

1 Creating a new support package?

- Login to your account on Connect to Support
- Select the **MY ACCOUNT** tab
- Now select this tile



to open the support package function, then select **Create a new package**

to get started with the two step wizard that takes you through the definition of your package of care requirement(s):



Note: 'Save & close' will save the details you have already recorded and allow you to come back and complete the support package later.



takes you to the next step.

Once you have completed all fields you can **'Print'** your support needs, if you have been asked to do so.

2 Choose providers

Select **Add providers** to list providers

Note: you should use the filter on the left hand side of the page to aid the selection of appropriate providers

Refine your results

- Provider of services for people with dementia
- Provider of services for people with mental health issues
- Provider of services for people with learning difficulties
- Provider of services for people with drug or alcohol misuse issues
- Provider of services for older people
- Provider of services for people with physical disabilities

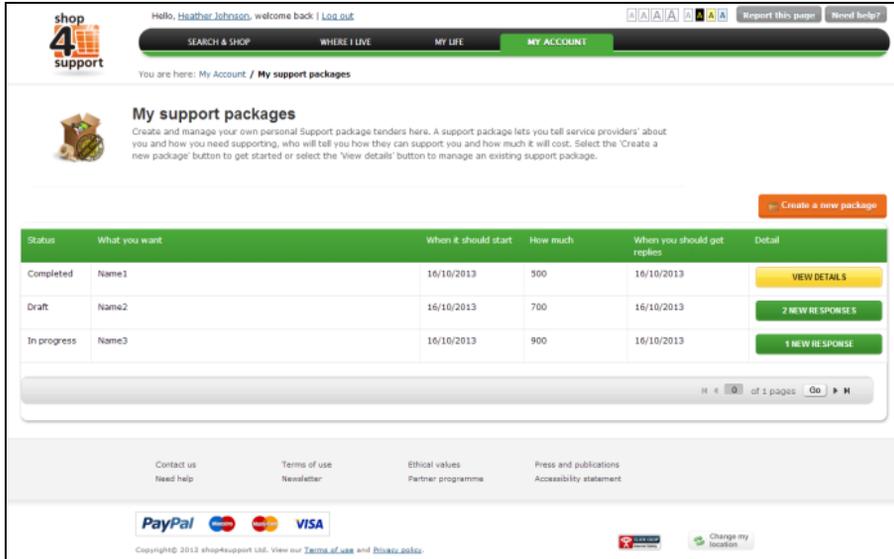
Want to know more about a provider?

Select **More info** to view information about a particular provider

... once you have chosen a provider click on **Select provider** to include it in your request for quotations

Once you have completed your selection select **Choose these 2 providers** to move to the next step.

3 Manage support packages



Whilst viewing responses you can send a new message by selecting **Respond to this provider** then entering your text and submitting to the provider.

Select **VIEW DETAILS** to open a support package for viewing.
Note: the button display will change to **1 NEW RESPONSE** when a response is received.

Each responding provider is listed on the 'Manage' page. Select **View responses** to view the message string.
Tip: use this filter **Show all** to view all messages

5 Complete discussions and award providers



When you have finished a discussion with a provider just select **Complete discussion**

Once you have identified the provider you are awarding the package to just select **Award provider**. This triggers a notification to the provider to advise that they are successful, at the same time the unsuccessful bidders are advised that they were unsuccessful.

The care package can now be ordered