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North of England  
Commissioning Support

## Capacity Tracker

# How to Register for the Capacity Tracker

Version 4.0  
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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](mailto: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:

Provider Type	Care Home	NHS Acute	Community	Substance Misuse	Hospice
	Home Care / Dom Care	CCG	Local Authority	Local Authority (Regional / LRF)	NHSE/NDX & CSU
	GP	Other	Search Only	Aggregate Only	

## Registering a New User Account

- Applications for a new user account should be made via <https://capacitytracker.com/register>
- 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.
- Click on the following link to register <https://capacitytracker.com/register> and select Register NOW.

Capacity Tracker  
Insight for Care

Department of Health & Social Care  
NHS

Register Help

Log In

Don't have an account? [Create One](#)

Email Address  
heather.hayton1@nhs.net

Password  
\*\*\*\*\*

Log In

☐ Keep me signed in

[Forgotten password?](#)

Click here to create an account

- 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

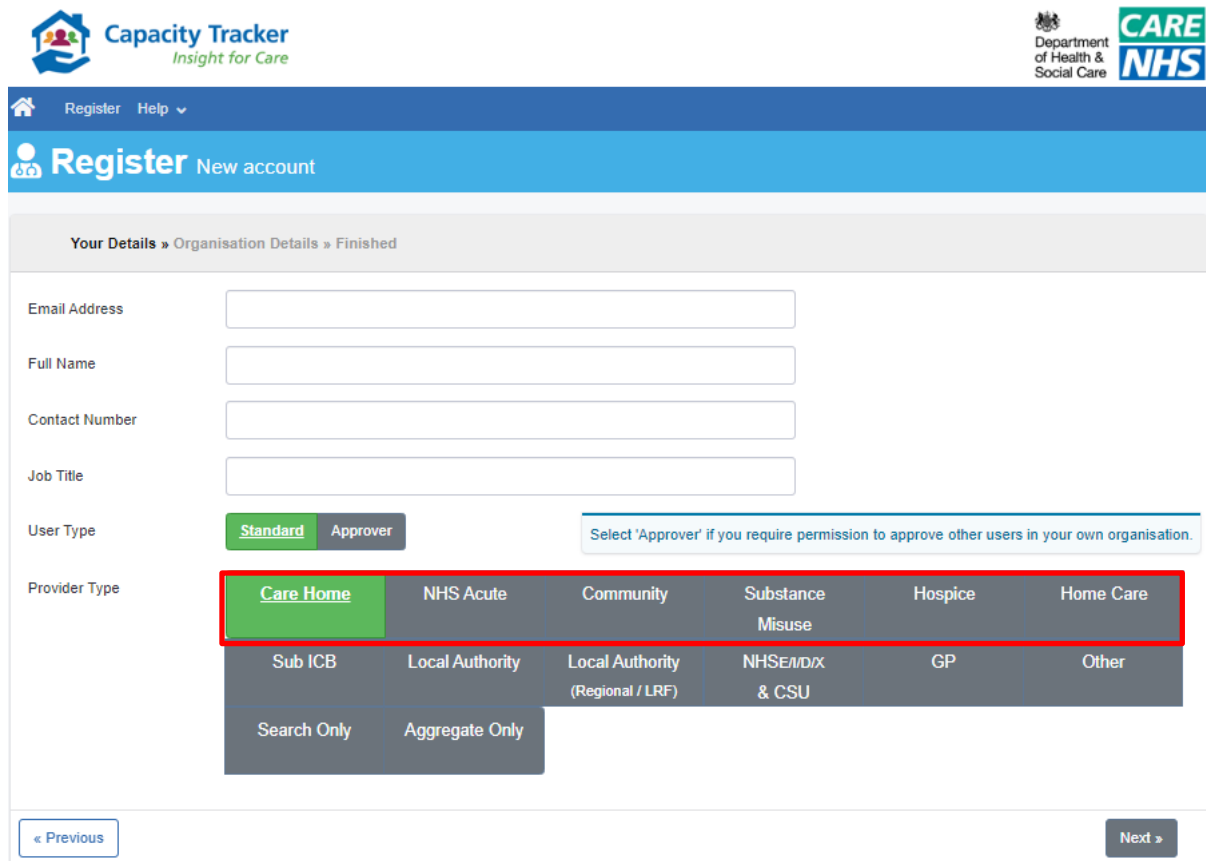
[Section 5](#) – Aggregate User

## 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](mailto:necsu.capacitytracker@nhs.net)



Capacity Tracker  
Insight for Care

Department of Health & Social Care  
CARE NHS

Register Help

Register New account

Your Details » Organisation Details » Finished

Email Address

Full Name

Contact Number

Job Title

User Type: **Standard** Approver  
Select 'Approver' if you require permission to approve other users in your own organisation.

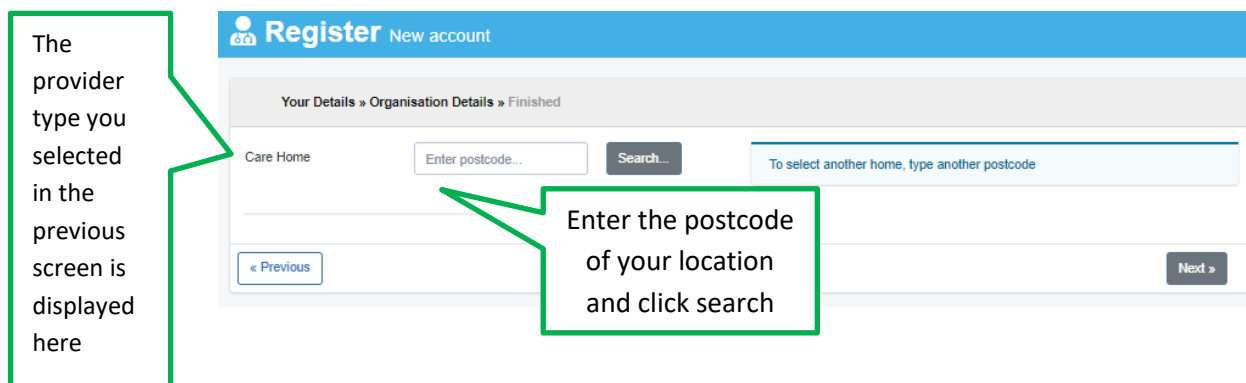
Provider Type

<b>Care Home</b>	NHS Acute	Community	Substance Misuse	Hospice	Home Care
Sub ICB	Local Authority	Local Authority (Regional / LRF)	NHSE/MDX & CSU	GP	Other
Search Only	Aggregate Only				

« Previous

Next »

- b. Enter the postcode of your organisations' location.



Register New account

Your Details » Organisation Details » Finished

Care Home

Enter postcode...

Search...

To select another home, type another postcode

« Previous

Next »

Enter the postcode of your location and click search

The provider type you selected in the previous screen is displayed here

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

Your Details » Organisation Details » Finished

Care Home

To select another home, type another postcode

**Cranberry Home Care** NN11NN ✓  
Cranberry Care Services

« Previous

Your Details » Organisation Details » Finished

Care Home

To select another home, type another postcode

**Cranberry Home Care** Cranberry Care Services  
NN11NN

« Previous

- 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.

Care Home Search? ☐ No ☒ Yes  
Do you need to search for care home vacancies?

Care Home Search?    
Do you need to search for care home vacancies?

- 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](mailto:necsu.capacitytracker@nhs.net)

**Capacity Tracker**  
Insight for Care

Department of Health & Social Care  
**CARE NHS**

Register Help

**Register** New account

Your Details » Organisation Details » Finished

Email Address

Full Name

Contact Number

Job Title

User Type **Standard** Approver Select 'Approver' if you require permission to approve other users in your own organisation.

Provider Type

<b>Care Home</b>	NHS Acute	Community	Substance Misuse	Hospice	Home Care
Sub ICB	Local Authority	Local Authority (Regional / LRF)	NHSE/I/D/X & CSU	GP	Other
Search Only	Aggregate Only				

« Previous Next »

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

### SUB ICBs

**Register** New account

Your Details » Organisation Details » Finished

Sub ICB

« Previous Next »

Click here and select your Sub ICB from the drop down list

## Local Authorities

Register New account

Your Details » Organisation Details » Finished

Local Authority

« Previous

Next »

Click here and select your Local Authority from the drop down list

## Local Resilience Forums (LRF)

Register New account

Your Details » Organisation Details » Finished

LRF

« Previous

Next »

Click here and select your LRF from the drop down list

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

Register New account

Your Details » Organisation Details » Finished

NHS Region  
Choose required regions by selecting them in the list

East of England

London

Midlands

North East and Yorkshire

North West

South East

South West

« Previous

Next »

- 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](mailto:necsu.capacitytracker@nhs.net)

**Register** New account

Your Details » Organisation Details » Finished

GP

Enter postcode... Search...

27 Street Medical Practice ✓

Care Home Search? Do you need to search for care home vacancies?

28 Street

Care Home Search? ☒ No ☐ Yes

« Previous

Next »

To select another practice, type another postcode

Start typing the postcode of your location here and click on your location name when the drop down list appears. This will add a v, click Next

Click Yes, if you need to search for Care Home Vacancies

- 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](mailto:necsu.capacitytracker@nhs.net)

Your Details » Organisation Details » Finished

Hospital

To select another trust, type another postcode

**Cranberry Acute Care OX3 2RX** ✓  
Cranberry Care Services

**Cranberry Community Centre OX3 2RX**  
Cranberry Care Services

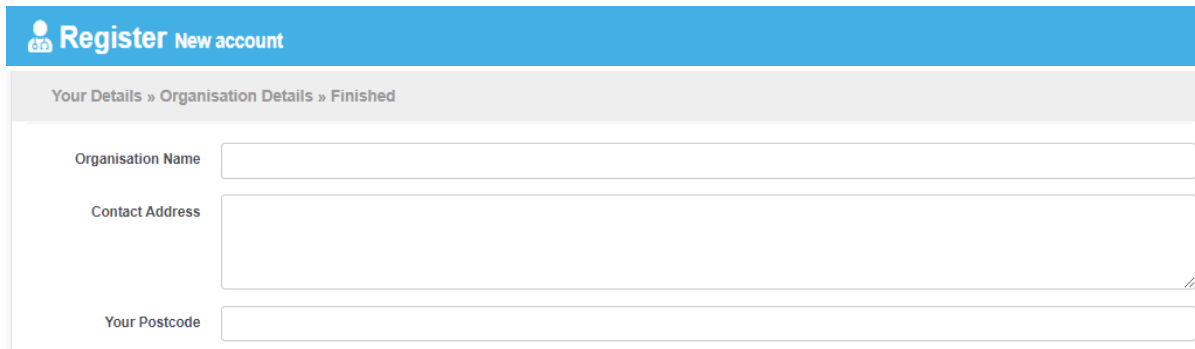
« Previous

Start typing the postcode of your location here and click on the location name(s) you wish to have access to. This will add a ✓, click Next

- 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'.

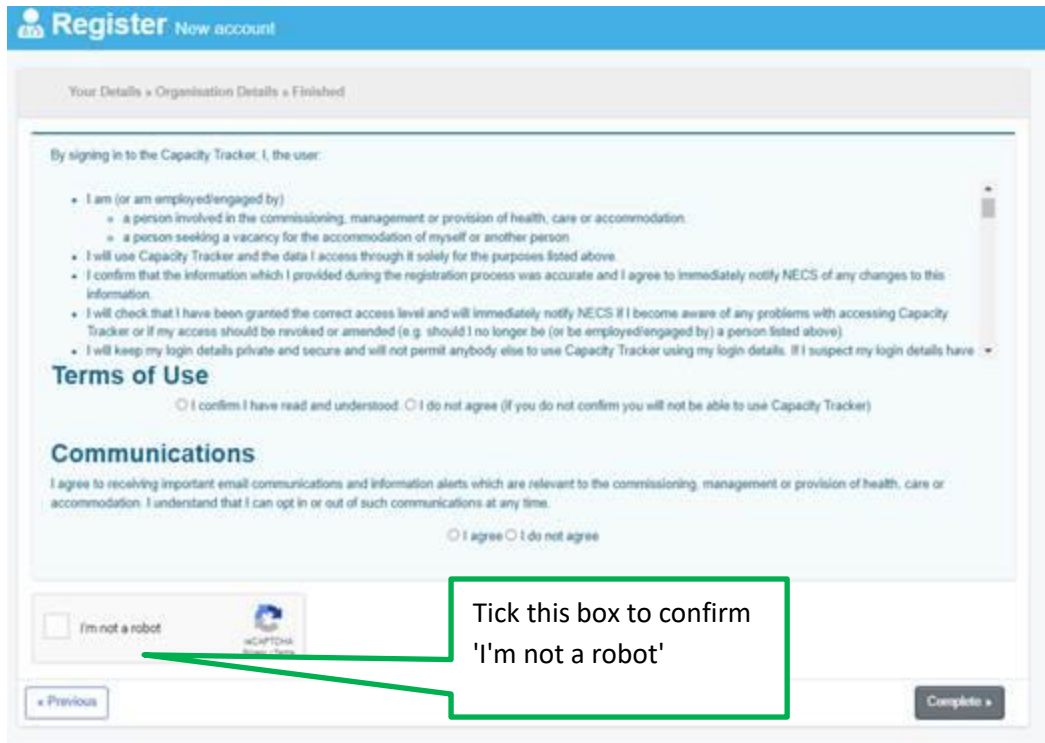


The screenshot shows a web form titled 'Register New account' with a blue header. Below the header is a breadcrumb trail: 'Your Details » Organisation Details » Finished'. The form contains three input fields: 'Organisation Name', 'Contact Address', and 'Your Postcode'. The 'Contact Address' field is a larger text area with a small icon in the bottom right corner. The 'Your Postcode' field is a standard text input.

- 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

- To complete your registration read the Disclaimer presented in the screen below, check the Terms of Use and Communications boxes as appropriate
- 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')
- Click complete



**Register** New account

Your Details > Organisation Details > Finished

By signing in to the Capacity Tracker, I, the user:

- I am (or am employed/engaged by)
  - a person involved in the commissioning, management or provision of health, care or accommodation
  - a person seeking a vacancy for the accommodation of myself or another person
- I will use Capacity Tracker and the data I access through it solely for the purposes listed above.
- I confirm that the information which I provided during the registration process was accurate and I agree to immediately notify NECS of any changes to this information.
- I will check that I have been granted the correct access level and will immediately notify NECS if I become aware of any problems with accessing Capacity Tracker or if my access should be revoked or amended (e.g. should I no longer be (or be employed/engaged by) a person listed above)
- I will keep my login details private and secure and will not permit anybody else to use Capacity Tracker using my login details. If I suspect my login details have

**Terms of Use**

☐ I confirm I have read and understood ☐ I do not agree (if you do not confirm you will not be able to use Capacity Tracker)

**Communications**

I agree to receiving important email communications and information alerts which are relevant to the commissioning, management or provision of health, care or accommodation. I understand that I can opt in or out of such communications at any time.

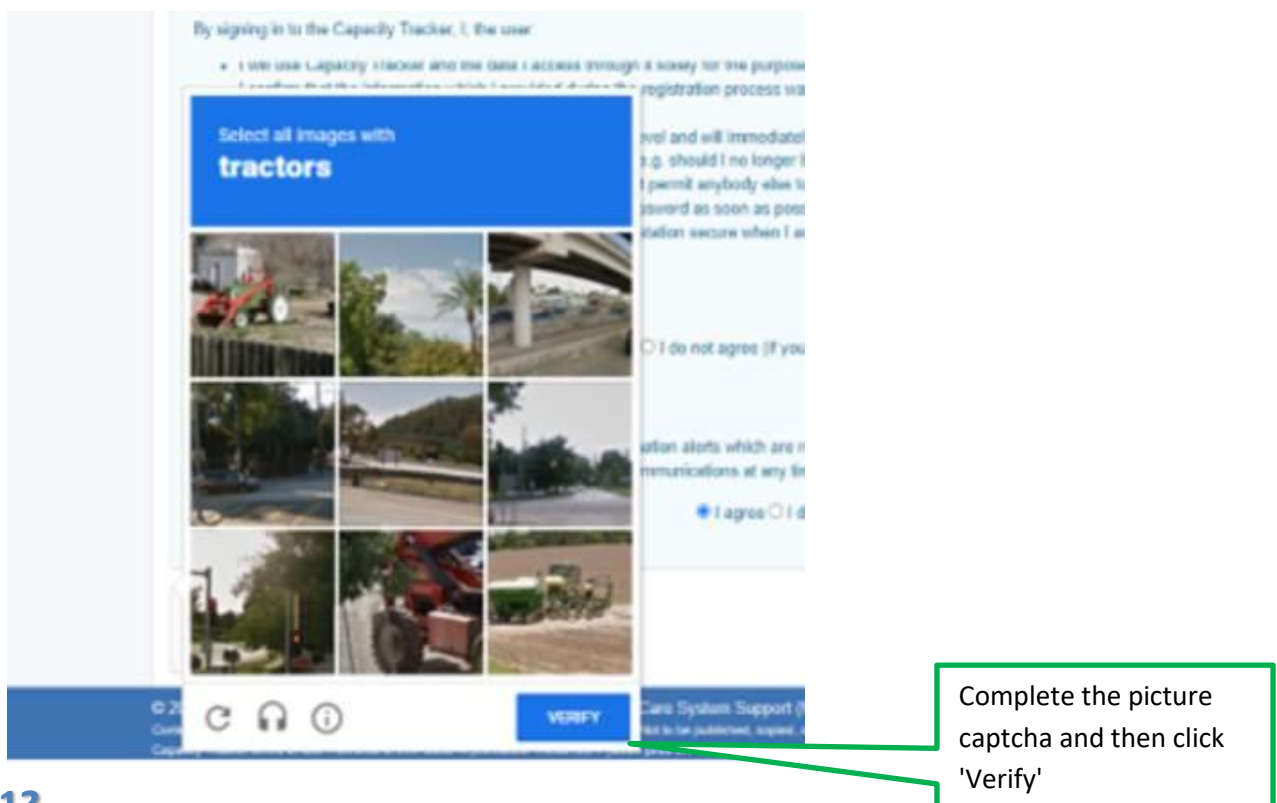
☐ I agree ☐ I do not agree

☐ I'm not a robot

**VERIFY**

**Complete**

Tick this box to confirm 'I'm not a robot'



By signing in to the Capacity Tracker, I, the user:

- I will use Capacity Tracker and the data I access through it solely for the purposes listed above.
- I confirm that the information which I provided during the registration process was accurate and I agree to immediately notify NECS of any changes to this information.
- I will check that I have been granted the correct access level and will immediately notify NECS if I become aware of any problems with accessing Capacity Tracker or if my access should be revoked or amended (e.g. should I no longer be (or be employed/engaged by) a person listed above)
- I will keep my login details private and secure and will not permit anybody else to use Capacity Tracker using my login details. If I suspect my login details have

**Select all images with tractors**

☐ I do not agree (If you do not agree you will not be able to use Capacity Tracker)

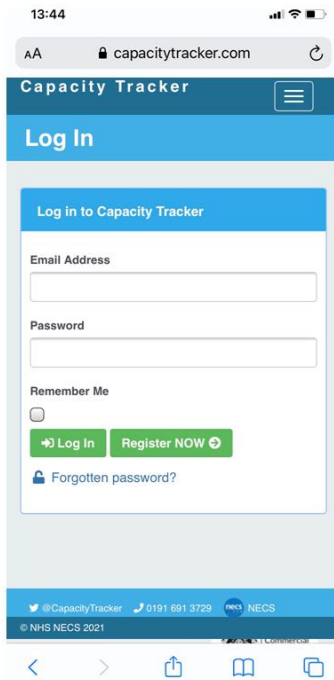
☒ I agree ☐ I do not agree

**VERIFY**

Complete the picture captcha and then click 'Verify'

- 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](mailto: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>**



The screenshot shows a mobile browser interface for the Capacity Tracker app. At the top, the status bar shows the time 13:44 and signal strength. The browser address bar displays 'capacitytracker.com'. The app header is 'Capacity Tracker' with a menu icon. Below the header is a 'Log In' section. The login form includes fields for 'Email Address' and 'Password', a 'Remember Me' checkbox, and two green buttons: 'Log In' and 'Register NOW'. A link for 'Forgotten password?' is also present. The footer contains social media links for Twitter (@CapacityTracker) and Facebook (@NHSCapacityTracker), along with the phone number 0191 691 3729 and the text '© NHS NECS 2021'.

For further information or to request a demonstration please contact us

Telephone: 0191 6913729

Email: [Necsu.capacitytracker@nhs.net](mailto:Necsu.capacitytracker@nhs.net)

Internet: [Capacitytracker.com](https://Capacitytracker.com)

Twitter: @CapacityTracker

Facebook: @NHSCapacityTracker