



# Bedford Borough Council

## *Adults' ContrOCC Provider Portal Implementation*

# Provider Portal Navigation for Providers

## ACCESS & NAVIGATION

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### Introduction

This document contains basic guidance for using ContrOCC's Provider Portal in line with Adult Social Care. The portal is entirely web-based and can be accessed using any modern browser such as Microsoft Edge or Google Chrome.

## Logging into the Provider Portal

An email will be sent to you containing the Provider Portal URL and login details for your organisation.

Provider Portal URL:

<https://bedfordproviderportal.syhapp.com/ProviderPortal IAS Live/>

1. Follow the web link and enter your allocated e-mail address and password.

Provider web interface for Bedford BC - Adult Social Care

**BEDFORD** BOROUGH COUNCIL Adults' Provider Portal

Home Help

Welcome to the Adults' Social Care Provider Portal

### Home Page

The Portal is for care providers who offer services to adult residents in Bedford Borough. It is a secure means to view contract and financial information and interact with the council.

It enables providers to;

- Submit the actual care delivered, directly to us,
- Access an electronic record of invoices and credit submit invoices directly
- View all the payments we have made and are paid for adult social care
- To help manage your financial records, all purchase orders are available to view and download
- Our Provider Portal also features reporting tools which can help you to generate your returns

Please refer to the latest [User Guide](#) when using the Provider Portal

E-mail

Password

Login

[Login with My Council Login Online](#)

Start using the Provider Portal today!

In order to gain access to the Provider Portal

2. The first time you login you will be prompted to change your password. Enter your new password and click **OK**.

### Change Provider Portal Password

Use this form to change your password

Current Password

New Password

Confirm Password

OK Cancel

Logging in for the first time you will be prompted to change your password. This page will also be accessible from the Provider Portal Homepage should you need to change the password in the future

## **Protect your password:**

**An incorrect password entered 3 times** in a row will lock you out of the portal and you will need to request your password to be reset.

**After 12 months, your password will expire**, and you will need to choose a new password.

**If you do not use the Portal for 60 days, your access will be suspended.**

For Password and Security code resets, please follow the link to reset your password

You should not share login credentials with others. The Provider Portal records access and aspects such as contract acceptance are legally binding with the person logged in.

## Homepage Navigation & Useful Tips

1. Once logged in you will see the Home Page as shown below.

The screenshot shows the Bedford Borough Council Adults' Provider Portal homepage. At the top, there is a purple header with the Bedford Borough Council logo, the text "BEDFORD BOROUGH COUNCIL Adults' Provider Portal", and a box stating "This is the home page". Below the header is a navigation menu with links for "Home", "Scheduled Payments", "Reports", "Help", and "Logout". The main content area is titled "PP Residential Care Home" and "Pick a task...". It features several task shortcuts, each with an icon and a description: "Scheduled Payments" (calendar icon), "Contract Documents" (document icon), "Contacts" (person icon), "Care Package Line Items" (folder icon), "Reports" (report icon), "Organisation Details" (building icon), and "Actions and Change Requests" (megaphone icon). A callout box points to the "Help" link in the navigation menu, stating: "Here are shortcuts to some tasks as well as a help tab to be of assistance if there are any queries". Another callout box points to the "Log Out" link, stating: "To securely leave the Provider Portal, press the 'Log Out' link". A third callout box points to the task shortcuts, stating: "Each of these icons are to symbolize different tasks. The links beside them will take you to relating data."

2. You can change your password using the **Change Password** hyperlink.

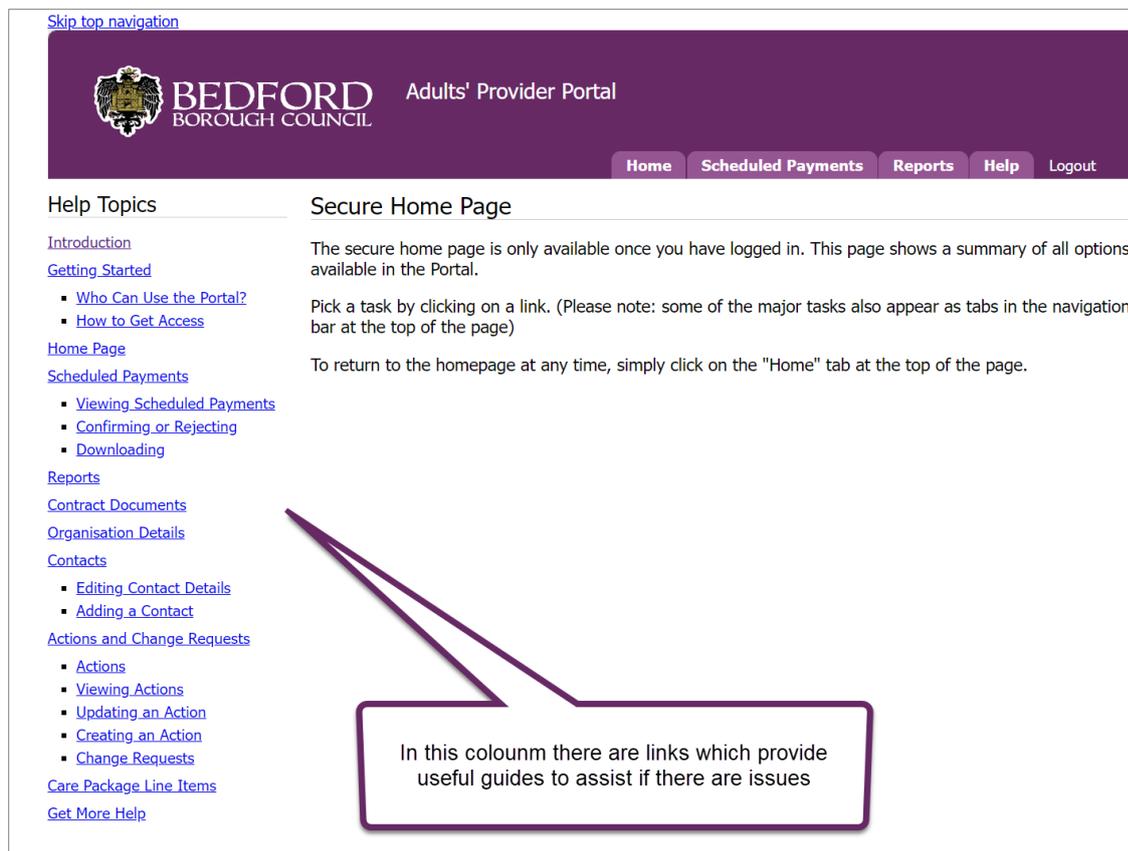
The image shows two parts related to password management. On the left, there is a box containing two links: "Change Password" with a padlock icon and "Log Out" with a padlock icon. On the right, there is a password change form. The form has a large padlock icon with a green circular arrow around it. It contains three input fields: "Current Password", "New Password", and "Confirm Password". Below the input fields are two buttons: "OK" and "Cancel".

3. If you are the Contact for multiple Organisations, you can view the details for a particular Organisation by selecting from the drop down menu at the top of the page.



4. You can find lots of useful links and answers to common queries by clicking **Help** from the Main Menu at the top of the page.

**Useful Tip:** The Main Menu tabs mirror many of the icons shown on the Home Page.



**We recommend using this guide for specific guidance on using Bedford's version of the Provider Portal.**

The Home Page Tasks/Icons are configured specifically to your Organisation, you will only be able to view Tasks that are relevant to you and this can be amended as required.

## Homepage Icon Summary

The following sections explain each of the Provider Portal's functions and how they are to be used when working with Bedford Borough Council.

<b>Icon:</b>	<b>Function:</b>
	Viewing all service agreements and downloading data.
<b>Care Package Line Items</b>	
	Interacting with Bedford with service variations, care documents and payments.
<b>Actions and Change Requests</b>	
	Viewing all clients by service provisions in each financial year.
<b>Purchase Orders</b>	
	A list of all payment and charging items. These items need to be confirmed or rejected.
<b>Scheduled Payments</b>	
	Contains all the information of the contacts in the organisation
<b>Contacts</b>	
	Contains all the information regarding the location of the organisation
<b>Organisation Details</b>	
	Self-serve remittance advice with provider payments
<b>Reports</b>	
	Publication of individual pricing contracts for each user
<b>Contract documents</b>	
	Generate electronic invoices for all service users
<b>Invoices</b>	

	Raise disputes on actual service delivery and track queries to responses
<b>Disputes</b>	
	Recording of actual services delivered against planned
<b>Actuals &amp; Requests</b>	
	Subscribe to email notifications and select from the available options
<b>Email Notifications</b>	