

VSE Referral System

GUIDE FOR USERS

WELCOME TO THE NEW VSE REFERRAL SYSTEM

This document will help you navigate through the **Referral System** on VSE intranet (<https://members.victim-support.eu/referral-system/>)

VSE Referral System is a secure system which allows VSE members **to transfer information from one country to another** concerning a victim of crime, in order to **provide continued support** to the victim, as well as to family members and friends.

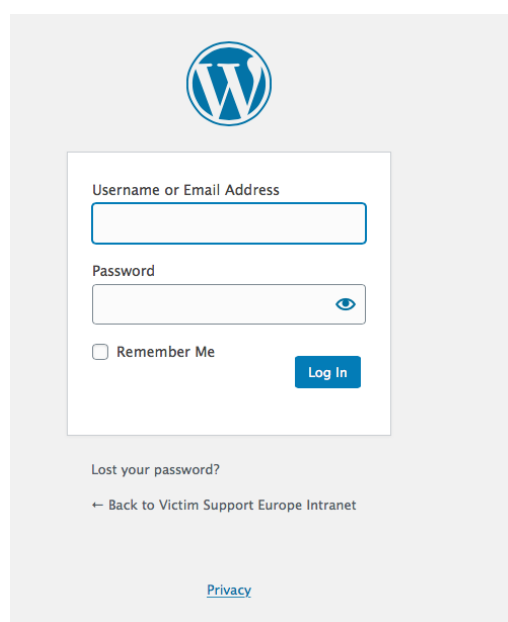
All information collected in the referral system **is stored within VSE intranet web server in a secure manner**. The information stays on the server and will not be sent externally. Only the person who sends the referral and the person who receives it can see the information it includes. **VSE will store anonymised information** from the cases, such as victim' gender, nationality and type of crime, for **statistical purposes only** and for a **period of 3 years**.

This document offers step-by-step guidance for users of the referral:

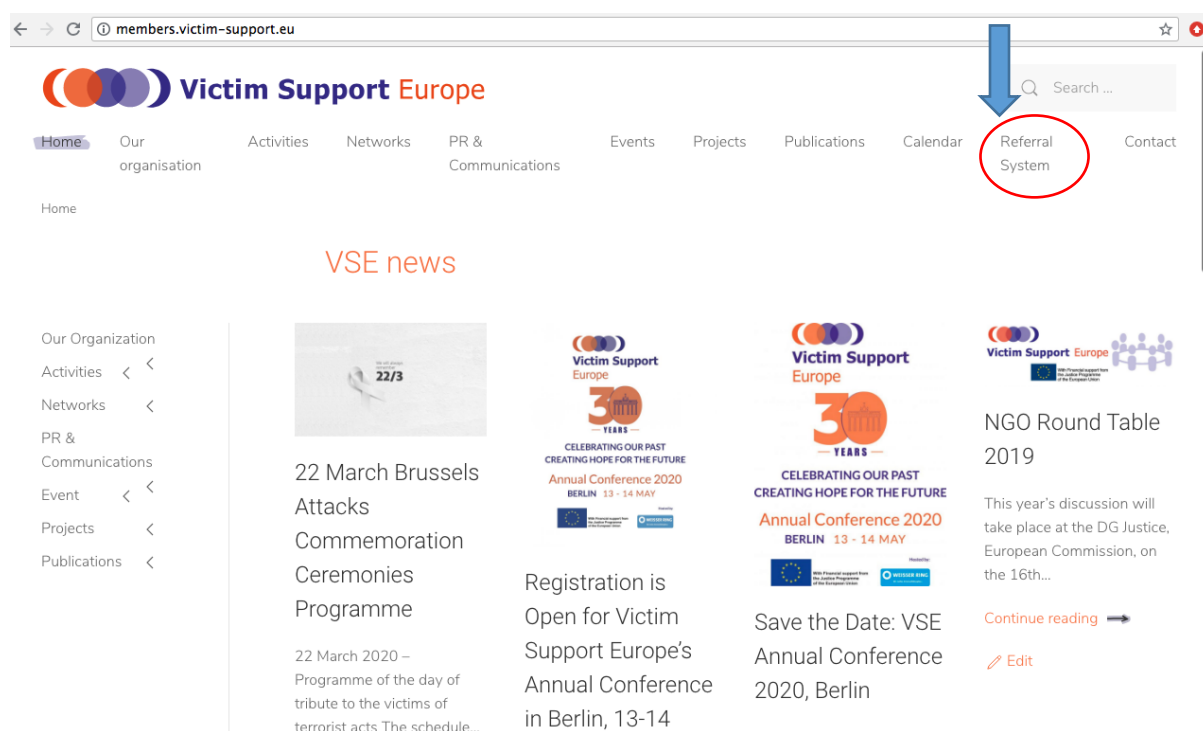
- [Step 1: Access and log in VSE Intranet](#)
- [Step 2: Create a ticket and send a referral](#)
- [Step 3: Receive and answer a referral](#)
- [Step 4: Close a referral](#)
- [Data Protection](#)
- [VSE Contact](#)

STEP 1 - ACCESS AND LOG IN ON VSE INTRANET

You can access the Referral system via VSE Intranet with the following link: <https://members.victim-support.eu/referral-system/>. The login page will open, fill in the login fields with your username and password, and click Log In. Each VSE member has one user that is authorised to access the referral system. *If you need to receive your login details again please contact Inês Nunes de Freitas, i.nunesdefreitas@victimsupporteurope.eu.*



Once you are logged in, you can **access the referral system** by clicking on 'Referral System' in the top right corner of the VSE Intranet Homepage:

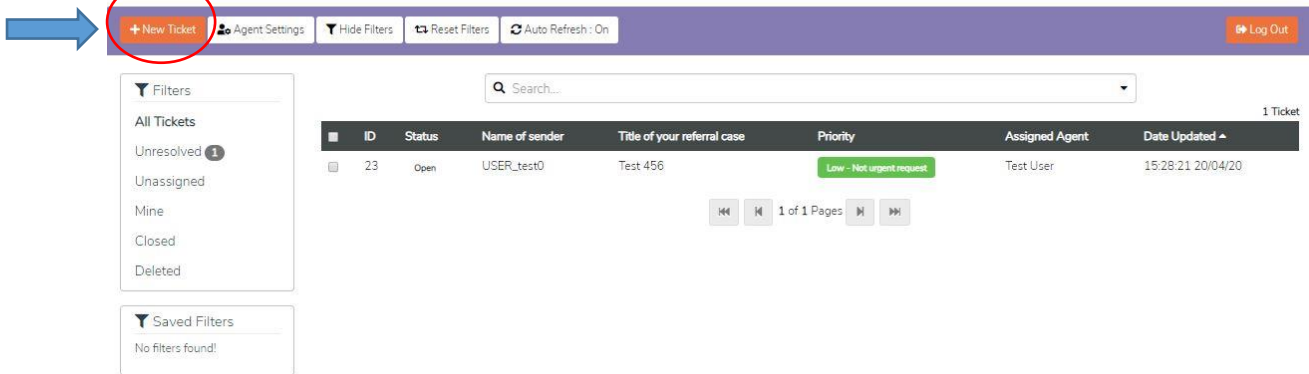


STEP 2 - CREATE A TICKET AND SEND A REFERRAL

To create a referral you need to **create a new ticket**. Click on “New ticket” on the top left of the page:

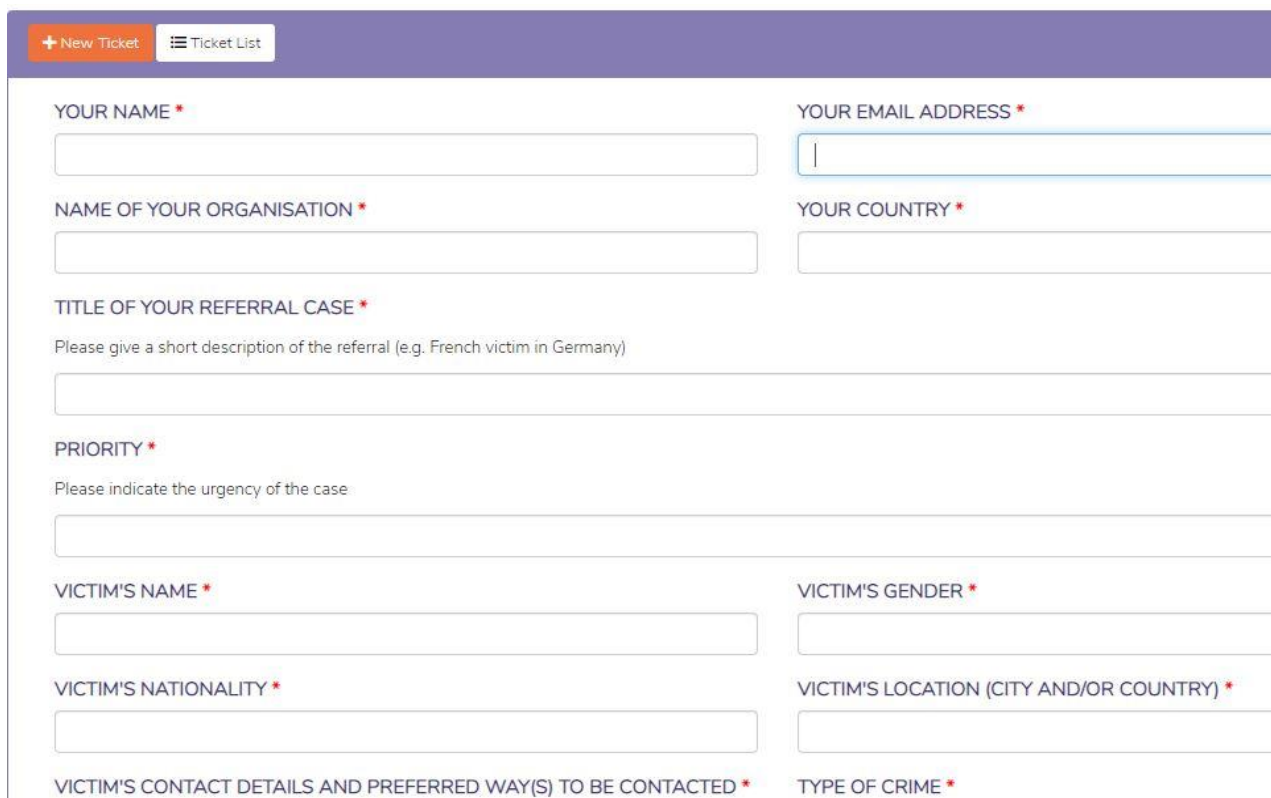
Referral System

For any information on how to use the Referral System, please check the user guide [here](#).



The screenshot shows the Referral System dashboard. A blue arrow points to the "+ New Ticket" button in the top navigation bar. The dashboard includes a sidebar with filters (All Tickets, Unresolved, Unassigned, Mine, Closed, Deleted) and a table of tickets. The table has columns: ID, Status, Name of sender, Title of your referral case, Priority, Assigned Agent, and Date Updated. The table contains one ticket with ID 23, Status Open, Name of sender USER_test0, Title of your referral case Test 456, Priority Low - Not urgent request, Assigned Agent Test User, and Date Updated 15/28/21 20/04/20.

A new page opens where you need to fill out the different fields:



The screenshot shows the New Ticket form. The form has the following fields:

- YOUR NAME *
- YOUR EMAIL ADDRESS *
- NAME OF YOUR ORGANISATION *
- YOUR COUNTRY *
- TITLE OF YOUR REFERRAL CASE *
- Priority (Please indicate the urgency of the case)
- VICTIM'S NAME *
- VICTIM'S GENDER *
- VICTIM'S NATIONALITY *
- VICTIM'S LOCATION (CITY AND/OR COUNTRY) *
- VICTIM'S CONTACT DETAILS AND PREFERRED WAY(S) TO BE CONTACTED *
- TYPE OF CRIME *

VICTIM'S NEEDS AND REQUESTS *

Please specify the needs and/or request of the victim and any other relevant additional information. If needed, you can add an attachment by clicking [Attach file](#)

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[Attach file](#) [Insert Macros](#)

LEGAL BASIS TO TRANSFER INFORMATION *

The victim has agreed for their contact details and personal information to be transferred to a victim support organisation for the purpose of receiving support. If you do not have consent or another legal basis for processing this information, the case will be automatically sent to VSE person of contact, so we can determine how to proceed with the case.

Yes

COUNTRY RECIPIENT OF THE REFERRAL *

Please select the country where you want to send your referral. If the country of your choice does not appear or you do not know where to send the referral, please select VSE

Austria

VSE MEMBER IN AUSTRIA *

Please select the organisation to which you want to send the referral case.

[Submit Ticket](#) [Reset Form](#)

The different fields include information about:

- **The sender of the referral:**
 - Your name
 - Your professional email address
 - The name of your organisation
 - The country where you work
- **The title of the referral:** choose a short and simple title including only relevant information, such as: German victim in Portugal; Referral to Italy, etc.
- **The priority of the referral:** you have the possibility to specify the urgency of the case to give an indication of the timeframe in which you would like to receive an answer from the recipient of the referral.
 - **Low priority** means that your request is not urgent, there are no specific deadlines to receive an answer. We advise the recipient of a referral with a low priority to answer within **10 working days**.
 - **Medium priority** means that the request is quite urgent. We advise the recipient of a referral with a medium priority to answer within **5 working days**.
 - **High priority** means that the request is urgent. We advise the recipient of a referral with a high priority to answer within **2 working days**.
- **The victim:**
 - Victim's name: this allows personalised contact when the recipient of the referral will contact the victim.

- Victim's gender: this allows personalised contact when the recipient of the referral will contact the victim. This information will be stored by VSE for statistical purposes for 3 years.
 - Victim's nationality: this information will also be stored by VSE for statistical purposes for 3 years.
 - Victim's location: this allows personalised contact when the recipient of the referral will contact the victim.
 - Victim's contact details and the preferred way to be contacted: we ask you to give as many details as possible on the ways the victim should be contacted by the recipient of the referral. It should include the victim's phone number and/or email address and the preferred ways to be contacted (preferred hours to be contacted etc.)
 - Type of crime: the recipient of the referral should have as much information as possible about the crime.
 - Victim's needs and request: this will be the body of your message where you ask questions, specify the victim's needs identified, etc. This box also allows you to attach a file to the referral. All formats are accepted. The maximum attachment size of the file is 5 MB.
- **Legal basis to process data:** In order to send the referral, you will be asked whether the **victim has agreed** for their contact details and personal information to be transferred to a victim support organisation for the purpose of receiving support.
 - If you do, click Yes and a list of countries will appear.
 - If **you do not have consent or another legal basis for processing this information**, please select 'No' and then select VSE. VSE's person of contact will be informed about the case and will advise you on how to proceed with it.
 - **Country recipient of the referral:** Select the country where you want to send your referral:
 - Once you have selected the country, VSE member organisations in that country will appear.
 - If the country of your choice does not appear on the list or if you do not know where to send your referral, please select VSE.
 - **VSE Member in the chosen country:**
 - Please select the VSE member organisation that appears in the dropdown menu.
 - If several member organisations appear for one country, please choose the relevant one for your case.
 - If you do not know which member organisation to select, please select VSE. VSE's person of contact will advise you on which organisation to contact.

When all fields are filled you can click on **Submit Ticket** to send your referral. You will receive a **notification email to inform you that your referral case was successfully created**.

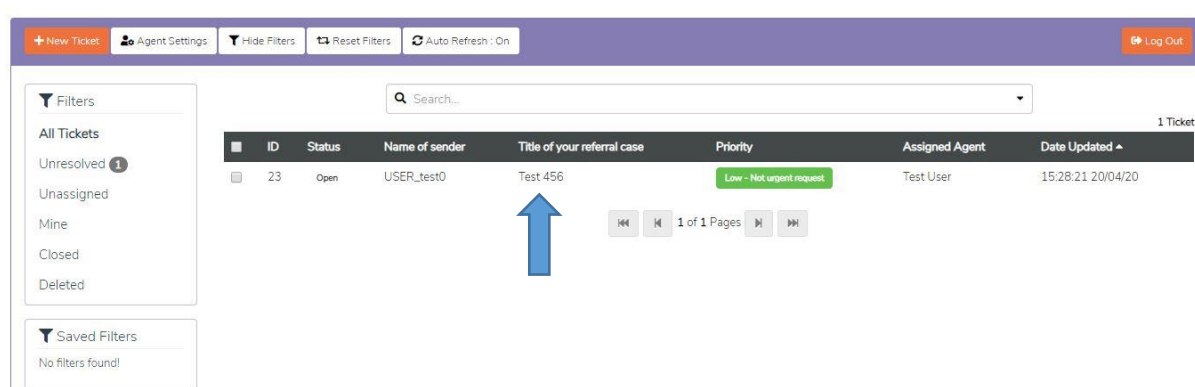
If you do not receive this email, we kindly advise you to check the SPAM folder of your mailbox. Please do not reply to this email.

STEP 3 - RECEIVE AND ANSWER A REFERRAL

The recipient of the referral receives an **email notification** informing about a referral on VSE Intranet. The email contains a **link to the referral system on intranet** where the recipient will see all their referral requests. *We kindly ask you to check regularly the SPAM folder of your mailbox.*

To see and answer the referral you can directly **click on the link in the email**. If the window of identification opens, please fill out your username and password (see the [first section](#) of this document). You will then be able to access the referral system.

The list of referral sent and received appears on the home page of the referral system. **To see and answer the referral click on it:**



A new page will open with the information contained in the referral. You will be able to see who sent you the referral and all the information previously mentioned in the [Step 2](#) of this document.

Léa Meindre-Chautrand reported 12:11:26 16/04/20
lea@victimsupporteurope.eu

TEST VSE

Name of your organisation: Victim Support Europe
Your country: Belgium
Victim's name: Paul
Victim's gender: M
Victim's nationality: French
Victim's location (city and/or country): Paris
Victim's contact details and preferred way(s) to be contacted:
Email address test@test.com
Phone number : 0123456789
The victim prefers to be contacted by phone between 8 and 10am on Mondays.

Type of crime:
Victim of hate crime
Victim's consent: Yes
Country recipient of the referral: VSE
VSE: Test1

When answering the referral, you can ask for more details about the victim and the crime, or answer saying that you have well received the ticket and will make contact with the victim to offer support. You then need to click '**Submit Reply**'. An email notification will be sent to the sender of the referral informing about an answer to their referral.

Timing to reply: depending on **the priority** set by the sender we advise you to answer within **2, 5 or 10 days**:

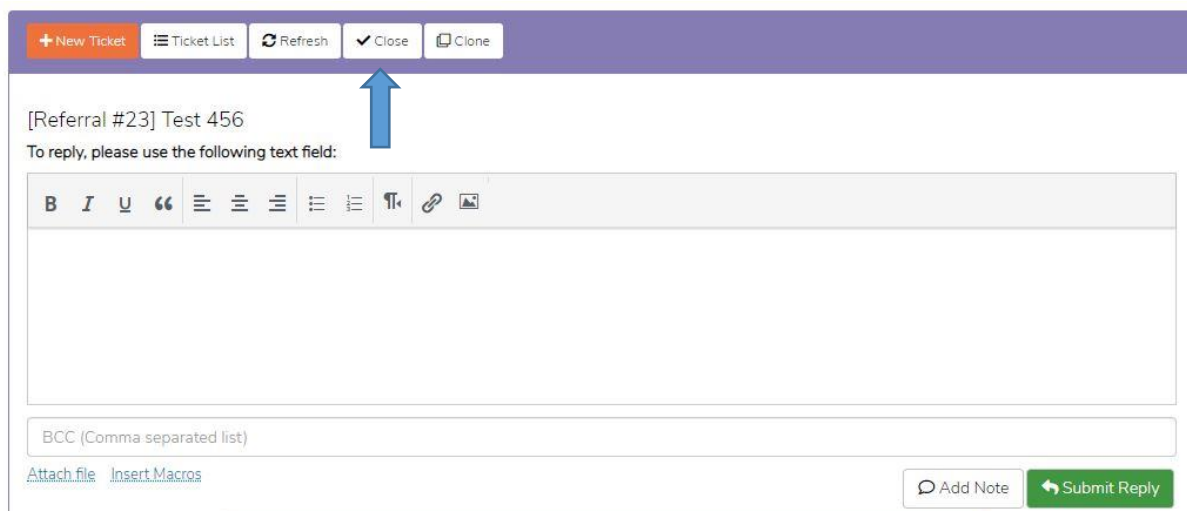
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- **High priority** means that the request is urgent. We advise the recipient of a referral with a low priority to answer within **2 working days**.

If the recipient of your referral has not answered within 10 days, we recommend you to email or call them directly – you will find a **PDF document with the list of all contact points in the page of the referral system** (<https://members.victim-support.eu/referral-system/>).

If you believe that your organisation is not best placed to answer the referral you should advise the sender to send it to another organisation or contact VSE, info@victimsupporteurope.eu.

STEP 4 - CLOSE A REFERRAL

Once you have received all relevant information and contacted the victim to offer support, you can **close the referral** by clicking on the referral and click close.



The screenshot shows the VSE Referral System interface. At the top, there is a navigation bar with buttons: '+ New Ticket', 'Ticket List', 'Refresh', 'Close', and 'Clone'. Below this, the main content area displays '[Referral #23] Test 456'. A blue arrow points to the 'Close' button in the navigation bar. Below the referral title, there is a text field with the placeholder 'To reply, please use the following text field:'. Below the text field is a rich text editor toolbar with icons for bold, italic, underline, quote, bulleted list, numbered list, link, unlink, and image. Below the toolbar is a large text area for composing the reply. At the bottom of the text area is a 'BCC (Comma separated list)' field. Below the BCC field are links for 'Attach file' and 'Insert Macros'. At the bottom right of the interface are two buttons: 'Add Note' and 'Submit Reply'.

Once a referral is closed, the sender and the recipient still have the possibility to re-open it in order to send additional information.

Please note that all closed referrals will be permanently deleted from the intranet system **6 months after the closing date**.

DATA PROTECTION

While using the Referral System, you should refrain from sharing special categories of personal data, as defined by article 9 of Regulation (EU) 2016/679 from the European Parliament.

The use and access to VSE Referral System must be done in accordance with VSE's **Privacy Policy** and **Terms and Conditions**.

VSE CONTACT

If you encounter any **technical problem** or if you would like some help within the referral system, contact **Larisa Spahić** via email at l.spahic@victimsupporteurope.eu or phone at +32 (0) 2 346 04 55.

Please note that **VSE general email** (info@victimsupporteurope.eu) is assigned to **receive any referral sent to Victim Support Europe**.