



About	Services	Documents	Working with us	Contact	Client Area	Staff Area
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## Welcome to Care101

Care101 Ltd is a privately owned nursing agency based in Worcester Park, Surrey. We offer cost effective, professional and high quality nursing & care assistants on a temporary basis to organisations such as hospitals, nursing and residential care homes on either short or longer term assignments.

### Nursing

*The core of our business*

- All RGNs
- Many years experience
- Highly trained
- Highly skilled
- An asset to your team



Our company is run by people with many years of experience in the healthcare industry and operates with a select network of trusted individuals who are friendly and skilled at what they do.

Client Access On-line

October, 2015

**Got a question ? Contact the office on 01372 231007 or e-mail [admin@Care101.co.uk](mailto:admin@Care101.co.uk)**

***The on-line access described here is designed to help you manage your shifts & contact with Care101. It is aimed at giving you added flexibility and is not designed to replace other contact methods. If you prefer to phone or e-mail please do.***

Our web site has a number of options aimed primarily at promoting Care101. However, it also provides additional features to our staff and you, our clients via the “Staff Area” and “Client Area” links respectively.

Clients can access the system 24 hours a day and once logged in, can view and update both their contact details and Care101 shifts. The system is designed to be easy to use but to help avoid any confusion, the pages that follow outline the features available and how they can be used.

## What can I do ?

Once logged on, a client can ...

- View & update contact information.
- View your upcoming shifts, their current status and the staff member assigned
- Download profiles for any current staff member who has or is due to work with you
- View the status of all previous & future shift bookings
- Request one or more new shifts for HCAs or RGNs.
- Request the cancellation of one or more future shift.
- View other client-related documents including our Terms & Conditions.

The information displayed is the same as that used by our office so you know it's up to date.

## Accessing the site

Each of our clients has the option of accessing the client area and the information it holds. To login, simply visit <http://www.Care101.co.uk> and click the “Client Area” tab at the top of any main page.

You’ll be prompted to login ...



**Care101**

About Services News & Papers Working with us Contact **Client Area** Staff Area

 Client area login

In order to continue, please enter your client user name & password below, then click "Login Now". If you need help at any time, please contact Care101 ...

*If you have not been given a password, please enter your user name and leave the password blank. The system will recognise your ID and ask you to choose a new password. You should then use this password when logging on subsequently.*

*If you are already a Care101 client but do not have a user name, please contact us so that we can configure on-line access for you.*



Please login ...

Your user name :

Your password :

[Forgot your password ?](#)  
[Need some help ?](#)

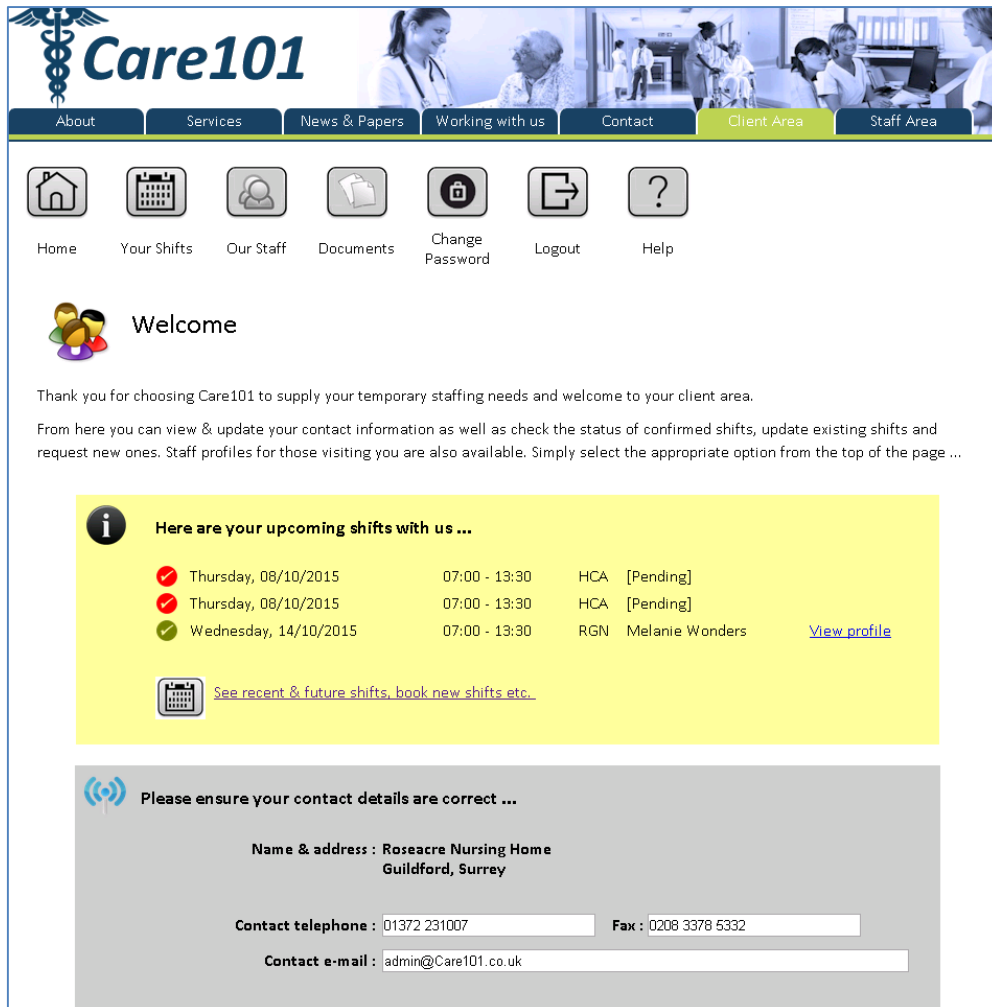
Your details are protected. To continue, please enter your client user name and your password. You will have been given these by the office but if you need any assistance, please contact us.

*If you have forgotten your password, click the “Forgotten your password” link and enter your user name when prompted. Your current password will then be e-mailed to the defined contact e-mail address for your organisation.*

## Home page

Once logged in, your home page will be displayed. This shows you primary summary information for any future upcoming shifts and primary contact details for your organisation.

From here you can also access all other features using the buttons at the top of the page ...



The screenshot shows the Care101 Client Area home page. At the top is a navigation bar with links: About, Services, News & Papers, Working with us, Contact, Client Area (highlighted), and Staff Area. Below this is a row of icons for Home, Your Shifts, Our Staff, Documents, Change Password, Logout, and Help. The main content area starts with a 'Welcome' message and a thank you note. It then displays a section titled 'Here are your upcoming shifts with us ...' which contains a table of shifts. Below the table is a link to 'See recent & future shifts, book new shifts etc.'. At the bottom, there is a section titled 'Please ensure your contact details are correct ...' with fields for Name & address, Contact telephone, Fax, and Contact e-mail.

Date	Time	Staff	Status
Thursday, 08/10/2015	07:00 - 13:30	HCA	[Pending]
Thursday, 08/10/2015	07:00 - 13:30	HCA	[Pending]
Wednesday, 14/10/2015	07:00 - 13:30	RGN Melanie Wonders	<a href="#">View profile</a>

**Please ensure your contact details are correct ...**

Name & address : Roseacre Nursing Home  
Guildford, Surrey

Contact telephone : 01372 231007 Fax : 0208 3378 5332

Contact e-mail : admin@Care101.co.uk

## Shift summary

The shift summary lists all future bookings and shows their current status. For shifts where staff have already been assigned, you can also view or download the staff member's profile using the link on the right hand side. Click "See recent & future shifts, book new shifts etc." to display your shifts in a calendar. You can also book new shifts on-line from there.

See "Your Shifts" for more information.

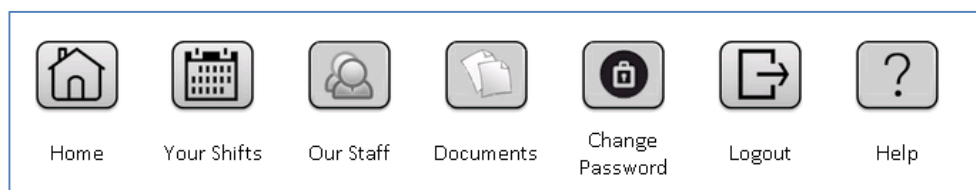
## Contact details

Below the summary you'll find your current contact information. It is extremely important to ensure this information is and remains correct as it is used by us and the automated system to contact you. If you have multiple contact e-mail addresses, please enter each separated by commas.

When complete, simply click "Update These Details" to save them.

## Access other options

You can access all other options using the button bar at the top of the page ...



When selected, "Home" always returns you to this page

## Your shifts

Your primary reason for accessing the system will typically be to confirm or manage your Care101 shifts. Both RGN (nurse) and HCA (care assistant) shifts can be managed from here. To access this, click the “Your Shifts” button ...

The screenshot shows the Care101 website interface. At the top is the Care101 logo and a navigation bar with links: About, Services, News & Papers, Working with us, Contact, Client Area, and Staff Area. Below this is a row of icons for Home, Your Shifts, Our Staff, Documents, Change Password, Logout, and Help. The main section is titled 'Your shifts with us' and includes a brief explanation of the calendar. A key indicates that 'N' stands for Nurse and 'C' for Healthcare Assistant. There are buttons for 'Show All Bookings' and 'E-mail My Future Shifts'. The calendar for October 2015 is displayed, showing shifts for John Bridges on the 5th, a 'New Request' on the 8th (highlighted with a red circle), and a shift for Melanie Wonders on the 14th. The 16th also shows a 'New Request' for a 19:00-07:15 shift.

October 2015						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	1	2	3	4
5 C John Bridges ☀ 07:00-13:30			8 C [New Request] ☀ 07:00-13:30 C [New Request] ☀ 07:00-13:30	9	10	11
12	13	14 N Melanie Wonders ☀ 07:00-13:30	15	16 N [New Request] 🌙 19:00-07:15	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1


A calendar, similar to the one in the above example will displayed for the current month showing any shifts that have been worked and/or planned for the future. Use the “<<” and “>>” links at the top to scroll between months.

Each day can optionally contain a number of entries, depending on any shifts that have been previously worked, requested or booked. The Care101 staff member assigned and the shift times will also be displayed. If no one has yet been allocated, this will read either “Pending” or “New Request”.

All jobs for your organisation will be shown, regardless of whether you booked them on-line or not.

## Viewing details of a shift

Each entry represents a worked, requested or booked shift. To find out more, simply click on the entry to find out more ...



**JOB OPENINGS** RGN shift on Wednesday, 14/10/2015, 07:00 - 13:30

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**Staff member assigned:** Melanie Wonders [View profile](#)

**Booked by:** -

**Your notes:** -

**Shift type:** Week day

**Booked as \*:** 6.00 hours (Early shift)  
\* For future shifts, hours shown may change depending on timesheet's approved values

**Date job added:** 24/09/2015

**More information:** -

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[Cancel This Job](#) [Close Window](#)

From here you can see the details of the job including date, shift type, times, its current status and who's assigned to it. You can also download the staff member's profile if available.

## Cancelling a job

To request that a previously added shift is cancelled, display details for the job and choose the appropriate option ...

- If a job has been requested on-line in error and has not yet been processed by the office, the option "Delete This Job" will be available. Click this button to delete the job from the system. It will be removed immediately.
- If a future job has been requested or booked (either on-line or by another method) and has been processed by the office, you will not be able to delete it. Instead, the option "Cancel This Job" will be displayed – as shown above.

Cancelling the job does not delete it from the system immediately. Instead it requests cancellation from the office and may be subject to our cancellation policy shown in our terms and conditions.

Once a job is cancelled, its new status will be reflected as "Request to Cancel". It will then be removed by one of our team shortly afterwards.

## Requesting new shift(s)

As well as managing existing shifts, the system also allows you to request new ones. This creates new shifts directly on our system and forwards details immediately to the office. Initially the job status will be “New Request” which will either revert to pending or be assigned to a member of staff once processed by one of our team.

To create one or more a new shifts, simply click the day/date for the shift on the calendar – here we’re requesting a new shift on the 10<sup>th</sup> ...

Key: **N** Nurse **C** Healthcare Assistant Show All Bookings ▼ E-mail My Future Shifts

<< October 2015 >>

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	1	2	3	4
5 <b>C</b> John Bridges ☀ 07:00-13:30	6	7	8 <b>C</b> [New Request] ☀ 07:00-13:30 <b>C</b> [New Request] ☀ 07:00-13:30	9	10	11
12	13	14 <b>N</b> Melanie Wonders ☀ 07:00-13:30	15	16 <b>N</b> [New Request] 🌙 19:00-07:15	17	18

A window similar to this will be displayed. We wish to book a male RGN for a long day so we enter those details ...

**JOB OPENINGS** Request one or more shifts on Saturday, 10/10/2015

Thank you for choosing Care101. Please tell us what you need and we'll be in touch ...

Who do you need ? 1 x RGN for : a long day

When does the shift start (hh:mm) ?  (leave blank for defaults)  
... and when does it end (hh:mm) ?  (leave blank for defaults)

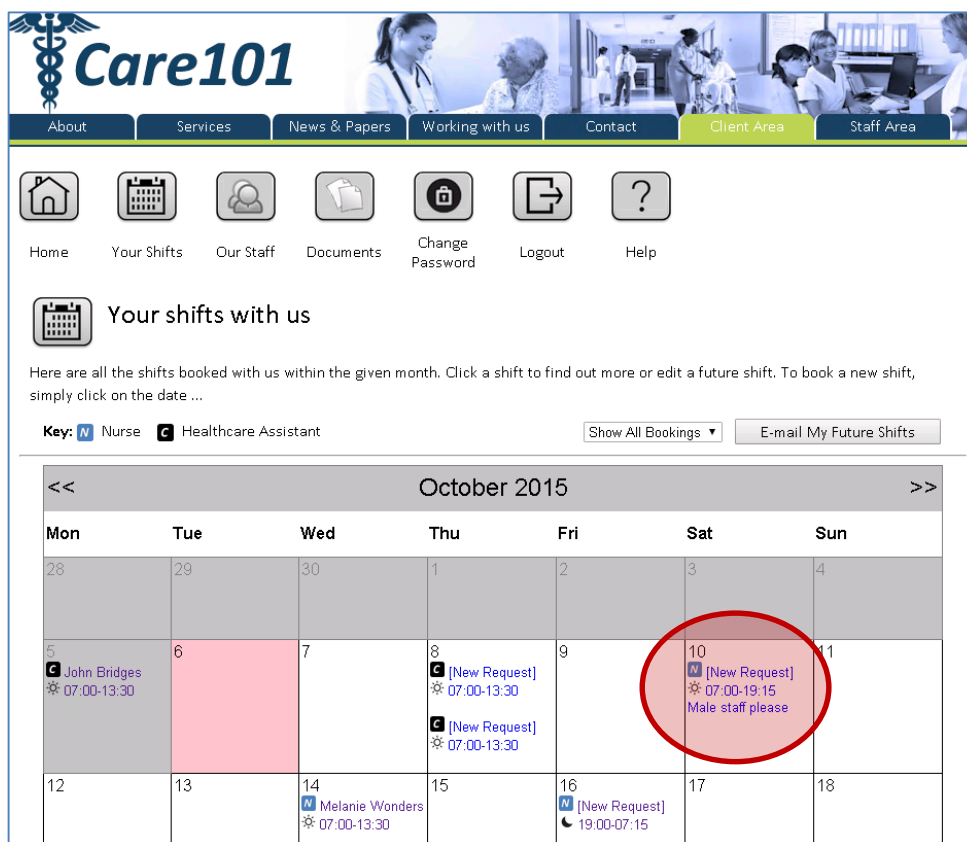
Do you have any specific requirements (e.g. male/female staff etc.) ?

Cancel Send Request to Care101

We are using our normal shift times so these can be left blank. Click “Send Request to Care101” to request the new booking.



A message will be shown confirming receipt of the request. Your new shift requests will also appear on your calendar, as a “New Request” ...



The screenshot shows the Care101 website interface. At the top is a navigation bar with links: About, Services, News & Papers, Working with us, Contact, Client Area, and Staff Area. Below this is a row of icons for Home, Your Shifts, Our Staff, Documents, Change Password, Logout, and Help. The main section is titled "Your shifts with us" and includes a brief explanation of the calendar. Below the text is a key for "N" (Nurse) and "C" (Healthcare Assistant), along with buttons for "Show All Bookings" and "E-mail My Future Shifts". The calendar for October 2015 is displayed, with columns for days of the week. The date 10th is highlighted with a red circle, showing a "New Request" for a shift from 07:00-19:15, with the note "Male staff please". Other shifts are listed for various dates, including John Bridges on the 5th and Melanie Wonders on the 14th.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	1	2	3	4
5 C John Bridges ☀ 07:00-13:30	6	7	8 C [New Request] ☀ 07:00-13:30 C [New Request] ☀ 07:00-13:30	9	10 M [New Request] ☀ 07:00-19:15 Male staff please	11
12	13	14 M Melanie Wonders ☀ 07:00-13:30	15	16 M [New Request] 🌙 19:00-07:15	17	18

## New request vs Pending

A new request indicates the booking was made on-line and has yet to be acknowledged by the office. If the booking is made out of normal office hours, it may take time for this to change. If you are concerned however, please contact us directly and we will look to process it more quickly.

Once acknowledged (or assigned), the name will change – either to a member of staff or “Pending”. Pending means we’re aware of the request but we don’t as yet have confirmation as to who can cover it.

## Printing or e-mailing your future Care101 shifts

There may be times when you wish to inform others of the shifts booked with us. On-line there are two ways of doing this, you can either print the page from your browser menu (typically right click and choose “print”) or e-mailing all interested colleagues ...

**Care101**

About Services News & Papers Working with us Contact Client Area Staff Area

Home Your Shifts Our Staff Documents Change Password Logout Help

**Your shifts with us**

Here are all the shifts booked with us within the given month. Click a shift to find out more or edit a future shift. To book a new shift, simply click on the date ...

Key: Nurse Healthcare Assistant

Show All Bookings **E-mail My Future Shifts**

**October 2015**

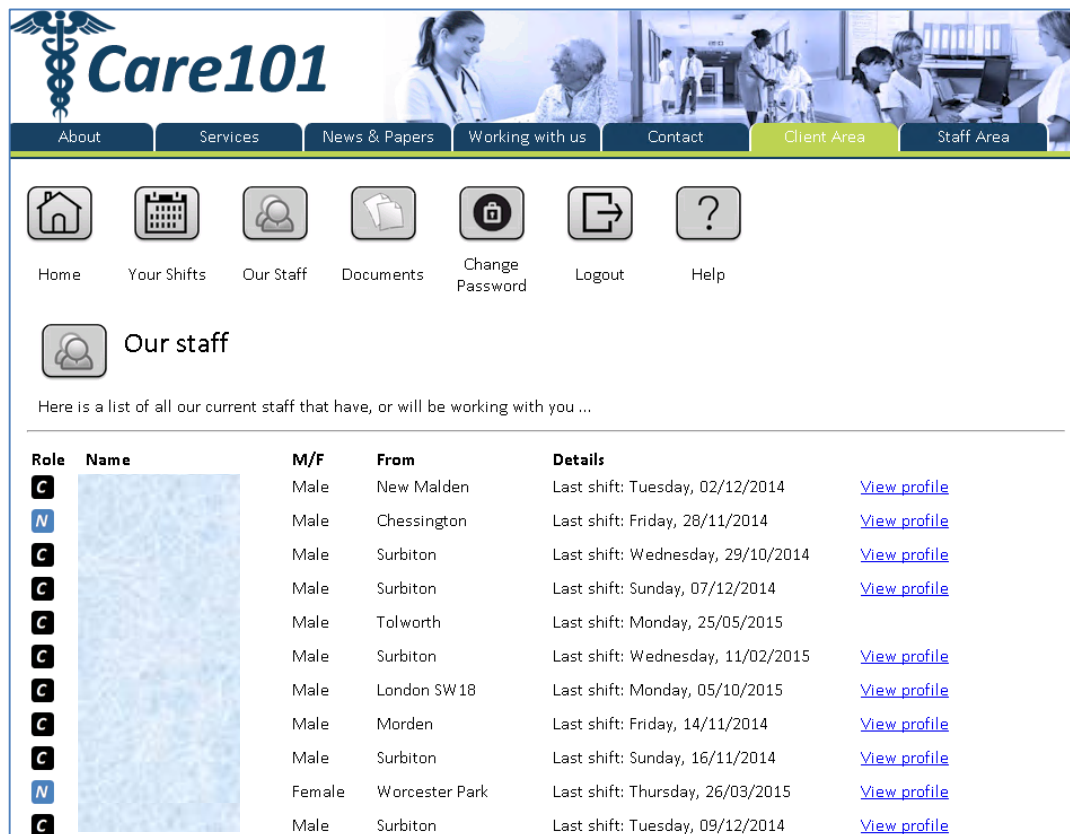
Mon	Tue	Wed	Thu	Fri	Sat	Sun
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12	13	14 Melanie Wonders ☀ 07:00-13:30	15	16 [New Request] 🌙 19:00-07:15	17	18

When requesting an e-mail, separate multiple addresses with a comma.

A message entitled “Care101: Your Shift Information” will be sent to each address, containing details of each future booking.

## Accessing staff information

For your own records you may need to find out information about the staff that have , or will be working with you. You can do this a number of ways – e.g. from the home page or shift calendar. You can also click the “Our Staff” button from the top of the page ...



The screenshot shows the Care101 website interface. At the top is a navigation bar with links: About, Services, News & Papers, Working with us, Contact, Client Area (highlighted), and Staff Area. Below this is a row of icons for Home, Your Shifts, Our Staff, Documents, Change Password, Logout, and Help. The 'Our Staff' section is active, displaying a list of staff members. Each row includes a role icon (C for Care Worker, N for Nurse), the staff member's name (redacted with a blue box), gender (M/F), home location (From), last shift date (Details), and a 'View profile' link.

Role	Name	M/F	From	Details
C		Male	New Malden	Last shift: Tuesday, 02/12/2014 <a href="#">View profile</a>
N		Male	Chessington	Last shift: Friday, 28/11/2014 <a href="#">View profile</a>
C		Male	Surbiton	Last shift: Wednesday, 29/10/2014 <a href="#">View profile</a>
C		Male	Surbiton	Last shift: Sunday, 07/12/2014 <a href="#">View profile</a>
C		Male	Tolworth	Last shift: Monday, 25/05/2015 <a href="#">View profile</a>
C		Male	Surbiton	Last shift: Wednesday, 11/02/2015 <a href="#">View profile</a>
C		Male	London SW18	Last shift: Monday, 05/10/2015 <a href="#">View profile</a>
C		Male	Morden	Last shift: Friday, 14/11/2014 <a href="#">View profile</a>
C		Male	Surbiton	Last shift: Sunday, 16/11/2014 <a href="#">View profile</a>
N		Female	Worcester Park	Last shift: Thursday, 26/03/2015 <a href="#">View profile</a>
C		Male	Surbiton	Last shift: Tuesday, 09/12/2014 <a href="#">View profile</a>

To find out more or download a PDF profile, click “View profile” for the appropriate staff.

### Profiles

Profiles are provided in PDF format and includes ...

- The staff member’s name, contact details and home location
- Their photo
- DBS certificate information
- Training information

## Accessing client documents

Client only documents are available by clicking the “Documents” button. Papers include FAQs, Booking Terms & Conditions and our general Terms of Business.

*Documents are provided in PDF format. If you can’t access these files, you can download Acrobat Reader for free at <http://get.adobe.com/uk/reader>.*

## Changing your password

Your on-line details are protected by a password. If you ever need or wish to change this, simply login with the current password and click the “Change Password” button at to top of the home page ...



The screenshot shows the Care101 website header with the logo and navigation links: About, Services, Documents, Working with us, Contact, Client Area, and Staff Area. Below the header is a section titled "Change your password" with a sub-header "Please use the form below to change your current password ...". The form itself is a light green box containing three input fields: "Please enter your current password :", "Please enter a new password :", and "Please confirm your new password :". Each input field is highlighted with a red oval. Below the fields is a "Change Password" button.

When prompted ...

- Enter your current password in the first field. You must enter the correct password in order to change it.
- Then, choose a new password and enter it twice, into the lower two fields.  
The new password & its confirmation must match.
- Click “Change Password”.

A confirmation e-mail will be sent to the primary contact’s e-mail address confirming the change.

## Future

This system is continually evolving to include new features that we hope will make your life easier and help us run Care101 more efficiently.

If you have any requests or requirements that you think will help you, please let us know. If it's of benefit to you, it most likely of benefit to all our customers so we'd love to hear about it!

## Help & support

As stated at the beginning, this system is not a replacement for speaking to us, it's merely another and sometimes more convenient way of accessing the information you need.

If you have a problem, question or notice something that's not what you expected, please contact the office and we'll be happy to help resolve it.