How to Register on the Capacity Tracker

CARE HOMES ONLY

SUPPORTING PEOPLE FLOW

TRUSTS

COUNCILS

HOSPICES

CCGs

CARE HOMES

COMMUNITY PROVIDERS

SUPPORTING RIGHT PEOPLE, RIGHT PLACE, RIGHT TIME
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How to... register on the Capacity Tracker

Registering yourself on the Capacity Tracker could not be easier. Simply follow the steps below from a PC, laptop, tablet or phone with internet access:

Step 1
Select the link https://carehomes.necsu.nhs.uk

Step 2
At the top of the screen, select the highlighted Register tab:
Step 3

From the following **Register new account** screen; input the following information:

![Capacity Tracker Register New Account Screen](image)

Step 4

**Input your Email Address:** this needs to be a unique email address that has not been registered with the Capacity Tracker previously.

Step 5

**Input your Full Name:**
**Step 6**

Input your Contact Telephone Number:

**Step 7**

Input your Job Title:

**Step 8**

**Select your User Type:** Each Care Home or Organisation needs to have a minimum of 2 Approvers in place to ensure there is adequate cover to update the Capacity Tracker during holiday periods or sickness.

**Examples of Approvers would be as follows:**

- Care Homes: Owners / Managers / Assistant Managers
- NHS Hospital / CSU / CCG / NHSE/I/D/X / LA: System Champions Discharge Managers, Operational Managers, Managers, Assistant Managers

The Approver will receive an automated email advising them when a new user from their care home or organisation has requested access to the Capacity Tracker. The Approver will need to log on to the Capacity Tracker and from the Dashboard screen select the **Users awaiting approval** tile. Once selected An Approver will simply review the request select the appropriate button either approve / reject.

User Type is defaulted to a **Standard** user and shown in green. To change this to Approver simply select **Approver** – this will then turn green and the previous **Standard** defaulted selection will turn from green to grey.
Step 9

Select your Organisation Type: This is defaulted to Care Home and is shown in green. If you are registering from

- A Care Home leave this as it is and move on to Step 10
- Any Organisation other than a Care Home should select the organisation required e.g. CCG and this will then turn green and the previous Care Home defaulted selection will turn from green to grey. Then move on to Step 11

Step 10

Care Home: (Care Home registration only) In the box where the cursor is flashing, enter the care home’s postcode and select search. Any care home with that postcode will then be listed. From this list click on your care home and this will then turn from blue to green show and produce a tick. Multiple Care Homes can be selected if you will be responsible for updating multiple homes. Then select the blue Next button
**Step 11**

**Terms and conditions:** Will then be displayed - All users must agree to the Terms of Use by selecting 'I agree' option. You also have a choice of agreeing to receive important communications, please select.

Once completed please click on the blue **Complete button**.

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**Step 12**

**Registration Confirmation:** Once steps 1-12 are fully completed you will be presented with a screen message advising that your application has joined a system queue and will be assessed.
**Step 13**

**Registration Approval:** Your registration request will be reviewed by either a system administrator or the nominated Approver from within your care home or organisation. This should ordinarily take no longer than 48 hours.

**Step 14**

**Further Help:** Should you experience any issues you can contact the Helpdesk on 0300 555 0340
For further information or to request a demonstration please contact us

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@NHSCapacityTracker