

# User guide

For Welsh practitioners – recording  
a match on ARW

Version 1.0 – Feb 2020

Link Maker Systems  
[support@linkmaker.co.uk](mailto:support@linkmaker.co.uk)  
[www.linkmaker.co.uk](http://www.linkmaker.co.uk)  
0843 886 0040



# Introduction

This user guide is aimed at practitioners from Wales. It provides guidance on how to record a match on ARW for both children and families.

Regardless of how a match has taken place, either on Link Maker, internally within the RAA or at an exchange day, the match needs to be recorded on the ARW register.

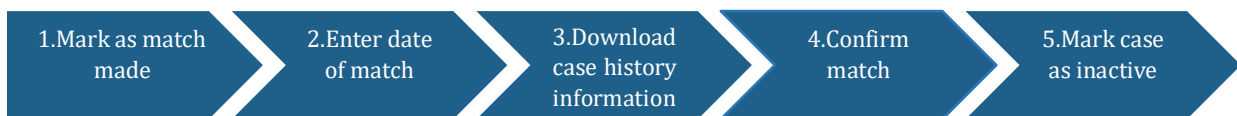
*For further help and support, call our support team on 0843 886 0040*

*Please note that all names shown in this user guide are purely fictional and are used for training purposes only. Any resemblance to actual persons is purely coincidental*

## Recording matches

Where a profile already exists on Link Maker a match can be recorded by selecting 'Match made' from a discussion, or from the case settings page.

### Recording a match within a Link Maker discussion



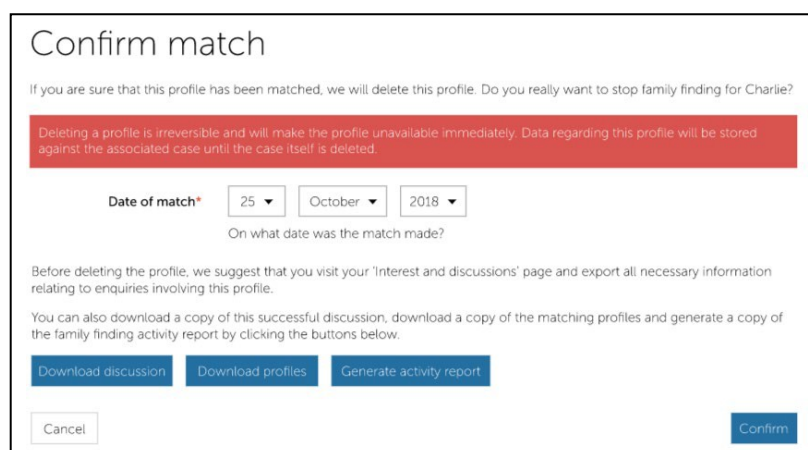
Choose 'Discussions' in the Adoption menu or alternatively simply click the envelope icon in the right-hand corner next to the 'Account settings' menu.

Click 'View' on the relevant discussion to give you access to the discussion history.

1. Depending on the status of the discussion select either 'Mark as match made' from the Actions menu, or 'Confirm and delete profile' (where the other side has already indicated a match).



2. Follow the prompts and enter the date of the match.



**Confirm match**

If you are sure that this profile has been matched, we will delete this profile. Do you really want to stop family finding for Charlie?

Deleting a profile is irreversible and will make the profile unavailable immediately. Data regarding this profile will be stored against the associated case until the case itself is deleted.

Date of match\* 25 October 2018

On what date was the match made?

Before deleting the profile, we suggest that you visit your 'Interest and discussions' page and export all necessary information relating to enquiries involving this profile.

You can also download a copy of this successful discussion, download a copy of the matching profiles and generate a copy of the family finding activity report by clicking the buttons below.

Download discussion Download profiles Generate activity report

Cancel Confirm

3. Use the buttons to download any case history information that you need for your records. The blue buttons will open a new tab in your browser with the relevant information for you to download.
4. Click on Confirm.
5. You will be prompted to set the case inactive if there are no other profiles linked to the case.

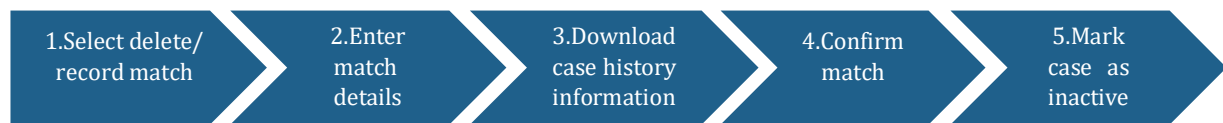
An inactive case will be deleted from the system after one year, which is the default period set by ARW.

Select 'Set case as inactive'



The screenshot shows a web-based confirmation dialog box titled "Set case as inactive". The main text reads: "You are choosing to set this case, Craig, as inactive. Please be aware that any action or alteration made to this case will automatically set the case as active." Below this is a yellow warning box containing the text: "Please be aware that this case will be deleted in **1 years** in line with the retention policy set for **Vale, Valleys and Cardiff Adoption**. The case will still be set as inactive in the meantime." At the bottom left is a "Cancel" button, and at the bottom right is a red "Set case as inactive" button.

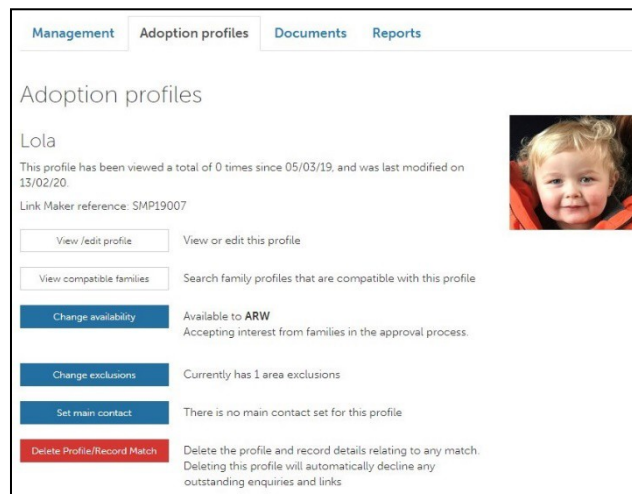
## Recording a match from the case management page



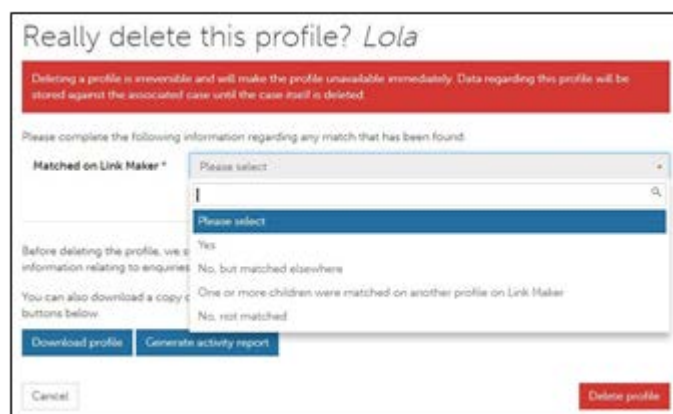
Access the relevant cases, using the Cases menu. You can filter for any case from your organisation, including cases managed by specific practitioners.

Click on a case name and select the 'Adoption profiles' tab.

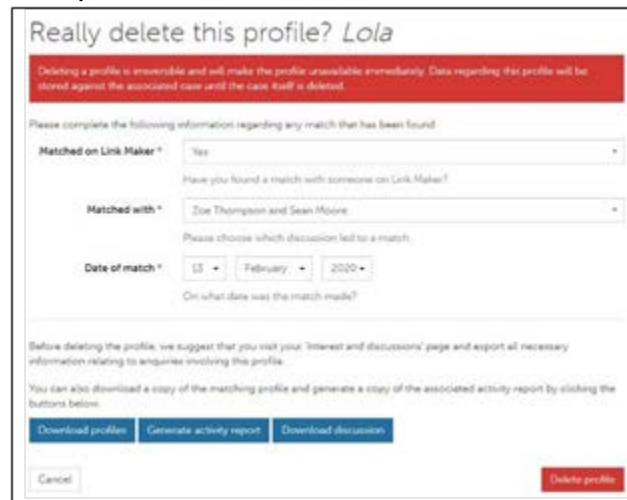
1. Click on 'Delete profile/Record match'.



2. Confirm whether the match was made through Link Maker or elsewhere.



3. Selecting 'Matched on Link Maker' = 'yes', you will be prompted to enter details of who the profile was matched with and on which date.



Really delete this profile? *Lola*

Deleting a profile is irreversible and will make the profile unavailable immediately. Data regarding this profile will be stored against the associated case until the case itself is deleted.

Please complete the following information regarding any match that has been found:

Matched on Link Maker \* Yes

Have you found a match with someone on Link Maker?

Matched with \* Zoe Thompson and Sean Moore

Please choose which discussion led to a match:

Date of match \* 15 February 2020

On what date was the match made?

Before deleting the profile, we suggest that you visit your 'Interest and discussions' page and export all necessary information relating to enquiries involving this profile.

You can also download a copy of the matching profile and generate a copy of the associated activity report by clicking the buttons below:

Download profile Generate activity report Download discussion

Cancel Delete profile

4. Selecting 'No but matched elsewhere' will prompt you to provide information about how the match was made, the name of the LA/Agency of the family that the child was matched with, and the date of match.
5. Use the buttons to download any case history information that you need for your records. The blue buttons will open a new tab in your browser with the relevant information for you to download.



Before deleting the profile, we suggest that you visit your 'Interest and discussions' page and export all necessary information relating to enquiries involving this profile.

You can also download a copy of the matching profile and generate a copy of the associated activity report by clicking the buttons below:

Download profiles Generate activity report Download discussion

Cancel Delete profile

6. Click delete profile.
7. You will be prompted to set the case inactive if there are no other profiles linked to the case.

An inactive case will be deleted from the system after one year, which is the default period set by ARW.

Select 'Set case as inactive'

## Set case as inactive

You are choosing to set this case, Lola, as inactive. Please be aware that any action or alteration made to this case will automatically set the case as active.\*

Please be aware that this case will be deleted in **1 years** in line with the retention policy set for **Vale, Valleys and Cardiff Adoption**. The case will still be set as inactive in the meantime.

Cancel

Set case as inactive