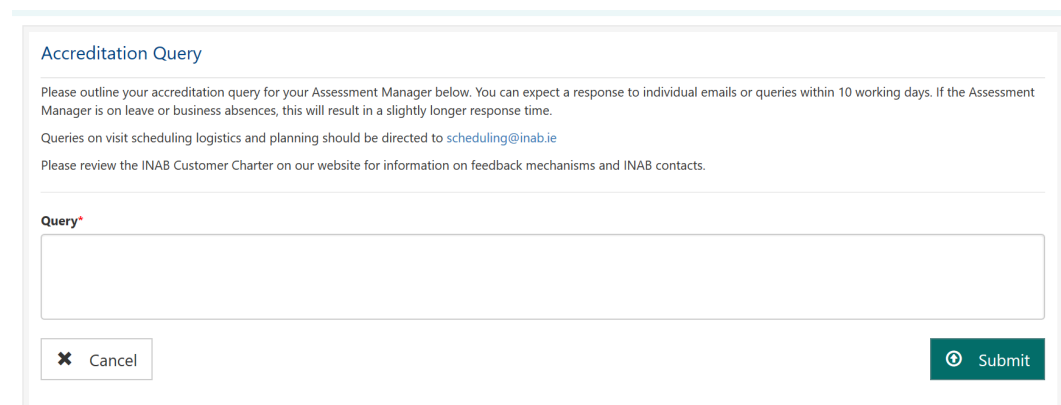
Following an initial roll-out period, this will become a mandatory route to communicate and will assist us to track and trend queries to INAB centrally.

Access on your HOMEPAGE in the Cab Portal



The screenshot shows the top navigation bar of the INAB CRM portal. On the left is the INAB logo. On the right, there are links for 'User Guide', 'Accreditation Queries', and 'Request For Change'. The 'Accreditation Queries' link is circled in red. Below the navigation bar is a dark green menu with icons and labels for 'Home', 'My NC Batches', 'My Organisation', 'My Account', and 'Library'.

Input your query and submit.



The screenshot shows the 'Accreditation Query' form. It includes a title 'Accreditation Query', a paragraph of instructions, and a text input field labeled 'Query*'. There are 'Cancel' and 'Submit' buttons at the bottom.

Accreditation Query

Please outline your accreditation query for your Assessment Manager below. You can expect a response to individual emails or queries within 10 working days. If the Assessment Manager is on leave or business absences, this will result in a slightly longer response time.

Queries on visit scheduling logistics and planning should be directed to scheduling@inab.ie

Please review the INAB Customer Charter on our website for information on feedback mechanisms and INAB contacts.

Query*

✕ Cancel Submit