

# Seniors Alert Scheme (SAS)

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## User Guide

### Register and Sign-In

This document provides a guide to users of the SAS online system on the following actions:

- Accessing the SAS online system
  - Where it is
  - How to access it
- Organisation Registration
  - How to register an organisation online
- Organisation Sign-In
  - How to sign-in to SAS online after registration is complete
- Forgotten Password
  - What to do if you have forgotten the password for your registered organisation

# Accessing the SAS Online System

## Where it is

The SAS online system is available at the following address: <https://sas.pobal.ie>

## How to access it

You will require access to the internet to logon to the SAS online system. A basic internet connection is sufficient but the best system experience will be achieved with faster internet connections or broadband. For a steady experience a 1MB non contested broadband connection is required.

Pobal strongly recommends using the latest version of Internet Explorer. You can download the latest version using the following link:

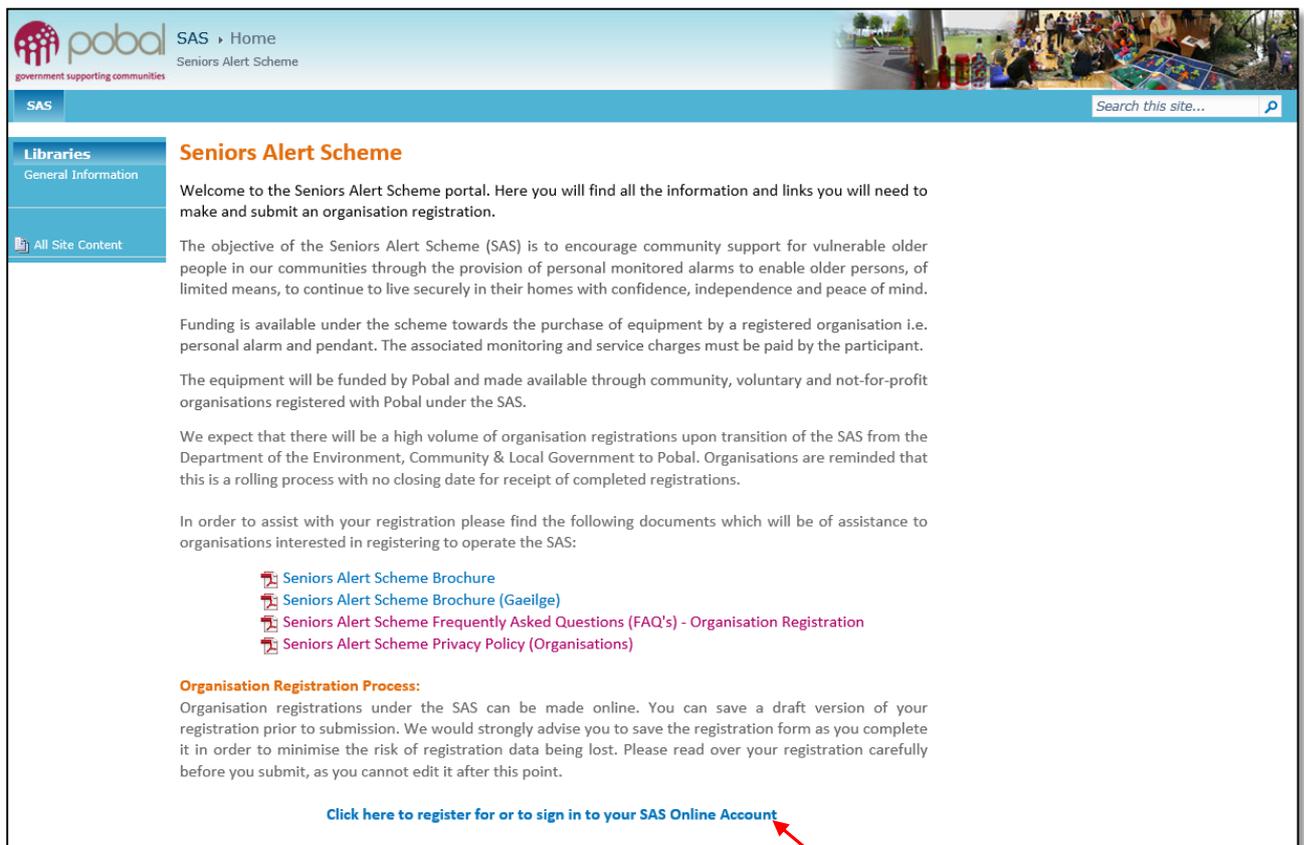
<http://windows.microsoft.com/en-IE/internet-explorer/download-ie>

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## Organisation Registration

### Creating an SAS Online Account

To create an SAS online account, go to <https://sas.pobal.ie> – the following screen will appear.



The screenshot shows the SAS Online System website. The header includes the Pobal logo and navigation links for SAS and Home. The main content area is titled "Seniors Alert Scheme" and contains the following text:

Welcome to the Seniors Alert Scheme portal. Here you will find all the information and links you will need to make and submit an organisation registration.

The objective of the Seniors Alert Scheme (SAS) is to encourage community support for vulnerable older people in our communities through the provision of personal monitored alarms to enable older persons, of limited means, to continue to live securely in their homes with confidence, independence and peace of mind.

Funding is available under the scheme towards the purchase of equipment by a registered organisation i.e. personal alarm and pendant. The associated monitoring and service charges must be paid by the participant.

The equipment will be funded by Pobal and made available through community, voluntary and not-for-profit organisations registered with Pobal under the SAS.

We expect that there will be a high volume of organisation registrations upon transition of the SAS from the Department of the Environment, Community & Local Government to Pobal. Organisations are reminded that this is a rolling process with no closing date for receipt of completed registrations.

In order to assist with your registration please find the following documents which will be of assistance to organisations interested in registering to operate the SAS:

- [Seniors Alert Scheme Brochure](#)
- [Seniors Alert Scheme Brochure \(Gaeilge\)](#)
- [Seniors Alert Scheme Frequently Asked Questions \(FAQ's\) - Organisation Registration](#)
- [Seniors Alert Scheme Privacy Policy \(Organisations\)](#)

**Organisation Registration Process:**  
Organisation registrations under the SAS can be made online. You can save a draft version of your registration prior to submission. We would strongly advise you to save the registration form as you complete it in order to minimise the risk of registration data being lost. Please read over your registration carefully before you submit, as you cannot edit it after this point.

[Click here to register for or to sign in to your SAS Online Account](#)

This page provides information on the Seniors Alert Scheme, a copy of the SAS Brochure (English and Irish language versions) and a link to the SAS registration and sign-in page.

By clicking on the link identified above, you will be taken to the following screen which gives you the options of:

1. Sign-In or
2. Register

  
government supporting communities

## Seniors Alert Scheme - Sign In

For registered organisations, please enter your email and password and click on 'Sign In'.  
If you have forgotten your password, please click on 'Forgot Password'.  
For those organisations who wish to register, please click on "Register".

Email:

Password:

## Pobal Personnel Sign In

Pobal personnel can sign in by clicking the link below. Use your internal credentials.

Organisations wishing to register for the SAS should click on the Register button.

Organisations previously registered with Pobal for the SAS should refer to the [Organisation Sign-In](#) section below.

When the Register button has been clicked, the screen below will appear allowing you to create an SAS online account for your organisation.

## Seniors Alert Scheme - Register Organisation

For organisations wishing to register under the SAS, please click on 'Register'.

First Name: \*   
Last Name: \*   
Organisation: \*   
E-mail Address: \*   
Enter Password: \*   
Confirm Password: \*

Register

Cancel

Already have an account? [Click here to Sign In](#)

As an organisation, you must enter the details requested and create a password containing at least 7 letters and/or numbers and 1 symbol such as @ or =.

***Please ensure to keep a record of your password as you will need it each time you log into the SAS online portal.***

Once all details are completed and a password is created, click Register. The following message will appear on screen.

**Your account has been created successfully.**

**An email has been sent to johndoe@gmail.com with instructions how to activate your account.**

**Please allow up to 5 minutes for email delivery. If you have not received an email please check your "Spam" or "Junk" folders.**

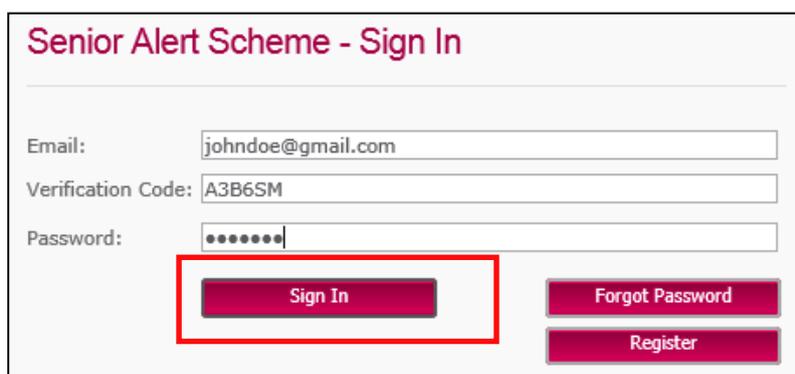
**For Technical Support please contact [onlinesupport@pobal.ie](mailto:onlinesupport@pobal.ie) or 01 5117222**

OK

## Organisation Sign-In

### Signing into your SAS Online Account for the first time

Following receipt of email referenced above, please follow instructions provided which advise how to activate your new SAS online account. The screen below indicates the information to be provided; click the sign-in button to complete the sign-in process.



The screenshot shows a web form titled "Senior Alert Scheme - Sign In". It contains three input fields: "Email:" with the value "johndoe@gmail.com", "Verification Code:" with the value "A3B6SM", and "Password:" with masked characters "••••••". Below the fields are three buttons: "Sign In" (highlighted with a red box), "Forgot Password", and "Register".

### Signing into your SAS Online Account (other than for the first time)

To sign-in to your registered organisation account on the SAS online portal, you will need to:

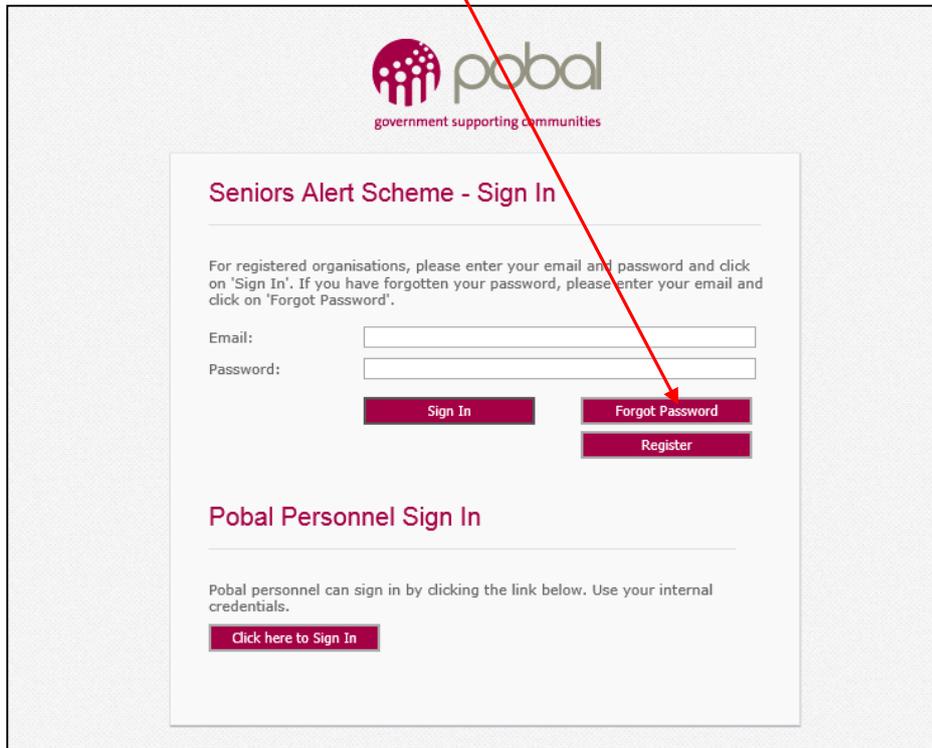
1. Access the portal at <https://sas.pobal.ie>
2. Click on the link to register or sign-in
3. Enter your email address provided at time of registration
4. Enter your password provided at time of registration
5. Click the Sign-In button

You are now signed-in to the SAS online portal.

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## Forgotten Password

If, when signing into your SAS online account, you have forgotten your password, then click the Forgot Password button on the Sign-In screen.

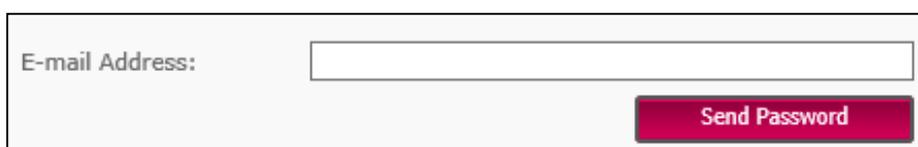


The screenshot shows the Pobal Sign In page. At the top is the Pobal logo with the tagline "government supporting communities". Below the logo is the heading "Seniors Alert Scheme - Sign In". A paragraph of text reads: "For registered organisations, please enter your email and password and click on 'Sign In'. If you have forgotten your password, please enter your email and click on 'Forgot Password'." There are two input fields: "Email:" and "Password:". Below the "Password:" field are three buttons: "Sign In", "Forgot Password", and "Register". A red arrow points from the text above to the "Forgot Password" button. Below this section is the heading "Pobal Personnel Sign In" and a paragraph: "Pobal personnel can sign in by clicking the link below. Use your internal credentials." with a button "Click here to Sign In".

The following screen appears asking you to enter your e-mail address. When entered, click Send Password.



The screenshot shows the "Forgot your Password?" page. At the top is the Pobal logo with the tagline "government supporting communities". Below the logo is the heading "Forgot your Password?". A paragraph of text reads: "Enter your Email Address to receive your password". There is an input field labeled "E-mail Address:". Below the input field is a button "Send Password". At the bottom, there is a link: "Already have an account? [Click here to Sign In](#)".



This is a close-up screenshot of the "Send Password" button and the input field. The input field is labeled "E-mail Address:" and contains a white text box. To the right of the input field is a red button with the text "Send Password".

Within a few minutes you will receive an email with a link to allow you to change your password. Click on the link in the email and a new web page will open with the screen below.

Create a new Password, enter it twice and Click OK.

New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>
<input type="button" value="OK"/>	

The following message will appear on screen. Click Continue and you will be directed to the main Sign In screen.

<p><b>Your password has been changed!</b></p> <input type="button" value="Continue"/>
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Please note that if you enter your password incorrectly five times, you will be temporarily locked out of the system – this is a security measure.

You will need to contact the SAS helpdesk at (01) 5117222 to have your account unlocked and to restore access with a reset password.

If at any stage you have a problem accessing the SAS online system or completing the registration process, please contact SAS Helpdesk as follows:

Email: [onlinesupport@pobal.ie](mailto:onlinesupport@pobal.ie)

Tel: 01-5117222