



## Online registration application form – user guide

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## Accessing the Portal

Our application has been designed to work on most browsers and devices. You should have the same ability to perform all possible actions on the application whether you are on a computer, laptop, tablet or phone.

The Portal is the entry point of our application this is where you can create an account to access the rest of the application. By creating an account, your applications will remain visible in the Portal so you can save your progress and return to complete your application at any time.

You can access the Portal by visiting the Care Inspectorate website at <http://bit.ly/register-care>

## Creating an account

When you visit the Portal, you will be prompted to enter your details to sign in. Below the sign in button, there will be an option to 'Create sign in details'.

### Sign in to your Care Inspectorate portal

**Username**

**Password**

**Sign in**

[Create sign in details](#)

**Problems signing in**

[I have forgotten my password](#)

[I have forgotten my username](#)

To create your account, you will be required to choose a username. Your username must be between 6 and 30 characters and can be made up of both letters and numbers. The Portal will inform you if your chosen username has already been taken, then you will be required to choose another.

**Create username**

Your username must be:

- at least 6 characters
- no more than 30 characters
- made from letters or numbers

**Email address**

**Password**

Your password must be a minimum of 8 characters and include all of the following:

- an upper case letter
- a lower case letter
- a number
- a special character

Do not use a username, common word like 'password' or sequence like '123'

**Re-type password**

[Create account](#)

[Cancel](#)

You must enter a valid email address. You will receive an email to verify your email address so you must make sure that you can access the email account.

Your password must be a minimum of 8 characters and contain an upper case letter, a lower case letter, a number and a special character. Punctuation marks and other symbols are examples of special characters.

When you have submitted your details, you will be taken to a screen confirming your username and the email address that a verification email has been sent to. You must verify your email address before you can access the Portal by clicking on the link contained in the email. Clicking this link will take you back to the 'sign in' area of the Portal where you can sign in using the username and password you have chosen.

If you have not received the email to verify your email address, please check your spam, trash and junk folders before requesting another email. You can request another email by clicking the link to send a new verification email on the screen confirming your username. Alternatively, if you try to log in to the Portal using an account which has not been verified, you will be given the option to resend the email in the 'Problems signing in' section.

## Account created

Your CI Digital username is  
**exampleusername**

**What happens next**

We need to verify your email address before you can access the full range of services.

We have sent an email to [exampleemail@email.com](mailto:exampleemail@email.com)

Follow the instructions in the email to confirm your email address.

**Still haven't received the email?**

It might take a few minutes for the email to arrive. The subject of the email is 'Verify Account'.

If you still have not got the email, check your spam or junk folder.

If it is not there you can request a new [verification email](#).

If you continue to experience issues with verifying your email, please contact us on 03456009527

[log in](#)

**Problems signing in**

[Resend verification email](#)

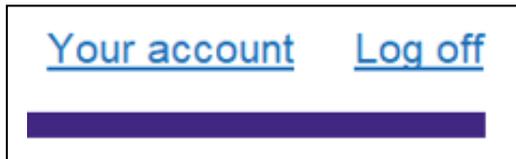
[I have forgotten my password](#)

[I have forgotten my username](#)

## Managing your account

When you have signed in to the Portal, you will be able to view your options at the top right of the screen. These are:

- Selecting 'Your account' will take you to a new screen where the following options are available: 'Change your password' and 'Change email address'
- Selecting 'Log off' will sign you out of your account and return you to the Portal main sign in page.



For most users, the options will be displayed in text as shown above, however, users of different devices may see the word 'menu' and an arrow. Clicking on either of these will open the options.



You will also have the option to return to the Portal homepage without making any

### Manage your CI Digital account

#### Change your sign in settings

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You can change your sign in details here. If you want to update your Email address, please ensure that you can access the email account. We need to verify a new email before you can access your account.

- [Change your password](#)
- [Change your Email address](#)
- [Return to Homepage](#)

changes to your account.

## Changing your account

To change your password, you will be prompted to enter your current password and then to choose a new one. You will be required to follow the same rules as before, choosing a password that meets the requirements of containing at least 8 characters, an upper case letter, a lower case letter, a number and a special character. Your new password cannot be the same as your current password.

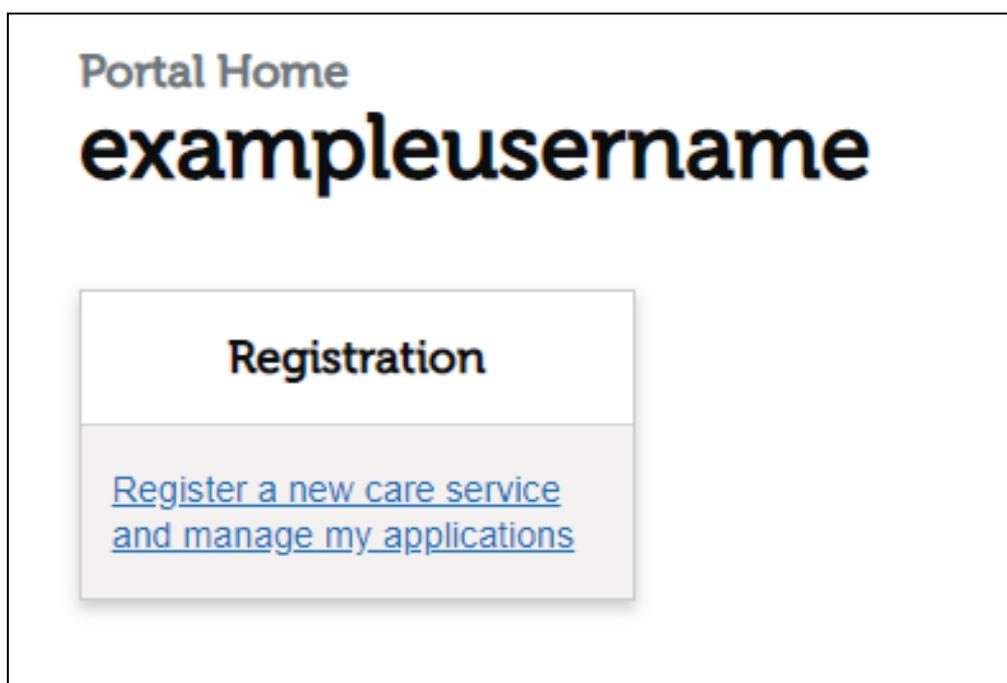
## Changing your email address

You can update your email address at any time. When you select this option, you will be presented with a screen asking you to enter the new email address for the account.

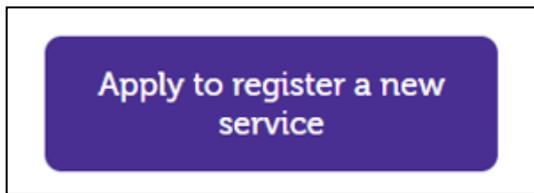
You must have access to this account as once you have changed your email address you will be signed out of the Portal and will need to verify your email address before you can log back in. An email will be sent to the new email address containing a link that when clicked, verifies the new email address. You can then sign in as before.

## Starting an application to register

From the main page in the Portal, you will be presented with the 'Registration' tile. To create a registration form, click on the link 'Register a new care service and manage my applications'.



You will be taken to the Registrations homepage and presented with a button to create your form. Click on the button and you will be automatically taken to the first page of the application form.



Before you begin your application, you will be presented with guidance on applying. There are seven parts to this guidance, and you will be asked to check to confirm you have read the information.

 I have read and understood 'Guidance on applying'

The first page of questions asks you to select what applicant type you are and the care service type you propose to register.

**Please check your answers to these questions before you continue as they determine later questions, therefore cannot be changed.**

### Using the application form

The form uses different functions to ask you questions.

Radio buttons are available for questions where you are required to select and answer such as 'yes' or 'no'. Your selected answer will display with a black dot inside the answer, circled by yellow.

 Yes  
 No

A text box is presented when you are required to enter information yourself. Where these boxes may require a large amount of information to be added, a character limit will be available below the box and this will count down as you enter information, warning you when you come close to the maximum number of characters.

Example information

You have 4980 characters remaining

This screenshot shows a large rectangular text input field. Inside the field, the text "Example information" is visible. Below the field, a status message reads "You have 4980 characters remaining".

If you miss any mandatory questions and try to continue through the form, you will be alerted by an error message. This message will explain to you what the error is and the question it relates to. Clicking on the error message will take you to the question on the form so you can correct or complete your answer. The question will also be highlighted by a red marker followed by the error message.

**There is a problem**

Action is required for the following, click on the link to take you back to the question:

[You must enter your firstname](#)

First name

**You must enter your firstname**

### Navigating the application form

When you enter the first page of the application form, a menu will be visible on the left side of the screen. This will display a list of pages that are available as part of the application form. As you move through the form, your answers will determine what questions are relevant to the type of care service you are applying to register. The page options on the menu will change as you go to reflect this.

**Application Stages**

**Details of the applicant**

[Before you begin](#)

Register a care service

**Details of the applicant organisation**

Details of an organisation

Person authorised to complete the application

Type of organisation

Organisation legal entity information

Associated companies

Details of relevant individuals

Declarations - Previous involvement in care services for relevant individuals

Declarations - Removals and disqualifications for relevant individuals

[Home](#) > [Overview](#) > Edit

Details of the applicant

## Register a care service

Application number RA000116

**What type of applicant are you?**

▶ [Applicant information](#)

Individual

Organisation

A page name that is blue indicates that this page has been completed and a page that is grey means the page has not been visited yet or the page is not applicable to your service type. The page you are currently working on will display in bold, black text.

**Details of the service**

[Service name and contact details](#)

[Beginning the service](#)

**Statement of aims and objectives**

Information about people who will use the service

Accommodation and premises

 Where you go back and visit a completed page, if you change any information or save the page you will be required to re-visit the pages following this and verify the information again. The page titles will change back to grey but you will not be required to complete them in full as your previous answers will be saved,

Once you reach the end of the application, you are presented with a summary page. This will give you the opportunity to view the pages you have completed and make any changes before you pay your application fee.

### Managing an in-progress application form

When you enter the registration section of the Portal, along with the ability to create a new application form, you will be presented with a table which will contain any application forms you may have already started or submitted.

**Your current applications**

Showing 1 of 1 record(s). Show [25](#), [50](#)

Application number	Date started	Service name	Type	Application status	
RA000014	21 January 2020	Example service name	New Service	In Progress	<a href="#">View application</a>

To continue an existing application, click 'view application'.

Applications that you have already submitted are available to view in a read only format.

You will be taken to an overview of your application. To continue with your form, you should select the button 'continue application'.

[Home](#) > [Overview](#)

# Application overview

Application number RA000216

**Application In Progress**

You have not yet completed all the sections of the application.

You need to complete all the sections of the form before you can submit your application.

**Actions**

[Continue application](#)

[Cancel application](#)

You can also cancel your application form at any time by selecting 'cancel application'.

**Submitting your application**

Once you have reached the end of your application, you will be presented with a summary of the pages you have completed. You can click on any of the pages to return, check and amend any of your information.

## Application summary

# Review your information

Application number RA000170

### Details of the applicant

<a href="#">Before you begin</a>	COMPLETED
<a href="#">Register a care service</a>	COMPLETED

### Details of the applicant organisation

<a href="#">Details of an organisation</a>	COMPLETED
<a href="#">Person authorised to complete the application</a>	COMPLETED
<a href="#">Type of organisation</a>	COMPLETED
<a href="#">Organisation legal entity information</a>	COMPLETED
<a href="#">Associated companies</a>	COMPLETED

You may notice that some pages appear in grey text and do not have a completed button. These are pages that are not relevant to the service type you are applying to register, or by the answers you have given us earlier in the form. Please make sure you check your information carefully as this is your last chance to make any changes before you submit your form.

References for relevant individuals	NOT APPLICABLE
<a href="#">Convictions and prosecutions</a>	COMPLETED
<a href="#">Previous involvement in care services</a>	COMPLETED
<a href="#">Information about the applicant organisation</a>	COMPLETED
Financial information	NOT APPLICABLE
<a href="#">Invoicing contact details</a>	COMPLETED

When you are happy with your completed application, select the option 'Pay and submit'.

<a href="#">Pay and submit</a>	<a href="#">Cancel</a>
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If you have chosen to pay online, you will make your payment and then be taken to the page where you can submit your application. If you have chosen another method of payment, you will move straight to the submission page.

You are required to sign a declaration and then you can submit your application.

I declare that the details I have given in this application are, to the best of my knowledge, accurate and complete. Tick box to confirm.

The page will advise you that your application has been submitted and you will receive a confirmation email.

**Your application has been submitted**

### **Paying for your application**

You will need to pay your registration fee before we can process your application. Please note that application fees are non-refundable regardless of whether you proceed with your application or if it is withdrawn or refused.

When you are completing your online application form, you will be given options for payment at the end. The quickest way is to pay online however, we do accept other methods of payment.

**Please select a payment type**

Online

Telephone

BACS or bank transfer

Cheque or Postal Order

Request invoice

## Online payment

You can make a payment online with your credit or debit card.

When you click 'Continue' from the payment page of your application form, you will be taken to GOV UK pay who will process your payment. You will receive an email confirming your payment.

## Paying your fee by telephone

You can pay by credit or debit card over the telephone. If you wish to pay this way, please call **0345 603 6979**. You will need your application number.

## Paying your fee by BACS or bank transfer

To pay by BACS or bank transfer the account details are:

Branch: Royal Bank of Scotland, St Andrews Square, Edinburgh  
Sort Code: 83-06-08  
Account Number: 11580052  
Account Name: Social Care and Social Work Improvement Scotland

Please quote your application number as a reference.

## Cheque or postal order

You may pay by either cheque or Postal order at any Care Inspectorate office or by posting to: Care Inspectorate  
Transactions Team  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

Cheques should be payable to Care Inspectorate and the applicant name and reference number from your online application form should be noted on the back.

## What happens to your data

We will always handle your personal information fairly and lawfully. To find out how we will handle your information, please read the [Core Privacy Notice](#) on our website.

**Headquarters**  
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Compass House  
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Dundee  
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## Other languages and formats

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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