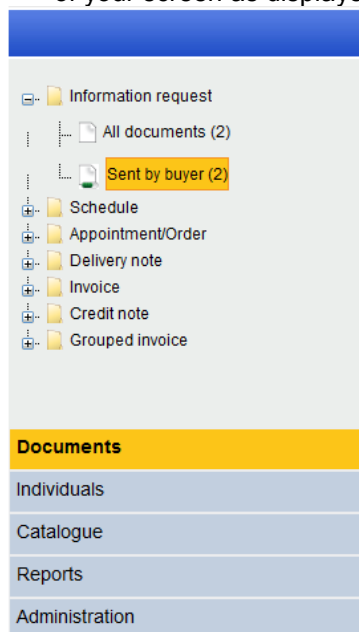


Provider Portal – Information Requests

How do I view and respond to this enquiry?

Please complete the following steps.

1. Log into the [Provider Portal](#) using your email address as the username and the password provided either in your email notification (if this is your first request) or the password you have been provided previously. If you do not know this or having issues logging in, please contact the s4s helpdesk.
NB. You can access the Provider Portal by visiting www.connecttosupport.org/providers and clicking on the orange 'Login to provider portal' button.
2. Please navigate to **Documents/Information Requests/Sent by Buyer** on the left hand side of your screen as displayed below:



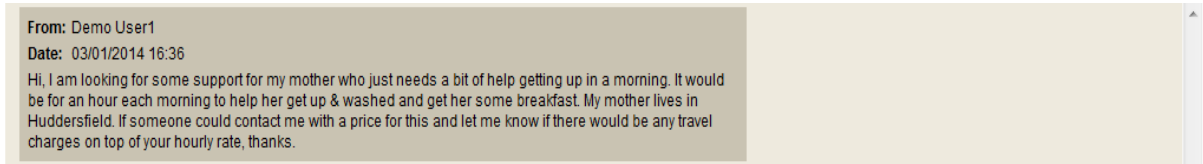
3. Within the main part of the screen you will see the information request received:

Action	Type	State	Person from	Reply by	Reference number	Sent by	Date last updated
		Sent by buyer	Kirklees Metropolitan Borough Council	05/01/2014	00002	Demo User1	03/01/2014

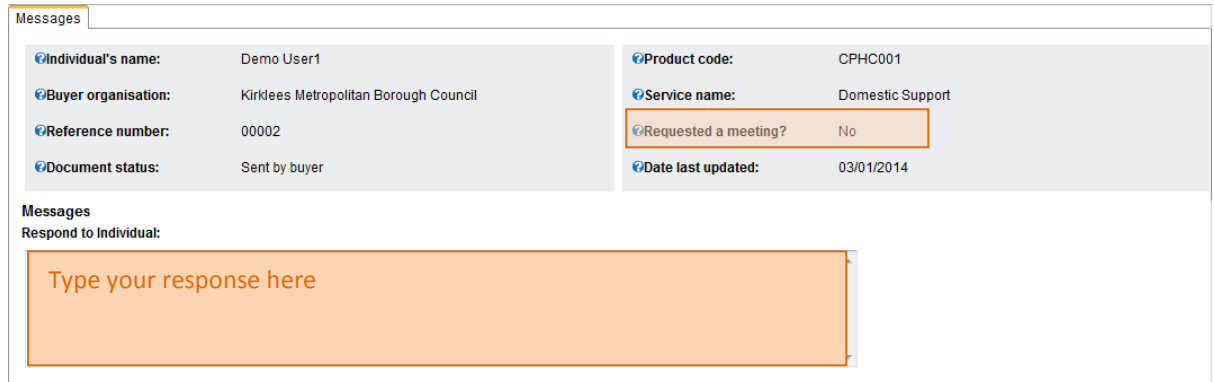
4. To read and reply to this information request, please ensure you open using the **Pencil** under the heading 'Action'.
NB. If you use the magnifying glass you can only read, not respond.

Please note there is a 'Reply By' date shown on this screen, this is the latest date we would like this responded by. If you cannot make this date for whatever reason, please put a holding note on the system to say when you can provide a response, alternatively please contact the s4s helpdesk to advise.

- Once you have opened the request, scroll down and you will see their request in a dark grey box:



- When you are ready you can type your response to the buyer and send this through to them. Before sending your response, please check if they have requested a face to face meeting, this can be seen on the screen below. Type your response in the box 'Respond to Individual':



- Once you have completed your response click the 'Respond' button in the top right hand corner of the page:



Your response will go through to the buyers shop4support/Connect to Support Account, they will automatically receive an email notification to advise.

If they send any further questions to you, you will receive an email notification and you respond as you have above. The history of all the messages that have been exchanged is displayed on the screen whenever you open it up.

Experiencing issues accessing the Provider Portal?

You may have problems accessing the site, the main issue is only seeing a blank screen with no ability to log in. If this is the case, please see the below for guidance;

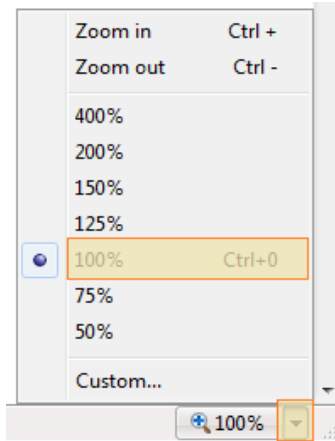
- Please make sure you are using Internet Explorer 8 or above. To check this please click on



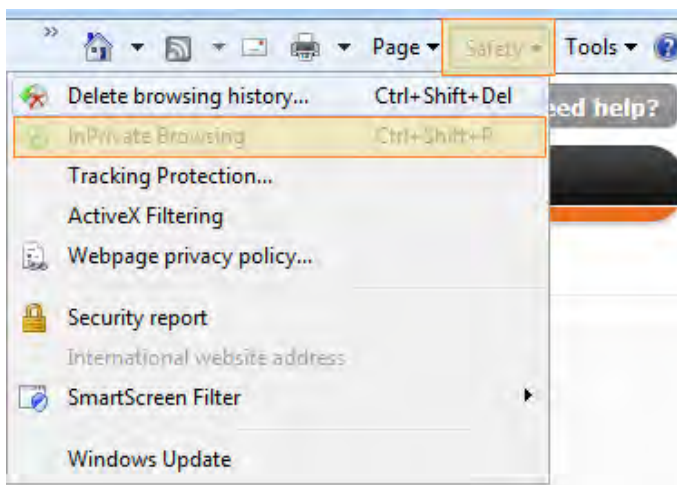
the highlighted section (see above) which appears in the top right corner of the browser window and this will bring a menu which will have 'About Internet Explorer' listed click on this and this will tell you the version that you are using.

- Next option to check is whether you are using zoom on your web browser which may cause the blank screen.

In the bottom right corner of the browser window you see an option which will give you a percentage this needs to be set to 100%. You can click on the little down arrow button (highlighted in the picture below) and this will bring the menu and the using your mouse click on 100%, which should change the zoom back to normal. Alternatively use the left Ctrl key on the keyboard and pressing this in with either the plus + or minus – buttons on keyboard will also change the zoom.

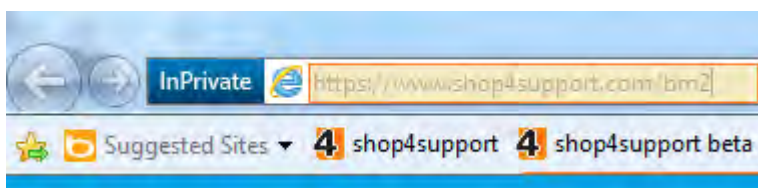


- Third option, if you are still having problems, please go to the menus in the top right of your browser and one of the options is called 'Safety', click on this and then select 'InPrivate Browsing'.



This will open a new window and at the top left hand of the screen you will see the message 'InPrivate' in blue. Just type in the box next to this the text below and press enter.

<https://www.shop4support.com/bm2>



This will take you to the provider portal.

If you are still unable to access after trying the above please telephone the s4s helpdesk.

