



adam

London Borough of Haringey

Care Homes

Accreditation & Enrolment User Guide

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Overview

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

Suppliers 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, 'Care Homes'.



Once completed and approved by Haringey Council, a supplier will be added to the specified supply base. Going forward, the supplier will receive notifications of service Requirements distributed by the council and they will have the 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

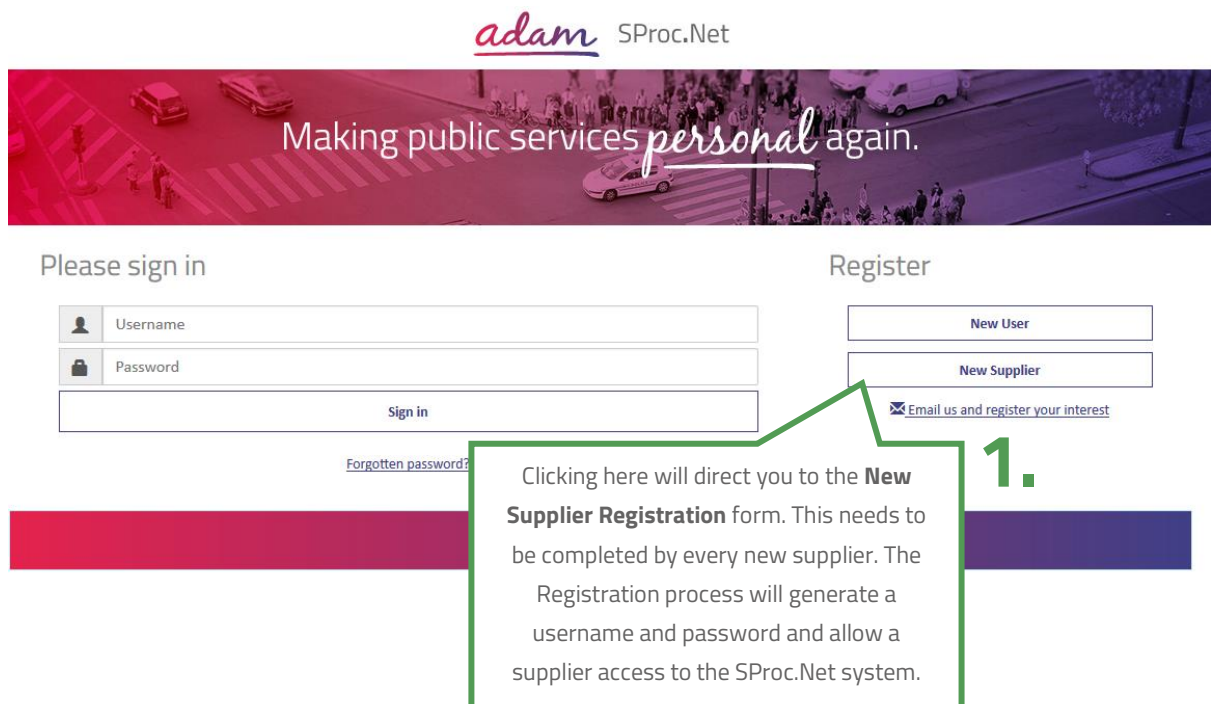
Glossary

New Supplier	A supplier who has never used the SProc.Net system before
Supply Category	This is the over-arching service sector/type of service, e.g. 'Care Homes'
Service Category	<p>The Supply Category is broken down into Service Categories. E.g. 'Care Homes' can be broken down into 'Residential', 'Nursing', 'Nursing Learning Disability Respite' etc.</p> <p>As a supplier, you will sign up to the Service Categories you can deliver</p>
Service Template	The service title, a further breakdown of the Service Category, outlining the type of service required. E.g. 'Residential (18-64)', 'Residential (65+)'
Registration	Process to gain access to SProc.Net and gain your 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 supplier on SProc.Net. If you supply to another client via the system, you need to start with the 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 main content area is divided into two sections: "Please sign in" and "Register".

The "Please sign in" section contains a form with the following fields:

- Username (with a person icon)
- Password (with a lock icon)
- A "Sign in" button
- A link for "Forgotten password?"

The "Register" section contains the following options:

- A "New User" button
- A "New Supplier" button
- A link: "✉ Email us and register your interest"

A green callout box with a large green "1." points to the "New Supplier" button. 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 supplier. 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:

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 24):

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New Supplier User

Step 2 of 2: New User Details

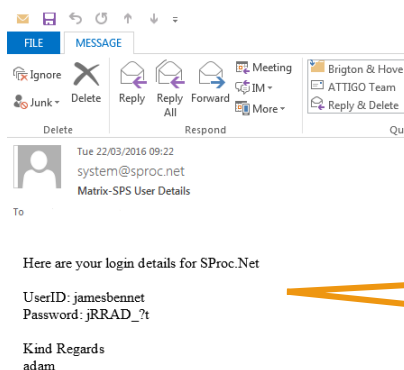
Once details are entered for the first business user, this user will be automatically set as the administrator.
 Details will be sent via email upon completing this page. Log in with the username and password sent via email to edit your business profile and complete the registration process.
 * Please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

3. Click 'Sign In' to continue

Accreditation and Enrolment

All suppliers 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 which are set by the client as standards threshold / minimum criteria.

1. Start this process from your Homepage, press '**Accreditation**' on the top left of the page and then click the '**New**' icon

The screenshot shows the SProc.Net toolbar with the following elements:

- Top navigation: Home, Accreditations, Enrolments, Requirements, Offers, Service Agreements, Service Receipts, Invoices, SRM, Reports, Admin, Help.
- Secondary navigation: Pending, Active, Expired, All.
- Search and Logout buttons.
- Callout 1: Points to the 'Accreditations' tab with the text 'Click into the **'Accreditations'** tab on your toolbar'.
- Callout 2: Points to the 'New' icon (a red square with a white checkmark) with the text 'Click into the **'New'** action icon to start a new Accreditation'.
- Bottom left: 'Draft' (1) and 'Pending Approval' (0) buttons.

2. Populate the required fields:

The screenshot shows the accreditation form with the following fields and callouts:

- Client: * (Dropdown menu) containing 'London Borough of Haringey'. Callout 3: 'The drop down tab will provide a list of all clients who procure services through SProc.Net. Select **'London Borough of Haringey'**'.
- Category: * (Dropdown menu) containing 'Care Homes'. Callout 4: '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, **'Care Homes'**'.
- Buttons: 'Cancel' and 'Next'.

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

The screenshot shows the 'Next' button with a callout:

- Callout 5: 'Navigate through by clicking **'Next'**'.

Notes:

What is a Supply Category?

Within SProc.Net, the 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	London Borough of Haringey
Supply Category	Care Homes
Service Categories	Residential Residential Respite Residential Step-down Residential Dementia Residential Dementia Respite Residential Dementia Step-down Nursing Nursing Respite Nursing Step-down Nursing Dementia Nursing Dementia Respite Nursing Dementia Step-down Residential Learning Disability Residential Learning Disability Respite Residential Learning Disability Step-down Nursing Learning Disability Nursing Learning Disability Respite Nursing Learning Disability Step-down Residential Dementia Mental Health Residential Dementia Mental Health Respite Residential Dementia Mental Health Step-down Nursing Dementia Mental Health Nursing Dementia Mental Health Respite Nursing Dementia Mental Health Step-down

4. During the Accreditation, you are required to:
1. Review and agree to the Supplier Agreement by ticking the relevant boxes

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

2. Answer all the listed questions using the free-text fields and drop down menus. You will see several questions 'greyed out', these will become available or remain unavailable to answer depending on your answers to previous, related questions

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
Company Information	1	What is the full name of the potential supplier submitting the information?	<input type="text"/>
Company Information	2	What is the address of your registered office? Please enter N/A if not applicable	<input type="text"/>
Company Information	3	What is your registered website address? Please enter N/A if not applicable	<input type="text"/>
Company Information	4	What is your trading status?	<input type="text"/>

Answer all the listed question using the free-text fields and drop down menus

3. Upload Optional Documents, if applicable

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 before submission.

Document Type	File Name	Issue Date	Issue Number	Expiry Date
Sub-contractor Information.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Press the blue box to upload a document

- Once you have completed the Accreditation, click Submit

+ Accreditation

Adam SPS 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.

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


Click 'Submit' to continue

- If you complete the Accreditation, SProc.Net will direct you straight onto the Enrolment process
- Select the location you wish to enrol to:

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

+ Accreditation

Supplier Location: *

Use the  icon to bring up the list of locations

Select the correct location you wish to enrol

+ Advanced Search

Company	Location	Address Line 1	City	Contact
ABC Taxis	ABC Taxis	11 Taxi Lane	Epping	

Showing all items.

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

+ Accreditation

Supplier Location: * ABC Taxis - ABC Taxis

Click 'Next' to continue

- You will be directed straight onto the Enrolment questions once you click 'Next'

8. Specify your CQC Location ID

Specify CQC Information

Please specify your CQC information.

CQC Location ID *

Save

9. Answer all the listed questions using the free-text fields and drop down menus. You will see several questions 'greyed out', these will become available or remain unavailable to answer depending on your answers to previous, related questions

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
Company Information	1	Has your organisation completed the European Single Procurement Document? Please upload.	<input type="text"/>

Answer all the listed question using the free-text fields and drop down menus

10. Upload mandatory documents as detailed in the Description column

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

Details of the document that needs uploading

Document Type	File Name	Issue Date	Issue Number	Expiry Date	Description
Public Liability Insurance.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Please upload your insurance schedule, or a letter from your insurance broker outlining the insurances you have and their cover.







Press the blue box to upload a document

11. Upload Optional Documents, if applicable

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.

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"/> 	If you have responded 'Yes' to Q1, please upload your completed European Single Procurement Document.
Health and Safety Policy.	<input type="text"/> 	<input type="text"/> 	<input type="text"/>	<input type="text"/> 	Either your Health and Safety Policy or confirmation that you will adhere to the Council's Policy.

Save


Press the blue box to upload a document

12. 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 receive Requirements relevant to your selections

Service Categories

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

 There is no data to display.

Find more items...

Save

Refresh List

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

<input type="checkbox"/>	Service Category ^	Supply Category	Display
<input checked="" type="checkbox"/>	Nursing	Care Homes (Residential Care And Nursing)	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Nursing Dementia	Care Homes (Residential Care And Nursing)	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Nursing Dementia Mental Health	Care Homes (Residential Care And Nursing)	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Nursing Dementia Mental Health Respite	Care Homes (Residential Care And Nursing)	<input checked="" type="checkbox"/>

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

13. Specify 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.)

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

Please enter the details of the Invoice contact for this location.

Invoice Contact Name:

Address Phone: *

Email Address: *

Email Address 2:

Address Line 1: *

Address Line 2:

Address City: *

Country: *

Post Code: *

County: *

Effective Date: *

I agree that I am certified to accept responsibility for submitting this information on behalf of my business *

Click 'Finish' to continue

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

Enrolment / Submit Enrolment Step 1 of 1

+ Enrolment

To complete your Enrolment please click the Submit button below

Cancel Submit

Click '**Submit**' to complete

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

Enrolment

Refresh Actions

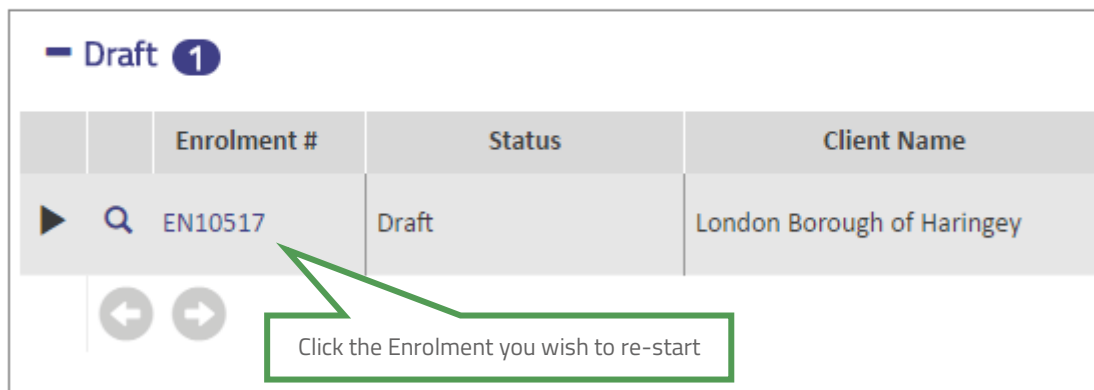
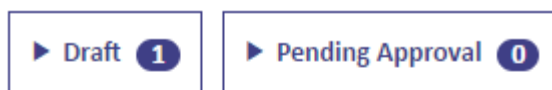
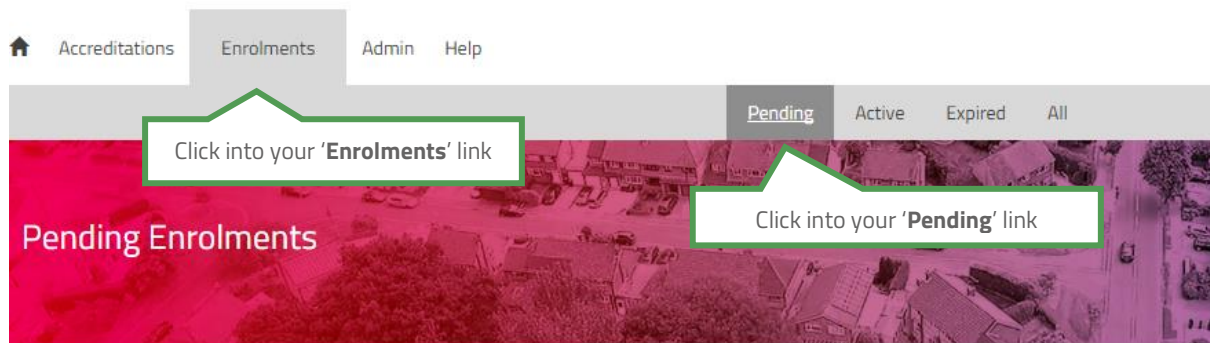
Current Status:
This Enrolment has been submitted but is waiting for the Accreditation to be approved before it starts it's own approval process.

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

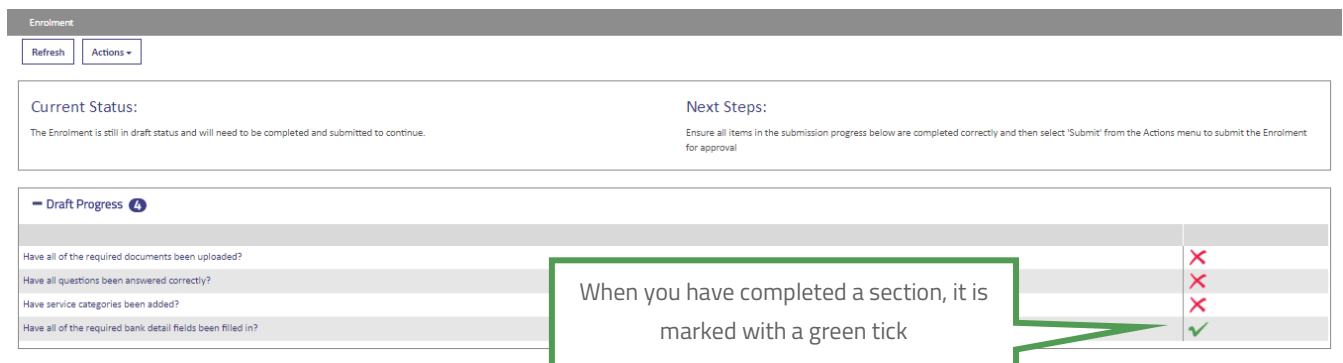
- Enrolment - EN9859

Re-Starting an Enrolment from Draft

1. 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



2. The draft progress will show which sections are incomplete



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

Enrolment

Refresh Actions ▾

Current Status: Draft

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

Click 'Actions', 'Edit'

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:

Enrolment

Refresh Actions ▾

Current Status: Draft

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

Click 'Actions', 'Submit'

Enrolment / Submit Enrolment Step 1 of 1

+ Enrolment

To complete your Enrolment please click the Submit button below

Cancel Submit

- The status of the Enrolment will show as submitted:

Enrolment

Refresh Actions ▾

Current Status: Submitted

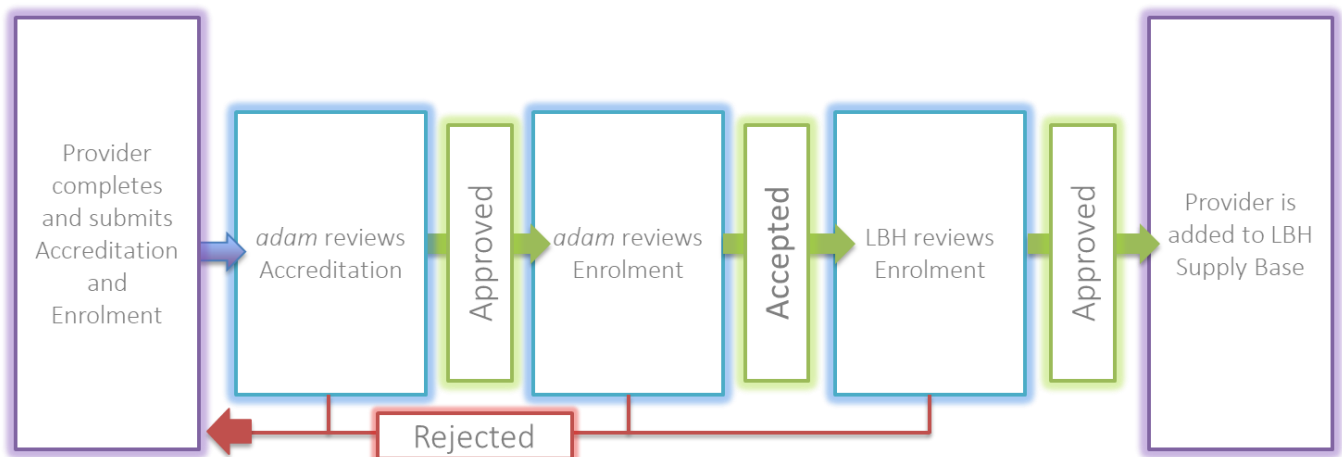
This Enrolment has been submitted but is waiting for the Accreditation to be approved before it starts its own approval process.

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

Enrolment - EN9859

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*
- ➔ 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 London Borough of Haringey. 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:

Click into your 'Enrolments' link

Pending Enrolments

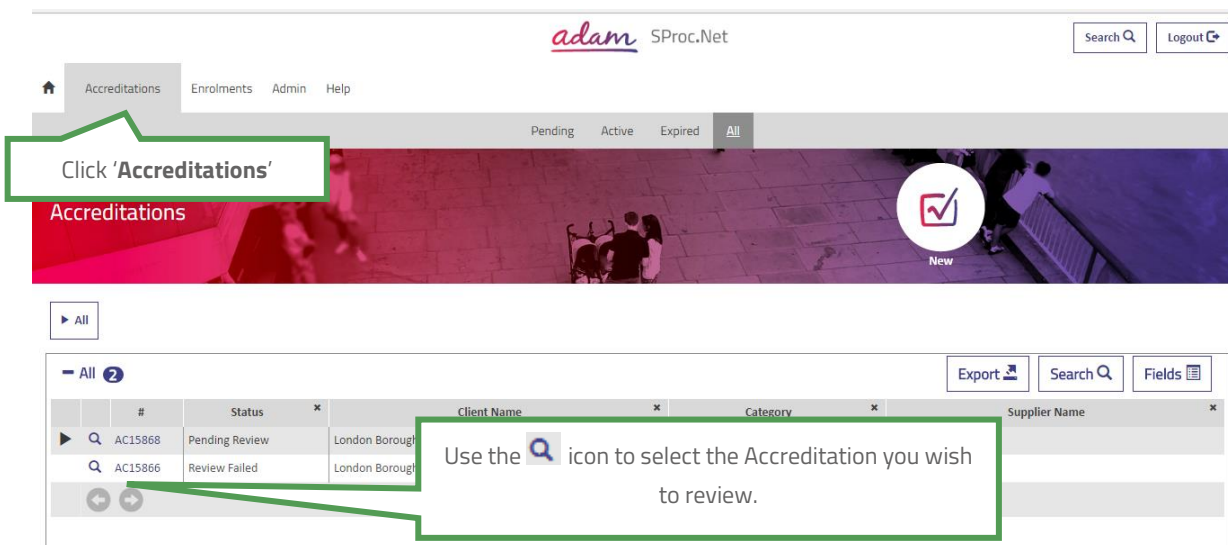
▶ Draft 2 ▶ Pending Approval 1 ▶ Pending Accreditation Action 1

Enrolment #	Status	Client Name	Category *	Supplier Name	Location	Address Line 1
-------------	--------	-------------	------------	---------------	----------	----------------

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

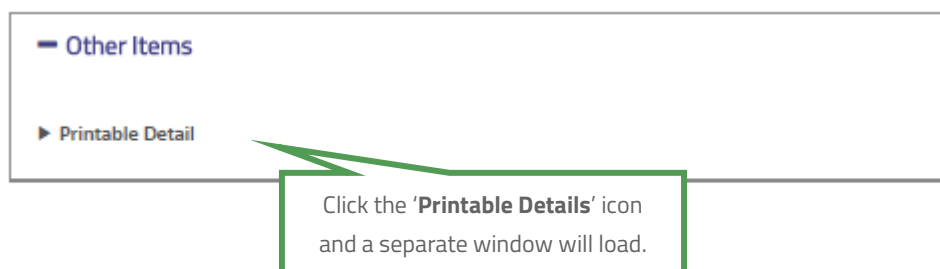
1. If your Accreditation is failed, from your homepage:



The screenshot shows the SProc.Net homepage. At the top, there is a navigation bar with 'adam SProc.Net', a search box, and a 'Logout' button. Below this is a secondary navigation bar with 'Accreditations', 'Enrolments', 'Admin', and 'Help'. A callout box points to the 'Accreditations' tab with the text 'Click 'Accreditations''. Below the navigation bar, there is a filter bar with 'Pending', 'Active', 'Expired', and 'All' (selected). A 'New' button with a checkmark icon is visible. Below the filter bar, there is a table of accreditation records. A callout box points to the search icon in the table header with the text 'Use the search icon to select the Accreditation you wish to review.' The table has columns for '#', 'Status', 'Client Name', 'Category', and 'Supplier Name'. Two records are shown: one with status 'Pending Review' and one with status 'Review Failed'.

#	Status	Client Name	Category	Supplier Name
AC15868	Pending Review	London Borough		
AC15866	Review Failed	London Borough		

2. This will show you the Accreditation summary page:



The screenshot shows the Accreditation summary page. There is a section titled 'Other Items' with a minus sign. Below it, there is a 'Printable Detail' icon with a right-pointing arrow. A callout box points to this icon with the text 'Click the 'Printable Details' icon and a separate window will load.'

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

Accreditation Detail Report 06-Jun-2017 adam SProc.Net

Accreditation
 #: 13990 **Status: Review Failed**
 Client: London Borough of Haringey
 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

Document Type	Filename	Last Review Date	Issue Date	Issue Number	Expiry Date	Review Passed	Comments	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		

Review the details of why the Accreditation was failed.

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

- From the Accreditation summary page:

Accreditation - [Search Bar]

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'

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		Review feedback from adam
Public Liability Insurance	Training Document.docx	Yes		

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 16/1

Click 'Submit' to continue

6. Confirm you agree to the terms and conditions.

Accreditation - London Borough of Lewisham - Passenger Transport 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.

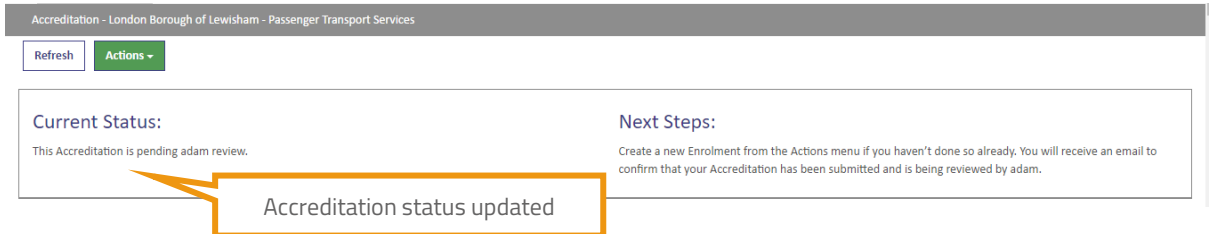
Click a tick into the box

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

Click 'Submit' to continue

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



Accreditation - London Borough of Lewisham - Passenger Transport Services

Refresh Actions

Current Status:
This Accreditation is pending adam review.

Next Steps:
Create a new Enrolment from the Actions menu if you haven't done so already. You will receive an email to confirm that your Accreditation has been submitted and is being reviewed by adam.

Accreditation status updated

Creating a New User

- ➔ Once you have set-up your SProc.Net account, you can create additional users who can also access the system.

There are two ways a new user can be added:

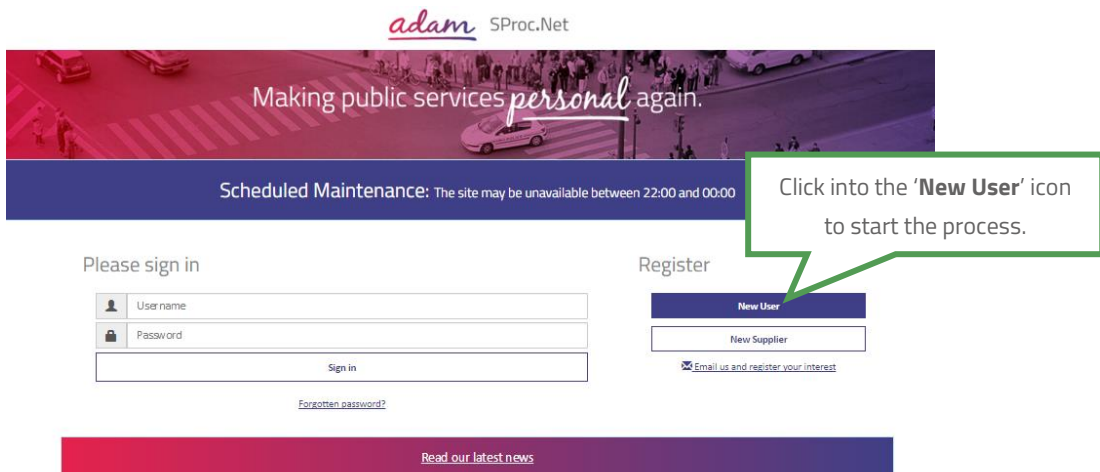
- New user can request to join (user will input their own information and Administrator will approve)
- Administrator user can add user onto SProc.Net

The next section of this guide will go through the above methods.

New User Request – Created by the new user

Created by the user:

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



adam SProc.Net

Making public services *personal* again.

Scheduled Maintenance: The site may be unavailable between 22:00 and 00:00

Please sign in

Register

Click into the '**New User**' icon to start the process.

Read our latest news

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.
- It is mandatory to fill in the fields with the * next to them

1 Business Details

Please select either Client or Supplier dependant 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: *

(Email Address)

Phone #:

(Telephone number)

Location: *

(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:

Input all your details.

Input further information for the approver to review.

Click 'Register' to complete.

Once this form has been completed, 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

Click 'Admin' and then 'Users'

Name	Email Address	User ID	Location	Role Name
1 1				SupplierManagers
Alison Maclean				SupplierAdministrators
Ben Little	christine.maclean@attgo-training.com			SupplierAdministrators
Christine Smith				SupplierAdministrators
David Smith				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

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

4. View the user's details

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:

Click the user's name link.

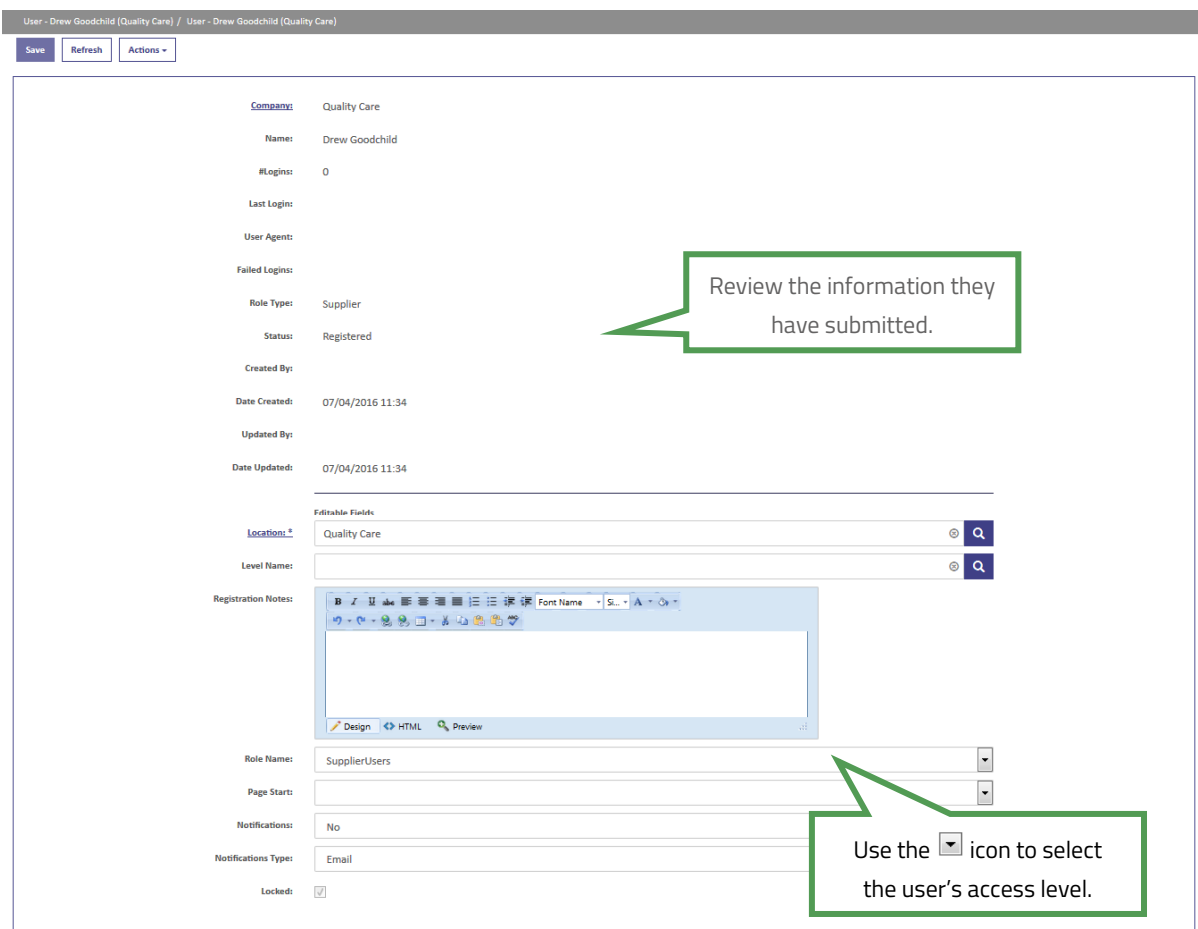
Actions

Standard Notifications **269** Community Reviews

Notes **0**

There are no records to display. New

Review their details and select their account settings:



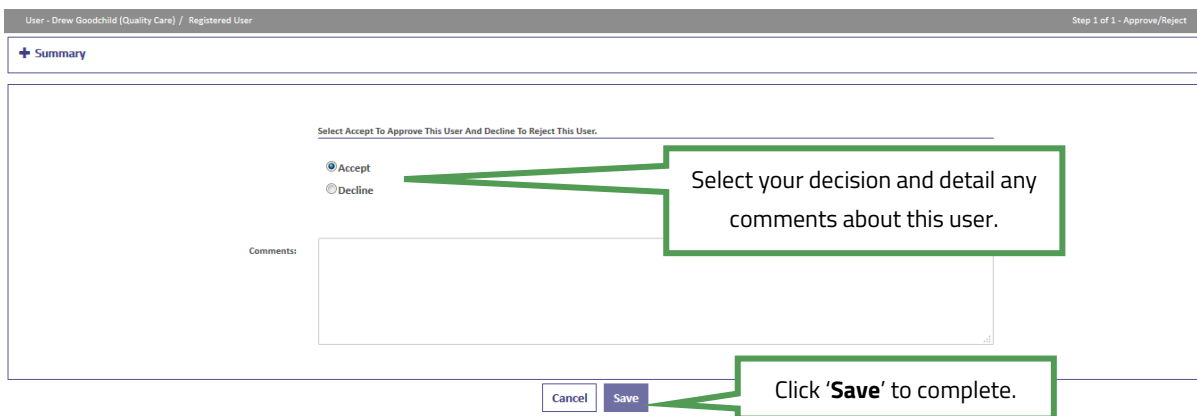
Please note, all 'Role Names' must be assigned correctly to reflect authorisation levels within your business.

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

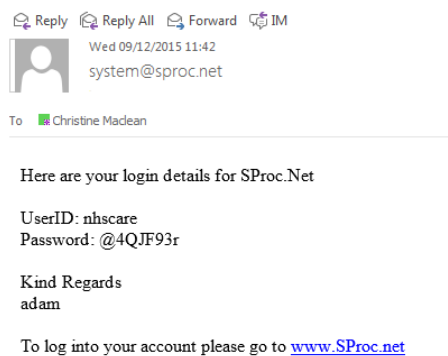
5. Once complete you will need to approve the user:



6. Accept or decline the new user application:



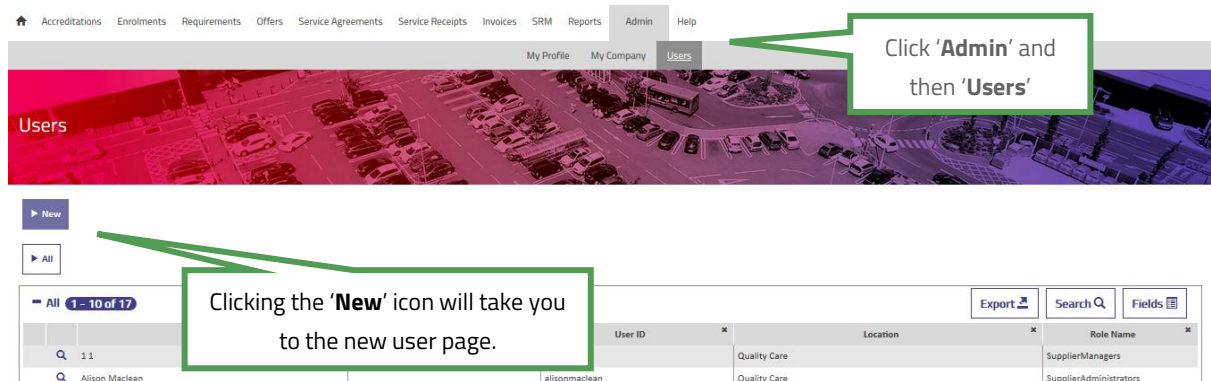
7. If approved, this process will trigger an email to this new user informing them of their new username and password:



New User Creation – By System Administrator

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

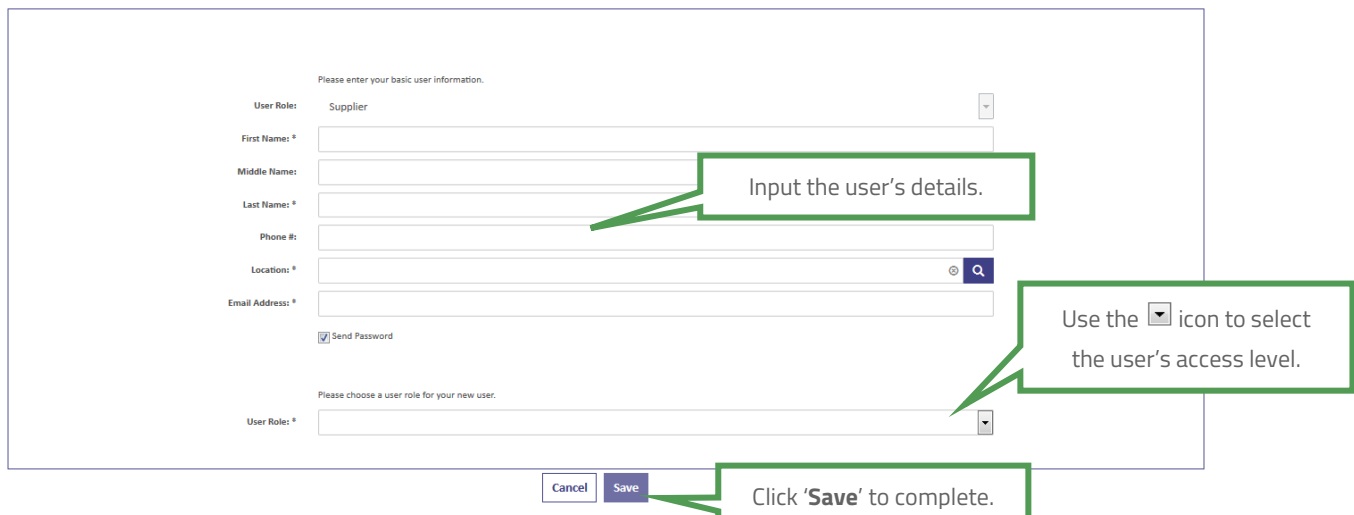
1. Login to your SProc.Net system
2. From your homepage click into the 'Admin' tab on your toolbar
3. Select the 'Users' link
4. Select the 'New' icon



The screenshot shows the top navigation bar with 'Admin' and 'Users' tabs. A callout box points to the 'Admin' and 'Users' tabs with the text: "Click 'Admin' and then 'Users'". Below the navigation bar, there is a 'New' button and an 'All' button. A callout box points to the 'New' button with the text: "Clicking the 'New' icon will take you to the new user page." Below these buttons is a table of users with columns for User ID, Location, and Role Name. The table contains two rows of data.

User ID	Location	Role Name
1.1	Quality Care	SupplierManagers
Alison Maclean	Quality Care	SupplierAdministrators

5. Complete the user's details and role:



The screenshot shows the 'New User' form with the following fields and callouts:

- User Role:** Supplier (dropdown menu)
- First Name:** Text input field
- Middle Name:** Text input field
- Last Name:** Text input field
- Phone #:** Text input field
- Location:** Text input field with a search icon
- Email Address:** Text input field
- Send Password
- User Role:** Text input field with a dropdown arrow icon

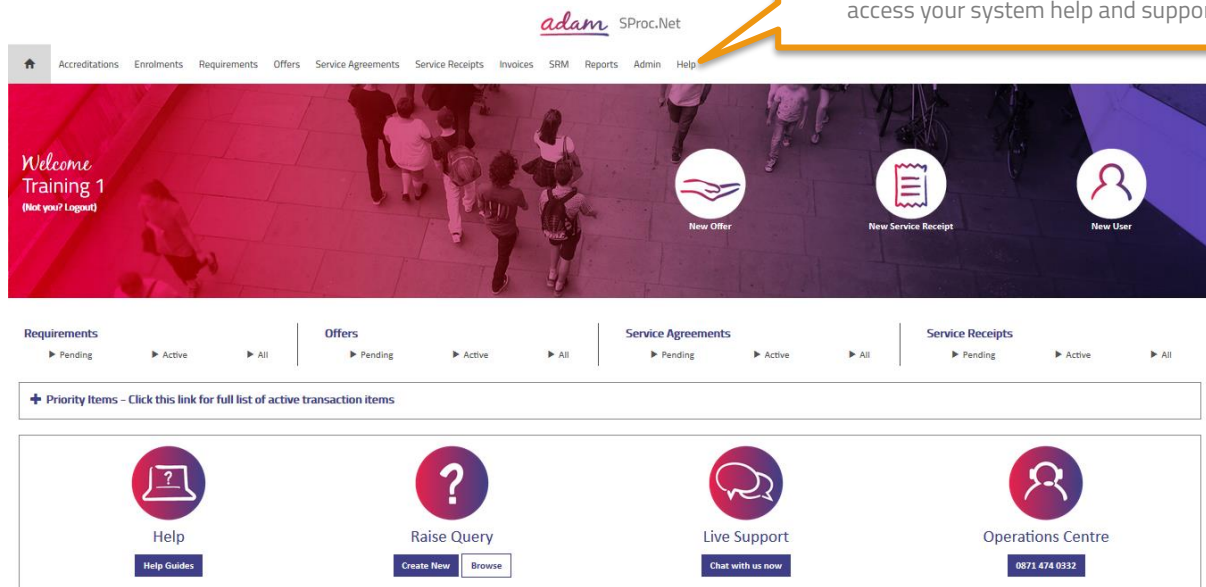
Callouts include:

- "Input the user's details." pointing to the name and phone fields.
- "Use the [dropdown icon] icon to select the user's access level." pointing to the dropdown arrow on the bottom User Role field.
- "Click 'Save' to complete." pointing to the Save button.

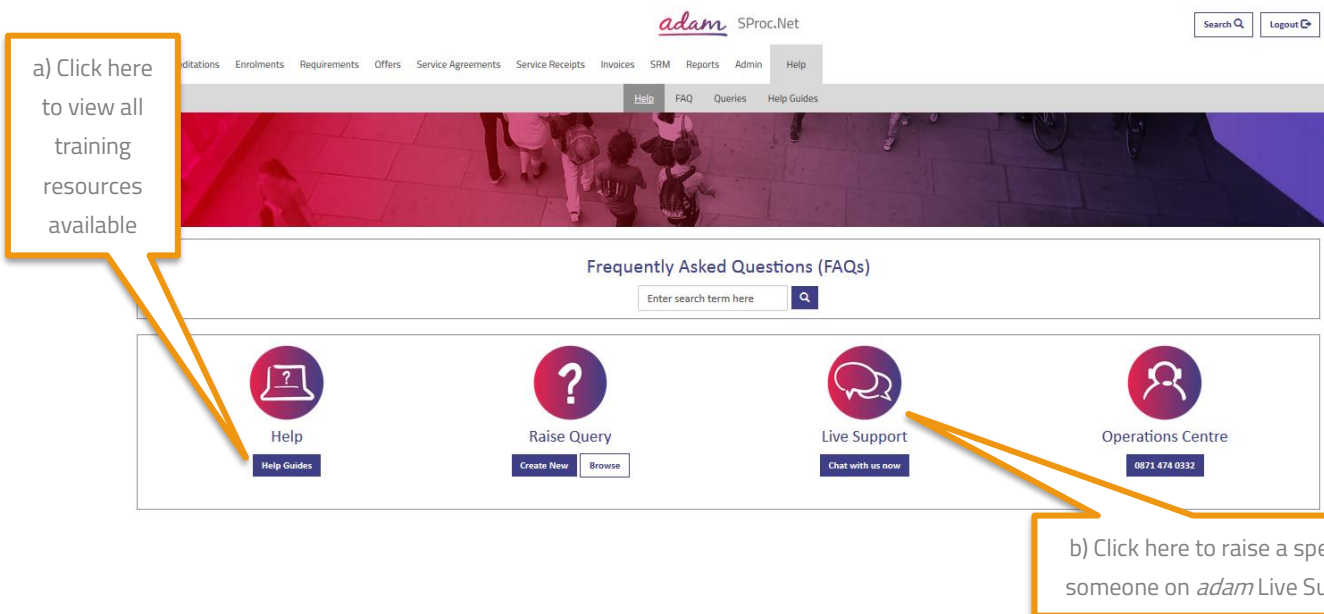
6. This process will trigger an email to this new user informing them of their new username and password:

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:



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



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

Help Guides

- Help Guides 1
- There are no Training Documents available

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:

Live Support

Chat with us now

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