



adam

Brighton & Hove – Home Care

Accreditation & Enrolment User Guide

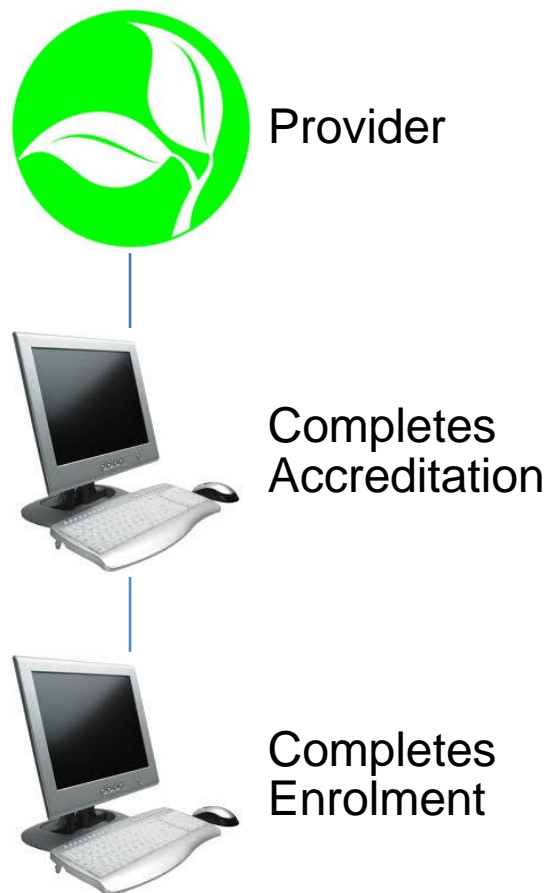
Contents

Overview.....	3
Glossary.....	4
Registration.....	5
Accreditation and Enrolment.....	9
Re-Starting an Enrolment from Draft.....	1516
Summary Pages.....	1718
Review / Approval Process.....	1920
Email Notifications.....	2021
Resubmitting a Failed or Rejected Accreditation or Enrolment.....	2122
Creating a New User.....	2425
New User Request – Created by the new user.....	2425
Approving a New User.....	2627
New User Creation – By System Administrator.....	2930

Overview

The SProc.Net system is a sophisticated web-based technology platform used by clients and providers to aid in the efficient and fair procurement of services.

Providers wishing to supply services using SProc.Net must complete an Accreditation and Enrolment process into their desired client-supply-category. For example, the client would be 'Brighton & Hove City Council' with the supply category, 'Home Support'.



Once completed and approved by Brighton & Hove City Council, a provider will be added to the specified supply base. Going forward, the provider will receive notifications of service Requirements distributed by the client and they will have to opportunity to submit Offers.

This guide is a step-by-step walk through of how to:

- ➔ Complete the Registration process
- ➔ Create additional users within the system
- ➔ Create an Accreditation
- ➔ Create an Enrolment

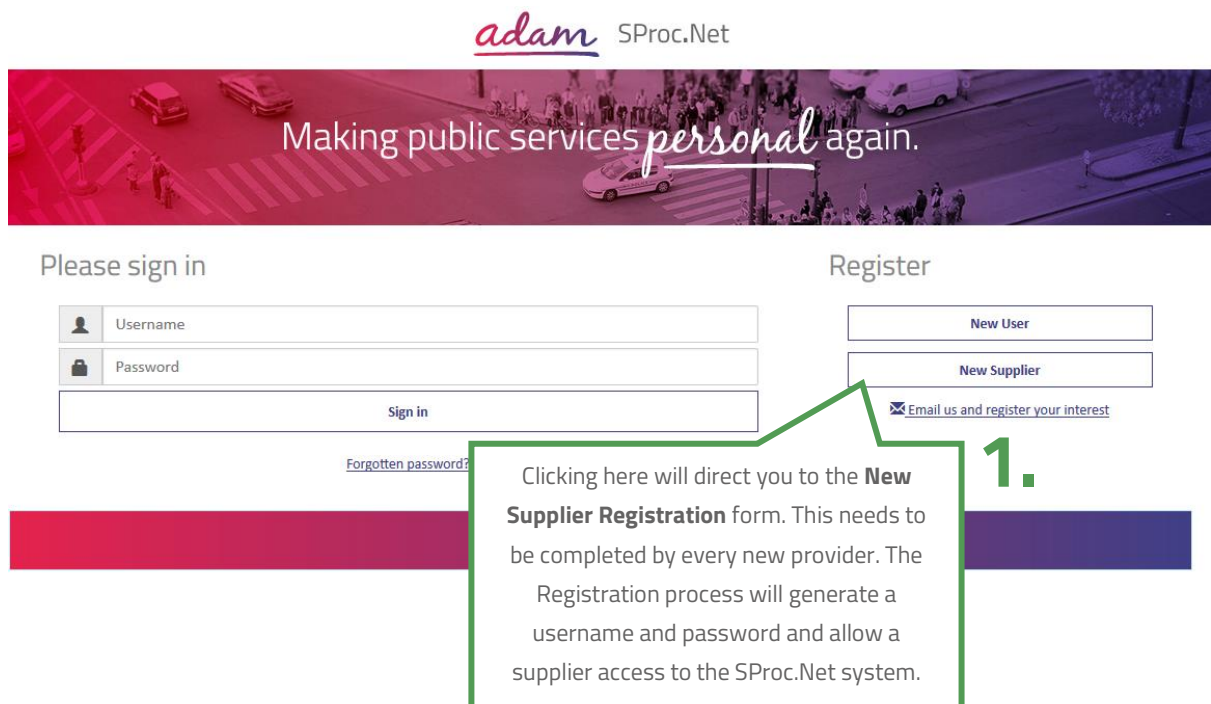
Glossary

New Supplier	A provider who has never used the SProc.Net system before
Supply Category	This is the over-arching service sector/type of service, e.g. 'Home Care'
Service Category	The Supply Category is broken down into smaller Service Categories. E.g. 'Home Support' can be broken down into 'Area Eight – BN3-4, BN3-5', 'Homeless (City Wide)', 'Patching Lodge (Extra Care)', etc.
Service Template	Service title, outlining the type of service required
Registration	Process to gain access to SProc.Net; username and password
Accreditation	An objective evaluation based on a set of defined criteria
Enrolment	A subjective evaluation based on a set of defined criteria
Draft	Saved workings but process incomplete
User	An employee who manages services procurement through SProc.Net
Administrator	A system user with the highest level of access

Registration

You only need to complete the Registration process if you are a new provider on SProc.Net. If you supply another client via the system, you need to start with Accreditation (see page 9).

1. Go to the SProc.Net website: www.SProc.net
2. The SProc.Net login page contains the links to register as a 'New Supplier':



adam SProc.Net

Making public services *personal* again.

Please sign in

Register

Username

Password

Sign in

[Forgotten password?](#)

New User

New Supplier

Email us and register your interest

1.

Clicking here will direct you to the **New Supplier Registration** form. This needs to be completed by every new provider. The Registration process will generate a username and password and allow a supplier access to the SProc.Net system.

3. The registration form will ask for details about your company:

New Supplier Registration

Step 1 of 2: Business Details

Please complete the form below with your business' information.

The form will inform you if the Business Name you enter has already been registered, in which case, please click the New User button from the home page to request a login from the system administrator for your Business, or contact us at: supplier.engagement@useadam.co.uk

* Please note it is mandatory to fill in the fields with the * next to them

1. Business Details

Please enter the basic information of your business.

Business Name: * **1.**

Registered Name:

Website:

Logo File:

VAT Registered? * Yes **2.**

Business Tax/VAT #: *

How did you learn about Adam? *

2. Address/ Contact Details

Please enter the address/contact details of your business.

Location Name:

Address 1: *

Address 2:

Post Code: *

(If you have a non UK address please use the postcode ZZ1 1AA)

Country: United Kingdom

Telephone Number: *

Email Address: *

Fax Number:

3.

Input your business details as requested.

Use the drop-down to select responses to the questions asked.

Click 'Next' to continue.

4. Navigate through to the next page by clicking 'Next'

- This page is about creating a user profile. This first user will, by default, become the Supplier Administrator for your SProc.Net system. They will have full access to tailor the system and can create further users within the SProc.Net system at a later stage. This user can also create other administrators who will have full access (details on page [2425](#)):

adam SProc.Net

New Supplier User

Step 2 of 2: New User Details

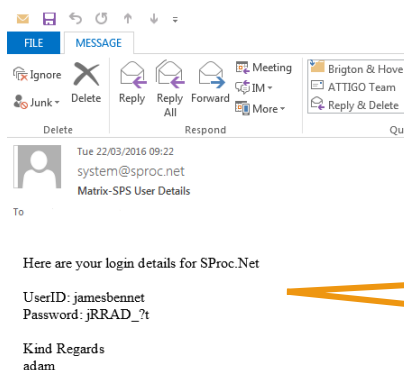
Once details are entered for the first business user, this user will be automatically set as the administrator.
 Details will be sent via email upon completing this page. Log in with the username and password sent via email to edit your business profile and complete the registration process.
 * Please note it is mandatory to fill in the fields with the * next to them

+ New Supplier

1. Enter all user details as asked. These will form a Supplier Administrator profile. This user will initially log in and set up the company profile and thereafter control that company's SProc.Net system.

2. Click 'Finish' to continue.

- Complete registration by clicking 'Finish'
- Clicking 'Finish' will take you back to the SProc.Net login page and you will shortly receive an email containing a username and password:



- From the SProc.Net login page, login using the username and password provided. There will be an automatic prompt to change your password

adam SProc.Net

1. Enter your username

2. Register

3. Click 'Sign In' to continue

- Click 'Reset Password' and the system will navigate back to the SProc.Net login screen

Resetting Your Password

After you reset your password you need to login with your new password before having access to the system.

Enter a password that's easy for you to remember, but hard for others to guess. Consider the following:

- You must use a mixture of letters and numbers.
- Passwords must be at least 8 characters long.
- You must include at least one capital letter.
- You may not choose a password that has been used previously.
- Do not copy and paste your password from an email. Always manually type it in.

Make sure your new password meets the password criteria specified.

New Password:

Repeat Password:

1. Create a new password.

2. Click 'Reset Password' to complete.

Cancel Reset Password

- Login using the given username and new password and click 'Sign In'

adam SProc.Net

1. Enter your username

2. Register

3. Click 'Sign In' to continue

Accreditation and Enrolment

All providers need to go through Accreditation and Enrolment before they can supply to any client using SProc.Net. This involves submission of details and questions being answered, these are set by the client as a standards threshold / minimum criteria.

1. Start this process from your homepage, click on the 'Accreditation' icon along the top of the screen and selecting '**New**' from the right hand side of the page. You will see this icon within the coloured banner.

The screenshot shows the top navigation bar of the SProc.Net system. The 'Accreditations' tab is highlighted in red. A callout box labeled '1.' points to the 'Accreditations' tab with the text: "Click into the '**Accreditations**' tab on your toolbar". Another callout box labeled '2.' points to a 'New' icon (a red checkmark in a circle) with the text: "Click into the '**New**' action icon to start a new Accreditation." Below the toolbar, there are buttons for 'Draft' and 'Pending Approval'.

2. Populate the required fields:

The screenshot shows the accreditation form. The 'Client: *' field is a dropdown menu with 'Brighton and Hove City Council' selected. A callout box labeled '1.' points to this dropdown with the text: "The drop down tab will provide a list of all clients who procure services through SProc.Net. Select '**Brighton and Hove City Council**'". The 'Category: *' field is also a dropdown menu with a list of categories: 'Day Opportunities', 'Supported Living', 'Community Support', and 'Home Support'. A callout box labeled '2.' points to the 'Home Support' option with the text: "The drop down tab will display the categories the selected client procures through SProc.Net. Select the category you wish to supply services within. For example, '**Home Support**'".

3. Click '**Next**' to progress:

The screenshot shows the bottom of the form with two buttons: 'Cancel' and 'Next'. A callout box labeled '3.' points to the 'Next' button with the text: "Navigate through by clicking '**Next**'".

4. On the next page you will be required to answer a series of objective questions, provide supporting documentation and agree to the contractual documents:

Accreditation - Brighton and Hove City Council - Home Support / Accreditation - Additional Information Step 1 of 1

+ Accreditation

- Contracts

In order to submit this Accreditation you must first review and agree to the documents listed below. Please note that these are legally binding documents and by ticking the "I agree to the Terms of the document" box you are confirming that you and your business agree to all terms and conditions set out within the document(s) provided. By ticking the "I am authorised to agree" box you warrant that you have the requisite authority to approve this document on behalf of your business to bind the business to those terms and conditions.

Document Type	Download File	I Agree To The Terms Of The Document	I Am Authorised To Agree
Self Bill Agreement		<input type="checkbox"/>	<input type="checkbox"/>

2. Download and read the documents **1.** Tick to agree that you have read and understood the Self Bill Agreement and Supplier Agreement.

- Questions

The following questions must be answered accurately before this Accreditation can be submitted

Please note that the application will timeout after 30 minutes. Remember to save regularly to avoid losing any responses you have entered

Question Type	#	Question Text	Answer	Characters Remaining
Company Information	1	Can your organisation confirm that it has read and understood the entry guide and selection criteria guide for the procurement of Home Support, which is located at http://demand.sproc.net ? These are both very important documents to read prior to applying to become an approved provider.	<input type="text"/>	
Company Information	2	Was your organisation awarded a contract following the Home Care tender in June 2016?	<input type="text"/>	

3. Answer all the listed questions using the drop down and free-text fields provided

Save Save as you go

- Upload Documents

The relevant documents will need to be uploaded for each of the document types before the Accreditation can be submitted.

Please note that documents can be pulled through automatically from previous uploads to the system - you should check and confirm each one before uploading.

Please note that the application will timeout after 30 minutes. Remember to save regularly to avoid losing any work

Document Type	File Name	Issue Date	Issue Number	Expiry Date	Description
Employer's Liability Insurance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document.

4. Click on the upload icon to upload the document. Complete the dates and issue numbers where appropriate

- Upload Optional Documents

If necessary, please upload all of the documents listed below.

Please note that documents can be pulled through automatically from previous uploads to the system - you should check and confirm each one before uploading.

Document Type	File Name	Issue Date	Issue Number	Expiry Date	Description
European Single Procurement Document	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Please upload your completed European Single Procurement Document.

5. Repeat for the optional document where necessary

Save **Cancel** **Save** **6.** Click 'Save' to proceed

Please note, as a security feature, this page will time out if the 'Save' button is not clicked within 30 minutes and you risk losing your work.

5. Confirm you have read and understood all terms and conditions:

1. Click a tick into the box

Adam SPS retain the right to call upon your company at any point to provide evidence to the srsowers you provide below. If you are contacted to provide evidence, you must do this within 24 hours of the contact.

I confirm that I am certified to accept responsibility for submitting this Accreditation on behalf of my organisation

2. Click 'Submit' to continue

6. If you complete the Accreditation in one go, SProc.Net will direct you straight into the Enrolment process

7. Select the location you wish to enrol:

You have submitted your Accreditation. Please select a location and click 'Next' to start your Enrolment.

+ Accreditation

Supplier Locations: *

3. Use the icon to bring up the list of locations

You have submitted your Accreditation. Please select a location and click 'Next' to start your Enrolment.

+ Accreditation

Supplier Locations: *

4. Select the correct location you wish to enrol

+ Advanced Search

	Company	Location	Address Line 1	City	Contact
	London Living	100 Test Street	100 Test Street	Milton Keynes	

You have submitted your Accreditation. Please select a location and click 'Next' to start your Enrolment.

+ Accreditation

Supplier Locations: *

5. Click 'Next' to continue

8. You will be directed straight into the Enrolment questions once you click 'Next'

9. Answer all listed questions, there will be a mix of drop-down and free-text responses required

Accreditation - Brighton and Hove City Council - Home Support / New Enrolment Step 2 of 3

+ Enrolment

- Questions

Please answer all of the questions below

Please note that the application will timeout after 30 minutes. Remember to save regularly to avoid losing any responses you have entered

Question Type	#	Question	Answer	Characters Remaining
Company Information	1	Was your organisation awarded a contract following the Home Care tender in June 2016?	No	
Company Information	2	Please enter the name and contact details of the most senior member of staff to contact in the event of a serious issue arising both during office hours and out of office hours.	t	3999 left
Economic and Financial Standing	45	Please confirm you have uploaded a copy of your parent organisation's accounts for the last three years. These accounts should be audited if this is a requirement for your parent organisation.		
Economic and Financial Standing	46	Please confirm your organisation's willingness to arrange for a guarantee or a performance bond if requested.	Yes	

1.

Save Remember to 'Save' after you complete each section

Answer all of the Enrolment questions. These answers will be reviewed by the client.

Some Enrolment questions will not need a response depending on your answer to the question above. All parent and, if applicable, subsequent child questions must contain an answer for your submission to progress.

10. Continue filling out all the requested Enrolment criteria as requested:

1. Upload the requested documents

Remember to **'Save'** after you complete each section

2. Repeat for the requested 'Optional Documents' where necessary

11. As a provider, you must select which Service Categories you can supply

- ➔ A Service Category is the breakdown of the Supply Category into smaller segments
- ➔ At Enrolment, you will stipulate which categories of services you can supply; subsequently you will only be able to make Offers against Requirements relevant to these selections.

4. Click 'Find more items' icon to bring up a list of the Service Categories.

Service Category:

Supply Category:

Find **Add** **Add All** **Done**

<input type="checkbox"/>	Service Category ^	Supply Category	Display
<input type="checkbox"/>	Area Eight - BN3-4, BN3-5	Home Support	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Area Five - BN2-3, BN2-4	Home Support	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Area Four - BN2-5, BN2-9	Home Support	<input type="checkbox"/>
<input type="checkbox"/>	Area Nine - BN3-7, BN3-8	Home Support	<input type="checkbox"/>
<input type="checkbox"/>	Area One - BN1-1, BN1-2, BN1-3, BN1-4, BN3-1	Home Support	<input checked="" type="checkbox"/>

5.

Click ticks into all relevant categories and then click 'Add' followed by 'Done' to complete.

12. Enter your bank details

Bank Details

Please Enter The Bank Details For This Location.

Bank Name: *

Account Name: *

Sort Code: *

(Please enter your sort code excluding dashes or spaces. For all UK based accounts this will be 6 digits.)

To progress your Enrolment click 'Finish'

Cancel **Finish**

Click 'Finish' to continue

6.

13. Click 'Submit' to complete:

Enrolment / Submit Enrolment Step 1 of 1

+ Enrolment

To complete your Enrolment please click the Submit button below

Cancel **Submit**

Click 'Submit' to complete

7.

14. The status of the Enrolment will show as submitted:

Enrolment
Refresh Actions

Current Status:
This Enrolment has been submitted but is waiting for the Accreditation to be approved before it starts its own approval process.

Next Steps:
Please wait for the approval process to be completed.

Enrolment - EN9859

Please note, you will need to complete and submit an Enrolment for each location from which you wish to manage your contract with Brighton and Hove City Council.

Re-Starting an Enrolment from Draft

If you have started an Enrolment and saved your progress you can continue from where you finished by locating the Enrolment using the 'EN' reference number

1. Click into the relevant object to view your draft Enrolment

1. Click into the 'Enrolments' option

2. Click into the 'Pending' option

3. Click the Enrolment you wish to edit

Pending Enrolments

Enrolment #	Status	Client Name	Category *	Supplier Name	Location	Address Line 1
EN9987	Draft	Brighton and Hove City Council	Home Support	ABC Care	ABC Care	57 Westover Road

2. The draft progress will show which sections are incomplete

Enrolment
Refresh Actions

Current Status:
The Enrolment is still in draft status and will need to be completed and submitted to continue.

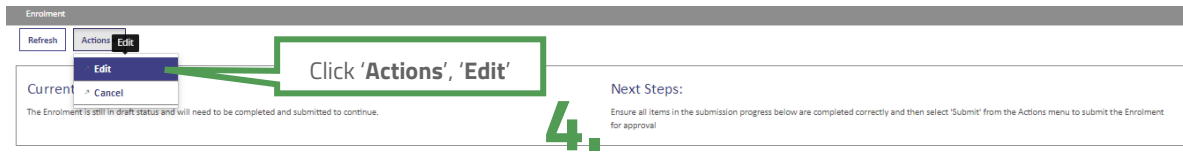
Next Steps:
Ensure all items in the submission progress below are completed correctly and then select 'Submit' from the Actions menu to submit the Enrolment for approval

Draft Progress 4

Have all of the required documents been uploaded?	X
Have all questions been answered correctly?	X
Have service categories been added?	X
Have all of the required bank detail fields been filled in?	✓

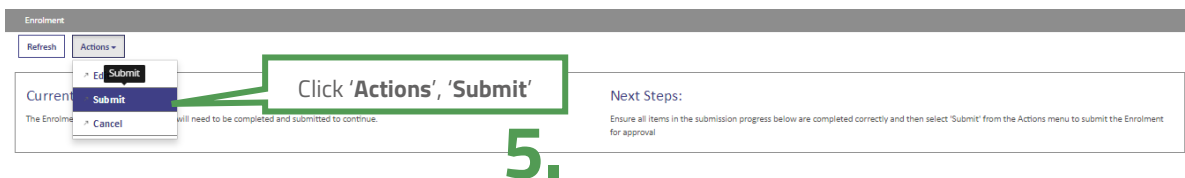
Item is in 'Draft'

- From the Enrolment summary page, to edit the information click into the 'Actions' icon:

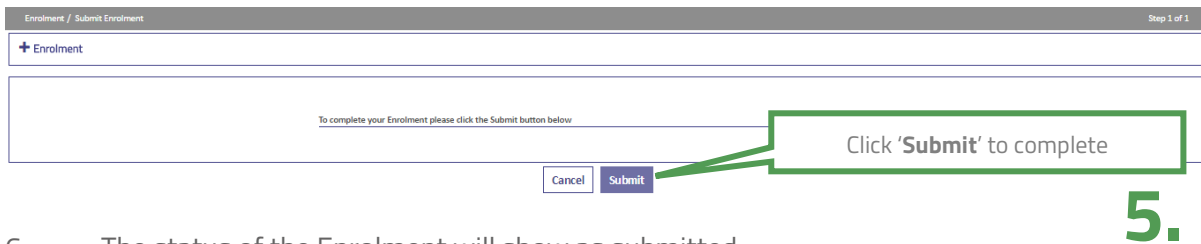


Edit the information as needed, replacing any draft text/characters previously used to save.

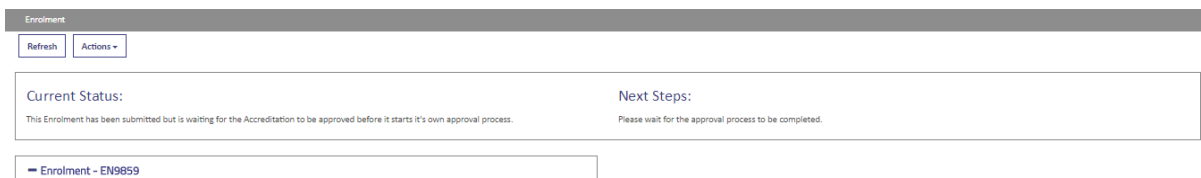
- This process can be repeated as many times as needed, clicking '**Save**' frequently to save your current workings.
- When complete use the '**Actions**' icon to '**Submit**':



Click '**Submit**' to complete:



- The status of the Enrolment will show as submitted:



Summary Pages

➔ These pages contain all the submission details of your Accreditation and Enrolment

Enrolment Summary:

Enrolment

Refresh
Actions ▾


Current Status:


This Enrolment has been submitted but is waiting for the Accreditation to be approved before it starts its own approval process.

Next Steps:

Please wait for the approval process to be completed.

Enrolment - EN9987





Link to the Accreditation summary page

Enrolment #: EN9987
 Accreditation #: AC14070
 Client Name: Brighton and Hove City Council
 Category: Home Support
 Supplier Name: ABC Care
 Location: ABC Care

Documents Export

Document Type	File Name	Issue Date	Issue Number	Expiry Date
European Single Procurement Document	Information required.docx			
Financial Information	Training Document.docx			

Questions Export

Question Type	#	Question	Answer
Company Information	1	Has your organisation completed the European Single Procurement Document?	Yes
Grounds for Discretionary Exclusion	2	Within the past three years, have any of the following situations applied, or currently apply, to your organisation: (a) your organisation has violated applicable obligations referred to in regulation 56 (2) of the Public Contracts Regulations 2015 in the fields of environmental,	

Service Categories

Service Category
Mainstream
Social Care
Special Educational Needs

Messages

There are no records to display.

Activity

Activity Type	Date Created	Created By	Comments
Enrolment Submitted	13/07/2016 11:01	Chris Cooper	
Enrolment Created	13/07/2016 10:50	Chris Cooper	

Accreditation Summary:

Accreditation - Brighton and Hove City Council - Home Support

Refresh

Actions

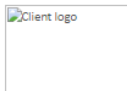
Current Status:

This Accreditation is pending adam review.

Next Steps:

Create a new Enrolment from the actions menu while waiting for adam to review this Accreditation. You will receive email updated when this happens

Accreditation - AC14070 - Brighton and Hove City Council



Accreditation #: AC14070
 Client Name: Brighton and Hove City Council
 Category: Home Support
 Supplier Name: ABC Care
 Status: Pending Review

Other Items

Printable Detail

Contracts 2

Document Type	Download File	I Agree To The Terms Of The Document	I Am Authorised To Agree
Signature Document		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Self Bill Agreement		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Documents 4

Export

Document Type	File Name	Issue Date	Issue Number	Expiry Date
Employer's Liability Insurance	Information required.docx	03/07/2016	1	11/08/2016
Public Liability Insurance	Training Document.docx	04/07/2016	1	25/08/2016

Questions 14

Export

Question Type	#	Question Text	Answer
Company Information	1	Can your organisation confirm that it has read and understood the entry guide and selection criteria guide for the procurement of Home Support, which is located at http://demand.sproc.net ? These are both very important documents to read prior to applying to become an approved provider.	Yes
Company Information	2	Was your organisation awarded a contract following the Home Care tender in June 2016?	No

Activity 2

Activity Type	Date Created	Created By	Comments
Accreditation Submitted	15/07/2016 07:43	ABC Care	
Accreditation Created	15/07/2016 07:33	ABC Care	

Enrolments 1

Link to the Enrolment summary page

Export

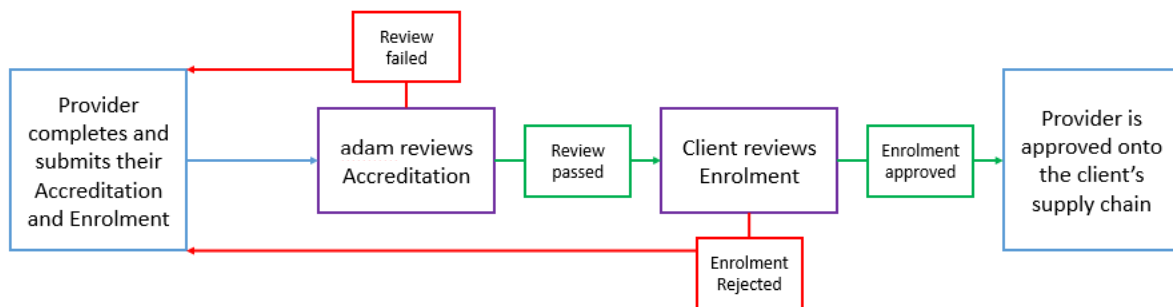
Enrolment #	Status	Client Name	Category	Location
EN9987	Accreditation Pending Review	Brighton and Hove City Council	Home Support	ABC Care

Messages 0

There are no records to display.

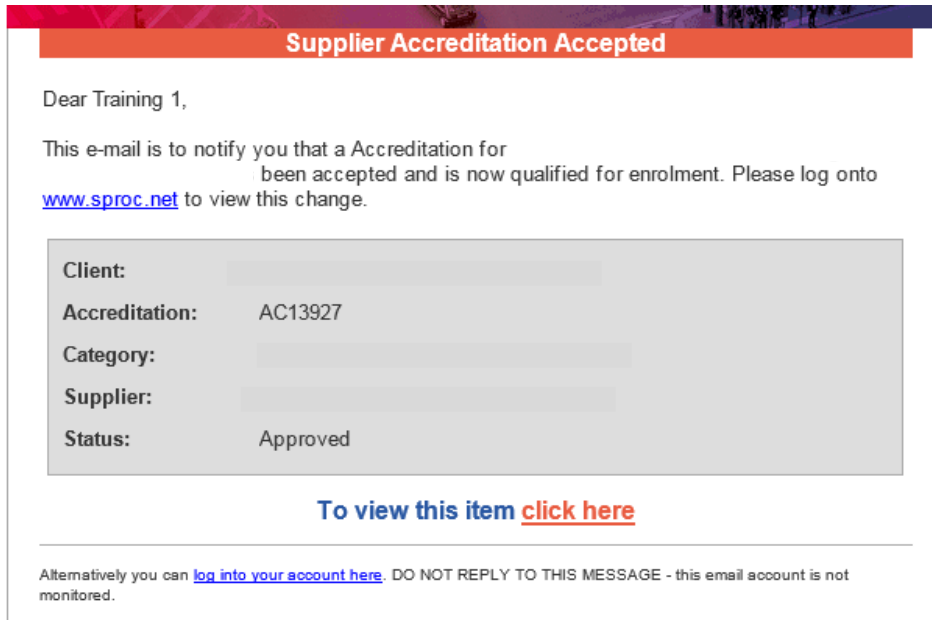
Review / Approval Process

- ➔ Once you have completed the Accreditation and Enrolment process it will immediately go to *adam* for review
- ➔ The submitted Accreditation will be reviewed and approved by *adam*
- ➔ Then the Enrolment submission will be reviewed and accepted by *adam*
- ➔ Once *adam* has completed their review, the Enrolment will be sent to Brighton & Hove City Council for approval
- ➔ If there are any issues with either submission, then the item can be failed by *adam* or the client and you will receive a notification email and will have the opportunity to edit and resubmit the failed item

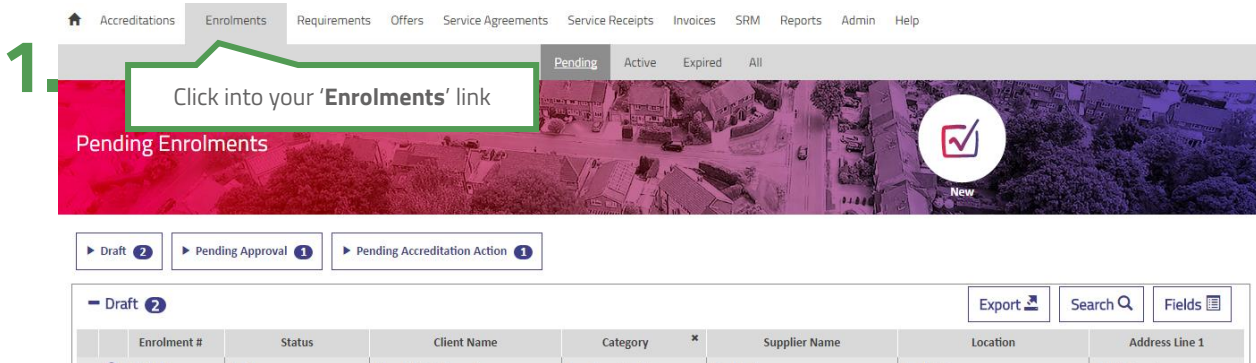


Email Notifications

1. You will receive an email to inform you if your Accreditation/Enrolment application has been successful or not:



2. You will see all the details of your Accreditation/Enrolment when you login to SProc.Net:



Resubmitting a Failed or Rejected Accreditation or Enrolment

- ➔ The steps below show reviewing and re-submitting a failed Accreditation.
- ➔ The process to review and re-submit a failed or rejected Enrolment is exactly the same but starting from the 'Enrolments' tab on your SProc.Net homepage

1. If your Accreditation is failed, from your homepage:

1.

Click 'Accreditations'

Use the search icon to select the Accreditation you wish to review.

2.

#	Status	Client Name	Category	Supplier Name
AC14069	Review Failed	Brighton and Hove City Council	Home Support	ABC Care

2. This will show you the Accreditation summary page:

3.

Click the 'Printable Details' icon and a separate window will load.

Accreditation - Brighton and Hove City Council - Home Support

Refresh Actions

Current Status:
This Accreditation has failed adam review.

Next Steps:
Please use the "Re-upload Docs & Re-submit" option from the Actions menu to view the reasons for the failure and reupload any incorrect documents

Accreditation - AC14069 - Brighton and Hove City Council

System Supplier

Client logo

Accreditation #: AC14069
Client Name: Brighton and Hove City Council
Category: Home Support
Supplier Name: ABC Care
Status: Review Failed

Other Items

Printable Detail

3. This document will show you all the Accreditation information and the reason it failed:

!fnVocab(Accreditation,accreditation,P) Detail Report SProc.Net
Services Procurement

!fnVocab(Accreditation,accreditation,P)

#: 14069 **Status: Review Failed**

Client: Brighton and Hove City Council **Category: Home Support**

Supplier: ABC Care
Status: Review Failed

Description: Created by: ABC Care
Created: 15/07/2016 07:31
External Ref.
Expiry Date:
Expired: False
Approve by Date:
Date Approved:
Date Submitted: 17/07/2016 11:58

Questions		
Question Type	Question	Answer
Grounds for Mandatory Exclusion	Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?	No

Review the details of why the Accreditation was failed.

Documents - Current							
Document Type	Filename	Last Review Date	Issue Date	Issue Number	Expiry Date	Review Passed	Comments
Employer's Liability Insurance	Information	17/07/2016 13:06	03/07/2016 01:00		20/10/2016	False	Document out of date
Public Liability Insurance	Information	17/07/2016 13:06	03/07/2016 01:00		28/11/2016	True	
European Single Procurement Document		17/07/2016 13:06				True	
Non-Collusion Certificate	Training Document.docx	17/07/2016 13:06	03/07/2016 01:00		28/12/2016	True	

Once reviewed and any required amendments or updates are made, you can resubmit your Accreditation.

4. From the Accreditation summary page:

Accreditation - London Borough of Haringey - Semi Independent Living

Refresh **Actions**

- New Enrolment
- **Re-upload Docs & Re-submit**

Current
This Accreditation has failed adam review.

To update the Accreditation information click 'Actions' and 'Re-upload Docs & Re-submit' **1.**

Please use the "Re-upload Docs & Re-submit" option from the Actions menu to view the reasons for the failure and reupload any incorrect documents

5. Update the required information:

Download Documents

Document Type	Old File Name	Review Passed	Failure Reason	Comments
European Single Procurement Document		Yes		
Employer's Liability Insurance	Training Document.docx	Yes		
Public Liability Insurance	Training Document.docx	Yes		
Licensing Information	Training Document.docx	No		Document is out of date

Review feedback from adam

Re-upload Documents

Please upload new versions of the documents below where required. The pane above shows the details of the last review and should indicate which change

Document Type	Old File Name	New File Name	Issue Date
European Single Procurement Document		<input type="text"/>	<input type="text"/>
Employer's Liability Insurance	Training Document.docx	<input type="text"/>	03/0

Using the upload icon, upload the revised documentation.

1.

Cancel Submit

2.

Click 'Submit' to continue

6. Confirm you agree to the terms and conditions.

Accreditation - South London SEN Commissioning - SEN Education Services / Re-upload Documents / Submit Accreditation Step 1 of 1 - Submit Accreditation

Accreditation

Adam retain the right to call upon your company at any point to provide evidence to the answers you provide below. If you are contacted to provide evidence, you must do this within 24 hours of the contact.

Click a tick into the box

By clicking submit you are agreeing to the Adam- terms and conditions of Accreditation.

I confirm that I am certified to accept responsibility for submitting this Accreditation on behalf of my organisation

3.

4.

Cancel Submit

Click 'Submit' to continue

7. The Accreditation submission will have updated to show it has been re-submitted to adam for review:

Accreditation - South London SEN Commissioning - SEN Education Services

Refresh Actions

Current Status:
This Accreditation is pending adam review.

Next Steps:
Create a new Enrolment from the actions menu while waiting for adam to review this Accreditation. You will receive email updated when this happens

Accreditation status updated

Creating a New User

- ➔ Once you have set-up your SProc.Net account, you can create additional users who can access your organisation's account and complete steps within the process

There are two ways a new user can be added:

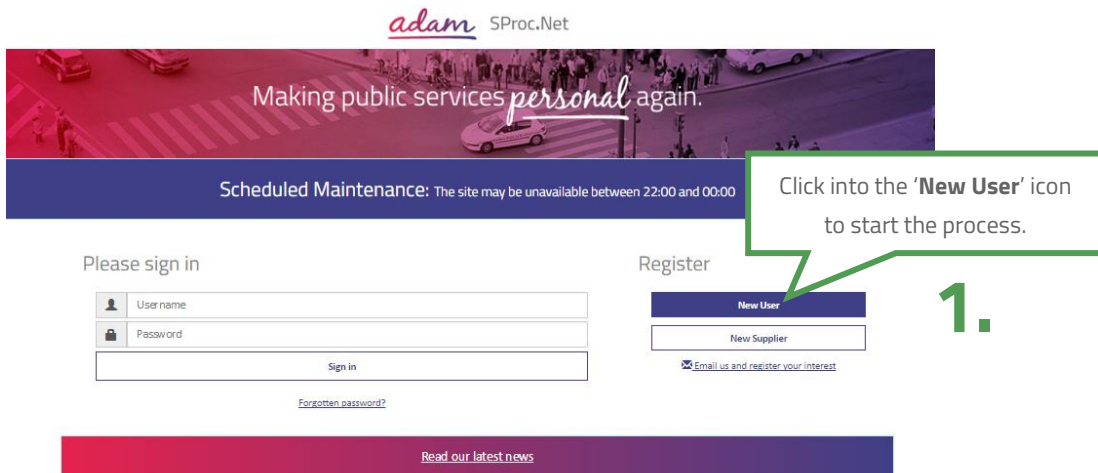
- New user can request to join (user will input their own information and Administrator will approve)
- Admin user can add user onto SProc.Net

The next section of this guide will take you step-by-step through both of the above methods of adding a user to your SProc.Net system.

New User Request – Created by the new user

Created by the user:

- Select '**New User**' from the login page:



The screenshot shows the SProc.Net login page. At the top, the logo 'adam SProc.Net' is displayed. Below it is a banner with the text 'Making public services *personal* again.' and a 'Scheduled Maintenance' notice. The main content area is divided into two sections: 'Please sign in' and 'Register'. The 'Please sign in' section contains fields for 'User name' and 'Password', a 'Sign in' button, and a 'Forgotten password?' link. The 'Register' section contains a 'New User' button, a 'New Supplier' button, and a checkbox for 'Email us and register your interest'. A green callout box with a white border points to the 'New User' button, containing the text 'Click into the 'New User' icon to start the process.' A large green number '1.' is positioned to the right of the callout box.

2. This will direct you to the new user details page:

New User Registration

To register as a new user please insert as much information as possible in the fields below.

- if you are an existing user and want to reset your password, please go back to the home page and then click the "Forgotten password" link.
- * is mandatory to fill in the fields with the * next to them

1 Business Details
Please select either Client or Supplier dependent on the company you work for. Then use the search field to select the company.

User Role: *

2 About You
Please provide a your personal details below.

First Name: *

Last Name: *

Email Address: * **2.** Input all your details.

Phone #: * **2.** Telephone number)

Locations: * **2.** Company Location)

3 Additional Information
Please provide any additional information that will assist your company's system administrators in approving your new user registration.

Additional Information: **3.** Input further information for the approver to review.

Cancel Register **4.** Click 'Register' to complete.

Once this form has been completed by you, your Administrator(s) will receive an email notification informing them that there is a New User request on the system.

Approving a New User

1. **Administrator:** login to your account and from the homepage, expand the 'Admin' tab on your toolbar
2. This will take you to a list view of all your users
3. Click into the new user to view their details

1.

Click 'Admin' and then 'Users'

2.

Clicking the icon will take you to that user's information page.

Name	Email Address	User ID	Quality Care
1 1		11	Quality Care
Alison Maclean		alisonmaclean	Quality Care
Ben Little	christine.maclean@attgo-training.com	benlittle	
Christine Smith			
David Smith		dsmith873	Quality Care
David Smith		dsmith460	Quality Care
Drew Goodchild	ccistine.maclean@attgo-training.com	ccistine.maclean@attgo-training.com	Quality Care
Drew Goodchild	ccistine.maclean@attgo-training.com	drewgoodchild	Quality Care

4. View the users details

3.

Click the user's name link.

User - Drew Goodchild (Quality Care)

Refresh Actions

Drew Goodchild (Quality Care)

Drew Goodchild
Quality Care
Status: Registered
Role: Supplier
Updated: 07/04/2016 11:34

Email: ccistine.maclean@attgo-training.com
Telephone:
Last Login:

Actions

Standard Notifications **169** Community Reviews

Notes **0** New

There are no records to display.

Review their details and select their account settings:

User - Drew Goodchild (Quality Care) / User - Drew Goodchild (Quality Care)

Save Refresh Actions

Company: Quality Care
 Name: Drew Goodchild
 #Logins: 0
 Last Login:
 User Agents:
 Failed Logins:
 Role Type: Supplier
 Status: Registered
 Created By:
 Date Created: 07/04/2016 11:34
 Updated By:
 Date Updated: 07/04/2016 11:34

Editable Fields
 Location: Quality Care
 Level Name:

Registration Notes: [Rich Text Editor]

Role Name: SupplierUsers
 Page Start:
 Notifications: No
 Notifications Type: Email
 Locked:

1. Review the information they have submitted.

2. Use the [dropdown icon] to select the user's access level.

Please note, all 'Role Names' must be assigned correctly to reflect authorisation levels within your business.

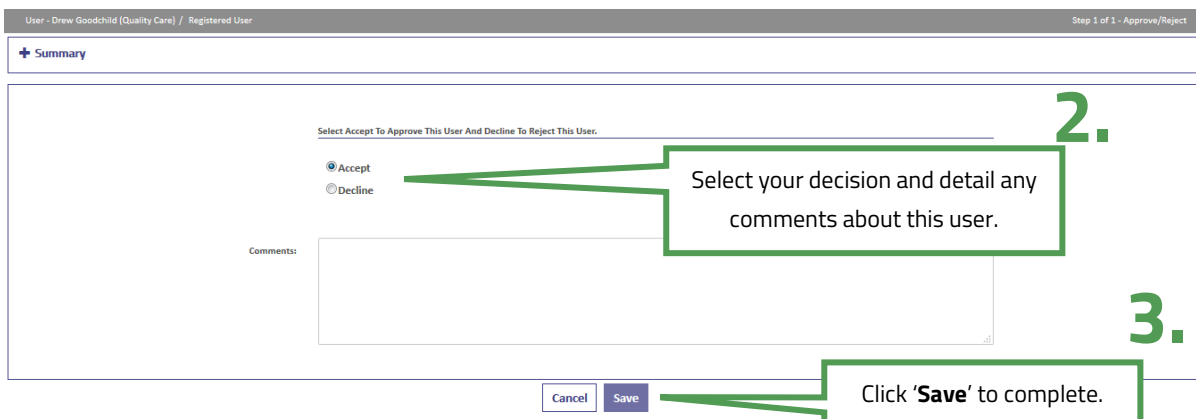
Role Name	Access	Example
Supplier Administrators	Access to view & approve all process steps	Supply branch manager
Supplier Executives	Access to view & approve all process steps within a defined service area	Head of service with supply branch
Supplier Finance	Access to view supplier bills and invoices	Finance Manager
Supplier Managers	Access to use all system steps	Supplier employee
Supplier Users	Access to use authorised system steps	Supplier employee

Table 1.0

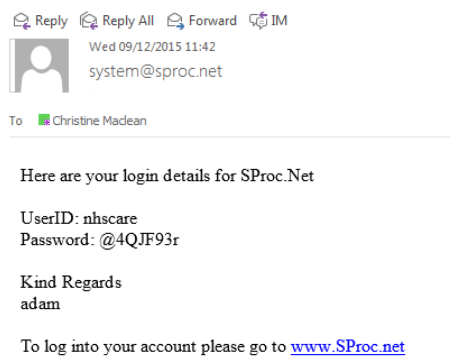
5. Once complete you will need to approve the user:



6. Accept or decline the new user application:



7. If approved, this process will trigger an email to this new user informing them of their new username and password:



New User Creation – By System Administrator

Alternatively, you as the Administrator can create and add new users to your system:

1. Login to your SProc.Net system
2. From your homepage click into the 'Admin' tab on your toolbar
3. Select the 'Users' link
4. Select the 'New' icon

1.

Click 'Admin' and then 'Users'

2.

Clicking the 'New' icon will take you to the new user page.

Name	Email Address	User ID	Location	Role Name
11		11	Quality Care	SupplierManagers
Alison Maclean		alisonmaclean	Quality Care	SupplierAdministrators

5. Complete the user's details and role:

3.

4.

5.

Input the user's details.

Use the icon to select the user's access level.

Click 'Save' to complete.

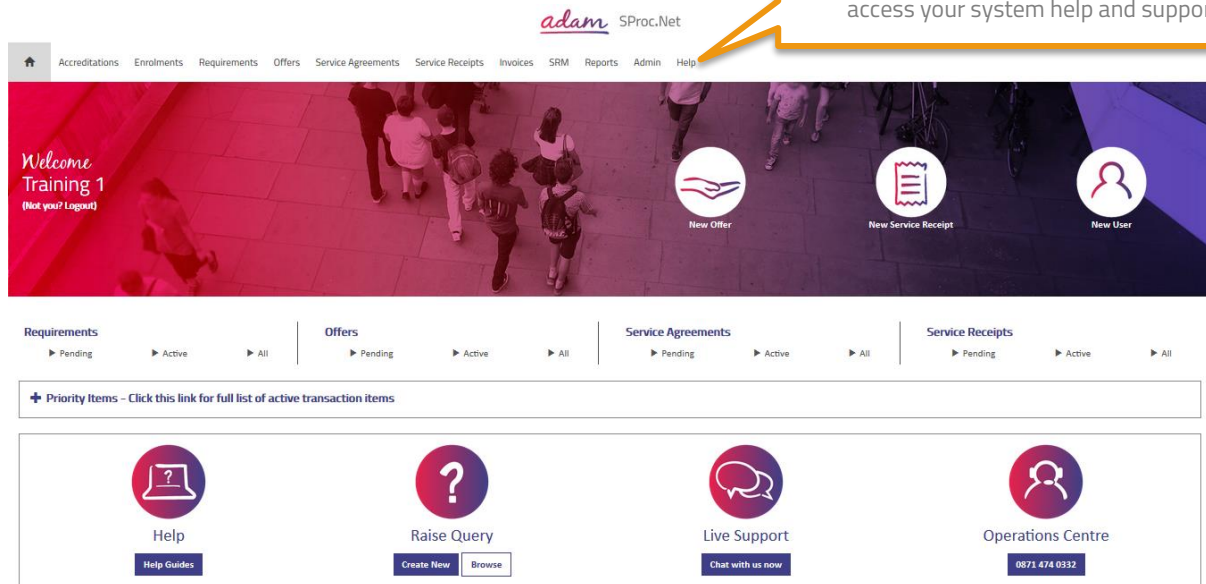
See Table 1.0 on page 27 for User Role explanations

6. This process will trigger an email to this new user informing them of their new username and password:

Need More Support?

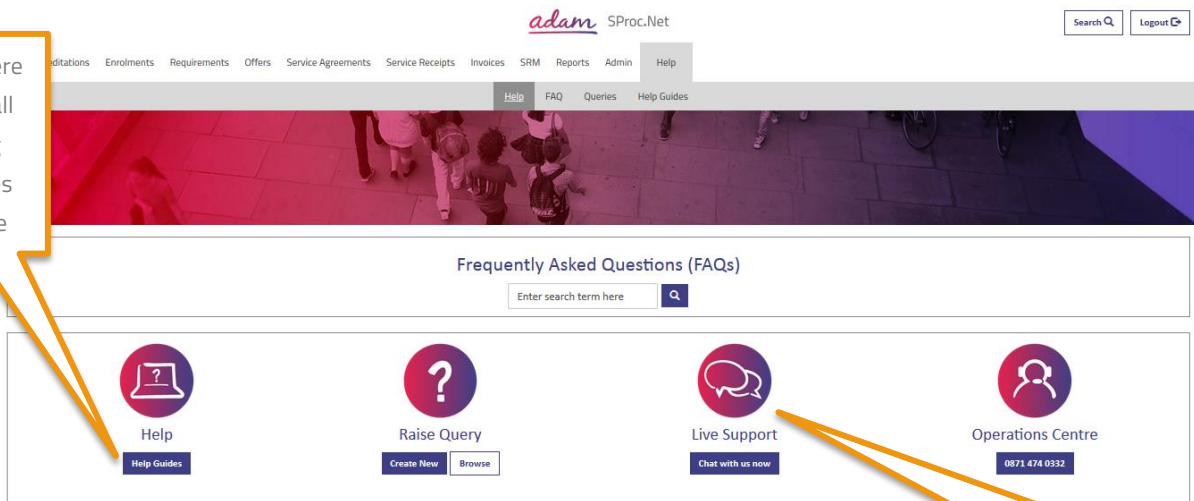
If you need more support regarding anything detailed in this guide, please use the help functions available within your SProc.Net account:

Click into the 'Help' icon on your homepage to access your system help and support.



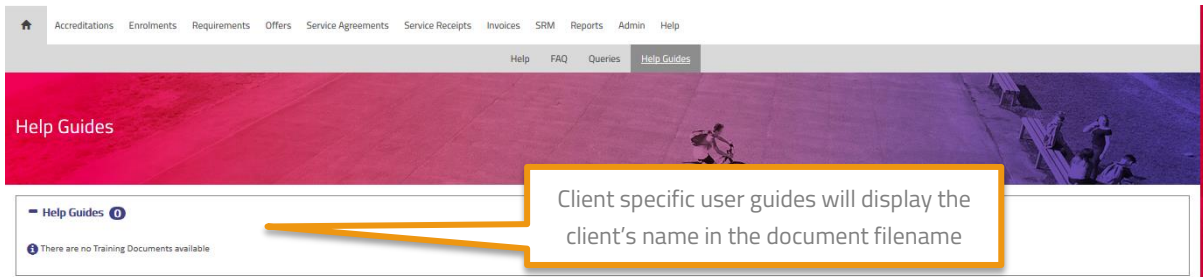
You will be taken to our Help Library where you have a number of different ways of finding the answer to any questions you may have:

a) Click here to view all training resources available



b) Click here to speak to someone on adam Live Support

a) Training Guides / Documents / Videos are available for you to view and use as support:



b) Live Support will allow you to speak with a member of the *adam* operation team:

