



USER GUIDE

Partner Portal

The complete guide for hospitals and partner institutions



Who this guide is for

Hospital mortuary clerks, ward staff and administrators

Where to sign in

the address your mortuary partner sends you

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CHAPTER 1

Getting started

1.1 What the Partner Portal is for

The SANKORRA Partner Portal is the screen your institution uses to work with the funeral homes you hand bodies over to. A hospital, police mortuary, public mortuary or coroner's office signs in here; the funeral home works in its own SANKORRA dashboard. Both sides are looking at the same transfer, so nobody has to ring round to find out where a body is.

There are five things you can do in the portal, and each one has its own button along the top:

Button	What it is for
Transfers	Ask a funeral home to take a deceased, then sign the release
Incidents	Give a funeral home early notice of a death you have attended
Post-mortem	Log a referral, record the examination, sign the cause of death
Clearances	Issue or deny the sign-off a funeral home has asked you for
Evidence	Hold a body as evidence so it is not released

Who at the institution should use it. Anyone whose job touches the hand-over of a body: mortuary clerks and attendants, the ward or casualty staff who release bodies, the pathology desk, and the officer who signs clearances. It is not a clinical system and it holds no patient notes.

Your role. The funeral home that adds you chooses one of three roles for your email:

Role	What it allows
Coordinator	Raise and view everything; issue clearances; place and release evidence holds
Pathologist	Everything a coordinator can do, plus start an examination, save findings, sign the cause of death and release the body
Admin	Everything

Coordinator is the normal role. If you try to work in a part of the post-mortem screen your role does not cover, the portal shows an amber notice telling you a pathologist must do it — nothing is lost, and you can still read what is there.

How you get in. You cannot create your own account. A funeral home that is already connected to your institution adds your work email to their partner list. Anyone can ask the portal for a sign-in code, but unless that exact email has been added you will only ever see a "No portal access" notice.

Your institution must be connected. Every funeral home you can send something to is one that has completed the connection with your institution. Until at least one connection is in place, the funeral home lists on the forms are empty and you will see "No funeral homes have connected with your institution yet."

1.2 Signing in

WHAT THIS SCREEN IS FOR

Getting you into the portal. There is no password. The portal emails you a six-digit code each time you sign in.

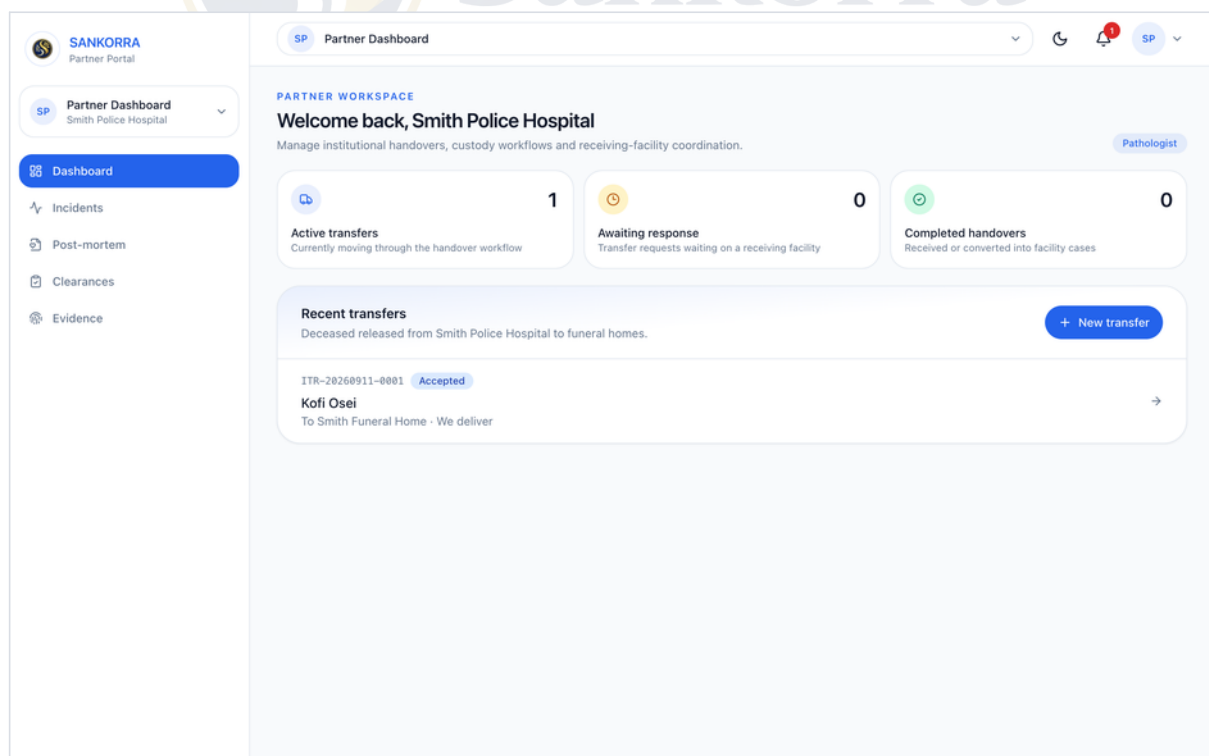
HOW TO GET HERE

Open the portal address your funeral home gave you. If you are not signed in, any page sends you here.

WHAT YOU SEE ON THE SCREEN

The round SANKORRA mark, the title "SANKORRA Partner Portal", and the line "For hospitals and institutions transferring the deceased to a funeral home." Below that a box marked **Work email** and a button **Send sign-in code**.

Once you have asked for a code the screen changes. It now says "Enter the 6-digit code sent to" followed by your email address, with a box for the code and a button **Verify & sign in**. Under the button are two more things: a link **Use a different email**, and the line "Or click the sign-in link in the same email."



Sign-in screen on the first step, showing the Work email box and the Send sign-in code button

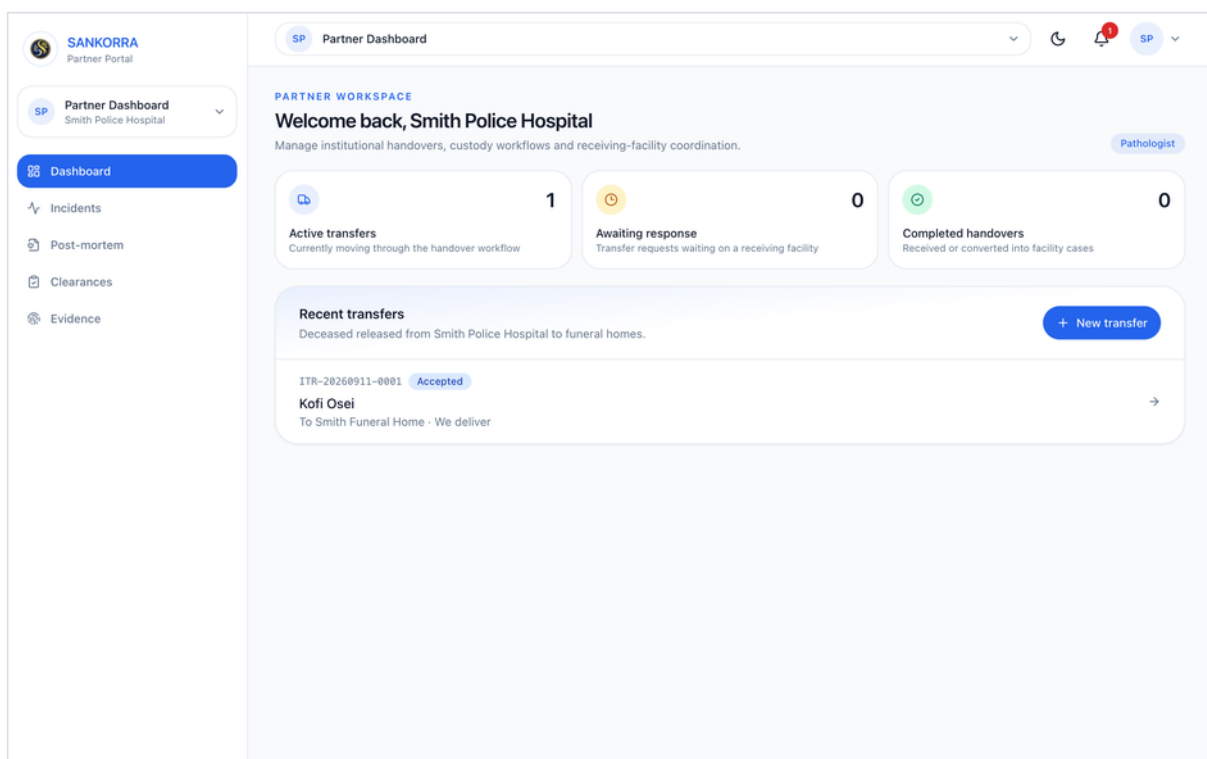
WHAT YOU CAN DO HERE

To sign in with a code:

- 1 Type your work email in the **Work email** box.
- 2 Press **Send sign-in code**. A green message says "We emailed you a sign-in code."
- 3 Open the email on your phone or computer and read the six-digit code.
- 4 Type the six digits into the box.
- 5 Press **Verify & sign in**. The portal opens on the Transfers list.

To sign in from the email instead:

- 1 Type your work email and press **Send sign-in code**.
- 2 Open the same email.
- 3 Press the sign-in link in it. The portal opens already signed in, so you never type the code.



Sign-in screen on the second step, showing the six-digit code box and the Verify and sign in button

To sign out:

- 1 Press the sign-out button at the top right of any page — the small door symbol.

Good to know

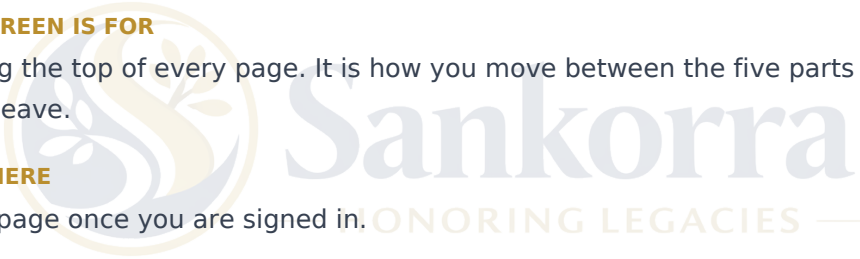
- There is no password anywhere in this portal, and nothing to remember but your email address.
- A code works once. If you sign in on a second device, ask for a new code.
- If the code has run out of time, or you mistype it, a red message appears — usually "Invalid or expired code". Ask for a fresh one and use it straight away.
- There is no "send again" button on the code step. To get a new code, press **Use a different email**, type your email again and press **Send sign-in code**.
- If the email does not arrive within a minute or two, look in your junk or spam folder, then check the address for a typing mistake. Capital letters do not matter.
- If you sign in and see **No portal access** with your email address on it, the portal has let you in but no institution has you on its list. The notice itself tells you what to do: ask the funeral home you work with to add your email to their partner list. Press **Sign out** and try again once they have.
- The portal keeps you signed in on that device until you sign out, so most people only do this once.

1.3 What is always on the screen

WHAT THIS SCREEN IS FOR

The strip along the top of every page. It is how you move between the five parts of the portal and how you leave.

HOW TO GET HERE

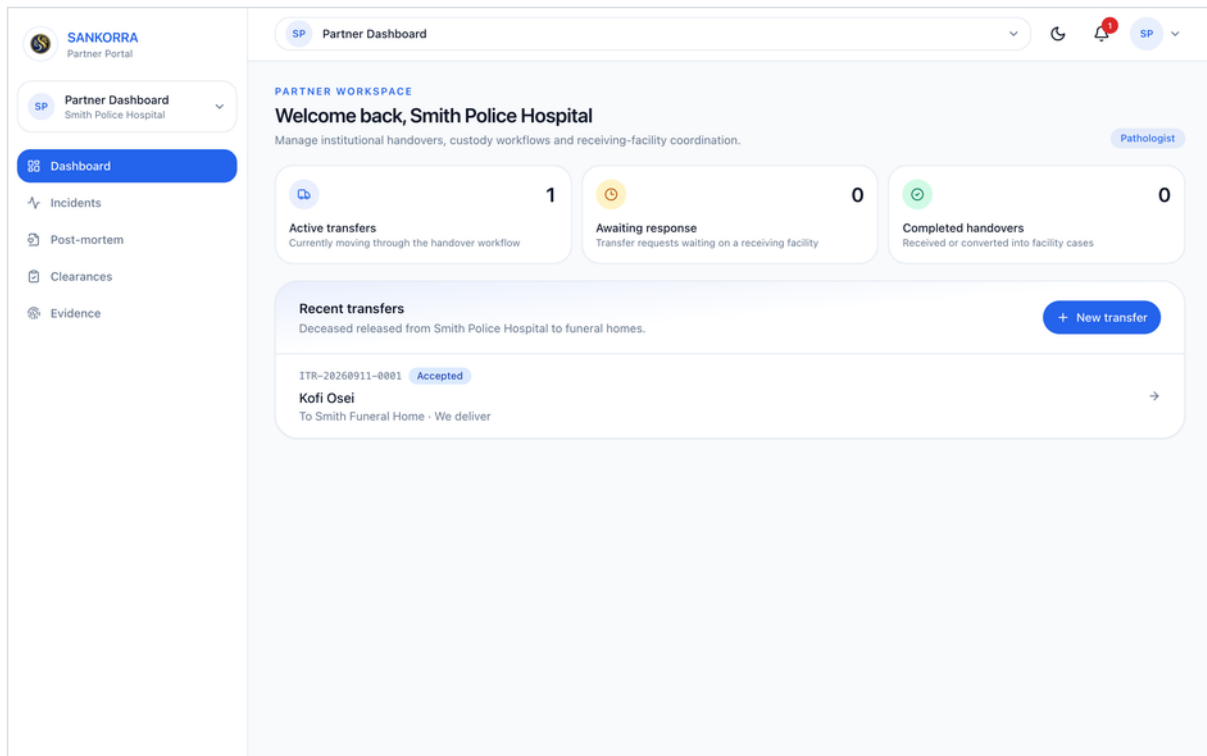
It is on every page once you are signed in.  HONORING LEGACIES —

WHAT YOU SEE ON THE SCREEN

On the left, **SANKORRA Partner Portal**; pressing it takes you back to the Transfers list. In the middle, five buttons: **Transfers**, **Incidents**, **Post-mortem**, **Clearances**, **Evidence**. The one you are on is shaded. On the right, the name of your institution, and the sign-out button.

If your email belongs to more than one institution, the institution name is replaced by a drop-down list of them. Whichever one you pick is the institution everything on the screen belongs to.

On a phone the five buttons sit on their own line under the SANKORRA name, and you slide them left and right to reach the last one.



Top of the portal showing the five buttons, the institution name and the sign-out button

Good to know

- The lists update by themselves. When the funeral home accepts a transfer or answers a report, the screen changes within a few seconds without you pressing anything.
- Every screen you open from a list has a **Back** link at the top left.
- If you work for two institutions, the portal remembers the one you last chose and opens on it next time.
- If a page ever shows "Something went wrong", press **Reload Page**. This usually happens for a few minutes after the portal has been updated.

CHAPTER 2

Transfers

A transfer is the hand-over of one deceased from your institution to one funeral home. You raise it, the funeral home accepts it, the body is released, and the funeral home confirms it has arrived. The whole journey is visible to both sides.

2.1 Transfers list

WHAT THIS SCREEN IS FOR

Every transfer your institution has raised, most recent first, with where each one has got to.

HOW TO GET HERE

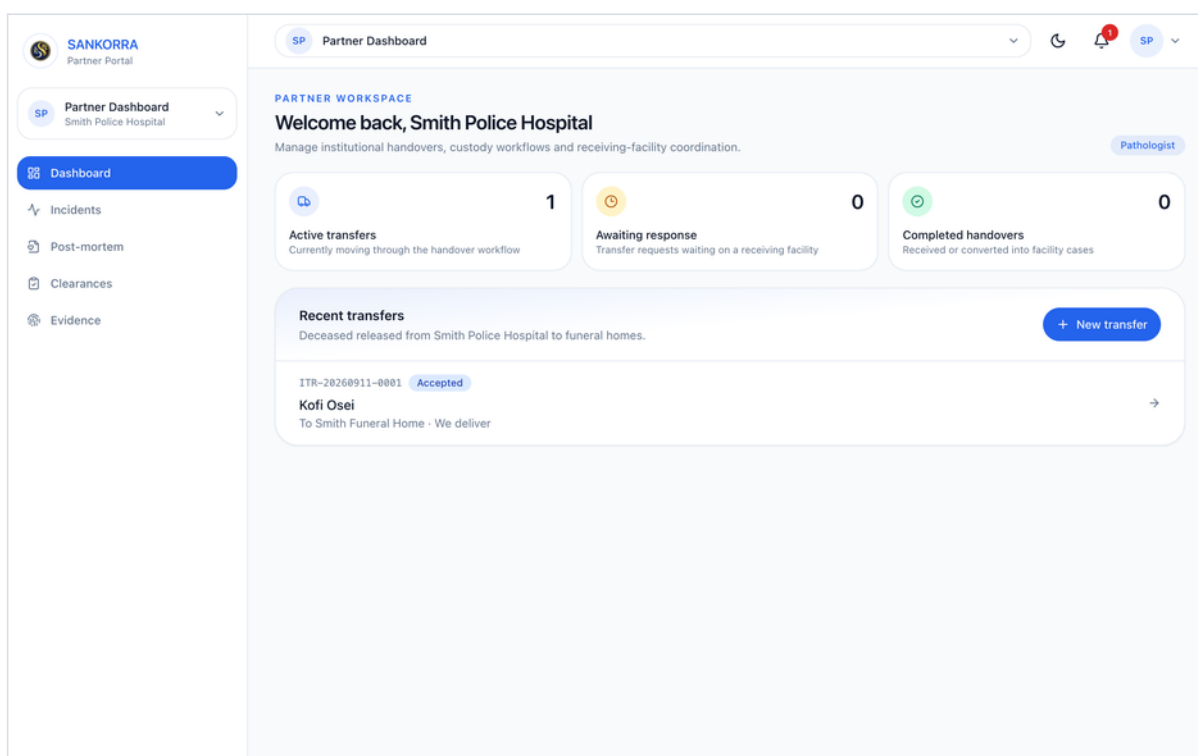
Top of the screen → Transfers. It is also the page you land on when you sign in.

WHAT YOU SEE ON THE SCREEN

The heading **Transfers** and, under it, "Deceased released from" your institution "to funeral homes". On the right, a **New transfer** button.

Below that, one card for each transfer. Each card shows the transfer number, the status as a coloured badge, the name of the deceased, and a line saying which funeral home it is going to and who is moving the body — **They collect** or **We deliver**. Press anywhere on a card to open it.

If there are no transfers yet, a single card says "No transfers yet" with a **New transfer** button in it.



Transfers list with several transfers and their status badges

WHAT YOU CAN DO HERE

To open a transfer:

- 1 Press the card for that deceased.

To start a new one:

- 1 Press **New transfer** at the top right.

Good to know

- The badge colours are only there to help you scan the list. What the words mean is set out in 2.3.
- The list is for your institution alone. If you belong to two, change the institution at the top right to see the other one's transfers.
- There is no search box on this screen. The newest transfers are at the top.

2.2 New transfer

WHAT THIS SCREEN IS FOR

Asking one funeral home to take one deceased from your institution.

HOW TO GET HERE

Transfers → **New transfer**.

WHAT YOU SEE ON THE SCREEN

A **Back** link, the heading **New transfer**, and the line "Request a funeral home to take a deceased from" your institution. Then one long form, in this order:

- **Destination funeral home** — a list of the funeral homes connected to your institution, with the town after the name.
- **Transport** — either "Funeral home collects from us" or "We deliver to the funeral home".
- **First name** and **Last name** of the deceased.
- **Gender, Age, Date of death**.
- **Body tag / mortuary ref** and **Ward / location**.
- **Cause reported**.
- **Our contact person** and **Contact phone** — the person at your institution the funeral home should ring.
- **Notes**.

At the bottom, a **Cancel** link and a **Send request** button.

The four fields marked with a star — destination, transport, first name and last name — are the only ones you must fill in. Everything else is there to save a phone call later.

SANKORRA
Partner Portal

SP Partner Dashboard
Smith Police Hospital

Dashboard
Incidents
Post-mortem
Clearances
Evidence

New transfer
Request a funeral home to take a deceased from Smith Police Hospital.

Destination funeral home *
Select a funeral home

Transport *
Funeral home collects from us

First name * **Last name ***

Gender **Age** **Date of death**
- dd.mm.yyyy

Body tag / mortuary ref **Ward / location**

Cause reported

Our contact person **Contact phone**

Notes

New transfer form with the destination funeral home list open

WHAT YOU CAN DO HERE

To raise a transfer:

- 1 Choose the funeral home under **Destination funeral home**.
- 2 Choose **Funeral home collects from us** or **We deliver to the funeral home** under **Transport**.
- 3 Type the **First name** and **Last name** of the deceased.
- 4 Fill in as much of the rest as you have — gender, age, date of death, body tag, ward, cause reported.
- 5 Type the name and phone number of your contact person, so the funeral home knows who to ring.
- 6 Add anything else the funeral home should know in **Notes**.
- 7 Press **Send request**. A green message says "Transfer request sent" and the new transfer opens.

To leave without sending:

- 1 Press **Cancel**. Nothing is saved.

Good to know

- If the funeral home list is empty and says "No funeral homes have connected with your institution yet", nobody has completed the connection with your institution. Ask the funeral home to do that, or ask your administrator.
- The transfer is refused if the funeral home you picked is no longer connected to your institution. You will see a message saying the destination facility is not registered with this institution.
- Choose **Transport** carefully. It tells the funeral home whether to send a hearse or wait for yours, and it changes the wording of the release step later. You cannot change it afterwards from the portal.
- Nothing is sent until you press **Send request**. Once it is sent, the funeral home sees it in their dashboard straight away.

2.3 Transfer detail

WHAT THIS SCREEN IS FOR

Following one transfer from the moment you raise it to the moment the funeral home takes over, and signing the release when the body is handed over.

HOW TO GET HERE

Transfers → press a card.

WHAT YOU SEE ON THE SCREEN

A **Back** link. Then the transfer number, the status badge, and the name of the deceased. If the transfer can still be stopped, a **Withdraw** button sits on the right.

Under the heading, a card with one sentence telling you what is happening and what is expected next — for example "Waiting for" the funeral home "to accept the transfer", or "Body released and in transit to" the funeral home.

If the funeral home has accepted, a card headed **Record body release** appears next. It holds a **Released by (name)** box, a white signing area marked "Sign above" with a **Clear** button, and a **Confirm release** button.

At the bottom, two cards side by side:

- **Details** — destination, transport, ward or location, body tag, gender, age, date of death, cause reported, who released the body, who received it, your notes, and the reason if the transfer was rejected or cancelled. Lines you left empty are not shown at all.
- **Timeline** — every step in order, with the date and time, and which side did it.

SANKORRA
Partner Portal

Partner Dashboard
Smith Police Hospital

Dashboard
Incidents
Post-mortem
Clearances
Evidence

Partner Dashboard
SP

Kofi Osei

ITR-20260911-0001 **Accepted** **Withdraw**

Smith Funeral Home accepted. Deliver the body and record the release when it's handed to your transport.

Record body release
Sign when the body is handed over to your transport.

Released by (name)

Sign above

Confirm release

Details
Destination: Smith Funeral Home
Transport: We deliver

Timeline
Transfer requested
9/11/2026, 4:17:04 PM - Institution

Transfer detail showing the status sentence, the Details card and the Timeline

WHAT YOU CAN DO HERE

To sign the release when the body is handed over:

- 1 Wait until the status badge reads **Accepted**. The **Record body release** card only appears then.
- 2 Type the full name of the person handing the body over in **Released by (name)**.
- 3 Sign in the white area with your finger on a phone or tablet, or with the mouse on a computer. If the signature is untidy, press **Clear** and sign again.
- 4 Press **Confirm release**. A green message says "Release recorded" and the status changes to **In transit**.

The screenshot shows the Sankorra Partner Portal interface. On the left is a sidebar with navigation links: Dashboard, Incidents, Post-mortem, Clearances, and Evidence. The main content area is titled 'Partner Dashboard' and shows a transfer for 'Kofi Osei' with status 'Accepted'. A 'Withdraw' button is in the top right. Below the name is a text area with the message: 'Smith Funeral Home accepted. Deliver the body and record the release when it's handed to your transport.' The 'Record body release' section has a 'Released by (name)' field with 'Kwame Mensah' and a signature line with 'Sign above' and a 'Clear' button. A 'Confirm release' button is at the bottom right. Below the card are two sections: 'Details' showing 'Destination' as 'Smith Funeral Home' and 'Transport' as 'We deliver', and 'Timeline' showing a 'Transfer requested' event on 9/11/2026 at 4:17:04 PM from an institution.

The Record body release card with a name typed in and a signature in the signing area

To withdraw a transfer:

- 1 Press **Withdraw** at the top right.
- 2 Type why you are withdrawing it in **Reason for withdrawing**.
- 3 Press **Withdraw transfer**. A green message says "Transfer withdrawn".

If you change your mind before that, press **Keep** instead.

What the statuses mean

Status	What has happened
Requested	You have sent it. The funeral home has not answered yet.
Accepted	The funeral home has taken it on. You can now sign the release.
In transit	The release has been signed. The body is on its way.
Received	The funeral home has confirmed the body arrived.
Completed	The funeral home has opened a case — the body is now theirs.
Rejected	The funeral home could not take this transfer. The reason is on the Details card.
Cancelled	The transfer was withdrawn.

The journey from start to finish

- 1 You raise the transfer (2.2). It sits at **Requested**.

- 2 The funeral home answers.** If they accept, it becomes **Accepted**; if they cannot take it, **Rejected**, with a reason you can read on the Details card.
- 3 The body is handed over.** If the funeral home is collecting, their team arrives and you sign the release as they take the body. If you are delivering, you sign as the body is loaded onto your own transport. Either way the transfer becomes **In transit**. The funeral home can also mark it in transit from their side.
- 4 The body arrives.** The funeral home confirms it and the status becomes **Received**.
- 5 The funeral home opens a case** and the status becomes **Completed**. Nothing more is expected from your institution.

Good to know

- **Withdraw** only appears while the status is **Requested** or **Accepted**. Once the release has been signed you cannot withdraw it from the portal — ring the funeral home.
- You cannot sign the release before the funeral home has accepted. The card is simply not there, and a release sent too early is refused.
- Both the name and the signature are needed. Press **Confirm release** without one and a red message tells you which is missing.
- Signing the release is the moment your institution stops being responsible for the body, so let the person actually handing it over sign, in their own name.
- A transfer that came from a post-mortem case (see 5.3) already has your release signature on it. It still starts at **Requested** and still needs the funeral home to accept it. You do not need to sign the release a second time.
- **Received by** fills in from the funeral home's side. If it is blank, they have not confirmed arrival yet.

CHAPTER 3

Incidents

An incident notification is an early word to a funeral home about a death your institution has attended — a road accident, a body nobody has claimed, a death at home with no doctor present. You send it before there is a body to hand over, often before the deceased has even been named. The funeral home can then turn it into a transfer when the time comes.

3.1 Incident notifications list

WHAT THIS SCREEN IS FOR

Every incident your institution has reported, and what each funeral home has done with it.

HOW TO GET HERE

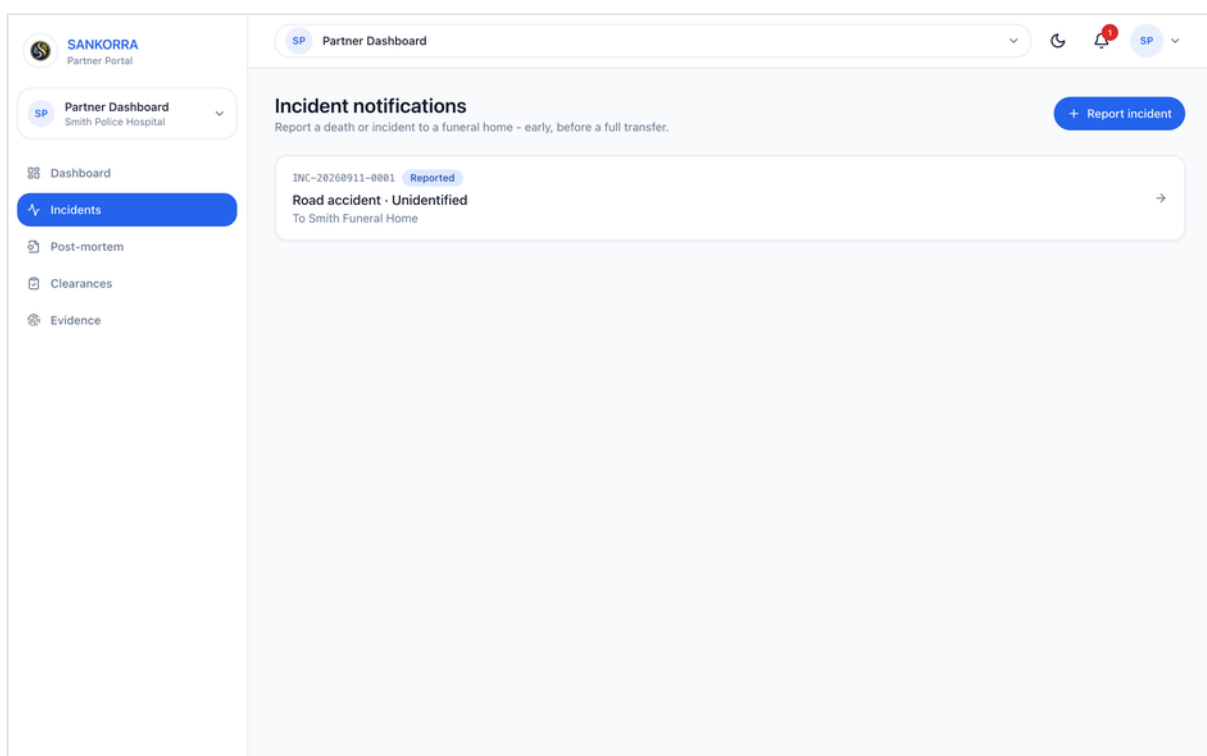
Top of the screen → Incidents.

WHAT YOU SEE ON THE SCREEN

The heading **Incident notifications** and the line "Report a death or incident to a funeral home - early, before a full transfer." On the right, a **Report incident** button.

Below, one card per report. Each shows the notification number, the status badge, the kind of incident and the name of the deceased — or **Unidentified** if there is no name yet — and the funeral home it went to, with the police or OB reference after it if you gave one.

If you have never reported one, a card says "No incidents reported" with a **Report incident** button in it.



Incident list showing reports of different kinds with their status badges

WHAT YOU CAN DO HERE

To open a report:

- 1 Press its card.

To report a new one:

- 1 Press **Report incident** at the top right.

Good to know

- **Unidentified** on a card is not a mistake. It means you told the portal the deceased has not been identified, which is normal for a scene attendance.
- The statuses are explained in 3.3.

3.2 Report an incident or death

WHAT THIS SCREEN IS FOR

Telling one funeral home about a death you have attended, with the scene details a transfer does not carry.

HOW TO GET HERE

Incidents → **Report incident**.

WHAT YOU SEE ON THE SCREEN

A **Back** link, the heading **Report an incident / death**, and the line "Notify a funeral home from" your institution. "They can turn this into a transfer." Then the form:

- **Notify funeral home** — the funeral homes connected to your institution.
- **Incident type** — Road accident, Homicide, Suspicious death, Unattended death, Unclaimed body, Drowning, Fire, Other.
- **Police / OB reference**.
- **When it occurred** — a date and a time.
- **Scene location**.
- **Circumstances**.
- A tick box, **The deceased has been identified**. It starts unticked. Tick it and two more boxes appear for **First name** and **Last name**.
- **Gender, Est. age, Body condition**.
- **Where the body is held** — for example "Police Mortuary, 37".
- **Next of kin (if known)** and **Next of kin phone**.

At the bottom, a **Cancel** link and a **Send notification** button.

Report an incident form with the incident type list open

WHAT YOU CAN DO HERE

To report an incident:

- 1** Choose the funeral home under **Notify funeral home**.
- 2** Choose the **Incident type**.
- 3** Type the police or OB reference if you have one.
- 4** Give the date and time it happened, and where.
- 5** Describe what happened in **Circumstances**.
- 6** If the deceased has been named, tick **The deceased has been identified** and fill in the first and last name.
- 7** Fill in gender, estimated age and body condition as far as you can.
- 8** Type where the body is being held.
- 9** Add the next of kin's name and phone number if you have them.
- 10** Press **Send notification**. A green message says "Incident reported" and the report opens.

To leave without sending:

- 1** Press **Cancel**.

Good to know

- The only thing you must choose is the funeral home. Everything else can wait, which is the point of reporting early.
- Road accident is picked for you. Change it if that is not what happened.
- If you leave **The deceased has been identified** unticked, any name you had typed is not sent. Tick it if you have a name.
- **Est. age, Gender, Body condition, Where the body is held** and the next of kin details are sent whether or not the deceased has been identified.
- Reporting an incident does not commit anyone to anything. It is a heads-up. The transfer is a separate step, and the funeral home starts it.

3.3 Incident detail

WHAT THIS SCREEN IS FOR

Following one report, and turning it into a post-mortem case if the death needs examining.

HOW TO GET HERE

Incidents → press a card.

WHAT YOU SEE ON THE SCREEN

A **Back** link. Then the notification number, the status badge, and a heading made of the incident type and the name of the deceased, or **Unidentified**.

On the right, up to two buttons: **Log post-mortem**, and **Withdraw** while the report can still be taken back.

Under the heading, a card with one sentence saying where the report stands — for example that it has been sent and you are waiting for the funeral home to acknowledge it, or that they have started a transfer for this deceased.

At the bottom, a **Details** card repeating everything you sent: funeral home, incident type, police or OB reference, when it occurred, scene location, circumstances, whether the deceased was identified, the name, gender, estimated age, body condition, where the body is held, and the next of kin. Lines you left empty are not shown.

Incident detail showing the status sentence, the Log post-mortem button and the Details card

WHAT YOU CAN DO HERE

To withdraw a report:

- 1 Press **Withdraw**.
- 2 Type why in **Reason for withdrawing**.
- 3 Press **Withdraw**. A green message says "Incident withdrawn".

To turn the report into a post-mortem case:

- 1 Press **Log post-mortem**.
- 2 Wait a moment. A green message says "Case created from incident" and the new post-mortem case opens, already carrying the name, gender, estimated age, when it happened, the police reference and where the body is held.
- 3 Carry on from 5.3.

What the statuses mean

Status	What has happened
Reported	Sent. The funeral home has not acknowledged it yet.
Acknowledged	The funeral home has seen it.
Transfer started	The funeral home has raised a transfer for this deceased.
Closed	The funeral home has closed it. Their reason, if they gave one, is in the sentence at the top.
Withdrawn	You took the report back.

Good to know

- **Withdraw** only appears while the status is **Reported** or **Acknowledged**. Once a transfer has been started you cannot withdraw the report.
- Press **Log post-mortem** once only. Each press creates another post-mortem case from the same report, and there is nothing to stop it. If you end up with a duplicate, cancel the extra one on its own screen (5.3).
- **Log post-mortem** is hidden once the report has been withdrawn.
- When the funeral home turns the report into a transfer, it appears on your Transfers list on its own. You do not raise it yourself.
- Nothing on this screen can be edited after sending. If a detail was wrong, say so in a new report or ring the funeral home.



CHAPTER 4

Clearances

A clearance is your institution's written sign-off that a funeral home needs before it may go ahead with something. Where a death was not natural — an accident, a homicide, a suspicious or unexplained death — the funeral home often cannot release, bury or cremate the deceased until the police, the coroner or the hospital has cleared it.

In this portal the direction is the other way round from the rest of the system: the funeral home asks, and **your institution answers**. You do not raise clearances here, which is why this is the only part of the portal with no "new" button.

4.1 Clearances list

WHAT THIS SCREEN IS FOR

Every clearance a funeral home has asked your institution for, and which ones are still waiting on you.

HOW TO GET HERE

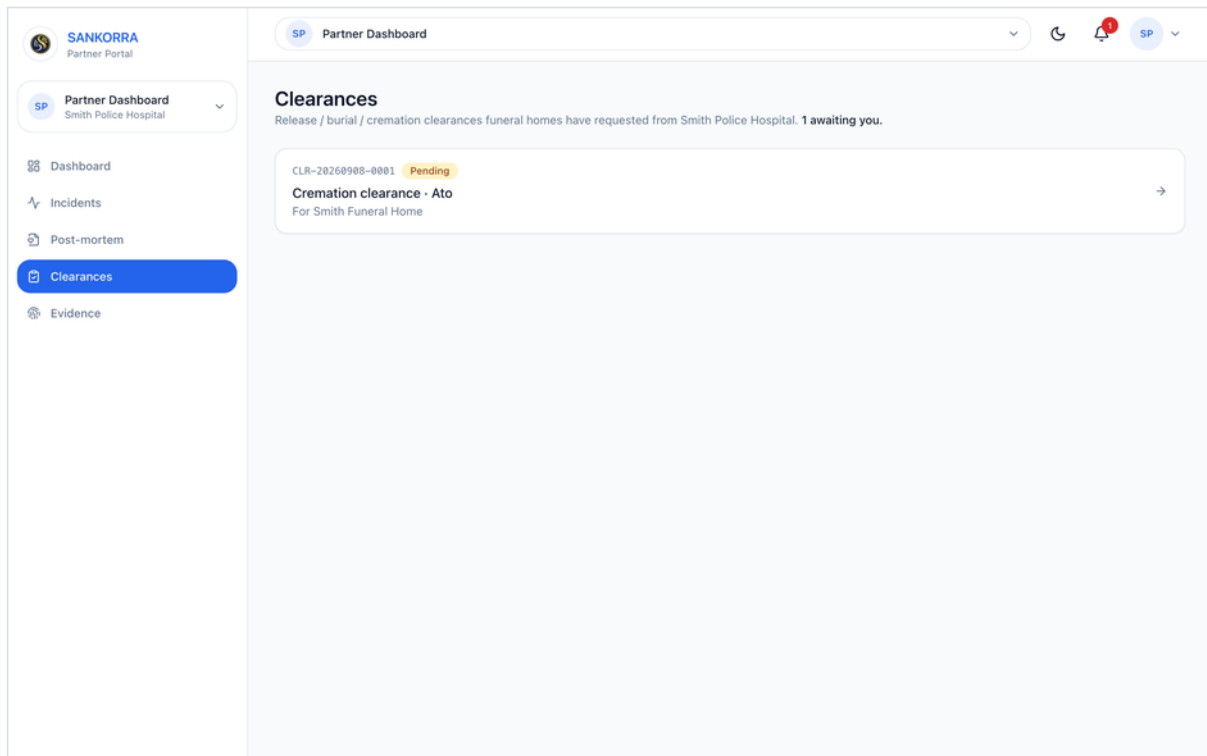
Top of the screen → Clearances.

WHAT YOU SEE ON THE SCREEN

The heading **Clearances** and the line "Release / burial / cremation clearances funeral homes have requested from" your institution. If any are still waiting, the same line ends in darker type with the count — for example "3 awaiting you."

Below, one card per clearance: the clearance number, the status badge, the kind of clearance and the name of the deceased, and the funeral home that asked, with their case reference after it.

If there are none, a card says "No clearance requests" and explains that when a funeral home needs your sign-off on a deceased, it appears here.



Clearance list with one pending request and one already issued

WHAT YOU CAN DO HERE

To open a request:

- 1 Press its card.

Good to know

- The count of requests "awaiting you" only counts the ones marked **Pending**.
- There is nothing to raise on this screen. Every clearance here was started by a funeral home.
- The five kinds are **Release**, **Burial**, **Cremation**, **Exhumation** and **General**. The funeral home chooses which one they need.

4.2 Clearance detail

WHAT THIS SCREEN IS FOR

Reading what the funeral home has asked for, and issuing or denying it with your signature.

HOW TO GET HERE

Clearances → press a card.

WHAT YOU SEE ON THE SCREEN

A **Back** link, then the clearance number, the status badge, and a heading made of the kind of clearance and the name of the deceased.

Below that a card listing: who requested it, the type, the deceased, the case reference, and the reason they gave. Once you have issued it, the same card also shows the reference number you

gave, any conditions, who signed, and when. If it was denied, the reason appears instead.

While the clearance is still **Pending**, a second card headed **Issue clearance** holds:

- **Reference / permit number** — your own permit or file number.
- **Issuing officer** — the name of the person signing.
- **Conditions (optional)** — anything the funeral home must observe.
- A white signing area marked "Sign above" with a **Clear** button.
- A **Deny** button on the left and an **Issue clearance** button on the right.

The screenshot shows the Sankorra Partner Portal interface. On the left is a sidebar with navigation links: Dashboard, Incidents, Post-mortem, Clearances (highlighted), and Evidence. The main content area shows a 'Partner Dashboard' for 'Smith Police Hospital'. A 'Back' link is at the top left of the main content. Below it, the clearance ID 'CLR-20260908-0001' is shown with a 'Pending' status. The title of the card is 'Cremation clearance - Ato'. The card contains a table with request details: 'Requested by' (Smith Funeral Home), 'Type' (Cremation), and 'Deceased' (Ato). Below this is an 'Issue clearance' section with two input fields: 'Reference / permit number' and 'Issuing officer'. There is a text area for 'Conditions (optional)'. Below that is a large white area for signing, labeled 'Sign above'. At the bottom left of the card is a 'Deny' button, and at the bottom right is an 'Issue clearance' button. A 'Clear' button is also visible in the bottom right corner of the signing area.

Clearance detail with the Issue clearance card open and a signature in the signing area

WHAT YOU CAN DO HERE

To issue a clearance:

- 1 Read the request details, especially the **Reason**.
- 2 Type your permit or file number in **Reference / permit number**.
- 3 Type the name of the officer signing in **Issuing officer**.
- 4 If the clearance comes with conditions, write them in **Conditions**. The funeral home sees them on their side.
- 5 Sign in the white area. Press **Clear** to sign again.
- 6 Press **Issue clearance**. A green message says "Clearance issued" and the status becomes **Issued**.

To deny a clearance:

- 1 Press **Deny**.
- 2 Type why in **Reason for denial**.

3 Press **Deny clearance**. A green message says "Clearance denied".

If you pressed **Deny** by mistake, press **Back** to return to the issuing card.

What the statuses mean

Status	What has happened
Pending	The funeral home is waiting for your answer.
Issued	Your institution has cleared it. The reference, conditions and signature are on the card.
Denied	Your institution has refused it, with the reason shown.
Withdrawn	The funeral home took the request back before you answered.

Good to know

- Both the **Issuing officer** name and a signature are required. Press **Issue clearance** without either and a red message tells you which is missing. The reference number and the conditions are optional.
- Issuing and denying are final. The issuing card disappears afterwards and there is no way to change your answer from the portal. If the answer needs to change, ask the funeral home to request a new clearance.
- Only one answer is accepted. If a colleague answered while you had the screen open, your press is refused with a message saying the clearance has already been dealt with. Press **Back** and open it again to see what they did.
- Any signed-in user of your institution can issue or deny. There is no separate permission for it, so agree internally who signs what.
- **What the funeral home does with it.** Where their own settings make a clearance compulsory, their system will not let them complete the release of that deceased until a matching clearance is marked **Issued**. Conditions you write are carried across with it.

CHAPTER 5

Post-mortem

The post-mortem part of the portal is for the pathology desk. It carries one deceased from referral, through the examination, to a signed cause of death, and then releases the body straight into a transfer so the chain of custody is never broken.

Two things can start a case: a ward referral you log yourself, or an incident report you cascade with **Log post-mortem** (3.3).

Anyone signed in for your institution can create a case and read everything. Only a **pathologist** — or an admin — can start the examination, save findings, sign the cause of death and release the body.

5.1 Post-mortem cases list

WHAT THIS SCREEN IS FOR

Every post-mortem case at your institution and how far each one has got.

HOW TO GET HERE

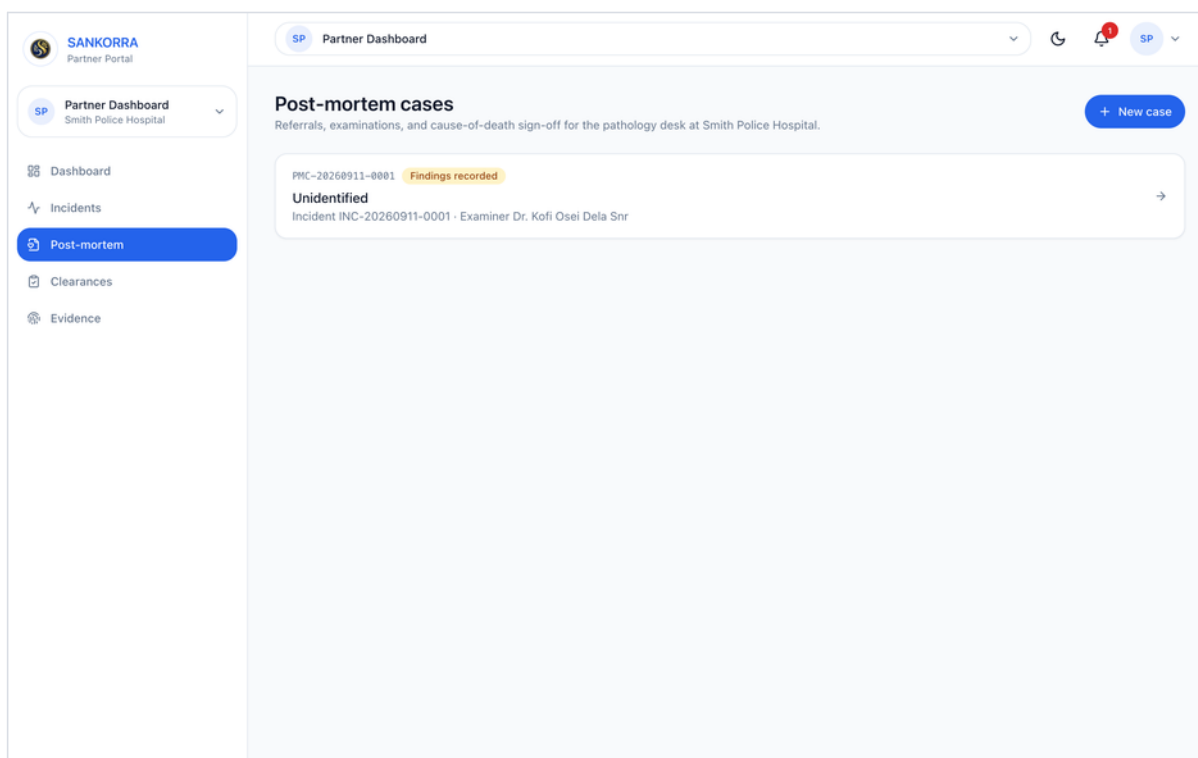
Top of the screen → Post-mortem.

WHAT YOU SEE ON THE SCREEN

The heading **Post-mortem cases** and the line "Referrals, examinations, and cause-of-death sign-off for the pathology desk at" your institution. On the right, a **New case** button.

Below, one card per case: the case number, the status badge, the name of the deceased or **Unidentified**, and then a line saying where the case came from — either "Ward" and the ward name, or "Incident" and the notification number — followed by the examiner's name once one is set, and the transfer number once the body has been released.

If there are none, a card says "No post-mortem cases yet" and suggests logging a ward referral or cascading one from an incident.



Post-mortem case list with cases at different stages

WHAT YOU CAN DO HERE

To open a case:

- 1 Press its card.

To log a new referral:

- 1 Press **New case**.

Good to know

- Cases that came from an incident report say "Incident" and the notification number, so you can always trace one back.
- The **New case** button is on the screen for everybody, but a coordinator cannot take a case past the referral stage. That is normal.

5.2 New post-mortem case

WHAT THIS SCREEN IS FOR

Logging a ward referral: a deceased at your institution who needs an examination.

HOW TO GET HERE

Post-mortem → **New case**.

WHAT YOU SEE ON THE SCREEN

A **Back** link, the heading **New post-mortem case**, and the line "Ward referral for a deceased needing examination." Then two cards.

The first, **Referral**, holds **Referring ward** (for example Casualty or ICU), **Referring clinician**, **Clinician phone**, **Reason (short)** — for example "Sudden unexplained death" — and **Referral notes**, described on screen as anything the pathologist should know before the examination.

The second, **Deceased**, starts with a tick box **Identified**, which is already ticked. While it is ticked there are boxes for **First name** and **Last name**. Below those: **Gender**, **Estimated age**, **Date of death** (a date and a time), **Body identifier / tag** and **Held at** — for example "Mortuary tray 3".

At the bottom, a **Cancel** link and a **Create case** button.

The screenshot shows the 'New post-mortem case' form. On the left is a sidebar with navigation links: Dashboard, Incidents, Post-mortem (highlighted), Clearances, and Evidence. The main content area has a header 'Partner Dashboard' and a 'Back' link. Below the header is the title 'New post-mortem case' with a subtitle 'Ward referral for a deceased needing examination.' The form consists of two main cards. The 'Referral' card contains fields for 'Referring ward' (with example 'e.g. Casualty, ICU'), 'Referring clinician' (Name), 'Clinician phone' (e.g. 024 555 1234), 'Reason (short)' (e.g. Sudden unexplained death), and a text area for 'Referral notes' (Anything the pathologist should know before the exam.). The 'Deceased' card starts with a checked 'Identified' checkbox. Below it are fields for 'First name' and 'Last name', 'Gender' (Unspecified), 'Estimated age', 'Date of death', and 'Body identifier / tag'.

New post-mortem case form showing the Referral and Deceased cards

WHAT YOU CAN DO HERE

To log a referral:

- 1 Type the ward that referred the deceased, the clinician's name and phone number.
- 2 Give a short reason, and anything else the pathologist needs in **Referral notes**.
- 3 If the deceased has not been named, untick **Identified**. The name boxes disappear.
- 4 If the deceased has been named, leave **Identified** ticked and fill in both the first and last name.
- 5 Fill in gender, estimated age, the date and time of death, the body tag and where the body is being held.
- 6 Press **Create case**. A green message says "Post-mortem case created" and the new case opens.

To leave without saving:

- 1 Press **Cancel**.

Good to know

- If **Identified** is ticked you must give both a first and a last name. A red message says the deceased name is required when identified.
- You do not choose a funeral home here. That happens at the very end, when the body is released (5.3).
- Your institution still needs an active connection with at least one funeral home before a case can be created. If there is none, the case is refused with a message about there being no active facility handshake. Ask your administrator or the funeral home to complete the connection.
- Everything on this form can be left blank except the name when **Identified** is ticked — but the more you fill in, the less the pathologist has to chase.

5.3 Post-mortem case detail

WHAT THIS SCREEN IS FOR

The whole working life of one post-mortem case: the referral, the examination, the findings, the signed cause of death, and the release of the body to a funeral home.

HOW TO GET HERE

Post-mortem → press a card. You also land here straight after **Log post-mortem** on an incident (3.3).

WHAT YOU SEE ON THE SCREEN

A **Back** link. Then the case number, the status badge, a blue **Incident** badge with the notification number if the case came from an incident report, and the name of the deceased or **Unidentified**. While the case can still be stopped, a **Cancel case** button sits on the right.

The screen is then a stack of cards, and which ones you see depends on how far the case has got:

- **Referral** — where the case came from, the ward, the clinician and their phone number, the reason and the notes; then, under a dividing line, the deceased, gender, age, date of death, body identifier and where the body is held.
- **Examination** — while the case is at **Referred**, a pathologist sees a box for **Examining pathologist (your name)** and a **Start examination** button. A coordinator sees an amber notice instead. Once the examination has started, this card simply shows the examiner's name and when they started.
- **Findings & Cause of Death** — appears once the examination has started. Its top half holds **External findings**, **Internal findings**, **Specimens taken**, and two tick boxes, **Toxicology pending** and **Histology pending**, with a **Save findings** button. Under a dividing line sits the cause of death: **Ia - immediate cause**, **Ib - due to**, **Ic - due to**, **II - other significant conditions**, **Manner of death**, **Pathologist license #**, **Signer name**, a signing area and a **Sign cause of death** button. The screen notes that this is the WHO death certificate format and that Ia is required.

- **Release to funeral home** — appears once the cause of death has been signed. It holds **Destination funeral home**, **Transport**, **Releaser name**, a signing area and a **Release body** button.
- A green **Released** card once the body has gone, showing the funeral home, the transfer number, when it was released, and a **View linked transfer** link.
- A **Cancelled** card if the case was stopped, with the reason and the time.
- **Timeline** — every step with its date and time.

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Dashboard

Incidents

Post-mortem

Clearances

Evidence

SP Partner Dashboard

← Back

New post-mortem case
Ward referral for a deceased needing examination.

Referral

Referring ward
e.g. Casualty, ICU

Referring clinician
Name

Clinician phone
e.g. 024 555 1234

Reason (short)
e.g. Sudden unexplained death

Referral notes
Anything the pathologist should know before the exam.

Deceased

☒ Identified

First name

Last name

Gender
Unspecified

Estimated age

Date of death

Body identifier / tag

Post-mortem case detail showing the Referral and Examination cards

WHAT YOU CAN DO HERE

To carry a case through, step by step

- 1 Start the examination.** On a case at **Referred**, type your name in **Examining pathologist (your name)** and press **Start examination**. A green message says "Examination started" and the status becomes **In examination**.
- 2 Write up the findings.** Fill in **External findings**, **Internal findings** and **Specimens taken** — for example "Blood x2, liver, kidney, brain sections". Tick **Toxicology pending** or **Histology pending** if you are waiting on a laboratory. Press **Save findings**. A green message says "Findings saved" and the status becomes **Findings recorded**.
- 3 Sign the cause of death.** The cause of death boxes appear only once the findings have been saved. Fill in **Ia - immediate cause**, then **Ib** and **Ic** for what it was due to, and **II** for other significant conditions. Choose the **Manner of death** — Natural, Accident, Suicide, Homicide, Undetermined or Pending investigation. Type your licence number and your name, sign in the box, and press **Sign cause of death**. A green message says "Cause of death signed".

- 4 Release the body.** Choose the **Destination funeral home**, choose whether the funeral home collects or you deliver, type the releaser's name, sign, and press **Release body**. A green message says "Body released - transfer created" and the portal takes you straight to the new transfer.

The Findings and Cause of Death card with the Ia to II boxes and the signing area

To cancel a case

- 1 Press **Cancel case** at the top right.
- 2 Type why in **Reason for cancelling**.
- 3 Press **Cancel case**. A green message says "Case cancelled".

Press **Keep** if you change your mind.

What the statuses mean

Status	What has happened
Referred	The case has been logged. No examination yet.
In examination	A pathologist has started and put their name to it.
Findings recorded	The findings have been saved. The cause of death can now be signed.
Cause of death signed	The cause of death is signed and locked. The body can be released.
Released	The body has gone to a funeral home, on the transfer shown.
Cancelled	The case was stopped before the cause of death was signed.

Good to know

- Each step unlocks the next one. The findings boxes do not appear until the examination has started, and the cause of death boxes do not appear until the findings have been saved — so press **Save findings** even if the findings are brief.
- You can press **Save findings** again as often as you like until the cause of death is signed. After signing, the findings are shown as plain text and cannot be changed.
- **Ia - immediate cause**, the **Signer name** and the signature are all required. Everything else on the cause of death, including the manner of death and the licence number, is optional.
- Signing the cause of death cannot be undone, and after it the case can no longer be cancelled. A red message says the case cannot be cancelled once the cause of death is signed.
- **Cancel case** only appears while the case is at **Referred**, **In examination** or **Findings recorded**, and a reason is required.
- If you are a coordinator you will see an amber notice reading "Only a pathologist can act on this section" wherever a pathologist is needed. You can still read everything on the case. If you should be able to sign, ask the funeral home that registered you to change your role to pathologist.
- The transfer created by **Release body** already carries your release signature, and the cause of death is copied into it as the reported cause. Even so, it starts at **Requested** and the funeral home still has to accept it. Do not sign the release again on the transfer screen.
- Only the funeral homes connected to your institution appear under **Destination funeral home**. If the list is empty, nobody is connected yet.
- If you reached this screen from **Log post-mortem** and the screen just spins with a red message, the case was not created. Press **Back** and try again from the incident.

CHAPTER 6

Evidence

6.1 Evidence holds list

WHAT THIS SCREEN IS FOR

Every body your institution is holding as evidence, and which holds are still in force.

Why evidence holds exist. Where a death may involve a crime — a homicide, a suspicious death, a death in custody — the body itself is evidence. It must stay as it is, in known hands, until the officer in charge formally lets it go. A hold in this portal is that instruction, written down where the funeral home can see it, with a custody trail underneath it. While a hold is in force the body is **not** releasable: it must not be released to the family, buried, cremated, embalmed or worked on in any way that would change it, and it must not be moved without being written into the custody trail.

HOW TO GET HERE

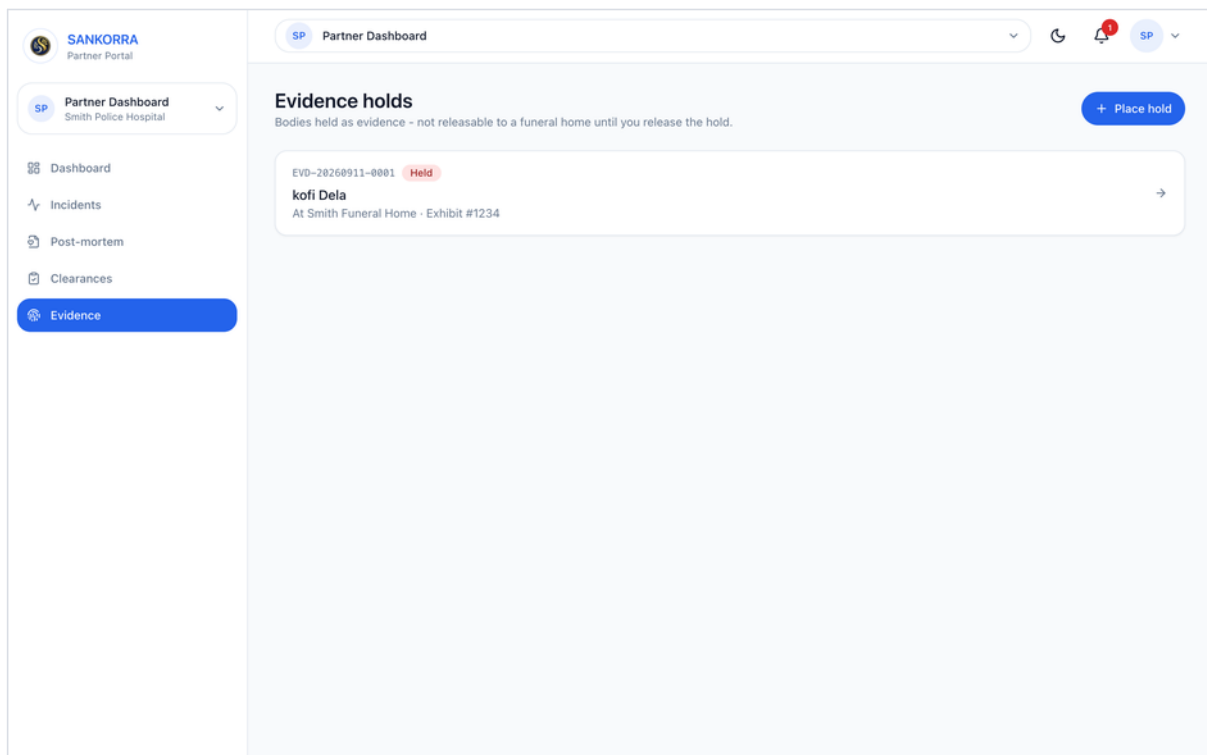
Top of the screen → Evidence.

WHAT YOU SEE ON THE SCREEN

The heading **Evidence holds** and the line "Bodies held as evidence - not releasable to a funeral home until you release the hold." On the right, a **Place hold** button.

Below, one card per hold: the hold number, the status badge, the name of the deceased, and the funeral home it is directed at, with the exhibit reference after it if you gave one.

If there are none, a card says "No evidence holds" and explains that you place a hold when a body must be retained as evidence.



Evidence hold list with one hold still in force and one released

WHAT YOU CAN DO HERE

To open a hold:

- 1 Press its card.

To place a new one:

- 1 Press **Place hold** at the top right.

What the statuses mean

Status	What has happened
Held	The hold is in force. The body is not releasable.
Released	Your institution has lifted the hold. The body may proceed.
Cancelled	The hold was set aside.

Good to know

- **Held** is shown in red on purpose. Treat any red badge on this list as work that is not finished.

6.2 Place an evidence hold

WHAT THIS SCREEN IS FOR

Putting a body formally out of reach, and telling the funeral home why.

HOW TO GET HERE

Evidence → **Place hold**.

WHAT YOU SEE ON THE SCREEN

A **Back** link, the heading **Place evidence hold**, and the line "Flag a body as held evidence so" your institution "and the funeral home have a shared record." Then the form:

- **Funeral home** — the funeral homes connected to your institution.
- **Deceased name**.
- **Exhibit / evidence reference**.
- **Where the body is held**.
- **Reason**.

At the bottom, a **Cancel** link and a **Place hold** button.

Place evidence hold form filled in with an exhibit reference

WHAT YOU CAN DO HERE

To place a hold:

- 1 Choose the funeral home the hold is directed at.
- 2 Type the **Deceased name**.
- 3 Type your exhibit or evidence reference.

- 4 Type where the body is being held.
- 5 Write why the body is being held in **Reason**.
- 6 Press **Place hold**. A green message says "Evidence hold placed" and the hold opens.

To leave without placing it:

- 1 Press **Cancel**.

Good to know

- The funeral home and the deceased name are required. A red message tells you if either is missing.
- The funeral home you choose is the one that will see the hold, so pick the one holding or expecting the body.
- Whatever you type in **Reason** and **Where the body is held** becomes the first line of the custody trail, so write it as you would write it in a register.
- A hold is a written instruction, not a lock on a door. For anything urgent, ring the funeral home as well as placing the hold.

6.3 Evidence hold detail

WHAT THIS SCREEN IS FOR

Keeping the custody trail for one held body, and lifting the hold when the case allows it.

HOW TO GET HERE

Evidence → press a card.

WHAT YOU SEE ON THE SCREEN

A **Back** link, then the hold number, the status badge and the name of the deceased. While the hold is in force, two buttons sit on the right: **Custody event** and **Release hold**.

Under the heading, a card with one sentence. While the hold is in force it reads that this body is held as evidence at the funeral home and is not releasable until you release the hold, next to a red padlock. Once released it says who authorised the release.

At the bottom, two cards side by side:

- **Details** — the funeral home, the exhibit reference, where the body is held, and the reason. Once released, it also shows the release reference, who authorised it and when.
- **Chain of custody** — every entry in order: **Hold placed**, **Examined**, **Transferred**, **Note** or **Released**, with who it moved from and to, any notes, and the date and time.

Evidence hold detail showing the red padlock notice, the Details card and the chain of custody

WHAT YOU CAN DO HERE

To add to the custody trail:

- 1 Press **Custody event**.
- 2 Choose the **Type**: **Note** for anything worth writing down, **Examined** when someone has examined the body, **Transferred** when it has changed hands.
- 3 Type where it happened in **Location**.
- 4 For **Transferred** only, fill in **From** and **To** — the two parties handing over.
- 5 Write what happened in **Notes**.
- 6 Press **Add event**. A green message says "Custody event added" and the entry appears in the chain of custody.

To release the hold:

- 1 Press **Release hold**.
- 2 Type the name of the officer authorising it in **Authorising officer**.
- 3 Type your release reference in **Release reference**.
- 4 Write why the hold is being lifted in **Reason / notes**.
- 5 Sign in the white area if your institution requires a signature.
- 6 Press **Release hold**. A green message says "Hold released", the badge changes to **Released** and the two buttons disappear.

Good to know

- **Custody event** and **Release hold** only appear while the hold is in force. Once released, the screen is a read-only account of what happened.
- **Authorising officer** is the only thing you must fill in to release a hold. A red message says so if you leave it out. The reference, the reason and the signature are optional — but a hold released with none of them is a hold no one can account for later, so fill them in.
- Releasing a hold cannot be undone from the portal. Make sure the officer in charge of the case has actually authorised it before you press the button.
- **From** and **To** only appear when the type is **Transferred**. Switch the type back and anything you typed in them is not sent.
- Nothing in the chain of custody can be edited or deleted. If an entry was wrong, add a **Note** correcting it.
- Every entry you add is visible to the funeral home the hold is directed at, and everything they add is visible to you. Treat it as one shared register.

