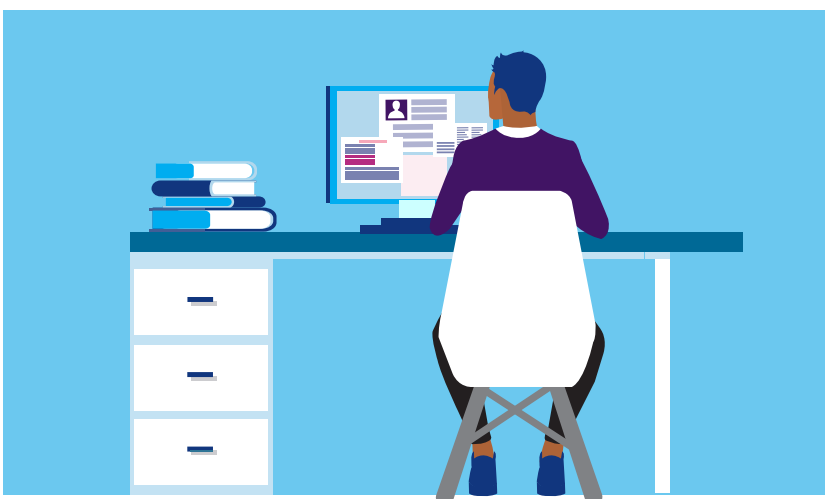


# BLUE DOOR

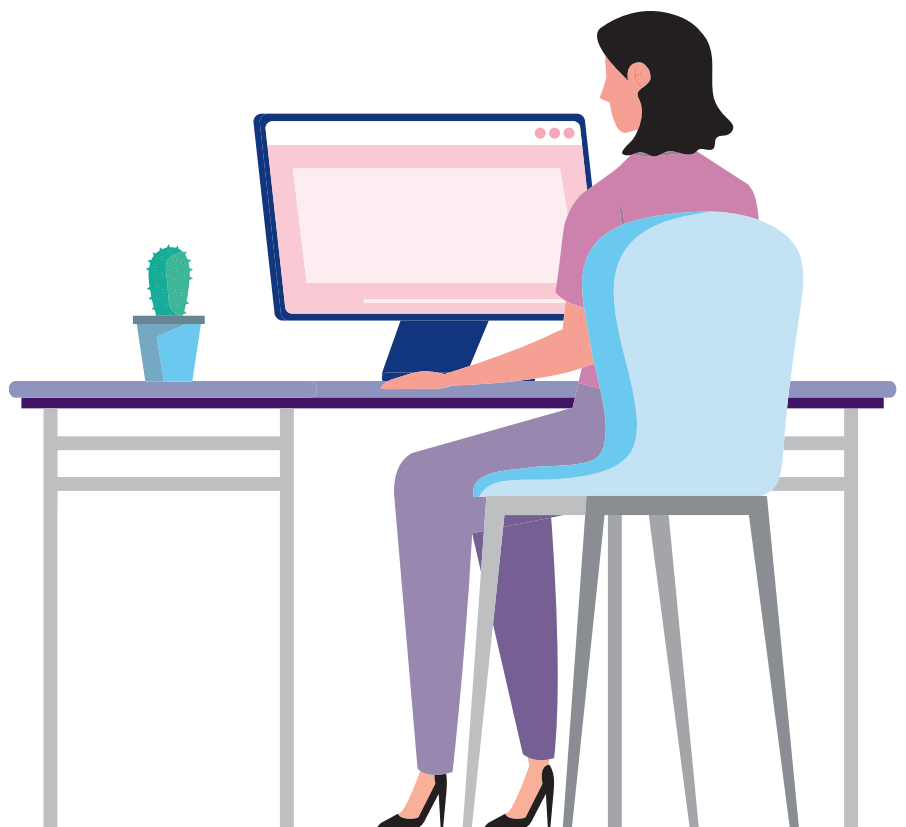
## MSI UK'S CLIENT PORTAL

### KEEPING YOUR ACCOUNT SECURE



# CONTENTS

What is Blue Door, our online client portal?	3
Do I have to use Blue Door?	3
What information can I access on my Blue Door account?	3
What if I need to access to my medical information that is not contained within my Blue Door account?	4
Who can access my information on Blue Door?	4
Setting a strong password	5
Online best practice	6
How long will my Blue Door account exist?	7
Will deleting my Blue Door account delete my entire record with MSI UK?	7
Definitions	8



**Please note:**  
All photos used are for illustrative purposes only.

## What is Blue Door, our online client portal?

With our new online client portal, you can create an account, fill in your medical history online and find out what options are available to you. We then review the information you have provided and contact you with a date and time for your appointment.

## Do I have to use Blue Door?

No. While many of our clients may prefer to use the online client portal, you are still free to contact us by telephone or webchat. To visit our clinics, you will need to have an appointment. You can still call us to book your consultation. Visit our website to find out more: [www.msichoice.org.uk](http://www.msichoice.org.uk).

## What information can I access on my Blue Door account?

Once you have created your account and logged in, you will be able to enter basic personal information, such as your name, address, contact details, and date of birth.

You can record your contact preferences, for example, if you'd prefer us to contact you by phone, email, or text.

You can also opt to receive automatic updates about your treatment throughout your journey. If you consent to receive automatic updates, you can choose whether this is by text or email.

**You can change these details at any time from your Account Settings.**

Once you've entered your basic personal information, you will be able to answer some questions to start your booking. It is important you answer these as accurately as you can.

Next, you will enter key demographic information, such as your title, sex, gender identity, and emergency contact details.

You will then complete a medical questionnaire which will be used to assess the best treatment options for you. The answers that you provide in this questionnaire will form part of your medical record with us.

**You will be able to view all of the answers that you have provided for each section.**

## What if I need to access to my medical information that is not contained within my Blue Door account?

If you would like access to medical records that are not contained within your portal account, such as a discharge summary or ultrasound scans, you can request your information. This is known as making a subject access request. A subject access request gives individuals the right to obtain a copy of their personal data as well as other supplementary information.

### Two copies of identification are required when submitting a request for your personal information.

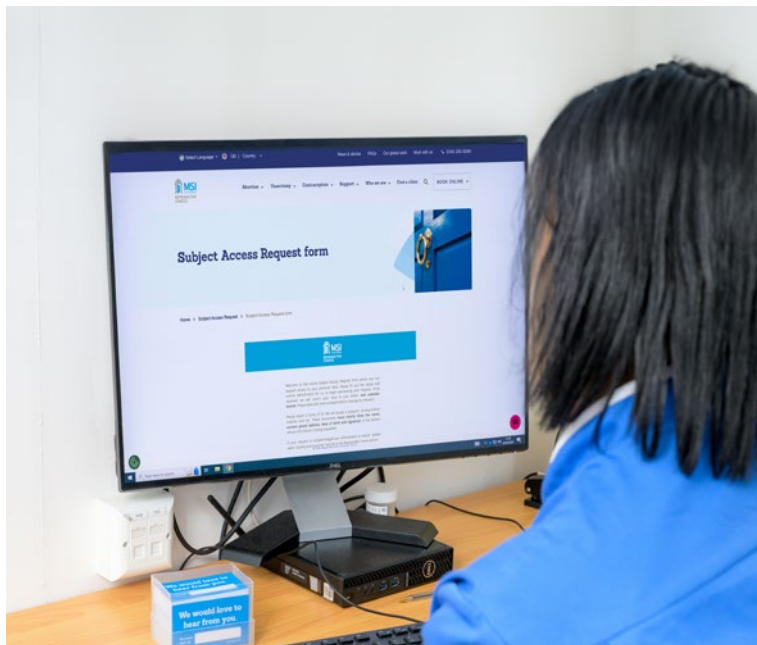
These documents must clearly show the name, current postal address, date of birth and signature of the person whose information is being requested.

Acceptable proof of identity might include a driving license, passport, medical card, or government identification card.



Acceptable proof of current postal address might include a recent (dated in the last 3 months) utility bill, council tax letter, tenancy agreement, bank statement, credit card statement, benefits entitlement letter, HMRC document.

**The easiest way to make a request is on this form on our website:**  
[request access to your health record.](#)



## Who can access my information on Blue Door?

Internal members of MSI Reproductive Choices UK (MSI UK) will be able to view the information you put into your portal account. This is on a strict 'need-to-know basis'. We access and use this information in order to provide you with care. If you share your login details with anyone else, they will be able to access your information within your portal.

**We recommend that you follow our guidance on the following page for setting strong passwords and keeping your online portal account safe and secure.**

## Setting a strong password

The online client portal is designed to be safe and secure. However, your password is only as strong as you make it.

If you share an email account with someone else, or others in your household may have access to it, this may make it possible for them to see your information. They could try to log in to your online client portal account by requesting a password reset.

If you have opted to receive One Time Passcodes (OTP) to a shared email address, those people you share the email account with will be able to view the OTP. They may also use this to access your online portal account.

**When creating a password, it is a good idea to make it as strong as possible whilst still being able to remember it.**

The National Cyber Security Centre recommends using three random words as a way to create strong passwords. This will ensure you have a password which is strong enough to keep other people out but will be easy enough for you to remember.

Our online client portal will also require you to include upper and lowercase characters, numbers (123), and special characters ("@%&\$").

**Here are some examples of good password practice using the 'three random words' method:**

- BeginningMechanicalPARADOX.87
- Verdict-EstablishedFashionable63!
- hierarchy.PARTNERSHIP.architect424

The above are examples of good practice only and should not be used for your own portal account.

**You will need to think of your own strong password.**



**The more variation you use, the stronger your password will be.**

### Your password is weak if:

- ✗ You use shared email accounts for your portal account, unless you want others who you share the account with to access your information.
- ✗ You write it down (unless you are absolutely sure that no one else will find it).
- ✗ You 'recycle' passwords. For example, if you use a password for your social media account, don't use the same one for your online client portal account. This may be easier for someone you know to hack or guess.
- ✗ You save your login details in your browser, such as in Microsoft Wallet. Doing so from a shared device means that others may be able to access your information.
- ✗ It is something which could be easily guessed by someone who knows you. For example, your favourite football team or the name of your pet.

### Your password is strong if:

- ✓ It is linked to your private personal email account or phone number which you do not share with others.
- ✓ You do not use this password for any other accounts such as social media or online banking.
- ✓ You use three random words to create your password, as well as special characters, numbers, upper and lowercase letters.
- ✓ You use a longer password – the longer your password is, the harder it will be to crack. It will also need to be something that you can remember.



## Online best practice

### Protect your personal devices:

- ✓ On a computer or laptop, ensure you have up-to-date security such as anti-virus software.
- ✓ Protect your personal devices with a password or a PIN.
- ✓ Keep software on your devices up to date by installing the latest updates.



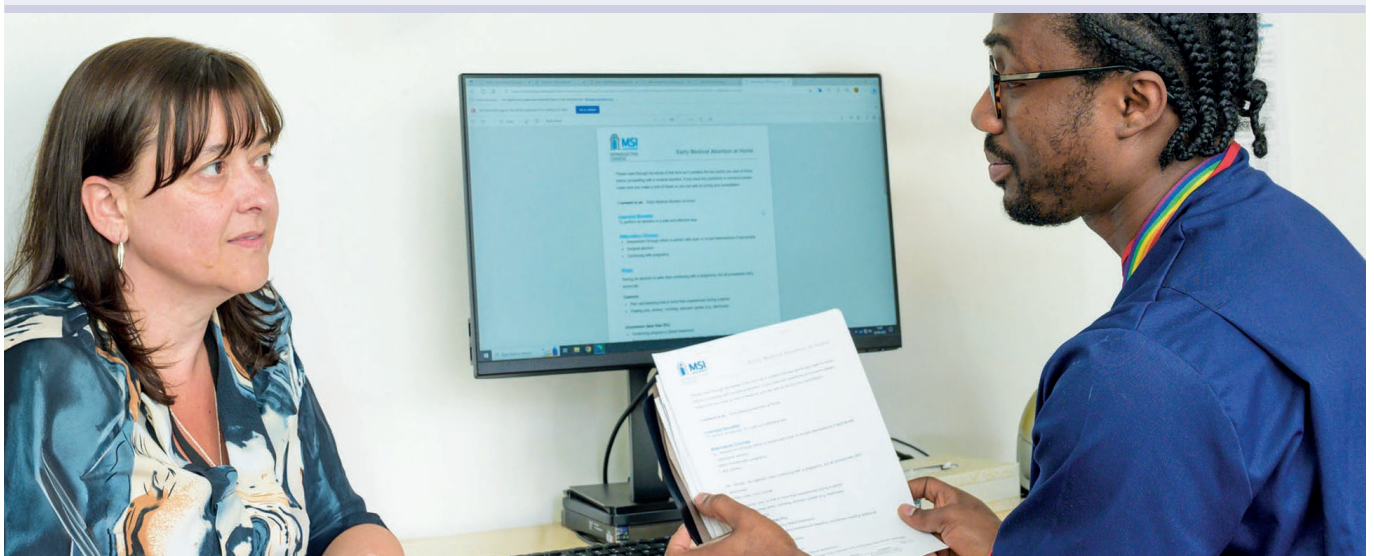
### If using a shared or public device:

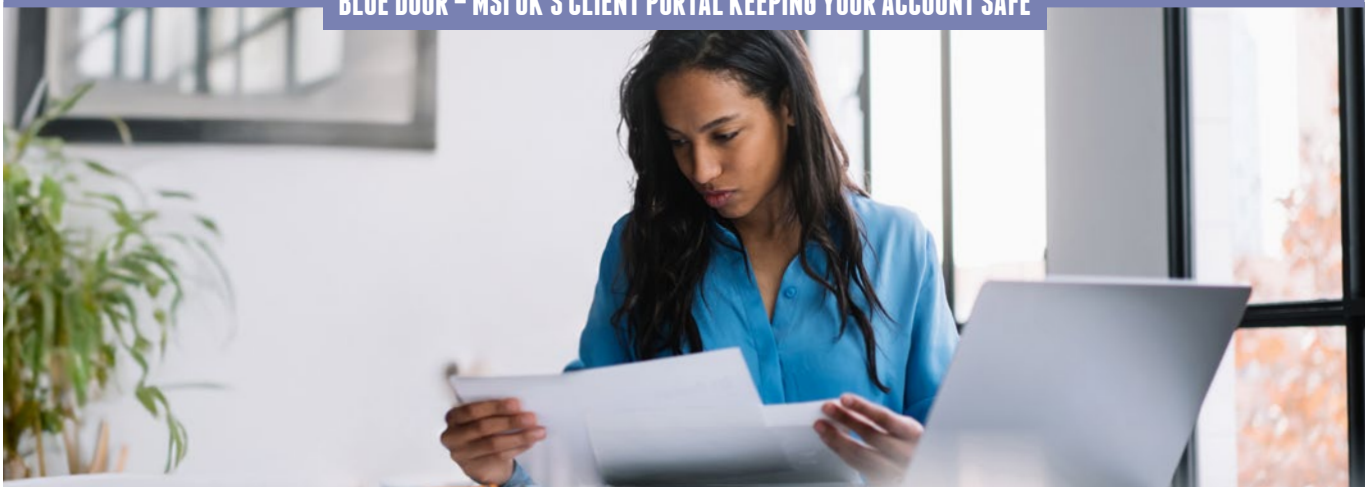
- ✗ **Online Wallets:** Make sure the computer doesn't save your email address and password. Many browsers such as Edge or Chrome will offer to store your username and password in an online 'wallet'. Allowing this means that anyone else using the device will be able to access your online portal account. If you want to avoid this, we recommend that you do not allow your browser or any other password manager to store your login details.
- ✓ **Incognito Browsing:** Use the 'incognito' or 'private browsing' option to stop the browser saving your browsing history, or delete your browsing history after use if you don't want others who use the device to see the websites you've visited. You can usually bring up the 'clear browsing data' page by pressing Ctrl + Shift + Delete on a Windows PC, or Command + Shift + Delete on a Mac. From a mobile device, you will need to check your browser's settings.

### Accessing your account safely:

- ✓ We recommend that you access your account in a private space where others will not see. If you need to access it when you are on the move, make sure that no one is watching over your shoulder.
- ✓ If you think someone may know your password, call us immediately and we will help you change it.
- ✓ Use a reputable Wi-Fi provider. Do not log on through an unsecured public network such as an open network in a café, as others may be able to see your information.

**If you are worried that someone may have gained access to your account, call us and we will help you to change your password immediately.**





## How long will my Blue Door account exist?

For clients accessing abortion or contraception services, your online portal account will be automatically deleted 6 months after your account has been inactive for 10 days. If you log on to your account during this time, the 6-month timer resets. In other words, if there is no activity on your account and you do not log in, your account will be deleted in 6 months and 10 days. For clients accessing vasectomy care, your online portal account will be automatically deleted 12 months after your account has been inactive for 10 days. If you log on to your account during this time, the 12-month timer resets. In other words, if there is no activity on your account and you do not log in, your account will be deleted in 12 months and 10 days.

If you wish to delete your online portal account before this time, you can do so within your account settings by selecting the 'Delete Account' button.

**Please note that deleting your account prior to treatment may result in delays to your treatment.**

## Will deleting my Blue Door account delete my entire record with MSI UK?

**No, deleting your online portal account will not delete your medical record with MSI UK.**

Your online portal account is separate to your medical record. Whilst you can delete your online portal account whenever you like, we are required to retain your medical record for a certain period of time. We set what is known as a 'retention period' on your medical record, which is the length of time that we will securely store your record for. How long we keep your medical record is determined based on various factors such as legal and regulatory requirements, business need, and operational requirements.



If there is no activity on your abortion or contraception account it will be deleted in

**6 MONTHS & 10 DAYS**

If there is no activity on your vasectomy account it will be deleted in

**12 MONTHS & 10 DAYS**

## Definitions



### Anti-virus software

Anti-virus or anti-malware software is a program designed to detect, prevent, and remove various types of harmful programs such as viruses, worms, and trojans.



### Browser

A 'browser' is a software application that allows you to access information over the internet. Through your internet browser, you can visit websites and interact with online content.



### Browsing history

Your browsing history shows a list of the websites you've visited on the internet. Each time you visit a website, your internet browser keeps track of it and adds it to your browsing history. You can usually find your browsing history in the settings of your web browser.



### Character

A 'character' is any symbol or letter that can be used in a password. This includes uppercase and lowercase letters, numbers, and special characters such as !"£\$%^&\*.



### Online wallet

An online wallet, sometimes called a digital wallet or e-wallet, is like a virtual version of a wallet or purse that might be carried around in your pocket. Instead of physically holding information in the form of a payment card or writing down your details on a piece of paper, an online wallet stores your login information on the internet.

## MSI Reproductive Choices UK

If you have any questions or comments about this leaflet or would like information on the evidence used to produce it, please email [Information.Governance@msichoices.org.uk](mailto:Information.Governance@msichoices.org.uk).

The information given in this leaflet was accurate at the time of going to print. This publication will be reviewed annually.

For the latest information visit [www.msichoices.org.uk](http://www.msichoices.org.uk).



**REPRODUCTIVE  
CHOICES**

#### MSI Reproductive Choices

1 Conway Street  
Fitzroy Square  
London W1T 6LP  
United Kingdom

Visit: [www.msichoices.org.uk](http://www.msichoices.org.uk)