

## New Account Registration

**SupportNet** is for all users of **Capita Education Services** products and services. Membership is **completely free** and there are no associated charges for any information or services on the site. However, you must register in order to obtain a login name and password. Creating a new login is not an instant process as your details have to be checked against our user database to ensure that you are provided with the access needed for the products you are using. Normally, setting up a new login may take up to 48 hours: you will be advised by email when your login is ready.

**Registrations for accounts with Local Authority Support Team access may take longer to process as these must be checked with the authority concerned. There is provision during the registration process for a colleague who is already a SupportNet member with access at LA level to authorise your registration by logging in with his/her user name and password.**

At this stage, you will be asked for the minimum information needed to set up a login with the correct access. When you use it for the first time, you will be asked for some additional information, without which your login will not work properly.

All SupportNet accounts are personal and require a user name. We cannot authorise 'generic' account names, like 'SIMS Admin', or accounts where one or both names submitted consists only of an initial. If you are asked for the name of your school or other establishment, again, please do not use initials or acronyms as these are often impossible to locate in our database.

It is vital that you provide us with an accurate email address as all communications will be via email. Please note that for certain levels of access (e.g. those granted to Support Teams) we cannot establish accounts using email addresses at Hotmail and similar free mail suppliers: an ISP, LEA or business address is required. **For school-based accounts, use of a free public email provider may involve a delay in processing the registration.** SupportNet includes a page ('My Profile') where you can update most of your personal information. If you change your email address, please be sure to update your profile.

*If you have any problems with the registration process or in the use of Support.net, please contact the Support.net team at [webmaster@capitaes.co.uk](mailto:webmaster@capitaes.co.uk) or via the Bedford main switchboard on 01234 838080, asking to speak to Kelly Tinkler.*