



USER GUIDE

Regulator Portal

The complete guide for funeral industry oversight and licensing



Who this guide is for

Directors, inspectors, analysts and viewers

Where to sign in

regulator.sankorra.com

Edition

September 2026

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CHAPTER 1

Getting started

1.1 Signing in

WHAT THIS SCREEN IS FOR

This is the front door to the regulator portal. Only staff of the regulator have accounts here.

HOW TO GET HERE

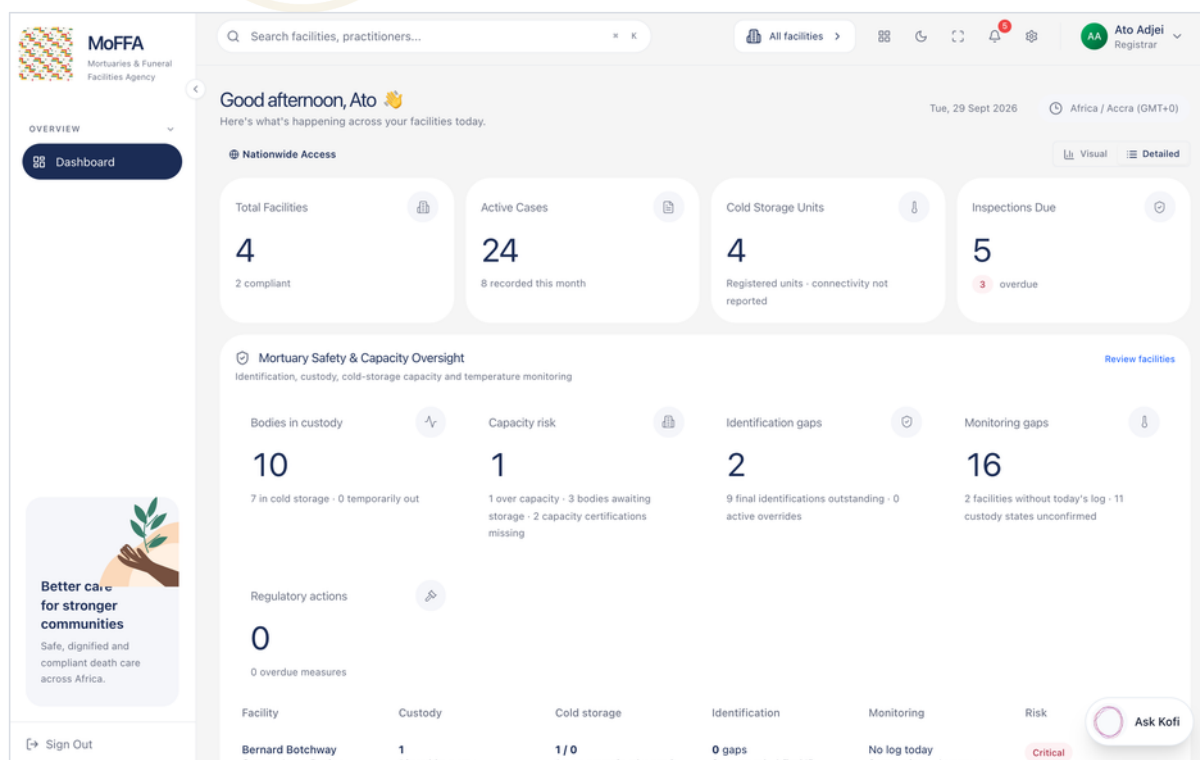
Open your web browser and type **regulator.sankorra.com**. If you are not signed in, you always arrive at this screen.

WHAT YOU SEE ON THE SCREEN

On the left, a dark panel headed "Regulatory Oversight" with a short description of the portal. On the right, a white panel headed "Sign in to the regulator dashboard" with:

- **Email address** — the work email address your administrator registered.
- **Password** — with a small eye symbol at the end of the box so you can check what you typed.
- **Forgot your password?** — a link above the password box, on the right.
- **Sign in** — the wide button underneath.

At the bottom of the panel are links to the privacy notice and the terms, and the reminder "Authorized regulator staff only. Access is monitored and may be audited."

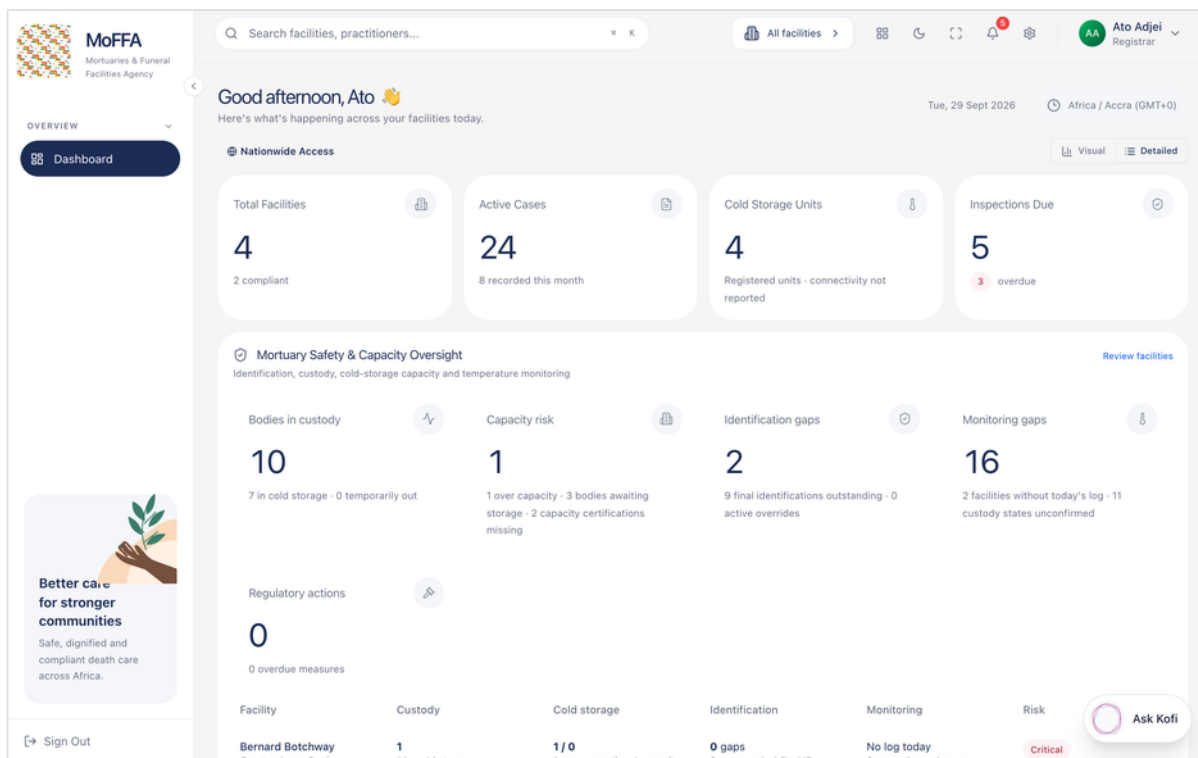


The sign-in screen with the dark "Regulatory Oversight" panel on the left and the email and password boxes on the right

WHAT YOU CAN DO HERE

To sign in:

- 1 Type your work email address in **Email address**.
- 2 Type your password in **Password**.
- 3 Press **Sign in**.
- 4 If your account uses a second step, the panel changes to "Enter your authenticator code". Open the authenticator app on your phone, read the six-digit number, type it in **Authenticator code** and press **Verify & sign in**.



The two-factor step showing the six-digit Authenticator code box and the Verify & sign in button

To sign in as somebody else when the code step is already showing:

- 1 Press **Cancel and sign in as a different user** under the button.
- 2 The screen returns to the email and password boxes.

To reset a forgotten password:

- 1 Press **Forgot your password?**
- 2 Type your work email address.
- 3 Press **Send reset link**.
- 4 The screen changes to "Check your email" and names the address the link went to.
- 5 Open that email on the same device and follow the link to choose a new password.

Good to know

- Where you land after signing in depends on your role. The Registrar, the Deputy Registrar and board members go to the dashboard. The Licensing and Inspection side goes to Inspections, Standards and Compliance to Complaints, Research and Policy to Reports, and Finance and Administration to Annual Fees. You can still reach every other screen you are allowed to see from the menu on the left.
- If you were sent a link to a particular screen and had to sign in first, you are taken to that screen instead.
- If the second step is required for your account but no authenticator app has been set up, you see a red message telling you to contact an administrator. Nobody can set this up for you from this screen — ask your administrator.
- If the regulator has switched on the second step for everybody and you have not set yours up yet, you are taken to a short set-up screen the first time you sign in. Follow it once and you will not see it again.
- The reset link is sent by email only. If the email does not arrive, check that you typed the address your administrator registered, then ask your administrator.
- If you are inactive for a long time the portal may sign you out. Two minutes before that happens a box appears headed "Session expiring soon" with a countdown, **Stay signed in** and **Sign out now**. Press **Stay signed in** to carry on working. This only happens when the regulator has set an inactivity limit.

1.2 When you cannot get in

WHAT THIS SCREEN IS FOR

Explaining the three messages that stop people signing in, and what to do about each.

HOW TO GET HERE

You do not choose these screens; they appear when something is wrong.

WHAT YOU SEE ON THE SCREEN

One of the following.

A red message above the email box. The sign-in details did not match. Check the email address, then the password. Remember that passwords are case-sensitive.

"Too many failed sign-in attempts." After five failed attempts within fifteen minutes the account is locked for fifteen minutes. The message tells you to wait for the cooldown or to use **Forgot your password?** Resetting your password is usually faster than waiting.

A full page headed "403 — Access Denied" with the words "You don't have permission to access the Regulator Portal. This area is restricted to authorized regulatory staff only." and a **Back to Login** button. Your email address and password were correct, but the account is not registered as regulator staff, or the staff entry has been switched off. Ask your administrator to add you, or to make your staff entry active again.

WHAT YOU CAN DO HERE

To get past a locked account:

- 1 Wait fifteen minutes from the last failed attempt, or
- 2 Press **Forgot your password?** and set a new password by email.

Good to know

- The lock counts attempts against an email address, not against your computer, so trying from a different computer or phone will not help.
- If the sign-in screen simply stays where it is and nothing happens, the portal could not reach the regulator's staff list. Wait a moment and press **Sign in** again. You are deliberately not shown "Access Denied" in that situation, because the portal cannot yet tell whether you are staff or not.
- Nobody inside the portal can unlock an account or add a new member of staff on your behalf. Both are administrator jobs.

1.3 The parts of every screen

WHAT THIS SCREEN IS FOR

Once you are signed in, the same frame surrounds every screen: the menu down the left, the bar across the top and the page itself in the middle. Learning this frame once saves time on every screen after it.

HOW TO GET HERE

It is always there.

WHAT YOU SEE ON THE SCREEN

The menu, down the left. The regulator's logo at the top, then the menu grouped into headed sections:

Section	What is in it
OVERVIEW	Dashboard
OVERSIGHT	Inspections, Compliance, Violations, Pending Review, Cases
LICENSING	Licenses, Facilities, Practitioners
REPORTS	Reports, Form Builder, Complaints
FINANCE	Annual Fees, Generate Fees, Fee Reports
SETTINGS	Settings, Facility Resources, Team, Roles & Permissions, Support

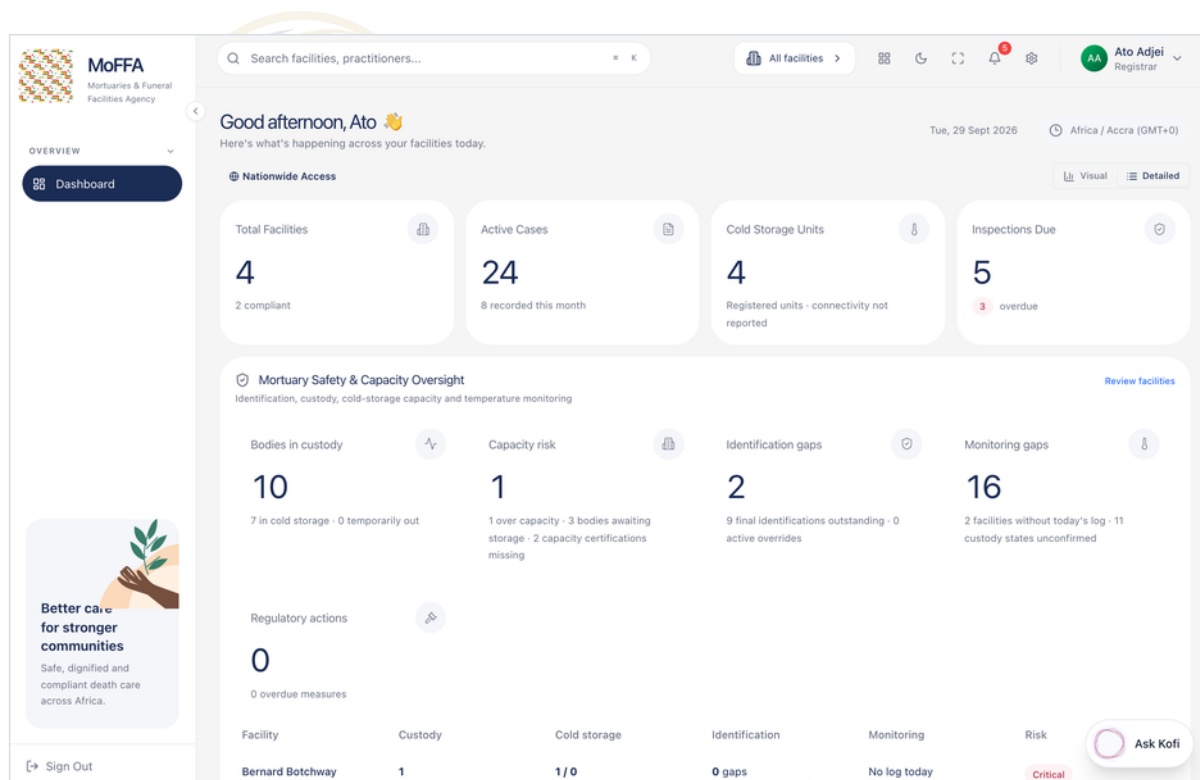
Violations and Pending Review sit slightly indented under Compliance, because they belong to it. **Pending Review** carries a small amber number when the system has flagged possible breaches that nobody has looked at yet. Press a section heading to open or close it; only one section stays open at a time, and the section holding the screen you are on opens by itself.

Sign Out sits at the very bottom. The arrow at the top of the menu narrows it to icons only, and you can drag its right-hand edge to make it wider or double-click that edge to put it back to its normal width. Your choice is remembered on that computer.

The bar across the top. From left to right:

- A **search box** reading "Search facilities, practitioners...". Press ⌘K on a Mac or Ctrl+K on Windows to jump into it.
- **All facilities** — a shortcut to the Facilities screen, on wide screens only.
- A **grid symbol** that opens a panel of all the menu sections, with a switch headed "Show all sections". Leave the switch off and the menu shows only the section you are working in; turn it on and the whole menu is listed.
- A **moon or sun symbol** to swap between the light and dark colour scheme.
- **An arrows symbol** to fill the whole screen and to come back again.
- A **megaphone** for notices from Sankorra about the service itself.
- A **bell** with a red number when you have unread notifications. Press it to see the newest ten, press one to read it in full, or press **Mark all read**.
- A **gear** that goes straight to Settings.
- **Your name and role**, with your photo or your initials. Press it for a short menu: **My profile**, **Settings**, **My notifications**, **My security** and **Sign out**.

The page itself fills the rest of the screen and is the only part that changes as you move around.



The whole portal showing the left menu with its sections, the top bar with search, bell and user menu, and a page in the middle

WHAT YOU CAN DO HERE

To sign out:

- 1 Press your name at the top right.
- 2 Press **Sign out**.

To read a notification and act on it:

- 1 Press the bell.
- 2 Press the notification you want.
- 3 If the notification is about something in the portal, press the button in the box that opens to go straight to it.

To see the whole menu at once:

- 1 Press the grid symbol in the top bar.
- 2 Turn on **Show all sections**.

Good to know

- The search box at the top accepts what you type but does not yet show results. To find a facility, a practitioner, a case, an inspection or a violation, use the search box on that screen instead — every list screen has one.
- Menu entries you cannot use are hidden rather than greyed out, so two people looking at the same portal may see different menus. **Roles & Permissions** appears only for the Registrar and the Deputy Registrar.
- On a phone the menu is hidden behind the three-line button at the top left, the search box becomes a magnifying-glass symbol that opens a full-screen search panel, and a row of tabs sits along the bottom. Pull the page down from the top to refresh it.
- Your colour scheme, menu width and "Show all sections" choices are saved in the browser on the computer you are using, not on your account. On a different computer you start from the defaults again.

1.4 What your role lets you see

WHAT THIS SCREEN IS FOR

Explaining why a colleague can press a button you cannot see, and why your numbers may differ from theirs.

HOW TO GET HERE

Your role and your regions are shown on the dashboard and under your name at the top right. Only the Registrar and the Deputy Registrar can change anybody's role, under **Team → Roles & Permissions**.

WHAT YOU SEE ON THE SCREEN

Two things decide what you get: your role, and which regions you cover.

Role	Mainly works in	Also allowed to
Registrar	Licences, facilities, inspections	Approve and refuse applications, issue and renew licences, edit a licence number, change settings

Role	Mainly works in	Also allowed to
Deputy Registrar	Licences, facilities, inspections	Approve and refuse applications, issue and renew licences, suspend a facility, change settings
Licensing and Inspection Director	Inspections, licences, practitioners	Schedule, run and assign inspections, issue and renew licences, manage practitioners
Standards and Compliance Director	Violations, complaints	Raise, resolve and escalate violations, resolve complaints, export data
Research and Policy Director	Reports	Read everything listed above, generate reports, export data
Finance and Administration Director	Annual fees	Raise and collect fees, generate reports, export data
Staff	Their directorate's screens	Run and complete inspections, raise and resolve violations, handle complaints
Board member	Facilities, licences, inspections, reports	Read only; no changes

Your regions decide how much of the country you see. The Registrar, the Deputy Registrar, all four directors, board members and Research and Policy staff see the whole country; the dashboard shows them a badge reading **Nationwide Access**. Everybody else sees only the regions assigned to them, listed as separate badges, and every list, count and chart is limited to those regions. If no region has been assigned to you, you see "No regions assigned" and your lists will be empty until your administrator assigns one.

Good to know

- Some buttons appear for everybody but refuse to work unless your role allows the action, and you get a short red message when that happens. **Issue penalty** on the Violations screen behaves this way: only the Registrar, the Deputy Registrar, the Standards and Compliance Director and the Finance and Administration Director can actually issue one.
- Editing a licence number, on either a facility or a practitioner, is reserved for the Registrar alone.
- Reassigning an inspector is reserved for the Registrar, the Deputy Registrar and the Licensing and Inspection Director.
- Where a screen in this guide says "only the Registrar can", it means the button either does not appear for you or will refuse. Ask the Registrar rather than trying again.

CHAPTER 2

Your dashboard

2.1 Dashboard

WHAT THIS SCREEN IS FOR

One screen showing the state of every facility you oversee this morning: how many bodies are in custody, whose cold storage is too warm, which licences are running out, which inspections are late, and what needs you first.

HOW TO GET HERE

Sidebar → OVERVIEW → Dashboard. Registrars, deputy registrars and board members also land here when they sign in.

WHAT YOU SEE ON THE SCREEN

, from the top:

The greeting. "Good morning", "Good afternoon" or "Good evening" with your first name, and under it "Here's what's happening across your facilities today." On the right, today's date and the words "Africa / Accra (GMT+0)", so you always know which day's figures you are reading.

The controls row. Your coverage badge — either **Nationwide Access** or one badge for each region assigned to you — and a switch offering **Visual** and **Detailed**. **Detailed** shows tables of figures; **Visual** shows the same information as charts and bars. Your choice is remembered on that computer.

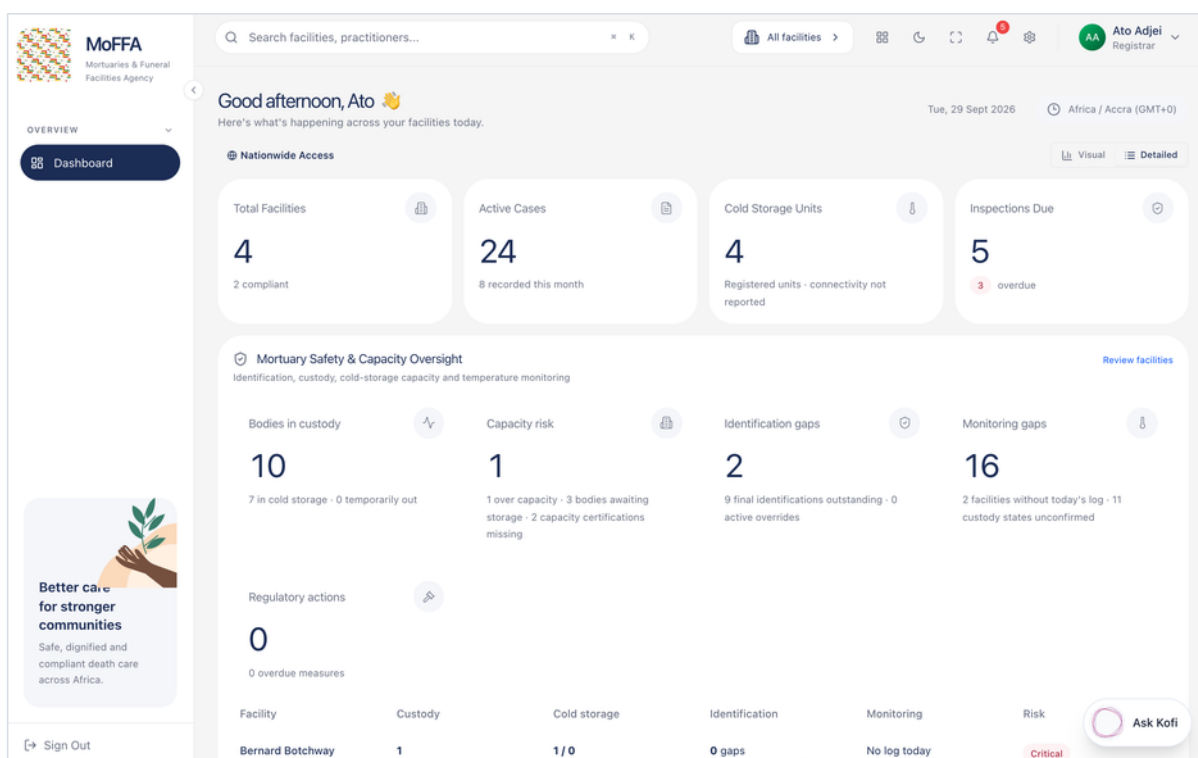
Four tiles.

- **Total Facilities**, with the number that are compliant underneath.
- **Active Cases**, with the number recorded this month underneath.
- **Cold Storage Units**, the number of units registered. The note "connectivity not reported" is there on purpose: this is a count of registered equipment, not proof that any of it is working.
- **Inspections Due**, with a badge showing how many are overdue.

"Mortuary Safety & Capacity Oversight". The most serious panel on the screen. Five tiles:

- **Bodies in custody** — with how many are in cold storage and how many are temporarily out.
- **Capacity risk** — how many facilities are over capacity, how many bodies are waiting for a storage space, and how many facilities have never had their capacity certified.
- **Identification gaps** — bodies in custody with no active primary body tag, plus final identifications still outstanding and any active overrides.
- **Monitoring gaps** — facilities with no temperature reading today, units with no usable temperature range set, and cases whose custody cannot yet be confirmed.
- **Regulatory actions** — measures you have issued that are still running, with how many intake restrictions are active and how many measures are overdue.

Underneath, a table of the facilities under most pressure, with the columns Facility, Custody, Cold storage, Identification, Monitoring and Risk, and a **Review & act** link on each row that opens that facility.



The Mortuary Safety and Capacity Oversight panel with its five tiles and the facility risk table underneath

The left-hand column.

- **Cold Storage Capacity** — a ring showing how full storage is, with a list beside it giving the number in use, the number available, the operational capacity, the configured physical slots, any unavailable slots and any data-quality gaps. The list at the top right of the panel lets you look at one facility instead of all of them; choosing a facility also shows its **Licensed capacity**, or "Not regulator-certified" where the regulator has never certified one. When a facility holds more bodies than it has operational spaces, the ring turns red and shows how many it is over by.
- **Mortality Trend** — deaths in the last thirty days, the change against the thirty days before, and a warning line when the figure is well above what was expected. **Full report** → opens Reports.
- **Recent Cases** — the five newest cases in your regions, with case number, name, facility, status and date.
- **License Overview** — how facility licences stand across your regions, with **Without current license** counted separately at the bottom.

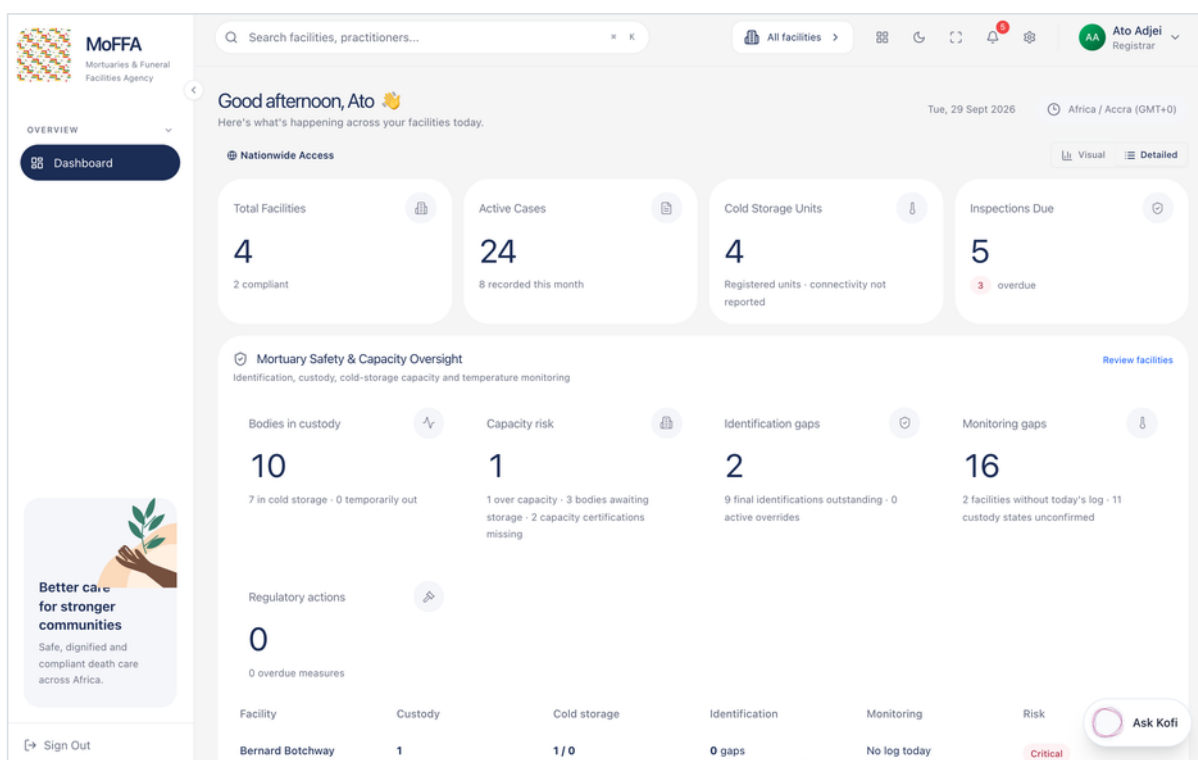
The right-hand column.

- **Temperature Overview** — readings from the last seven days that fell outside the range set for their unit, with facility, unit, when it was recorded and the temperature. Under it, a line telling you how many facilities logged a reading today out of those being monitored, how many readings arrived in seven days, and how many units have no usable range set.

- **Facility Status** — the four facilities carrying the most load, each with a badge reading "Within capacity", "Attention" or "Critical".
- **Upcoming Inspections** — the next three, with facility, type, date and status.
- **Facility Network** — a map of the facilities that have map coordinates, coloured by how full they are, or the same facilities as a table when you are in **Detailed** view. Press a point on the map for the facility's name, region, how full it is and a link to open it.

The right-hand rail.

- **Critical Alerts** — up to ten alerts, most serious first. Press one to go to the facility or inspection it is about. **View all** shows the rest.
- **Quick Actions** — **Review Facilities**, **Compliance**, **Schedule Inspection** and **View Reports**. You see only the ones your role allows; if none of them apply, the panel says so.
- **Practitioner Licences Expiring** — practitioners whose licence runs out in the next thirty days, soonest first, with how long each has left. **View all** opens the full list already narrowed to those expiring.
- A closing card, "Ensure compliance. Protect communities.", with a link to Compliance.



The whole dashboard showing the greeting, the four tiles, the mortuary safety panel and the alerts rail

WHAT YOU CAN DO HERE

To switch between figures and charts:

- 1 Press **Visual** in the controls row for charts and bars.
- 2 Press **Detailed** for tables of figures.

To act on an alert:

- 1 Read the alert in **Critical Alerts**.

- 2 Press it. You are taken to the facility or the inspection it concerns.
- 3 Deal with it there, then come back to the dashboard.

To look at one facility's cold storage:

- 1 Find the **Cold Storage Capacity** panel.
- 2 Open the list at the top right of the panel and choose the facility.
- 3 Read **Operational capacity**, **Configured physical slots** and **Licensed capacity** together.
A facility can have plenty of physical slots and still be short of operational capacity if units are out of service.

To open a facility from the map:

- 1 Make sure you are in **Visual** view.
- 2 Press the coloured dot for the facility.
- 3 Press **Open dossier** → in the small panel that appears.

What each alert means

Alert	What it is telling you
"reported deceased missing"	A facility has reported a body unaccounted for. The most serious alert in the portal. Act the same day.
"cold storage out of range"	One or more readings fell outside the unit's set range in the last seven days.
"license expiring"	A facility licence runs out soon.
"credential expiring"	A practitioner's licence runs out soon.
"intake restriction active"	A measure you issued is stopping that facility taking in new bodies.
"over operational cold-storage capacity" or "nearing"	More bodies than operational spaces, or close to it.
"bodies awaiting cold-storage assignment"	Bodies confirmed in custody but not in a valid storage position.
"unconfirmed custody records"	Active cases the facility cannot yet tie to a confirmed physical custody state.
"identification-control gaps"	Bodies in custody without an active primary body tag, or other identification signals to review.
"critical equipment incident"	A serious equipment fault the facility has not closed.
"inspection overdue"	A scheduled inspection has passed its date.
"Mortality trend above recent baseline" or "mortality spike"	Deaths are well above the recent pattern, across your area or at one facility.

Alert	What it is telling you
"interoperability registration expiring" or "review due"	A facility's arrangement for exchanging information with hospitals, the police or public health needs renewing or reviewing.

Good to know

- **Detailed** is the starting view for everybody. Nothing is hidden in either view; the same figures are shown a different way.
- An empty **Temperature Overview** is not automatically good news. Read the line underneath it. "No temperature readings logged" means nobody recorded anything, which is itself a problem; "No temperature exceptions reported" means readings arrived and stayed in range.
- Temperature figures are readings that staff or equipment logged, not a live feed from the fridges. The panel says so under the chart.
- The map only shows facilities whose map coordinates have been entered. If it says "No mapped facilities", the coordinates are missing, not the facilities. If it says a map key is required, ask your administrator to finish setting the map up.
- **Practitioner Licences Expiring** appears only if your role allows you to see practitioners.
- Everything on this screen is limited to your regions. Two colleagues covering different regions will see different totals, and that is correct.
- If the whole screen is replaced by "Unable to load dashboard", the snapshot could not be built. Refresh the page; if it keeps happening, tell support what the smaller line underneath says.

CHAPTER 3

Oversight

3.1 Inspections

WHAT THIS SCREEN IS FOR

Every inspection in your regions, past and planned, with the pressure you are under shown at the top.

HOW TO GET HERE

Sidebar → OVERSIGHT → Inspections.

WHAT YOU SEE ON THE SCREEN

At the top, the heading **Inspections** and a **Schedule Inspection** button.

Four tiles: **Scheduled**, **Overdue**, **Follow-up Items** and **Temp Alerts (7d)**.

When there is anything to show, two panels side by side:

- **Temperature Exceptions** — readings outside range, with facility, unit and reading period, the temperature in red, and the date.
- **Recent Maintenance** — recent servicing, with facility, equipment, type of work and date. The badge on the right counts maintenance that is due.

Then the filters: a search box for the facility name, a region list, a **Status** list, a **Type** list and **Clear Filters**. On a phone the filters sit behind a **Filter** button, and the ones you have chosen appear as small chips underneath that you can remove one at a time.

Then the list itself, with the columns **Facility** (with the inspector's name underneath), **Type**, **Scheduled**, **Status** and **Rating**. Press any row to open that inspection. Twenty rows to a page, with **Previous** and **Next** underneath.

MoFFA
Mortuaries & Funeral
Facilities Agency

OVERSIGHT

Inspections
All scheduled and completed facility inspections

SCHEDULED 5 **OVERDUE** 3 **FOLLOW-UP ITEMS** 3 **TEMP ALERTS (7D)** 0

Search by facility... All Regions All Statuses All Types Clear Filters

FACILITY	TYPE	SCHEDULED	STATUS	RATING
Bator Mortuary	Pre License	10/13/2026	Scheduled	-
Smith Annex	Pre License	10/9/2026	Scheduled	-
Smith Funeral Home Ato Adjei	Pre License	9/17/2026	Completed	compliant
Smith Funeral Home Ato Adjei	Complaint Investigation	9/15/2026	Completed	non compliant
Smith Funeral Home Ato Adjei	Routine	9/15/2026	Scheduled	-
Smith Funeral Home Ato Adjei	Routine	9/15/2026	Completed	minor issues
Smith Funeral Home Ato Adjei	Routine	9/14/2026	Scheduled	-
Smith Funeral Home Akua Mensah	Follow Up	9/14/2026	Scheduled	-

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Sign Out Ask Kofi

The Inspections list with the four tiles, the filter row and several inspections showing status and rating

WHAT YOU CAN DO HERE

To find an inspection:

- 1 Type part of the facility's name in the search box.
- 2 Narrow it further with the region, **Status** and **Type** lists if you need to.
- 3 Press the row you want.

To clear the filters and start again:

- 1 Press **Clear Filters**.

Good to know

The status of an inspection means:

Status	What it means
Scheduled	A date is set and nobody has started it.
In progress	An inspector has begun and has not yet recorded the outcome.
Completed	The findings and the rating have been recorded.
Cancelled	It will not happen. It stays on the list as part of the history.

The rating is only set when an inspection is completed:

Rating	What it means
Compliant	No issues worth recording.
Minor issues	Small problems, no serious risk.
Major issues	Serious problems needing correction.
Non-compliant	The facility is failing its obligations.

- The types you can choose from are Pre-License, Routine, Complaint, Complaint Investigation, Follow-up, License Renewal, Renewal and Monitoring.
- On a phone, a small amber flag reading "Follow-up" appears on any inspection that needs another visit.
- Unless you have nationwide access you only see inspections in your assigned regions, and the description at the top says so.

3.2 Scheduling an inspection

WHAT THIS SCREEN IS FOR

Setting a date for a visit to one facility and putting it on the schedule.

HOW TO GET HERE

Sidebar → OVERSIGHT → Inspections, then **Schedule Inspection**. There is also a **Schedule Inspection** shortcut in **Quick Actions** on the dashboard and on the Compliance screen.

WHAT YOU SEE ON THE SCREEN

A single form in four parts.

- **Select Facility** — **Filter by Region** and **Search Facilities** to shorten the list, then **Facility** itself, which is required. Once you have chosen, a grey box shows the facility's name, its town and region, and its current compliance standing.
- **Inspection Type** — eight cards, each with its name and a line explaining it. Press one to choose it.
- **Schedule** — **Inspection Date**, which cannot be earlier than today.
- **Inspector** — a grey box showing your own name and email address. The inspection is assigned to you.

At the bottom, **Cancel** and **Schedule Inspection**. The button stays greyed out until a facility, a type and a date have all been chosen.

The Schedule New Inspection form with the facility list, the eight inspection type cards and the date box

WHAT YOU CAN DO HERE

To schedule an inspection:

- 1 Choose a region in **Filter by Region** if you want a shorter list.
- 2 Type part of the facility's name in **Search Facilities**.
- 3 Open **Facility** and choose the facility.
- 4 Press the card for the kind of inspection you are doing.
- 5 Set **Inspection Date**.
- 6 Check that the name under **Inspector** is yours.
- 7 Press **Schedule Inspection**. The inspection opens so you can see it.

Good to know

- The inspection is always assigned to you. If somebody else should carry it out, schedule it and then ask the Registrar, the Deputy Registrar or the Licensing and Inspection Director to reassign it on the inspection's own screen.
- Sankorra tells the facility about the inspection when you save it. If that message cannot be sent straight away it is held and sent again automatically, so there is nothing for you to resend.
- If **Facility** says "No facilities found", your region filter or your search wording is too narrow. Clear both and try again.
- You can only choose facilities in your assigned regions unless you have nationwide access.

3.3 An inspection

WHAT THIS SCREEN IS FOR

Carrying out one inspection from start to finish: starting it, recording what you found, recording any breaches, closing it and printing the report.

HOW TO GET HERE

Sidebar → OVERSIGHT → Inspections, then press the inspection. Inspections also open from the dashboard's **Upcoming Inspections** and **Critical Alerts** panels, and from a facility's own screen.

WHAT YOU SEE ON THE SCREEN

At the top, the type of inspection followed by the word "Inspection", a badge for its status, a badge for its rating once there is one, and the facility's name underneath. On the right, **Audit trail**, and **Begin Inspection** while the inspection is still scheduled.

If the facility has asked for a special inspection, an amber notice appears here first, giving their preferred date, the fee and its payment standing, their reason, and a warning that scheduling the special inspection cancels this pre-licence one. It carries a **Schedule special inspection** button.

Inspection Details lists the **Facility** (a link to its page), **Type**, **Scheduled Date** with the time if one was set, **Completed Date** once it is finished, **Inspector** with a **Reassign** button beside it where your role allows, and **Follow-up Date** when a follow-up is required.

Findings and **Recommendations** appear as their own panels once they have been written.

On the right, **Violations** lists every breach recorded against this inspection, each with its code, its severity, its standing, what it says and its correction deadline.

Underneath that, **Actions**, which changes with the status:

Status	Buttons you get
Scheduled	Begin Inspection, Reschedule, Cancel Inspection
In progress	Complete Inspection, Add Violation
Completed	Download Report, and Schedule Follow-up if no follow-up is set
Cancelled	A note telling you to schedule a new inspection instead

When the inspection belongs to a licence application, an **Application Documents** panel is added at the bottom listing what the applicant has uploaded, each with its kind, size, date and standing, and buttons to download it, accept it or reject it.

An inspection showing its details, the violations panel and the Actions panel

WHAT YOU CAN DO HERE

To start an inspection:

- 1 Press **Begin Inspection**.
- 2 The status changes to "in progress" and the buttons in **Actions** change with it.

To record a breach you have found:

- 1 Press **Add Violation**.
- 2 Type the **Violation code**, for example TEMP-001.
- 3 Choose the **Severity**: Minor, Moderate, Major or Critical.
- 4 Write the **Description** — the problem, the area affected and what you expect to be put right.
- 5 Set the **Correction deadline**.
- 6 Press **Save Violation**. Repeat for each further breach.

To finish an inspection:

- 1 Press **Complete Inspection**.
- 2 Choose the **Overall rating**: Compliant, Minor Issues, Major Issues or Non-Compliant.
- 3 Write the **Findings**. This cannot be left empty.
- 4 Write any **Recommendations**.
- 5 Tick **Follow-up required** if the facility needs another visit after putting things right, and set the **Follow-up target date**.
- 6 Press **Complete Inspection**.

The Complete Inspection box showing the rating list, the Findings box and the follow-up tick box

To move an inspection to a different date:

- 1 Press **Reschedule**.
- 2 Choose the **New inspection date**, which cannot be in the past.
- 3 Press **Save Date**. The facility is told about the new date.

To cancel an inspection:

- 1 Press **Cancel Inspection**.
- 2 Read the warning. Cancelled inspections stay on record.
- 3 Press **Cancel Inspection** again to confirm, or **Keep Inspection** to back out.

To arrange a follow-up visit after a completed inspection:

- 1 Press **Schedule Follow-up**.
- 2 Set the **Follow-up date**.
- 3 Press **Schedule Follow-up**. A new follow-up inspection is created for the same facility and the same inspector, and this inspection's follow-up date is filled in. A short message tells you whether the facility was notified.

To print or file the report:

- 1 Press **Download Report** on a completed inspection.
- 2 A file is saved to your computer containing the summary, the inspector, the rating, the follow-up details, the findings, the recommendations and a table of violations.
- 3 Open the file in your browser and print it from there if you need paper.

To hand the inspection to a different inspector:

- 1 Press **Reassign** beside the inspector's name.
- 2 Choose the **New inspector**.
- 3 Write the **Reason** — at least a few words.
- 4 Press the confirming button.

To check an applicant's documents:

- 1 Scroll to **Application Documents**.
- 2 Press the download symbol to read a document.
- 3 Press the green tick to accept it.
- 4 Press the red cross to reject it, and type the reason when asked. A rejected document needs a reason; leaving it blank cancels the rejection.

Good to know

- Cancelling cannot be undone. If the date was simply wrong, use **Reschedule** instead.
- **Findings** must be written before an inspection can be completed. The button stays greyed out until it has something in it, and until a follow-up date is set if you ticked **Follow-up required**.
- **Add Violation** only appears while the inspection is in progress. Start the inspection before you try to record a breach.
- **Schedule Follow-up** disappears once a follow-up is already required, so you cannot create two by accident.
- The downloaded report is a web page file, not a PDF. It opens in any browser and prints from there.
- Only the Registrar, the Deputy Registrar and the Licensing and Inspection Director see **Reassign**, and only members of the Licensing and Inspection directorate can be chosen. If the list is empty, that directorate has nobody else in it yet.
- **Audit trail** shows every change made to this inspection and who made it. Use it when somebody disputes a date or a rating.
- Scheduling a special inspection at a facility's request cancels the pre-licence inspection it replaces. The notice says so before you press.

3.4 Compliance

WHAT THIS SCREEN IS FOR

The state of compliance across your area on one screen, and the shortest route to whatever needs attention.

HOW TO GET HERE

Sidebar → OVERSIGHT → Compliance.

WHAT YOU SEE ON THE SCREEN

The heading **Compliance Overview**, with **Coverage Area** and your region badges on the right.

Four tiles: **Compliance Rate**, **Total Facilities**, **Open Violations** and **Pending Inspections**.

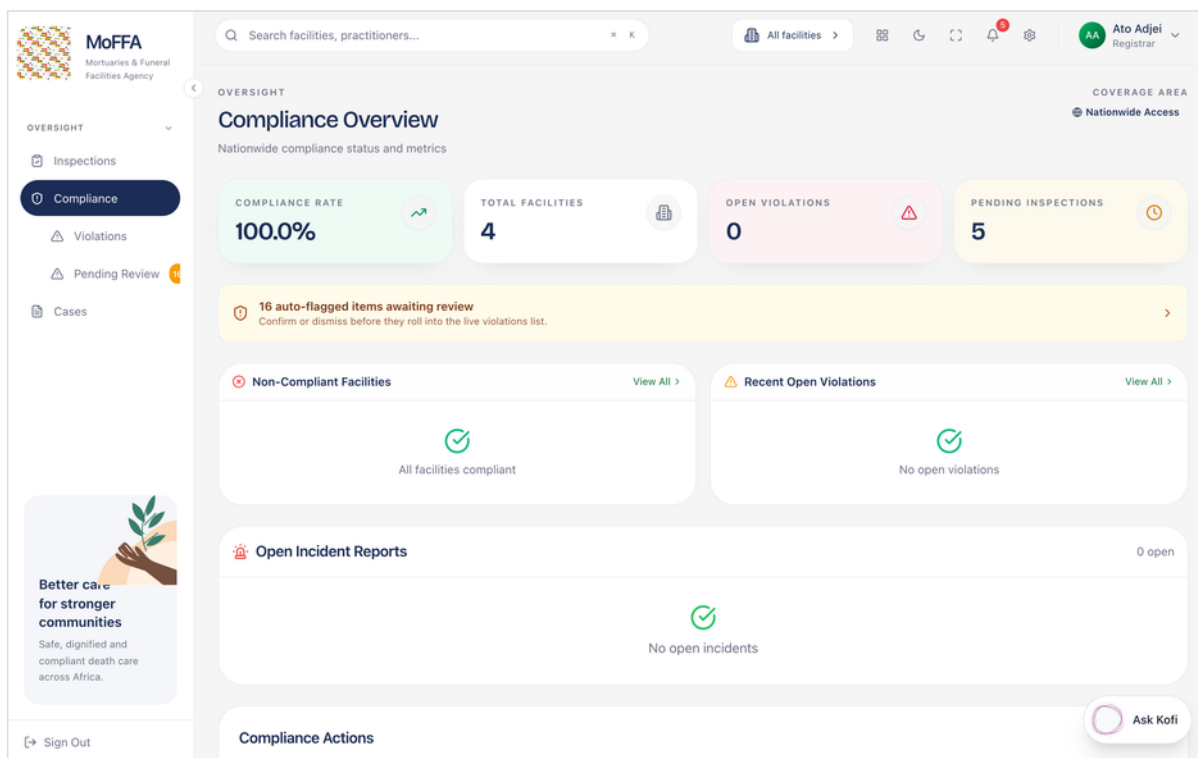
When the system has flagged possible breaches that nobody has looked at yet, an amber band appears reading "N auto-flagged items awaiting review", with the line "Confirm or dismiss before they roll into the live violations list." Pressing it opens Pending Review.

Two lists side by side:

- **Non-Compliant Facilities** — up to five, each with its town or region and a red badge counting its open violations. **View All** goes to Facilities.
- **Recent Open Violations** — up to five, each with its code, a severity badge, what it says, the facility and its deadline. A deadline that has passed is shown as **Overdue** in red.

Open Incident Reports lists equipment and safety faults the facilities have not closed, each with its fault number, priority, standing, title, facility, date and any hours of downtime. The heading counts how many are critical and how many are open.

Compliance Actions closes the screen with five shortcuts: **Schedule Inspection**, **View All Violations**, **Auto-flag Review Queue** (carrying the waiting count), **Under Review** and **Generate Report**.



The Compliance Overview with its four tiles, the amber pending-review band, the two lists and the incident reports

WHAT YOU CAN DO HERE

To work through what needs attention:

- 1 Read the four tiles for the overall picture.
- 2 If the amber band is there, press it and clear the queue first — until those items are confirmed or dismissed they are not counted in **Open Violations**.
- 3 Press a facility in **Non-Compliant Facilities** to see why.
- 4 Press a facility name in **Recent Open Violations** to open it, or press **View All** for the whole list.

Good to know

- **Compliance Rate** and the three other tiles cover only your regions.
- The shortcuts open the full list without setting the filter for you. **Under Review**, for example, opens all facilities, not just those under review; set the **Compliance Status** filter yourself once you are there. The same is true of the **View All** links above the two lists.
- An empty **Non-Compliant Facilities** list with a green tick means every facility in your regions is currently compliant.
- Incident reports come from the facilities themselves. You cannot close one from this screen; use an inspection or a regulatory measure on the facility's page.

3.5 Violations

WHAT THIS SCREEN IS FOR

Every recorded breach in your regions, and the place to charge a penalty for one.

HOW TO GET HERE

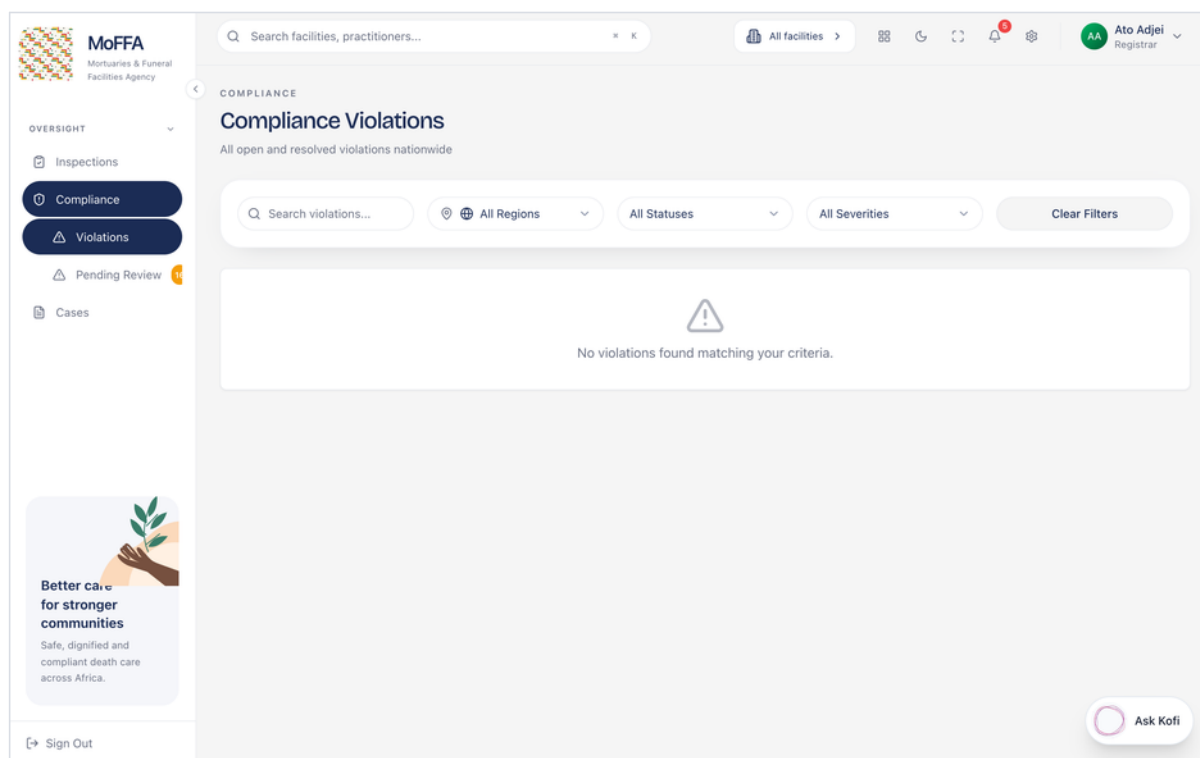
Sidebar → OVERSIGHT → Compliance → Violations.

WHAT YOU SEE ON THE SCREEN

The heading **Compliance Violations**, then the filters: a search box, a region list, a **Status** list, a **Severity** list and **Clear Filters**.

Then the list. Each entry shows a coloured warning symbol, the violation code, a badge for its standing, a badge for its severity, a red **Past Deadline** badge where the deadline has gone by, what the breach says, the facility as a link, the deadline and the date it was raised. On the right, **Issue penalty** or, once a penalty exists, a badge reading **Penalty issued**, and **View Inspection** where the breach came from an inspection.

Twenty entries to a page, with **Previous** and **Next** underneath.



The Compliance Violations list with severity and status badges, a Past Deadline badge and the Issue penalty button

WHAT YOU CAN DO HERE

To find a breach:

- 1 Type part of the code, the wording or the facility name in the search box.
- 2 Narrow it with the region, **Status** and **Severity** lists.

To charge a penalty for a breach:

- 1 Press **Issue penalty** on the breach.
- 2 Check the **Amount (GHS)**. It is filled in from the regulator's own rate card for that severity, and you can change it.
- 3 Set the **Due date**, or leave it blank for thirty days from today.
- 4 Write a **Reason** if you want it to appear on the facility's invoice notes.
- 5 Press **Issue penalty**.
- 6 The button is replaced by **Penalty issued** and the facility now has a penalty invoice to pay.

Good to know

The standing of a breach means:

Standing	What it means
Open	Raised; the facility has not responded.
Acknowledged	The facility has accepted it.
Correcting	The facility says it is putting the problem right.

Standing	What it means
Resolved	Closed.
Escalated	Raised to a higher level of enforcement.

Severity runs Minor, Moderate, Major, Critical, and it is severity that sets the suggested penalty.

- A penalty can only be charged once against a breach. Once **Penalty issued** appears there is no second button.
- The suggested amount comes from the regulator's rate card. If the rate card has not been filled in, the portal falls back to GH¢250 for minor, GH¢500 for moderate, GH¢1,500 for major and GH¢5,000 for critical. Change the amount if the rate card is out of date, and ask your administrator to update it.
- Everybody who can see violations sees the **Issue penalty** button, but only the Registrar, the Deputy Registrar, the Standards and Compliance Director and the Finance and Administration Director can complete it. Anybody else gets a short refusal message.
- There is no button on this screen to change a breach's standing. It moves as the facility acknowledges it, works on it and closes it, and your enforcement tools are the penalty here and the regulatory measures on the facility's own page.
- **Past Deadline** is worked out from today's date and is not shown on anything already resolved.

3.6 Pending Review

WHAT THIS SCREEN IS FOR

Possible breaches that Sankorra spotted by itself and will not act on until a person confirms them. Nothing here counts as a real violation yet.

HOW TO GET HERE

Sidebar → OVERSIGHT → Compliance → Pending Review. The menu entry carries an amber count when anything is waiting, and the amber band on the Compliance screen leads here too.

WHAT YOU SEE ON THE SCREEN

The heading **Pending review** with a badge counting the items, and the explanation that confirmed items are added to the live violations list while dismissed ones are recorded as resolved with your reason. On the right, **Back** and **Recompute**.

Each item shows a severity badge, the code, the region, the deadline, and a badge reading either **Still detected** in red or **Condition cleared** in green. Under that: what the item says, the facility as a link, **Why flagged**, and when the condition was last seen. Where the condition has cleared, a green line asks you to review the history before deciding.

On the right of each item, **Confirm** and **Dismiss**.

MoFFA
Mortuaries & Funeral
Facilities Agency

Search facilities, practitioners... K

All facilities >

AA Ato Adjei
Registrar

COMPLIANCE

Pending review 17 items

Auto-flagged compliance issues awaiting human confirmation. Confirmed items are added to the live violations list. Dismissed items are recorded as resolved with your reason.

Critical storage_unavailable_with_body GAR Deadline: 9/26/2026 **Still detected**

Body assigned while cold storage unavailable
Bernard Botchway
Why flagged: 1 body/bodies confirmed in custody while operational cold-storage capacity is zero; configured capacity 20, unavailable 20.
Last confirmed by monitoring: 9/29/2026, 1:01:54 PM

Critical storage_over_operational_capacity GAR Deadline: 9/26/2026 **Still detected**

Cold storage exceeds operational capacity
Bernard Botchway
Why flagged: 1 body/bodies currently in custody do not have an active primary body tag.
Last confirmed by monitoring: 9/29/2026, 1:01:54 PM

Critical body_without_primary_identification_tag GAR Deadline: 9/26/2026 **Still detected**

Body in custody without active primary identification tag
Smith Funeral Home
Why flagged: 2 body/bodies currently in custody do not have an active primary body tag.
Last confirmed by monitoring: 9/29/2026, 1:01:54 PM

Critical license_expired_facility_active VOL Deadline: 10/6/2026 **Still detected**

Active facility with no current licence
Battor Mortuary
Why flagged: Facility flagged active but no current licence record

Critical license_expired_facility_active GAR Deadline: 10/2/2026 **Still detected**

Active facility with no current licence

Buttons: Confirm, Dismiss, Recompute, Ask Kofi

Sign Out

Better care for stronger communities
Safe, dignified and compliant death care across Africa.

The Pending review queue with one Still detected item and one Condition cleared item, each with Confirm and Dismiss

WHAT YOU CAN DO HERE

To confirm a flagged item:

- 1 Read what it says and check **Why flagged**.
- 2 Press the facility name if you want to see the situation for yourself, then come back.
- 3 Press **Confirm**. It joins the live violations list and will be counted in **Open Violations**.

To dismiss a flagged item:

- 1 Press **Dismiss**.
- 2 Write the **Reason** — for example that the licence was renewed yesterday and the entry has not caught up.
- 3 Press **Dismiss**. The item is recorded as resolved with your reason attached, and the original detection stays in the audit trail.

To look again for new items:

- 1 Press **Recompute**.
- 2 A short message tells you how many conditions are currently live and how many cleared items are still waiting for a decision.

Good to know

- The queue refreshes itself the moment you open the screen, so you are always looking at the latest run.
- **Condition cleared** means the problem is no longer happening. That is not the same as it never having happened — decide whether the past event deserves a violation before you dismiss it.
- A reason is required to dismiss. **Dismiss** will refuse without one.
- Confirming and dismissing both leave a permanent trail. Neither can be undone from this screen.
- The amber count on the menu, the band on Compliance and the badge here are the same number.

3.7 Cases

WHAT THIS SCREEN IS FOR

Every case the facilities in your regions have recorded, so you can see how many bodies are being handled, how long they are taking, and where cases are running past the time they should.

HOW TO GET HERE

Sidebar → OVERSIGHT → Cases.

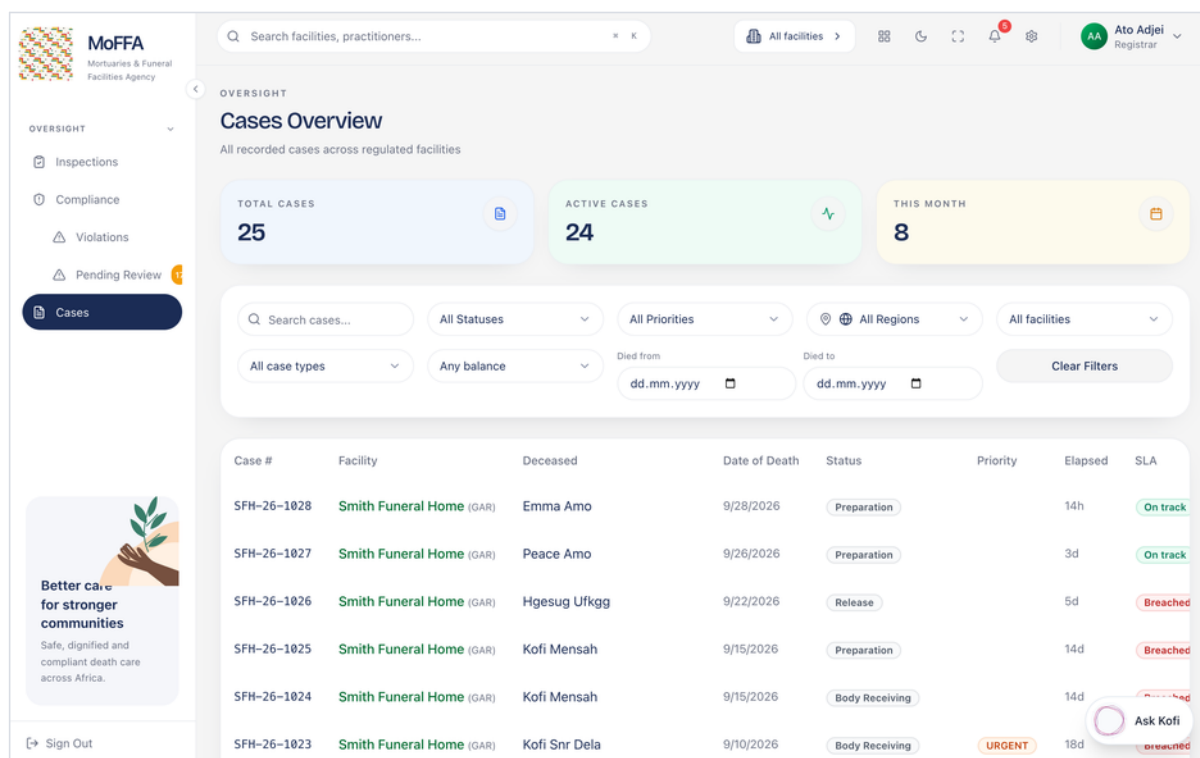
WHAT YOU SEE ON THE SCREEN

The heading **Cases Overview**, then three tiles: **Total Cases**, **Active Cases** and **This Month**.

Under them, four more tiles about timeliness: **Open · On track**, **Open · Warning**, **Open · Breached** and **Median time to close**.

Then the filters: a search box, **Status**, **Priority**, region, facility, **Case type**, a balance filter, **Died from** and **Died to** dates, and **Clear Filters**. On a phone they sit behind a **Filter** button with chips underneath.

Then the list, with the columns **Case #**, **Facility**, **Deceased**, **Date of Death**, **Status**, **Priority**, **Elapsed**, **SLA** and **Created**. The facility name is a link to that facility. Twenty rows to a page.



The Cases Overview with its tiles, the timeliness tiles and the case table showing status, priority and SLA badges

WHAT YOU CAN DO HERE

To find the cases you need:

- 1 Type a case number or a name in the search box.
- 2 Narrow it by **Status**, **Priority**, region, facility or **Case type**.
- 3 Use **Died from** and **Died to** to look at one period.
- 4 Choose **Outstanding balance** in the balance filter to see only cases the family still owes money on.

To look into a facility whose cases are running late:

- 1 Sort your attention by the **SLA** column — **Breached** first.
- 2 Press the facility name on that row to open the facility.

Good to know

The status of a case is set by the facility, not by you: **Intake**, **Arrangement**, **Preparation**, **Ceremony**, **Completed** or **Cancelled**. **Priority** is Normal, Urgent or VIP; only Urgent and VIP are shown as badges.

The **SLA** column means:

Badge	What it means
On track	Open and within the expected time.
Warning	Open longer than expected — five days by default.
Breached	Open far too long — seven days by default.

Badge	What it means
Closed	Finished; the time no longer counts.

- Those five and seven day limits are the regulator's own settings and can be changed by your administrator, so check them before quoting them to a facility.
- **Elapsed** is how long the case has been open, shown in minutes, hours or days depending on its age.
- There is no page for a single case in this portal. The only link on a row is the facility. On a phone, pressing a case shows a "page not found" message; press your browser's back arrow to return to the list.
- **Median time to close** is worked out from every closed case in your scope, so it moves slowly and is a good measure of a region over time.



CHAPTER 4

Licensing

4.1 Licences

WHAT THIS SCREEN IS FOR

The licensing desk. Applications from people who want to open a facility, and the licences the regulator has already issued.

HOW TO GET HERE

Sidebar → LICENSING → Licenses.

WHAT YOU SEE ON THE SCREEN

The heading **Facility Licensing** with your name and role on the right.

Four tiles about applications: **In Motion** (with how many are waiting for the Registrar), **Board Queue** (with how many are approved but not yet issued), **Full Licenses** (with how many are provisional) and **Reviews Due** (with how many are overdue).

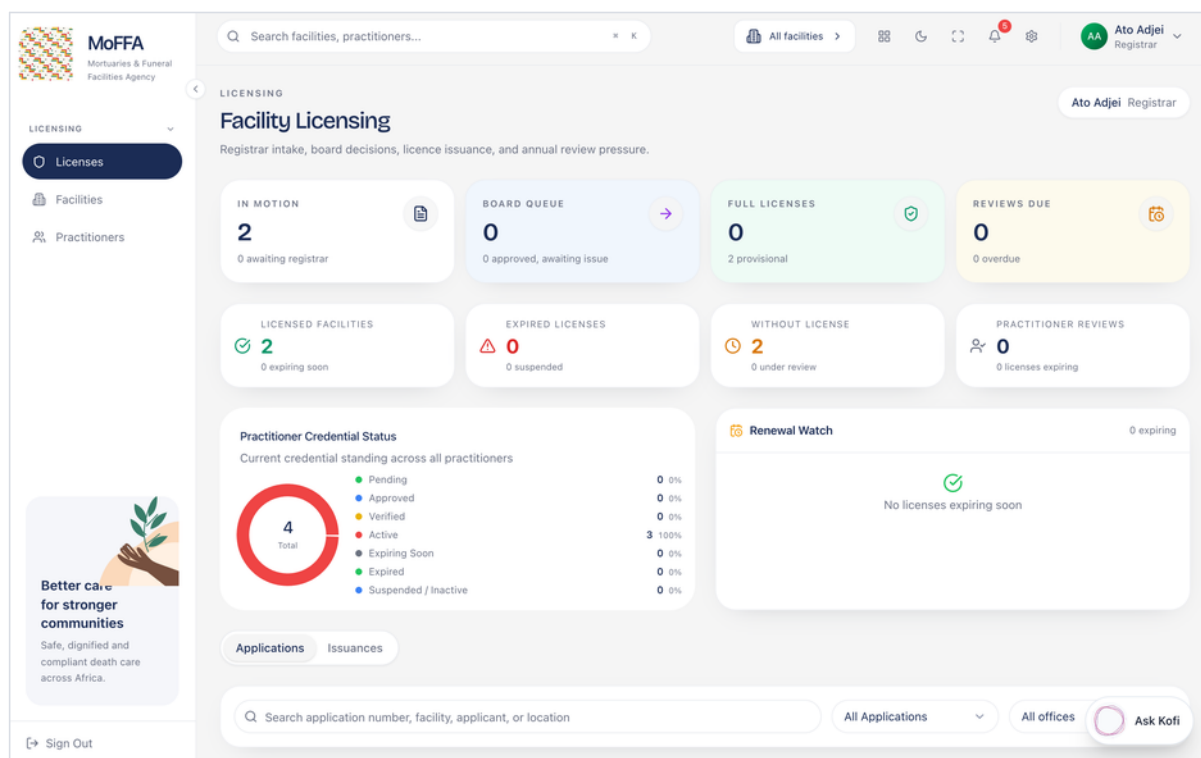
Four more tiles about the facilities themselves: **Licensed Facilities**, **Expired Licenses**, **Without License** and **Practitioner Reviews**.

Then **Practitioner Credential Status**, a ring showing how practitioner licences stand overall, and **Renewal Watch**, a list of facility licences running out, each showing the days left and the expiry date. Anything within seven days is red, within thirty days amber.

Then two tabs: **Applications** and **Issuances**.

The Applications tab. A search box for the application number, facility, applicant or place, a status list and an office list showing how many open applications each office holds. Then a table with **#**, **Facility** (with the applicant underneath), **Type**, **Status**, **Submitted** and **Actions**. The **Actions** column holds up to two buttons for the stage the application has reached, plus **Open** to see the whole application. Some buttons carry a small (i) beside them; press it for a plain explanation of what the button does.

The Issuances tab. A search box for facility, licence number or application, a **Class** list and a **Status** list. Then a table with **License #**, **Facility** (with its town and region underneath), **Class**, **Status**, **Expires** and **Annual Review**, ending in **View** to open the facility and **Manage** to change the licence.



The Facility Licensing screen with its tiles, the Renewal Watch list and the Applications tab table

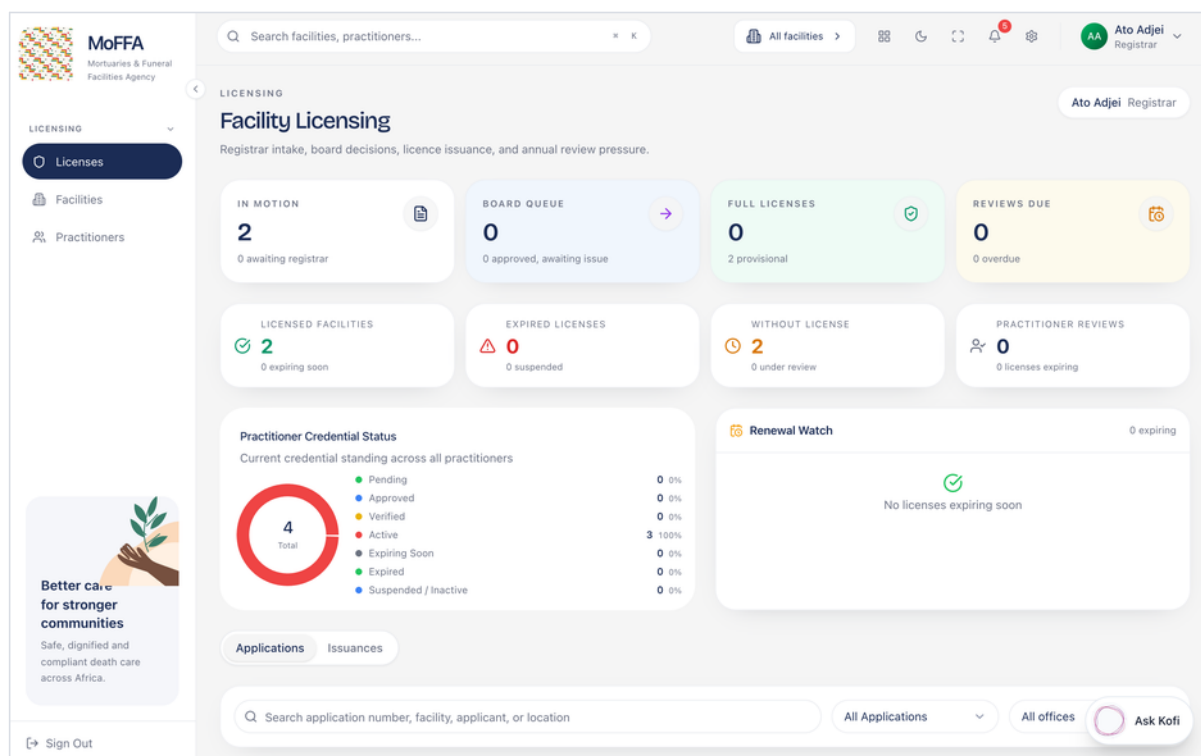
WHAT YOU CAN DO HERE

To move an application to its next stage:

- 1 Make sure you are on the **Applications** tab.
- 2 Find the application, by search or by status.
- 3 Press the button for the stage you want. The stages and their buttons are listed below.
- 4 In the box that opens, write **Notes** giving the reason for the change or anything still outstanding.
- 5 Press the button at the bottom of the box to save it.

To issue a licence the Registrar has approved:

- 1 Find the application at **Approved For Provisional** or **Approved For Full**.
- 2 Press **Issue Provisional License** or **Issue Long-Term License**.
- 3 Check **License Category** and **License Type**. The category is already fixed by the approval.
- 4 Check the **License Number**, or press the refresh symbol beside it to generate the next one.
- 5 Fill in **Issued By**, **Issued Date** and **Effective Date**.
- 6 Read **Expiry Date**. It is worked out for you and cannot be typed.
- 7 Write **Notes** giving the basis for the issue.
- 8 Press **Issue License**.



The Issue Approved License box showing the category, type, number, dates and the note about how long the licence runs

To change a licence that has already been issued:

- 1 Go to the **Issuances** tab.
- 2 Find the licence and press **Manage**.
- 3 Change **Status** to Active, Suspended, Revoked or Expired.
- 4 Add **Notes** explaining why.
- 5 Press **Save Changes**.

To verify a claim on an existing licence:

- 1 Find an application of the "existing licence claim" kind waiting for verification.
- 2 Press **Verify claim** and work through the box that opens.

The stages an application passes through

Status	What it means	Who moves it on
Submitted	Just arrived.	Start Intake Review
Intake Review	Papers being checked.	Mark Inspection Pending, or Send To Registrar
Inspection Pending	Waiting for the pre-licence visit.	Start Inspection, or Send To Registrar
Inspection In Progress	The visit is under way.	Send To Registrar
Awaiting Registrar	With the Registrar for a decision.	Approve Provisional, Approve Full, or Refuse

Status	What it means	Who moves it on
Approved For Provisional	Approved for a short first licence.	Issue Provisional License
Approved For Full	Approved for the long licence.	Issue Long-Term License
Provisional Issued	Operating on a provisional licence.	The long-term decision, on the application's own page
Licensed	Fully licensed.	Nothing further
Refused	Turned down.	Nothing further
Closed Pending Determination	Set aside without a decision.	Nothing further
Revoked	Withdrawn.	Nothing further

Good to know

- A provisional licence runs for six months. A long-term licence runs for three years and has a checkpoint each year, shown in the **Annual Review** column as a date, as **Due** with a date in amber, or as **Overdue** in red. Provisional licences show "N/A (provisional)" there.
- **Expiry Date** is always worked out from the effective date and cannot be typed. If the date is wrong, the effective date is wrong.
- Only the Registrar and the Deputy Registrar can approve or refuse an application. Everybody else moves it through the early stages only.
- Changing the number on a licence that has already been issued is reserved for the Registrar, and the change is written onto the licence for the record.
- If pressing the refresh symbol beside **License Number** leaves the box empty and shows a short message, the regulator has chosen to number licences by hand. Type the number yourself.
- The **Status** list in the licence box only works when you are managing an existing licence. A new licence is always issued as Active.
- **Replaced** may appear as a status in the **Issuances** list. It means that licence was superseded by a later one, usually at renewal.
- If a button reads "Move to Registrar Review" rather than "Send To Registrar", it is because you are the Registrar. Press the (i) beside it for the explanation: it moves the application into the decision stage so the approve and refuse buttons appear.

4.2 A licence application

WHAT THIS SCREEN IS FOR

Everything about one application in one place: who is applying, what they sent, what the inspection found, what they owe, and the decisions taken.

HOW TO GET HERE

Sidebar → LICENSING → Licenses → **Applications** tab, then **Open** on the application.

WHAT YOU SEE ON THE SCREEN

At the top, the proposed facility's name with a badge for its status, and underneath the application number, the kind of application and the office handling it.

Available actions — a grey band holding the buttons for the stage the application has reached and the role you hold. If there is nothing for you to do at this stage, the band does not appear.

Then, down the middle of the page:

- **Facility & application** — the facility name, the primary type, the other types requested, the town and region, the district, the country and the address.
- A panel of pricing details the regulator uses to work out the fees. The Registrar, the Deputy Registrar and the Finance and Administration Director can change these; everybody else can only read them.
- The application fee and how it stands.
- **Long-term licence decision** — this appears once a provisional licence has been issued. It shows when the provisional expires and how many days are left, the licence number, and an explanation that within thirty days of expiry a decision must be taken to convert it to a three-year licence or to refuse it. The Registrar and Deputy Registrar also get **Open conversion window**, **Approve long-term** and **Refuse**.
- **Inspections** — every inspection linked to this application, with its type, date, status, rating, inspector and findings, and **Open** to go to it. Where none exists and the application has a facility, a **Schedule pre-licence inspection** button appears.
- **Special inspection requests** — where the facility has asked for one, with its standing, preferred date, reason and fee, and **Schedule** to arrange it. A note warns that the facility cannot reschedule a pre-licence inspection itself and that scheduling a special one cancels the original.
- **Application documents** — what the applicant uploaded, each with its kind, size, date and standing, and buttons to download, accept or reject it.
- **Recommendation & decision** — the Registrar's recommendation, the board's decision and the intake notes, once each exists.

Down the right-hand side, **Applicant** (name, email, phone, legal entity and registration number) and **Timeline**, listing each step that has happened with its date and time.

The screenshot displays the MoFFA Regulator Portal interface. The top navigation bar includes a search bar, a user profile for Ato Adjei (Registrar), and various system icons. The left sidebar shows the 'LICENSING' menu with options for 'Licenses', 'Facilities', and 'Practitioners'. The main content area is titled 'Bernard Botchway' with a 'provisional issued' status and a unique identifier 'FA-20260522-76E83C54'. It is categorized as a 'new' application from the 'Accra office'.

The application details are organized into several sections:

- Facility & application:**
 - FACILITY NAME: Bernard Botchway
 - REQUESTED TYPES: funeral home
 - DISTRICT: Adentan Municipal
 - ADDRESS: 19 Amli Street
 - PRIMARY TYPE: funeral home
 - TOWN / REGION: Adenta, GAR
 - COUNTRY: Ghana
- Applicant:**
 - NAME: Bernard Botchway
 - EMAIL: botchwaybernard@gmail.com
 - PHONE: 0500362322
 - LEGAL ENTITY: -
 - REGISTRATION #: -
- MoFFA pricing inputs:**
 - These values drive the resolver for inspection and licence fees. Until they're set, projected stages on the schedule show as "TBD".
 - APPLICANT ORIGIN: Local (Ghanaian-registered, GHS)
 - LOCATION TIER: District
 - Drives currency (GHS / USD):
 - Metro / Municipal / District:
- Application Fees:**
 - 3 invoices on file across application lifecycle stages.
 - Lifecycle fee schedule: Persisted + projected charges across the application lifecycle
- Timeline:**
 - SUBMITTED: 5/22/2026, 9:30:50 PM
 - INTAKE REVIEW STARTED: 5/22/2026, 9:31:29 PM
 - INTAKE REVIEW COMPLETED: 5/22/2026, 9:50:58 PM
 - REGISTRAR RECOMMENDATION: 5/22/2026, 9:51:08 PM
 - BOARD DECISION: 5/22/2026, 9:51:08 PM

At the bottom left, there is a 'Sign Out' button. At the bottom right, there is an 'Ask Kofi' button. A sidebar on the left contains a message: 'Better care for stronger communities. Safe, dignified and compliant death care across Africa.'

One application showing the Available actions band, the facility details, the inspections list and the Timeline down the right

WHAT YOU CAN DO HERE

To take the application to its next stage:

- 1 Press the button you want in **Available actions**.
- 2 Write **Notes** in the box that opens.
- 3 Press the button at the bottom of the box.

To check the applicant's documents:

- 1 Scroll to **Application documents**.
- 2 Press the download symbol to read one.
- 3 Press the green tick to accept it.
- 4 Press the red cross to reject it and type the reason when asked.

To arrange the pre-licence visit:

- 1 Press **Schedule pre-licence inspection**.
- 2 Set the date and time in the box that opens and save it.

To decide the long-term licence:

- 1 Find **Long-term licence decision** and read when the provisional expires.
- 2 If the decision window is not open yet and you want to start early, press **Open conversion window**.
- 3 Press **Approve long-term** or **Refuse**.
- 4 Write the notes. A reason is required when you refuse.

5 Press the confirming button.

Good to know

- Approving the long-term licence does not create the licence itself. It moves the application to **Approved For Full** and raises the fee; the Registrar then issues the licence from the Licences screen or from the facility's page.
- Refusing the long-term licence leaves the provisional licence in place until it expires naturally. The facility is unlicensed only after that date.
- Where the **Inspections** panel says nothing is linked yet, a pre-licence visit may be arranged automatically when the application is submitted, depending on the regulator's own settings. If it has not been, use **Schedule pre-licence inspection**.
- Rejecting a document needs a reason. Leaving the box empty cancels the rejection and nothing is saved.
- **Timeline** only lists steps that have actually happened, so a short timeline means a young application, not a missing one.

4.3 Facilities

WHAT THIS SCREEN IS FOR

The register of every facility under the regulator's oversight in your area, and the way in to any one of them.

HOW TO GET HERE

Sidebar → LICENSING → Facilities. There is also an **All facilities** shortcut in the top bar on wide screens, and **Review Facilities** in **Quick Actions** on the dashboard.

WHAT YOU SEE ON THE SCREEN

The heading **Regulated Facilities**, then a wide band of filters: a search box, region, **All Districts**, **All Facility Types**, **All Licence Types**, **All Licence Classes**, **All Licence Statuses**, **Compliance Status**, **All Records** and **Clear Filters**. Whatever you have chosen appears as chips underneath so you can remove one at a time. On a phone the filters sit behind a **Filter** button.

Then an **Interoperability** panel counting facilities that can exchange information with other bodies: **With Registrations**, **Active**, **Review Due**, **Expiring Soon**, **SMS** and **Email**, and underneath **Hospital Exchange**, **Law Enforcement** and **Public Health Reporting**.

Then the list, with the columns **Facility**, **Location**, **Compliance**, **Last Inspection** and **Violations**. A facility that has never been inspected shows "Never". A facility whose entry has been switched off shows "Inactive" under its name. Press any row to open the facility. Twenty rows to a page.

MoFFA
Mortuaries & Funeral
Facilities Agency

Search facilities, practitioners... K

ALL facilities

LICENSING

Regulated Facilities
All funeral facilities under regulatory oversight

Search facilities... All Regions All Districts All Facility Types All Licence Types All Licence Classes All Licence Statuses All Statuses All Records Clear Filters

Interoperability

1 With Registrations 2 Active 0 Review Due 0 Expiring Soon 4 SMS 4 Email 1 Hospital Exchange 0 Law Enforcement 0 Public Health Reporting

Institutional exchange registrations are now tracked separately from communications settings.

FACILITY	LOCATION	COMPLIANCE	LAST INSPECTION	VIOLATIONS
Battor Mortuary	Battor - VOL	Pending Review	Never	3
Bernard Botchway	Adenta - Greater Accra Region	Compliant	5/22/2026	4
Smith Annex	Accra - GAR	Pending Review	Never	
Smith Funeral Home	Accra - Greater Accra Region	Compliant	9/15/2026	

Ask Kofi

Better care for stronger communities
Safe, dignified and compliant death care across Africa.

Sign Out

The Regulated Facilities list with its filter band, the Interoperability panel and several facilities with compliance dots

WHAT YOU CAN DO HERE

To look up one facility:

- 1 Type part of its name in the search box.
- 2 Press its row.

To find the facilities that need attention:

- 1 Set **Compliance Status** to **Non-Compliant**, or to **Under Review**.
- 2 Read the **Violations** column — the red figures are open breaches.
- 3 Read the **Last Inspection** column for anything showing "Never" or a very old date.

To list facilities of one kind:

- 1 Choose the kind in **All Facility Types** — for example mortuary or crematorium.
- 2 Narrow it further by region and district if you need to.

Good to know

The compliance standing of a facility means:

Standing	What it means
Compliant	Nothing outstanding against it.
Under Review	The regulator is looking into it.
Non-Compliant	It is failing its obligations.

Standing	What it means
Suspended	It has been stopped from operating.

- **All Records** decides whether facilities whose entry has been switched off are listed. Leave it as it is to see both, or choose **Active** to see only live facilities.
- Unless you have nationwide access you see only facilities in your assigned regions, and the line under the heading says so.
- **Licence Class** offers Provisional and Full. Provisional means a facility is on its first six-month licence.
- The **Interoperability** counts describe arrangements for exchanging information, not day-to-day operations. **Review Due** and **Expiring Soon** are the two worth chasing.

4.4 A facility

WHAT THIS SCREEN IS FOR

The complete file on one facility: who they are, what licences they hold, what they owe, how full their cold storage is, what their equipment is doing, who works there, and what the regulator has ordered them to do.

HOW TO GET HERE

Sidebar → LICENSING → Facilities, then press the facility. Facilities also open from almost everywhere else in the portal: the dashboard's alerts and tables, an inspection, a violation, a case, a licence and a practitioner all link here.

WHAT YOU SEE ON THE SCREEN

The top card. **Back to Facilities**, then the facility's logo or a shield, its name, and badges for its compliance standing, its type, whether its entry is active and whether its registration is verified. Under that, its full address with badges for its region, zone and district codes, and when the file was last updated. On the right, **View Inspections** and **Schedule Inspection**.

Beneath that a small card headed **Overdue reminder pause**, with a switch. And then a strip of seven figures: **Cases**, **Compliance**, **Licenses**, **Open violations**, **Storage**, **Practitioners** and **Exchanges**.

The sections below can each be opened and closed by pressing their heading, and the portal remembers which ones you had open:

- **Serious Case Incidents** — only when there are any. Bodies reported missing, with when they were discovered missing, when they were last confirmed present, the last known location, and whether the police and security were told.
- **Regulatory Watchlist** — the highest-priority issues visible on this facility right now.
- **Facility Identity & Registration** — logo, organisation and branch, address, town, district, zone, region, phone, email, website, business registration number, tax number, licence number and issuing authority, licence expiry, when it was established, its case and invoice prefixes, its currency, its timezone, its tax settings, its last and next inspections, when the file was updated, its map coordinates and, for cemeteries, its plot numbers.

- **Licensing, Audit & Follow-up Posture** — three boxes showing the inspection position, how many licences expire in the next thirty days, and **MoFFA fees outstanding** in GH¢. When anything is past its due date the box turns red and a list of the overdue invoices appears underneath with how many days late each is. Then the **License register**, listing each licence with its type, class, number, standing, issued, effective and expiry dates, who issued it, the annual review date for long-term licences, and any notes. The heading carries an **Issue / Renew** button, and each licence a **Manage** button.
- **Storage & Capacity Monitoring** — the regulator's capacity summary, the equipment inventory, and a **Storage availability map** showing every compartment as a coloured square: red occupied, amber reserved, green available, grey under maintenance or out of service. Rest your pointer on a square for the unit, the compartment and, where occupied, who is in it.
- **Environment, Maintenance & Equipment** — temperature history, servicing and equipment faults.
- **Inspection & Audit Trail** — the inspection history for this facility.
- **Regulatory measures** — corrective orders the regulator has issued to this facility by hand, with an **Issue measure** button. Each measure shows its title, priority and standing, what kind it is, the reason, when it was issued, its deadline and when the facility acknowledged it. **Review** opens the required action, the buttons for moving it on, and anything the facility has sent back in response.
- **Violations, Incidents & Corrective Pressure** — the breaches and incidents recorded against the facility.
- **Workforce & Credential Watch** — the practitioners working there and whose licences are running out.
- **Interoperability & Digital Readiness** — its arrangements for exchanging information with hospitals, the police and public health.
- **Cemetery & Disposition Operations** and **Cemetery Plot Map** — only for facilities that run a cemetery.

The screenshot displays the MoFFA Regulator Portal interface. The top navigation bar includes a search bar, a 'All facilities' dropdown, and a user profile for Ato Adjei. The sidebar on the left shows 'Licensing' and 'Facilities' tabs. The main content area features a top card for 'Battor Mortuary' with a 'pending review' status. Below this, there are seven figures: Cases (0), Compliance (pending review), Licenses (0 active), Open Violations (3), Storage (0/0), Practitioners (0), and Exchanges (0). A 'Regulatory Watchlist' section shows 3 unresolved compliance issues. The bottom section is for 'Facility Identity & Registration'.

A facility file showing the top card with its seven figures and the Licensing and Regulatory measures sections open

WHAT YOU CAN DO HERE

To read the file quickly:

- 1 Read the seven figures across the top card. **Open violations**, **Compliance** and **Licenses** tell you most of what you need.
- 2 Open **Regulatory Watchlist** for the issues that matter today.
- 3 Open **Licensing, Audit & Follow-up Posture** to see whether they are licensed, insured against expiry and paid up.

To issue or renew a licence from here:

- 1 Open **Licensing, Audit & Follow-up Posture**.
- 2 Press **Issue / Renew** beside the heading, or **Manage** on an existing licence.
- 3 Fill in the box as described in section 4.1 and save it.

To order a facility to put something right:

- 1 Open **Regulatory measures**.
- 2 Press **Issue measure**.
- 3 Choose the **Measure**: Corrective action plan, Transfer / diversion plan, Restore refrigeration capacity, Inspection required, Compliance notice, Restrict new intake, or Evidence request.
- 4 Choose the **Priority**: Routine, High, Urgent or Critical.
- 5 Link a **Confirmed violation** if this order follows one. This is optional.
- 6 Write the **Title**, the **Reason** and the **Required action / instructions**, saying exactly what the facility must do and what evidence it must send.
- 7 Set the **Compliance deadline** and, if the order should lapse by itself, **Measure expires**.

- 8 If you chose **Restrict new intake**, read the red warning. Normal intake will be blocked. Decide whether to leave **Allow documented emergency management override** ticked.
- 9 Press the button at the bottom to issue it.

To follow up a measure you have issued:

- 1 Press **Review** on the measure.
- 2 Read the required action and anything the facility has sent back. Press **Evidence 1**, **Evidence 2** and so on to open their attachments.
- 3 On a response that has been submitted, press **Accept**, **Needs revision** or **Reject**.
- 4 On the measure itself, press **Mark in progress**, **Mark complied** or **Withdraw**.

To stop chasing a facility for overdue fees:

- 1 Find the **Overdue reminder pause** card near the top.
- 2 Turn the switch on.
- 3 Write the **Reason** — it is kept for the audit trail.
- 4 Save it. Turn the switch off again to start the reminders.

Good to know

- **Restrict new intake** is the strongest thing you can do from this screen. It stops the facility taking in new bodies through the normal route. Emergency intake remains possible only if you leave the override ticked, and only when the facility's management records a reason.
- Where the panel says no measures have been issued, remember that safety flags stay as review items until somebody deliberately issues a measure. Flagging is not enforcement.
- **Operational capacity** and **Configured physical slots** are not the same number. Operational capacity falls when units or compartments are unavailable, which is why a facility with plenty of slots can still be over capacity.
- **MoFFA fees outstanding** counts invoices the regulator raised. A red box means at least one is past its due date.
- **Issue / Renew** and **Manage** appear only if your role allows you to issue, renew or revoke licences.
- Pausing overdue reminders stops the automatic chasing but does not cancel the debt or change the balance.
- The **Overdue reminder pause** switch can only be changed by the Registrar, the Deputy Registrar and the Finance and Administration Director. Everybody else can see its position but not move it.
- Where a licence is listed but the **Issuances** tab of the Licences screen does not show it, it is an older licence entered before the current licensing process began. It is shown here as a long-term licence.

4.5 Practitioners

WHAT THIS SCREEN IS FOR

The register of licensed death care practitioners: who is licensed, what they are licensed to do, whose licence is running out, and whose documents are waiting for you.

HOW TO GET HERE

Sidebar → LICENSING → Practitioners. The dashboard's **Practitioner Licences Expiring** panel also leads here, already narrowed to those expiring.

WHAT YOU SEE ON THE SCREEN

The heading **Practitioners Registry** and a **Register Practitioner** button.

Then the filters: a search box for name or registration number, **All Types**, region, **License Status**, **All Facilities**, **Local + foreign**, **Active + inactive** and **Any expiry**, plus **Clear Filters**. Whatever you choose appears as chips.

Under the filters, a row of quick filters, each with a count: **All**, **Expiring in 30 days**, **Expired**, **Documents to review** and **Not on portal**. A count in amber means there is something to act on.

On the right, a switch between **Directory** and **Table**.

Directory shows a card for each practitioner. **Table** shows the columns **Practitioner** (photo, name and registration number), **Type**, **Region**, **License Status** (with a "to review" badge when documents are waiting) and **Expiry** (with a chip when the licence expires within thirty days).

Pressing a card in **Directory** opens a quick-look panel; pressing a row in **Table** opens the practitioner's full page.

The screenshot displays the MoFFA (Mortuaries & Funeral Facilities Agency) Practitioners Registry. The interface includes a top navigation bar with the MoFFA logo and a search bar. The left sidebar contains navigation links for LICENSING, Licensures, Facilities, and Practitioners. The main content area is titled 'Practitioners Registry' and shows 'All licensed death care practitioners'. It features a filter section with a search box and dropdowns for 'All Types', 'All Regions', 'All Statuses', 'All Facilities', 'Local + foreign', 'Active + inactive', and 'Any expiry'. Below the filters are quick filter chips: 'All' (4), 'Expiring in 30 days' (0), 'Expired' (0), 'Documents to review' (0), and 'Not on portal' (3). The view is set to 'Directory'. Four practitioner cards are displayed, each showing a photo, name, registration number, status, and expiry date. A 'Sign Out' button is in the bottom left, and an 'Ask Kofi' button is in the bottom right.

The Practitioners Registry in Directory view with the quick-filter row showing counts

WHAT YOU CAN DO HERE

To find a practitioner:

- 1 Type their name or registration number in the search box.
- 2 Press their card or their row.

To work through the licences about to run out:

- 1 Press **Expiring in 30 days** in the quick-filter row.
- 2 Work down the list, opening each practitioner to renew or to chase them.
- 3 Use **Any expiry** instead if you want a sixty or ninety day view.

To clear the documents waiting for you:

- 1 Press **Documents to review**.
- 2 Press a practitioner's card to open the quick-look panel.
- 3 Go to the **Credentials** or **Exams** tab.
- 4 Press **Open document** to read the attachment.
- 5 Press **Verify** to accept it, or **Reject** and write why. The practitioner will see the reason you give.
- 6 Press **Reset** to put a decision back to waiting.

To read the quick-look panel:

- 1 Press a practitioner's card in **Directory** view.
- 2 The panel shows their photo, name, type, licence standing, registration number, whether they are local or foreign and their region; then a ring and a line telling you how long their licence has left, with the licence number, issuing authority, and issue and expiry dates.
- 3 Move between its four tabs: **Overview** (phone, email, experience, how they were registered, whether they have claimed their place on the practitioner portal, and their facility affiliations), **Credentials**, **Exams** and **Licence history**. **Licence history** also lists the expiry reminders that were sent, to whom and whether they arrived — useful when somebody claims they were never warned.
- 4 Press **Open full record** for the whole page, or **Close**.

To register a practitioner:

- 1 Press **Register Practitioner**.
- 2 Fill in **First Name** and **Last Name**, which are required, and as much of the rest of **Personal Information** as you have.
- 3 Choose **Practitioner Type** under **Professional Information**, which is required.
- 4 Under **Facility Affiliation**, choose the facility, their status there, the employment type and the start date, if they already work somewhere.
- 5 Under **Regulatory Information**, set the **Regulatory Region**, the **Review / License Status** and the **Record Status**.
- 6 Add any **Notes**.

7 Save the form. You can then attach their certificates on their own page.

Good to know

A practitioner's licence standing means:

Standing	What it means
Pending	Submitted, nothing decided.
Approved	The submission has been accepted.
Verified	Their credentials have been checked.
Active	Licensed and in good standing.
Expired	The licence date has passed.
Suspended	Stopped for now, with a reason recorded.
Revoked	Withdrawn.

- The licence chips read **N days left** in green, amber within thirty days, red within seven, and **Expired N days ago** once the date has passed.
- **Not on portal** lists practitioners who have not yet claimed their own place on the practitioner portal. It is a gap to close, not a breach, which is why its count is never amber.
- Your choice of **Directory** or **Table** is remembered on that computer.
- **Verify**, **Reject** and **Reset** on a document appear only for staff whose role allows managing practitioners — in practice the Licensing and Inspection Director. Everybody else can read the documents but not decide them.
- Unless you have nationwide access you see only practitioners in your assigned regions.

4.6 A practitioner

WHAT THIS SCREEN IS FOR

One practitioner's full file, and the place where their licence is approved, activated, renewed or suspended.

HOW TO GET HERE

Sidebar → LICENSING → Practitioners, then press their row in **Table** view, or press their card and then **Open full record**.

WHAT YOU SEE ON THE SCREEN

At the top, **Back**, their photo, their full name, their registration number and a badge for their licence standing. On the right, **Edit** and then the buttons their standing allows:

Standing	Buttons you get
Pending	Approve, Verify

Standing	Buttons you get
Approved	Verify, Activate
Verified	Activate, Issue Long-Term Licence
Active	Issue Long-Term Licence, Renew License, Suspend

Underneath, three tabs.

Details holds five cards:

- **Personal Information** — date of birth, gender, nationality, national identity number.
- **Contact Information** — phone, email and address, each one usable as a link.
- **Professional Information** — practitioner type, years of experience, how many facilities they are attached to, their region, their specialisations, and the notes the facility submitted about them.
- **License Information** — licence number (with a pencil beside it for the Registrar), standing, issue date, expiry date and issuing authority.
- **Facility Affiliations** — each facility they work at, with a badge reading "In charge / Lead" or "General", the location, the employment type and the start date, plus **View Facility** and **End affiliation**. A note reminds you that somebody may work at several facilities but can be in charge at only one.

License History lists every licence action in order: what was done, the date, the standing it moved from and to, the reason, any notes, how long it was valid and who did it.

Qualifications holds **Role Requirements** for their type — the description, the expected certificates, the minimum experience and the standard renewal window in months — then **Add Certificate or Attestation**, then the list of qualifications already on file, each with its title, type, a **Verified** badge where it has been checked, the institution and country, the issue and expiry dates, a button to open the attachment, and a bin symbol to remove it.

MoFFA
Mortuaries & Funeral
Facilities Agency

Search facilities, practitioners... K

All facilities >

AA Ato Adjei
Registrar

Register New Practitioner
Add a new practitioner to the registry

Personal Information

First Name * Middle Name Last Name *

Date of Birth Gender Nationality

dd.mm.yyyy Not specified Ghanaian

National ID

Ghana Card number

Origin (for fee rates)

Local (Ghanaian)

Determines which MoFFA rate column applies to this practitioner's fees.

Phone Number Email

+233 XX XXX XXXX

Address City

Start typing an address...

Professional Information

Practitioner Type * Years of Experience

Sign Out

Better care
for stronger
communities
Safe, dignified and
compliant death care
across Africa.

Ask Kofi

A practitioner's page showing the action buttons at the top and the Details tab with the licence and affiliation cards

WHAT YOU CAN DO HERE

To take a new practitioner through to a live licence:

- 1 On a pending practitioner, press **Approve**.
- 2 Press **Verify** once you have checked their certificates.
- 3 Press **Activate**. Today's date is recorded as the effective date and the licence becomes Active.

To issue a three-year licence:

- 1 Press **Issue Long-Term Licence**.
- 2 Check the **Issue date**. The **Expiry date** moves to three years later by itself; change it only if a different term has been authorised.
- 3 Add **Notes** — a board minute reference, for example.
- 4 Press **Issue licence**.

To renew a licence:

- 1 Press **Renew Licence**.
- 2 Set the **New Expiry Date**.
- 3 Write the **Reason** if you want it kept with the history.
- 4 Press **Renew Licence**.

To suspend a licence:

- 1 Press **Suspend**.
- 2 Write the **Reason for Suspension**. This cannot be left empty.

3 Press **Suspend License**.

To add a certificate:

- 1 Go to the **Qualifications** tab.
- 2 Choose the **Credential Type** and write the **Title**, which is required.
- 3 Fill in the issuing institution, the country and the issue and expiry dates.
- 4 Press **Choose File** and pick the scanned certificate.
- 5 Press **Save Credential**.

To end somebody's attachment to a facility:

- 1 Go to the **Details** tab and find **Facility Affiliations**.
- 2 Press **End affiliation** on the facility they have left.
- 3 Read the warning: they will no longer be listed there and that facility loses access to their file. Their licence and history are untouched.
- 4 Press **End affiliation** to confirm.

To change the licence number:

- 1 Press the pencil beside **License Number**.
- 2 Follow the two steps in the box, confirming the change at the end.

Good to know

- The buttons you see depend entirely on the licence standing, so a colleague looking at a different practitioner will see different buttons. Work through Approve, Verify, Activate in that order.
- A reason is required to suspend, and the **Suspend License** button stays greyed out until you have written one.
- **Renew License** and **Issue Long-Term Licence** both write a new expiry date. Use **Issue Long-Term Licence** for the standard three-year term, since it also sets up the year-four retention fee; use **Renew License** for any other term.
- Editing the licence number is reserved for the Registrar, and the change is recorded.
- Removing a qualification takes its attachment with it and cannot be undone.
- Ending an affiliation cannot be undone from this screen. If it was a mistake, the facility has to be attached again.
- **Role Requirements** is what the regulator expects for that type of practitioner. Compare it against the qualifications listed underneath before you verify anybody.

CHAPTER 5

Reports, forms and complaints

This chapter covers the three screens in the **Reports** group of the sidebar: the reporting and analytics screen, the Form Builder you use to design the forms facilities fill in, and the complaints register.

Everything you see on these screens is limited to the regions you cover. If you are the registrar, a deputy registrar, a director, a board member, or a member of the Research, Policy Planning, Monitoring and Evaluation directorate, you see the whole country. Everyone else sees only the regions assigned to them on the Team screen (Chapter 7).

5.1 Reports

WHAT THIS SCREEN IS FOR

one place to read the numbers behind MOFFA's work: inspections done, violations opened and closed, fees billed and collected, practitioners licensed, and deaths registered. You pick a period, read the figures, open any panel to see the numbers behind it, and download the whole report as a PDF, a spreadsheet or a data file.

HOW TO GET HERE

Sidebar → Reports → Reports.

WHAT YOU SEE ON THE SCREEN

At the top, the title **Reports & Analytics**. On the right of the title:

- A badge showing your coverage. It reads **Nationwide Access** if you cover the whole country, otherwise it lists the names of your assigned regions. If no region has been assigned to you it reads **No regions assigned**.
- A **Date range** picker. When you open it you can choose Today, Yesterday, Last 7 days, Last 30 days, This month, Last month, Last 3 months, Last 6 months, This year or Last year, or set your own **Custom range** with a From and a To date. The screen opens on **This year** — 1 January to today.

If any part of the page cannot be fetched, a grey banner appears saying **Some report data couldn't load**, naming the sections that failed. The rest of the page still shows whatever did load.

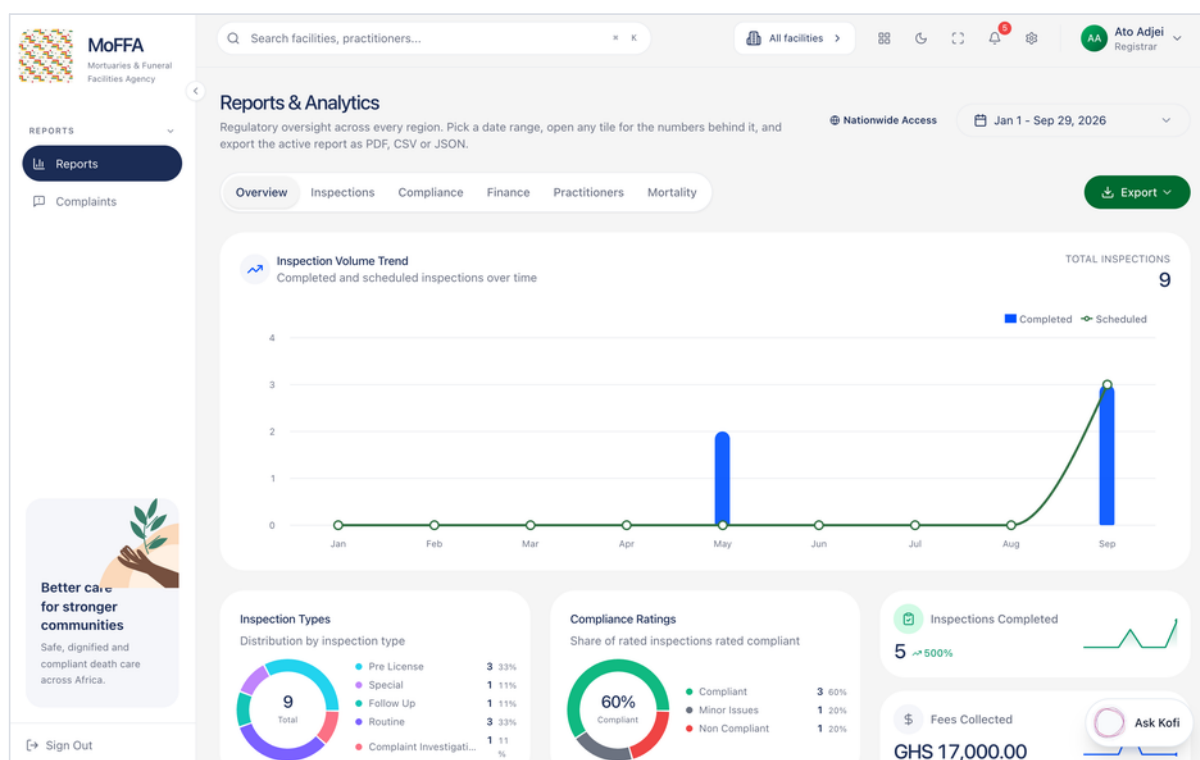
Below that is a row of tabs that you can slide sideways on a phone:

Tab	What it covers
Overview	The headline picture: inspections, violations, fees, regions
Inspections	Inspection volume, types, ratings, completion, overdue
Compliance	Violations opened and closed, severity, facility compliance
Finance	Fees billed, collected, outstanding, payment status

Tab	What it covers
Practitioners	Practitioner counts and licence status
Mortality	Deaths registered, causes, ages, hotspot facilities

Next to the tabs is the **Export** button.

The rest of the page is made of panels — trend charts, ring charts, figure tiles and ranking tables. Most panels can be opened: move over one and a small arrow appears in its top right corner. Pressing the panel opens a side panel (on a phone, a panel that slides up from the bottom) listing every number behind the picture, including the rows that did not fit on the panel itself.



Reports & Analytics on the Overview tab, showing the date range picker, the tab strip, the Export button and the inspection volume chart

WHAT YOU CAN DO HERE

To read a report for a particular period:

- 1 Press the **Date range** box at the top right.
- 2 Press one of the ready-made periods, or press **Custom range** and type a From and a To date.
- 3 Press the tab you want to read.

To see the numbers behind a chart or a tile:

- 1 Press the chart, tile or table.
- 2 Read the figures in the side panel that opens. Trends are listed month by month; breakdowns list every slice with its share; rankings list every facility or region, not only the top five.

3 Press outside the panel, or the close mark, to go back.

To download the report you are looking at:

- **PDF report** — a printable document with the headline figures, a table of every figure, and a note listing anything that could not be loaded.
- **CSV spreadsheet** — the same figures as plain numbers, for a spreadsheet.
- **JSON (raw data)** — the underlying data, for someone doing further work with it.

1 Press **Export**.

2 Choose one of:

3 The file is saved to your downloads folder and a short message confirms it.

Good to know

- The export covers **the tab you are on**, not the whole page. If you need the finance figures, open the Finance tab first, then press Export.
- The PDF and the spreadsheet carry the period and your coverage at the top, so a printed report always says what it covers.
- If a section of the page failed to load, the PDF says so in its notes. Do not circulate a report with that note on it — refresh the page, or pick a shorter period, and export again.
- **Compliance Ratings** shows the share of *rated* inspections that were rated compliant. It is not the same as the completion rate.
- **Overdue Inspections** and **Critical Violations** are plain tiles with no trend line behind them, so they cannot be opened for detail.
- On the Mortality tab, a facility counts as a **hotspot** once three or more deaths in the chosen period are recorded against it.
- The Mortality tab carries a note at the top saying its figures come from the live dashboard and do not follow the date range above, while the tiles are labelled "in Range". If a mortality figure does not look like the period you chose, check it against the Cases screen before you act on it.
- This screen appears in the sidebar only if your role includes reports access. If you cannot see it, ask your administrator.

5.2 Form Builder

WHAT THIS SCREEN IS FOR

designing the forms MOFFA uses across the platform: an inspection checklist, a facility application form, a complaint form, a practitioner form, or a regulatory notice. Forms built here are system-wide: they belong to MOFFA, not to any one facility.

HOW TO GET HERE

Sidebar → Reports → Form Builder.

WHAT YOU SEE ON THE SCREEN

The title **Form Builder** with the line "System-wide forms published to all facilities for regulatory data collection", and a **Create Form** button.

Four counters underneath: **Total Forms**, **Published**, **Drafts** and **Entity Types**.

Two tabs:

- **All Forms** — every form as a card. Above the cards there is a search box, a row of status buttons (**All**, **Published**, **Draft**, **Deprecated**) and a list of the form kinds you already have.
- **By Entity** — the same forms grouped by what they are for, with a count of how many are published and how many are drafts in each group. Pressing a group takes you to All Forms filtered to that group.

Each form card shows the form's name, its version (for example **v1**), its short code underneath, its description, its status, what it is for, and how many sections and fields it has. The button with three dots at the top right of the card opens the actions menu.

Form Builder on the All Forms tab with the four counters, the status filter buttons and several form cards

WHAT YOU CAN DO HERE

To find a form:

- 1 Type part of its name, its code or its description into **Search forms...**
- 2 Narrow it further with the status buttons or the kind list.

To look at a form without opening the builder:

- 1 Press the three dots on the card.
- 2 Press **Preview**.
- 3 The panel shows the status, what the form is for, its code, how many sections and fields it has, and when it was created. Press **Open Editor** to work on it, or **Close**.

To publish a form you have finished:

- 1 Press the three dots on a form whose status is **Draft**.
- 2 Press **Publish**. The status changes to Published straight away.

To take a published form out of use:

- 1 Press the three dots on a form whose status is **Published**.
- 2 Press **Deprecate**. The status changes to Deprecated.

To make a new version of a form that is already published:

- 1 Press the three dots on the form.
- 2 Press **Duplicate**. A copy is created as a draft, named "<form name> (Copy)", with all its sections and fields carried over.
- 3 Open the copy, rename it, give it a sensible code, and publish it when ready.

To delete a form:

- 1 Press the three dots on a form whose status is **Draft**.
- 2 Press **Delete**.
- 3 Read the warning — all of the form's sections and fields go with it — and press **Delete Form**.

Good to know

- **Publish**, **Deprecate** and **Delete** each appear only for the right status. Only a draft can be published or deleted; only a published form can be deprecated. A deprecated form can no longer be deleted from this screen.
- A published or deprecated form cannot be edited. Duplicate it, change the copy, and publish the copy.
- Deleting a form cannot be undone.
- The duplicate is given a code made from the original code plus the word "copy" and a long number. Change it to something readable before you publish.
- The status buttons cover All, Published, Draft and Deprecated. A form set to **Archived** will not appear under any of them except All.
- This screen appears in the sidebar only if your role includes settings access. The registrar's own role does not include it by default — if **Form Builder** is missing from your menu, ask your administrator.

5.3 Creating or editing a form

WHAT THIS SCREEN IS FOR

building the form itself: its name, what it is for, and the sections and questions inside it.

HOW TO GET HERE

Sidebar → Reports → Form Builder → **Create Form**, or the three dots on a form card → **Edit**. The address is `/forms/:formId/edit`.

WHAT YOU SEE ON THE SCREEN

At the top left, a **Forms** button that takes you back, then the heading — **Create Form** for a new one, or the form's name. At the top right, **Save Draft** and **Publish**.

The screen is in two columns.

The left column, **Form Settings**, holds:

- **Form Code** * — the form's unique short name. Spaces become underlines and capitals become small letters as you type.
- **Form Name** * — what people will call it.
- **Description** — what the form is used for.
- **Entity Type** — what the form belongs to: Facility Application, Facility Licence, Inspection, Complaint, Practitioner, Regulatory Notice or General.
- Underneath, read-only lines showing **Status**, **Version** and **Scope** (always System-wide), and a second card counting **Sections** and **Fields**.

The right column, **Sections & Fields**, holds an **Add Section** button and one card per section. Open a section card to see:

- **Section Code** and **Title**, a **Description**, and two switches — **Collapsible** and **Initially Collapsed** — which control whether the section can be folded away when somebody fills the form in.
- A **Fields** heading with an **Add Field** button, and one card per question.

Open a field card to see **Field Code**, **Label**, **Field Type**, **Placeholder**, **Description**, **Help Text**, and the switches **Read Only** and **Disabled**.

The field types are Text, Text Area, Number, Email, Phone, URL, Date, Time, Date & Time, Dropdown, Multi-Select, Radio Buttons, Checkbox, Checkbox Group, File Upload, Image Upload, Signature, Address, Currency and Rich Text.

The form editor with Form Settings on the left and an open section holding two fields on the right

WHAT YOU CAN DO HERE

To build an inspection form (or any other form):

- 1 Press **Create Form** on the Form Builder screen.
- 2 Type a **Form Code** — for example the words "mortuary inspection" joined by underlines.
- 3 Type a **Form Name**, for example "Mortuary Inspection Checklist".
- 4 Write a short **Description**.
- 5 Choose the **Entity Type** — **Inspection** for an inspection checklist, **Facility Application** for an application form.
- 6 Press **Add Section** on the right. A new section opens.
- 7 Give the section a **Section Code** and a **Title**, for example "Storage and refrigeration".
- 8 Press **Add Field** inside that section.
- 9 Fill in the field's **Label** (the question), its **Field Code**, and pick its **Field Type**.
- 10 Add **Help Text** if the answer needs explaining.
- 11 Repeat steps 8 to 10 for every question in that section, and steps 6 to 10 for every section.
- 12 Press **Save Draft** as you go.
- 13 When the form is finished, press **Publish**.

To change a draft form:

- 1 Open it from the Form Builder.
- 2 Change whatever you need.
- 3 Press **Save Draft**, or **Publish** if it is now ready.

Good to know

- **Form Code** and **Form Name** are both required. Saving without them shows "Form code and name are required".
- **Publish** saves and publishes in one step — there is no separate step after it. Once published, the form can no longer be edited here: the screen shows an amber banner saying so, and the Save and Publish buttons disappear. Duplicate the form from the Form Builder to carry on working.
- Saving an existing form rewrites all of its sections and fields from what is on screen. Anything you removed on screen is gone once you save, and that cannot be undone.
- A field marked **Read Only** or **Disabled** is shown to the person filling the form in but cannot be answered. Use them for headings and for pre-filled information, not for questions.

5.4 Complaints

WHAT THIS SCREEN IS FOR

the register of complaints the public has made against facilities and practitioners. You use it to find a complaint, see where it has got to, and open it to work on.

HOW TO GET HERE

Sidebar → Reports → Complaints.

WHAT YOU SEE ON THE SCREEN

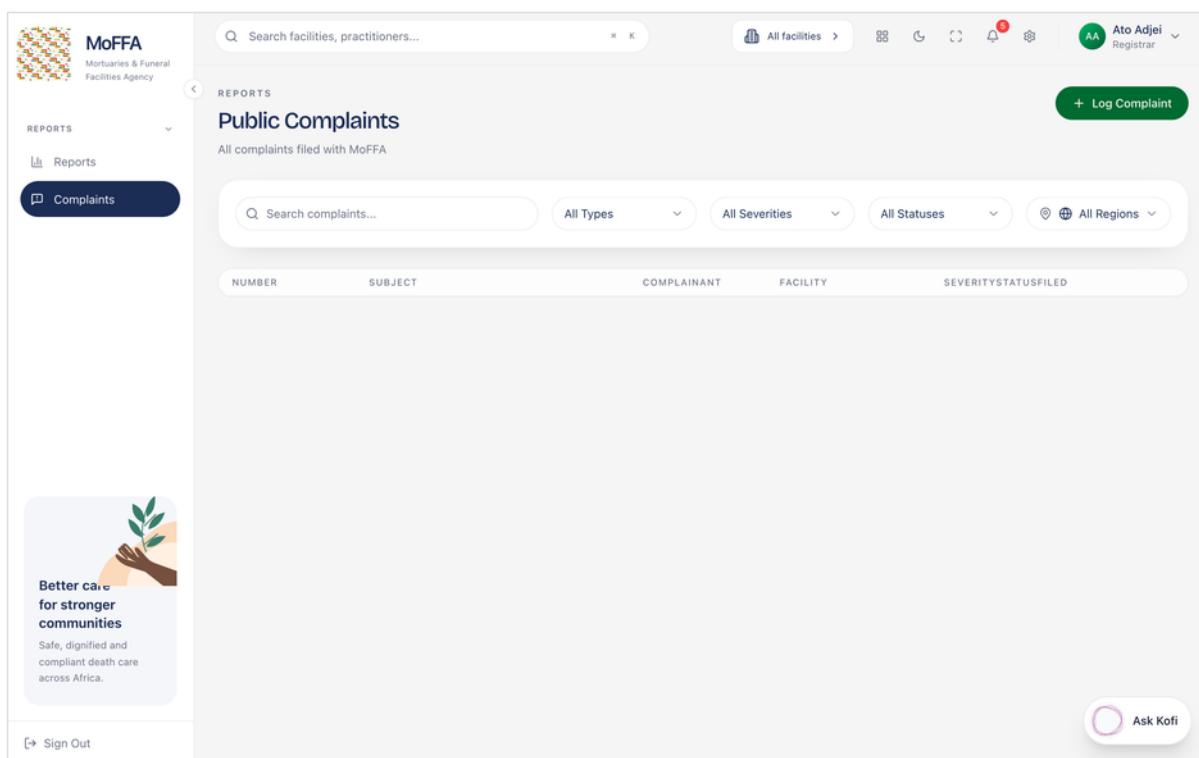
The title **Public Complaints**, with "All complaints filed with MoFFA" if you cover the whole country, or "Complaints in your assigned regions" if you do not. On the right, a **Log Complaint** button.

A filter strip with:

- A search box, **Search complaints...**
- **All Types** — the complaint types MOFFA has set up.
- **Severity** — All Severities, Critical, High, Medium, Low.
- **Status** — All Statuses, Received, Under Review, Investigating, Pending Response, Resolved, Closed, Escalated.
- A region box, showing **All Regions** if you cover the whole country and **My Regions** if you do not.

On a phone the filters are behind a single filter button, and the ones you have chosen appear as small chips underneath that you can remove one at a time.

Then the list itself, with the columns **Number**, **Subject**, **Complainant**, **Facility**, **Severity**, **Status** and **Filed**. A complaint filed anonymously shows "Anonymous" in the Complainant column. Severity has a coloured dot beside it — red for critical, orange for high, amber for medium, blue for low. Twenty complaints are shown at a time, with **Previous** and **Next** at the bottom and a count of what you are looking at.



The Public Complaints list with the filter strip and several complaints showing severity dots and status badges

WHAT YOU CAN DO HERE

To find a complaint:

- 1 Type the complaint number, part of the subject, or a name into **Search complaints....**
- 2 Narrow it down with the Type, Severity, Status or region boxes.
- 3 Press a row to open the complaint.

To work through the most serious complaints first:

- 1 Set **Severity** to **Critical**.
- 2 Set **Status** to **Received**.
- 3 Work down the list, oldest **Filed** date first.

Good to know

- Complaint numbers are made for you and look like **COMP-2026-00001**.
- The status meanings are:

Status	What it means
Received	Logged, nobody has looked at it yet
Under Review	Being read and assessed
Investigating	An officer is actively looking into it
Pending Response	Waiting on the facility or the complainant
Resolved	A resolution has been recorded and stands

Status	What it means
Closed	Finished and filed away
Escalated	Raised to a higher level

- A complaint waiting for a Standards director's sign-off shows as **pending resolution approval** with no colour behind it, and does not appear under any of the choices in the **Status** box. Leave Status on **All Statuses** to see those.
- If your coverage is limited to certain regions, the search and the counts cover only those regions — a complaint you cannot find may simply belong to another region.

5.5 Logging a complaint

WHAT THIS SCREEN IS FOR

recording a complaint that has come in by telephone, by letter, or in person at the office.

HOW TO GET HERE

Sidebar → Reports → Complaints → **Log Complaint**.

WHAT YOU SEE ON THE SCREEN

A **Back** button and the heading **Log New Complaint**, then two cards.

Complainant Information starts with an **Anonymous complaint** tick box. When it is not ticked, you get **Full Name**, **Phone**, **Email** and **Relationship to Deceased**. Ticking the box hides all four.

Complaint Details holds:

- **Complaint Type** * — the list MOFFA has set up.
- **Severity** * — Low, Medium, High or Critical. It starts on Medium.
- **Subject** * — a one-line summary.
- **Description** * — the full account.
- **Incident Date**, **Incident Location** and **Region**.

At the bottom, **Cancel** and **Submit Complaint**.

The Log New Complaint form with the Anonymous complaint tick box and the Complaint Details card

WHAT YOU CAN DO HERE

To log a complaint taken over the telephone:

- 1 Press **Log Complaint** on the Complaints screen.
- 2 Type the caller's **Full Name**, **Phone** and, if they have one, **Email**.
- 3 Type their **Relationship to Deceased**, for example "Family member".
- 4 Choose the **Complaint Type**.
- 5 Set the **Severity**.
- 6 Type a short **Subject** and then the full **Description** in the complainant's own words as far as you can.
- 7 Fill in the **Incident Date**, **Incident Location** and **Region** if the caller can tell you.
- 8 Press **Submit Complaint**. You are returned to the Complaints list, where the new complaint appears with status **Received**.

To log a complaint where the caller will not give their name:

- 1 Tick **Anonymous complaint** at the top.
- 2 Fill in the Complaint Details as above.
- 3 Press **Submit Complaint**.

Good to know

- **Submit Complaint** stays greyed out until you have chosen a **Complaint Type** and typed a **Subject**. **Description** is also required.
- Once you tick **Anonymous complaint**, no name, telephone number, email address or postal address is saved, even if you typed one before ticking.
- Every complaint starts at status **Received**. Nobody is assigned to it yet.
- Nothing is sent to the complainant from this screen. If you have promised to come back to them, note that in the description and keep your own note of the promise.

5.6 Working a complaint through to resolution

WHAT THIS SCREEN IS FOR

everything about one complaint: what was alleged, what has happened since, who is on it, and the resolution.

HOW TO GET HERE

Sidebar → Reports → Complaints → press a row. The address is **/complaints/:id**.

WHAT YOU SEE ON THE SCREEN

At the top, a **Back** button, then the complaint number, a badge for its status, a badge for its severity, and the subject underneath.

The wide left column holds two cards:

- **Complaint Details** — the **Description**, then the **Type**, the date it was **Filed**, the **Incident Date** and the facility it is **Against Facility**, where each of those is known. —
- **Timeline** — every step taken on the complaint, newest entries added as they happen, each with its own note and the date and time. Before anything has happened it reads "No timeline entries yet".

The narrow right column holds:

- **Complainant** — the name, telephone number and email address, or "Anonymous complaint".
- **Assignment** — the officer looking after it, or "Not assigned".
- The resolution card, which looks different depending on where the complaint has got to. See the tasks below.

A complaint with its details, its timeline and the Propose resolution card in the right column

WHAT YOU CAN DO HERE

To propose a resolution:

- 1 Find the **Propose resolution** card in the right column.
- 2 In **Resolution** *, write what you propose should happen.
- 3 In **Outcome** *, type the outcome in one or two words — for example upheld, dismissed, partial or no action.
- 4 If the facility has something to put right, write it in **Corrective actions**.
- 5 If the case needs watching afterwards, switch on **Follow-up required** and pick a **Follow-up date**. The date cannot be in the past.
- 6 Press the button at the bottom of the card. It reads **Resolve complaint** if you have Standards authority, and **Submit for sign-off** if you do not.

To approve or send back somebody else's proposal:

- 1 Open a complaint whose card reads **Awaiting Standards sign-off**.
- 2 Read the **Proposed resolution** and the date it was proposed.
- 3 To agree with it, type anything useful in **Approval notes (optional)** and press **Approve**.
- 4 To send it back, press **Send back**, type the **Reason for sending back** *, and press **Confirm send back**. The complaint returns to Under Review and the reason is shown to whoever picks it up next.

The Awaiting Standards sign-off card showing the proposed resolution with the Approve and Send back buttons

Good to know

- **Resolution** and **Outcome** are both required. Leaving either blank shows "Resolution and outcome are required".
- Who may finish a complaint on their own: the registrar, a deputy registrar and a Standards director can. Everybody else's proposal is parked for a Standards director to sign off, and the card tells you so before you press the button.
- You cannot approve your own proposal, even if you are a Standards director. The card explains that another Standards director or the registrar must do it. This is deliberate.
- A proposal that was sent back appears at the top of the **Propose resolution** card in red, with the reason, so the next person can see what to change.
- Each of these steps writes its own line into the **Timeline** automatically.
- Once the complaint is **Resolved**, the card becomes a plain summary of the resolution and the date. There is no way to reopen it from this screen — ask your administrator.
- There is no button on this screen to assign an officer to the complaint or to escalate it. The **Assignment** card shows who is on it once that has been arranged elsewhere.

CHAPTER 6

Fees

Fees are the part of the portal where a mistake costs a facility money, so this chapter starts by explaining where a fee comes from before it gets to the screens. Read section 6.1 once, even if you only ever record payments.

All amounts are Ghana cedis. On these screens they are written with the currency code in front, for example GHS 1,200.00.

6.1 How a facility comes to owe a fee

What this section covers — the four ways a fee appears in the portal. Almost every fee is created for you. The manual tools on the Generate Fees screen (section 6.4) exist only to fill in gaps.

Application and licensing fees. As a facility works through its application — registration, first inspection, re-inspection, provisional licence, long-term licence — a fee is raised for each stage it reaches. These are handled on the application itself, under Licensing, and appear in the fee list labelled **Registration, First inspection, Re-inspection, Provisional licence and Long-term licence.**

The annual retention fee. Once a facility holds a full long-term licence, MOFFA charges a yearly fee to keep its registration alive. Two things create these fees, both without anyone pressing a button:

- 1 When the long-term licence is issued.** The moment a full licence becomes active, the portal creates that facility's first retention fee. It is dated for the day after the licence expires — the start of the facility's fourth year — and belongs to the fee year that date falls in.
- 2 An overnight job every day.** A little after a quarter past six each morning, the portal looks at every facility and practitioner that already has a retention fee and creates next year's fee where it is missing, due on 1 January of that year. It will never run further ahead than next year, and it never creates the same fee twice.

The amount is not typed in by hand. It is read from the MOFFA rate card under Settings → Resources → MOFFA pricing, matched to the facility's category and its location. If the rate card has no retention rate for a facility's category, no fee can be created for it.

Licensed practitioners are treated the same way: when a practitioner's licence becomes active and it runs for two years or more, their first retention fee is created for the day after it expires, and the same overnight job carries it forward each year. A six-month provisional licence does not create one.

Penalties. A penalty is raised from a violation, not from the Fees screens. On Compliance → Violations, an officer with the right authority presses **Issue penalty**, and the portal suggests an amount from the rate card based on how severe the violation is. That creates a separate fee of its own. The violation then shows **Penalty issued** so it cannot be charged twice.

Special inspection fees. When a facility asks for a special inspection, the fee for it is created at the same time. These appear in the fee list as **Special inspection**.

Good to know

- Fee reference numbers tell you what kind of fee you are looking at: **RET-** for an annual retention fee, **LEG-** for an older annual fee from before the retention system, **PEN-** for a penalty, **SPEC-** for a special inspection. Payment receipts are numbered **RCT-**.
- Only facilities that are switched on **and** hold a full licence attract a retention fee. A facility still on a provisional licence pays through its application fees instead.
- Nothing on the Fees screens adds a late penalty to an existing fee. A penalty for non-compliance is always a fee of its own.

6.2 Annual Fees

WHAT THIS SCREEN IS FOR

the single list of everything owed to MOFFA: application and licensing fees, annual retention fees, older annual fees, penalties and special inspection fees, for facilities and for practitioners. You use it to see what is outstanding and to open a fee to record a payment.

HOW TO GET HERE

Sidebar → Finance → Annual Fees. The screen itself is titled **Fee Collection**.

WHAT YOU SEE ON THE SCREEN

The title **Fee Collection** with the line "Track application, licensing and annual fees from regulated facilities".

Four tiles across the top:

Tile	What it shows
Collected	Money received, with the collection rate underneath
Paid	How many fees are settled in full
Pending	How many are unpaid or part-paid, with the part-paid count
Overdue	How many are past their due date, with the amount outstanding

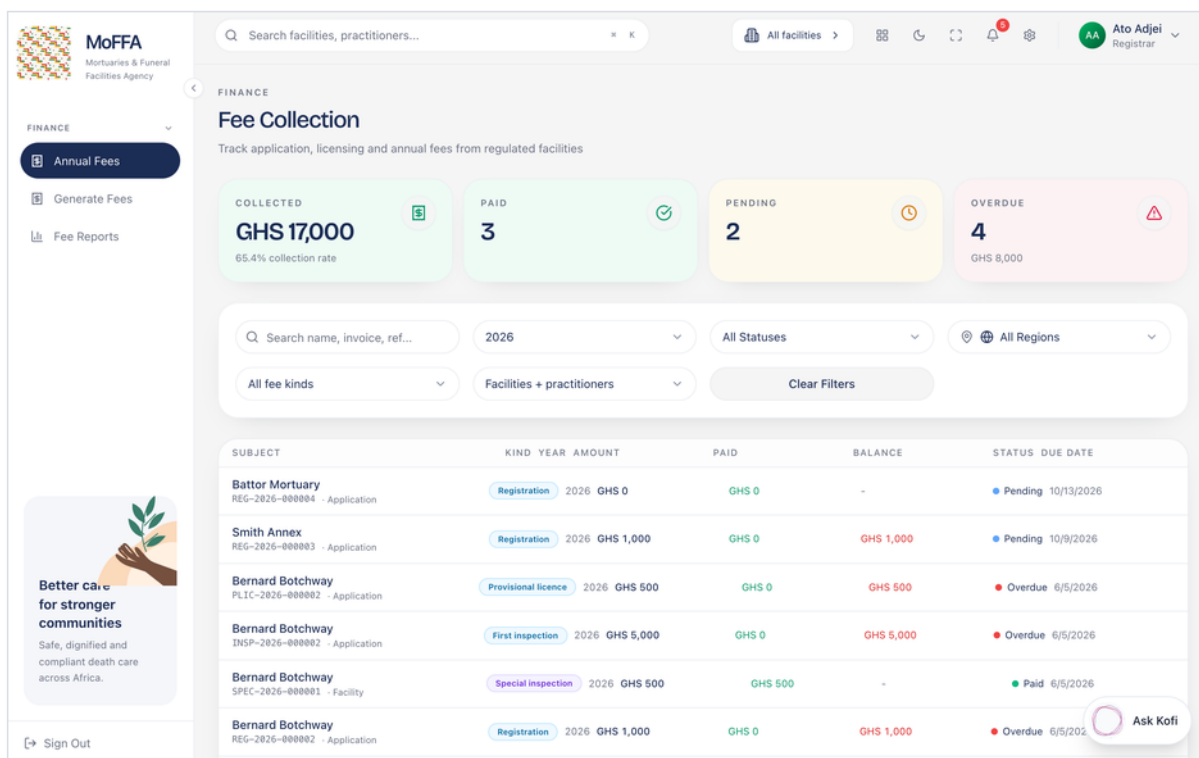
A filter strip underneath with:

- A search box, **Search name, invoice, ref...**
- **Year** — this year and the two years before it. It opens on this year.
- **Status** — All Statuses, Pending, Partial, Overdue, Paid, Waived, Refunded.
- A region box, showing **All Regions** if you cover the whole country and **My Regions** if you do not.
- **Fee kind** — All fee kinds, Application & licensing fees, Annual retention (post-long-term), Annual legacy (pre-2026), Penalty, Special inspection.
- **Subject** — Facilities + practitioners, Facilities only, Practitioners only.

- A **Clear Filters** button.

On a phone the filters sit behind one filter button, and what you have chosen appears as chips you can remove one at a time.

Then the list, with the columns **Subject**, **Kind**, **Year**, **Amount**, **Paid**, **Balance**, **Status** and **Due Date**. Under each subject's name is its invoice or reference number, and whether it is a Facility, a Practitioner or an Application. Balance shows a dash when nothing is outstanding. Twenty fees are shown at a time, with **Previous** and **Next** at the bottom.



The Fee Collection list with the four tiles, the filter strip and several fees of different kinds

WHAT YOU CAN DO HERE

To find a particular fee:

- 1 Type the facility's name, the invoice number or the payment reference into the search box.
- 2 Set the **Year** to the year the fee belongs to, if it is not this year.
- 3 Press the row to open it.

To see everything a region still owes:

- 1 Choose the region in the region box.
- 2 Set **Status** to **Overdue**.
- 3 Read the total from the **Overdue** tile, which follows the same filters as the list.

To open a fee and record a payment against it:

- 1 Press its row.
- 2 An annual fee, a penalty or a special inspection fee opens on its own page (section 6.3).

- 3** An application or licensing fee opens the fee panel on the facility's licensing application instead, because that is where those are managed.

Good to know

- The status you see in this list is worked out fresh each time from the balance and the due date:

Status	What it means
Pending	Nothing paid yet and not yet past the due date
Partial	Part paid and not yet past the due date
Overdue	Still owing and the due date has passed
Paid	Settled in full
Waived	Written off by an approved waiver
Refunded / Cancelled	No longer collectable

- Overdue** wins over **Partial**. A part-paid fee that is past its due date is listed as Overdue, not Partial.
- The **Pending** tile counts both pending and part-paid fees, while the **Partial** choice in the Status box shows only the part-paid ones. That is why the numbers differ.
- The tiles follow the Year, region, Fee kind and Subject filters, but not the search box or the Status box. Searching narrows the list, not the tiles.
- If your coverage is limited to certain regions, everything on this screen is limited to those regions too.

6.3 A single fee: payments, waivers and penalties

WHAT THIS SCREEN IS FOR

one annual retention fee, older annual fee, penalty or special inspection fee. This is where you record money received, print a receipt, and ask for or decide a waiver.

HOW TO GET HERE

Sidebar → Finance → Annual Fees → press a fee's row. The address is `/fees/payments/:id`.

WHAT YOU SEE ON THE SCREEN

At the top, **Back to Fee Collection**, the fee's reference number, a badge for its status, a badge for the fee year (for example **FY 2026**), and the facility's name underneath.

Payment Summary shows six things: **Amount Due**, **Late Penalty**, **Total Amount**, **Amount Paid**, **Balance**, and a **Payment Progress** bar with the percentage paid. Underneath are the **Due Date** and, where they are set, the **Period Start** and **Period End**.

Below that, a card with two tabs, **Transactions** and **Waivers**.

On **Transactions**: a **Record Payment** button, then every payment received, newest first. Each payment shows the amount, how it was paid, a **Verified** or **Unverified** badge, the date, the receipt number, who received it, and any reference, bank or mobile number. Where a payment has a receipt number there is a small receipt button to download it, and an unverified payment has a **Verify** button. If nothing has been paid it reads "No transactions recorded yet".

On **Waivers**: a **Request Waiver** button and every waiver asked for, with its type, its status, the amount, the reason, who asked and when, and — if it was turned down — the reason it was turned down. A waiver that is still pending has **Approve** and **Reject** buttons beside it.

The right column holds **Payment Details** — the invoice and receipt numbers and dates, the payment method, reference and bank, the facility type, when the fee was created and last changed, and any notes — and an **Actions** card with **Record Payment** and **Request Waiver**.

The screenshot displays the MoFFA Mortuaries & Funeral Facilities Agency interface. The main content area shows a fee payment summary for SPEC-2026-000001, which is marked as 'paid' for FY 2026. The summary includes the following details:

- Payment Summary:**
 - Amount Due: GHS 500
 - Late Penalty: GHS 0
 - Total Amount: GHS 500
 - Amount Paid: GHS 500
 - Balance: GHS 0
 - Payment Progress: 100.0%
 - Due Date: 6/5/2026
- Transaction History:**
 - Transaction: GHS 500, Bank Transfer, Verified, 5/22/2026, RCT-2026-000004, Received by Ato Adjei, Bank: GCB
- Payment Details:**
 - Payment Method: Bank Transfer
 - Bank Name: GCB
 - Facility Type: Mortuary
 - Created: 5/22/2026, 9:32:59 PM
 - Updated: 9/20/2026, 8:42:43 PM
 - Notes: Special inspection request — Awaiting some documentations.

The interface also features a sidebar with navigation options like 'Annual Fees', 'Generate Fees', and 'Fee Reports'. A bottom right corner contains an 'Ask Kofi' button.

A fee showing the Payment Summary with its progress bar, the Transactions tab and the Actions card

WHAT YOU CAN DO HERE

To record a payment:

- 1 Press **Record Payment**.
- 2 **Amount (GHS)** is already filled in with the outstanding balance. Change it if the facility has paid only part of it.
- 3 Choose the **Payment Method**: Cash, Bank Transfer, Mobile Money or Cheque.
- 4 Type the **Reference Number** from the receipt, slip or transaction message.
- 5 For a bank transfer or a cheque, type the **Bank Name**. For mobile money, type the **Mobile Number**.
- 6 Check the **Transaction Date**. It is set to today; change it if the money came in earlier.
- 7 Add anything worth saying in **Notes**.

8 Press **Submit Payment**.

The screenshot shows the MoFFA web portal interface. The top navigation bar includes the MoFFA logo, a search bar, and user information for Ato Adjei, Registrar. The main content area displays a 'Payment Summary' for a pending payment of GHS 200. The summary includes fields for Amount Due (GHS 200), Late Penalty (GHS 0), Total Amount (GHS 200), Amount Paid (GHS 0), Balance (GHS 200), and a payment progress bar at 0.0%. The due date is 5/23/2028. Below the summary is a 'Transaction History' section with a 'Record Payment' form. The form has fields for Amount (GHS) (pre-filled with 200), Reference Number, Transaction Date (29.09.2026), and Notes. A dropdown menu for 'Select method' is open, showing options: Cash, Bank Transfer, Mobile Money, and Cheque. To the right of the form are 'Payment Details' (Created and Updated timestamps) and 'Actions' (Record Payment and Request Waiver buttons). A 'Sign Out' link is in the bottom left, and an 'Ask Kofi' button is in the bottom right.

The Record Payment form open with the amount pre-filled and the payment method list showing

To print a receipt for a payment:

- 1 Find the payment in the **Transactions** list.
- 2 Press the small receipt button beside it.
- 3 The receipt is prepared and saved to your downloads folder.

To confirm that a payment has cleared:

- 1 Check the bank statement or the mobile money statement yourself.
- 2 Find the payment in the list and press **Verify**.
- 3 The badge changes from **Unverified** to **Verified**.

To ask for a waiver:

- 1 Press **Request Waiver**.
- 2 Choose the **Waiver Type**: Full Waiver, Partial Waiver, Penalty Waiver or Hardship. Choosing Full Waiver fills the amount with the whole total, and Penalty Waiver fills it with the late penalty amount.
- 3 Check or change the **Waiver Amount (GHS)**.
- 4 Write the **Reason**. This is required and it is what the approver reads.
- 5 Press **Submit Request**. The waiver is listed as **pending**.

To decide a waiver:

- 1 Open the **Waivers** tab.

- 2 To allow it, press **Approve**.
- 3 To refuse it, press **Reject**, type the **Rejection Reason**, and press **Confirm Rejection**.

Good to know

- **Record Payment** and **Request Waiver** disappear once the fee is Paid, Waived or Cancelled. If you cannot see them, look at the status badge at the top of the page.
- **Amount Paid** and **Balance** are worked out from the payments listed, not typed in. Recording a payment updates them straight away.
- A receipt number such as **RCT-2026-000123** is created for you when you record a payment, along with your name as the person who received it. Payments recorded before receipts were introduced have no receipt number and therefore no receipt button.
- **Verify** cannot be undone from this screen. Only press it once you have seen the money.
- Approving a waiver takes the waiver amount off the fee's total there and then. If that brings the total to nothing, the fee becomes **Waived**. Neither can be undone from this screen.
- Only a director, the registrar or a deputy registrar can approve or reject a waiver. Anyone in the office can ask for one. If Approve and Reject do nothing for you, you do not have the authority — ask your director.
- **Late Penalty** shows a penalty amount stored on this fee, and is normally GHS 0.00. A penalty for a violation is raised as a separate fee of its own (section 6.1), not added here.
- The status badge at the top of this page comes from the fee itself, which is only ever moved to Partial or Paid. A fee the list calls **Overdue** will still read **pending** here. Trust the **Due Date** and the **Balance** on this page, and the status in the list.

6.4 Generate Fees

WHAT THIS SCREEN IS FOR

three batch jobs you run by hand. None of them is part of the normal week: the portal creates fees on its own (section 6.1), and this screen is the safety net for when something was missed.

HOW TO GET HERE

Sidebar → Finance → Generate Fees.

WHAT YOU SEE ON THE SCREEN

The title **Generate Fees** with the line "Manual batch operations - safety net for the auto-triggers", then three panels, one under the other.

Annual retention — with the note "Yearly fee for licensed facilities · safety net for the trigger + daily cron". It holds:

- A **Fee year** box offering only two years: this year, marked **(current)**, and next year, marked **(next)**.
- A **Generate retention fees** button.
- Three preview tiles: **Active facilities**, **Already billed for <year>**, and **Will be billed**.
- A line of existing figures for the chosen year — how many are paid, pending and overdue, and the collection rate — shown only once that year has fees.

Lifecycle backfill — with the note "Mint missing stage fees for applications past the trigger window", a blue explanation, a **Preview** button, and — once a preview has found something — a **Run backfill** button.

Overdue reminders — with the note "One consolidated email per facility - daily cron normally drives this". It holds a **Min gap (days)** box offering 3, 5, 7, 10, 14, 21 and 30 days, a **Min balance (GHS)** box, a **Preview** button, and — once a preview would send something — a **Send reminders now** button.

The screenshot shows the 'Generate Fees' screen in the MoFFA Regulator Portal. The sidebar on the left has a 'FINANCE' dropdown with options for 'Annual Fees', 'Generate Fees', and 'Fee Reports'. The main content area is titled 'Generate Fees' and includes a search bar, a 'Generate retention fees' button, and three preview tiles: 'ACTIVE FACILITIES' (0), 'ALREADY BILLED FOR 2026' (0), and 'WILL BE BILLED' (0). Below these are 'Existing 2026 stats' (1 paid, 0 pending, 0 overdue) and a 'Lifecycle backfill' section with a 'Preview' button. At the bottom is an 'Overdue reminders' section with an 'Ask Kofi' button.

The Generate Fees screen showing the Annual retention panel with its three preview tiles, and the Lifecycle backfill and Overdue reminders panels below

WHAT YOU CAN DO HERE

To create missing annual retention fees

- **Active facilities** — how many facilities are switched on and hold a full licence. These are the only ones a retention fee can be created for.
- **Already billed for <year>** — how many of them already have a retention fee for that year.
- **Will be billed** — the difference: how many fees pressing the button would create.

- 1 Set **Fee year** to the year the fees belong to.
- 2 Read the three tiles before you press anything:
- 3 Press **Generate retention fees**.
- 4 An amber strip appears asking "Generate fee records for N facilities for <year>?" Check that N matches the **Will be billed** tile.
- 5 Press **Confirm**, or **Cancel** to stop.
- 6 Read the three result tiles: **Created**, **Skipped** and **Errors**. Any error is listed underneath, naming the facility it applies to.

7 Press **View fee collection** to see the new fees in the list.

The amber confirmation strip on the Annual retention panel with the Cancel and Confirm buttons

To fill in missing application stage fees

- 1 Press **Preview** on the **Lifecycle backfill** panel.
- 2 Read the line above the table: "Preview · would create N new fee rows".
- 3 Read the table. Each line shows the **Application**, the **Stage**, and an **Action** of **Would create**, **Already existed** or **Failed**.
- 4 If nothing should be created it says "Nothing missing - every application already has the stage rows it needs", and you are finished.
- 5 Otherwise press **Run backfill**, check the amber strip, and press **Confirm**.
- 6 The result line reads "Backfill complete · N created, N already existed, N failed", and the table shows what happened to each line.

To send overdue reminders by hand

- 1 Set **Min gap (days)** — a facility reminded within that many days is left alone this time. Seven days is the normal setting.
- 2 Set **Min balance (GHS)** if you want to leave small amounts alone. Zero means send to everyone with anything overdue.
- 3 Press **Preview**. The line reads "Preview · would send N, skip N (within N-day window)", with **Sent**, **Skipped** and **Failed** tiles.
- 4 If the preview would send nothing, no send button appears, and you are finished.
- 5 Otherwise press **Send reminders now**, check the amber strip, and press **Confirm**.
- 6 The result reads "Dispatch complete · N sent, N skipped, N failed".

Good to know

- **When Generate retention fees can be pressed.** It only becomes available when **Will be billed** is at least one — that is, when at least one facility that is switched on and fully licensed has no retention fee for the year you chose. It is also greyed out while the tiles are still loading. And the only years you can choose are this year and next year; you cannot create fees for a past year from this screen.
- **When nothing can be generated,** a grey note tells you which of three situations you are in:
 - "No fully-licensed facilities on record for <year>" — nothing holds a full licence yet. Facilities on a provisional licence are billed through their application fees instead; look under Fee Reports → the lifecycle figures.
 - "All active facilities already have records for <year>" — the fees already exist, which is the normal answer. Nothing to do.
 - "No facilities can be billed. Check rate-card coverage." — the rate card has no retention rate for those facilities. Fix the rate card under Settings → Resources → MOFFA pricing first, then come back.
- Fees created by this button are due on **31 March** of the fee year and cover 1 January to 31 December. Fees the portal creates on its own are dated differently — see section 6.1 — so a run of this button can leave a mixture of due dates.
- **Skipped** in the results means the facility already had a fee for that year. That is the button doing its job, not a failure.
- These buttons never create the same fee twice. Running one again is safe.
- Every reminder is one email per facility, covering all of that facility's overdue invoices together, sent to the email address on the facility's own entry. A facility is skipped if it was reminded inside the gap window, if it has no email address on file, or if its reminders have been paused.
- If the reminder run fails outright, a red block reads "Dispatch failed" with the reason and a hint. That is a setting only your administrator can fix.
- Nothing here can be undone. If a run creates fees it should not have, ask your administrator.

6.5 Fee Reports

WHAT THIS SCREEN IS FOR

the whole revenue picture for one year: application and licensing fees, annual retention, older annual fees and penalties together, with the overdue lists that tell you who to chase.

HOW TO GET HERE

Sidebar → Finance → Fee Reports.

WHAT YOU SEE ON THE SCREEN

A bar across the top holding the title **Fee Reports**, a year box offering this year and the three years before it, and two download buttons, **CSV** and **JSON**.

Four top-line cards: **Total billed**, **Total collected**, **Collection rate** and **Outstanding**. Each carries the change against the year before, and a line under the row says so.

Revenue by stream — four small cards, each with the amount billed, the amount collected with its percentage, and the number of invoices:

- **Lifecycle (application fees)** — registration, inspections, licence issuance.
- **Annual retention** — the yearly fee after a long-term licence.
- **Legacy annual** — annual fees from the old system.
- **Penalty** — non-compliance and late fees.

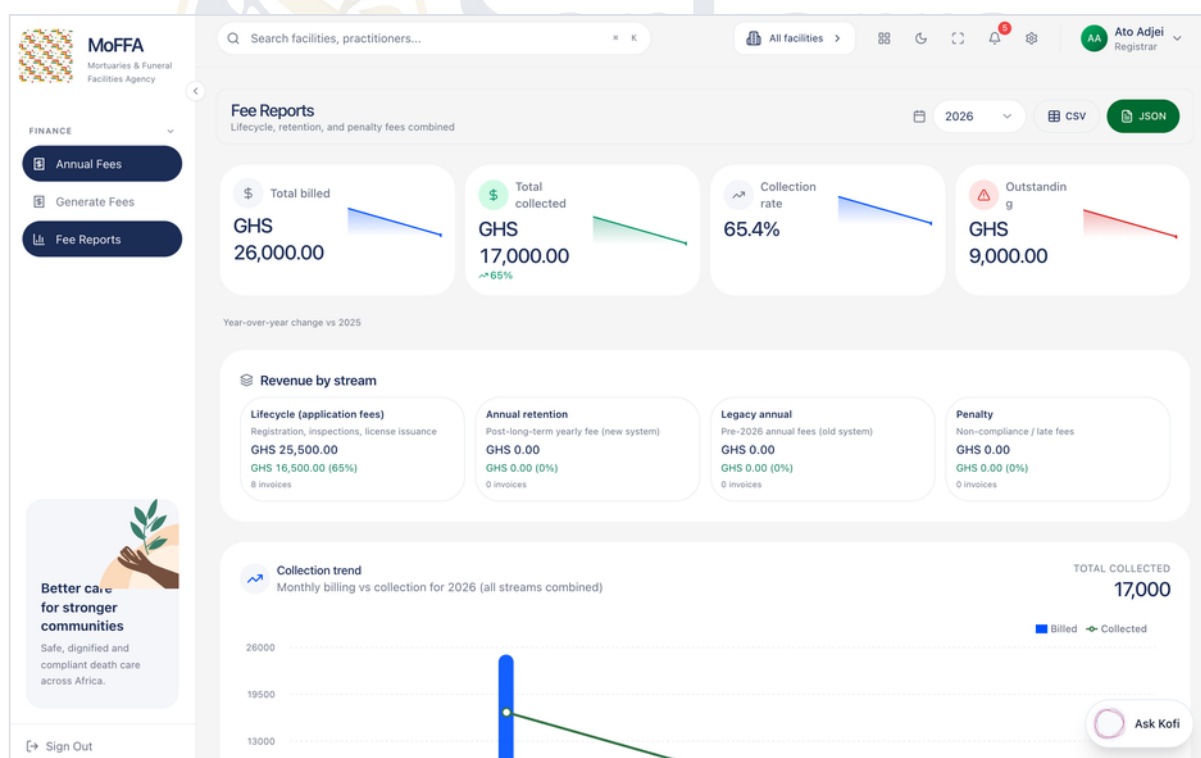
Collection trend — a chart of billed against collected, month by month, for the chosen year.

Lifecycle fees by stage — a table with **Stage**, **Invoices**, **Billed**, **Collected** and **Rate**. On a phone you slide it sideways.

Payment status — a ring chart of Paid, Pending and Overdue invoice counts — next to **Top overdue · retention**, the facilities with the largest unpaid annual balances. If there are overdue application fees, a **Top overdue · lifecycle** list appears below.

Three status cards — **Paid**, **Pending** and **Overdue** — each with a count, its share of all invoices, and for Overdue the amount still outstanding.

At the bottom, up to two full tables: **Overdue lifecycle invoices** (application, stage, invoice number, region, balance, and how many days overdue) and **Overdue retention / legacy fees** (facility, type, region, balance, days overdue). The days-overdue badge turns amber past 30 days and red past 60.



Fee Reports showing the four top-line cards, the Revenue by stream cards and the collection trend chart

WHAT YOU CAN DO HERE

To read the year's collection performance:

- 1 Choose the year in the box at the top right.

- 2 Read **Total collected** and **Collection rate**, and the change against last year beneath each.
- 3 Use **Revenue by stream** to see which kind of fee is lagging.

To see everything one facility owes and has paid:

- 1 Scroll to either overdue table at the bottom.
- 2 Press the facility's row. A **Facility fee statement** panel opens from the right, listing every fee for that facility — lifecycle, retention and penalty — with totals for **Billed**, **Collected** and **Outstanding**, split into **Outstanding** and **Closed**.
- 3 Press **CSV** or **PDF** to save it, or **Email** to send it.

To email a statement to a facility:

- 1 Open the statement as above.
- 2 Press **Email**.
- 3 Type the **Recipient email**.
- 4 Add a short **Note (optional)** — for example why you are sending it.
- 5 Press the send button. A message confirms it was sent, or tells you it was skipped or failed.

To download the year's figures:

- 1 Press **CSV** for a spreadsheet of the summary, the four streams, each lifecycle stage, and both overdue lists.
- 2 Press **JSON** for the underlying data.

Good to know

- The year box changes the whole page, but the two overdue tables always show what is overdue **today**, whichever year is chosen.
- A row in the **Overdue lifecycle invoices** table can only be opened if the facility has actually been set up on the portal. Where it has not, the row does not respond and reads "No facility activated yet" — the application exists but no facility does yet.
- **Outstanding** going down counts as an improvement, so its change arrow points the friendly way when the figure has fallen.
- Where there was nothing in the year before, no change is shown rather than a misleading one.

CHAPTER 7

Settings and your team

This chapter covers the **Settings** group of the sidebar: the settings index, the resources you publish for facilities, your staff list, what each role is allowed to do, and where to get help.

7.1 Settings

WHAT THIS SCREEN IS FOR

the front door to every setting in the portal, sorted into five groups so you can find the one you want without hunting.

HOW TO GET HERE

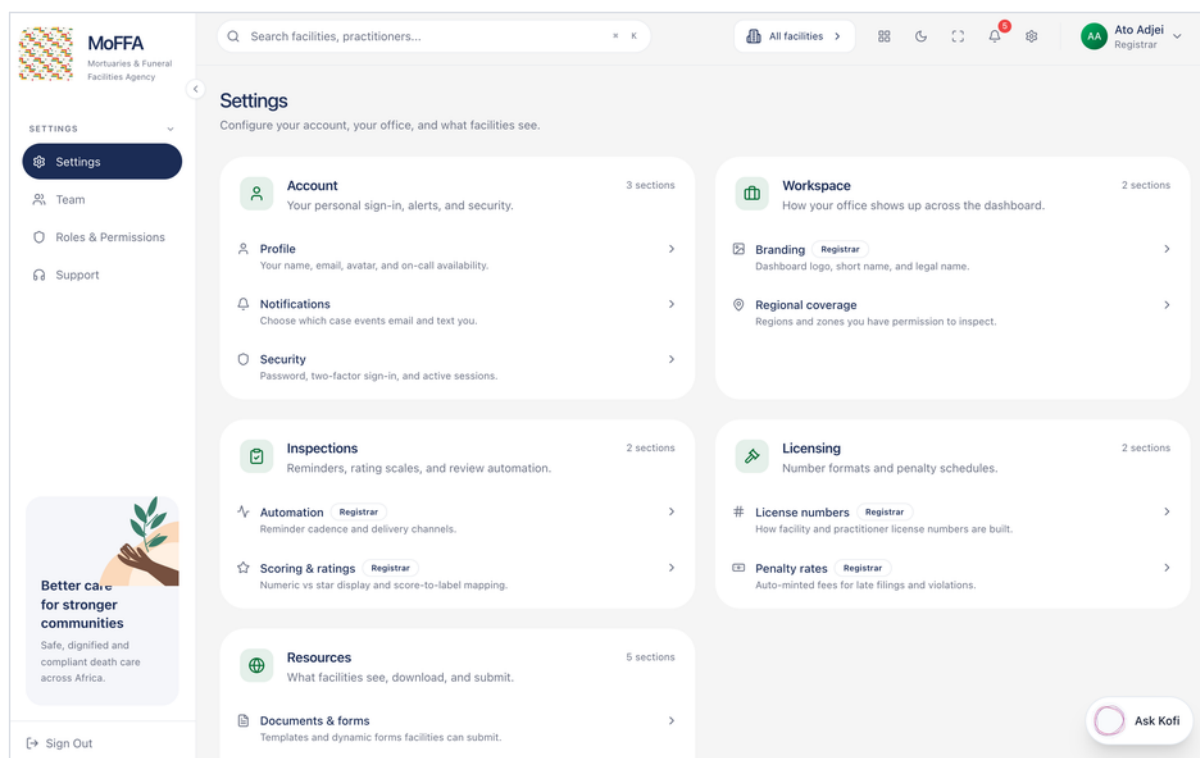
Sidebar → Settings → Settings.

WHAT YOU SEE ON THE SCREEN

The title **Settings** with the line "Configure your account, your office, and what facilities see."

Then one card per group. Each card names the group, says what it is for, counts how many sections it holds, and lists those sections with a one-line description. Some sections carry a small **Registrar** badge, meaning only the registrar or a deputy registrar can open them.

Group	Sections
Account	Profile; Notifications; Security
Workspace	Branding (Registrar); Regional coverage
Inspections	Automation (Registrar); Scoring & ratings (Registrar)
Licensing	License numbers (Registrar); Penalty rates (Registrar)
Resources	Documents & forms; MOFFA pricing (Registrar); Payment settings; Invoice branding; Submissions



The Settings index with the five group cards and the Registrar badges on gated sections

WHAT YOU CAN DO HERE

To open a setting:

- 1 Find the group it belongs to.
- 2 Press the section's name.
- 3 The section opens with a trail at the top — Settings, then the group, then the section — and a list of the group's other sections down the left, so you can move between them without coming back here.

Good to know

- If you can see none of a group's sections, the whole card is hidden. You will not see a card full of locked entries.
- **Account** settings are always yours alone: your own profile, your own alerts, your own password and sign-in.
- Everything under **Resources** changes what facilities see in their own dashboard. Treat it as published material, not as private notes.
- Section 7.2 covers **Documents & forms** in full. The other Resources sections set the statutory rates, the bank details and payment wording that appear on invoices, the logo and footer on invoice documents, and the queue of facility replies to the forms you publish.

7.2 Facility Resources — Documents & forms

WHAT THIS SCREEN IS FOR

publishing the documents facilities download and the forms they fill in online: registration packs, inspection forms, licensing notices and general guidance.

HOW TO GET HERE

Sidebar → Settings → Facility Resources. (It is the same place as Settings → Resources → Documents & forms.)

WHAT YOU SEE ON THE SCREEN

The title **Documents & forms** with the line "Publish downloads, build facility-facing online forms, and decide what shows up in their dashboard."

A blue note headed **Publishing flow**, reminding you that only resources marked as published appear in the facility dashboard.

Then the heading **Resource Library** with a **New Resource** button, and a table with the columns **Title**, **Category**, **Type**, **Status**, **Version** and **Actions**. A resource marked as featured carries a **Featured** badge beside its title. The Actions column holds **Edit** and **Delete**; pressing anywhere else on the row also opens it for editing. On a phone each resource is a card with the same information and the same two buttons.

Pressing **New Resource** or **Edit** opens a panel from the right headed **Create resource** or **Edit resource**, holding:

- **Title**, and **Category** — Registration, Inspection, Licensing or General.
- **Resource Type** — **Download Only**, **Online Form**, or **Download + Online Response**.
- **Status** — Draft, Published or Archived.
- **Description** — the short line facilities see.
- **Instructions** — how the facility should use the document or fill the form.
- **Version** and **Sort Order**, and a **Featured** switch that pushes the resource higher up the facility's list.
- For the two download types, a **Downloadable file** card with an **Upload document** box. Once a file is chosen its name and size are shown.
- For the two form types, an **Online form builder** with an **Add Field** button. Each field has a **Label**, a **Key**, a **Field Type** (Text, Text Area, Number, Email, Phone, Date, Dropdown or Checkbox), a **Placeholder**, **Help Text**, and a **Required Field** switch. Choosing Dropdown adds a **Dropdown Options** box where you type one option per line.
- At the bottom, **Cancel** and **Save Resource**.

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Facilities Agency

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All facilities >

Settings > Resources > Documents & forms

SETTINGS

- Settings
- Team
- Roles & Permissions
- Support

RESOURCES

- Documents & forms
- MOFFA pricing
- Payment settings
- Invoice branding
- Submissions

Documents & forms
Publish downloads, build facility-facing online forms, and decide what shows up in their dashboard.

Publishing flow
Create download packs, browser forms, or hybrid resources. Only resources marked as published appear in the facility dashboard.

Resource Library
Registration, inspection, licensing, and general guidance resources.

+ New Resource

Title	Category	Type	Status	Version	Actions
MoFFA-Service- Leaflet MoFFA monitors as well as investigates...	General	Download Only	published	v1	Edit Delete

Better care for stronger communities
Safe, dignified and compliant death care across Africa.

Sign Out

Ask Kofi

The Resource Library table with the New Resource button and the Publishing flow note above it

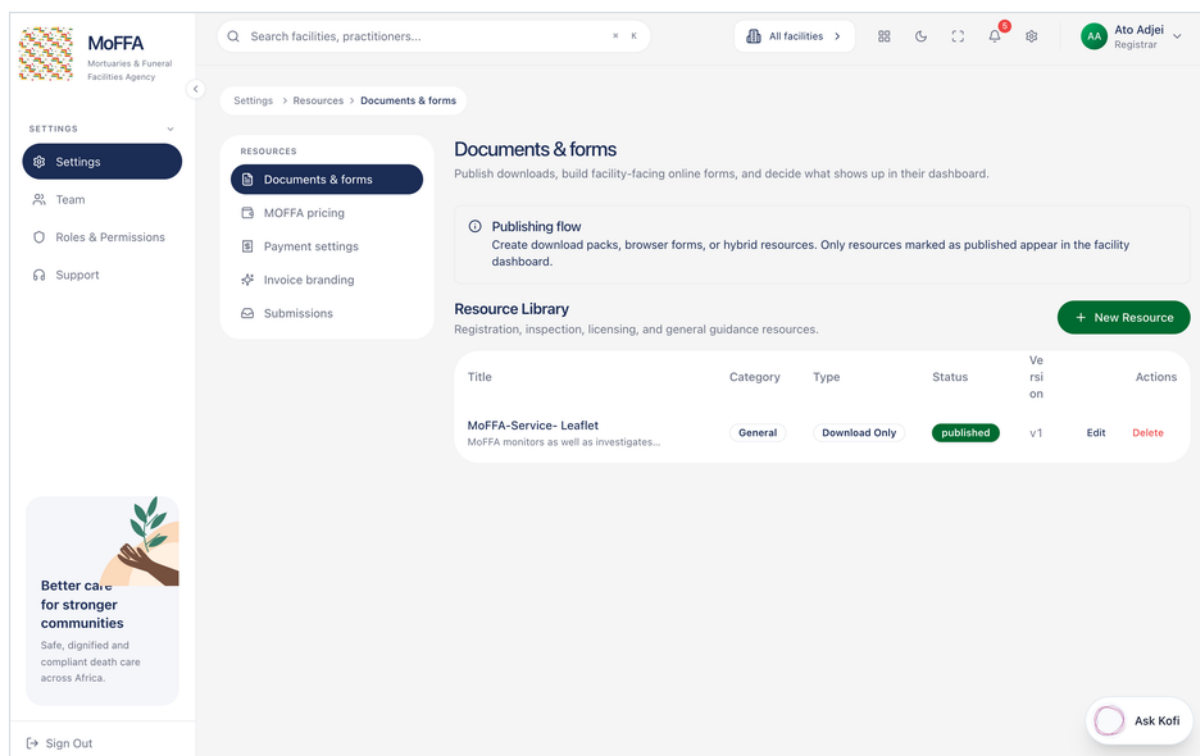
WHAT YOU CAN DO HERE

To publish a document facilities can download:

- 1 Press **New Resource**.
- 2 Type the **Title**, for example "Licensing renewal package".
- 3 Choose the **Category**, for example **Licensing**.
- 4 Leave **Resource Type** on **Download Only**.
- 5 Write a short **Description** and clear **Instructions**.
- 6 Press **Upload document** and pick the file.
- 7 Set **Status** to **Published**.
- 8 Press **Save Resource**.

To publish a form facilities fill in on screen:

- 1 Press **New Resource** and fill in the Title, Category, Description and Instructions.
- 2 Set **Resource Type** to **Online Form**.
- 3 Press **Add Field** in the **Online form builder**.
- 4 Type the question in **Label** and a short **Key** with no spaces.
- 5 Choose the **Field Type**. For a Dropdown, type the choices one per line in **Dropdown Options**.
- 6 Switch on **Required Field** for anything the facility must answer.
- 7 Repeat steps 3 to 6 for every question.
- 8 Set **Status** to **Published** and press **Save Resource**.



The Create resource panel with Resource Type set to Online Form and two fields in the online form builder

To take a resource out of circulation without losing it:

- 1 Press the resource's row.
- 2 Change **Status** to **Archived** (or back to **Draft** if you mean to work on it again).
- 3 Press **Save Resource**.

To delete a resource:

- 1 Press **Delete** on its row.
- 2 Confirm when asked "Delete ...? This cannot be undone."

Good to know

- Only a resource whose status is **Published** appears in the facility dashboard. A draft is yours alone.
- **Title** is required. A Download Only or Download + Online Response resource will not save without a file, and an Online Form or Download + Online Response will not save without at least one field — the screen tells you which is missing.
- Deleting a resource also deletes the file uploaded with it, and cannot be undone. Set the status to **Archived** instead unless you are sure.
- **Version** and **Sort Order** are yours to manage. Nothing increases the version for you, so raise it by hand when you replace a document, and say so in the description.
- Replies facilities send to your online forms arrive under Settings → Resources → **Submissions**, not here.
- **Facility Resources** appears in the sidebar only if your role includes settings access. The registrar's own role does not include it by default — if it is missing from your menu, ask your administrator.

7.3 Team

WHAT THIS SCREEN IS FOR

the list of MOFFA staff who can sign in to this portal, and the place you invite a colleague, set their role and directorate, decide which regions they cover, and switch their access off.

HOW TO GET HERE

Sidebar → Settings → Team.

WHAT YOU SEE ON THE SCREEN

If you are not the registrar, the screen shows a padlock and

Registrar access required — "Only the registrar can invite or manage regulator dashboard members."

Otherwise: the title **Team** with the line "Manage regulator staff, roles, directorates, availability and invitations", and an **Invite Member** button.

Four counters: **Total members**, **Online now**, **Enabled** and **Pending invitations**.

Two tabs:

- **Members** — a table with **Name**, **Email**, **Role**, **Directorate**, **Status**, **Last active**, **Joined** and **Actions**. A green dot on somebody's picture means they are signed in now. Status reads **Enabled** or **Suspended**, with a second **Unavailable** badge where it applies. Actions holds **Edit**, or a greyed **Edit unavailable** button for rows you may not change.
- **Pending Invitations** — **Email**, **Role**, **Sent**, **Expires** and **Actions**, with **Resend** and **Cancel** on each row. Before anything has been sent it reads "No pending invitations".

MoFFA Mortuaries & Funeral Facilities Agency

Search facilities, practitioners...

All facilities

Ato Adjei Registrar

Team

Manage regulator staff, roles, directorates, availability and invitations.

Counters:

- Total members: 2
- Online now: 1
- Enabled: 2
- Pending invitations: 0

Members (2) Pending Invitations (0)

Name	Email	Role	Directorate	Status	Last active	Joined
Akua Mensah	sankorralegacy@gmail.com	licensing director	Licensing & Inspection	Enabled	Never signed in	May 16, 2026
Ato Adjei	leonard_kobby@yahoo.com	registrar	-	Enabled	Online now	May 16, 2026

Inspector workload Auto-assignment pool

Name	Role	Open	Status	Regions
Akua Mensah sankorralegacy@gmail.com	Licensing Director	0	Available	-

Sign Out

Ask Kofi

The Team screen with the four counters and the Members table showing roles, directorates and online dots

WHAT YOU CAN DO HERE

To invite a colleague:

- 1 Press **Invite Member**.
- 2 Type their **First name** \ and **Last name** \.
- 3 Type their **Email** — their work address at MOFFA.
- 4 Choose the **Role**. A one-line description of the role appears underneath as you choose.
- 5 If you chose **Staff**, choose the **Directorate** * they belong to. For a director role the directorate is set for you.
- 6 Choose the **Office** they are based at, or leave it on **No specific office (all)** for someone who covers every office.
- 7 Press the invite button.
- 8 If they already have a Sankorra account, they are added to the team immediately and the message reads "... added to the regulator team". If they do not, an invitation email is sent and the message reads "Invitation sent to ...".

The screenshot shows the 'Team' settings page in the MoFFA Regulator Portal. The page has a sidebar with 'Settings' and 'Team' (selected). The main content area shows team statistics: 2 total members, 1 online now, 2 enabled, and 0 pending invitations. Below this is a table of team members:

Name	Email	Role	Directorate	Status	Last active	Joined
Akua Mensah	sankorralegacy@gmail.com	licensing director	Licensing & Inspection	Enabled	Never signed in	May 16, 2026
Ato Adjei	leonard_kobby@yahoo.com	registrar	-	Enabled	Online now	May 16, 2026

Below the table is an 'Inspector workload' section showing Akua Mensah as a Licensing Director with 0 open cases and an 'Available' status. The page also includes a 'Sign Out' button and an 'Ask Kofi' button.

The Invite Team Member panel with the name, email, role and directorate fields filled in

To change what a colleague can do:

- 1 Press **Edit** on their row.
- 2 Change the **Role**, and the **Directorate** if they are staff.
- 3 Change the **Office**, and type a **Department** or **Employee ID** if you keep those.
- 4 For staff, tick the regions under **Assigned regions**. Where an office has its own regions, a button appears offering to use that office's regions in one press.
- 5 Use the **Enabled** switch to suspend or restore dashboard access.

6 Use **Available for assignment** to take them out of inspection auto-assignment, and set **Unavailable until** if it is temporary.

7 Press the save button.

To chase or withdraw an invitation:

1 Open the **Pending Invitations** tab.

2 Press **Resend** to send the invitation email again.

3 Press **Cancel** and confirm to withdraw it.

Good to know

- What each role can do:

Role	What it is for
Registrar / Deputy Registrar	Runs the office; set up by the Sankorra team
Licensing Director	Heads Licensing & Inspection
Standards Director	Heads Standards, Compliance & Quality Assurance
Research Director	Heads Research, Policy Planning, Monitoring & Evaluation
Finance Director	Heads Administration & Finance
Staff	Operational team member in one named directorate
Board	Board member; reading only

- You can invite and edit the four director roles and Staff. Registrar, deputy registrar and board rows show **Edit unavailable** — those are managed by the Sankorra team. Hovering over the greyed button says which reason applies.
- You cannot edit your own membership. The greyed button says so.
- A **Staff** member must be given a directorate, and their own regions. Until at least one region is ticked, an amber warning says they will not see any data — and they will not.
- Directors, the registrar and deputy registrars cover the whole country, so the region list does not apply to them and the panel says so.
- **Enabled** and **Online now** are different things. Suspending somebody keeps their account but takes away dashboard access; the online dot only means they happen to be signed in.
- **Unavailable** members keep full access — they are simply skipped when inspections are assigned automatically.
- Only the registrar can use this screen. A deputy registrar sees **Registrar access required** here, even though they can edit the permission matrix on the next screen.
- Which actions a role can actually perform is set on Roles & Permissions (section 7.4), not here.

7.4 Roles & Permissions

WHAT THIS SCREEN IS FOR

deciding, action by action, what each regulator role is allowed to do, without going through the Sankorra team.

HOW TO GET HERE

Sidebar → Settings → Roles & Permissions.

WHAT YOU SEE ON THE SCREEN

If you are not the registrar or a deputy registrar, a padlock and **Registrar access required**.

Otherwise the heading **Roles & Permissions** above a note explaining that changes save instantly and that a director's permissions are narrowed further by their directorate at the moment they use them.

Below that, a grid. Down the left is every permission, grouped under its part of the portal, each with its name, its short code and a description. Across the top are the seven roles: **Registrar**, **Deputy Registrar**, **Licensing Director**, **Standards Director**, **Research Director**, **Finance Director** and **Staff**. Every crossing point is a tick box.

Some permissions carry a small badge — **L&I**, **S&C**, **R&P** or **A&F** — showing which directorate the permission belongs to.

On a phone the grid becomes one card per permission, listing the seven roles underneath with a tick box each.

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All facilities >

Ato Adjei Registrar

SETTINGS

Settings

Team

Roles & Permissions

Support

Roles & Permissions

Toggle which actions each regulator role can perform. Changes save instantly. Director permissions are further filtered by directorate at runtime - a Standards director only sees S&C codes even if a row exists for Director x every code.

Regulator scope

Permission	Registrar	Deputy Registrar	Licensing Director	Standards Director	Research Director	Finance Director
COMPLAINTS						
Approve resolutions regulator.complaints.approve - Approve or reject a proposed complaint resolution	☒	☒	☐	☒	☐	☐
Investigate complaints regulator.complaints.investigate - Take ownership of a complaint and gather evidence	☒	☒	☐	☒	☐	☐
View complaints regulator.complaints.read - Read public complaints	☒	☒	☒	☒	☒	☒
COMPLIANCE						
Escalate violations regulator.violations.escalate - Escalate a violation for board review	☒	☒	☐	☒	☐	☐
FACILITIES						
View facilities regulator.facilities.read - Read facility records across MoFFA	☒	☒	☒	☒	☒	☒
FEES						
Collect fees regulator.fees.collect - Record fee payments and reconcile receipts	☒	☒	☐	☐	☐	☒
Manage fee schedules regulator.fees.schedule - Edit annual fee schedules and rate cards	☒	☒	☐	☐	☐	☐

Sign Out

Ask Kofi

The Roles & Permissions grid with permissions grouped by area down the left and the seven role columns across the top

WHAT YOU CAN DO HERE

To give a role an action, or take it away:

- 1 Find the permission in the left-hand column.
- 2 Find the role's column.
- 3 Tick the box to allow it, or untick it to take it away. It saves as soon as you press it — there is no save button.

Good to know

- There is no undo. If you untick something by mistake, tick it again.
- A change takes effect the next time the person loads the screen it affects, not always the instant you press it. Ask them to refresh.
- A director is still limited to their own directorate at the moment they act, even where a permission is ticked for them. A Standards director ticked for a licensing action will still not see licensing work.
- If the grid reads **No regulator permissions seeded**, nothing has been set up in the portal yet. Ask your administrator.
- Taking away a permission can hide whole menu entries for that role, not just a button. Change one thing at a time and check with the person affected.

7.5 Support

WHAT THIS SCREEN IS FOR

the written guides, the glossary of MOFFA terms, a way to let Sankorra support see your screen, and the contact details.

HOW TO GET HERE

Sidebar → Settings → Support.

WHAT YOU SEE ON THE SCREEN

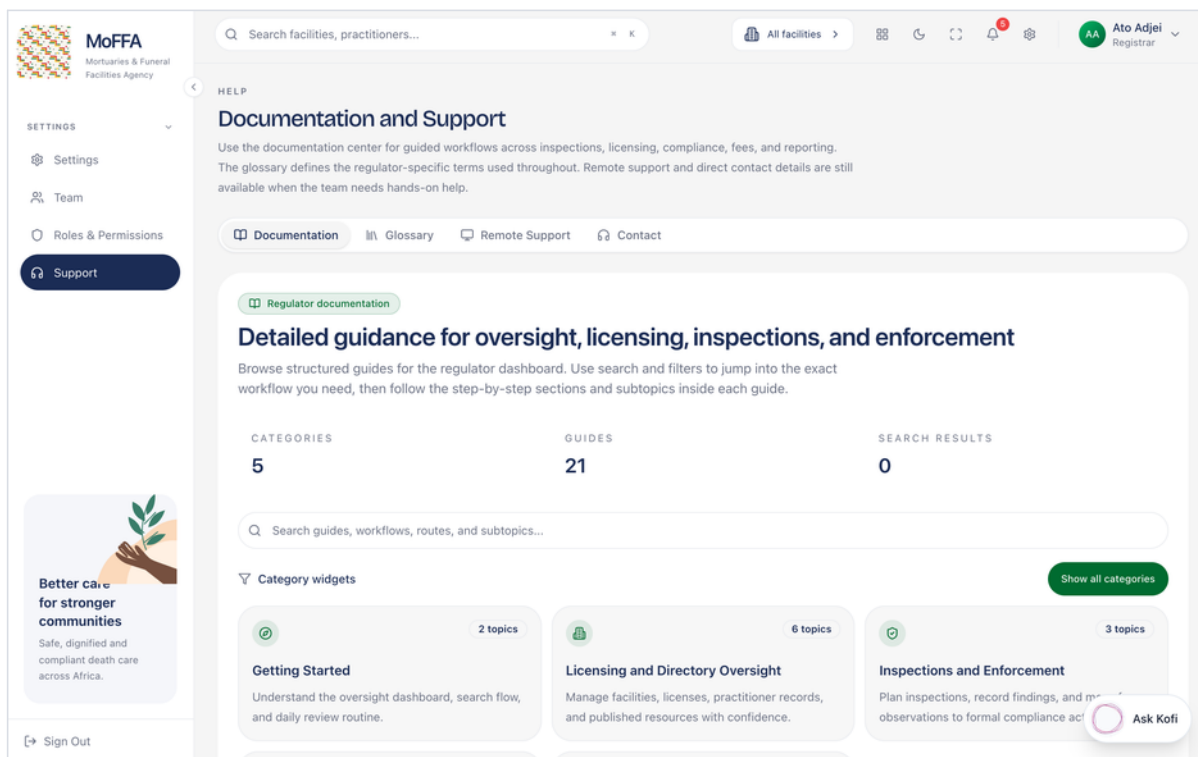
The title **Documentation and Support**, and four tabs.

Documentation — a search box reading "Search guides, workflows, routes, and subtopics..." and five subject areas, each with a count of the topics inside: Getting Started, Licensing and Directory Oversight, Inspections and Enforcement, Public Protection Workflows, and Forms, Reports, and Support. Opening a topic shows how long it takes to read, who it is written for, and which screens it covers, then the steps.

Glossary — the regulator terms used across the portal, each with its meaning and a link through to the guide that explains it in context.

Remote Support — a **Remote Support** card explaining that you can generate a code so support staff can see your screen, an amber **Privacy Notice** warning that screen sharing captures your whole screen or a chosen window, and a **Generate Session Code** button. Once a session is running, the card shows the code with a copy button, the connection status, a preview of what is being shared, and the controls for granting or withdrawing remote control and ending the session.

Contact — a card headed "When to contact support directly", a **Contact Support** card with the telephone number **1-800-SANKORRA** and the email address **support@sankorra.com**, and a **Support Hours** card: Monday to Friday 8:00 AM to 6:00 PM, Saturday 9:00 AM to 1:00 PM, Sunday closed.



The Support screen on the Documentation tab showing the search box and the five subject areas

WHAT YOU CAN DO HERE

To look something up before you ask for help:

- 1 Open the **Documentation** tab.
- 2 Type what you are trying to do into the search box, or press one of the five subject areas.
- 3 Press the topic you want and work down it.

To look up a term you do not recognise:

- 1 Open the **Glossary** tab.
- 2 Find the term.
- 3 Press through to the guide where it is used, if you want the fuller explanation.

To let support see your screen:

- 1 Open the **Remote Support** tab.
- 2 Read the **Privacy Notice** and close anything on your screen that should not be seen.
- 3 Press **Generate Session Code**.
- 4 Read the code out to the support officer, or press the copy button and send it to them.
- 5 If they ask to use your mouse and keyboard, press **Grant Control** when the request appears. You can withdraw it at any time.

6 When you are finished, press the button to end the session.

To raise a support request:

- 1** Gather the details first: which screen you were on, the number of the case, fee or complaint involved, what you expected, what happened instead, and a picture of the screen if you can take one.
- 2** For a question about how something works, check the **Documentation** tab first.
- 3** Otherwise telephone **1-800-SANKORRA** or email **support@sankorra.com** within the support hours above.
- 4** You can also press the round chat button in the bottom corner of any screen. It answers questions about the portal itself, and has a **Talk to a human** button that passes you to a Sankorra teammate with a short first message.

Good to know

- A remote session only shows your screen while it is running, and only the screen or window you chose. Ending the session stops it.
- Granting control lets the support officer move your mouse and type on your behalf. Withdraw it as soon as they no longer need it, and stay at the computer while it is granted.
- Nothing you do on this screen opens a ticket by itself. A support request exists only once you have telephoned, emailed, or spoken to somebody through the chat button.
- Anything you type into the chat button leaves the portal, so do not paste names of the deceased, family contact details or anything else confidential into it. Quote the case or fee number instead.