Forms Administration using Basin

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1. Support and Important Information

If you require support with your forms, please do not reply to emails from Basin or use the support option within Basin Forms. Instead, contact webAdore through the Support Centre at https://support.webadore.co.uk. webAdore manages all support for your forms.

Please do not use the Upgrade or New Form options shown in the header. Basin is a multi-purpose forms system, but these options are not part of your managed forms service. Within the profile menu, please use only Logout. Do not change any other account options. If you require any amendments, contact webAdore through the Support Centre.

Further guidance is provided in the Password Changes, Account Security and Requesting New Forms sections of this document.

Your practice is currently provided with a single shared Basin account. Please do not create additional or individual Basin accounts without first contacting webAdore.

Practices remain responsible for reviewing form submissions, actioning them appropriately and recording information within the clinical record or other approved systems where required.

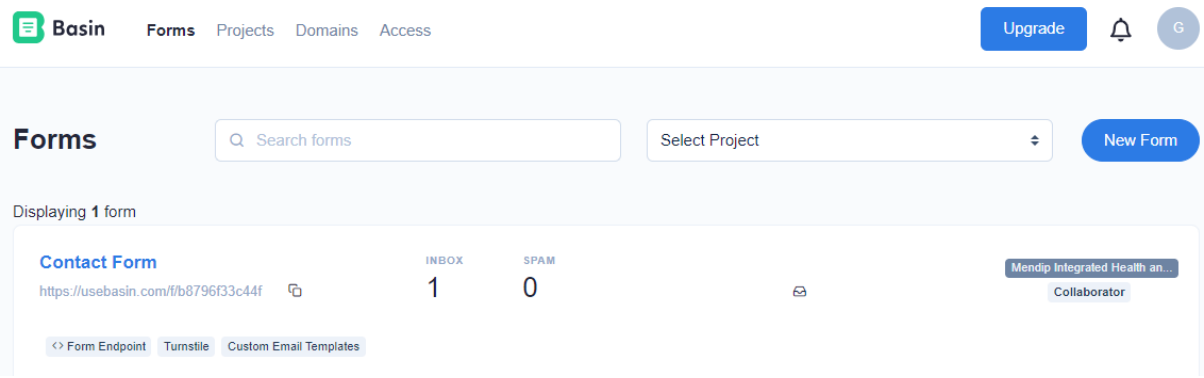
2. Receiving Submission Alerts

When a patient submits a form, Basin sends an alert to the submissions email address nominated when your forms were set up. To view the submission, use the link in the alert email or sign in at usebasin.com.

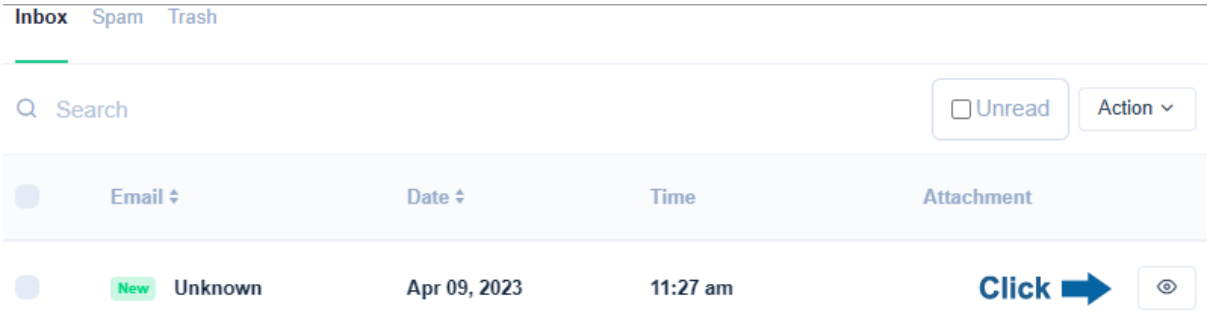
Please note that you will not receive alerts for submissions placed in the Spam folder. These may include duplicate submissions, such as when a person enters the same details twice. Check your forms account at least once a week, even if you have not received any submission alerts. Alternatively, enable a daily and/or weekly Summary Email Report for the Basin login email account. The report shows the number of inbox and spam submissions received for each form. See section 8, Summary Email Reports, for instructions.

3. Viewing Form Submissions

Once you have signed in at usebasin.com, you will see a screen similar to the example below, showing your own account and forms.



Click the title of the form you want to view. Your form titles will differ from those shown in the example above. Basin will then open the submissions inbox for that form.



To view the contents of a submission, click the eye symbol  to its right.

You can copy and paste the submission details into an application such as Notepad, Word or a spreadsheet; Word works particularly well. When you have finished, click the **X** in the top corner to close the submission window. Alternatively, use the **Export** option in the bottom-right corner of the screen to download all submissions as a ZIP file in CSV or XLSX format. The XLSX option provides a concise file with one form submission per row.

You can also **Delete** a submission, which moves it to the **Trash folder**. If you then delete it from the Trash folder, it is permanently deleted and cannot be recovered.

4. Spam Folder Management

Spam controls reduce unwanted submissions, but legitimate submissions may still be placed in the Spam folder. Check it regularly to avoid missing a genuine patient submission.

Review the Spam folder for each form **at least once a week**. This is particularly important because submissions from all forms except the Friends and Family Test are retained for only **seven days**.

A legitimate patient submission may be flagged as spam for several technical reasons, including:

- The patient using a **VPN** or privacy-focused browser
- A mobile network that **rotates IP addresses** or uses shared IP pools
- Cloudflare Turnstile detecting **unusual behaviour** or a temporarily-flagged IP range
- The patient's IP address having a **poor reputation score** at the time of submission

Spam submissions may contain links. If a submission does not appear legitimate, **do not click any links within it**. Treat the submission in the same way as a suspicious email.

To help monitor Spam folder activity, consider enabling Daily and/or Weekly Summary Reports. See Section 8 for setup instructions.

5. Data Retention

By default, and for security, all form submissions are automatically deleted seven days after the form submission date. Moving a submission to the **Trash** folder does not restart this seven-day period: it will still be permanently deleted seven days after its original submission date. If you would like the retention period changed, please contact us via support.webadore.co.uk.

Practices should ensure any information requiring retention has been transferred to the clinical record or other approved system before the retention period expires.

6. Password Changes

Because your practice uses one shared Basin account, the password should be changed whenever a member of staff with access leaves and periodically as part of the practice's local security procedures.

Sign in to Basin at usebasin.com.

1. Move the mouse pointer over the grey circle containing your initial in the top-right corner of the screen.
2. Click **My Account**
3. Click **Security** (on the left).
4. Enter the current password, then enter the new password in both fields below.
5. Click the **Save Changes** green button.
6. Click the **Forms** tab at the top of the screen to return to your forms.

7. Account Security

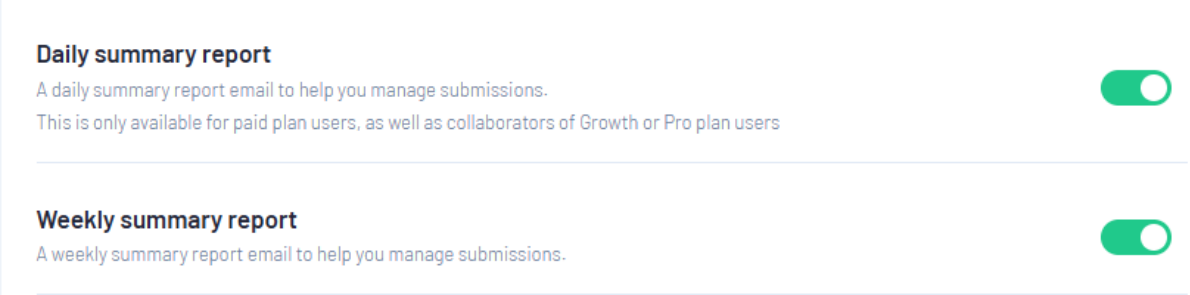
To protect your shared Basin account, follow these security measures:

- Use a strong password.
- Change the password whenever a member of staff with access leaves and periodically as part of the practice's local security procedures.
- Multi-factor authentication (MFA) is generally not suitable for shared accounts because verification is tied to an individual device or contact method. Do not enable MFA unless advised by webAdore.
- Limit account access to authorised staff who need it to manage form submissions.
- Ensure that at least two authorised members of staff have access so that forms can still be managed during absence or staff changes.
- If access requirements change, contact webAdore through the Support Centre.

8. Summary Email Reports

Summary Email Reports help you monitor activity across your forms by showing the number of Inbox and Spam submissions received for each form. You can choose a daily report, a weekly report or both. These are account-level notification preferences and apply to all forms in the account; they cannot be configured separately for individual forms.

1. Click the grey circle containing your initial in the top-right corner of the screen.
2. Click **My Account**
3. Select **Notifications** from the menu on the left.
4. Scroll down, then enable **Daily summary report**, **Weekly summary report** or both, as required (see below).
5. Click **Save Changes**.
   Basin will save these notification preferences for the whole account.



9. Requesting New Forms

Basin can be used to create new projects, but your website forms are built and managed by webAdore. If you require a new form, submit a **General Enquiry** through the Support Centre at support.webadore.co.uk. Please do not create projects within your Basin account.

10. Alternative Form Solutions

Microsoft Forms is particularly useful for high-volume submissions, such as Friends and Family Test responses used for CQRS reporting. Responses are stored within Microsoft 365 and can be viewed collectively in a spreadsheet, making larger volumes of data easier to manage and analyse. As Microsoft Forms is typically included within NHS Microsoft 365 subscriptions, many practices already have access to the platform. Some practices also choose to replace standard website forms with forms provided through their online consultation or triage system.

If you would like advice about moving to Microsoft Forms or eConsult forms, contact webAdore through the Support Centre at support.webadore.co.uk. We can discuss the available options and assist with the migration where appropriate.