



# FAQ's

## Registering for an account on the Providers Hub

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## 1. Who can register to use the website?

- All **adult social care providers** delivering a service in Cornwall are eligible to register for an account.
- All local **training providers** offering training courses and learning opportunities to social care employers in Cornwall can also register.
- Individual employers looking for PAs are welcome to email [proudtocare@cornwall.gov.uk](mailto:proudtocare@cornwall.gov.uk) and we will be happy to add your job vacancies to the website for you.

We do not allow recruitment agencies to advertise on the website. For more information, please see our [Acceptable Use Policy](#).

## 2. How do I set up an account?

The screenshot shows a registration form with the following fields and labels:

- Providers login** (link)
- Providers sign-up** (link, circled in red)
- Company name \*** (text input, placeholder: Please add company name)
- Contact name \*** (text input, placeholder: Please add contact name)
- Account type \*** (dropdown menu, placeholder: Please select)
- E-Mail \*** (text input)
- Username \*** (text input)
- Password \*** (text input)

1. Click 'Providers sign-up'
2. Add your **Company name** and a **Contact name** (only the Proud to Care team will see this)
3. Adult social care providers should select **Account type** 'PTC Provider' and training providers should select 'PTC Trainer'
4. See Q8 – What **email address** should I use?
5. We suggest you use your **Company name** as your **Username** as this cannot be changed once your account has been created.
6. Create a strong **Password**

### Adult Social Care Providers

## 3. Why do I need an account?

This updated version of the Proud to Care Cornwall website has enhanced functionality for job seekers and employers. Once you have created your free account, you will be able to add a Company Profile, manage job adverts and review applications. From your dashboard you will also have access to the latest news and resources from across the sector.



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#### 4. Can I have more than one account for my organisation?

Each account has to have a Company Profile attached to it before any job vacancies can be added. For this reason, we recommend that you have one account which can be shared by several members of staff if necessary. We suggest you use your Company Name as your Username.

However, if you are a large organisation with more than one setting or multiple strands to your business, you can choose to have an account and a Company Profile for each one. (See also 'Can I have more than one Company Profile?'). In this case, the Username will need to be different for each account.

#### 5. What is a Company Profile?

This website features a 'Find Employers' page where potential candidates can search for providers in their area and browse their Company Profiles. These profiles are an opportunity for you to tell job seekers about your company, what it's like to work for you and how great you are. It has a 'Contact Us' form so candidates can get in touch with you directly and will also link to any job adverts you have listed on the website.

#### 6. Do I have to have a Company Profile?

Yes. In order to add jobs to the website you will need to have set up a Company Profile. The idea is that even when you're not advertising jobs you will still have a presence on the website and potential candidates can still get in touch with you. If there is a time when you don't have any vacancies and you don't want people to contact you, you are able to hide your profile.

#### 7. Can I have more than one Company Profile?

Yes. It depends on your company and how you wish to manage enquiries that come to you via the website. Completed 'Contact Us' forms will be sent to the email address linked to your Company Profile.

If your company is a single organisation (i.e. a home care agency or single residential setting), you will have one Company Profile and one login.

If you are a large organisation with more than one setting or multiple strands to your business, you can choose to have a Company Profile and login for each one. However, larger organisations with a central team responsible for responding to all enquiries may prefer to have one Company Profile and one login for ease.

#### 8. What email address should I use?

This is the email address where general enquiries will be sent via the 'Contact Us' form on your Company Profile. This may include personal information such as a CV so we recommend that you don't use an address that is widely accessible by all staff.



However, we do suggest you use an address that can be monitored by more than one person so that enquiries can be responded to promptly.

This email address can be changed at any time via your dashboard. You will also be able to specify a different email address for receiving job applications when you submit a job listing.

#### **9. Where can I get help if I have trouble using the website?**

Once your account has been approved you will receive a copy of our User Guide with step-by-step instructions for using the Providers Hub. If you experience any problems you can always email [proudtocare@cornwall.gov.uk](mailto:proudtocare@cornwall.gov.uk) and one of the team will be happy to help.

### Training Providers

#### **10. How is a Training Provider account different?**

Once registered, Training Providers will be able to add courses and learning opportunities which will be visible only to social care providers when they login to their dashboard. You will be able to edit, reinstate and remove your adverts/listings and your contact details whenever you like.

Adult social care providers who are interested in your services will contact you directly via the website, but these expressions of interest will not be stored in your account.

#### **11. Do I need a Company Profile?**

No, training providers don't need a Company Profile.

