



Homecare Association

Provider Member – How To Guide

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First Time Login

1. Go to the login page on our main website: [Login \(homecareassociation.org.uk\)](https://homecareassociation.org.uk)
2. Enter your work email address, or whichever address you have associated with your membership and click '**Check email.**'

The screenshot shows the Homecare Association website header with the logo, a phone number (020 8661 8188), and navigation buttons (Join, Membership enquiry, Login, Search). Below the header is a breadcrumb trail: 'You're here: [Homepage](#) → [Membership](#) → Login'. The main heading is 'Sign in to your account'. Below this is a form with a label 'Email address *' and a text input field containing 'hcaliampavesi@gmail.com'. At the bottom of the form is a 'Check email' button.

3. As you will have never logged in, you will need to click on the '**Forgotten password**' button.

The screenshot shows the Homecare Association website header with the logo, a phone number (020 8661 8188), and navigation buttons (Join, Membership enquiry, Login, Search). Below the header is a breadcrumb trail: 'You're here: [Homepage](#) → [Membership](#) → Login'. The main heading is 'Login to your account'. Below this is a form with a green notification bar that says 'You are registered to use the website.' Below the notification bar is a 'Please note' section: 'Please note: If this is your first time logging into the Homecare Association website, please be aware that you will need to reset your password. Passwords used on the previous UKHCA website will not work. To reset your password please click the "Forgotten password" button below.' Below the note is a form with a label 'Email address *' and a text input field containing 'hcaliampavesi@gmail.com'. Below the email field is a 'Password *' label and a password input field. Below the password field is a 'Remember me' checkbox. At the bottom of the form are two buttons: 'Login' and 'Forgotten password'. A 'Back' button is located at the very bottom of the form.



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4. To confirm your email address, we will send you a security code to the associated email. (if you do not receive a code, please check your SPAM folder.) Enter your code.

The screenshot shows the Homecare Association website header with the logo, contact number 020 8561 8188, and navigation links: Join, Membership enquiry, Login, and a search icon. Below the header is a breadcrumb trail: You're here: [Homepage](#) → [Membership](#) → Login. The main heading is "Password reset". Below it, a message states: "Please enter the verification code that we have sent to the email address you provided." There is a text input field for the "Verification code" containing the number "8628". Below this is a "Resend code" link. At the bottom are "Back" and "Next" buttons.

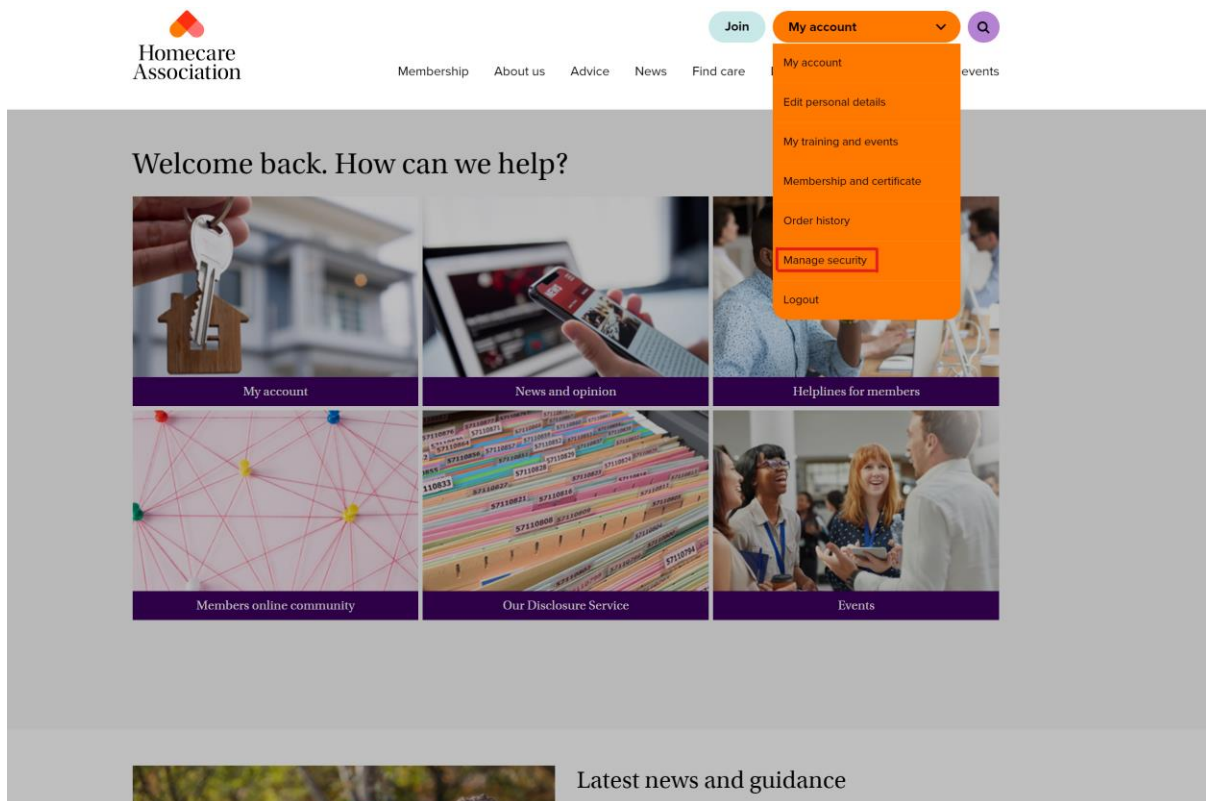
5. Enter your new password.

The screenshot shows the Homecare Association website header with the logo, contact number 020 8561 8188, and navigation links: Join, Membership enquiry, Login, and a search icon. Below the header is a breadcrumb trail: You're here: [Homepage](#) → [Membership](#) → Login. The main heading is "Set password". Below it, there is a "Password" label and a text input field with a strength indicator bar. To the right of the input field is a "Good" label. Below the input field are "Back" and "Next" buttons. On the right side of the page, there is a "Password policy" section stating: "Must have a minimum strength score of 'Good'". Below this is a "Password advice" section with the text: "Please use a long password with a combination of letters, numbers, as well as upper and lowercase characters to make it as strong as possible. Please avoid using passwords used elsewhere."

Changing Password

We recommend updating your password regularly to keep on top of your account's security.

1. Log into your account.
2. Navigate to '**My account**' in the top right of the page and click '**Manage security**'.



3. Enter your old password and then set your new password. The password must have a minimum strength of 'Good' so please use long passwords with combinations of numbers, letters and symbols.



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[Membership](#) [About us](#) [Advice](#) [News](#) [Find care](#) [Disclosure Service](#) [Training & events](#)

You're here: [Homepage](#) → [My account](#) → Manage security

Manage security

Reset password

Old password *

New password *

Confirm new password *

Great!

Password policy

- Must have a minimum strength score of "Good"

Password advice

Please use a long password with a combination of letters, numbers, as well as upper and lowercase characters to make it as strong as possible. Please avoid using passwords used elsewhere.

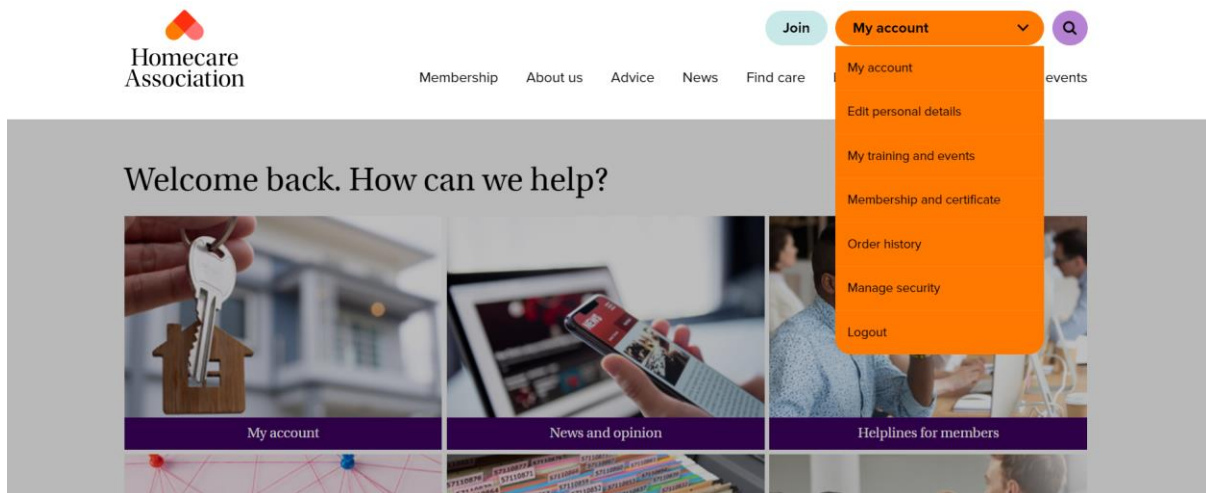
[Cancel](#)

[Save →](#)

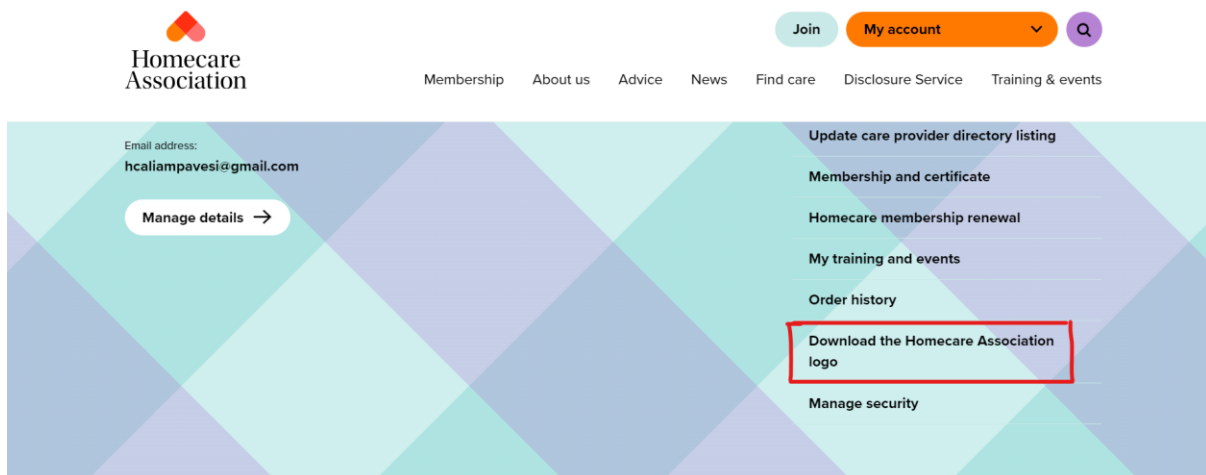


Downloading the Homecare Association Logo

1. Log into your personal account.
2. Navigate to '**My Account**'

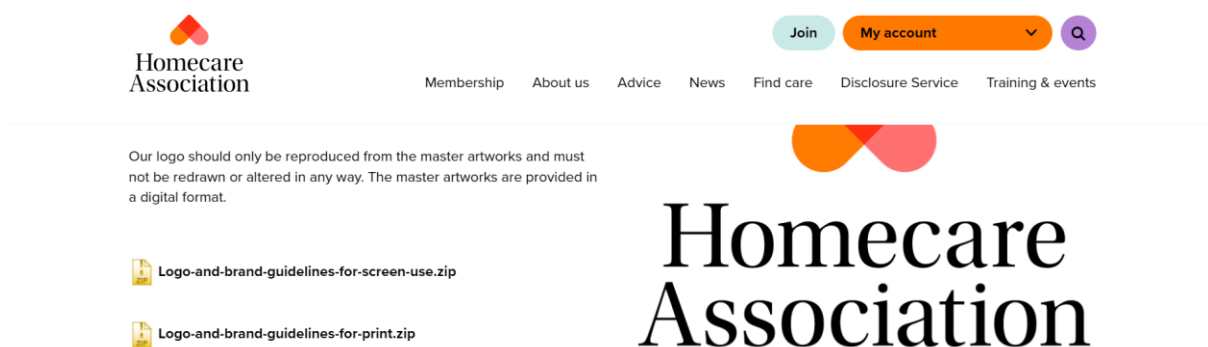


3. From your options, select '**Download the Homecare Association logo**'





4. You must read the section on '**Permission to reproduce the logo**' and the '**Code of Practice**', both of which are provided. You will also be provided with the guidelines for use of our logo, this will be how best to use our logo and also the requirements.
5. Click on the option that is relevant for you, this is between the logo for screen use or for print media.

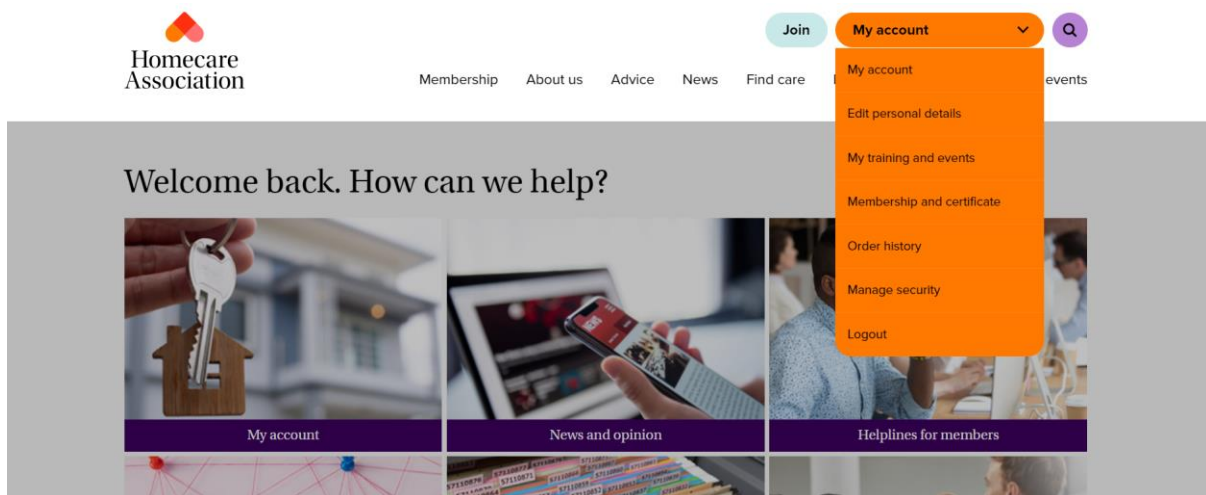


Logo colour versions

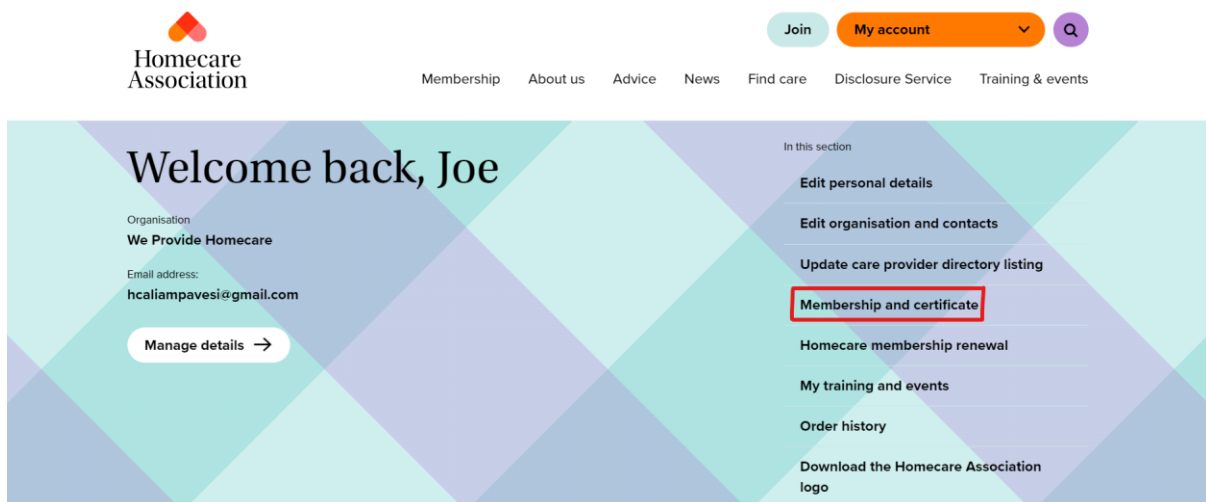
6. Once downloaded, unzip the files and use the logo on any marketing collateral you wish.

Downloading your Membership Certificate

1. Log into your personal account.
2. Navigate to **'My Account'**



3. From your options, select **'Membership and certificate'**





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4. You will be able to see your membership category from here, your start date and renewal date. Select '**Options**' and then select '**Download certificate**' for the appropriate subscription



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Join

My account

Q

Membership and certificate

To add additional branches or discuss other amendments to your membership please contact our membership team on 020 8661 8188 (select option 2) or at membership@homecareassociation.org.uk

Please note if your organisation is part of a multi-branch organisation where the membership renewal is done through a head office then you may not see membership details below. This does not mean you do not have an active membership. Your membership benefits will still work as expected.

Current subscriptions 1

Past subscriptions 0

Homecare grade

Homecare grade

Start date
10 Nov 2023

Renewal date
10 Nov 2024

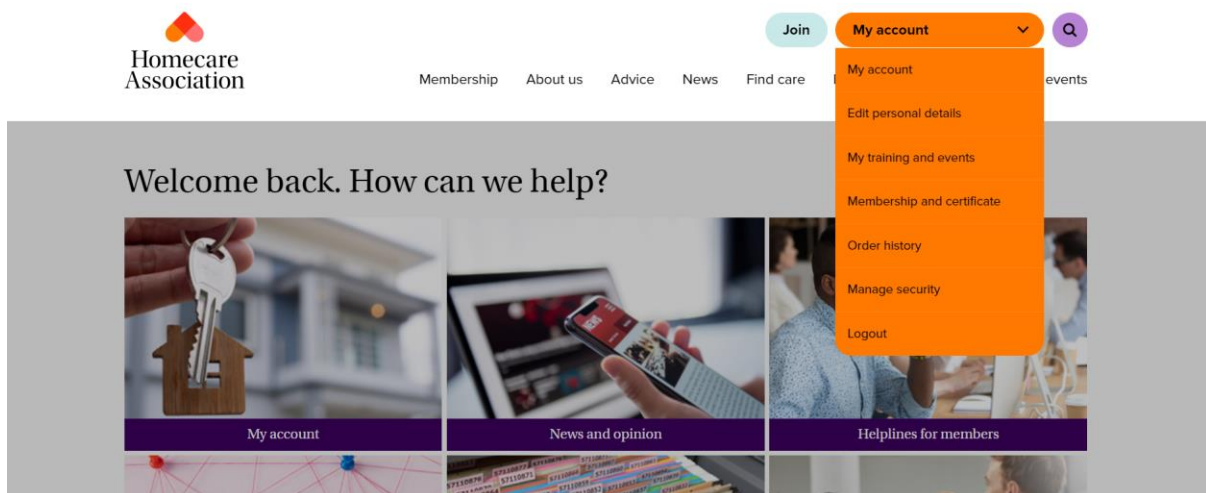
Options

Download certificate

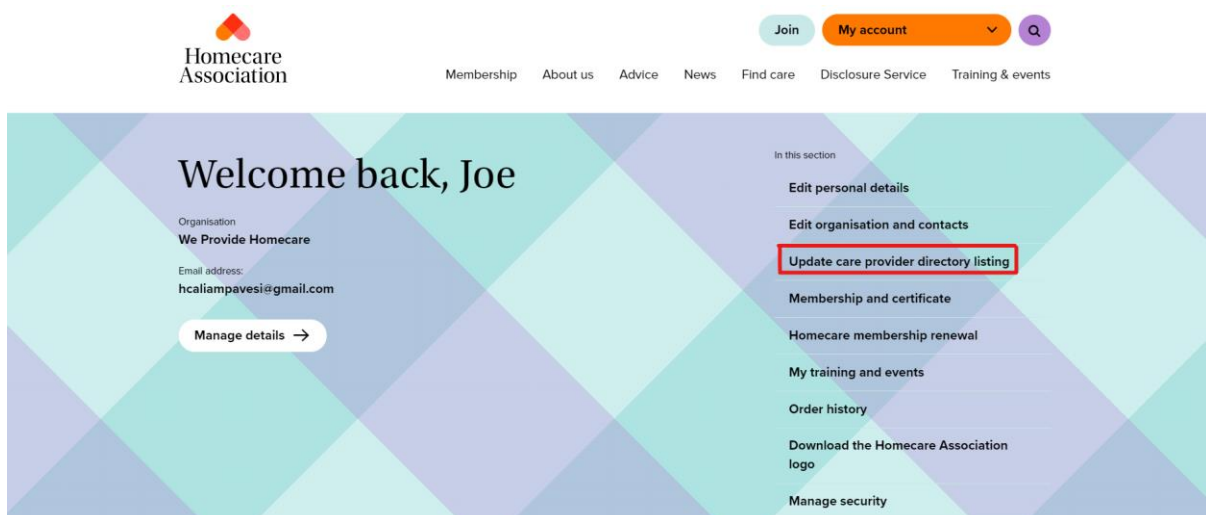


Updating your Care Directory Listing

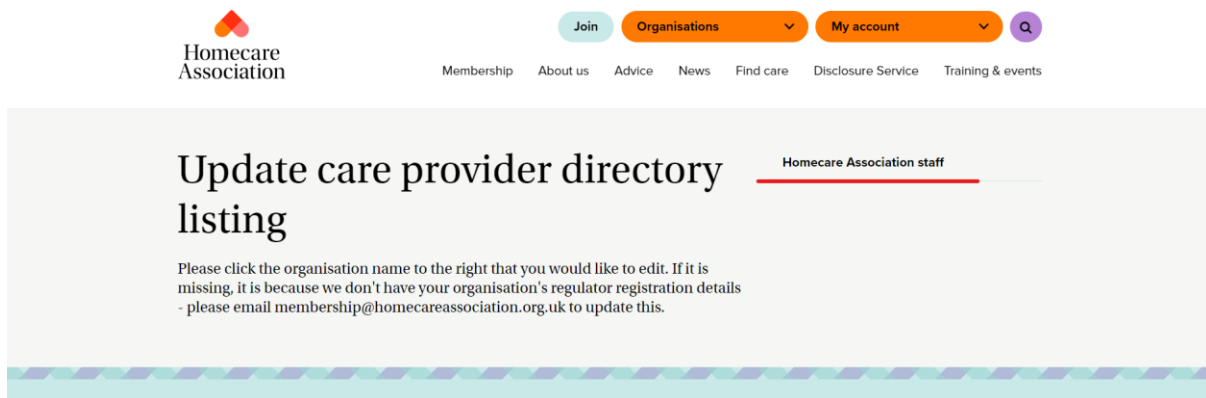
1. Log into your personal account.
2. Navigate to '**My Account**'



3. From your options, select '**Update care provider directory listing**'



4. Select your organisation from the right hand options.



5. Once selected, you will be able to edit your directory details. From here you can:
- Select to display your listing or not
 - Upload a logo
 - Upload a cover image
 - Include a biography of your organisation
 - Select the service user groups you support
 - Select your specialisms
 - Provide information for your care enquiries (telephone, email, website, address) as well as including a pricelist/brochure



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Update care provider directory listing

[Homecare Association staff](#)

Please click the organisation name to the right that you would like to edit. If it is missing, it is because we don't have your organisation's regulator registration details - please email membership@homecareassociation.org.uk to update this.

Care finder profile

Company name

Member since year

Homecare Association staff

☒ Display my details in the Care finder directory

Profile information

Logo

Drag and drop your files here. PNG / JPG accepted

Choose files →

Cover image

Drag and drop your files here. PNG / JPG accepted

Choose files →

Biography

Service user groups supported

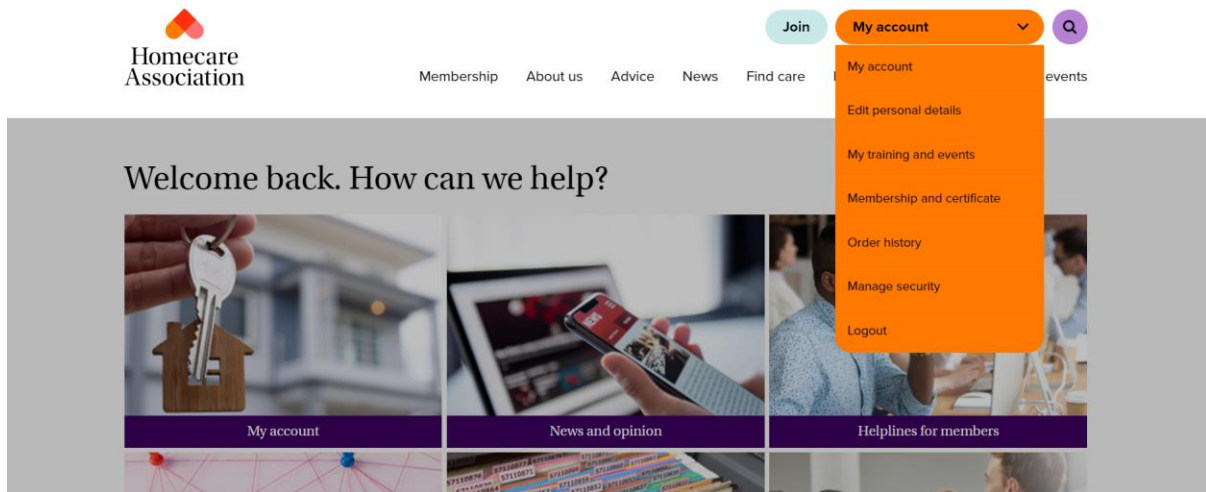
Select Some Options



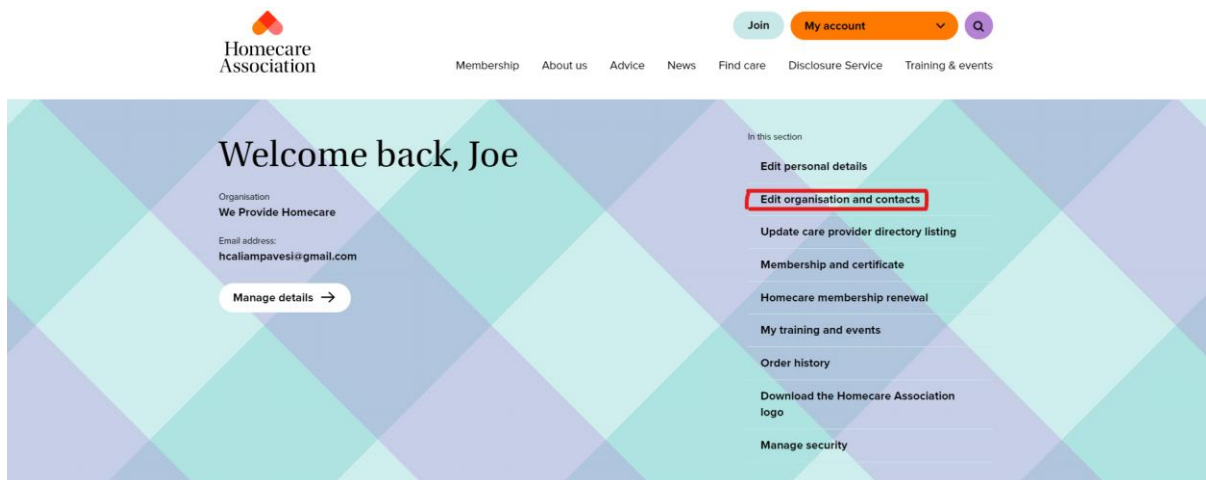
Edit Organisation and Contacts

This section allows you to update your company details, company addresses, additional branches and update/add contacts to your membership.

1. Log into your personal account.
2. Navigate to **'My Account'**



3. From your options, select **'Edit Organisation and Contacts'**





4. Select your organisation from the right-hand options.

A screenshot of the Homecare Association website's "Edit organisation and contacts" page. The page has a light blue header with the Homecare Association logo on the left and navigation links (Join, My account, and a search icon) on the right. Below the header is a breadcrumb trail: "You're here: Homepage -> My account -> Edit organisation and contacts". The main content area is titled "Edit organisation and contacts" and features four tabs: "Company details", "Company addresses", "Other branches", and "Update Contacts". The "Company details" tab is active, showing a form with the following fields: "Your organisation's name (trading name) *" with the value "We Provide Homecare", "Legal name *" with the value "We Provide Homecare Ltd", "Email address *" (empty), and "Telephone" (empty). A "We Provide Homecare" button is located to the right of the tabs.

Company details

These are the details that the Homecare Association keeps as records on our CRM. If any contact, website, or name changes occur then please update them here.

Company addresses

Some organisations have separate offices than the location of the branch that provides care. You can add all of your addresses here.

Other branches

If you have multiple locations under one membership, you will be able to see the list of branches here.

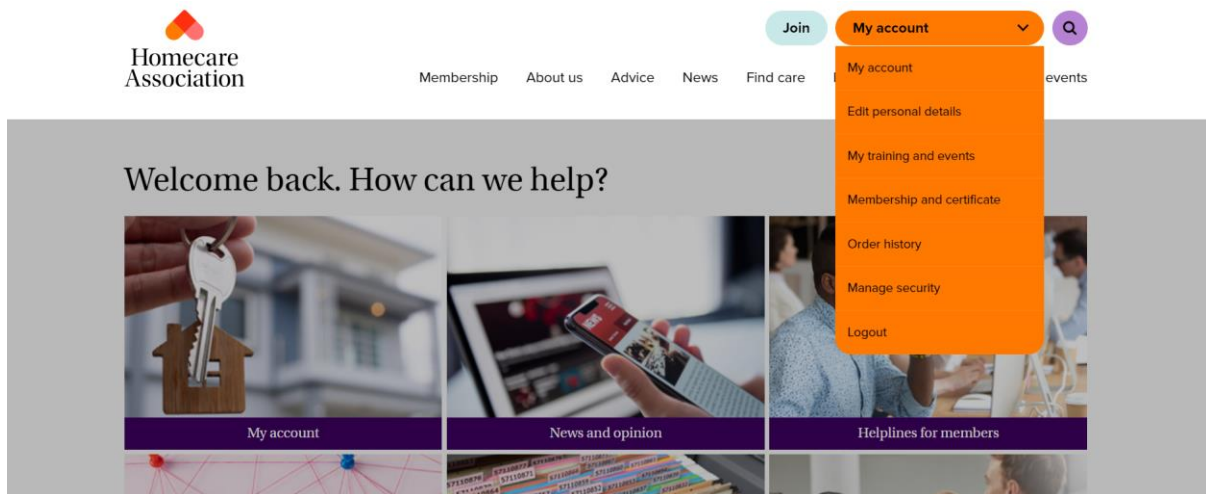
Update Contacts

There is no limit to how many contacts you can have linked to your membership. We recommend having as many as possible so that important emails are received and so that your staff can remain independently informed.

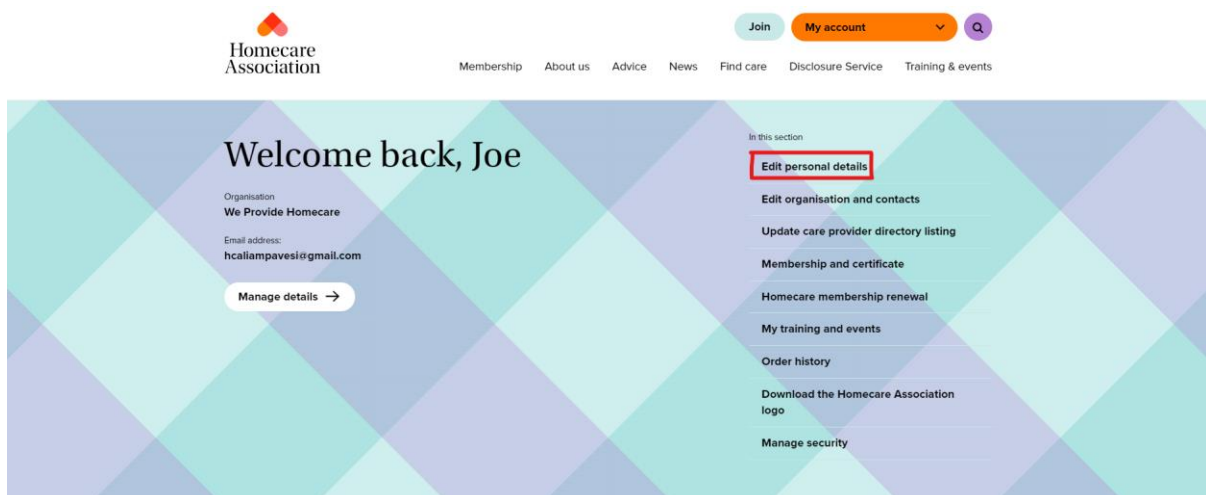
Any existing contacts can be edited or removed from here also.

Edit Personal Details

1. Log into your personal account.
2. Navigate to '**My Account**'



3. From your options, select '**Edit personal details**'





4. From this page, you are able to edit your personal details, your addresses, your contact preferences and also your personalisation.

My Details

You are able to change your name, email, number (and alternative number,) any honours, salutations, job titles and job roles.

My Addresses

From here you can add an address to your account, you can also edit any existing addresses. This would be for personal correspondence if not your office address. Please note that the following 'Address' section applies to your individual address and changes to it will not change your organisation's address. To change your organisation's address please go to the 'Edit organisation' page.

Contact Preferences

This section will allow you to switch on and off your preferred means of communication as well as subscribing and unsubscribing from our various mailing lists.

Personalisation

With this selection, you can let us know your topics of interest for emails, blogs and other updates. The list consists of:



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- Medication, health and care tasks
- Vaccination
- Live-in care
- Workforce
- Infection control
- Safeguarding
- Migration
- COVID-19
- Insurance
- Private-funded
- Local Authority and NHS
- Business issues
- Client and family issues
- About Homecare Association
- Good News
- Data protection