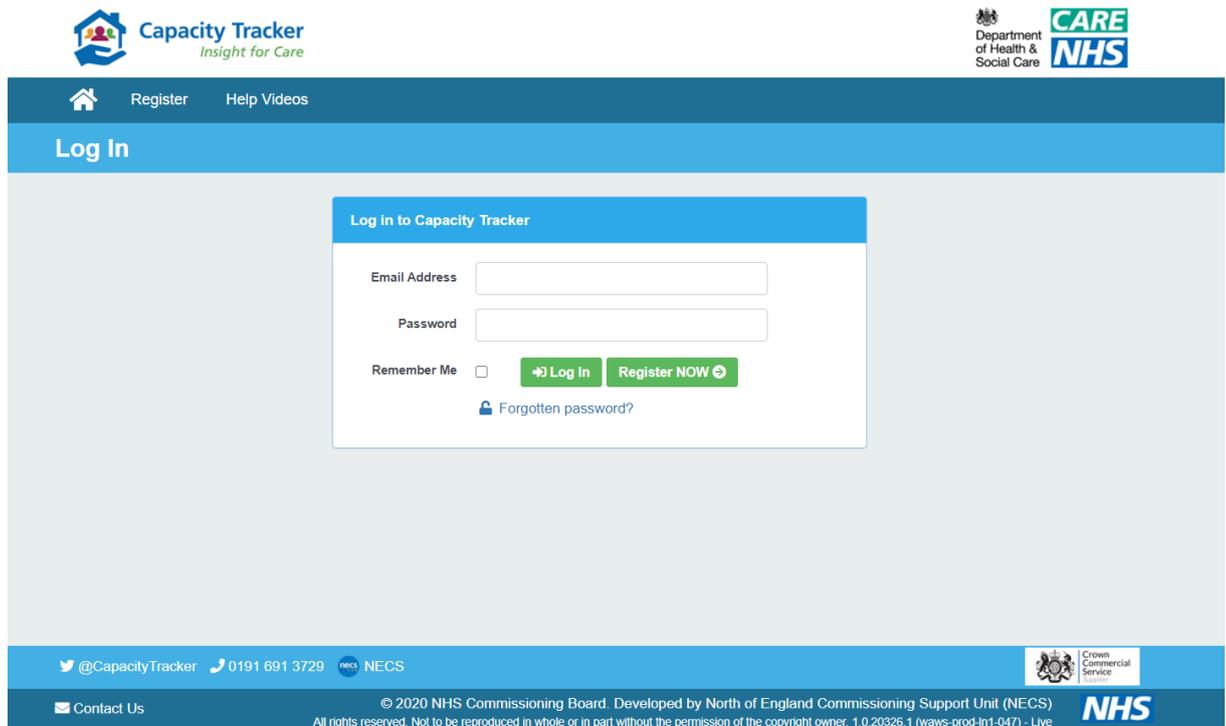# How to Register as a Home Care User

Current CQC Registered Home Care Providers will be auto registered on Capacity Tracker on 30th November 2020. Providers will receive an automated email with details on how to log on to the system and further guidance can be found via the Help tab.

Additional Home Care provider users can register <u>from 30th November onwards</u> by following the next simple steps:

Step 1: Registering

New Users can register by selecting the green **'Register NOW'** button on the screen below.

Step 2: Completing your new account details

Complete your full details on the screen below then select the **Next** button.

It is important that new users complete this screen fully and accurately as the details will be forwarded on for review by an Approver from within your organisation. Where a current Approver for your organisation doesn't currently exist your new user request will be reviewed by a member of the Capacity Tracker Team.

Capacity Tracker
Insight for Care

New Guidance

Department of Health & Social Care

NHS CARE

27 November 2020

Input your email address here

Please enter your full name

On 30/11/20 the automated registration process for Home Care will give the first person registered from your organisation Approver status. New registrations after this process will need to select the appropriate User Type.

Select Home Care Provider Type

Note: Check email address for accu... any inaccuracies new applicants wi... passwords/automated responses fr...

Input the best Tel No. to contact yo...

Input your full job title

Please note your email address should be an email address that has not been registered with the Capacity Tracker previously. A warning will appear if the address is already registered "*Username taken*" Should this occur either use a different email aligned to your organisation or reset the password aligned to the existing email address via the *Forgotten password* facility on the **Log in** page. See alternative guidance **"Resetting your Password"** if needed located within the **Help** tab**.**

Step 3: Search for your Home Care Provider location

From the above screen input the postcode for your home care provider. You will then be displayed a provider(s) with that postcode. Clicking on the appropriate provider will produce a green tick to confirm your selection. You can add multiple sites by repeating this step to add further locations. When complete select the **Next** button.

Step 4: Terms and Conditions and Communications Policy

You will then be taken to the screen below displaying **our** Terms and Conditions and Communications Policy - Please read these fully prior to clicking on the "**I agree**" boxes for each element and the blue **Complete** button.
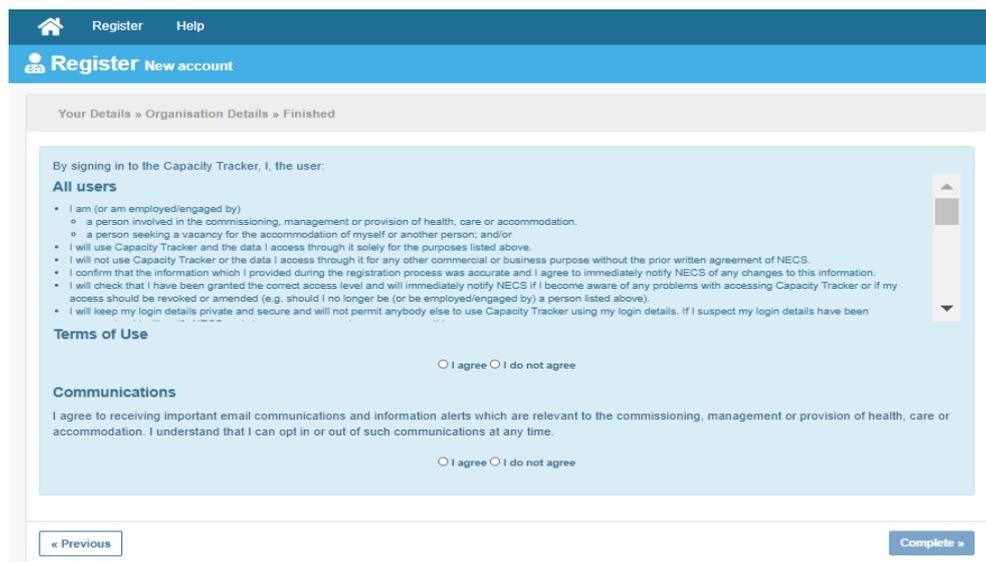
Your new user request will then await Approval/Rejection from either someone with Approver status from within your organisation or where there is no current Approver in place a member of the Capacity Tracker Team.

Once your request has been reviewed you will be notified via an email of the decision reached.

- **Rejected-** you will be advised of the reason for this decision.
- **Approved**- you will be provided with log on details including a password, which must be changed on first use to something more memorable. In the unlikely event that you don't receive, emails directly please check your spam folders in case it has been diverted there. Your password must comply with NHS policy on password strength, which will be advised on the change password screen.

Step 5: Helpful Tips

- Add the Capacity Tracker email address to your safe senders list and chose your version of Microsoft Office so alerts do not drop into your junk email – see link for advice:

  https://support.office.com/en-us/article/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce
  Our sending address is noreply@capacitytracker.co.uk

- For larger organisations with managed IT policies, ask IT to add the tracker address to your Trusted Sites list https://capacitytracker.com