

**ACTIVITIES
UNLIMITED**

PROVIDER PORTAL USER GUIDELINES

WELCOME TO ACTIVITIES UNLIMITED!

TO PROMOTE YOUR ACTIVITIES AND YOUR SERVICE ON THE ACTIVITIES UNLIMITED WEBSITE WE NEED YOU TO PROVIDE US WITH INFORMATION. THE INFORMATION ASKED FOR IS BASED ON WHAT PARENTS AND CARERS AND CHILDREN AND YOUNG PEOPLE WITH ADDITIONAL NEEDS HAVE TOLD US THEY WOULD LIKE TO KNOW WHEN CHOOSING ACTIVITIES ON THE WEBSITE.



WWW.ACTIVITIES-UNLIMITED.CO.UK



WELCOME

Media

We want to include on the website, and in other AU publications, as many photos and videos of activities as we can and invite you to upload these when submitting your information to your profile and to your activities. There is a section which asks you about consent so please ensure you have completed this if providing media. We cannot guarantee that photographs will not be used against other activities on the website of a similar nature.

Feedback And Reviews

There is a review section on the website so please encourage feedback from those attending your activities and their parents and carers and let us know about this so we can share this with families. We will always inform you of any feedback we receive.

Keeping Your Information Up To Date

It is your responsibility to keep your information up to date. It's important to AU families that the content on the AU website is accurate to avoid any disappointment or unnecessary disruption to them. You can review and update your information whenever you like but will be asked to do this at least annually.

Ok so let's get started!



PROVIDER REGISTRATION

What is it?

To be able to submit your information to the website the first thing you'll need to do is complete a short registration form. This is also the first part of your provider profile.

How do I do It?

On the home page click "provider" and complete the short form. The email address and password you submit here will be what you'll need to use to log in to your account. By ticking the "receive updates by email" you are signing up to receive our weekly e-news letter. You're registration needs to be approved by the team and you'll receive an email to notify you when this has been done.

* Please be aware, for added security the website will time out after 28 minutes. If you have not clicked submit within this time your information will be lost. If inputting a lot of text it is advisable to type this into a word document first and then cut and paste into the registration form. You will need to use keyboard controls.

* Ensure you have good internet connection as if your connection drops you may lose information.

You'll then need to log back into your account by entering your email address and password. This will take you to your provider dashboard which will give you the following options:

- Dashboard home
- Edit Your Profile (page 4)
- Change Password
- Create a New Activity (page 5)
- See Your Current Activities (page 8)
- See Your Current Bookings (page 9)
- View Your Enquiries (if applicable)
- Profile Images

The next stage is to complete your provider profile.



EDIT YOUR PROFILE

What is it?

This is where you can share information about your organisation. So for example if you provide other opportunities alongside activities such as one to one support, you can tell us about them here. You can also upload up to five photographs and/or logos plus have links to your Facebook and Twitter sites. You won't be able to submit or amend your activities without completing your provider profile.

How do I do it?

Log into your user account by entering your email address and password. This takes you to the provider dashboard.

On the left click **“Edit your Profile”**. You'll find the information you added when you registered is already saved here.

Complete the form ensuring you complete as many sections relevant to your activity as you can to ensure the information you are giving to families is detailed and accurate. The address you enter should be your business address as this will appear on your profile.

Click **“update”**.

Your profile will not be immediately visible as a member of the team will need to approve the information first. You'll receive an email notification once your profile has been approved by the team.

Please then revisit your profile to check it is accurate.

You can then use the same process to update and edit your profile when necessary.

How do I add photographs and logos to my Provider Profile?

Use the “profile images” tab on the left of the screen to upload photographs and logos. Don't forget to click “save image”. The images will immediately show on your profile page. Images over 150x150 will not display well on your profile page, so please resize the image.

The next stage is to create your activities.



CREATE A NEW ACTIVITY

What is it?

This is where you can submit information about your activities. It is your opportunity to really sell your activities so please include lots of information about what the children/young people will actually be doing and what the activity involves using clear, simple language. It is important that the information is accurate as this allows families to make an informed decision as to the suitability of the activity. The address you enter here should be the location and of the activity as this will display on the site.

This website is for children and young people as well as parents and carers so the language you use is very important. You can add any of your activities here.

We may alter the wording to ensure we are offering a consistent approach to the way we promote activities on the AU website and by agreeing to the terms and conditions you are giving consent for us to do this.

How do I do it?

Log in to your user account by entering your email address and password. This takes you to the provider dashboard.

Click on the “**Create a new activity tab**” on the left and complete the form (please read the Hints and Tips section below when completing this)

You can upload up to 5 Images at the bottom of the form although it is advisable not to upload large images (over 2 mb) as it will take too long and may time you out.

Click “**Create Activity**” when you’ve finished

You’ll then receive a confirmation email once the team have approved the information you have entered.



HINTS AND TIPS

CREATING A NEW ACTIVITY

Activity Name

Enter here the name of the activity as you want it to appear on the website. To make it easier to search it's advisable if you add the name of your organisation and if specific to a school holiday the name of the holiday, i.e February half term, Easter etc.

Location

The address you entered during registration will appear here. If the location of your activity is different you can edit this by using the find address button or typing it in manually.

Does this Activity have bookable sessions?

By ticking "yes" here families will be able to make provisional bookings through the website and you'll be able to access them by logging into your account. (See Provisional Bookings further on in the guide). The dates you choose will show as a list on your activity page which will be individually bookable. Once your activity has been approved you'll be able to edit your activity to remove any dates that are not relevant. It is important that grant funded providers submit activities as bookable so the AU team can collect data from the site.

You now have the choice of entering a bookable one off event or by, ticking "regular repeating event" entering series of dates between the start and end date you've chosen.

By ticking "no" here an "Activity Enquiry Details" box will appear. By choosing this option families will contact you directly by clicking "Make an Enquiry" on your activity page and you'll be able to access them by logging into your account. (See Make An Enquiry further on in the guide). This option is preferable for those organisations who a person would need to contact directly to book an appointment or lesson, e.g horseriding stables, individual dance or music classes. You won't need to complete the "Spaces" section now as it won't be relevant.

The system will then send the enquiry via email to the address entered at provider registration to say you have an enquiry. You'll then be able to access it by logging into the Provider account and clicking the "**View Enquiries**" tab in your Provider Dashboard.

HINTS AND TIPS

CREATING A NEW ACTIVITY

Pricing information

If you are able to offer AU members concessionary rates enter your original price in the “**Standard Price**” box and the concessionary rate in the “**AU Price box**”. If your activity is grant funded by AU, use the “**AU Price**” box only. The next box is free text and allows you to add further information about the price, e.g per day, per week etc. If your prices are variable or multiple you can state this here. However this is capped at 17 characters but you can add further information in your description. If you receive AU funding please make sure you tick the box “**Is This Activity Grant Funded**”

Spaces

This tells us how many spaces you have available for AU members and if you'd like to hold a reserve list. This will tell the system how many spaces you have left in total and will close the bookings when the maximum amount is reached. Please be aware this is calculated by the confirm button so it is important that you confirm or cancel as soon as possible to avoid over booking or to allow further booking requests. If you are concerned you may have to cancel your activity due to lack of bookings please let us know and we can further promote through eNews, social media etc.

Book by date

If you have a specific book by date you can show this in the “**Number of days before to close booking form**” box. This is the last date you can take bookings for the activity i.e if 10 days before put “10”. The system will automatically remove dates from your page on this date so people can no longer book. This doesn't display for repeating events

Description.

Describe your activities here using clear simple language, ensure you address the young people directly adding lots of information about what the children or young people will be doing. The rest of the information on the form i.e Supervision and Support, Access, Other Information etc will automatically populate with the details you entered in these sections when you completed your provider profile. If this is different for each activity you can edit the sections. Finally, click “**Create Activity**”



SEE YOUR CURRENT ACTIVITIES

What is it?

This is where you can view and edit any activities that are live on the website. Any changes you make will need to be approved by the AU team before they appear live on the site.

How do I do it?

Choose “**See Your Current Activities**” and you will see a list of your current activities. By clicking the “**edit button**” you’ll be able to change any details relating to your activity. Use the “**view schedule button**” to see a list of dates your activity is running, the start time, if each date is in the school holidays or term time, and if the date is available (this means it is live on the site).

To take a date off the site, for example if the activity has been cancelled, click the “**edit**” button and untick the “**Activity Available**” box. You can also change the date here and the start time.

Please note: you will not be able to change the date or time of an activity, or make it unavailable if there are bookings waiting to be confirmed in your account.



SEE YOUR CURRENT BOOKINGS

What is it?

AU Members can request a provisional booking online for a bookable activity or they can call the office and the AU team will submit the request on their behalf. This enables children, young people and families to access a number of activities through one easy process. Providers can view details of the participants wishing to attend the activity by logging in to your account. You'll receive an email notification to tell you that there are provisional bookings in your account.

How do I do it?

Log-in to your account by entering your username and password, this takes you to the provider dashboard page. Click on "see your current bookings" on the left of the screen, this will supply you with brief details of the child/young person wishing to attend based on the information they gave us with they enrolled. The information provided is limited to ensure we comply with data policy and compliance.

You'll then need to contact the family within 7 working days of the request being made. Each provider will follow their own procedures to collect further information about the needs of the child, discuss the activity with the parent/carer or child/young person, discuss payment and to confirm the booking with the family. Providers will liaise directly with the family concerning any changes to the activity as per terms and conditions.

Once you've contacted the family you'll then need to click the "confirm" or "cancel" box. This will send an automated email to the parent/carer to confirm or cancel their booking and inform the system of places remaining on the activity to automatically calculate when your activity is full. It also helps us with data monitoring.

The information about the child or young person will then no longer be available within your account to comply with Data Protection so please ensure you have your own systems in place to record information.



PERSONAL BUDGETS

What is it?

Some children and young people registered with AU may have been allocated personal budgets following an online assessment process. Families can use the budget in a number of ways which includes paying for activities featured on the website. They can choose to take the budget as a Direct Payment, where the funds are paid directly into a bank account of their choice, or as a personal allowance where the funds are held and managed by Suffolk County Council.

How do I do it?

If a family chooses to pay for your activity using an Individual budget which is being managed by Suffolk County Council you'll be notified of this when you view your current bookings.

You'll need to invoice Suffolk County Council for the amount stating the child's name and/or AU membership number. It's important that you submit the invoice within one month of the activity taking place to ensure we can keep an accurate record on what families are spending. This process also applies to those who wish to pay using an Activities Unlimited voucher which is issued to the family when they register for the service.

If the family is paying by Direct Payment you'll be notified as above of this and you will receive the money directly from the family. However, you will need to issue a receipt of payment to ensure families can evidence what they have spent.

That's it, all done. If you'd like any help with any of the above please give the AU team a call on 01473 260026 and we'll be only too glad to help.



VIEW YOUR ENQUIRIES

What is it?

AU members can make an enquiry on non-bookable activities (View your enquiries will only appear in your dashboard if relevant to your activity). This gives them access to a free text box so they could ask questions about your activity, organisation or request a time to attend. It will be your responsibility to ensure you reply to these enquires within 7 working days. Providers can view details of the enquiry by logging in to your account. You'll receive an email notification to tell you that there are enquiries in your account.

How do I do it?

You will receive an email notifying that you have an enquiry.

Log in to your user account by entering your email address and password. This takes you to the provider dashboard page. Click on "View Enquiries" on the left of the screen.

When you reply your response will go directly to the person who has enquired. The AU team will not have access to the content of the enquiries.

That's it all done.

Feedback

We'd love to hear your views about the website and your experiences when using it for any future development. To do this you can either email us at info@activities-unlimited.co.uk or click give feedback on bottom right corner of site. Please also encourage families to let us know what they think and to contact us directly if experiencing any issues so we can assist.



WWW.ACTIVITIES-UNLIMITED.CO.UK

