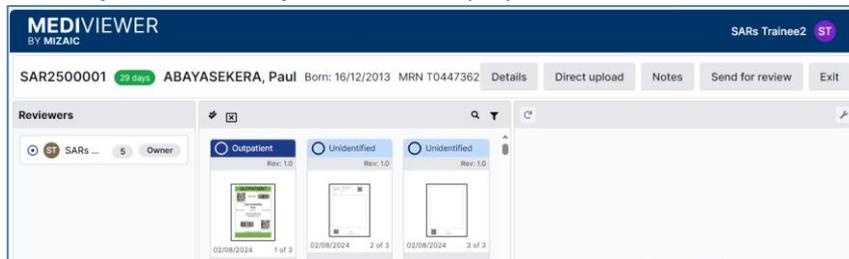


## MEDVIEWER – VIEW OR UPDATE SUBJECT ACCESS REQUEST DETAILS

You have to enter a Subject Access Request to view or update its details. It cannot be carried out from the SARs list.

From within the SARs module, click on the relevant request

The **Subject Access Request** screen displays:

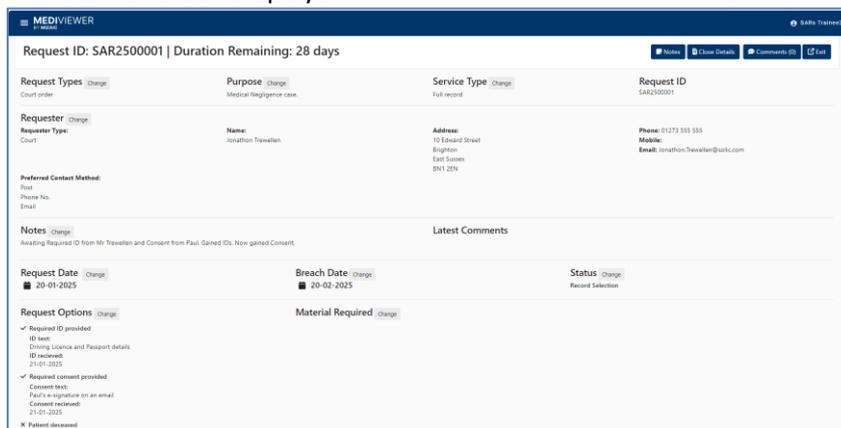


The **Details** button lists all the data recorded when the request was created.

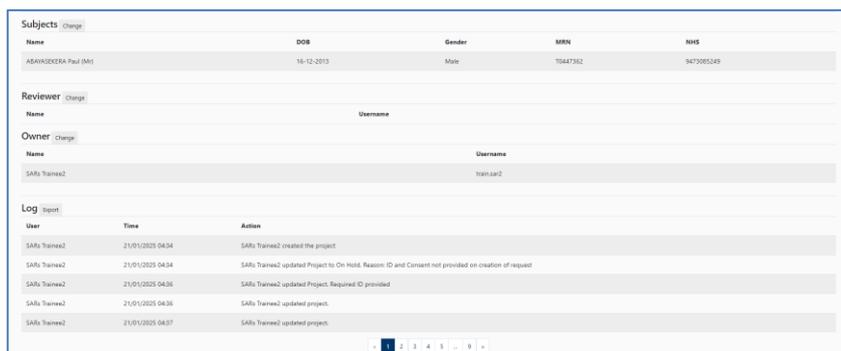
Click on the **Details** button

Details

The **Details** screen displays:

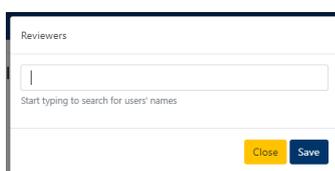


You may need to scroll down if you need to change a Subject or Owner, if this has been recorded in error.



Click on the appropriate **Change** button(s)

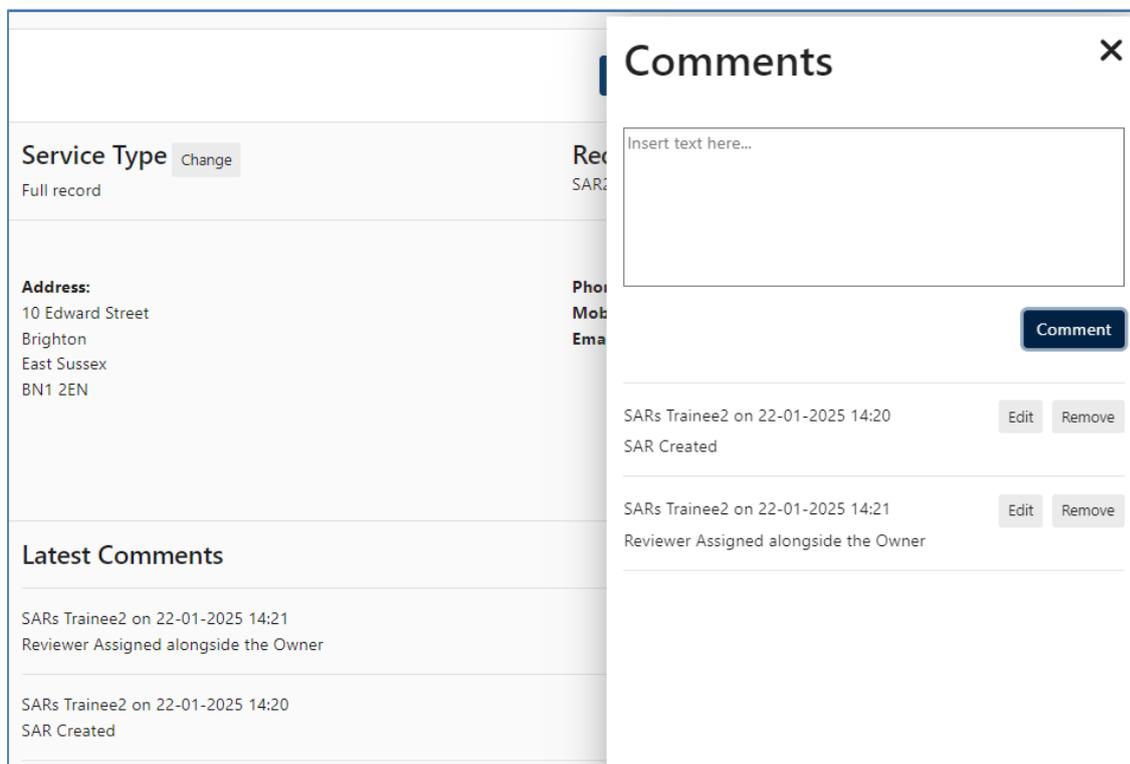
The appropriate details window displays:



Update accordingly then click **Save**



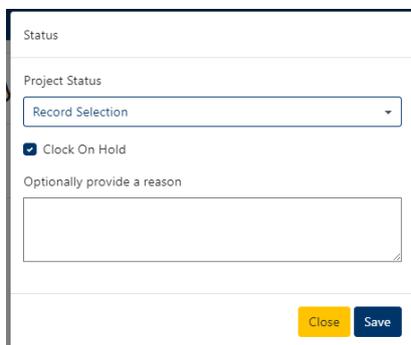
**Please note:** The **Comments** button enables you to write in comments during the whole journey of this SAR, as a form of audit trail. SARs team members can edit and remove their own comments but not another team member's.



The **Close Details** button returns you to the Request. The **Exit** button returns you to the SARs List.

### Manually putting a Request On Hold

The **Clock On Hold** tickbox sits within the Status part of the **Details** screen:



Despite the word **Optionally**, always add a reason for manually putting the Request's clock on hold, for audit purposes and for times of sickness or leave.