

Pentana Procedures

1. Getting Started

The link to Pentana can be found on the Intranet Homepage -

The screenshot shows the Intranet homepage with a navigation menu on the left. The menu items include: Sites, Adverts, Staff Bulletins, Job Vacancies, Our Values, ICT Self Service, In Touch Staff Magazine, Viewpoint, iLearn *NEW*, Workforce Development, Childcare Voucher Scheme *NEW*, Healthy Working Lives, Coins, HR21, Intranet v1, PIN Forms - JCADLachs web, Management Structure, Telephone Directories, Integra 2, Shetland Child Protection Committee, and **Covalent / Pentana Performance** (circled in red). The main content area displays a list of documents with columns for Type and Title.

Or go to <https://shetlandislands.pentanarpm.uk/login>

The usual pattern for the Username is firstname.surname

If you forget your password, you can use the 'Forgotten your password?' link to reset it

The screenshot shows the login page for Covalent. The URL in the browser is <https://shetlandislands.covalentcpm.com/login>. The page has a dark blue header with the 'COVALENT' logo. Below the header, the text 'Log in to Covalent' is displayed. The login form consists of a 'Username' field, a 'Password' field, a 'Remember me for 24 hours' checkbox, and a 'Log In' button. A link for 'Forgotten your password?' is located below the password field.



Shetland Islands Council

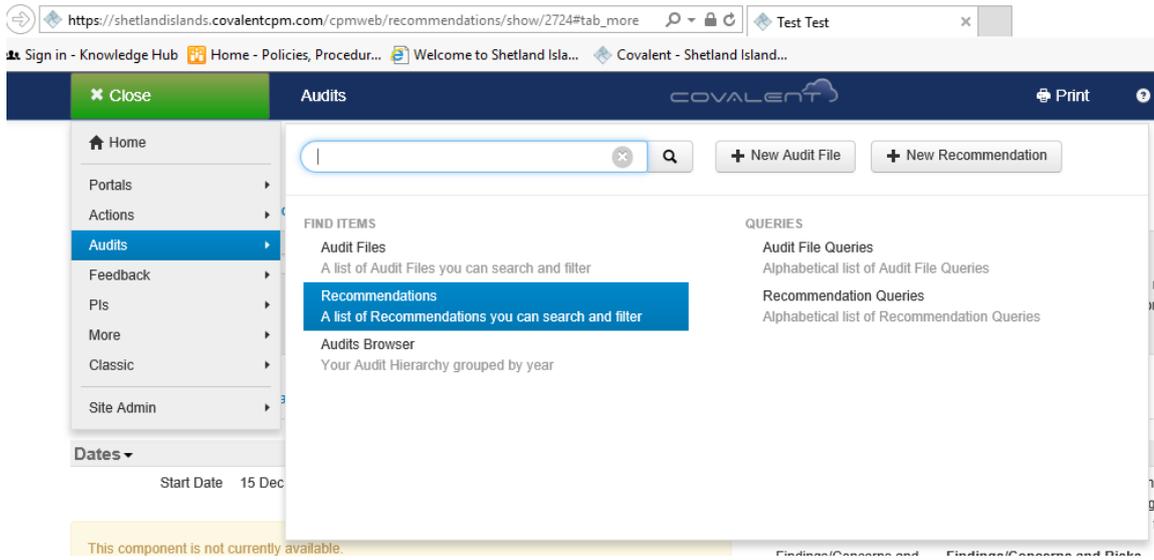
Forgot your password? Please click on the "forgotten your password?" link.

Please be aware that any text added to Performance Indicators or Actions may appear automatically in several Reports, including Public reports and our website.

Once logged in - Click on the “Go To...”



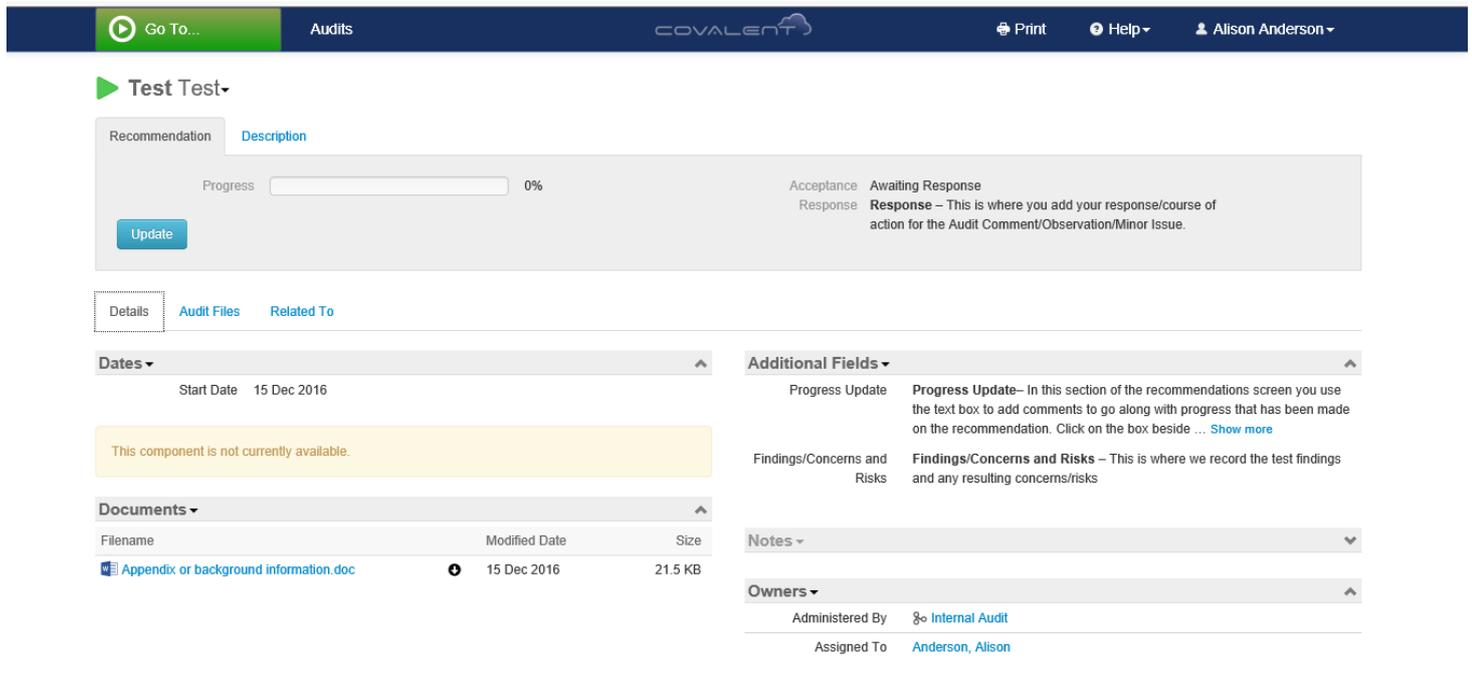
And Select Audits, then Recommendations



This will take you to a list of all Audit Recommendations that you are assigned to. Double click on the Recommendation that you wish to update.

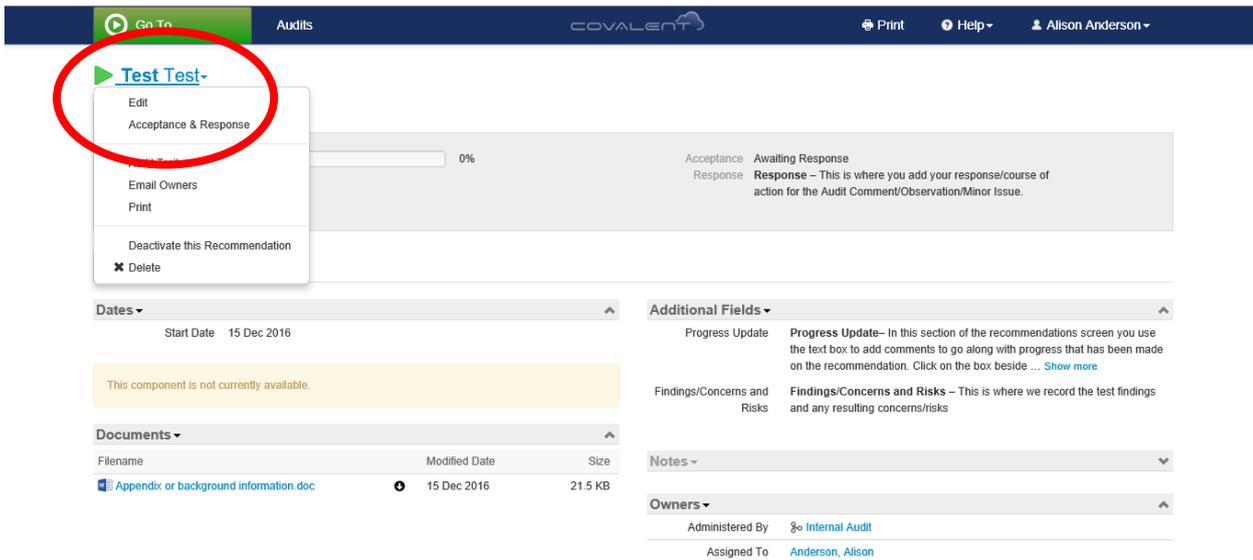
2. Recommendation Updating

This is how the Recommendation looks:

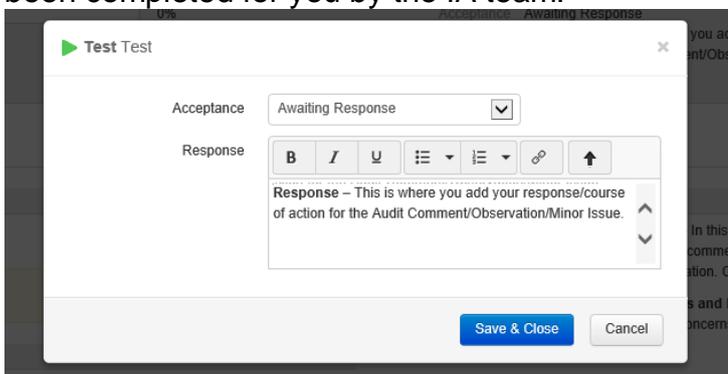


To view the Recommendation details click on the Description tag.

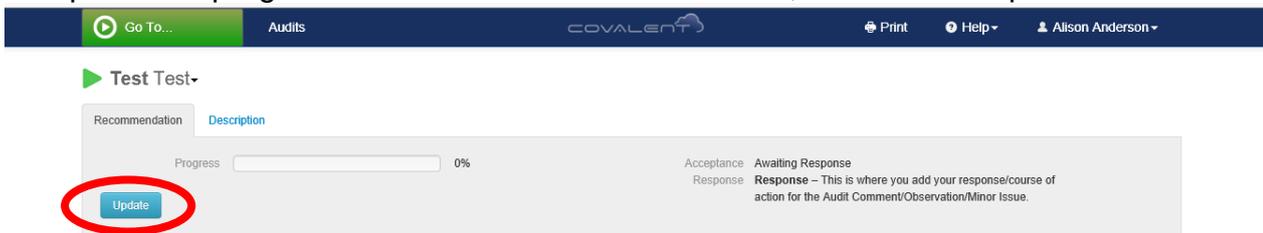
To update your acceptance and response click on the Green Triangle next to the recommendation title (this may appear as a red circle if the recommendation is overdue). Then select 'Acceptance & Response'



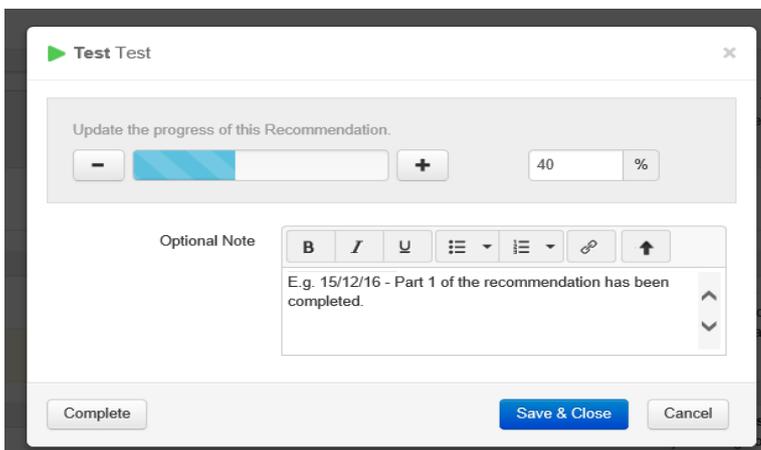
This box will then appear for you to insert your response into the text box - this may have already been completed for you by the IA team.



To update the progress made on the recommendations, click on the 'Update' button shown below.



This screen will appear where you can update to the appropriate percentage by either using the + button or manually entering in the % box. You must also update the text box with the date and a comment to go along with the updated progress bar to say what action has been carried out.



Once the progress bar is set to 100% the system marks the recommendation as complete. You must also add a comment to explain how the recommendation has been completed. If a document has been produced e.g a new procedure, as part of completing this recommendation then this should also be added to the system.

3. Adding documents

You may wish to add additional backup documents to show work carried out e.g. new policy or procedure that has been implemented. To do this click 'Documents' and then select 'Upload a new Document'

The screenshot shows the Covalent system interface for a recommendation titled 'Test Test'. The page has a dark blue header with 'Go To...', 'Audits', 'COVALENT', 'Print', 'Help', and 'Alison Anderson'. Below the header, there are tabs for 'Recommendation' and 'Description'. A progress bar is at 0%. An 'Update' button is visible. The 'Acceptance' is 'Awaiting Response' and the 'Response' is 'Response - This is where you add your response/course of action for the Audit Comment/Observation/Minor Issue.' Below this are sections for 'Details', 'Audit Files', and 'Related To'. A 'Dates' section shows 'Start Date 15 Dec 2016'. A yellow warning box says 'This component is not currently available.' Below that is a 'Documents' dropdown menu circled in red, with options: 'Add/Remove Documents', 'Upload a new Document', and 'Link to a new Document'. To the right, there are sections for 'Additional Fields' (Progress Update, Findings/Concerns and Risks), 'Notes', and 'Owners' (Administered By: Internal Audit, Assigned To: Anderson, Alison).

This box will appear. Use 'Browse...' to select a file from your computer and then select 'Start Uploading'

The screenshot shows a dialog box titled 'Test Test' with a close button. The text inside says 'Provide the file to upload. It will also be added to your site's Documents repository.' There is a 'File' input field with a 'Browse...' button and the text 'Select more than one file to upload multiple documents.' Below that is a 'Folder' dropdown menu set to 'None'. A 'Start Uploading' button is at the bottom left. At the bottom right is a 'Cancel' button. A warning icon and text at the bottom left of the dialog box reads: 'Users should take responsibility for virus scanning any files before uploading them to Covalent.'