

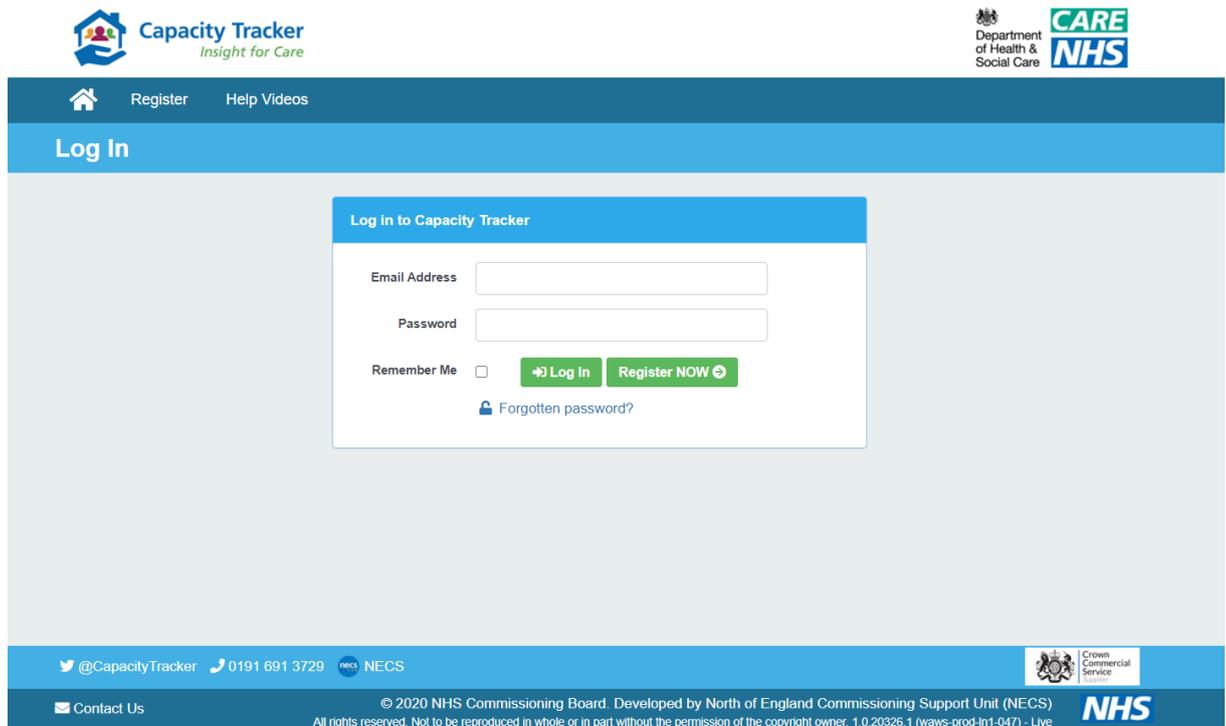
How to Register as a Home Care User

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 from 30th November onwards by following the next simple steps:

Step 1: Registering

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



The screenshot shows the Capacity Tracker login interface. At the top left is the Capacity Tracker logo. At the top right is the NHS CARE logo. Below the logos is a navigation bar with a home icon, 'Register', and 'Help Videos'. A blue header bar contains the text 'Log In'. The main content area features a white box titled 'Log in to Capacity Tracker' with the following elements: an 'Email Address' input field, a 'Password' input field, a 'Remember Me' checkbox, a green 'Log In' button, a green 'Register NOW' button, and a 'Forgotten password?' link. The footer contains social media links for @CapacityTracker and 0191 691 3729, the NECS logo, the Crown Commercial Service logo, and the NHS logo. Copyright information for 2020 NHS Commissioning Board is also present.

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.

The screenshot shows the 'Register New account' page. The form is titled 'Your Details » Organisation Details » Finished'. It contains several input fields and a grid of provider types. Red callout boxes provide instructions for each field:

- Email Address:** "Input your email address here" and "Note: Check email address for accuracy any inaccuracies new applicants will receive automated responses for".
- Full Name:** "Please enter your full name".
- Contact Number:** "Input the best Tel No. to contact your organisation".
- Job Title:** "Input your full job title".
- User Type:** "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." (Callout points to the 'Standard' and 'Approver' buttons).
- Provider Type:** "Select Home Care Provider Type" (Callout points to the 'Home Care' button in the grid).

The 'Provider Type' grid includes buttons for: Care Home, NHS Acute, Community, Substance Misuse, Hospice, Home Care (highlighted in green), CCG, Local Authority, Local Authority (Regional / LRF), NHSE/MDX & CSU, GP, Other, and Search Only. A note says: "Select 'Approver' if you require permission to approve other users in your own organisation." Navigation buttons for « Previous and Next » are at the bottom.

Please note your email address should be an email address that has not been registered with the CapacityTracker 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.

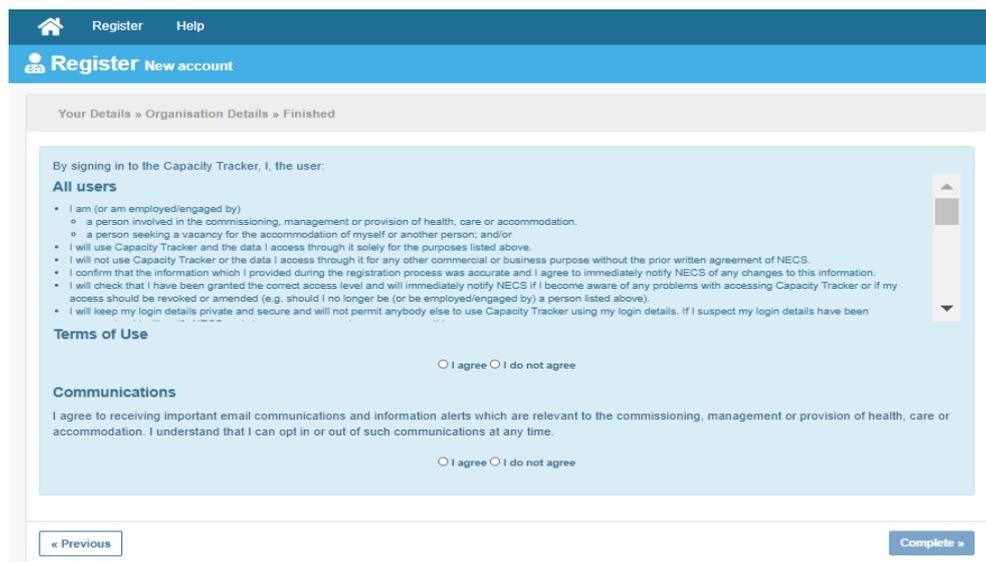
Step 3: Search for your Home Care Provider location

The screenshot shows the search step of the registration process. The page title is 'Register New account' and the breadcrumb is 'Your Details » Organisation Details » Finished'. The 'Domiciliary Care' field contains 'NN11NN' and is highlighted with a red box. A 'Search...' button is next to it. A light blue box below the search field says: "To select another provider, type another postcode". Below this, a green box displays the search result: "Cranberry Home Care Cranberry Care Services NN11NN" with a green checkmark. Navigation buttons for « Previous and Next » are at the bottom.

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.



The screenshot shows a web interface for registering a new account. At the top, there is a navigation bar with 'Register' and 'Help' links. Below this is a blue header with 'Register New account'. The main content area is titled 'Your Details » Organisation Details » Finished'. It contains a section for 'All users' with a list of terms and conditions, followed by 'Terms of Use' and 'Communications' sections, each with an 'I agree' radio button. At the bottom, there are 'Previous' and 'Complete' buttons.

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>