adam

London Borough of Haringey

Care Homes

Accreditation & Enrolment User Guide

Contents

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'.

Supplier

Completes
Accreditation

Completes
Enrolment

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
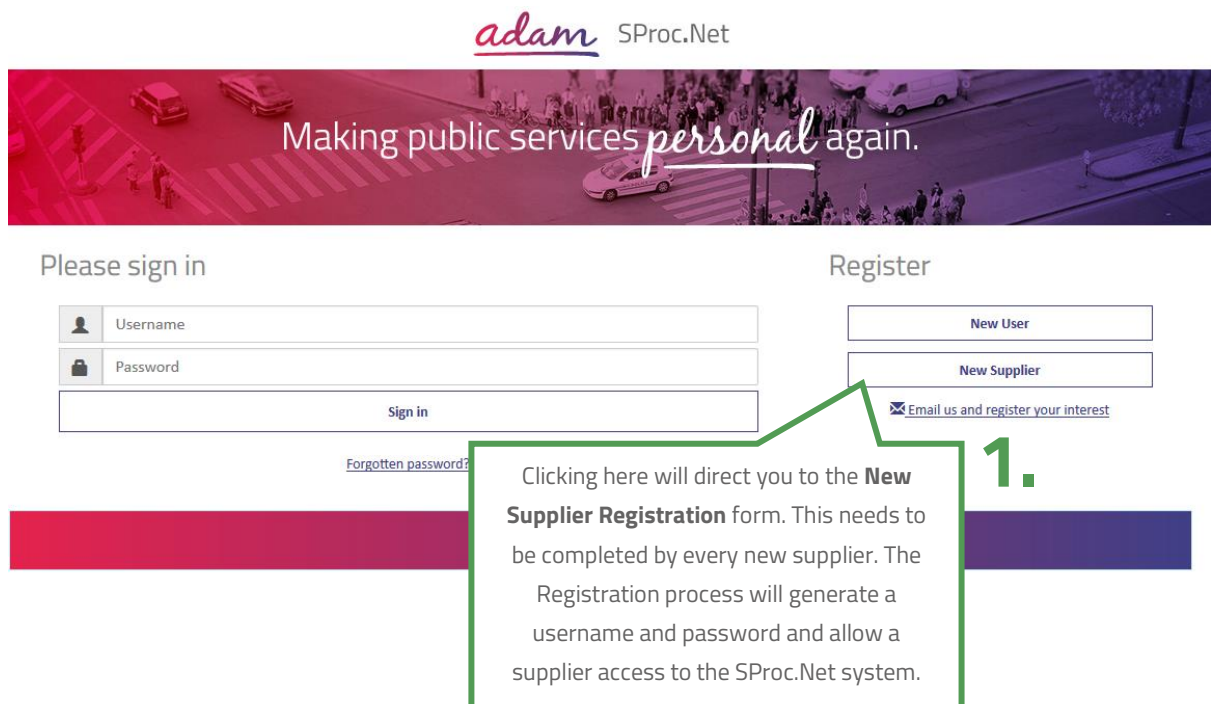➔ Create an Accreditation
➔ Create an Enrolment

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	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. As a supplier, you will sign up to the Service Categories you can deliver
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':

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

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? *	Yes
	(❓ VAT Registered?)
Business Tax/VAT #: *	
	(❓ Business Tax/VAT #)
How did you learn about Adam? *	

Input your business details as requested

1.

2.

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:	United Kingdom
Telephone Number: *	
	(❓ Telephone number)
Email Address: *	
	(❓ Email Address)
Fax Number:	

3.

Click '**Next**' to continue

Cancel   Next

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

5. This page is about creating a user profile. This first user will, 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 24):

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

6. Complete registration by clicking '**Finish**'

7. Clicking '**Finish**' will take you back to the SProc.Net login page and you will shortly receive an email containing a username and password:
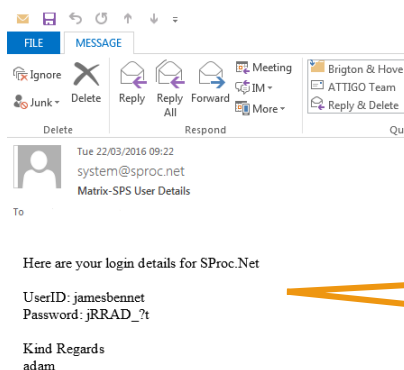
These details will allow access to the SProc.Net system.

8. From the SProc.Net login page, log in using the Username and Password provided. There will be an automatic prompt to change your password.

1. Enter your username

2. Enter your temporary password

3. Click '**Sign In**' to continue

9. 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

Click '**Reset Password**' to complete **2.**

Cancel   Reset Password

10. Login using the given username and new password and click '**Sign In**'

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

Click into the '**Accreditations**' tab on your toolbar

1.

2.

Click into the '**New**' action icon to start a new Accreditation

2.   Populate the required fields:

3.

The drop down tab will provide a list of all clients who procure services through SProc.Net.

Select '**London Borough of Haringey** '

Client: *   London Borough of Haringey

Category: *   Care Homes

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**'

4.

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

Navigate through by clicking '**Next**'

5.

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 be ticking the relevant boxes

Download File	I Agree To The Terms Of The Document	I Am Authorised To Agree
Download File	☑	☑

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?	
Company Information	2	What is the address of your registered office? Please enter N/A if not applicable	
Company Information	3	What is your registered website address? Please enter N/A if not applicable	
Company Information	4	What is your trading status?	▼

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

3.	Upload Optional Documents, if applicable

> Press the blue box to upload a document

— 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 file before submission.

Document Type	File Name		Issue Date	Issue Number	Expiry Date
Sub-contractor Information.		📄	📅		📅

Making public services *personal* again.

4. 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

☑

Cancel Submit

Click 'Submit' to continue

5. If you complete the Accreditation, SProc.Net will direct you straight onto the Enrolment process

6. Select the location you wish to enrol to:

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

Use the 🔍 icon to bring up the list of locations

+ Accreditation

Supplier Location: *   ⊗ 🔍

Cancel Next

+ Advanced Search

Select the correct location you wish to enrol

Find Cancel

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

Showing all items. Cancel

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*

Cancel Next

7. 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.	▼

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.					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.					If you have responded 'Yes' to Q1, please upload your completed European Single Procurement Document.
Health and Safety Policy.					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

	Service Category ⌃	Supply Category	Display
☑	Nursing	Care Homes (Residential Care And Nursing)	☑
☐	Nursing Dementia	Care Homes (Residential Care And Nursing)	☑
☐	Nursing Dementia Mental Health	Care Homes (Residential Care And Nursing)	☑
☐	Nursing Dementia Mental Health Respite	Care Homes (Residential Care And Nursing)	☑

Find   Add   Add All   Done

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 *

Save

Cancel   Finish

Click 'Finish' to continue

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

Click '**Submit**' to complete

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

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

Click into your '**Enrolments**' link

Click into your '**Pending**' link

Click the Enrolment you wish to re-start

2. The draft progress will show which sections are incomplete

When you have completed a section, it is marked with a green tick
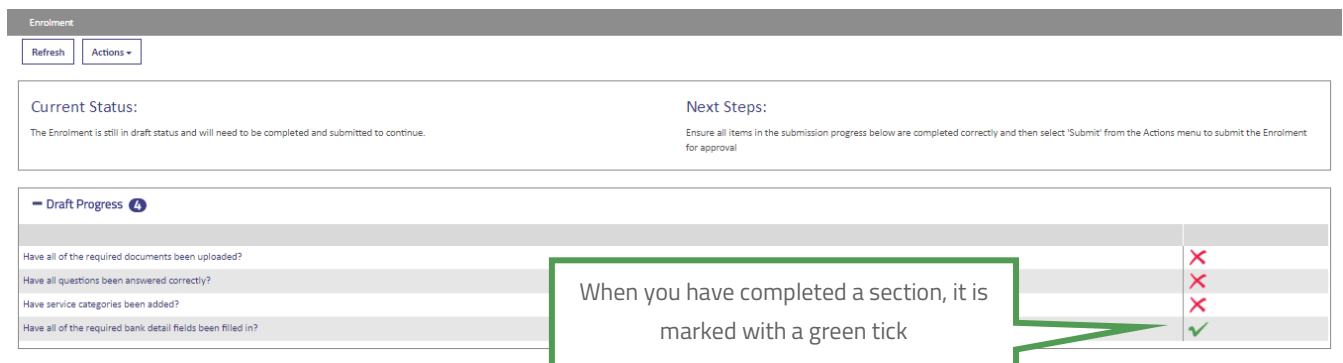
3. From the Enrolment summary page, to edit the information click into the 'Actions' icon:

Click '**Actions**', '**Edit**'

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

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**':

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

Click '**Actions**', '**Submit**'

Current [Status:]

The Enrolme [...] 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

Enrolment / Submit Enrolment   Step 1 of 1

＋ Enrolment

To complete your Enrolment please click the Submit button below

Cancel   Submit

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

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

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
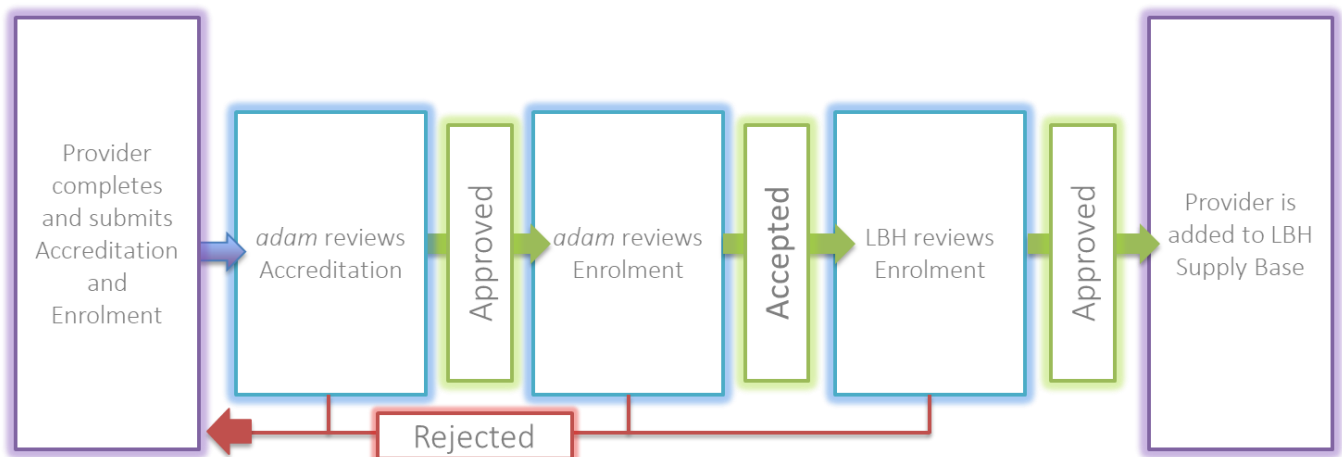
Email Notifications

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:
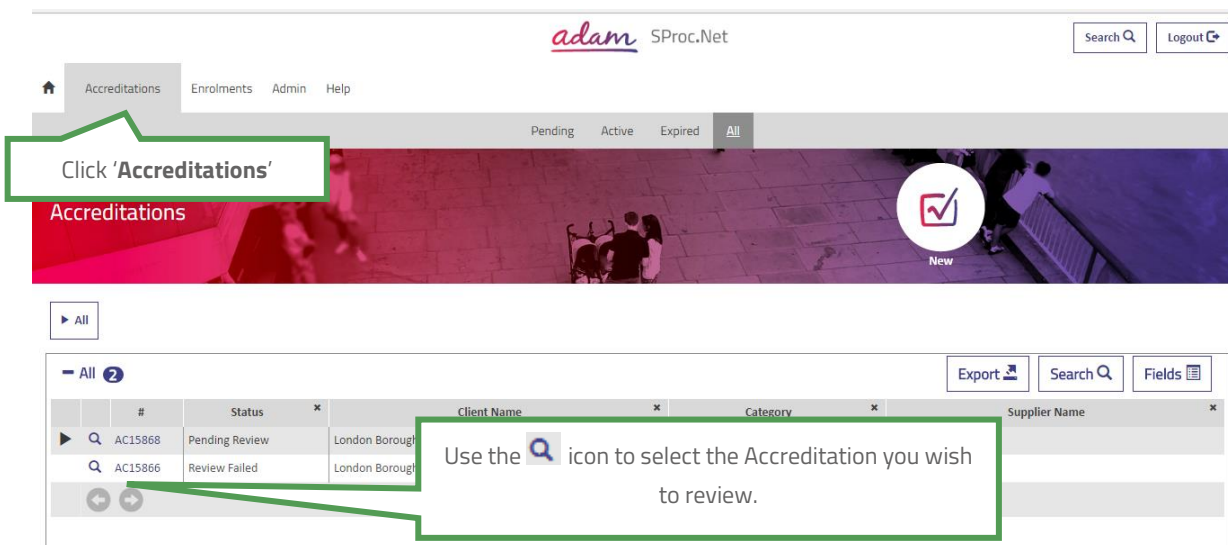
Resubmitting a Failed or Rejected Accreditation or Enrolment

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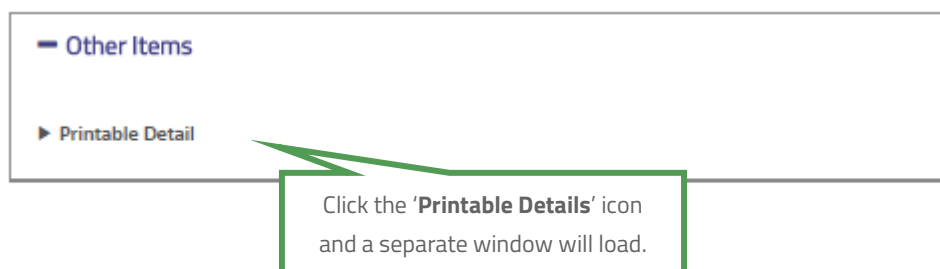
1. If your Accreditation is failed, from your homepage:

Click '**Accreditations**'

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

2. This will show you the Accreditation summary page:

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:

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

4. From the Accreditation summary page:

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		

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			
Employer's Liability Insurance	Training Document.docx	03/0	16/1

Using the upload icon, upload the revised documentation.

Cancel | Submit

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.
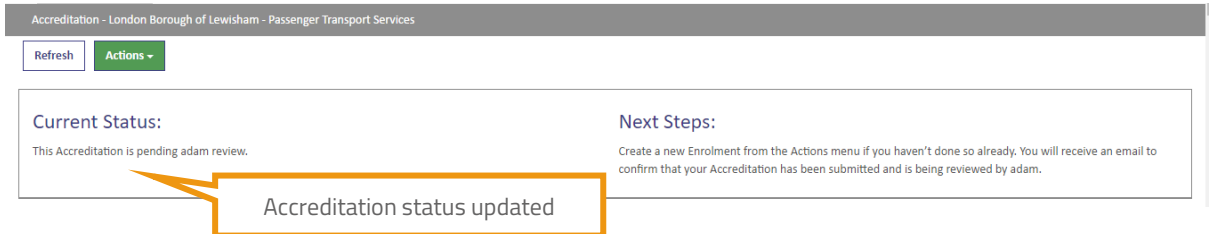
Click a tick into the box

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

☐

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 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.
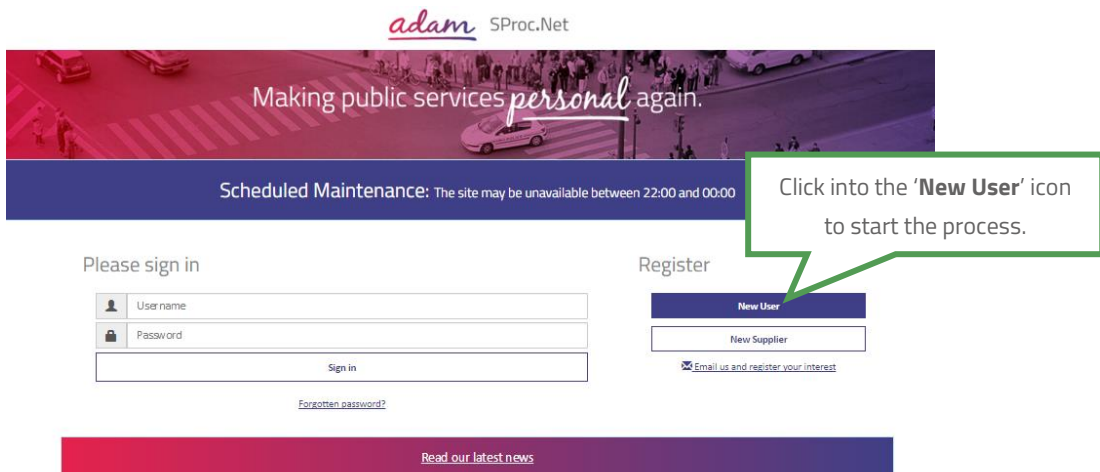
There are two ways a new user can be added:

a) New user can request to join (user will input their own information and Administrator will approve)

b) 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:

1. Select '**New User**' from the login page:

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

---

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

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

4. View the user's details

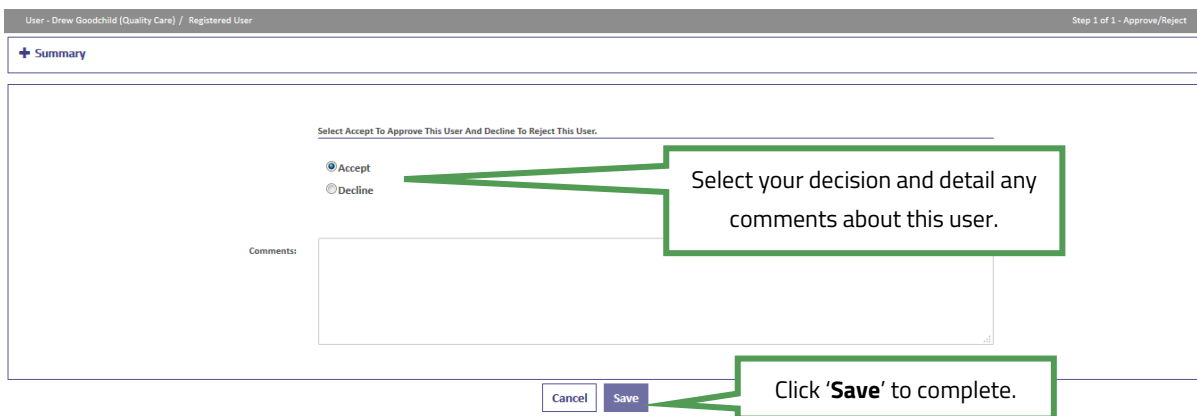Review their details and select their account settings:

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

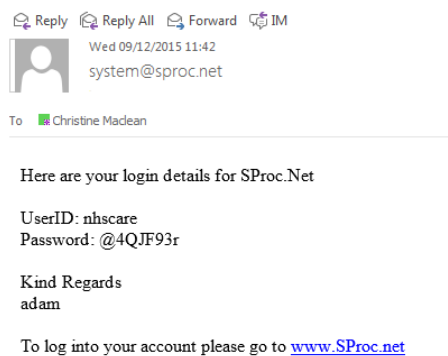| Role Name	Access	Example
Supplier Administrators	Access to view & approve all process steps	Supply branch manager
Supplier Executives	Access to view & approve all process steps within a defined service area	Head of service with supply branch
Supplier Finance	Access to view supplier bills and invoices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

Click '**Actions**' and then
'Approve/Reject'

6.   Accept or decline the new user application:

Select your decision and detail any
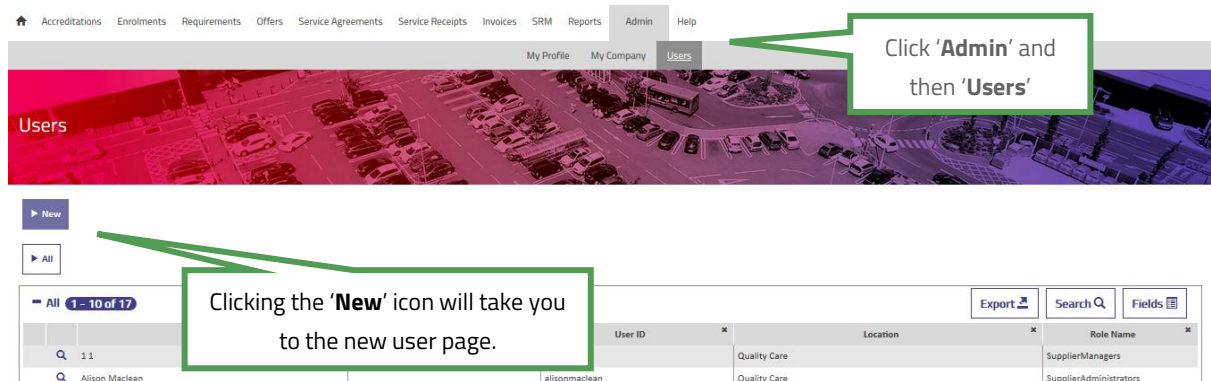comments about this user.

Click '**Save**' to complete.

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

Here are your login details for SProc.Net

UserID: nhscare
Password: @4QJF93r

Kind Regards
adam

To log into your account please go to www.SProc.net

New User Creation – By System Administrator

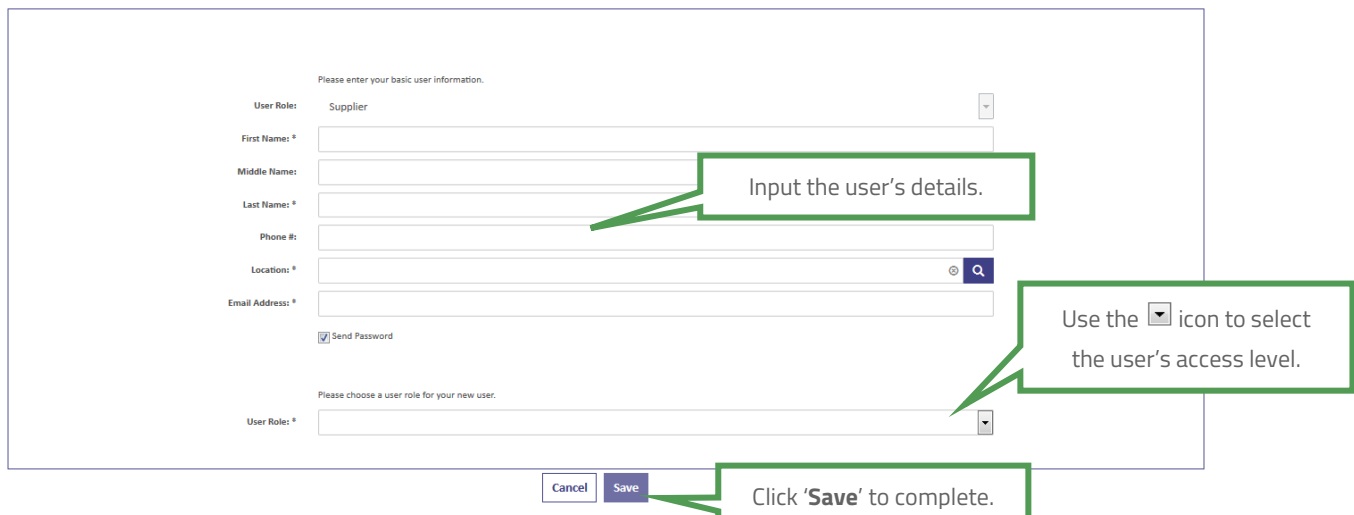Alternatively, you as the Administrator can create and add new users to your system:

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

Click '**Admin**' and then '**Users**'

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

5. Complete the user's details and role:

Input the user's details.

Use the icon to select the user's access level.
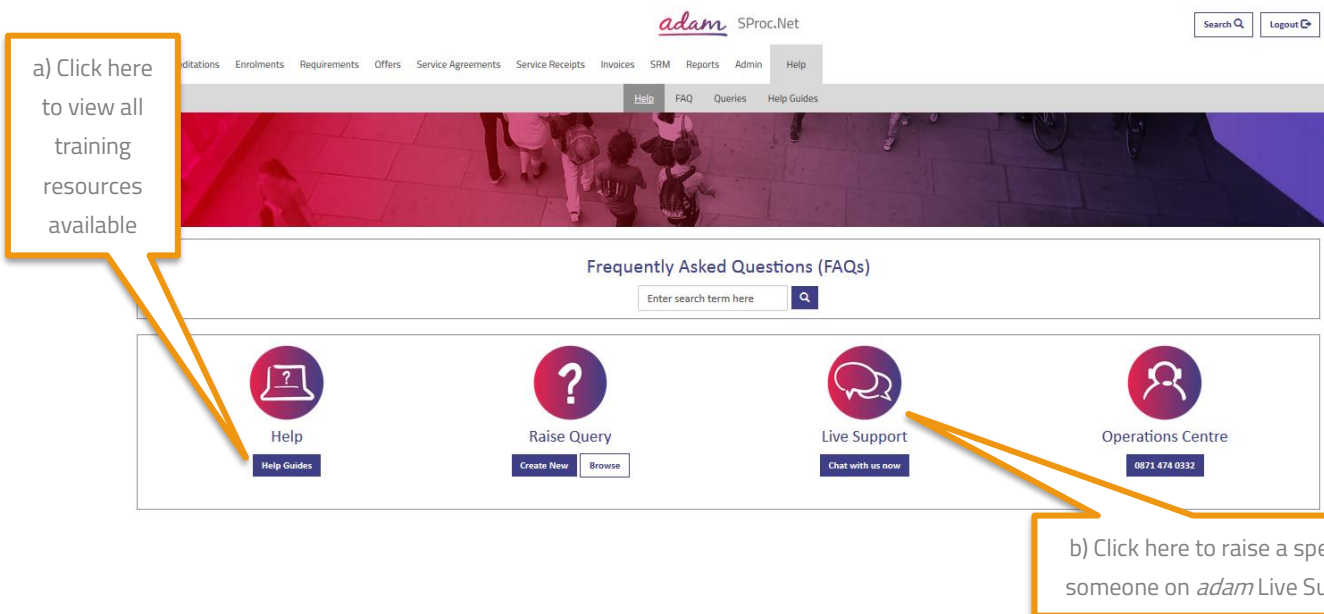
Click '**Save**' to complete.

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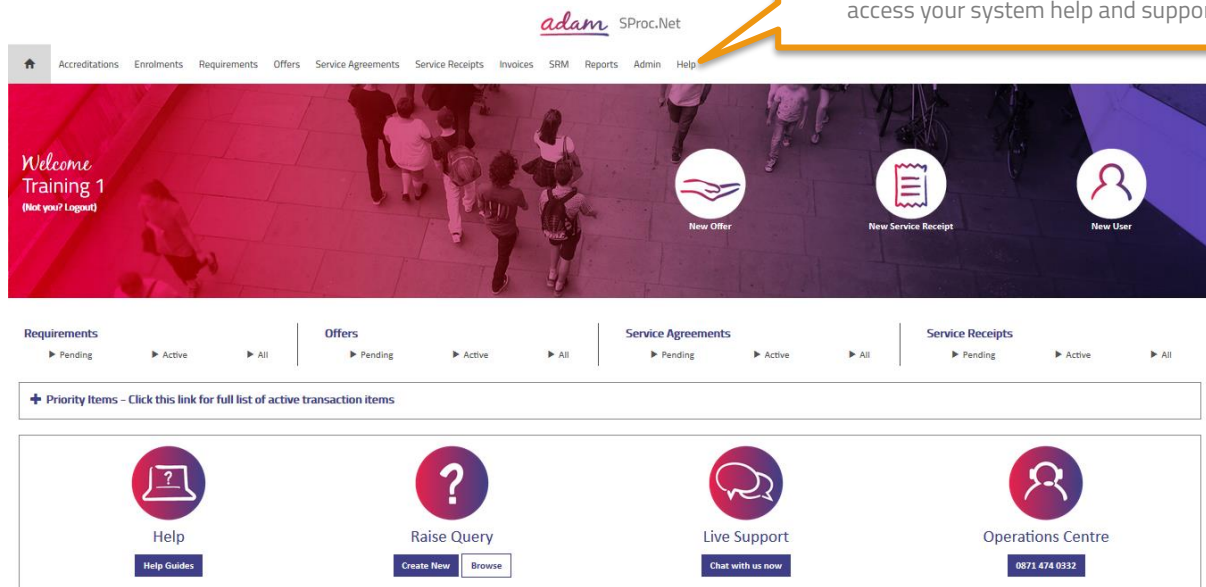
You will be taken to our Help Library where you have several different ways of finding the answer to any questions you may have:

> 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