

# Troubleshooting the PIR form

In this section, we address issues users have encountered during the completion of the PIR form.

## Accessing the PIR

### **Security settings:**

Ensure your security settings are not set too high when trying to access the link.

### **Browser compatibility:**

Use the most up-to-date browser; Google Chrome, Microsoft Edge or Mozilla Firefox are recommended.

### **PIR form link:**

Access the form through the link provided in the letter sent to the registered manager, not the nominated individual.

### **PIR Invitation email not received:**

Check spam/junk folders for the invitation email. [Contact us](#) if the email cannot be found.

If you've changed your email address, complete the [statutory notification form](#) to update your contact details.

## On screen difficulties

### **Please make sure:**

- answer boxes are not missing a response or the page could freeze, save your form and return later. There could be server issues, so consider revisiting the next day
- only the 'back' or 'next' buttons within the PIR form are used; do not use the browser's back button
- the browser cache is cleared
- only one person is accessing the PIR
- special characters, such as apostrophes, pound signs, bullet points, hyphens, quotation marks, dashes, and multiple dots, are avoided.
- if reviewing answers, avoid leaving empty responses; otherwise, the form will take you back to that page upon resuming, potentially requiring the form to be resent.

### **No submit button:**

Make sure you have scrolled down to the bottom of the page and all along to the edge of the page to check for the 'submit' button.

## No summary screen or confirmation email

- Check if the correct email address is entered in the PIR.
- Ensure the form is submitted; check junk/spam folders for the confirmation email.
- If it has been submitted correctly, contact us if you still need a copy of the submitted form.

## Contact us

If these suggestions do not solve your problems, email [ASCinspections@cqc.org.uk](mailto:ASCinspections@cqc.org.uk)

Confirm you have followed the guidance above and provide the following information:

- location name and ID
- username - you'll find this at the top of your PIR invitation letter
- the time the issue happened
- the page number or box that is missing
- how long you have had the issue
- name of internet browser you are using
- screenshots of any error messages you are getting.

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