



adam

London Borough of Haringey – Home Support

Accreditation & Enrolment User Guide

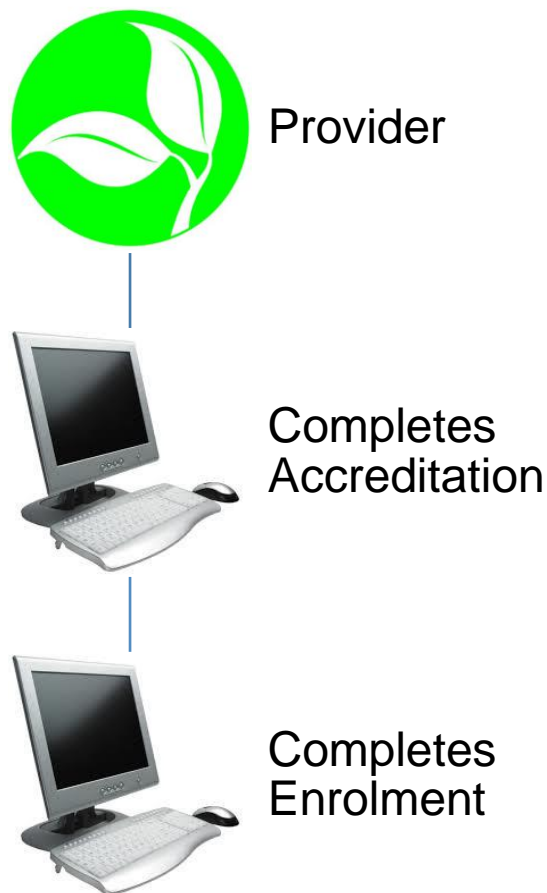
Contents

Overview.....	3
Glossary	4
Registration.....	5
Accreditation and Enrolment	9
Re-Starting an Enrolment from Draft	17
Summary Pages	19
Review / Approval Process	21
Email Notifications	22
Resubmitting a Failed or Rejected Accreditation or Enrolment.....	23
Creating a New User.....	26
New User Request – Created by the new user	26
Approving a New User	28
New User Creation – By System Administrator	31

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 'London Borough of Haringey' with the supply category, 'Home Support'.



Once completed and approved by the London Borough of Haringey, 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

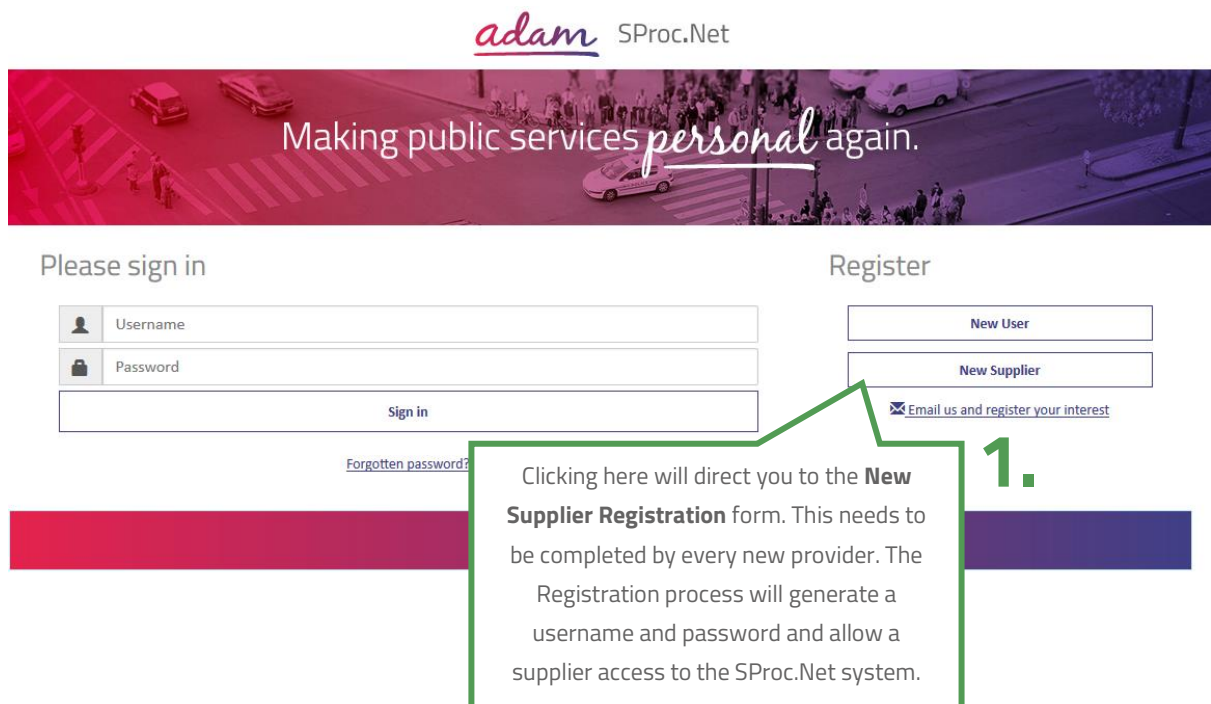
Glossary

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 Support'
Service Category	The Supply Category is broken down into smaller Service Categories. E.g. 'Home Support' can be broken down into 'Home Support – West Haringey', 'Reablement – Central Haringey', 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':



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." The page is divided into two main sections: "Please sign in" and "Register".

Please sign in

- Username
- Password
- Sign in
- [Forgotten password?](#)

Register

- [New User](#)
- [New Supplier](#)
- [Email us and register your interest](#)

A callout box with a green border and a large green "1." points to the "New Supplier" link. The text inside the callout box reads: "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

Input your business details as requested.

1. Business Details

Please enter the basic information of your business.

Business Name: * (? Business Name)

Registered Name: (? Registered Business Name)

Website: (? Website Address)

Logo File: (? Logo File)

VAT Registered? * (? VAT Registered?)

Business Tax/VAT #: * (? Business Tax/VAT #)

How did you learn about Adam? *

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

2. Address/ Contact Details

Please enter the address/contact details of your business.

Location Name: (? Business Address Details)

Address 1: * (? Business Address Details)

Address 2:

Post Code: *

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

Country: (?)

Telephone Number: * (? Telephone number)

Email Address: * (? Email Address)

Fax Number:

3.

Cancel Next

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, by default, becomes 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 26):

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New Supplier User

Step 2 of 2: New User Details

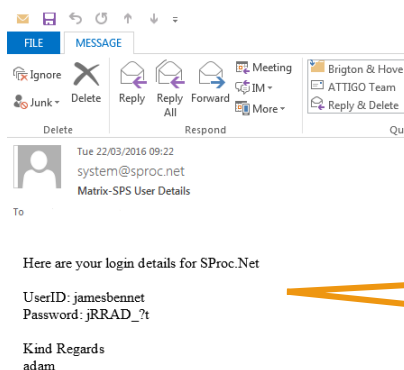
Once details are entered for the first business user, this user will be automatically set as the administrator.
 Details will be sent via email upon completing this page. Log in with the username and password sent via email to edit your business profile and complete the registration process.
 * Please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



These details will allow access to the SProc.Net system.

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

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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'

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1. Enter your username

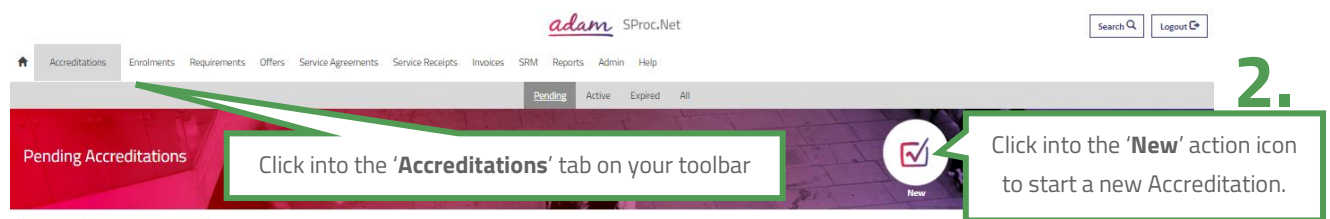
2. Register

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.

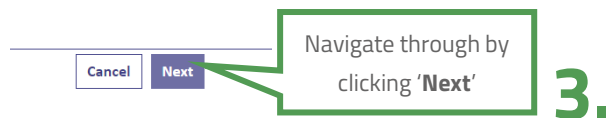
1. Start this process from your homepage, hover over the **'Admin'** icon on the grey toolbar, highlighting **'Accreditation'** and clicking **'New'**



2. Populate the required fields:

The screenshot shows a form with two dropdown menus. The first is labeled 'Client: *' and has 'London Borough of Haringey' selected. A callout box with a green border and the number '2.' points to this dropdown, stating: 'The drop down tab will provide a list of all clients who procure services through SProc.Net. Select **'London Borough of Haringey'**'. The second dropdown is labeled 'Category: *' and has a list of categories: 'Passenger Transport Services', 'Volunteering', 'Training / Coaching', 'Maintenance', 'Supplies', 'Advisory Services', and 'Home Support'. 'Home Support' is highlighted in blue. A callout box with a green border and the number '1.' points to this dropdown, stating: 'The drop down tab will display the categories the selected client procures through SProc.Net. Select the category you wish to supply services. For example, **'Home Support'**'. A second callout box with a green border and the number '2.' is positioned to the right of the category dropdown.

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



Notes:

What is a Supply Category?

Within SProc.Net Accreditation and Enrolment is individual to each client-supply-category, so you can supply services to more than one client, or more than one service to the same client, but you must go through the Accreditation and Enrolment process for each client-supply-category separately.

Client	Supply Category	Service Category
LB Haringey	Home Support	Home Support – Central Haringey
		Home Support – North East Haringey
		Home Support – South East Haringey
		Home Support – West Haringey
		Reablement – Central Haringey
		Reablement – North East Haringey
		Reablement – South East Haringey
		Reablement – West Haringey

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:

Pending Accreditations / Accreditation - Additional Information Step 2 of 6

+ 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
Supplier Agreement	Download File	<input type="checkbox"/>	<input type="checkbox"/>
Self Bill Agreement	Download File	<input type="checkbox"/>	<input type="checkbox"/>

1. Download and read the documents

2. Tick to agree that you have read and understood the Self Bill 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
Supplier Information	1	Can your organisation confirm that it has read and understood the DPS Entry and Operation Guide Parts 1 and 2 which are located at http://demand.sproc.net ? These are very important documents to read prior to applying to join the DPS as a supplier.	Yes	
Supplier Information	2	If applicable, please enter the name of your organisation's immediate parent company. If this is not applicable, please enter N/A.		

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 submission.

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

Document Type	File Name	Issue Date	Number	Exp	Description
Employer's Liability Insurance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Please upload your Insurance Schedule to show evidence of Employers Liability Insurance.
Public Liability Insurance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Please upload your Insurance Schedule to show evidence of Public Liability Insurance.

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

Next Click 'Next' to proceed

5.

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 srowers 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

Cancel Submit

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 to:

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

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

Supplier Locations: *

Cancel Next

4. Select the correct location you wish to enrol

Advanced Search

Find Cancel

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

Showing all items. Cancel

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

5. Click 'Next' to continue

Supplier Locations: * Quality Care - Quality Care

Cancel Next

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

Pending Accreditations / Accreditation - Additional Information / Submit Accreditation / New Enrolment Step 5 of 6

+ 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
Supplier Information	1	Has your organisation completed the European Single Procurement Document?	Yes	
		Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), or a member of the administrative, management or supervisory body of your organisation, such as a Director, partner or any other person		

Save

Remember to 'Save' after you complete each section

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

1.

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:

Upload Documents

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 submission.

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

Upload the requested 'Documents'.

Document Type	File Name	Issue Date	Issue Number	Expiry Date	Description
Health & Safety Policy	H&S.pdf	01/03		01/03	Either your Health and Safety Policy or confirmation that you will adhere to the Council's Policy.

Save

Remember to 'Save' after you complete each section

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 submission.

Repeat for the requested 'Optional Documents' where necessary

Document Type	File Name	Issue Date	Issue Number	Expiry Date	Description
Service Provider CQC Registration Certificate	Training D	01/10	1	01/10	This must be the Service Provider Certificate, NOT the Registered Manager Certificate. Pages must be uploaded to show both the Provider ID and the Location ID of the Care Home that is being enrolled.

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.

Service Categories

Click "Find More Items" to add additional Service Categories to this Enrolment.

There is no data to display.

Find more items... Refresh List

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"/>	Home Support - Central Haringey	Home Support	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Home Support - North East Haringey		
<input type="checkbox"/>	Home Support - South East Haringey	Home Support	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Home Support - West Haringey	Home Support	<input checked="" type="checkbox"/>

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

12. You will need to input your company bank details for the account to which you wish payments to be made:

Bank Details

Please Enter The Bank Details For This Location.

1. Input all your bank details

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.)

Account Number: *
(Please enter your account number excluding dashes or spaces. For all UK bank accounts this will be 8 digits.)

Post Code: *

County: *

Effective Date: *

I agree that I am the authorised signatory of my business *

2. Make sure you click a tick into the T&Cs box

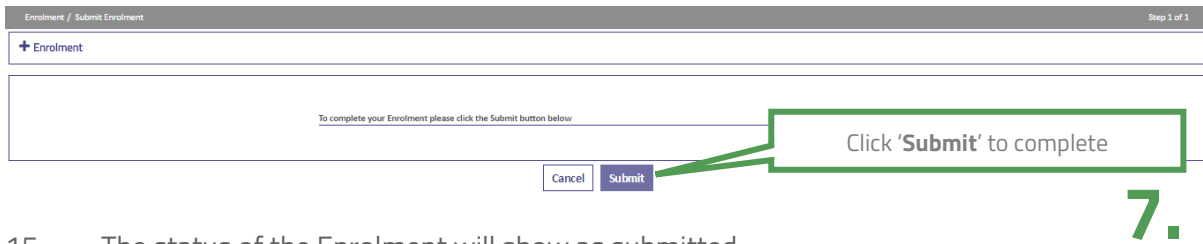
3. Click 'Finish' to continue

Save

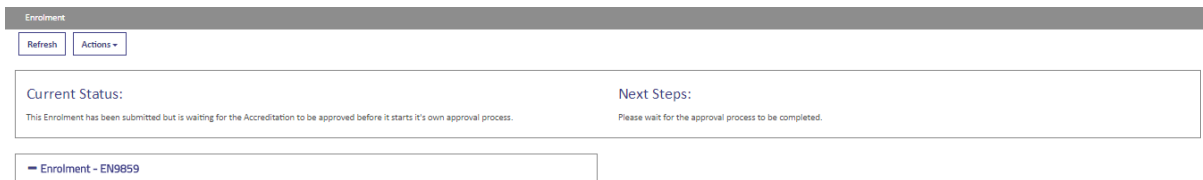
13. To progress your Enrolment click '**Finish**'



14. Click '**Submit**' to complete:



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



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 your 'Enrolments' link

2. Click into your 'Pending' link

Enrolment #	Status	Client Name	Category	Supplier Name	Location	Address Line 1
EN9859	Draft	Quality Care	Quality Care	Quality Care	Quality Care	2 High Street
EN8676	Draft	Quality Care	Quality Care	Quality Care	Quality Care	2 High Street
EN8675	Draft	Quality Care	Quality Care	Quality Care	Quality Care	2 High Street

3. Click the Enrolment you wish to re-start

2. The draft progress will show which sections are incomplete

Item is in 'Draft'

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?	✓

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

4. Click 'Actions', 'Edit'

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

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

5. Click 'Actions', 'Submit'

6. Click '**Submit**' to complete:

5.

7. 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 is awaiting Client review and approval.

Next Steps:

Please wait for the approval process to be completed, you will receive confirmation when this happens.

▾ Enrolment - EN10008



Enrolment # : EN10008
 Accreditation # : AC14080
 Client Name : London Borough of Haringey
 Category : Home Support
 Supplier Name : Quality Care

Link to the Accreditation summary page

▾ Bank Details

Bank Name : Nationwide
 Account Name : Test
 Sort Code : 123456
 Account Number : 12345678
 Invoice Contact Name :

▾ Documents 32 Export 📄

Document Type	File Name	Issue Date	Issue Number	Expiry Date
Health & Safety Policy	H&S.pdf	01/03/2016		01/03/2017
Safeguarding Policy	Training Document.docx	01/10/2015	1	01/10/2016

▾ Questions 1 - 50 of 57 Export 📄

Question Type	#	Question	Answer
Supplier Information	1	Has your organisation completed the European Single Procurement Document?	Yes

▾ Service Categories 8

Service Category
Home Support - Central Haringey
Home Support - North East Haringey

▾ Messages 0

🔔 There are no records to display.

▾ Activity 5

Activity Type	Date Created	Created By	Comments
Enrolment Pending Approval	24/07/2016 14:30	Sabrina Huish	

Accreditation Summary:


Accreditation - London Borough of Haringey - Home Support

Refresh
Actions ▾

Current Status:
This Accreditation has been approved.

Next Steps:
Any linked Enrolments are now also eligible to be approved.

Accreditation - AC14080 - London Borough of Haringey



Accreditation #: AC14080
 Client Name: London Borough of Haringey
 Category: Home Support
 Supplier Name: Quality Care
 Status: Approved

Other Items

▶ Printable Detail

Contracts 2

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

Documents 3 Export 📄

Document Type	File Name	Issue Date	Issue Number	Expiry Date
Employer's Liability Insurance	Training Document.docx			
Public Liability Insurance	Training Document.docx			

Questions 29 Export 📄

Question Type	#	Question Text	Answer
Supplier Information	1	Can your organisation confirm that it has read and understood the DPS Entry and Operation Guide Parts 1 and 2 which are located at http://demand.sproc.net ? These are very important documents to read prior to applying to join the DPS as a supplier.	Yes

Activity 5

Activity Type	Date Created	Created By	Comments
Accreditation Approved	24/07/2016 14:29	Sabrina Huish	
Accreditation Accepted	24/07/2016 14:29	Sabrina Huish	

Enrolments 1

Enrolment #	Status	Client Name	Category	Location
EN10008	Pending Approval	London Borough of Haringey	Home Support	Quality Care

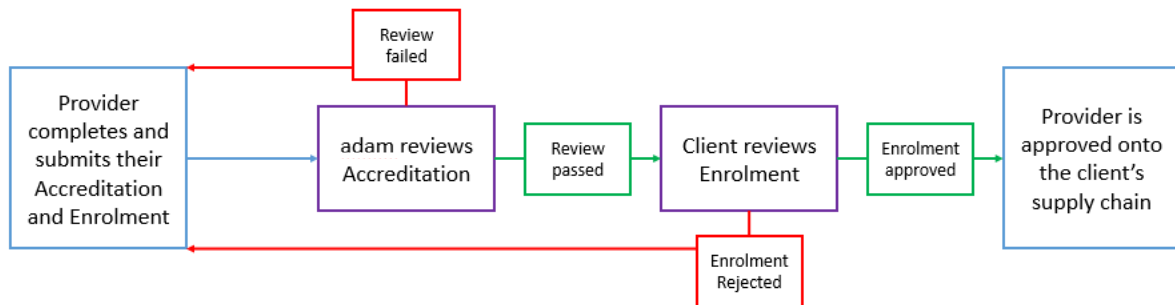
Link to the Enrolment summary page

Messages 0

📌 There are no records to display.

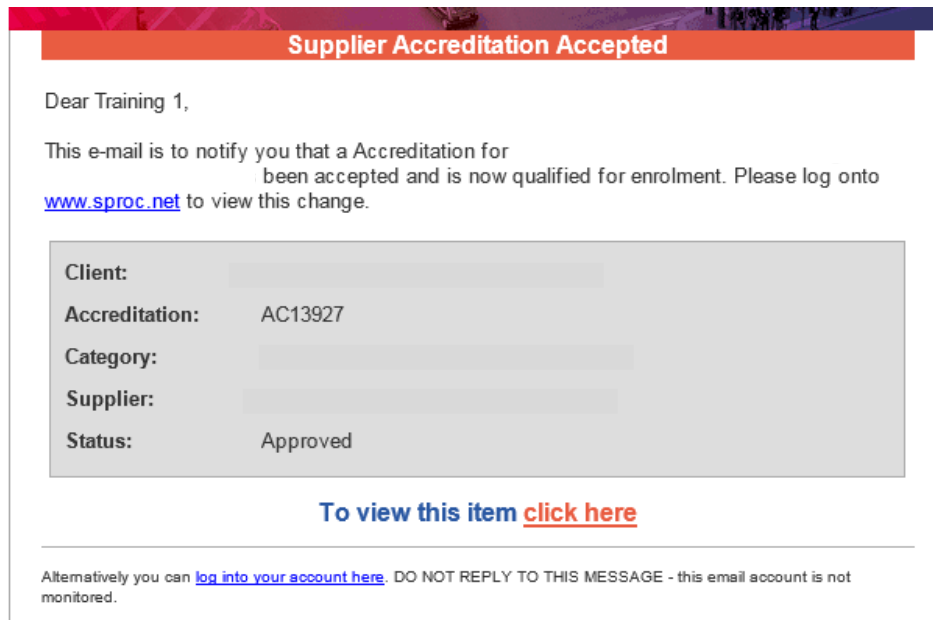
Review / Approval Process

- ➔ 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 the London Borough of Haringey 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

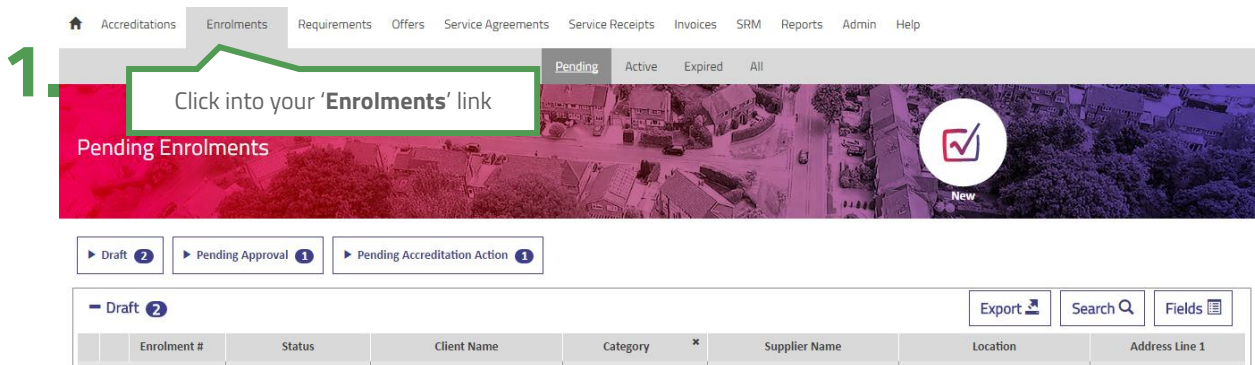


Email Notifications

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'

2. Use the [search icon] icon to select the Accreditation you wish to review.

2. This will show you the Accreditation summary page:

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

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

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

!fnVocab(Accreditation,accreditation,P)

#: 13990 **Status:** Review Failed

Client: London Borough of Haringey **Category:** Semi Independent Living

Supplier: London Living
Status: Review Failed

Description: Created by: London Provider
Created: 23/05/2016 14:11
External Ref.
Expiry Date:
Expired: False
Approve by Date:
Date Approved.
Date Submitted: 23/05/2016 14:12

Question Type	Question	Answer
Insurances	Please self-certify whether your organisation will commit to obtain, prior to the commencement of the contract, Employer's Liability Insurance to the level of £10m?	

Documents - Current

Document Type	Filename	Last Review Date	Issue Date	Issue Number	Expiry Date	Review Passed	Comment	Reason
Employers Liability	Training Document.docx	23/05/2016 15:35	04/04/2016 01:00		07/12/2016	False	Document incomplete	Document/s not complete
Public Liability	Training Document.docx	23/05/2016 15:35	01/05/2016 01:00		28/09/2016	True		
Professional Indemnity	Training Document.docx	23/05/2016 15:35	01/05/2016 01:00		12/10/2016	True		

This !fnVocab(Accreditation,accreditation,P) contains no historical documents

Activity

Activity	Activity Date	User	Comments
Accreditation Review Failed	23-May-2016	Sabrina Huish	
Accreditation Submitted	23-May-2016	London Provider	
Accreditation Created	23-May-2016	London Provider	

1 of 1 User: londonprovider 23-May-2016 14:37

Review the details of why the Accreditation was failed.

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
Employers Liability	Training Document.docx	No	Document/s not complete	Document incomplete
Public Liability	Training Document.docx	Yes		
Professional Indemnity	Training Document.docx	Yes		

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 documents need to change

Document Type	Old File Name	New File Name	Issue Date	Issue Number	Expiry Date
Employers Liability	Training Document.docx	<input type="text"/>	04/t		
Public Liability	Training Document.docx	<input type="text"/>	01/t		28/t
Professional Indemnity	Training Document.docx	<input type="text"/>	01/t		12/:

Using the upload icon, upload the revised documentation. 1.

Click 'Submit' to continue 2.

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 3.

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 4.

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

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 system and complete steps within the process

There are two ways a new user can be added:

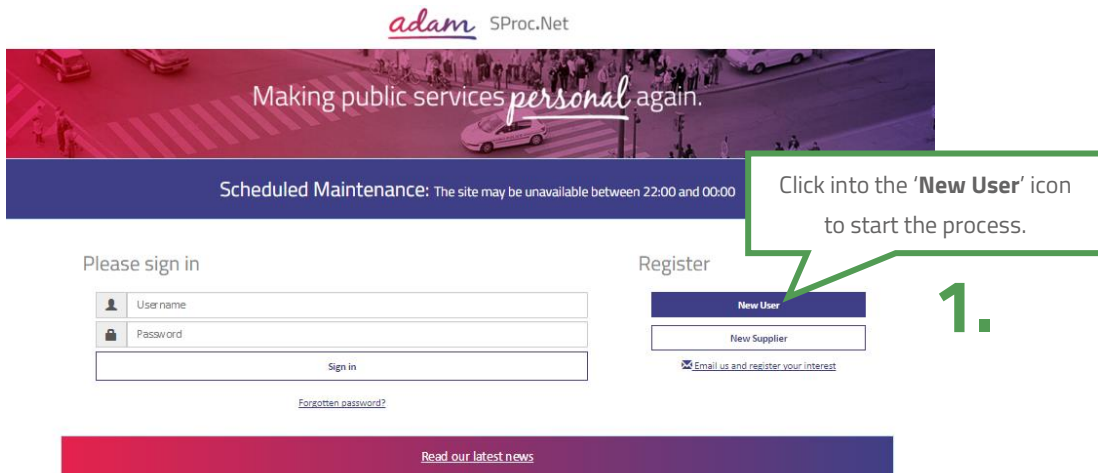
- a) New user can request to join (user will input their own information and Administrator will approve)
- b) Admin user can add user onto SProc.Net

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

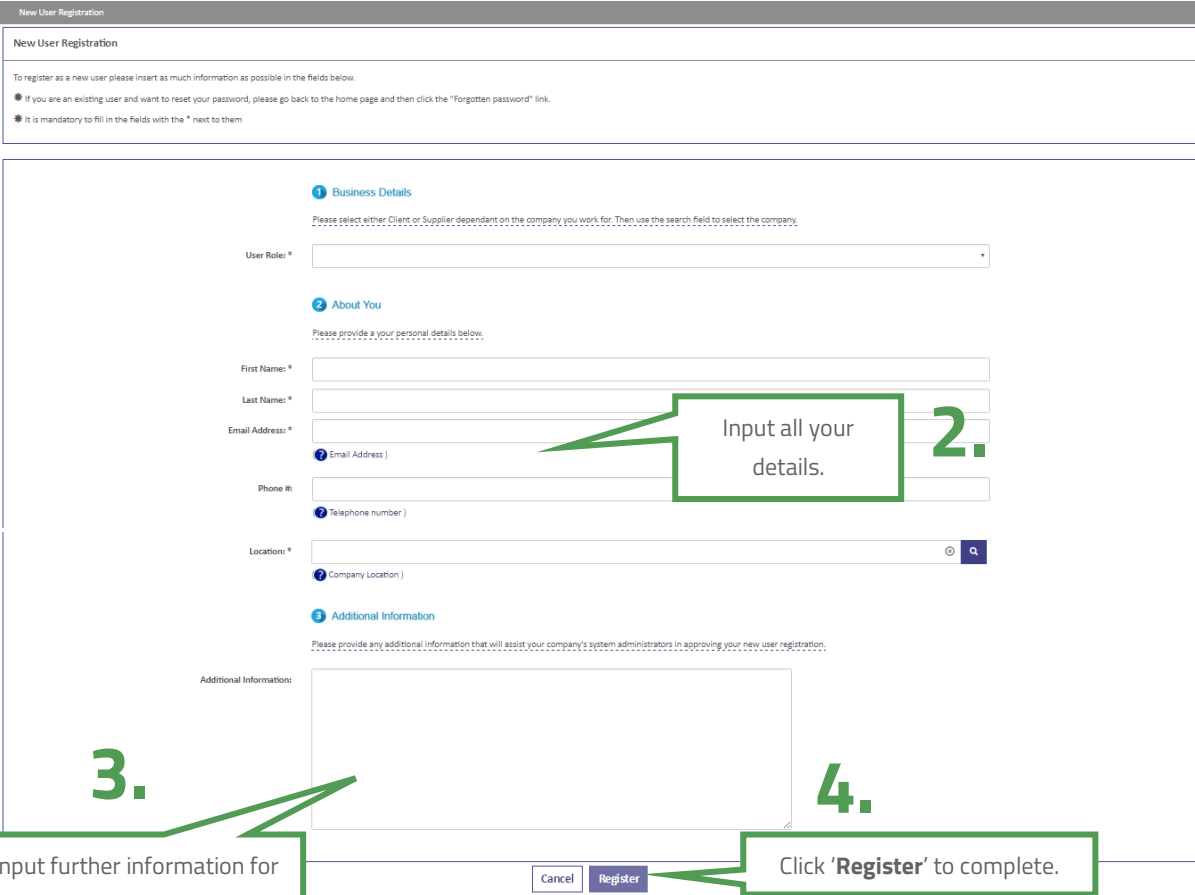
Created by the user:

1. 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 has fields for 'User name' and 'Password', a 'Sign in' button, and a 'Forgotten password?' link. The 'Register' section has a 'New User' button, a 'New Supplier' button, and a checkbox for 'Email us and register your interest'. A green callout box points to the 'New User' button with the text 'Click into the 'New User' icon to start the process.' A large green number '1.' is placed next to the callout.

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	SupplierUsers
11		11	Quality Care	
Alison Maclean		alisonmaclean	Quality Care	
Ben Little	christine.maclean@attgo-training.com	benlittle		
Christine Smith				
David Smith		dsmith873	Quality Care	SupplierAdministrators
David Smith		dsmith460	Quality Care	SupplierAdministrators
Drew Goodchild	ccistine.maclean@attgo-training.com	ccistine.maclean@attgo-training.com	Quality Care	SupplierUsers
Drew Goodchild	ccistine.maclean@attgo-training.com	drewgoodchild	Quality Care	SupplierUsers

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.

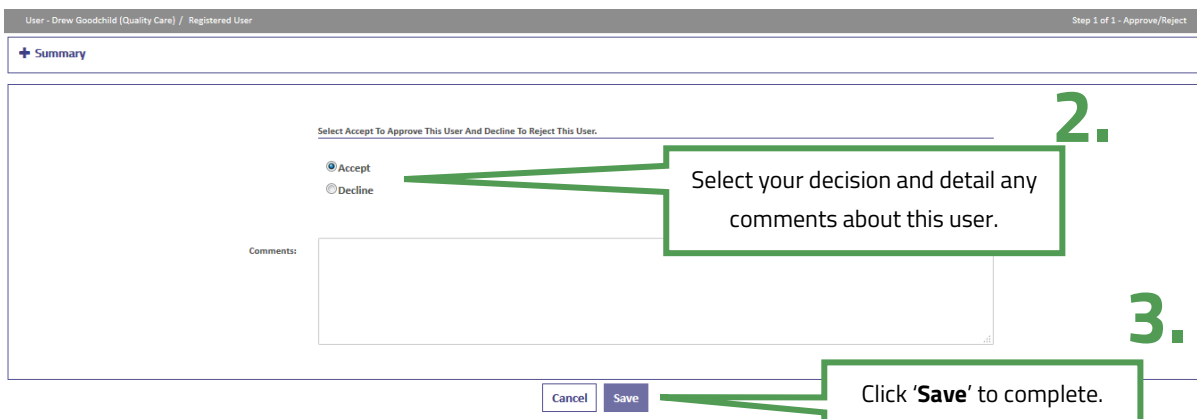
Role Name	Access	Example
Supplier Administrators	Access to view & approve all process steps	Supply branch manager
Supplier Executives	Access to view & approve all process steps within a defined service area	Head of service with supply branch
Supplier Finance	Access to view supplier bills and invoices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

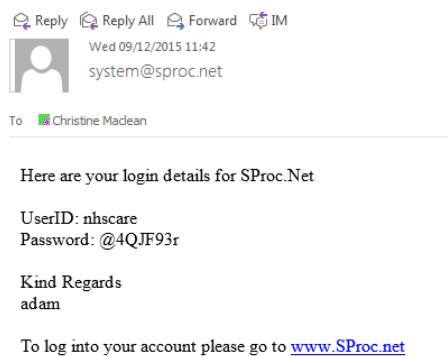
5. Once complete you will need to approve the user:



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. Input the user's details.

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

5. Click 'Save' to complete.

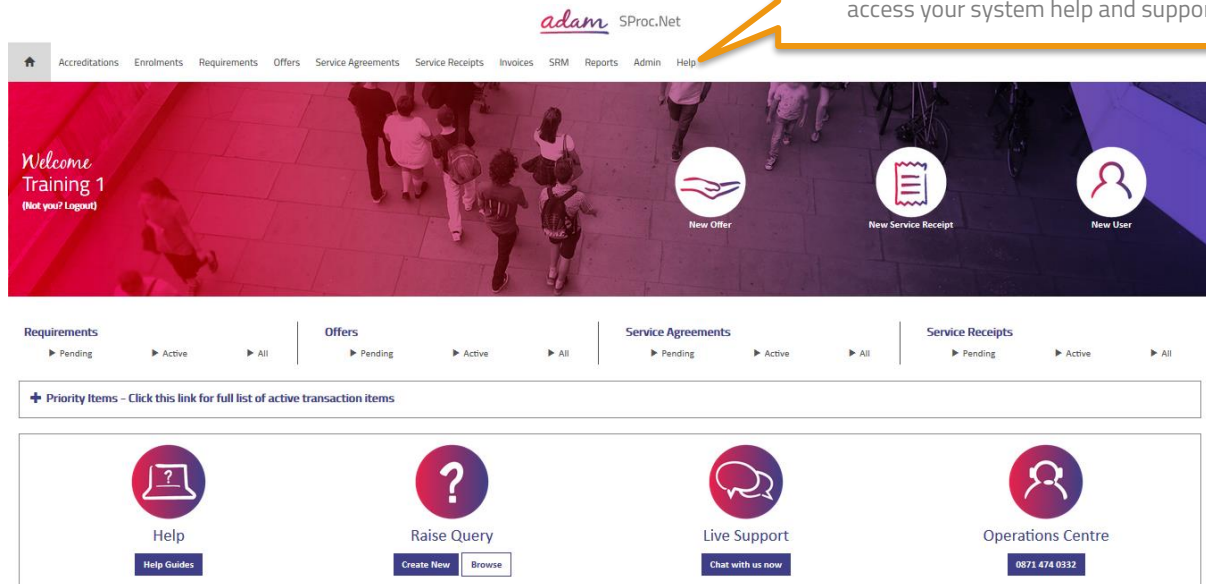
See Table 1.0 on page 27 for User Role explanations

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

Need More Support?

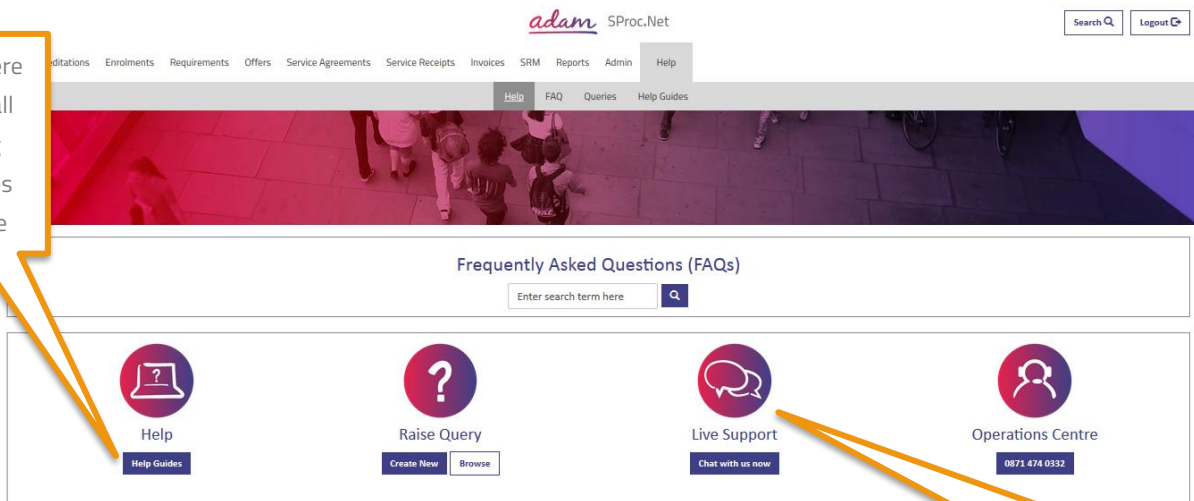
If you need more support regarding anything detailed in this guide, please use the help functions available within your SProc.Net account:

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 raise a speak to someone on adam Live Support

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

Client specific user guides will display the client's name in the document filename

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

Click 'Chat with us now' to open the conversation window