

# Care & Support

## North Ayrshire

*My Life. My Care. My Support.*



**ADMIN USER GUIDE**

# Provider Registration

## Step One

Welcome to Carena,  
[www.carena.org.uk](http://www.carena.org.uk)

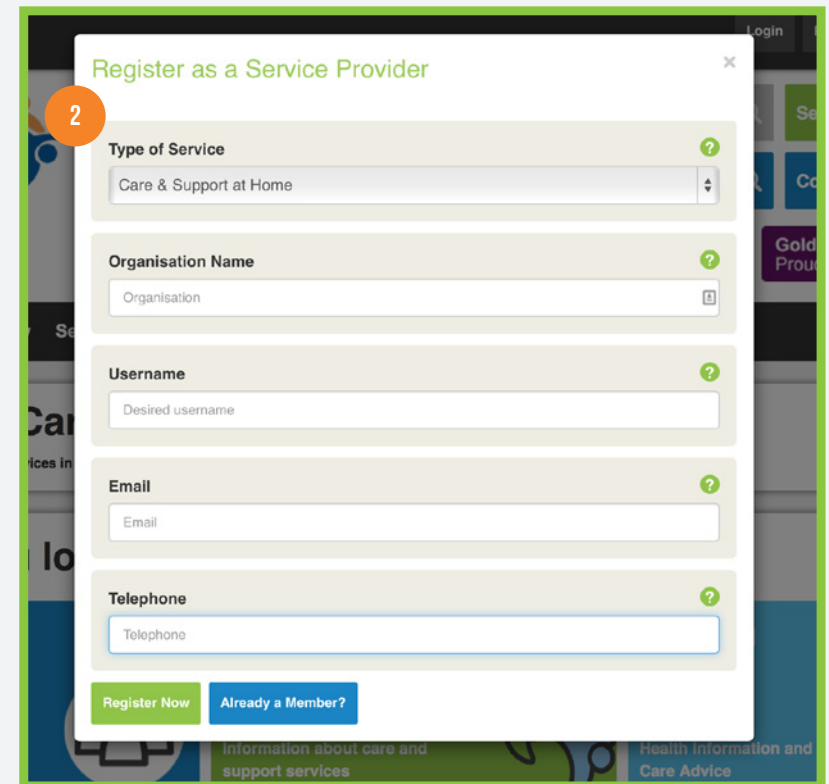
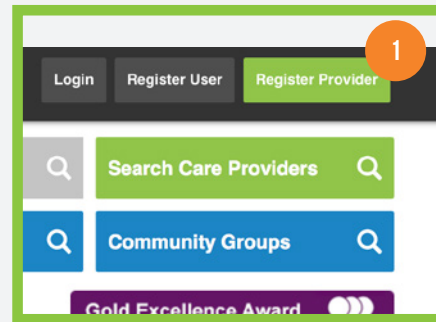
If you provide a service or run a group or organisation that provides a service, operates in or is open to people in North Ayrshire then you can register with Carena now (fig1).

Tip: When registering if you are an organisation keep your username and password generic e.g. admin@xxx.xxx.uk

### To Register

#### Step 1

On the Home page [www.carena.org.uk](http://www.carena.org.uk) click on Register Profile (top right hand of the screen). Complete the information box and click on 'Register Now' (fig2).

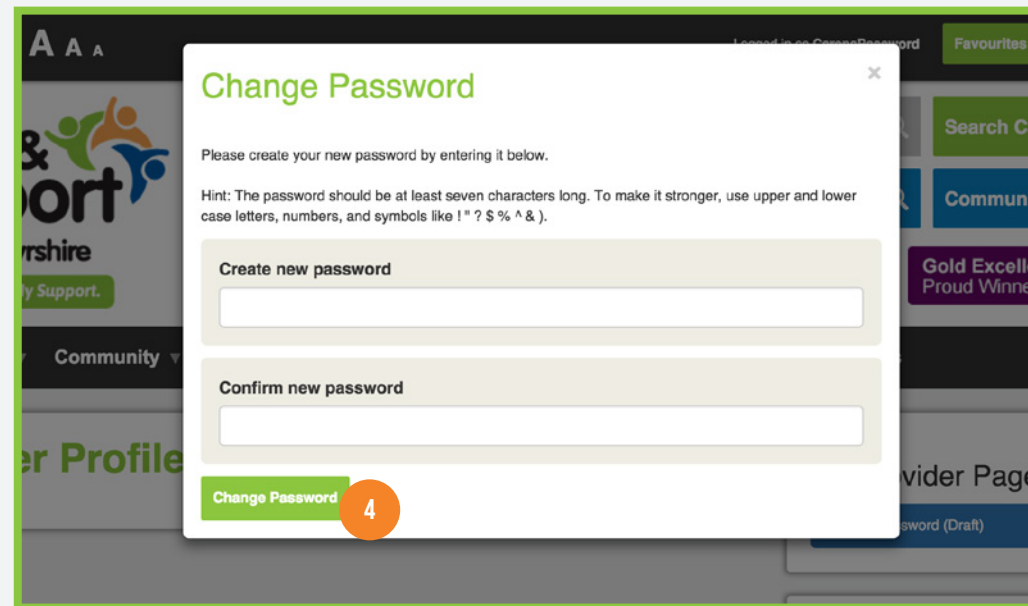
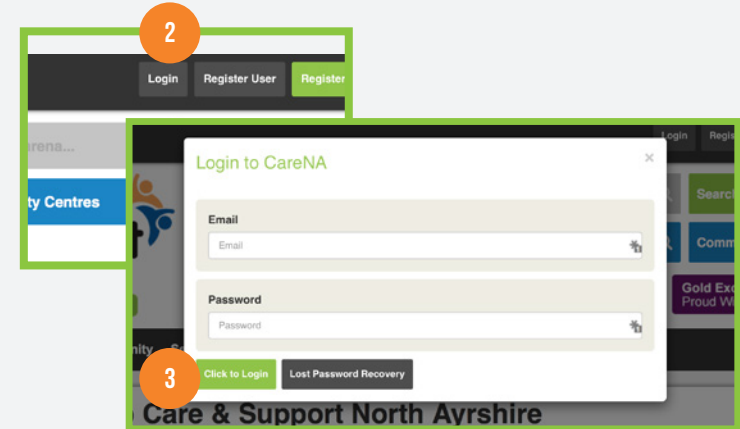
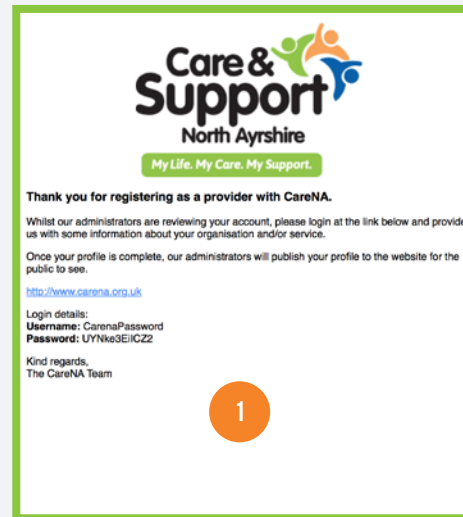


# Provider Registration Step Two

You will be sent email confirmation that you have registered and an automatically generated temporary password (which we suggest you cut and paste, see below) (fig1).

Click on the link on the email or on the Login Box on the Home Page (fig2). Fill in your username and paste the password (fig 3). At this stage you have the opportunity to change your password, to something you will remember.

You are now ready to produce an information profile of your group or service.



## Step Two Cont.

Once you have completed the information boxes make sure you click on the 'Save to Draft or 'Submit for Publishing' button (fig 5).

If the profile is incomplete save your information in draft which you can return to later, as many times as you wish. When returning log in and click on 'My Profile Pages' (fig 6).

Tip: You may find it really useful to store a copy of your profile information in a Word Document, which you can use to 'cut and paste' any changes, updates and amendments later.

For multiple provider pages (if you have more than one type of group/project or different sections of your organisation) click on the 'Add New' (fig 7) to add your additional profile/s.

Once you are satisfied with your profile, click on 'Submit for Publishing'. The Carena Team will then proof read the information on your behalf and publish it online for public access.

Tip: Schedule review dates in your diary to ensure your information is kept up to date and relevant.

\*\*\*Don't forget you can post your own News and Events to Carena, using the relevant submission boxes on the Home Page, which we will then publish and help promote and often also publish on the Care & Support Facebook Page ([www.facebook.com/careandsupportNA](http://www.facebook.com/careandsupportNA)).

Tip: Include your website address in your News and/or Events submissions if you would like people to follow your links.

If you need assistance email us at [info@carena.org.uk](mailto:info@carena.org.uk)

Tip: when completing the 'Overview' section it is important to add in 'key words' to help people searching the site to find your services e.g. if you are a walking or cycling group make sure you include key words such as exercise, outdoors, socialise, company and healthy.

Tip: you can add 'Hyperlinks' directly to your own website, Facebook page, Twitter feed and to any video or leaflets you would like to include. Add your postcode to the map finder section together with your logo and a gallery of up to 6 pictures.

The screenshot displays the 'Provider Profile' form on the Care & Support North Ayrshire website. The form includes fields for 'Title' (containing 'BBD'), 'Service Type' (set to 'Care & Support at Home'), and 'Provider Services' (with checkboxes for various services like 'Advocacy & Advice', 'Alcohol and Drug Partnership', etc.). Below the form are 'Opening Days' checkboxes for the week. A callout box labeled '5' highlights the 'Submit for Publishing' and 'Save Draft' buttons. Another callout box labeled '7' points to the 'Add New' button. On the right side, the 'My Provider Pages' section shows two 'BBD (Pending)' entries, with a callout box labeled '6' pointing to one of them. The bottom navigation bar includes links for 'Care Opinion', 'Contact Us', 'Sitemap', and 'Web C'.

# Got a question?

Our team are on hand to assist, please contact us from our online contact form:

<http://www.carena.org.uk/contact-us/>