



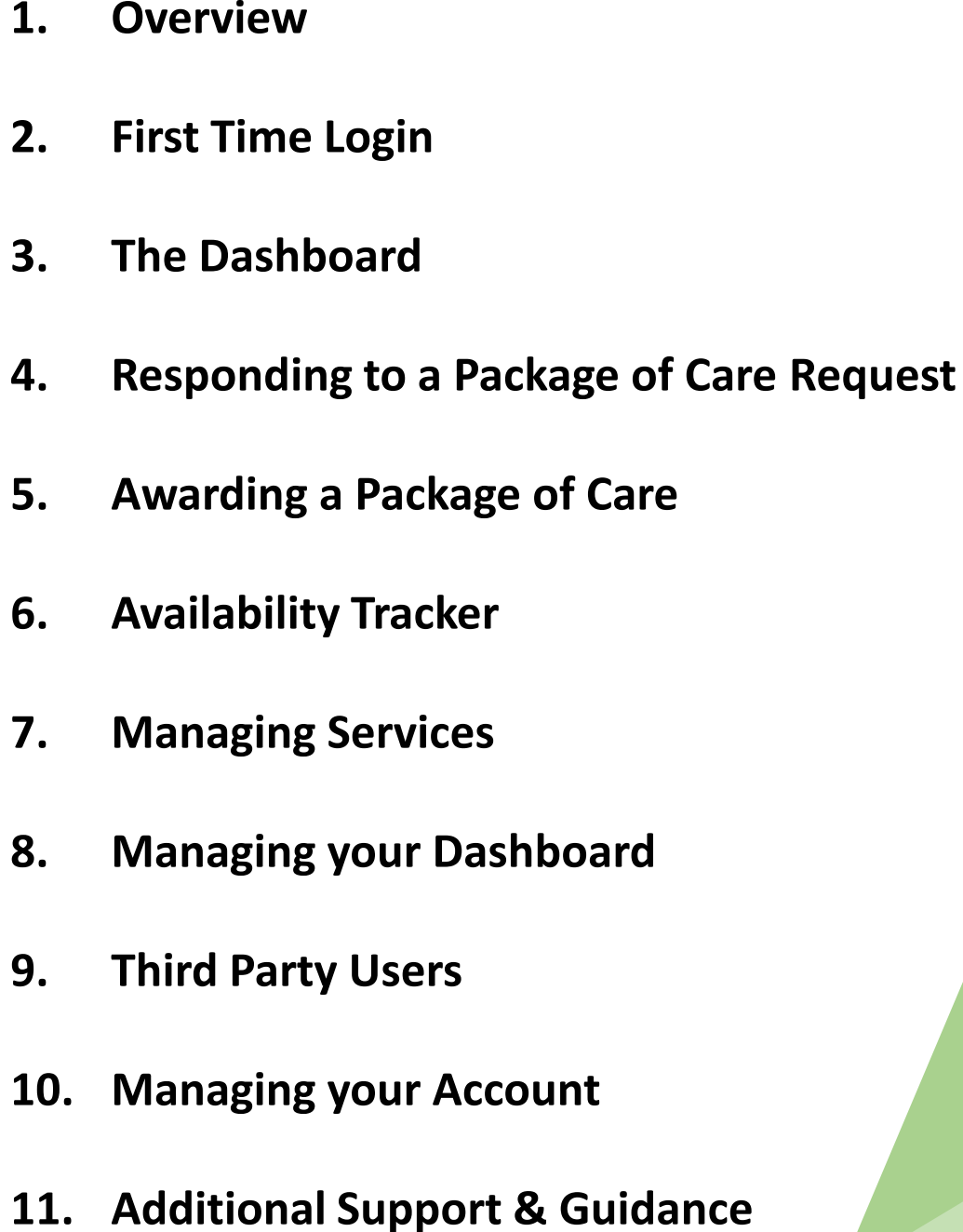
# Marketplace eBrokerage User Guide

Residential Homes  
Nursing Homes

April 2020



## **Contents**

- 1. Overview**
  - 2. First Time Login**
  - 3. The Dashboard**
  - 4. Responding to a Package of Care Request**
  - 5. Awarding a Package of Care**
  - 6. Availability Tracker**
  - 7. Managing Services**
  - 8. Managing your Dashboard**
  - 9. Third Party Users**
  - 10. Managing your Account**
  - 11. Additional Support & Guidance**
- 

# 1. Overview

Marketplace eBrokerage is the online sourcing system used by Norfolk County Council (NCC) for sourcing Residential and Nursing Care, creating a two-way exchange of information between your home and NCC. The process facilitates us to obtain the most suitable Package of Care (POC) for our clients.

The system is the primary means of receiving a request for a POC from NCC. It is important that you respond to our POC requests within the Brokerage Expiry date in order for your offer to be included for consideration.

Whether or not you are able to consider each POC request, it is important that you submit a response so that we can improve the quality of requests that we submit to your home. The system collates your responses for Management Information which in turn are used to further understand the social care market.

Marketplace eBrokerage has an inbuilt Availability tracker, so it is no longer necessary to update Bedtracker. It is important that you update your availability on a weekly basis in Marketplace eBrokerage as this will determine whether or not your home receives care requests.

## 2. First Time Login

You will receive an email containing your user name and a link that will take you to this welcome page.

The screenshot shows the 'Marketplace Admin' interface. At the top right, there is a 'Help' button. A red banner across the top reads 'TEST MODE - NORFOLK COMMUNITY DIRECTORY | BROKERAGE TEST SITE'. Below this is a 'Welcome' section with the text: 'To activate your account you need to read and accept the terms and conditions shown below. You will then be emailed a temporary password if you do not log in using external login service.'

The 'Terms and Conditions' section is titled 'Terms and Conditions of Use'. It contains the following text: 'By registering with this website, you agree to these terms and conditions ("Terms"). Please read the Terms carefully as they set out your rights and obligation. They also provide information on how you can submit material ("Content") and how this will be used. IF WE DISCOVER OR HAVE ANY REASON TO SUSPECT YOU HAVE BREACHED THE TERMS WE RESERVE THE RIGHT TO SUSPEND OR TERMINATE YOUR ACCOUNT IMMEDIATELY AND WITHOUT NOTICE.'

Section 1: 'YOUR PASSWORD, USERNAME, PIN AND SECURITY'. It states: 'When you register, you will be asked to select a user name and password you can then use to access your account ("Account") and log on to and/or participate in secure areas of the website. You accept it is your sole responsibility to maintain the security of your account and to protect your password. Your Personal Data will be kept private and confidential, and will not be passed on to third parties without your express consent and will be used in accordance with our [Privacy Policy](#).'

Section 4: 'OTHER'. It states: 'If you become aware of any misuse of the Content or wish to complain about any Content on this website or believe any of your rights have been violated, you can notify us via the website contact details. You may terminate your Account at any time, for any reason, by following the instructions within your account pages. Even after your Account is terminated (for whatever reason) the Terms will remain in full force and effect. Your Content will remain on the website. We reserve the right to suspend or terminate your Account or access to any part of the website at any time if you breach the Terms or for technical reasons. The Terms shall be governed by and construed in accordance with the laws of England. Any disputes arising from this website or Terms will be decided only by the English courts.'

At the bottom, there is a 'User name' field containing 'HometoRoost', a checkbox for 'I accept the terms and conditions' which is checked, and a green 'Continue' button. A red arrow points to the 'Continue' button.

Enter your user name and accept the terms and conditions. Select continue.

You will be directed to the link below

Marketplace Admin

TEST MODE - NORFOLK COMMUNITY DIRECTORY | BROKERAGE TEST SITE

### Log In

Enter your user name and password to log in.

**i** You have been sent an email with further instructions. Use the form on this page to log in or the link in your email at a later time.

User name

Password

**Continue**

If you are having problems related to your login please contact Norfolk Community Directory team on [communitydirectory@norfolk.gov.uk](mailto:communitydirectory@norfolk.gov.uk)

[Forgotten your password?](#)

[Forgotten your username?](#)

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You will also receive an email as below to set up your login.

TEST MODE - Your Norfolk Community Directory | Brokerage Test Site login has been activated

**NC** Norfolk County Council <onlineforms@communitydirectory.norfolk.gov.uk>  
Tue 17/03/2020 15:13  
You

TEST MODE - TEST MODE - TEST MODE  
Your login has been activated.

Use the URL below to complete the new login process. You will be asked to set up your password and enter a secret word that will be used on subsequent visits to the site when you login.

<https://norfolk-master.occsites.co.uk/Admin/Account/ResetPassword?token=cyzQ%2BB2lo0GjacFct2mlwQ%3D%3D>

This link is only valid for the next 1 hour(s)

Click on the link to activate your account.

You will need to create a password following the 4 conditions as indicated below

Marketplace Admin

TEST MODE - NORFOLK COMMUNITY DIRECTORY | BROKERAGE TEST SITE

### Set up your password

Use the form below to change your password.

New passwords must follow all of these rules:

- Have 8 or more characters
- Have a mixture of lower case and upper case letters
- Have 1 or more numbers
- Have 1 or more symbols, e.g. # or %

New password

Confirm new password

If you are having problems related to your login please contact Norfolk Community Directory team on [communitydirectory@norfolk.gov.uk](mailto:communitydirectory@norfolk.gov.uk)

[login page](#)

Enter the password twice and select OK.

Marketplace Admin

TEST MODE - NORFOLK COMMUNITY DIRECTORY | BROKERAGE TEST SITE

### Change Secret Word

New secret words are required to be a minimum of 6 characters in length.

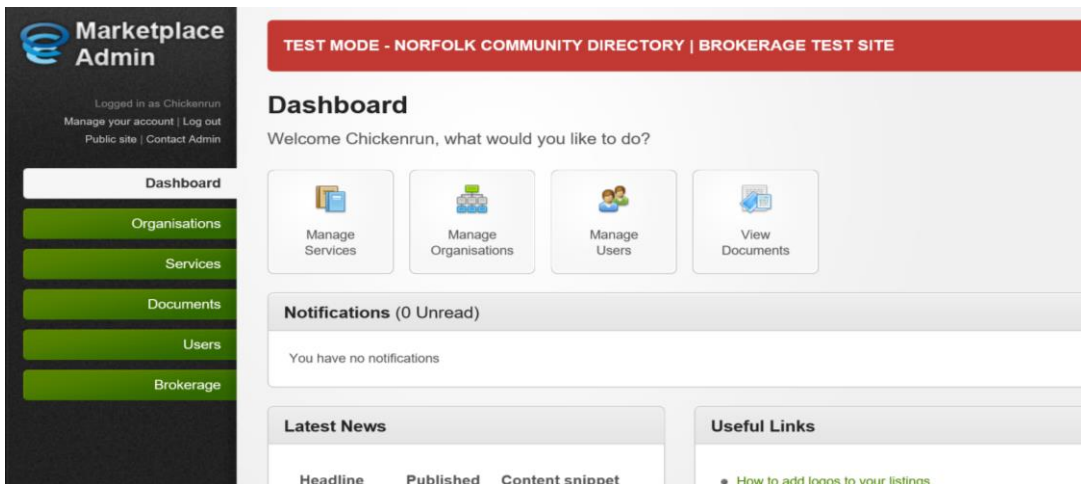
Your Profile

New secret word \*

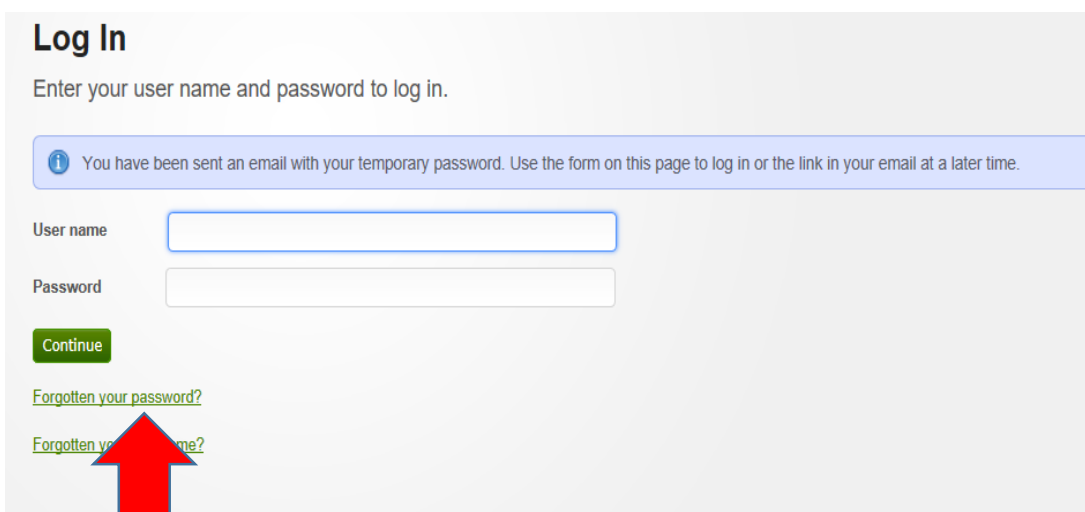
Confirm new secret word \*

You will then be asked to create a secret word. This will need to be a minimum of 6 characters in length and is case sensitive. Select Change Secret word.

You are now logged into Marketplace eBrokerage.  
We recommend you “bookmark” this page for future use.



Each time you log into Marketplace, you will require your password and secret word.



If you have forgotten your password click here to reset

## Secret Word

To complete the login process enter the specified characters from your secret word.

5th 6th 8th

[Log In](#)

[Forgotten your secret word?](#)

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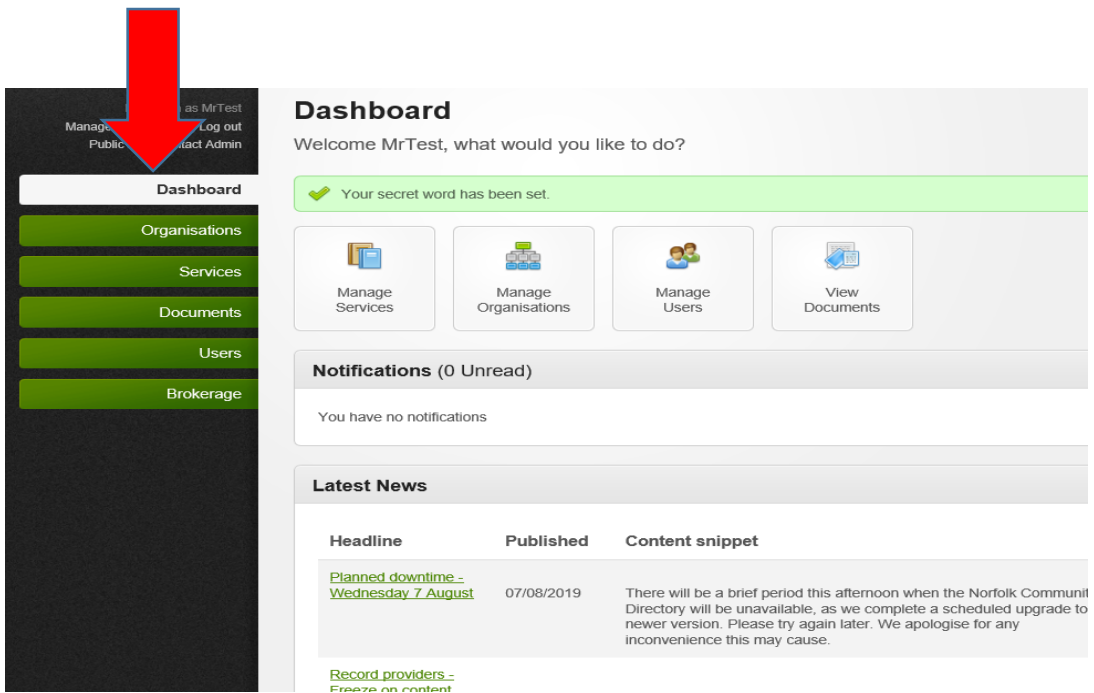


You will be requested specific characters of your secret word each time you login. If you cannot remember your secret word, please follow the link to request a reset.



### 3. The Dashboard

From the Dashboard you are able to navigate to all parts of the system that are available to you by using the drop down menu's on the left hand side of the screen.



**Organisations** – Manage Organisation Information

**Services** – Manage Service Information and Availability

**Documents** – Key Documents will be hosted by Norfolk County Council

**Users** – Create and Delete Users to the system

**Brokerage** – View all Package of Care Requests

Additionally, on the Dashboard you will be able to find notifications including new package of care requests and updates to existing requests. More information is available in **Section 8 – Managing your Dashboard**.

The screenshot displays the user dashboard for MrTest. The left sidebar contains a navigation menu with the following items: Dashboard, Organisations, Services, Documents, Users, and Brokerage. The main content area is titled 'Dashboard' and includes a welcome message: 'Welcome MrTest, what would you like to do?'. Below this is a green notification bar stating 'Your secret word has been set.' followed by four management buttons: 'Manage Organisations', 'Manage Users', and 'View Documents'. A 'Notifications (0 Unread)' section follows, indicating 'You have no notifications'. The 'Latest News' section contains a table with the following data:

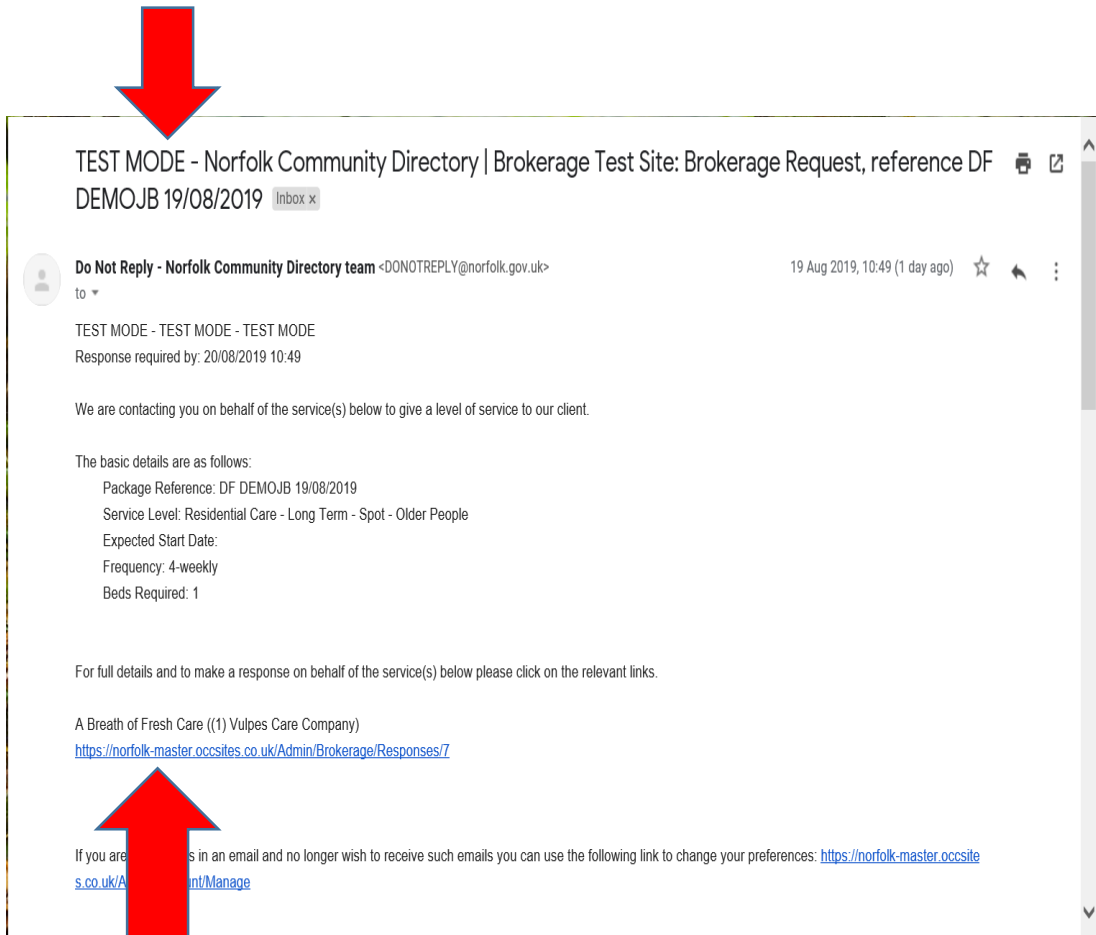
Headline	Published	Content snippet
<a href="#">Planned downtime - Wednesday 7 August</a>	07/08/2019	There will be a brief period this afternoon when the Norfolk Community Directory will be unavailable, as we complete a scheduled upgrade to newer version. Please try again later. We apologise for any inconvenience this may cause.
<a href="#">Providers -</a>		no content

The Dashboard also contains the Latest News items published by Norfolk County Council. It is important that you check this section regularly in order to not miss out on important updates and announcements.

## 4. Responding to a POC Request

A message will be sent to your email address from the Brokerage Service notifying you of a request to provide a package of care (POC).

Note the response required by date. If you **DO NOT** respond before the deadline expires, you will **NOT** be able to submit a response.



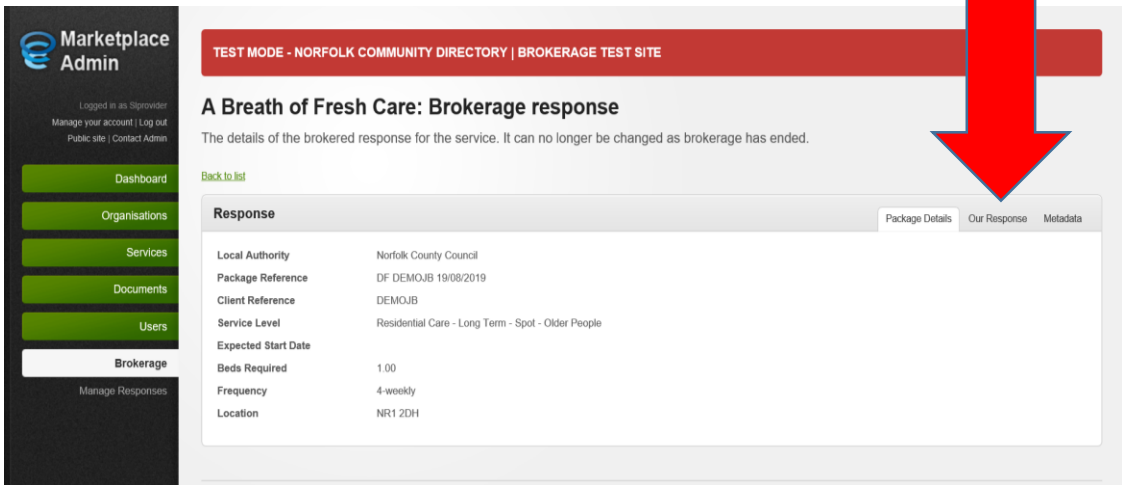
For full details of the package click on the first email link provided as shown above.

Login to eBrokerage using your user name, password and secret word. For further information, please refer to **Section 2 – First Time Login**.

From that link, Marketplace will open directly into the specific POC details as shown on next page.

All Package of Care Requests can be found from the Dashboard by selecting *Brokerage* and then *Manage Responses*.

When you have opened the package click in the *Our Response* tab to see more details and requirements.

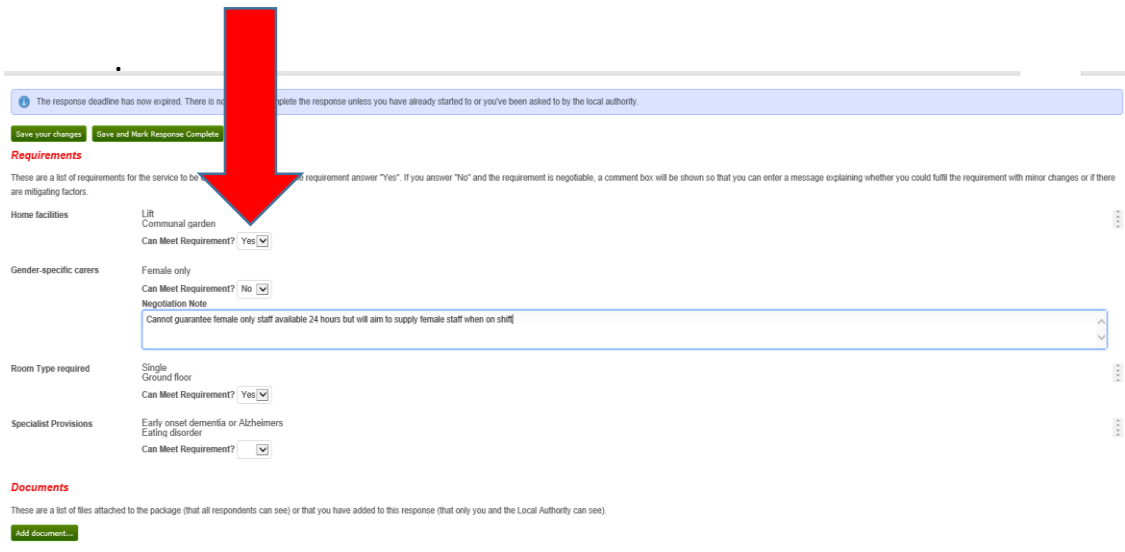


The screenshot shows the 'Marketplace Admin' interface. A red arrow points to the 'Our Response' tab. The page title is 'A Breath of Fresh Care: Brokerage response'. Below the title, there is a table with the following details:

Response	
Local Authority	Norfolk County Council
Package Reference	DF DEMOJB 19/08/2019
Client Reference	DEMOJB
Service Level	Residential Care - Long Term - Spot - Older People
Expected Start Date	
Beds Required	1.00
Frequency	4-weekly
Location	NR1 2DH

A list of requirements will appear.

Please select **YES** or **NO** from the drop down as appropriate. If you answer **NO** a negotiation note box will appear where you can enter a message if you feel that you could meet the requirement with minor changes or if you can offer an alternative solution.



The screenshot shows the 'Requirements' section. A red arrow points to the 'Can Meet Requirement?' dropdown for 'Lift Communal garden', which is set to 'Yes'. Below it, the 'Negotiation Note' field contains the text: 'Cannot guarantee female only staff available 24 hours but will aim to supply female staff when on shift'. Other requirements include 'Gender-specific carers' (set to 'No'), 'Room Type required' (set to 'Yes'), and 'Specialist Provisions' (set to 'Yes').

Any information available to Brokerage that is not in the Requirements section, will be made available on the Notes section as you scroll below.



The screenshot shows the 'Notes' section. A red arrow points to the 'Add a new note' button. Below it, a note is visible: 'Client has a small friendly dog'.

Please then scroll down to the *Placement Response* to select your response from the following drop-down options.

If you are unable to consider the POC please select **No – we are unable to provide this service**

**Placement Response**

Your decision on whether your service can be provided to this client.

Placement Response \*

- No - we are unable to provide this service
- Yes - we are able to provide this service
- Yes - we are able to provide this service subject to assessment
- Yes - we are able to provide this service subject to negotiation

**Offer**

Once you have selected this option, a text box will appear asking for the Rejection Reason. This is very important as this information will enable NCC to offer you the most appropriate care in the future.

**Placement Response**

Your decision on whether your service can be provided to this client.

Placement Response \*

No - we are unable to provide this service

Rejection Reason

- The client does not meet our eligibility criteria
- We cannot accept the placement due to its complexity
- We do not currently have any beds available

Rejection Note

**Please bear in mind that even if you are not currently able to accept the POC, it is very important that you respond to the request.**

If you feel you can provide this care without any further information, please select **Yes – we are able to provide this service.**

If you feel you can provide this care but require more information in the form of a full assessment, then please select **Yes – we are able to provide this service subject to assessment.**

If you feel you can provide this service but cannot fulfil all the requirements and have left negotiation notes or the price offered is negotiable, then please select **Yes – we are able to provide this service subject to negotiation.**

Once you have selected a **Yes** option, the Provider Terms and Conditions checkbox will appear. Tick the box to accept T&C's.

**Place Response**

Your details will be used to determine whether your service can be provided to this client.

**Place Response** \* Yes - we are able to provide this service

**PROVIDER TERMS AND CONDITIONS**

Please confirm your acceptance of the following Terms and Conditions established by Norfolk County Council E-Brokerage forms part of the T&C's between NCC and the provider and providers who utilise E-Brokerage in line with schedule 14 of the contract.

**Accept Provider Brokerage Package T&C?** \*

**Offer**

Details of the service you are offering to meet the client's needs as described. These fields may be pre-populated with values from the package details, however you can change them if appropriate.

<b>Beds Required</b>	<input type="text" value="1.00"/>
<b>Frequency</b>	<input type="text" value="4-weekly"/>
<b>Price</b>	<input type="text" value="600.00"/>
<b>Expiry Date</b>	<input type="text" value="23/08/2019"/>

Under the *Offer* heading the *Beds required* and *Frequency* fields will be pre populated 1.00 and 4-weekly respectively. **These are system features and are not relevant to your response. Please do not edit these fields.**

Add your indicative price based on requirements shown above, assessment details and current NCC provider rates. This price can be amended after the expiry date. Please provide an expiry date of your offer.

Select *Save and Mark Response Complete*. The response will be sent to the Brokerage Service Team.

## 5. Awarding a Package of Care

The social worker/ practitioner will not be able to choose which provider will receive the POC until the response deadline has expired. In the first instance, if you meet all the requirements, you may receive a phone call from the social worker or practitioner to discuss the POC in further detail.

If an agreement is made to accept the POC with the social worker / practitioner, then you will need to update the system by going back into the POC request. The Social Worker will be able to provide you with the Client (LAS) Reference number. You will need to add a note with the following key points:

- Name of the social worker/ practitioner
- Provisional start date
- Final price agreed

The screenshot displays a software interface for managing care packages. On the left, a sidebar lists various sections: 'Notes', 'Placement Response', 'PROVIDER TERMS AND CONDI', 'Accept Provider Brokerage Package T&C?', 'Offer', 'Beds Required', 'Frequency', 'Price', and 'Expiry Date'. The main area shows a 'Notes' section with a list of notes and an 'Add a new note' button. A dialog box titled 'Add a new note' is open, featuring a rich text editor with a toolbar. A red arrow points to the text area of the dialog box, which contains the following text: 'Social Worker - John Wark', 'Start Date - 27/09/2019', and 'Price - £575.00'. The dialog box also has 'Add note' and 'Cancel' buttons at the bottom right.

You will also need to update the price in the offer section on the form.

If an agreement is made to reject the POC then no further action is required.

If you are successful in being awarded a POC you will receive a confirmation email. The social worker/ practitioner will contact you regarding the full assessment and any further information relating to the service user.

If you are unsuccessful in being awarded a POC you will receive an email outlining a primary rejection reason.

At any stage, if the POC gets cancelled you will receive an email to inform you that it has been withdrawn.

## 6. Availability Tracker

To access the availability tracker from the Dashboard please select *Services*, followed by *Manage Availability*.

Stated Capacity is the total amount of beds/ rooms in your home. If this changes, adjust accordingly.

Stated Availability is the total amount of beds/ rooms available for placement

Manage Availability

Use this page to manage the availability of your services.

Manage Service Level for user: Siprovider

Save all services...

A Breath of Fresh O...

View Service Save Service Details

Stated Capacity: 6.00 Stated Availability: 3

Service Level	Total Availability	Date Last Updated
	<input type="text"/>	20/08/2019 15:23

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Your home will be issued with service levels depending on your accreditations with NCC that you will need in order to record your bed availability.

**Please note, if you currently have no bed availability for a particular service level, it is important to record a "0" in that *Total Availability* box, otherwise you will continue to receive package of care requests and email notifications for that service level.**

Please note that the system defaults to show decimal places, however you can record your bed availability using whole numbers.

Save all services...

Nursing Home

View Service Save Service Details

Stated Capacity: 52.00 Stated Availability: 7.00

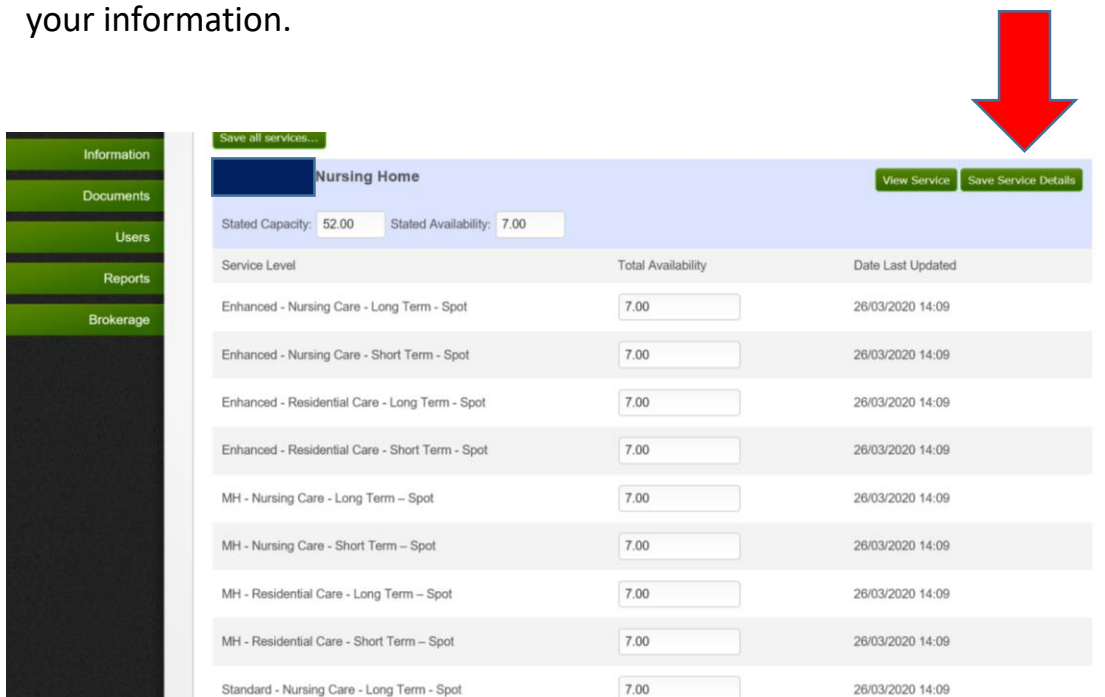
Service Level	Total Availability	Date Last Updated
Enhanced - Nursing Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
Enhanced - Nursing Care - Short Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
Enhanced - Residential Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
Enhanced - Residential Care - Short Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
MH - Nursing Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
MH - Nursing Care - Short Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
MH - Residential Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
MH - Residential Care - Short Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
Standard - Nursing Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09



If your home has both long term and short term service levels, please add a number in the relevant *Total Availability* boxes.

**Please note, all providers that are NCC accredited for nursing care will also have residential service levels. Please make sure that you are recording the correct availability in the appropriate *Total Availability* boxes.**

Once you have recorded the bed availability for all of your service levels, please save service details on the right hand side of the screen to retain your information.



The screenshot shows a web application interface for a Nursing Home. On the left is a navigation menu with options: Information, Documents, Users, Reports, and Brokerage. The main content area is titled 'Nursing Home' and includes a 'Save all services...' button at the top left. Below the title, there are input fields for 'Stated Capacity: 52.00' and 'Stated Availability: 7.00'. To the right of the title are 'View Service' and 'Save Service Details' buttons. A large red arrow points down to the 'Save Service Details' button. Below these elements is a table with three columns: 'Service Level', 'Total Availability', and 'Date Last Updated'. The table contains ten rows of service levels, each with an input box for 'Total Availability' and a timestamp for 'Date Last Updated'.

Service Level	Total Availability	Date Last Updated
Enhanced - Nursing Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
Enhanced - Nursing Care - Short Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
Enhanced - Residential Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
Enhanced - Residential Care - Short Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
MH - Nursing Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
MH - Nursing Care - Short Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
MH - Residential Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
MH - Residential Care - Short Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09
Standard - Nursing Care - Long Term - Spot	<input type="text" value="7.00"/>	26/03/2020 14:09

If you are managing the availability of multiple homes, please save the service details of each one.

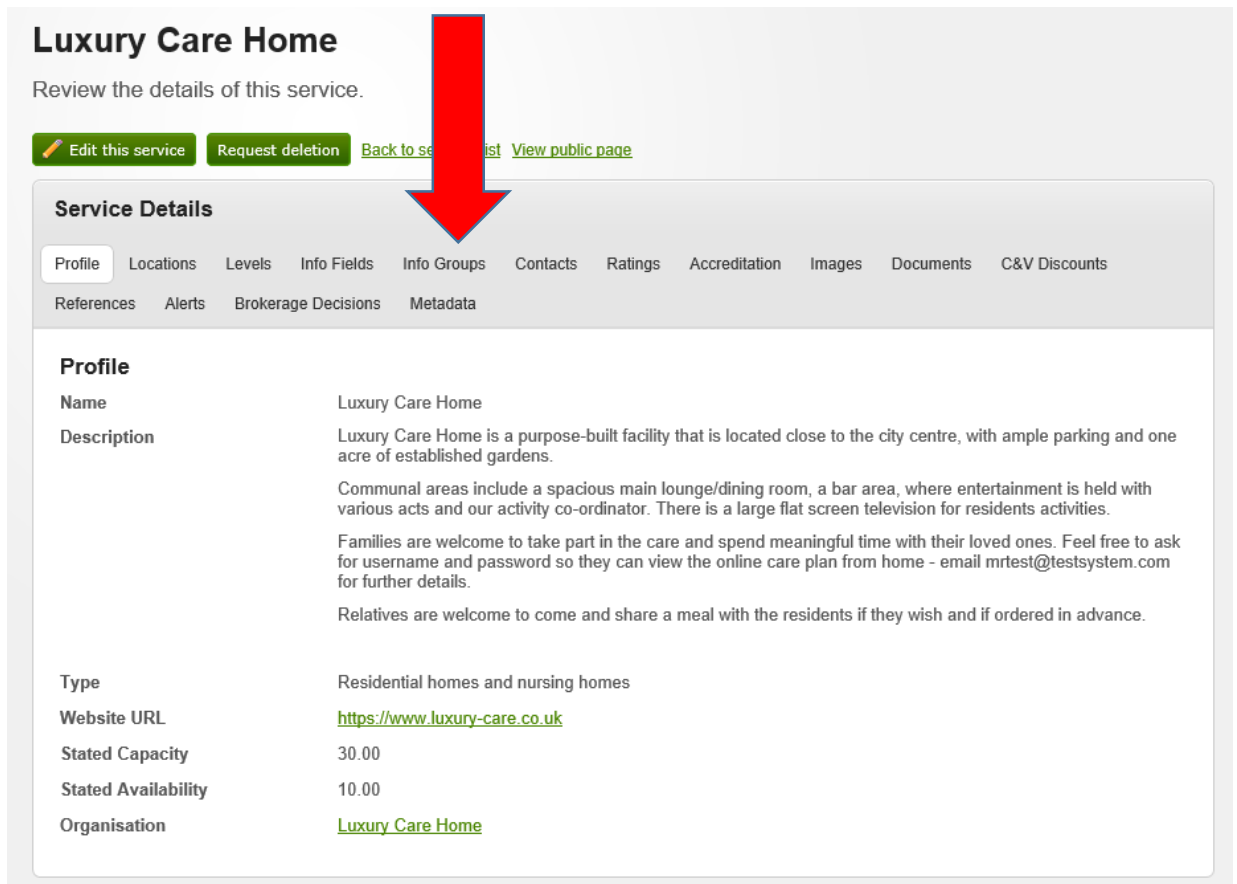
Whenever there is a change to your bed availability or capacity, please update accordingly.

Completion of the Availability Tracker will determine whether you are sent package of care requests by the Brokerage Service Team.

## 7. Managing Services

To access Service from the Dashboard please select *Services*, followed by *Manage Services*. If your profile allows access to multiple homes, you will need to select one at a time to view the details.

Your Service home page will display your profile and you will see various tabs displaying different Service details.



**Luxury Care Home**  
Review the details of this service.

[Edit this service](#) [Request deletion](#) [Back to service list](#) [View public page](#)

**Service Details**

Profile Locations Levels Info Fields Info Groups Contacts Ratings Accreditation Images Documents C&V Discounts  
References Alerts Brokerage Decisions Metadata

**Profile**

**Name** Luxury Care Home

**Description**  
Luxury Care Home is a purpose-built facility that is located close to the city centre, with ample parking and one acre of established gardens.  
Communal areas include a spacious main lounge/dining room, a bar area, where entertainment is held with various acts and our activity co-ordinator. There is a large flat screen television for residents activities.  
Families are welcome to take part in the care and spend meaningful time with their loved ones. Feel free to ask for username and password so they can view the online care plan from home - email mrtest@testsystem.com for further details.  
Relatives are welcome to come and share a meal with the residents if they wish and if ordered in advance.

**Type** Residential homes and nursing homes

**Website URL** <https://www.luxury-care.co.uk>

**Stated Capacity** 30.00

**Stated Availability** 10.00

**Organisation** [Luxury Care Home](#)

**Profile** – Information about the Home which displays the website address and Capacity / Availability figures.

**Locations** – Address of Home

**Levels** – The different Service Levels the Home provides

**Info Fields** – Various information regarding what different types of client support the Home offers

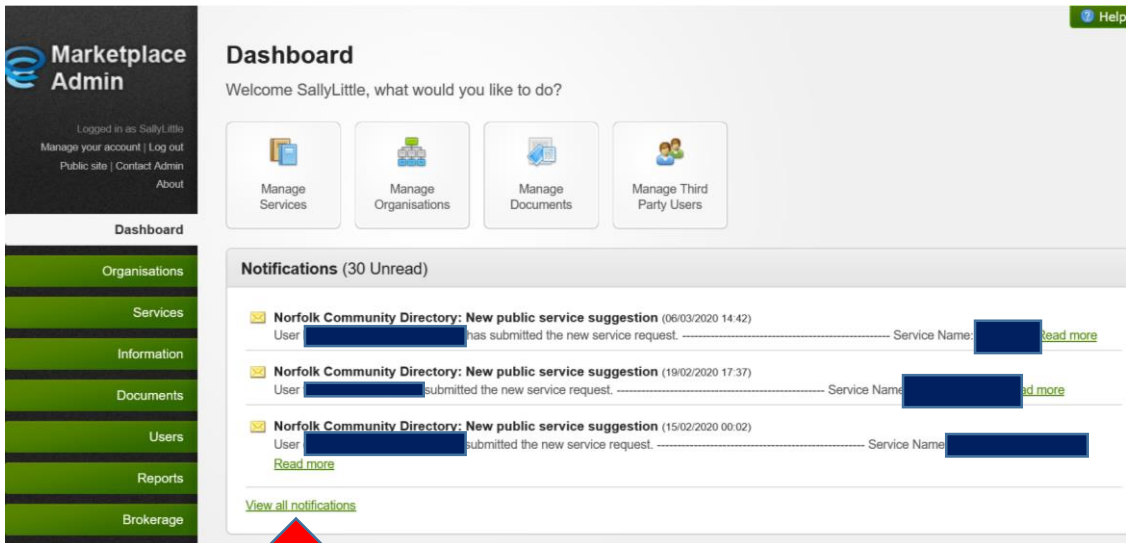
**Info Groups** – Information regarding all the facilities the Home has to offer clients

**Alerts** – Any Alerts that have been added to a Service by the Procurement Team will be visible here.

**Brokerage Decisions** – All decisions regarding the Package of Care Requests

## 8. Managing Your Dashboard

For data management reasons, it is not possible to delete expired packages of care from the Manage Responses tab. You may instead find it easier to manage and delete the packages of care requests from the Dashboard.

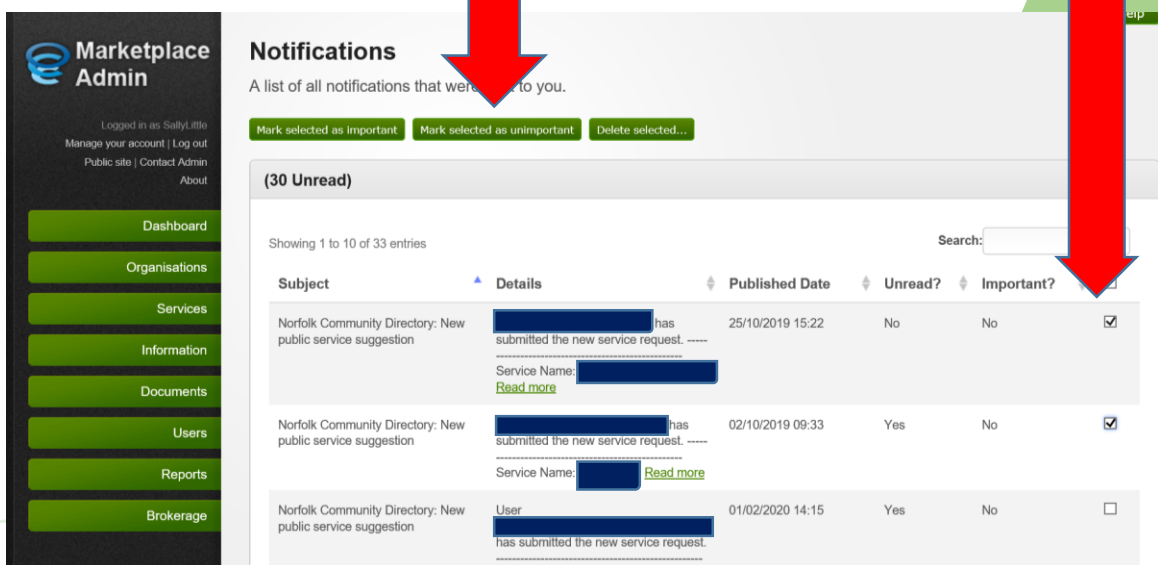


The screenshot shows the Marketplace Admin Dashboard. On the left is a navigation menu with items: Dashboard, Organisations, Services, Information, Documents, Users, Reports, and Brokerage. The main content area is titled 'Dashboard' and includes a welcome message, four action buttons (Manage Services, Organisations, Documents, Third Party Users), and a 'Notifications (30 Unread)' section. The notifications list shows three entries from the Norfolk Community Directory, each with a 'Read more' link. A red arrow points to the 'View all notifications' link at the bottom of the list.

Click on the View all notifications tab.

Select the far right box on the packages that you wish to organise.

You have the option to either delete, mark as important or unimportant.



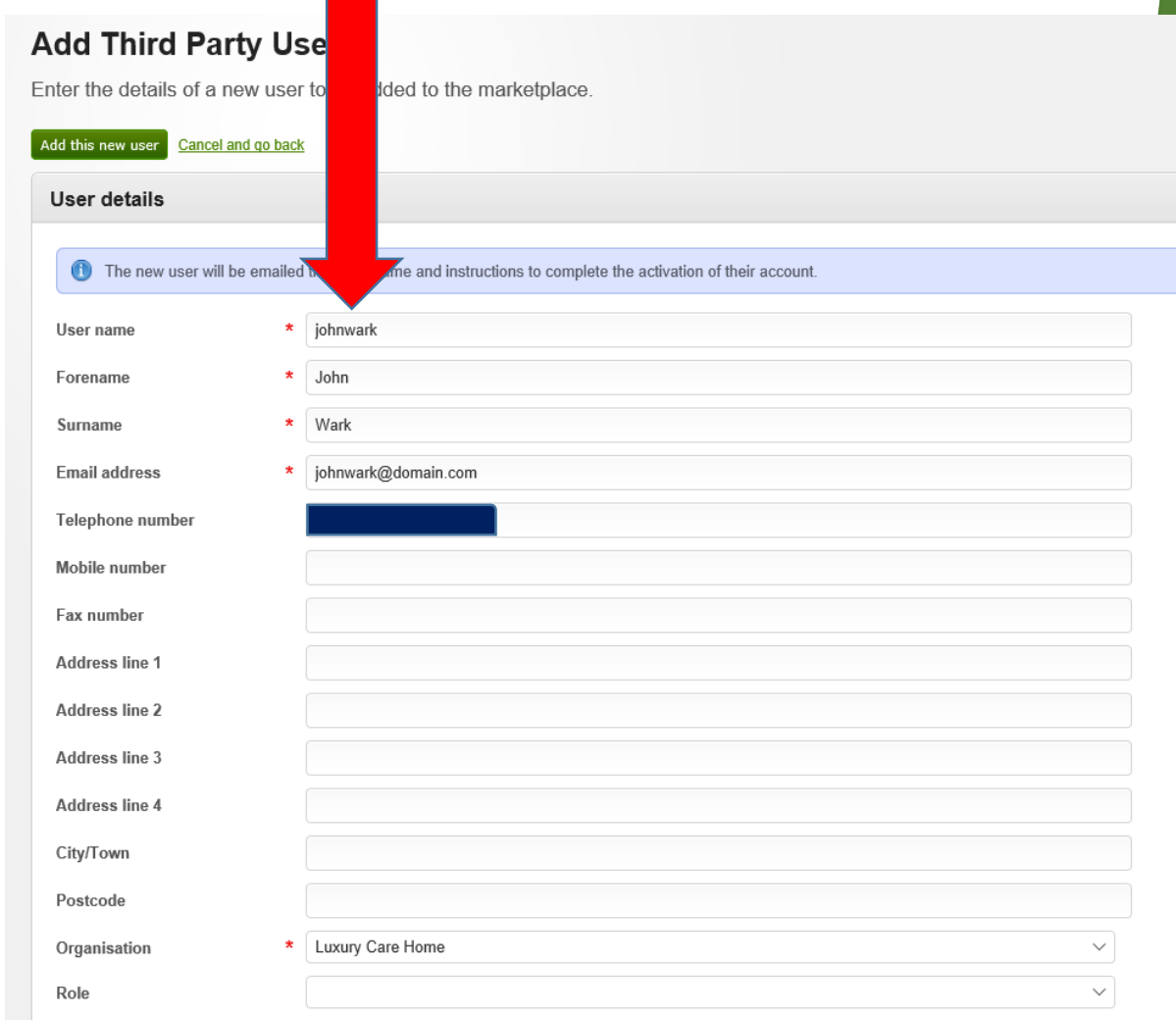
The screenshot shows the 'Notifications' page in the Marketplace Admin. It features a search bar and three buttons: 'Mark selected as important', 'Mark selected as unimportant', and 'Delete selected...'. Below is a table of 30 unread notifications. The table has columns for Subject, Details, Published Date, Unread?, and Important?. A red arrow points to the 'Important?' checkbox in the first row, which is checked. Another red arrow points to the 'Delete selected...' button.

Subject	Details	Published Date	Unread?	Important?
Norfolk Community Directory: New public service suggestion	User [redacted] has submitted the new service request. ----- Service Name: [redacted] <a href="#">Read more</a>	25/10/2019 15:22	No	No <input checked="" type="checkbox"/>
Norfolk Community Directory: New public service suggestion	User [redacted] has submitted the new service request. ----- Service Name: [redacted] <a href="#">Read more</a>	02/10/2019 09:33	Yes	No <input checked="" type="checkbox"/>
Norfolk Community Directory: New public service suggestion	User [redacted] has submitted the new service request. ----- Service Name: [redacted] <a href="#">Read more</a>	01/02/2020 14:15	Yes	No <input type="checkbox"/>

## 9. Third Party Users

To create or delete a user to the system for your Organisation from the Dashboard please select *Users*, followed by *Third Party Users*. You will only be able to create and delete users if you have Organisation access. This is displayed in your own Profile under the *Associations* tab.

To create a new user please complete the User Details template. Please create a user name that is their Forename and Surname put together with no space between them.



**Add Third Party User**

Enter the details of a new user to be added to the marketplace.

[Add this new user](#) [Cancel and go back](#)

**User details**

*The new user will be emailed to their email address and instructions to complete the activation of their account.*

User name	*	johnwark
Forename	*	John
Surname	*	Wark
Email address	*	johnwark@domain.com
Telephone number		[REDACTED]
Mobile number		
Fax number		
Address line 1		
Address line 2		
Address line 3		
Address line 4		
City/Town		
Postcode		
Organisation	*	Luxury Care Home
Role		

Add their name, email address and phone number.

You will only be able to add an Organisation if you are set up for Organisation access.

Please select *Add this new user*.

Once the user is set up you will need to attach either Service or Organisation associations to their profile.

### Edit johnwark (Third Party User)

Update the details of this user.

✔ User 'johnwark' has been added and they have been emailed with instructions to activate their account.

⚠ 'johnwark' is a third party user and has no associations set. Add 1 or more service and/or organisation associations so this user may interact with those services and/or organisations.

[Lock login](#) [Delete this user...](#) [Cancel and go back](#)

ℹ This user has not yet completed their registration by accepting the site's terms and conditions.

#### User details

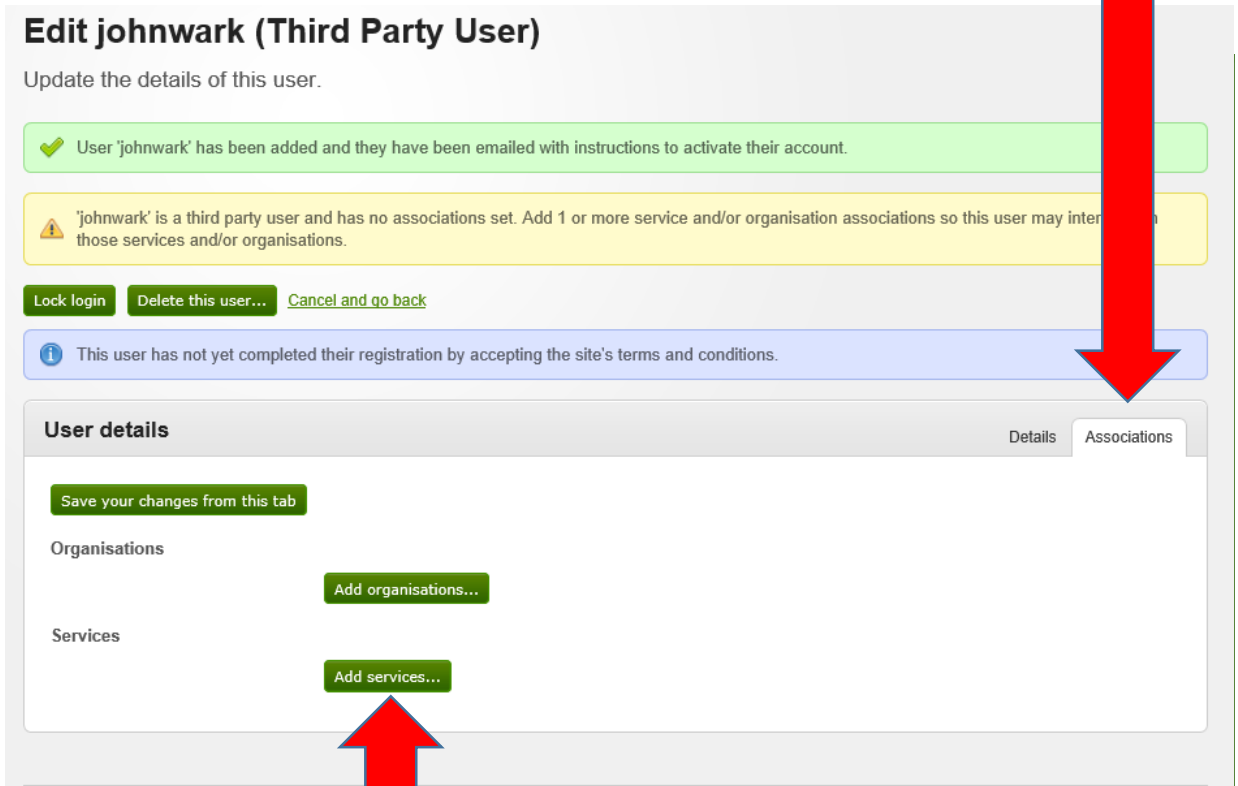
[Save your changes from this tab](#)

Organisations

[Add organisations...](#)

Services

[Add services...](#)



You can add all the Services they need visibility to, or add the Organisation level so they can view all the services.

To remove a user, go to their profile and select *Delete this User*.

### Edit johnwark (Third Party User)

Update the details of this user.

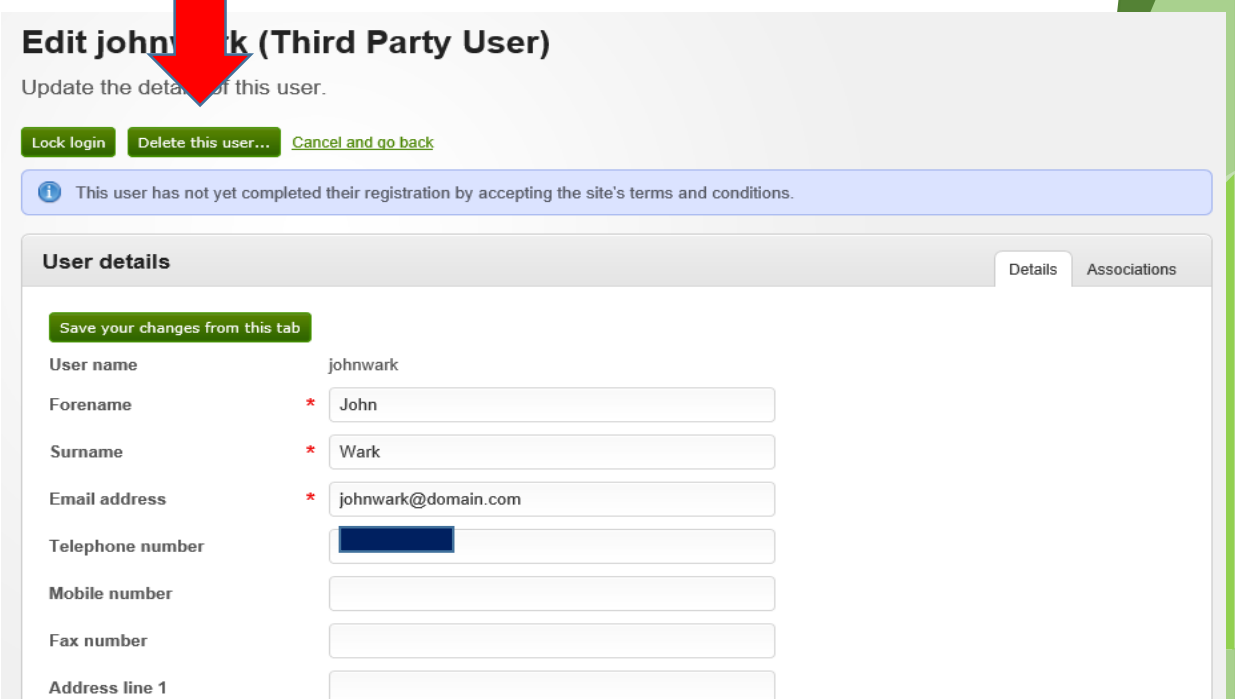
[Lock login](#) [Delete this user...](#) [Cancel and go back](#)

ℹ This user has not yet completed their registration by accepting the site's terms and conditions.

#### User details

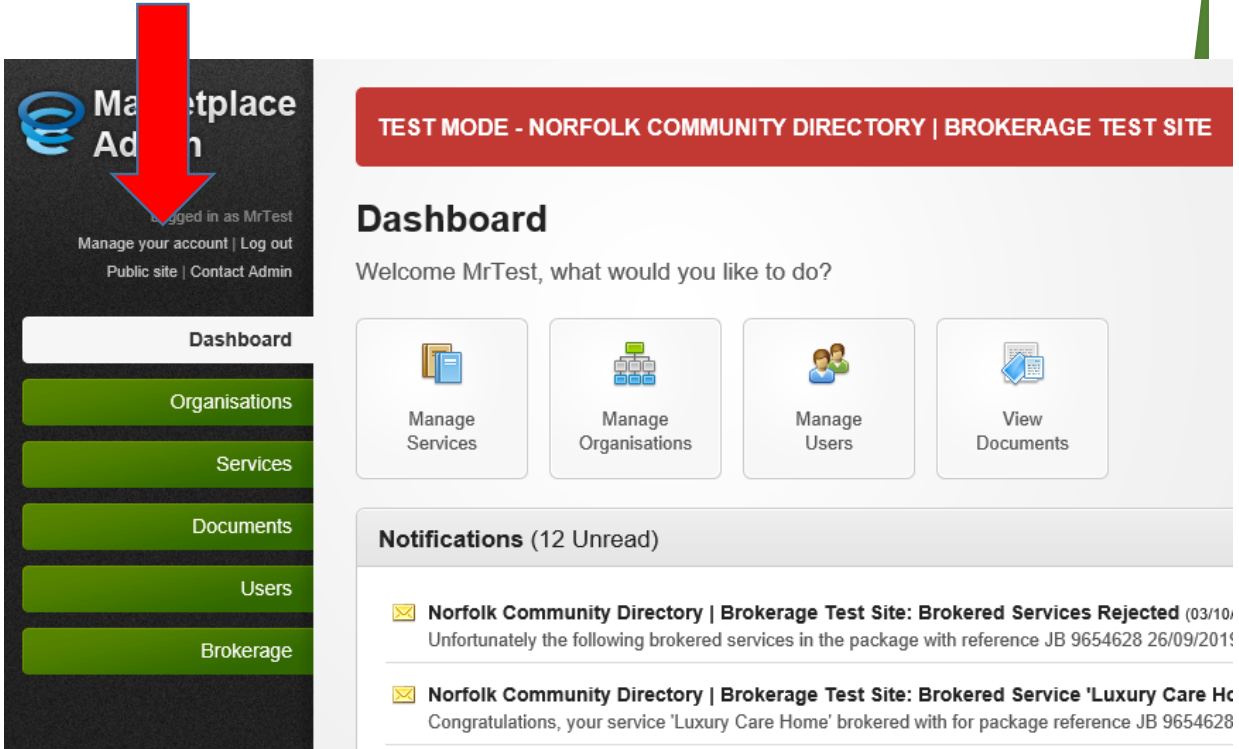
[Save your changes from this tab](#)

User name	johnwark
Forename	* <input type="text" value="John"/>
Surname	* <input type="text" value="Wark"/>
Email address	* <input type="text" value="johnwark@domain.com"/>
Telephone number	<input type="text" value=""/>
Mobile number	<input type="text" value=""/>
Fax number	<input type="text" value=""/>
Address line 1	<input type="text" value=""/>



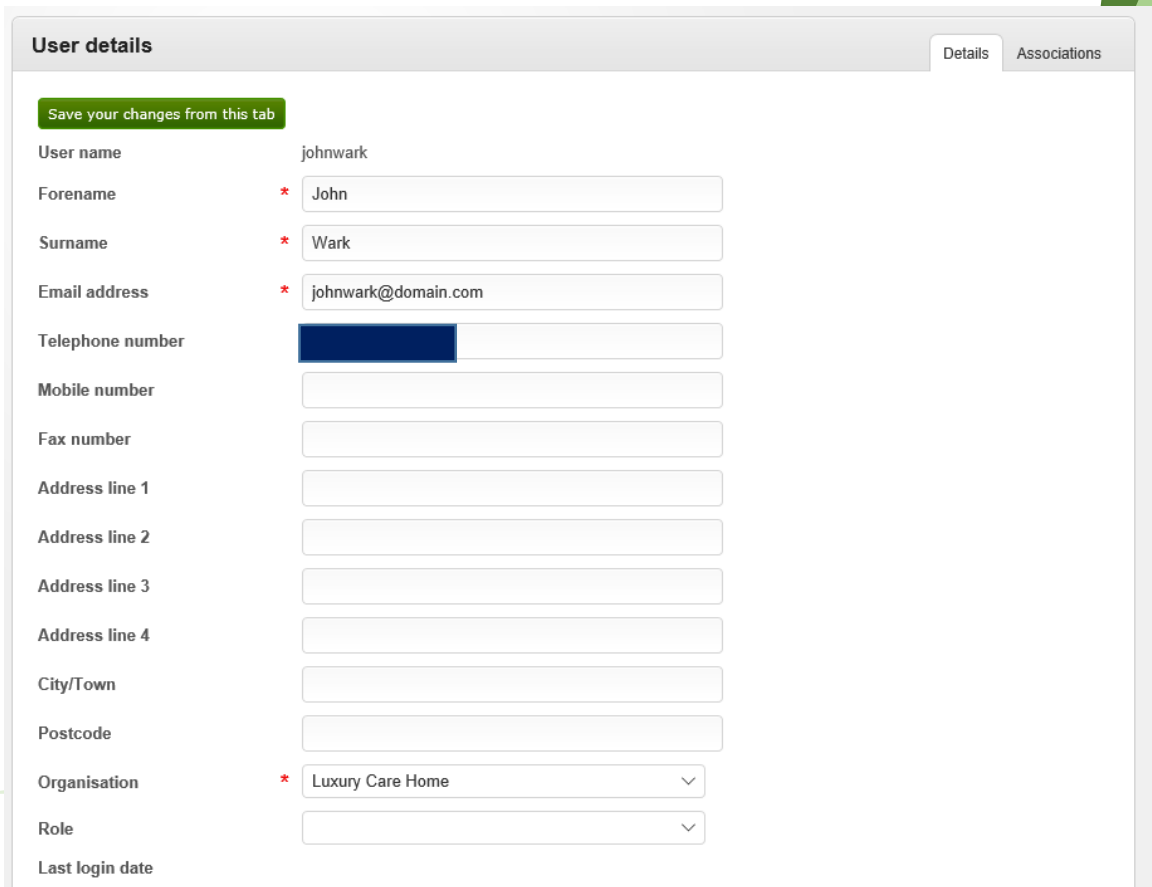
# 10. Managing Your Account

You can manage your account from anywhere in the system. Select the Manage your account button.



The screenshot shows the Marketplace Admin interface. A red arrow points to the 'Manage your account' link in the sidebar. The main content area includes a red banner for 'TEST MODE - NORFOLK COMMUNITY DIRECTORY | BROKERAGE TEST SITE', a 'Dashboard' section with a welcome message, four action buttons (Manage Services, Manage Organisations, Manage Users, View Documents), and a 'Notifications' section with two unread messages.

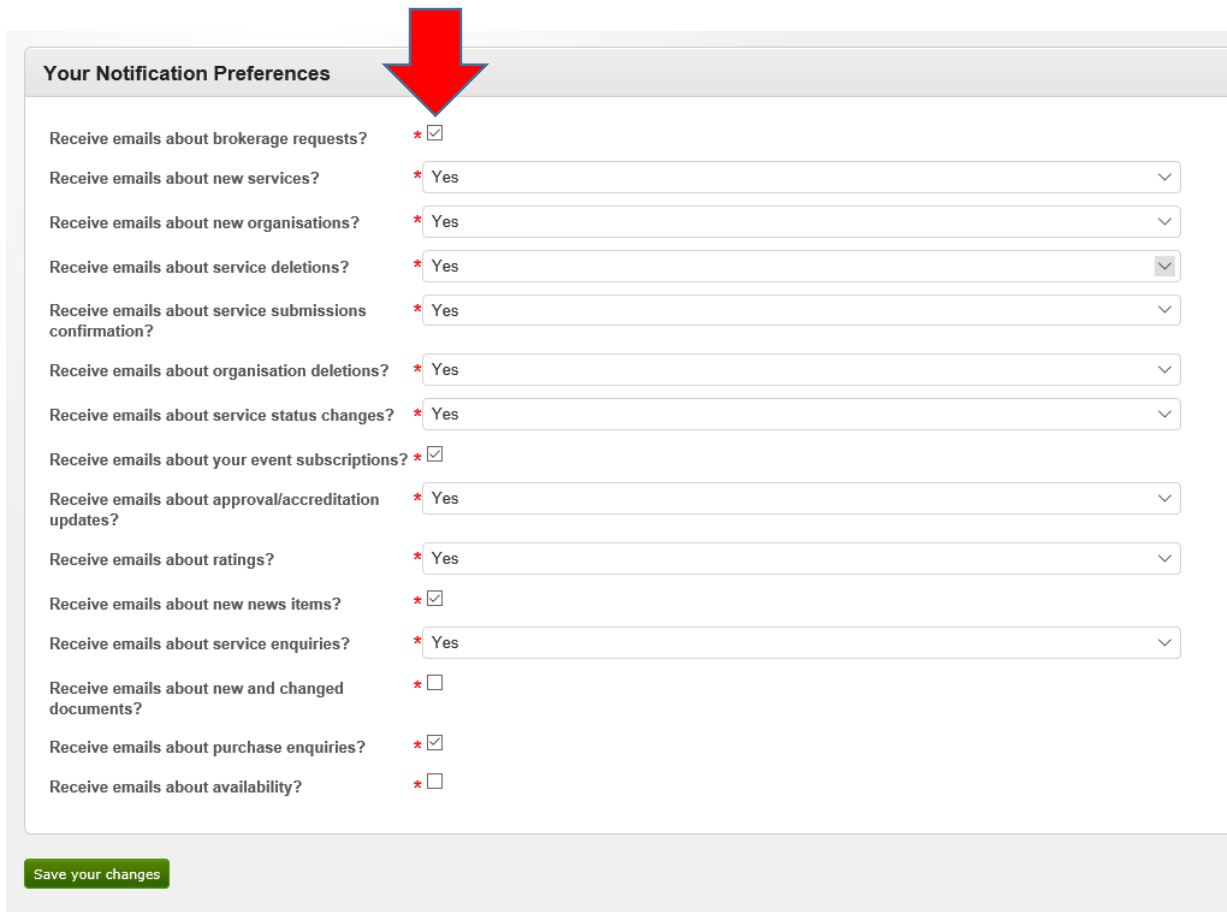
You can update your profile anytime that you are logged into the system.



The 'User details' page shows a form for updating user information. Fields include: User name (johnwark), Forename (John), Surname (Wark), Email address (johnwark@domain.com), Telephone number, Mobile number, Fax number, Address line 1-4, City/Town, Postcode, Organisation (Luxury Care Home), and Role. A 'Save your changes from this tab' button is at the top left.

You have the option to change the settings to not receive any of the notifications.

**Receive emails about brokerage requests** – Notification regarding new Package of Care Requests. **Please keep this ticked otherwise you will not receive any new Brokerage package of care requests.**



The screenshot shows a web form titled "Your Notification Preferences". A large red arrow points to the first checkbox, "Receive emails about brokerage requests?", which is checked. Below it are several dropdown menus, most with "Yes" selected. At the bottom left of the form is a green button labeled "Save your changes".

Notification Preference	Setting
Receive emails about brokerage requests?	<input checked="" type="checkbox"/>
Receive emails about new services?	Yes
Receive emails about new organisations?	Yes
Receive emails about service deletions?	Yes
Receive emails about service submissions confirmation?	Yes
Receive emails about organisation deletions?	Yes
Receive emails about service status changes?	Yes
Receive emails about your event subscriptions?	<input checked="" type="checkbox"/>
Receive emails about approval/accreditation updates?	Yes
Receive emails about ratings?	Yes
Receive emails about new news items?	<input checked="" type="checkbox"/>
Receive emails about service enquiries?	Yes
Receive emails about new and changed documents?	<input type="checkbox"/>
Receive emails about purchase enquiries?	<input checked="" type="checkbox"/>
Receive emails about availability?	<input type="checkbox"/>

Save your changes

**Receive emails about new services** – Notifications regarding a new service assigned to your Organisation.

**Receive emails about new Organisations** – Not used

**Receive emails about service deletions** – Notifications if a service is deleted from system that you were associated too.

**Receive emails about service submissions confirmation** – Notifications regarding any Service amendments.

**Receive emails about Organisation deletions** – Notifications if Organisation is deleted from the system that you were associated too.

**Receive emails about service status changes** – Not used



**Receive emails about your event subscriptions** – Not used.

**Receive emails about approval/accreditation updates** – Notifications regarding Organisation Approval and Service accreditation statuses.

**Receive emails about ratings** – Notifications regarding Home ratings (i.e. CQC)

**Receive emails about new news items** – Notifications when new news items are published on the Dashboard.

**Receive emails about service enquiries** – Not used

**Receive emails about new and changed documents** – Notifications for when documents are published or re-published to the system.

**Receive emails about purchase enquiries** – Not used

**Receive emails about availability** – Not used







## **11. Additional Support & Guidance**

If you require any further support or assistance with Marketplace eBrokerage, please contact Affinity Works Support on:

Tel: 020 8068 6866

Email: [ncdhelpdesk@affinityworks.co.uk](mailto:ncdhelpdesk@affinityworks.co.uk)

Alternatively, you can watch our training videos here:

<https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/norfolk-care-market/information-resources-and-engagement/tools-to-help-you/ebrokerage>