

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

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.

© Care Quality Commission