

FREQUENTLY ASKED QUESTIONS

When will the current PCO UK platform close?

- The PCO UK platform will close on 1 June 2020.

What will the new website address for the Child Protection Portal be going forward from 1 June 2020?

- The new website address is www.childprotection.rcpch.ac.uk.

Will the PCO UK mobile application reflect these new changes?

- The PCO UK mobile app will be discontinued on 1 June 2020 and you will be unable to log in and access fresh content.
- Please delete the app from any mobile phones or tablets as it will be no longer supported.
- The new portal is mobile responsive to allow easy access from smartphones and tablets.

Will there still be the option to download chapters from the Child Protection Companion?

- Yes, there will be the download option for each chapter, at the top of the page.

Will I still be able to access the Key Practice Points, Public Health England's Green Book on *Immunisation against Infectious Disease* and the BNFC?

- All KPPs will be available to download as PDFs only, but this will be temporary, and topics will not be updated in light of new evidence. They will eventually be phased out.
- The Green Book and BNFC will no longer be accessible via the new website; however, they can be accessed via:
 - <https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book> and
 - <https://about.medicinescomplete.com/publication/british-national-formulary-for-children/>
- The Guideline Directory will be moved to the RCPCH website shortly.

As an individual, will I be able to access the new platform in the same way as PCO UK (via the quick links if a member).

- Yes, the Child Protection Portal can be accessed in the same way as PCO UK, using RCPCH credentials.

Will I have to create a new account to access the new platform?

- No, you do not need to create a new account.
- All login details are being carried over to the new Portal and members do not need to create new accounts.
- Institutional access details are also being migrated to the new portal and access will be uninterrupted.

Who should I contact if I have questions about PCO UK or the Child Protection Portal?

- For enquiries please contact pco@rcpch.ac.uk, which is continuously monitored. Our team will be able to help with any questions you might have.
- For details regarding the Child Protection Portal you can also contact child.protection@rcpch.ac.uk.

I am not a member of RCPCH – how can I access the Child Protection Portal?

- We have the following access options available:
 - Individual access:
 - A healthcare professional, social worker, legal professional, international individual who works in child health or a medical student, can subscribe to the Child Protection portal by applying for associate or affiliate RCPCH membership
 - Your subscription starts on the date you subscribe and lasts for 12 months, with an option to renew each year. It is for one person only, and is non-refundable and non-exchangeable.
 - Institutional access for a team or whole organisations:
 - Bulk individual licenses: users would be able to log in from a variety of desktops, regardless of where they were located
 - Access via referring URL – this is commonly used for those institutions who would like to place the online link to the portal on their intranet
 - Access via IP range – this enables access on any device that is using a specific IP range (or set of IP ranges).