Partners in improving local health

North of England Commissioning Support

Capacity Tracker

How to Register for the Capacity Tracker

Version 4.0
12 July 2022

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Document Revision History

Version Number	Date	Author Title	Status	Comment/Reason for Issue/Approving Body
1.0	24.06.2021	Heather Hayton/ Hannah Hope / Stuart Flanagan	Final	
2.0	02.11.2021	Heather Hayton/Stuart Flanagan	Final	Changes to login screen
3.0	10.06.2022	Eve Maloney/ Heather Hayton	Final	
4.0	12.07.2022	Jonathan Armstrong	Final	

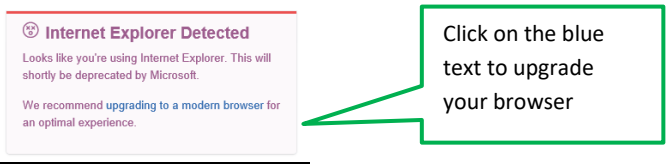
Capacity Tracker User Guide

System Requirements

The preferred browser is **Google Chrome;** below is a list of all supported browsers:

- **Desktop**: Chrome, Edge, Firefox, Safari
- **Mobile:** Chrome,(iOS/Android), Safari (IOS)

Those users who log in using **Internet Explorer (IE)** will now receive a message each time they log in to the Capacity Tracker (see screenshot).



You can easily check and update which browser you are using at https://updatemybrowser.org/

Please note: Using an older version of Internet Explorer will result in a degraded and non-optimal experience.

You can check which browser and version you're using at https://updatemybrowser.org/

User Types

When registering, users can choose either Standard or Approver permission access. Approvers have management rights over other users within their organisation. E.g.: An Approver for Location 1 can approve other users who register from Location 1 and also reset their passwords. They are also responsible for the removal of users who no longer should have access or who have left their organisation. Approvers should apply due diligence when reviewing applications for access to the Tracker e.g.

- Is the applicant a current member of your organisation?
- Is their email address correct (i.e., is it aligned to your organisation, no typing mistakes, no personal email addresses)?
- Have they applied for the correct level of access (Approver/Standard)?
- Users who have left the organisation should have their access de-activated. Approvers can deactivate Standard Access users via the Accounts> Manage Users page. However, Approvers cannot deactivate another Approver. To do this send the details of leavers to necsu.capacitytracker@nhs.net for deactivation.

Generic Accounts

Generic Accounts are intended for sharing between multiple users. These accounts show a disclaimer every time the user logs in. Organisations who request a generic account should be aware that auditing of activity by that account will not be able to determine which user in the organisation logged in under that generic account (by definition, it's generic). In the event of any queries about historical data changes made by that [generic] account holder, audits will therefore be limited.

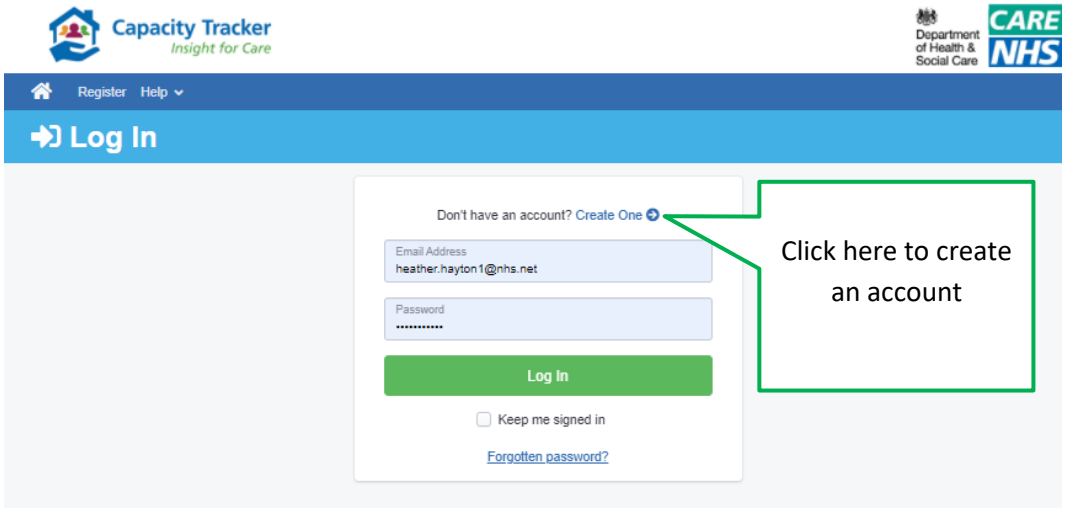
Provider Types:

Registering a New User Account

a. Applications for a new user account should be made via https://capacitytracker.com/register

b. You can use a PC/Mac and mobile devices (iPad, tablet or smartphone) with internet access to use the system. Supported browsers are Google Chrome, Mozilla Firefox or on Windows and Safari on iOS.

c. Click on the following link to register https://capacitytracker.com/register and select Register NOW.



d. Complete the form accurately and in full, as the details will be forwarded for approval to someone in the organisation you are applying to.

Note: Providers/Organisations should have at least **one User with 'Approver' permissions**

2. Selecting 'Provider Type'

Please go to the **relevant section** (listed below) within this guide that is **pertinent to the organisation you work** for,

Section 1 – Care Homes, Substance Misuse, Hospice, Community and Homecare only

Section 2 – SUB ICBs, Local Authorities, LRF, NHSE, DHSC, PHE colleagues only

Section 3 - GPs

Section 4 – Acute Hospitals

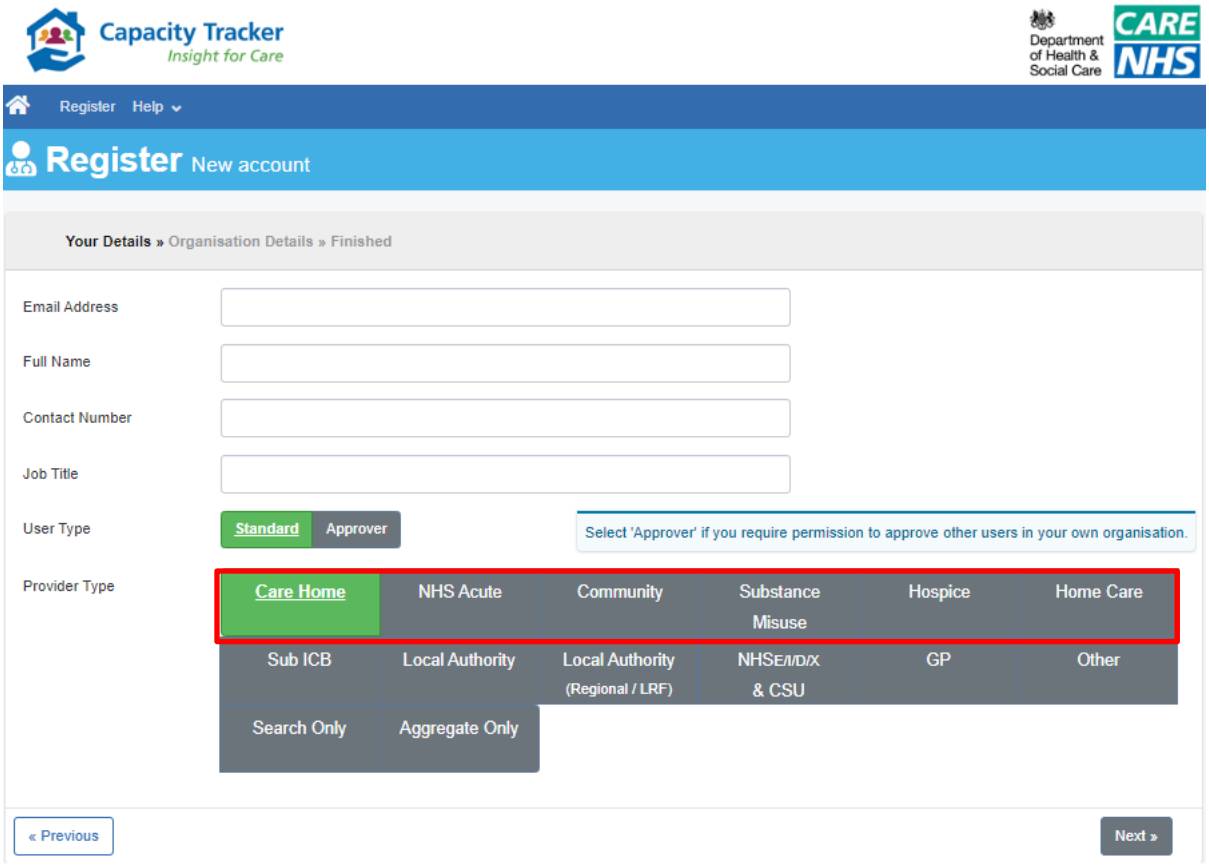
Section 5 – Aggregate User

Section 1 – Care Homes, Substance Misuse, Hospice, Community and Homecare

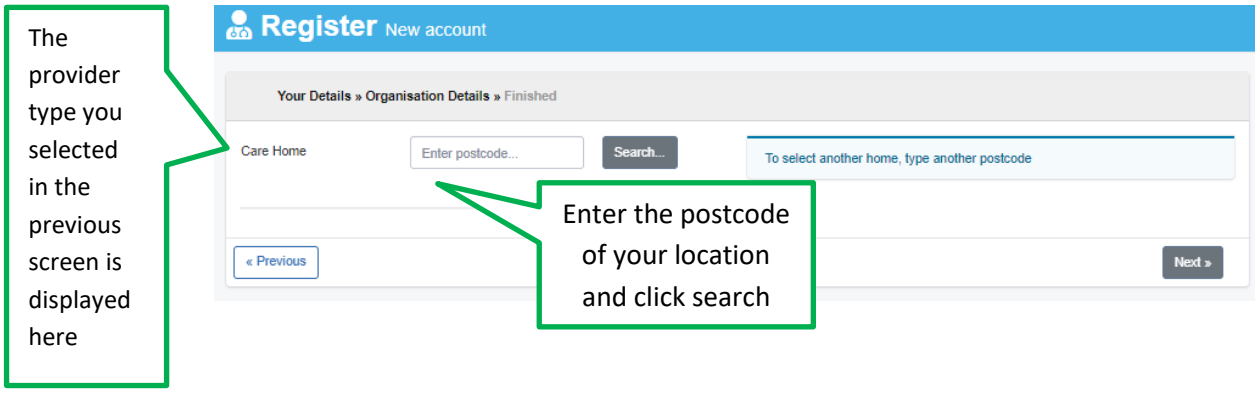
a. For Provider type, select the organisation you work for e.g.

If you work for a care home, select **Care Home**, if you work for a hospice, select **Hospice etc.**

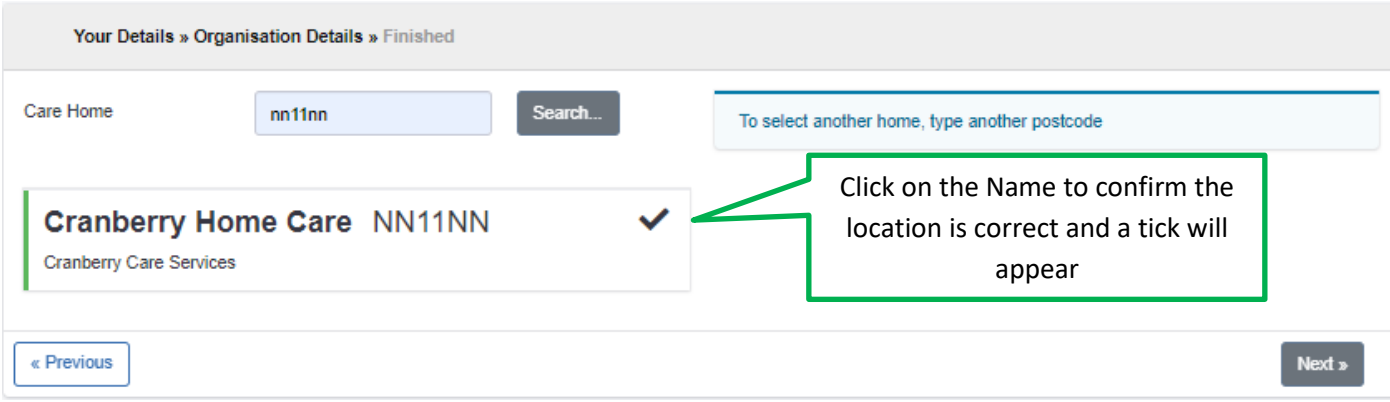
NOTE: If your organisation type is not listed please call the Support Centre Telephone: 0191 691 3729 or email Capacity Tracker Team via the following email address for advice: necsu.capacitytracker@nhs.net

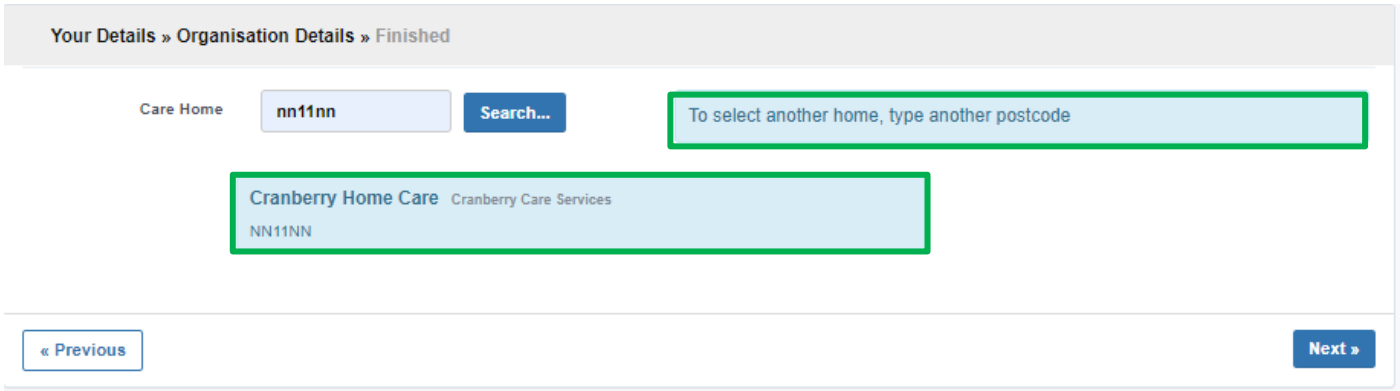


b. Enter the postcode of your organisations' location.



c. Click in the blue box that displays your location name



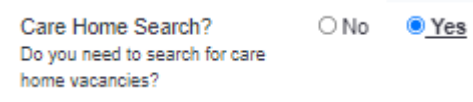


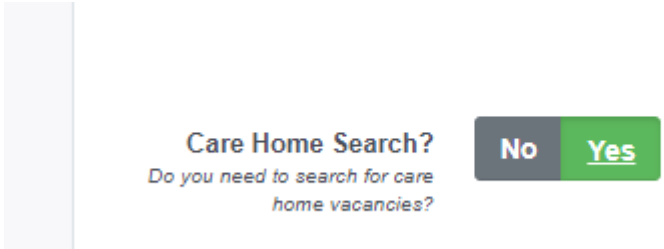
d. The box will turn green and display a green tick. Click Next unless you wish to add more locations to your account.

e. If you require access to more than one location, return to the search box and type in another postcode and follow the same process until you have added all the locations you require access to.

f. If you are a Community, Substance Misuse provider or Hospice and require the ability to search for Care Home vacancies ensure you select 'Yes' in the Care Home Search box shown below.

g.





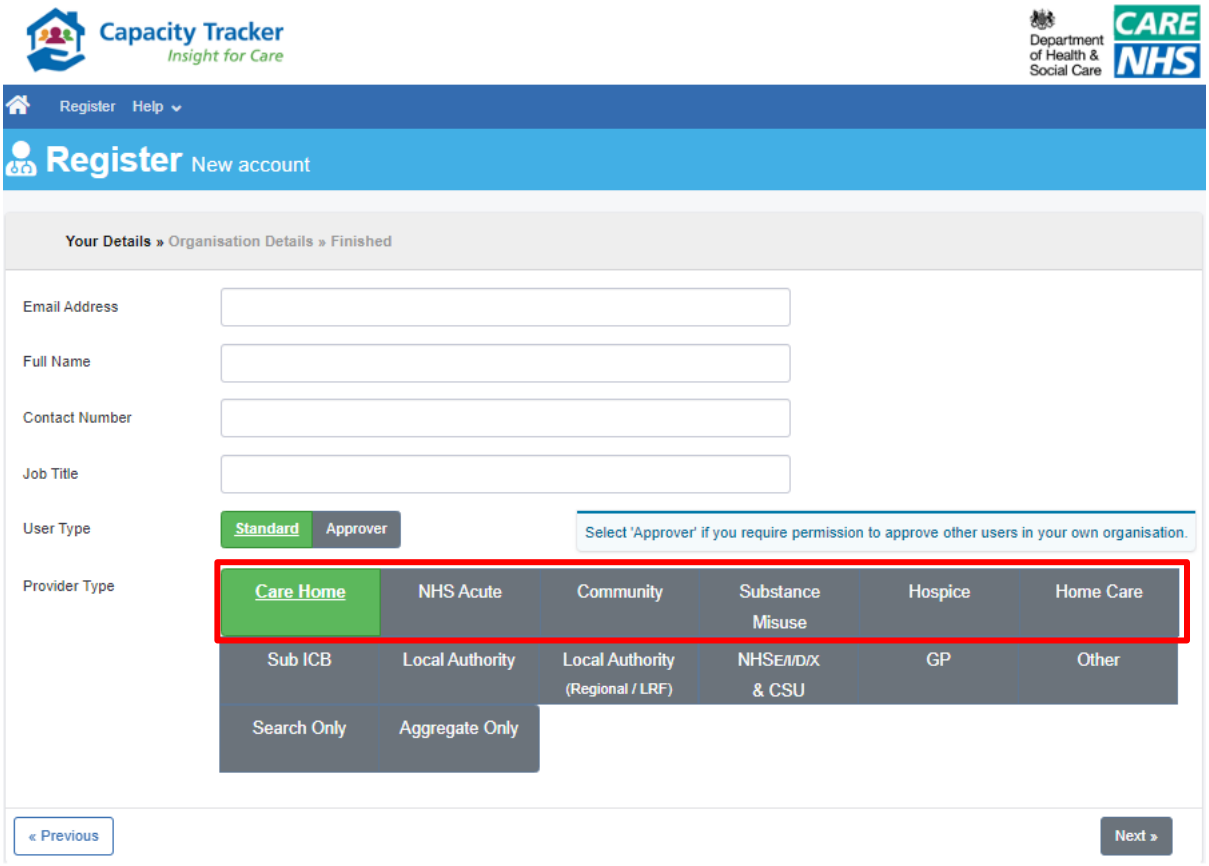
h. When you have finished click 'Next'

i. Now go to Completing your Registration (All Users) section of this guide

Section 2 – SUB ICBs, Local Authorities, NHSE, DHSC, PHE, CSU colleagues

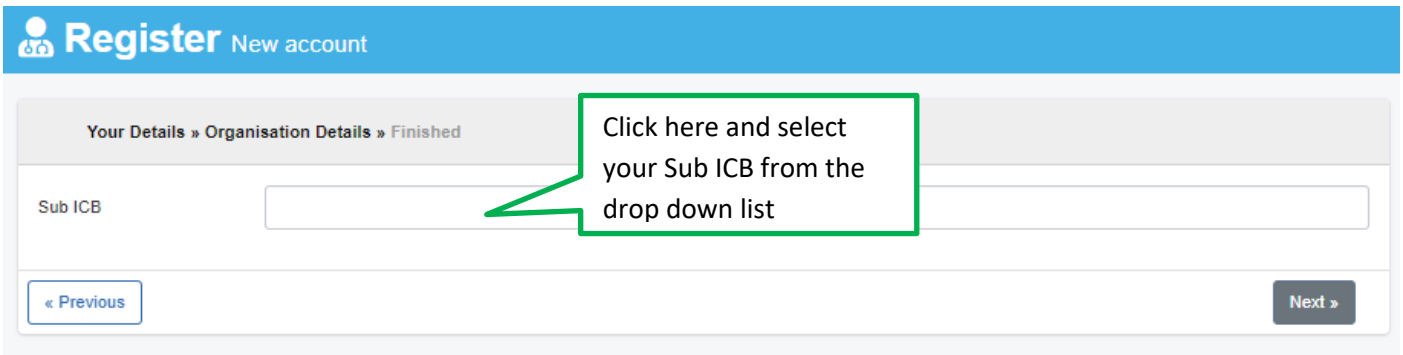
a. For Provider type, select the organisation you work for e.g. Local Authority, Sub ICB, Local Authority (Regional/LRF) or NHSE/I/D/X and CSU

NOTE: If your organisation type is not listed please call the Support Centre Telephone: 0191 6913729 or email the Capacity Tracker Team via the following email address for advice: necsu.capacitytracker@nhs.net

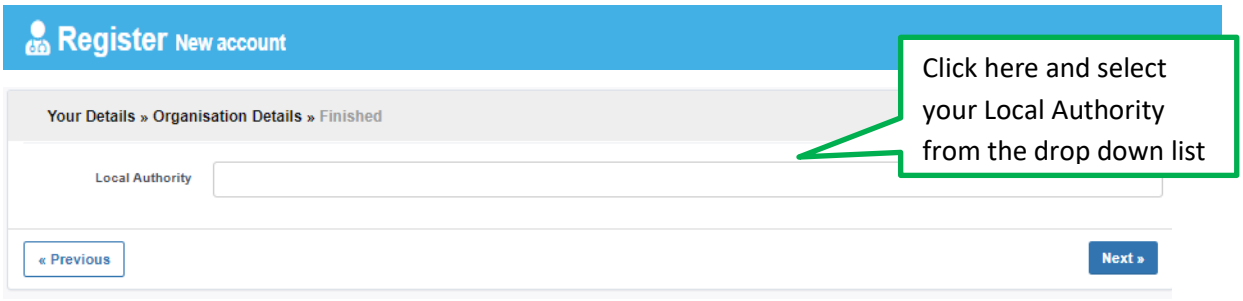


b. Click next – Depending on your Organisation type you will see one of the following screens.

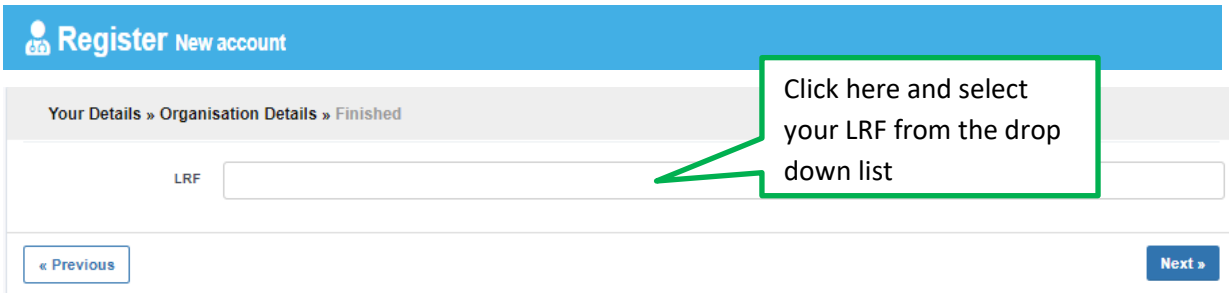
SUB ICBs



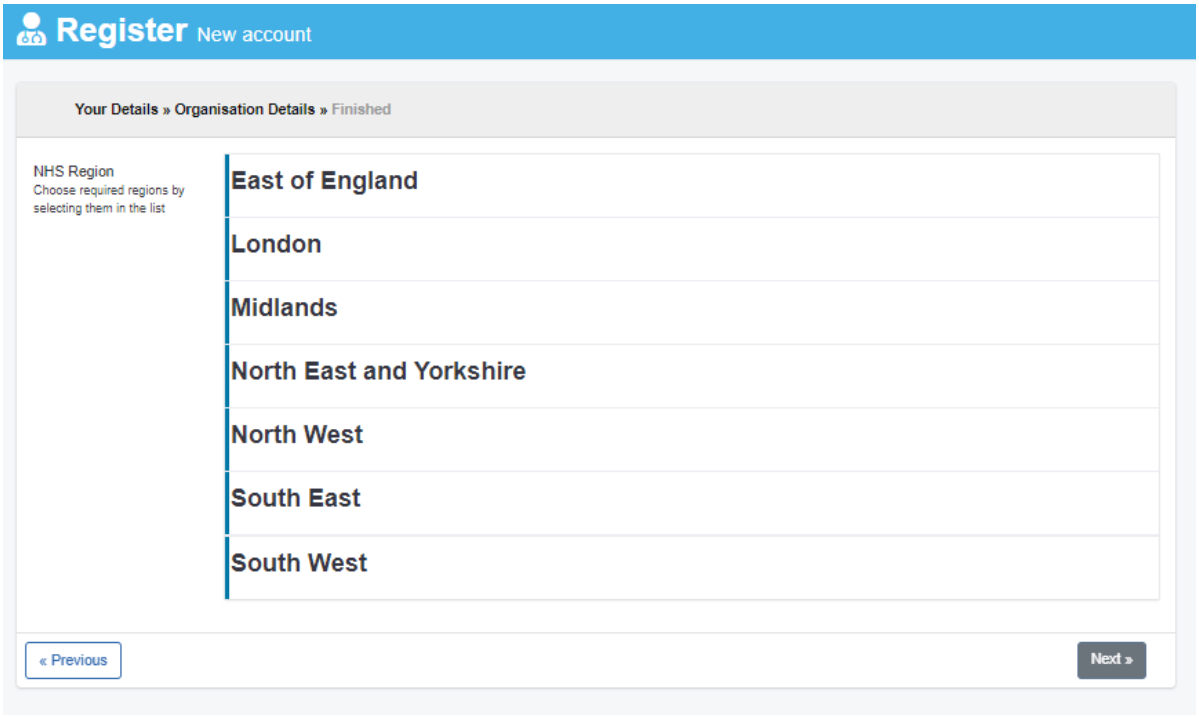
Local Authorities



Local Resilience Forums (LRF)



NHSE/I/D/X/DHSC/CSU/PHE



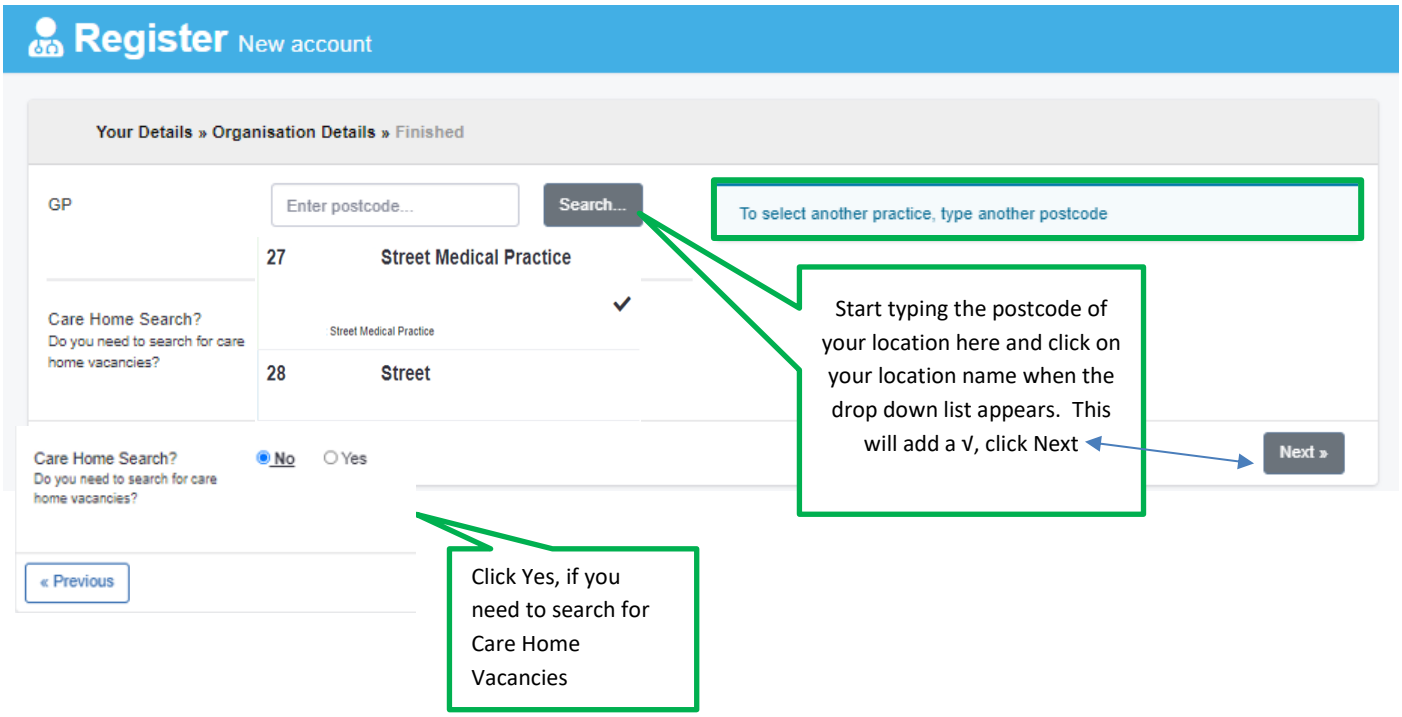
c. When you have finished click 'Next'

d. Now go to Completing your Registration (All Users) section of this guide

Section 3 - GPs

a. For Provider type, select 'GP'

NOTE: If your organisation type is not listed please call the Support Centre, Telephone: 0191 6913729 or email Capacity Tracker Team via the following email address for advice: necsu.capacitytracker@nhs.net



b. If you require access to more than one location type in another postcode in the search field and follow the same process.

c. If you require the ability to search for care home vacancies ensure you select 'Yes' the Care Home Search box.

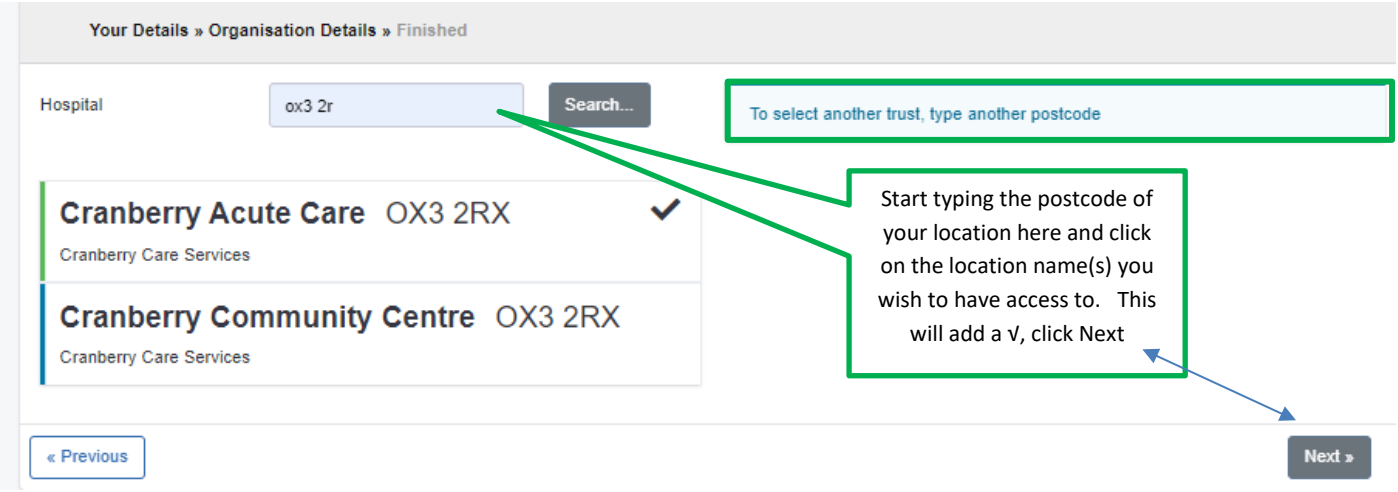
d. When you have finished click 'Next'.

e. Now go to Completing your Registration (All Users) section of this guide.

Section 4 – Acute Hospitals

a. For Provider type, select Acute

NOTE: If your organisation type is not listed please call the Support Centre, Telephone: 0191 6913729 or email the Capacity Tracker Team via the following email address for advice: necsu.capacitytracker@nhs.net



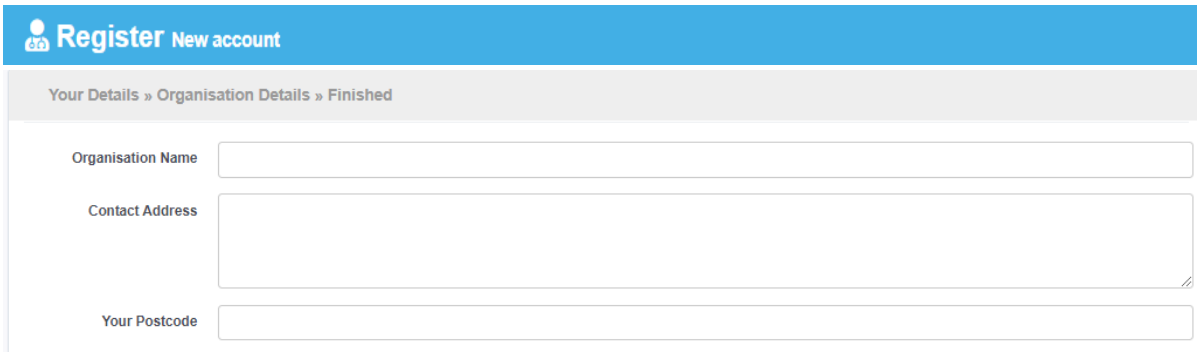
b. If you require access to more than one Trust, type in another postcode in the search field and follow the same process.

c. When you have finished click 'Next'

d. Now go to Completing your Registration (All Users) section of this guide

Section 5 Aggregate User (Care England, National Care Association, Independent Care Associations)

a. For your provider type select 'Aggregate User'.



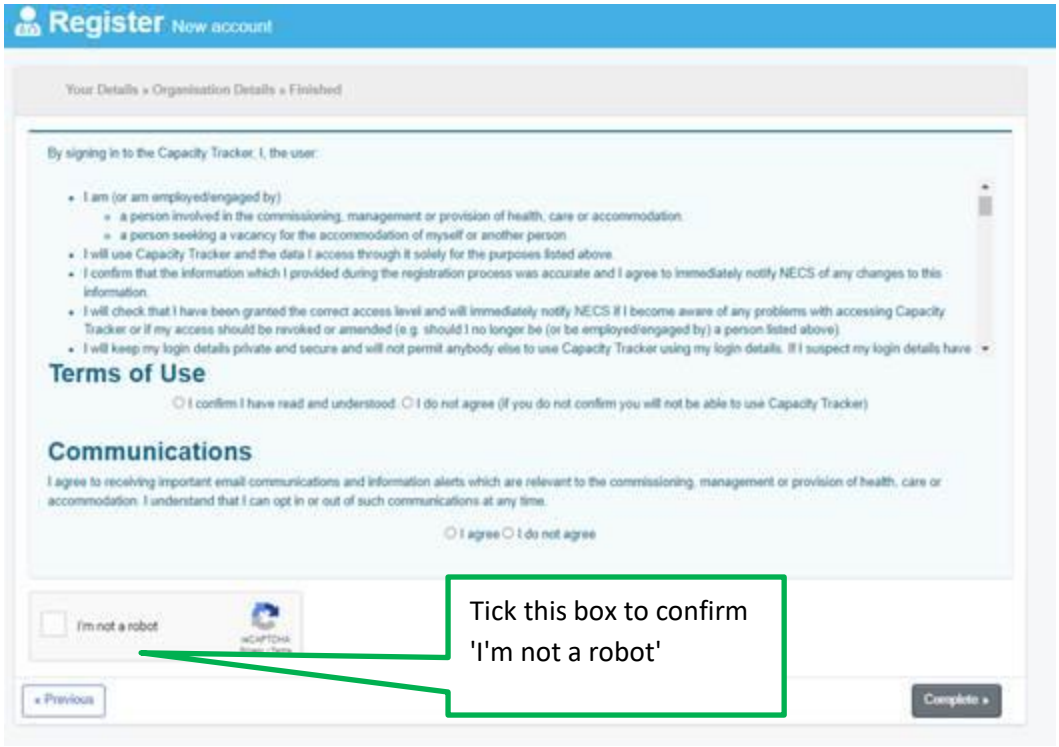
b. Type in your organisation Name
c. Type in your contact Address
d. Followed by your postcode
e. Now go to Completing your Registration (All Users) section of this guide

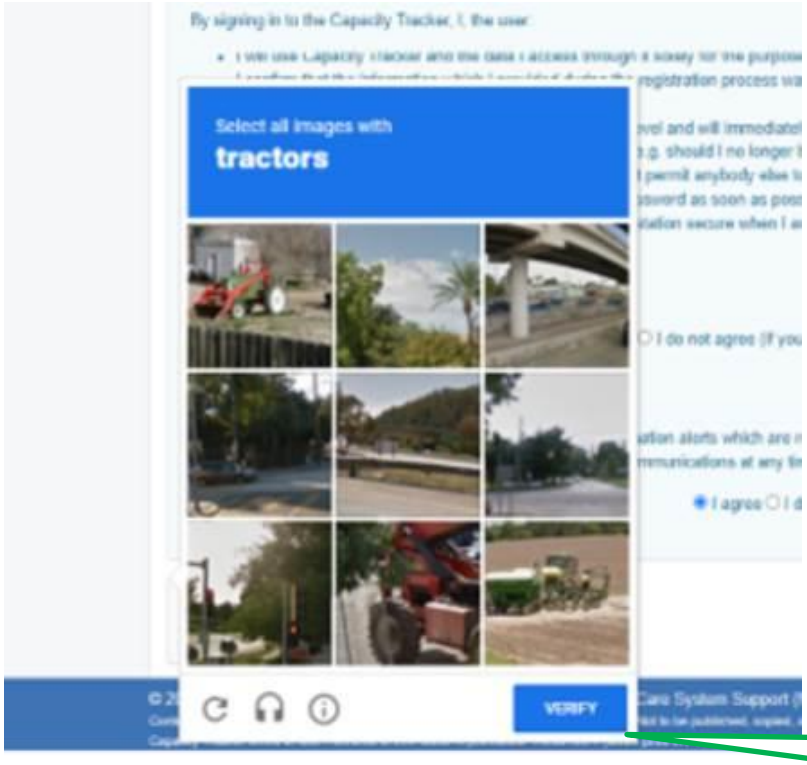
Completing your registration – All Users

a. To complete your registration read the Disclaimer presented in the screen below, check the Terms of Use and Communications boxes as appropriate

b. Tick the box to confirm 'I'm not a robot' (this may prompt a 'picture captcha' to appear. You will need to complete the picture captcha and then click 'Verify')

c. Click complete





d. The application will be directed to the appropriate approver for review and will normally be assessed within a 48-hour period.

e. Once approved, the system will email you your login details including a password that must be changed on first use to something more memorable. Your password must comply with NHS policy on password strength, which will be advised on the change password screen.

f. Passwords require changing every 365 days – a reminder will be emailed to you.

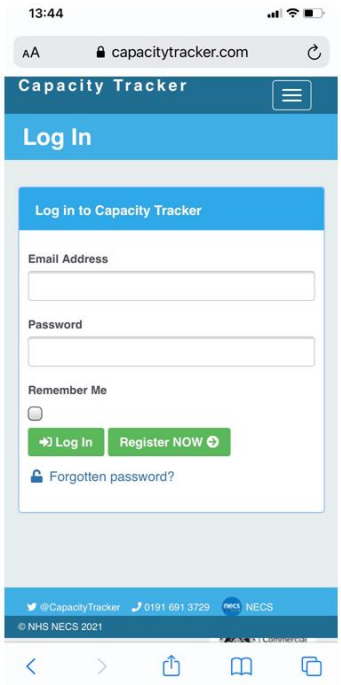
g. Add the Capacity Tracker email address to your safe senders list and chose your version of Microsoft Office so alerts do not drop into your junk email – see link for advice:

https://support.office.com/en-us/article/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce

h. Our sending address is capacity.tracker@notifications.service.gov.uk

i. For larger organisations with managed IT policies, ask IT to add the tracker address to your Trusted Sites list https://capacitytracker.com/?ReturnUrl=%2Fhome

REMEMBER: You can register via any internet connected device including i-Pads/tablets and smartphones – so updates can be made whilst on the go. Search for https://capacitytracker.com/home



For further information or to request a demonstration please contact us
Telephone: 0191 6913729
Email: Necsu.capacitytracker@nhs.net
Internet: Capacitytracker.com
Twitter: @CapacityTracker
Facebook: @NHSCapacityTracker