Disability Support Services

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Socrates v2

Getting Started Guide

Version 5

November 2026

Document Control

Title: SOCRATES V2 Getting Started Guide

Owner: Alex Tierney

Version: 5.0

Effective Date: 26 November 2026

Document History

Version	Date Updated	Summary of Changes	Author(s)
V1	**25/03/25**	**First release of doc**	Alex Tierney, Rachel O'Connor
V2	13/04/2026	Changes in line with release 2.1	Alex Tierney, Rachel O'Connor
V3	18/05/2026	Changes in line with release 3	Alex Tierney Rachel O'Connor
V4	17/07/2026	Changes in line with release 4.	Alex Tierney Rachel O'Connor
V5	07/11/2026	Changes in line with release 5. All changes highlighted	Alex Tierney Rachel O'Connor

Contents

1 Introduction 5
2 Dashboard 7
2.1 Searching the Dashboard 7
2.2 Assessment Statuses 8
2.3 Action Required 9
2.4 Action Required Statuses 11
2.5 Picking up an Assessment 12
2.6 Recent People 13
3 Assessments Tab 14
1.1 Searching/Viewing Assessments 14
4 People Tab 17
4.1 Using the People Section 17
4.1.1 Opening an Existing Profile 19
4.1.2 Viewing a Disabled Person's Timeline 21
4.1.3 Viewing a Disabled Person's Events Section 22
4.1.4 Viewing Documents Linked to a Disabled Person 23
5 Notifications 25
6 Switching Between Organisations 26
7 Requesting Support and Administration New 27
7.1 Requests for Team Leaders and Managers 27
7.2 Helpdesk and Technical Support 27

SOCRATES V2 — Getting Started

An entry guide for new users

How to use this guide

This guide contains the shared information new users need before moving to their role-specific guide. Existing Socrates v2 instruction wording has been retained; the material has been reordered for easier onboarding.

Choose your next guide

Your role	Read next
Assessor/Allocator	Socrates v2 — General User Guide
DSS Allocator	Socrates v2 — DSS Allocator Guide
Manager	Socrates v2 — Manager Guide

1 Introduction

This user guide covers how to perform and manage assessments within Socrates v2 web application. The purpose of assessments is to understand the impact of disability on the Disabled Person's life. The information captured will be used to calculate an indicative funding range.

The system roles relate to the following:

- **Assessor** aligns with the Needs Assessor/Connector role
- **Allocator** aligns with the Service Coordinator/Budget Advisor role
- **Manager** aligns with the NASC/EGL manager's role
- **DSS Allocator** is the DSS Indicative Range team

From an application perspective, the key stages are:

1. An **Assessor** creates a profile for the Disabled Person in Socrates v2
2. An **Assessor** creates an assessment linked to the Disabled Person's profile
3. That assessment is optionally assigned to an **Allocator** for review
4. Once the review stage is complete, the assessment is assigned to a **DSS Allocator** to support calculation of an Indicative Range (this is currently done via Excel). The assessment is also assigned to a Coordinator (usually an **Assessor** or **Allocator**) who will review the Indicative Range once it comes back from the **DSS Allocator**
5. The Indicative Range is entered into Socrates v2 by the **DSS Allocator** and reviewed by the **NASC/EGL**
6. The assessment can then be picked up by the assignee to create a "My DSS Funding Plan"

The above describes a basic, straightforward flow. However, in certain cases assessments will need to be sent back to the Assessor in order to get more information or may need to be sent to a Manager for approval if the indicative range is above a defined threshold.

Socrates v2 Live Application URL: https://obirportal.msocio.nz/login

Socrates v2 Training Application URL: https://obirportal.mynonprod.com/

1.1 Assessment and Coordination

From Release 5, to make it easier to manage the complex workflow of an assessment, the process has been split into two broad stages: **Assessment** and **Coordination**.

Assessment covers the creation of an assessment through to moderation. Moderation is now optional, and a reason must be recorded when it is not required.

Coordination covers from when an assessment is sent for indicative range calculation through to funding plan completion. An assessment can have more than one coordination.

When completing an assessment, the assessor must now specify a coordinator, who will receive the case back from the DSS team once the indicative range calculation has been completed.

You can see the different stages marked out in the left-hand menu of the assessment. Two menu labels have also changed: **Allocation** is now **Funding**, and **MyDSS Funding Plan** is now **Planning**.

New assessments are now launched from the **Events** tab of the Disabled Person's profile. The previous options to launch assessments from the Dashboard or the left-hand menu have been removed. See the General User Guide for full steps.

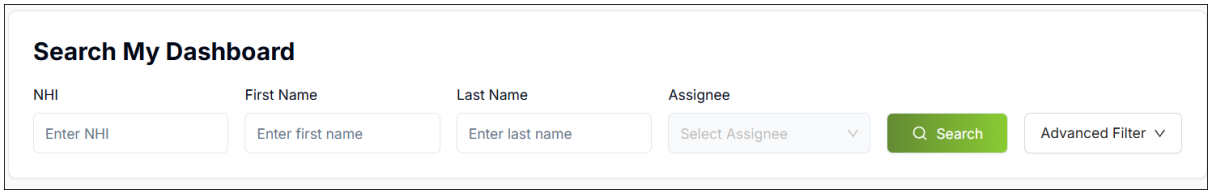
2 Dashboard

On your Dashboard, you can:

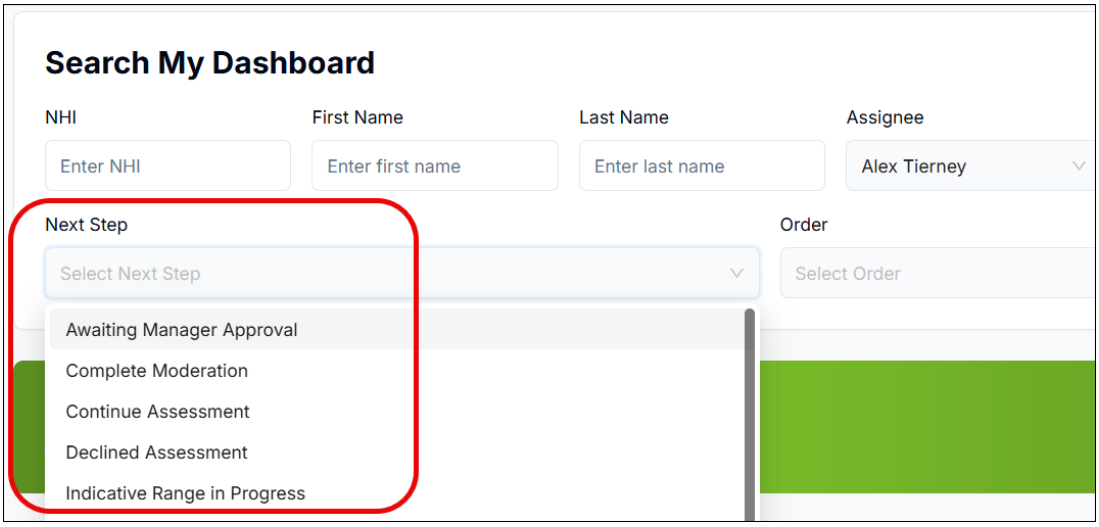
- View and action your tasks
- See recent people
- View the assessment history

2.1 Searching the Dashboard

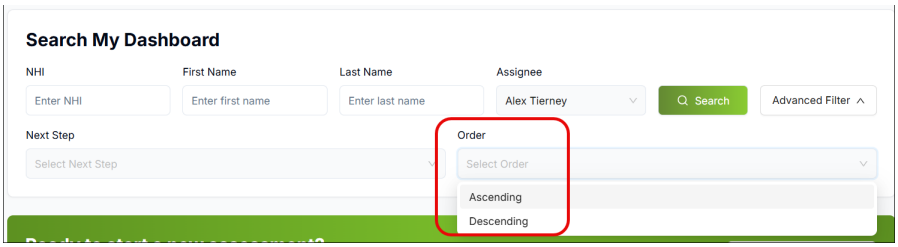
You can search for tasks and/or assessments created by or assigned to you by typing the Disabled Person's NHI, First Name, and/or Last Name in the respective fields or select from the assignee dropdown and clicking **Search**:



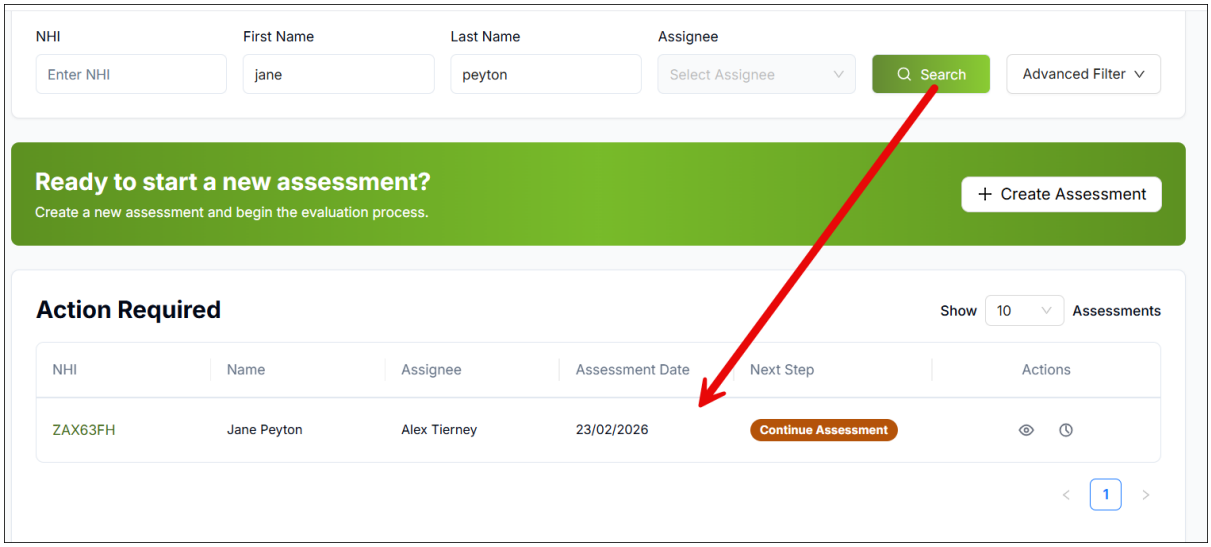
You can also filter assessments by status. To do so, click **Advanced Filter** and use the *Next Step* field to select the desired status:



In addition, you can arrange your required actions in ascending or descending order:



The system will then display any assessments matching the search criteria:



2.2 Assessment Statuses

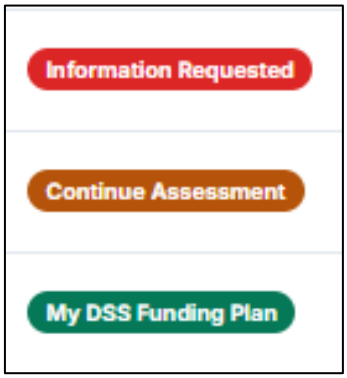
Assessment Status	Description	Next step status	Assignee
Draft	Assessment has been started but not finished.	Continue Assessment	Assessor
Ready for Moderation	Assessment is complete and ready to be reviewed.	Start Moderation	Moderator
Moderation in-progress	Assessment is currently being reviewed.	Complete Moderation	Moderator
Moderation Completed	Moderation is complete and the assessment has been returned to the assessor.	Complete Assessment [CONFIRM: next step label]	Assessor
Info Requested	More information is needed before it can continue.	Information Requested	Assessor
Assessment Completed	Assessment has been finalised.	My DSS Funding Plan	Assignee
Ready for IR	Moderation is complete (or marked as Not Required) and assessment has been sent to DSS for IR calculation	Ready for Indicative Range	DSS
Indicative Range in-progress	Indicative Range is being worked on by DSS	Continue Indicative Range	DSS

Confirm Indicative Range	Indicative range has been sent back to the assignee	Confirm Indicative Range	Assignee
Awaiting Approval	Waiting for approval of IR before moving forward.	Assess Approval Request	Manager
Declined IR	IR has been declined. [	Declined Assessment	Assignee
Start Plan	Funding plan has been started and not finished	Draft plan	Assignee
Declined Plan	Funding plan has been declined by the manager and returned to the coordinator.	[CONFIRM: next step label]	Assignee
Funding Plan Completed	Funding plan has been finalised.	No next step	
Closed	Assessment has been ended without an IR and/or Funding plan	No next step	

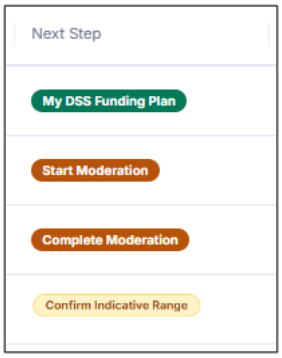
2.3 Action Required

In the *Action Required* section on the *Dashboard* screen, you can see your tasks relating to assessments either created by you or assigned to you.

The Assessor Only role will see Continue Assessment, Info Requested, Moderation Completed and My DSS Funding Plan as next step tasks:



The Allocator Only role will see Start Moderation, Complete Moderation, Confirm Indicative Range and My DSS Funding Plan as next step tasks:

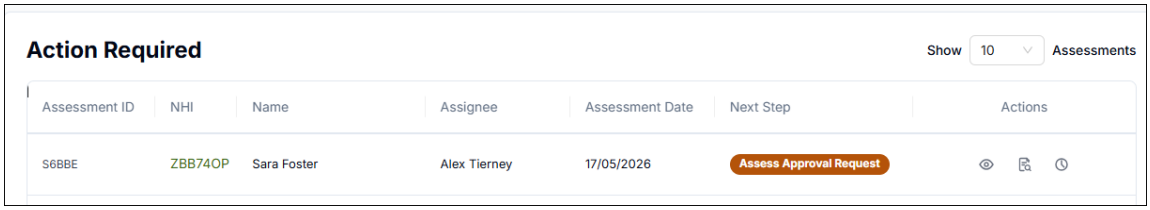


If assigned both roles all the above will be accessible.

From Release 5, if a moderator completes moderation and returns the assessment to you, it will appear in your Action Required section with a status of **Moderation Completed**. Click on the status and the assessment will open on the Moderation screen, where you can click **Complete Assessment**.

The coordinator nominated when an assessment is completed will see it in their Action Required section with a next step status of **Confirm Indicative Range** once the DSS Allocator has completed the Indicative Range.

The Manager role will see assessments where the Indicative Range or Funding Plan requires approval:



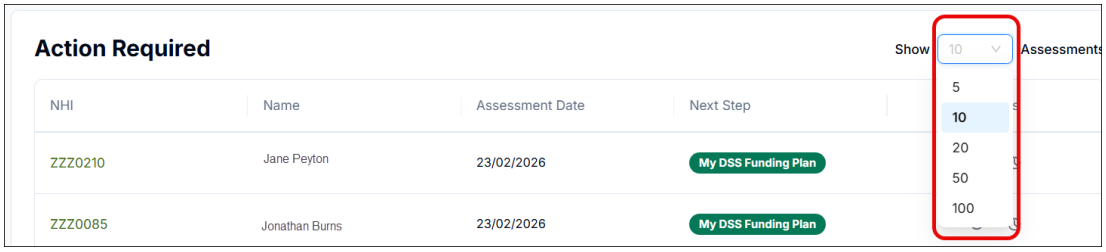
To view an assessment related to an action required, click the **View** icon next to it:



To view a log of previous steps related to this assessment, click the **View History** icon:



You can use the selector at the top of the *Action Required* grid to specify how many actions you want to be displayed within the *Action Required* section at any one time:



2.4 Action Required Statuses

Status	Description	Actor
Continue Assessment	Keep working on the assessment.	Assessor
Start Moderation	Begin reviewing the assessment.	Assignee
Complete Moderation	Finish the review process and send to DSS. or return to the assessor using Complete Moderation and Return.	Assignee
Moderation Completed	Moderation has been completed and returned; complete the assessment.	Assessor
Ready for Indicative Range	DSS to start the Indicative Range step.	DSS
Continue Indicative Range	Start next stage of the Indicative Range process.	DSS
Confirm Indicative Range	Assignee to review Indicative Range	Assignee
Information Requested	Provide the missing information.	Assessor
Assess Approval Request	Manager to review the IR amount or funding plan	Manager
Draft plan	Keep working on the funding plan	Assignee
Declined Assessment	Manager has declined the IR amount	Assignee
Declined Plan	Manager has declined the funding plan	Assignee

2.5 When an Assessment or Plan Comes Back to You

Sometimes an assessment or funding plan is sent back to you to update or check. When this happens, it will appear in your Action Required section on the Dashboard. The status tells you why it has come back:

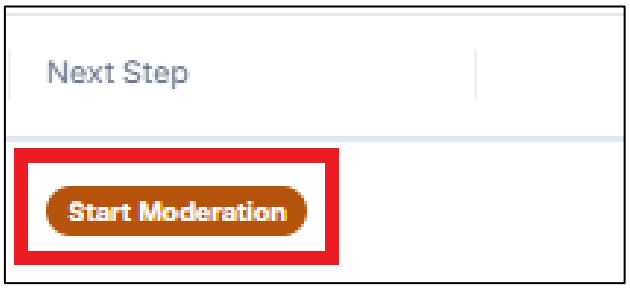
Status	Sent back by	What you do
Information Requested	Moderator, using Request More Info	Update the assessment and send it on again
Moderation Completed	Moderator, using Complete Moderation and Return	Click the status, then click Complete Assessment
Declined IR	Manager	Review the Indicative Range and resubmit [CONFIRM: steps]
Declined Plan	Manager	Update the funding plan and resubmit [CONFIRM: steps]

When a manager declines an Indicative Range or funding plan, they must enter a Decline Reason recorded in the history.

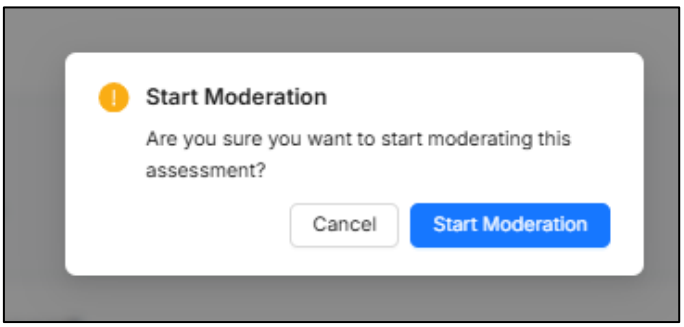
2.6 Picking up an Assessment

If an assessment has been assigned to you and is sitting in your *Action Required* section, you can pick it up by doing the following:

1. Click on the *Next Step* status next to the assessment in question:

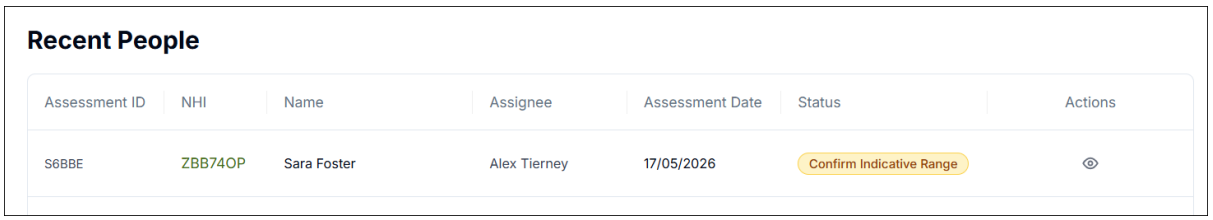


2. A pop up will appear asking you to confirm; click **Pick Up:**



2.7 Recent People

The *Recent People* section will display Disabled Persons that you recently interacted with. E.g. if you just completed an assessment or saved a partial assessment as a draft, you will be able to find and view these in the *Recent People* section:

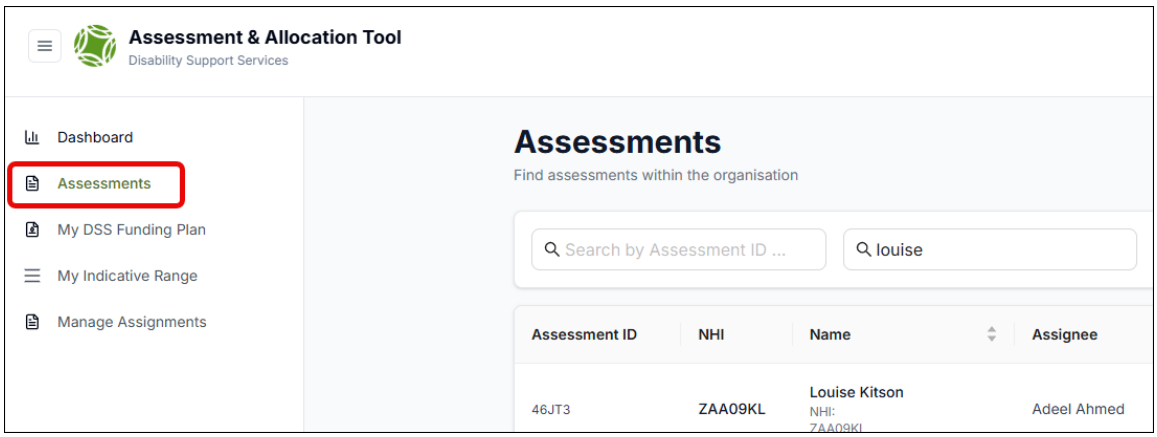


To view an assessment, click this icon:



3 Assessments Tab

Click **Assessments** in the left-hand menu to open the *Assessments* section:

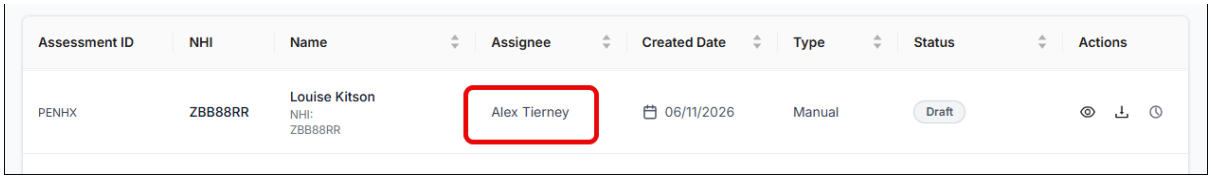


Here you can see all the assessments created within your NASC/EGL.

You can:

- view assessments
- delete draft assessments
- edit draft assessments
- view assessment history
- download assessments
- search for assessments by Assessment ID

You can also see who is currently working on the assessment from the assignee column:



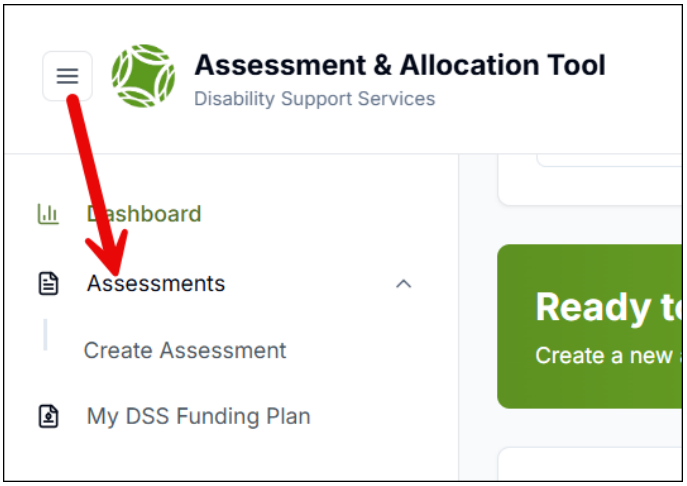
1.1 Searching/Viewing Assessments

You can easily view an assessment by doing the following:

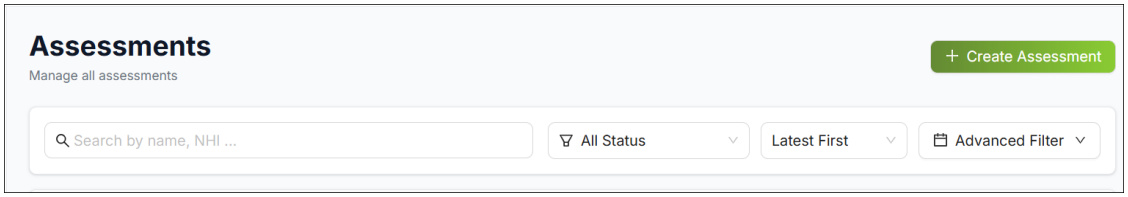
1. Ensure the left-hand panel is expanded by clicking the icon with three lines (top left corner):



2. Click **Assessments**:



3. Here you can use the Search bar and/or filters to find the assessment you need:



From Release 5, you can also search for assessments by **Assessment ID**. The Manage Assignments screen can also be searched by Assessment ID, and the My DSS Funding Plan screen can be searched by Plan ID.

4. To view an assessment, click this icon:



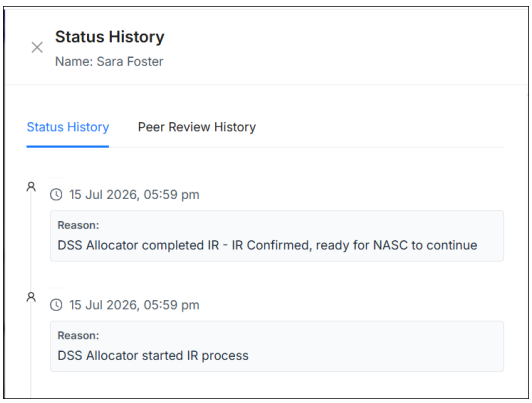
5. To delete an assessment, click this icon (Please note, only assessment creators can delete an assessment):



6. To view a log of previous steps related to this assessment, click the **View History** icon:

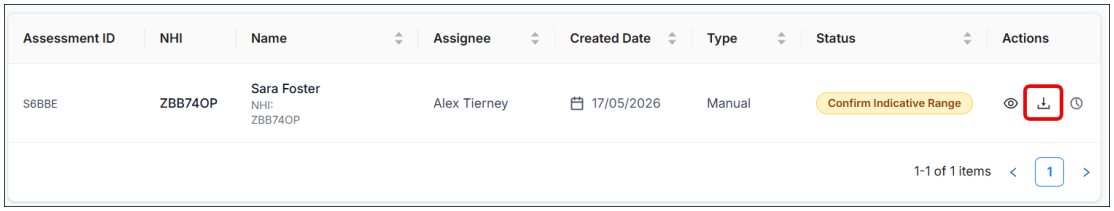


This will open a *History* drawer where you can view both *Status* and *Peer Review* histories:



Each entry in the History drawer now shows the first and last name of the user responsible for the action, along with the date and time.

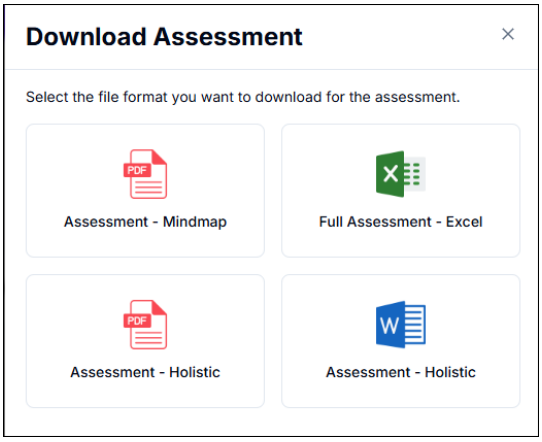
7. Click the **Down Arrow** icon to download the assessment at any stage:



There are four download options: Download as a PDF Mind-map, a PDF document, a Word document, or an Excel file. To proceed, click the appropriate option:

Release 5 adds a new **Assessment – Holistic** download option, available in PDF and Word. It shows the holistic questions and answers only, with a header showing the Disabled Person's Name, NHI, Assessment ID, DOB and Lifestage. The file is named FirstName_LastName_AssessmentID_Holistic.

The Mind-map header now shows Name, NHI and Assessment ID, in that order, and the simpler downloads now include the Area.



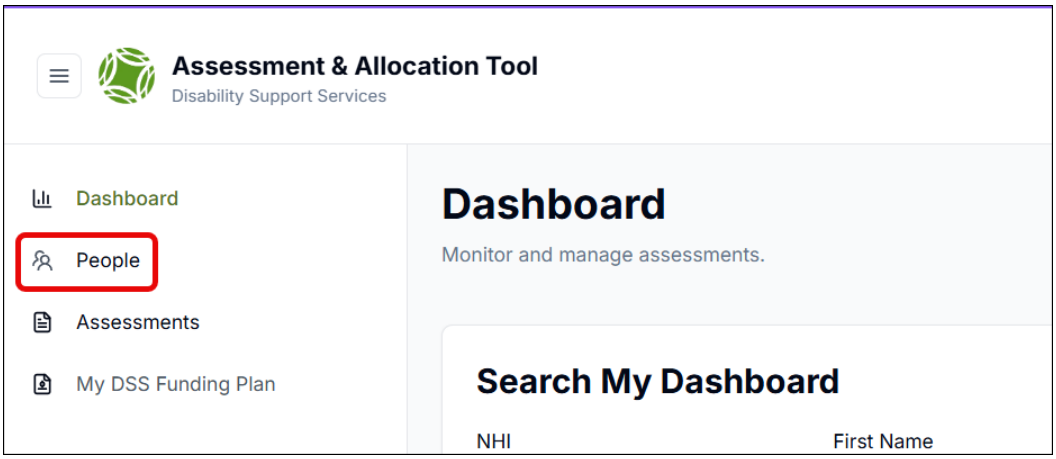
4 People Tab

The *People* section in SOCRATES V2 allows users to create a profile for the Disabled Person before starting an assessment. All assessments for this person will be launched from and linked to the same profile.

4.1 Using the People Section

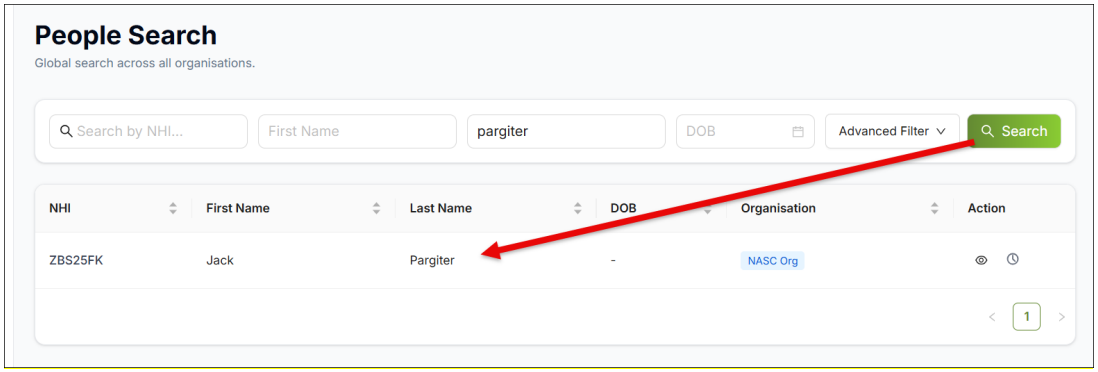
To open the **People** section:

1. When logged in to the Socrates v2 click **People** in the left-hand menu:

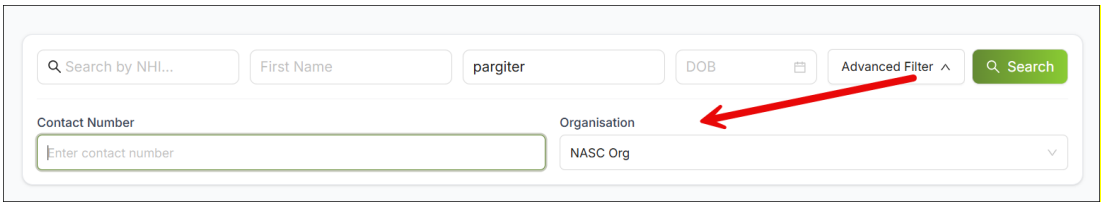


2. Here you will see a grid containing all of the Disabled Persons saved within the system for your NASC/EGL

3. You can use the available filters to search by NHI, Name or DOB:



4. You can also click **Advanced Filter** to search by contact number



5. Matching results are displayed in the grid below. For each Disabled Person, you can carry out the following actions by clicking the respective icon in the *Action* column:

   - **View People Detail**



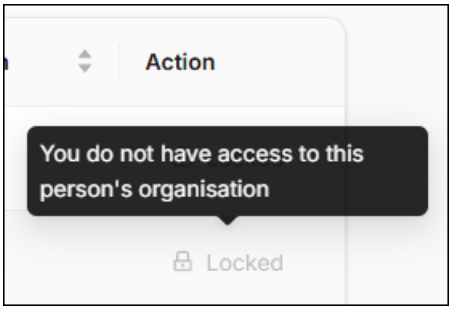
     Clicking this icon opens the Disabled Person's profile where you can view or update it depending on your requirements.

   - **View History**



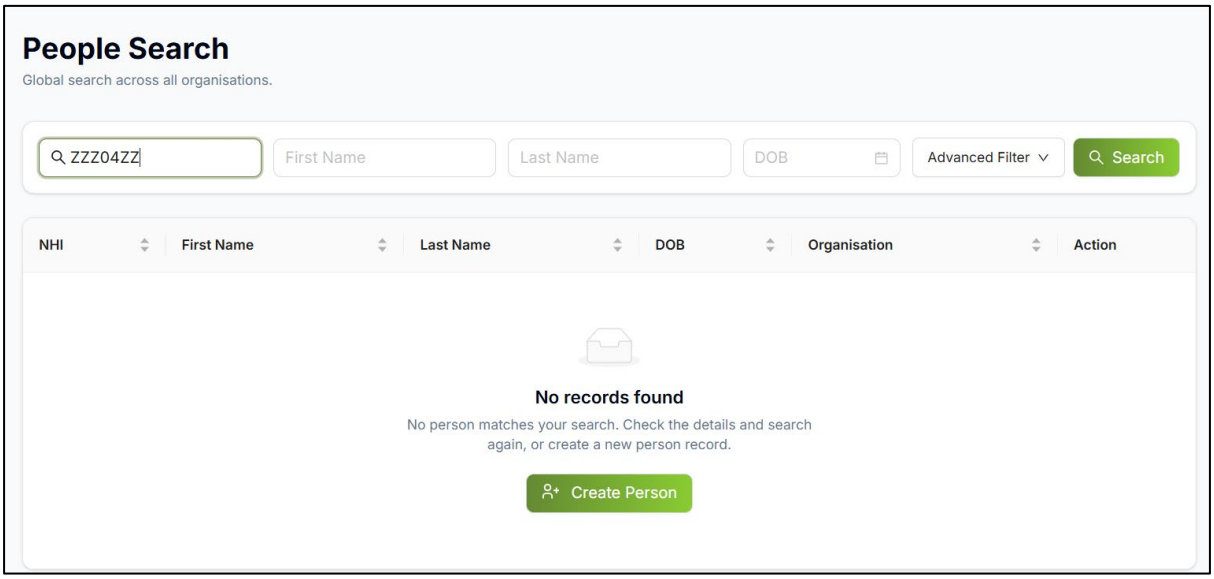
     Clicking this icon opens a *History* panel, where you can view a log of all changes made to the Disabled Person's profile, who made them, and when.

   If the Disabled Person is linked to another organisation, you will be able to see them in the grid along with their basic information (NHI, Name, DOB and Organisation), but you won't be able to open their profile or view the history log. Instead, you will see a locked icon in the Action column:



6. If no matching result is found, a **No records found** message is displayed and a **Create Person** button will appear. Click **Create Person**, enter the Disabled Person's basic information (First Name, Last Name, DOB, NHI and Gender) and click **Create Person**.

If a profile with the same NHI already exists at your organisation, an alert will be displayed. See the Assessor Guide for full steps.



4.1.1 Opening an Existing Profile

To open a Disabled Person's profile:

1. Click **People** in the left-hand menu

2. Search for the Disabled Person in question

3. Click the **View People Details** icon next to their name:



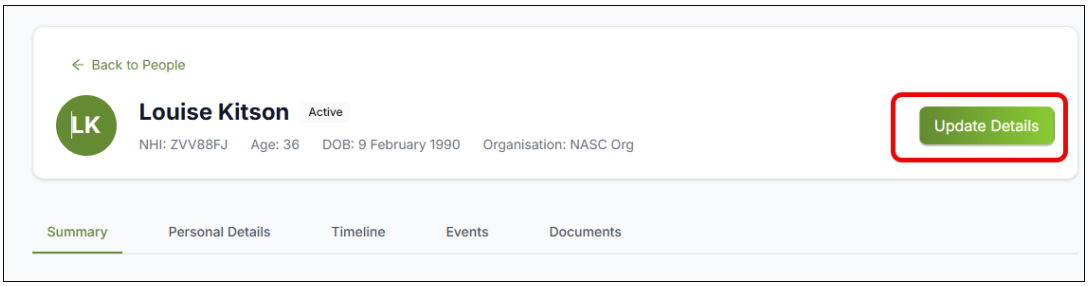
When their profile opens, you can view the following sections:

- Summary
- Personal Details
- Timeline
- Events
- Documents

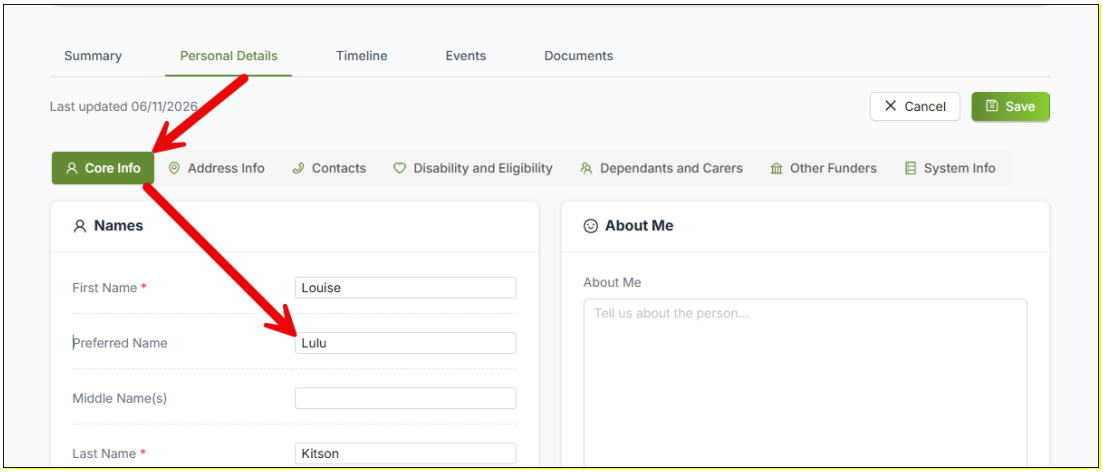
The Summary tab is the default landing tab. It shows the next Action Required for the Disabled Person's assessment and funding plan, the Current Assignee and the Privacy Consent tile. Privacy consent must be recorded from the Summary screen before an assessment can be created for the Disabled Person. See Recording Consent in the Assessor Guide.

To update the information in any of these tabs:

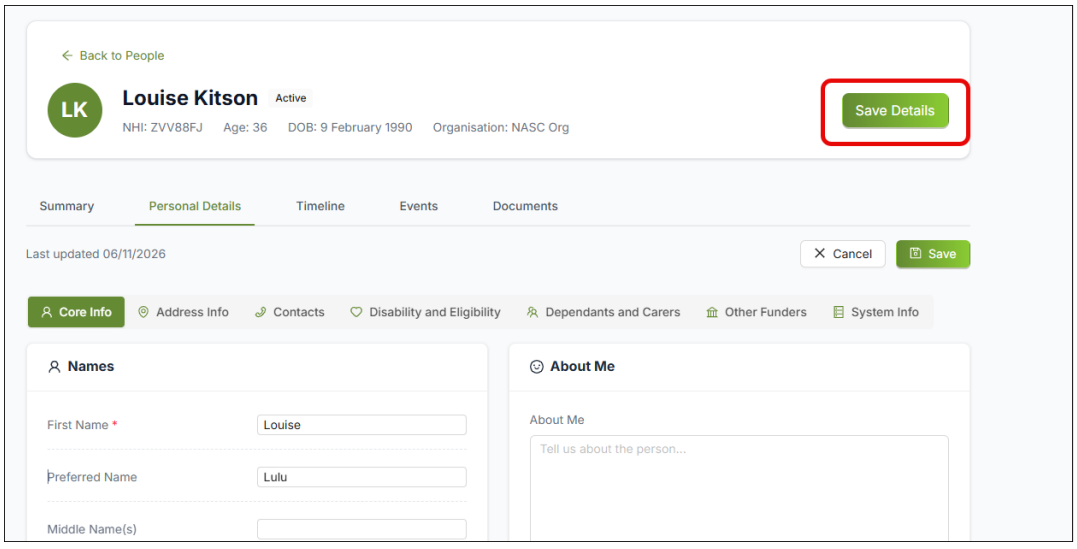
1. Click **Update Details**:



2. Navigate to whichever section you wish to update. E.g. if you want to add a preferred name for the Disabled Person, go to Personal Details > Core Info and update the *Preferred Name* field:



3. Once you are happy with all your changes, click **Save Details:**



4.1.2 Viewing a Disabled Person's Timeline

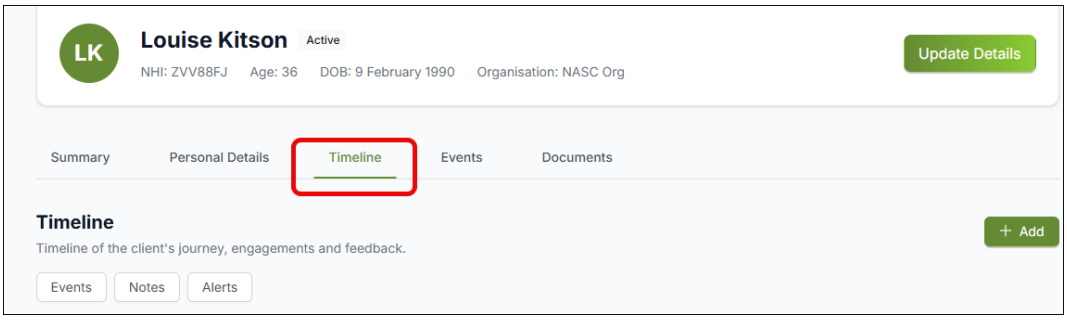
Each Disabled Person's profile contains a chronological timeline of their assessment and coordination journey, including notes and alerts entered manually.

To view this information:

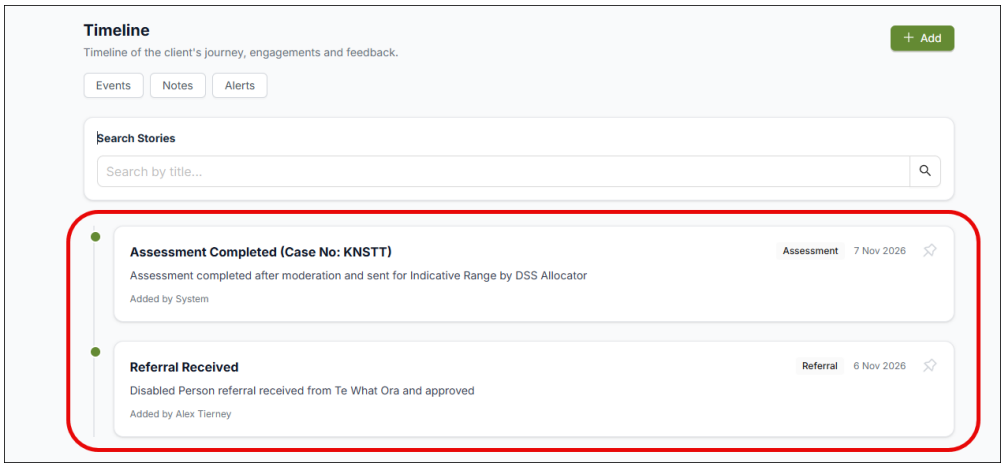
1. Click **People** in the left-hand menu
2. Search for the Disabled Person in question
3. Click the **View People Details** icon next to their name:



4. Click *Timeline*:

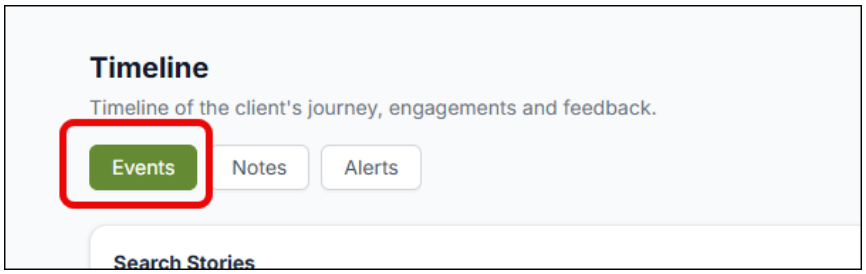


5. Here you will see the Disabled Person's timeline, with dated entries. If an entry was added by a user (e.g. a note), it will display the name of the user who added it. If an entry was automatically added by the system (e.g. when the Disabled Person's funding plan was approved), it will display *Added by System*:



6. If an entry has been "pinned", it will stay sitting at the top of the timeline

7. You can filter the timeline by category by clicking on the respective filter, e.g. if you only wanted to see events:



The available categories are Notes, Alerts and Events. To add an entry manually, click **Add**, enter a title, description and category, and click **Create**.

8. You can also search the timeline using the *Search Stories* field.

4.1.3 Viewing a Disabled Person's Events Section

The Events section displays the Disabled Person's assessments and the funding plans linked to each assessment.

To open it:

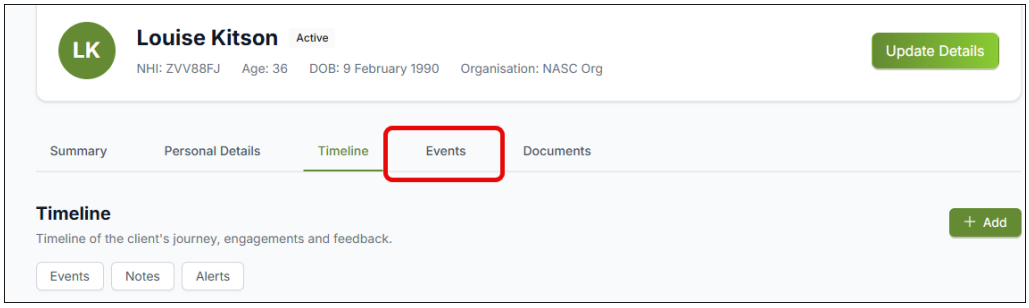
1. Click **People** in the left-hand menu

2. Search for the Disabled Person in question

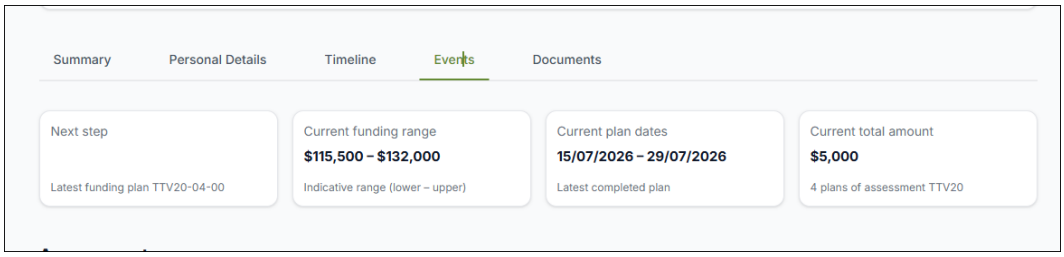
3. Click the **View People Details** icon next to their name:



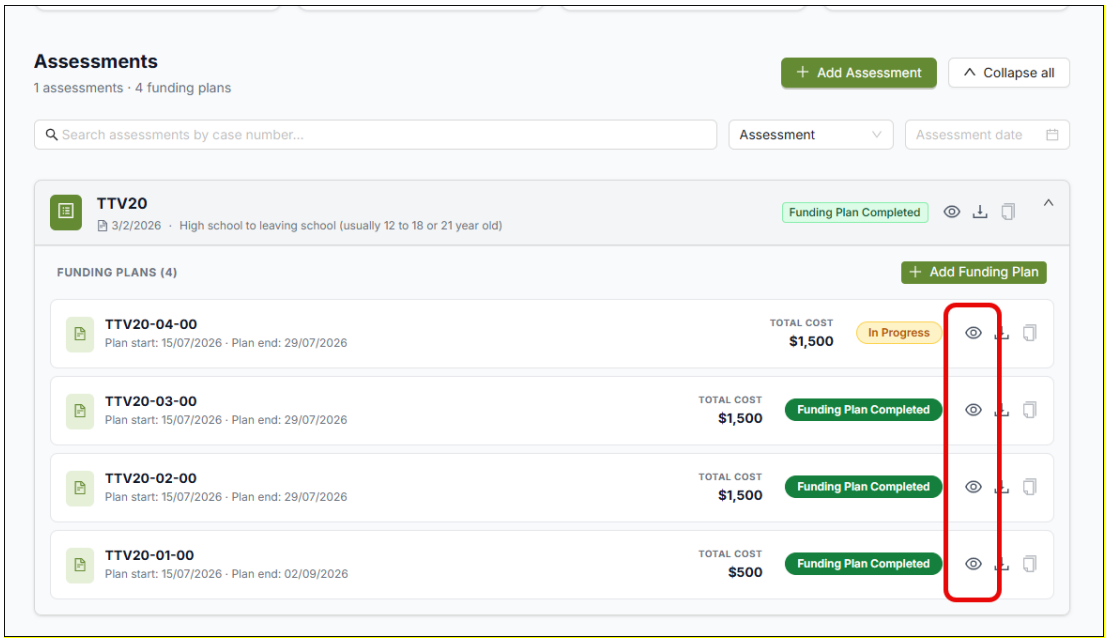
4. Click *Events:*



5. A dashboard will show you the latest plan's next stage, its funding range, its dates, and the total amount of the support costs associated with the Disabled Person's plans:



6. You can view any of the plans in the grid below by clicking the *View* icon next to them:



4.1.4 Viewing Documents Linked to a Disabled Person

Users can now upload and store documents against a Disabled Person's profile. To view these documents:

1. Click **People** in the left-hand menu

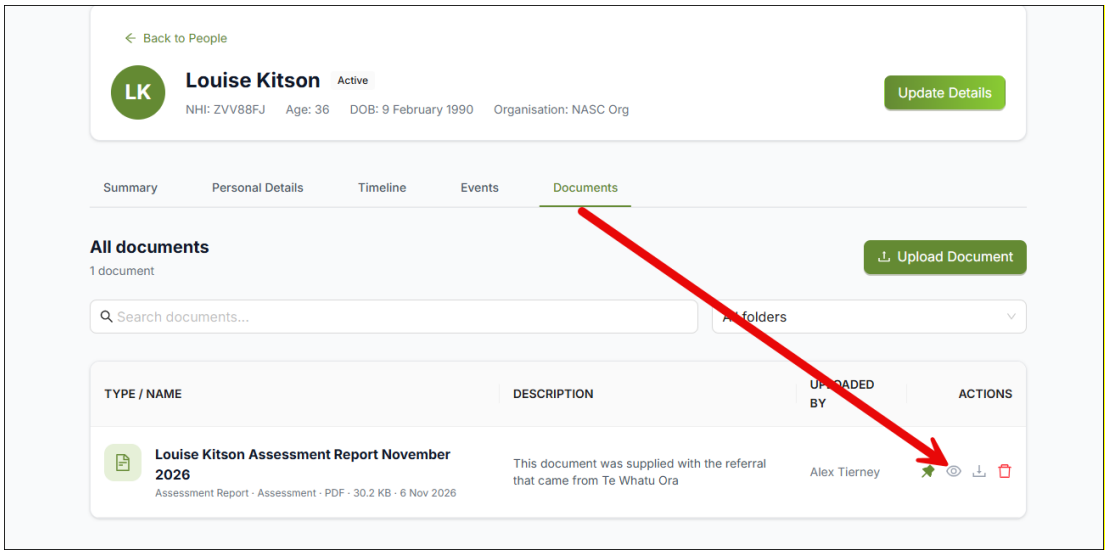
2. Search for the Disabled Person in question

3. Click the **View People Details** icon next to their name:



4. Click *Documents*

5. Click the **View** icon next to the document you wish to view:



Please note: Legacy Socrates currently remains the master of information. Documents should only be uploaded to Legacy Socrates for now to reduce duplication of effort. DSS plans to move all documents and information from Legacy Socrates to the web-app in 2027.

5 Notifications

Email notifications will be automatically generated by the web-app during certain steps of the assessment and allocation process.

Notifications are generated when:

- More information has been requested
- The indicative range has been calculated by DSS
- An indicative range and/or funding plan needs manager approval
- The manager has completed their task
- An assessment has been sent to you for moderation
- A Disabled Person has been transferred to you from another organisation

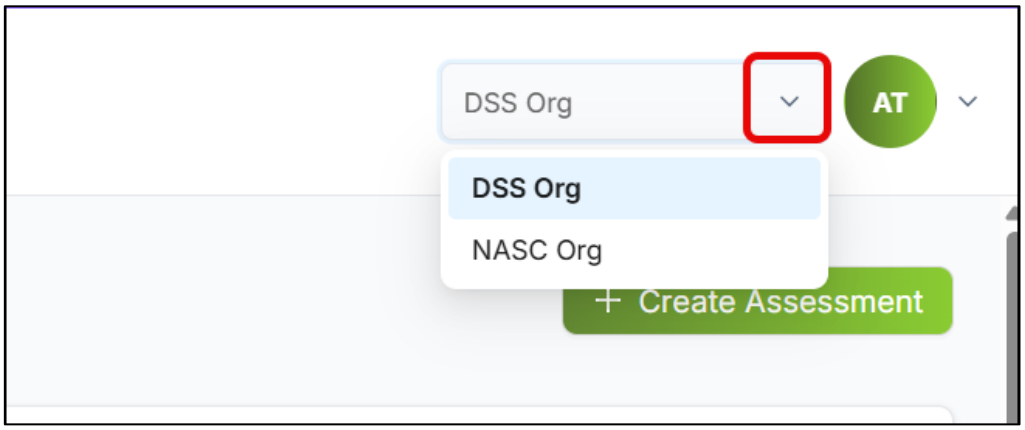
Please Note: Notifications will not be sent if you are assigning a task to yourself.

6 Switching Between Organisations

If you are a member of multiple organisations, you can easily switch between them in Socrates v2, meaning you don't have to log out and back in.

To switch to another organisation:

1. Click on the *Organisation* field at the top right of the screen; the drop down will display all organisations you are a member of:



2. Click on the organisation you want to switch to

3. The system will take you straight into the selected organisation

7 Requesting Support and Administration New

If you require assistance or need to modify an assessment, please follow the instructions below.

7.1 Requests for Team Leaders and Managers

For administrative changes to specific assessments, please contact your Team Leader or Manager to action the following:

1. **Assessment Reassignment:** If you are going on leave or a change in circumstances requires an assessment to be managed by a different user, a Team Lead/Manager can reassign the assessment to another team member.
2. **Status Reversions:** If an assessment has been progressed prematurely or accidentally completed, you may request that a Team Lead/Manager revert the assessment to a previous status.
3. **Inter NASC/EGL Transfers:** If a request is received for a transfer to a different NASC/EGL you may request your manager to transfer the person profile to the new NASC/EGL

7.2 Helpdesk and Technical Support

For queries regarding funding calculations, system access, or technical issues, please contact the relevant support team via email:

Request Type	Support Team Email
Indicative Range Queries	DSS_IndicativeRangeSupport@msd.govt.nz
Web-app Support & Troubleshooting	DSS_Socrates@msd.govt.nz
User Account Management	DSS_Socrates@msd.govt.nz

Note on Account Management: When requesting to create, update, or deactivate a web-app account, ensure you attach the required **Access Form** to your email to avoid processing delays.