Transcript of video

[Background music]

## Introduction

[**On screen:** Title appears on the screen: CARE Services Help, Register with an Invitation]

CARE Services allows NT families to request services or report their concerns online.

[**On screen:** Landing screen of CARE services is displayed]

There are two ways to register for CARE Services.

One of them is by an invitation.

[**On screen:** The CARE Services landing screen fades away and a generic email account screen is displayed.] ‘

A TFHC staff member will send you an invitation e-mail.

[**On screen:** The screen zooms into the email message details and then fades away.]

To set up your account, your next step is to contact this person.

They will activate your account.

[**On screen:** The CARE Services landing screen is displayed and fades away a second time to the generic email account to display the next email.]

Next you will receive another e-mail.

[**On screen:** The screen zooms into the email message details and highlights the link for the registration process.]

This e-mail will provide a link to begin the registration process. Click the link provided in the e-mail.

[**On screen:** The CARE Services login screen is displayed.]

You can set up your account from the login page. Follow these steps.

## Step 1: Register as a new user

[**On screen:** The ‘New users’ section of the screen is highlighted.]

Step one.

Go to the new users section of the page.

[**On screen:** The cursor moves to the button ‘register for new account’ and this changes colour.]

Click the button register for new account.

[**On screen:** The ‘Register a new account’ screen is displayed showing the details that will be needed to be completed.]

Fill in your details.

[**On screen:** The screen zooms in to the first detail ‘given name’, and information is entered into the ‘given name’ box.]

First, add your given name.

[**On screen:** Details are entered into the ‘Family name’ box.]

Next, add your family name.

[**On screen:** A box is ticked to show the registration is for a professional worker]

If you are using the account in your professional role, tick the box.

[**On screen:** The cursor moves to the next box and the role of ‘Social Worker’ is entered. The next box is also completed for the organisation name]

Fill in with your role and organisation name.

[**On screen:** The screen scrolls down to the address section.]

Next, complete your address.

If you are completing this registration in your professional role, use the business address.

[**On screen:** The cursor moves to ‘Property name’ box and leaves it blank.]

Leave out the property name if this is not relevant.

[**On screen:** An asterisk is displayed beside the 'house number or name label and a number is inserted into the text box. ‘Required’ is displayed in the right side of the box.

An asterisk is displayed beside the ‘Street’ label and a street name is inserted into the text box. ‘Required’ is displayed in the right side of the box. ]

Make sure you include your house number and your street name.

[**On screen:** The cursor moves down to the suburb/town section of the address. The details are completed with an asterisk and ‘required’ similar to the previous information.]

Next, include your suburb or town.

[**On screen:** The cursor moves down to the state/territory section of the address. The details are completed with an asterisk and ‘required’ similar to the previous details. Then the cursor moves to the postcode. The details are completed and the asterisk and ‘required’ are displayed.]

Finally, you must include the post code.

[**On screen:** The screen display scrolls down and displays all the required address information.]

It is very important to provide these address details.

## Step 2: Create your account

[**On screen:** The screen for the next stage of the registration process is displayed with the cursor in the ‘email address’ box.]

Step two.

[**On screen:** An email address is entered]

Create your account.

First, enter your e-mail address that was used for your invitation.

[**On screen:** The cursor moves to the password box and details are entered. ]

Now, create your password.

[**On screen:** Password policy information on the right side of the screen is highlighted]

Your password needs to follow the NTG password policy.

[**On screen:** The confirm password box shows a password being entered.]]

You need 12 characters.

[**On screen:** The 12 character requirements is ticked in the Password policy list]

One letter should be uppercase.

[**On screen:** The uppercase letter requirement is ticked in the Password policy list]

One should be a number.

[**On screen:** Special characters including an exclamation mark, a hashtag, a dollar sign, a percentage symbol and an ampersand are displayed at the bottom of the screen]

You will need to use one of these special characters.

## Step 3: Verify your account

[**On screen:** The third registration screen appears]

Step three.

[**On screen:** The registration fades and a generic email account screen is displayed]

You will receive an e-mail with an 8 number code.

[[**On screen:** The screen zooms in to the email message and the code is highlighted. The email screen disappears and the registration screen is displayed again]

Copy and paste the code or type the numbers into the code field.

[**On screen:** The code is entered into the code box. Next, the link to request a new code is highlighted]

If you do not receive an e-mail, please check your junk mail. You can request a new code by clicking the link that says please send me a new code. The code is valid for 10 minutes.

## Step 4: Terms of Use

[**On screen:** The cursor moves to ‘next’ on the screen. This screen fades and a ‘registration completed’ screen appears. The cursor selects ‘continue’ and the Terms of use screen appears.]

The final step in the CARE Services registration process is to read and accept the terms of use.

[**On screen:** The screen scrolls down through the various parts of the Terms of use information to reach the bottom of the screen.]

Read and Scroll down through the terms of use.

[**On screen:** At the end of the document, an ‘I agree’ option is clicked and then continue is selected]

Tick the box if you agree to these terms.

## Step 5: Activate your account

[**On screen:** The Account Setup screen appears]

Once your account is created, your next step is to activate your account.

First, accept the invitation.

[**On screen:** The cursor moves to the box beside the name of a person]

Tick the box beside the name of the person whose information you want to access online.

[**On screen:** The cursor moves down the screen and selects ‘yes’ and then moves down the screen again to select ‘confirm’.]

Next tick yes to continue to set up your account. Click confirm.

[**On screen:** A new confirm screen is displayed over the top of the ‘Account Setup’ screen. The cursor moves to the submit button]

Next, click submit to continue to the last step.

[**On screen:** A new ‘thank you’ screen is displayed. This screen displays a unique reference ID number. ]

Your account activation is complete.

You will need to wait for a caseworker to activate your account before you can access your dashboard.

[**On screen:** The ‘thank you’ screen fades and a generic email account screen appears displaying an email message.]

Once activated, you will receive an e-mail.

[**On screen:** The screen zooms into the message and displays a link to be used to go to the CARE Services account.]

Click the link to log into your account.

## Step 6: Select an account to manage

[**On screen:** A ‘Select and Account to Manage’ screen is displayed. The screen has a welcome message and in instruction to select an account. Two boxes are displayed with names and dates and a ‘view dashboard’ button]

Once you login, select the account you wish to manage.

[**On screen:** A ‘view dashboard’ option is highlighted for one name]

Click on view dashboard.

[**On screen:** The Account dashboard screen is displayed for that person]

You are now on the dashboard page for that account.

You can view, edit and complete forms online from your dashboard.

[**On screen:** The screen changes to ‘Select and Account to Manage’ and the cursor moves to the user name at the top of the screen. The drop down menu is displayed and ‘Login’, the last item in the dropdown is selected. The Log Out screen of CARE Service is displayed.]

If you cannot access the dashboard, please log out of your account and log in again.

[Background music]

[**On screen:** The CARE Services Help and NTG branding appears.]