

Provider Portal – Support Package Enquiries

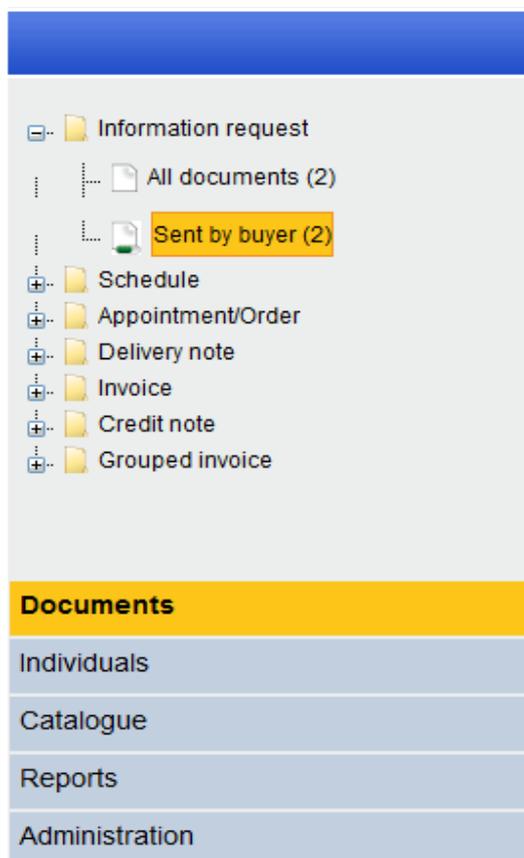
How do I view and respond to this enquiry?

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** as displayed below:



3. The information request will be displayed in the table:

Action	Type	State	Person from	Reply by	Reference number	Sent by	Date last updated
		Sent by buyer	Kirklees Council	16/07/2014	00001	Kirklees Council	02/07/2014

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4. Under the 'Action' column click on the **PENCIL** (not the magnifying glass or you will not be able to respond)
5. Once this screen has loaded you will see 3 tabs at the top left; Messages, Support package detail and Attachments. Click on the 'Support package detail' tab to read the details of what the Individual needs.
6. To respond to the individual, click on the 'Messages' tab, then click in the white box to send a reply. Please reply with as much information as you can so the Individual is able to make an informed choice, ie. Can you meet all of the requirements, what the cost would be etc.

If you need further detail from the individual before you can submit a proposal, ask any questions in

the white box and click  this will send your response to the individual to answer your questions.

If you have enough information to submit a proposal, type the details in the white box and click

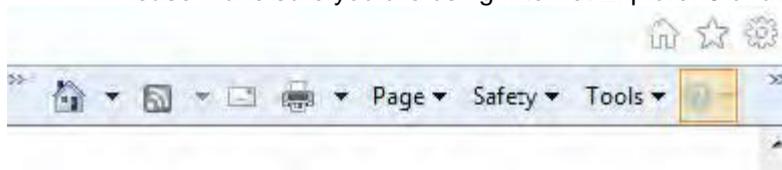


The idea is that you can have a dialogue with the individual by using the respond button to make sure you have sufficient detail to respond to the package request. Once you are happy you have everything, you input your proposal and click the submit proposal button.

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

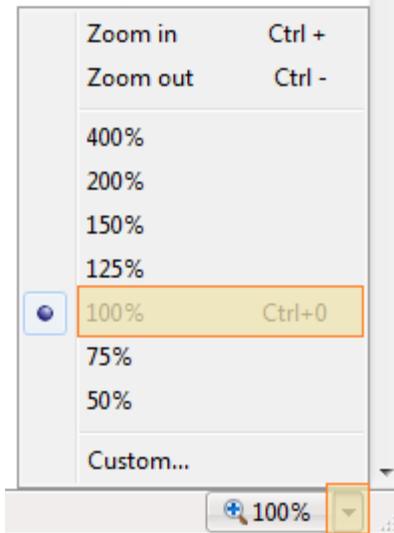


the highlighted section (see above) which appears in the top right corner of the browser window and this will bring a menu which will have 'About Internet Explorer' listed click on this and this will tell you the version that you are using.

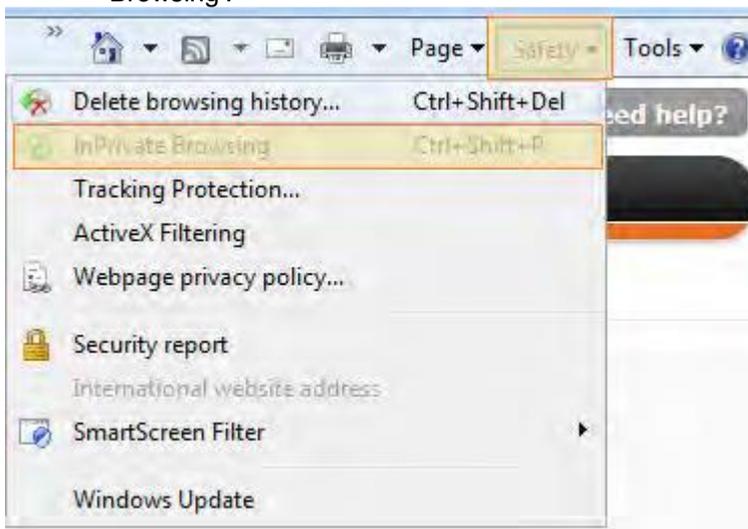
- Next option to check is whether you are using zoom on your web browser which may cause the blank screen.

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.