



Nottingham

City Council

**Nottingham City Council
Adult Social Care Hub User Guide**

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Overview

The Nottingham City Council Adult Social Care Hub is an easy to use, secure space where you can complete and send assessments directly to the council.

The first time you complete an assessment you will be asked to create a new Hub account. It is quick and easy to register for an account.

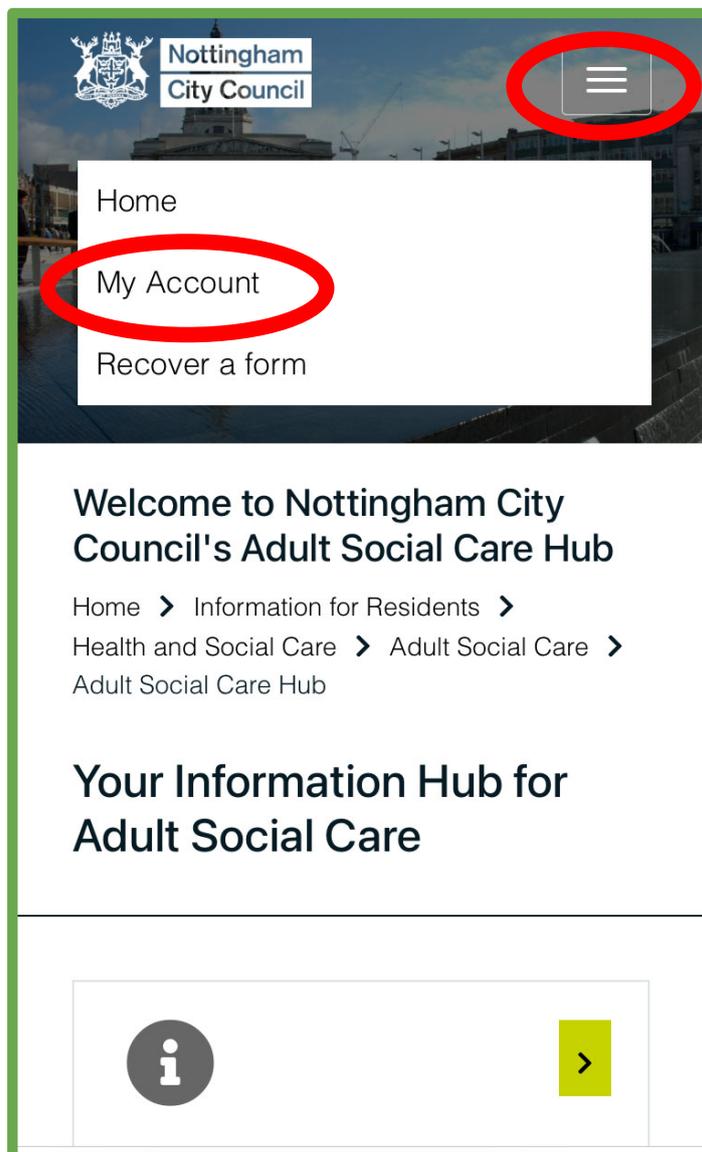
This document will provide guidance for accessibility on both mobile and desktop. Please use the contents page above to navigate to your preferred device guidance.

To make sure the information you send to us is secure, you will need to log into your account every time that you submit your information via the Hub.

Registering for the Hub - Mobile

To register a new account from the Hub homepage you will need to:

Step 1 - To log into the Hub, select the menu button in the top right hand corner of the webpage and select **'My Account'**.



Step 2 - Select **'Register for new account'** at the bottom of the webpage:

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

Submit **Cancel**

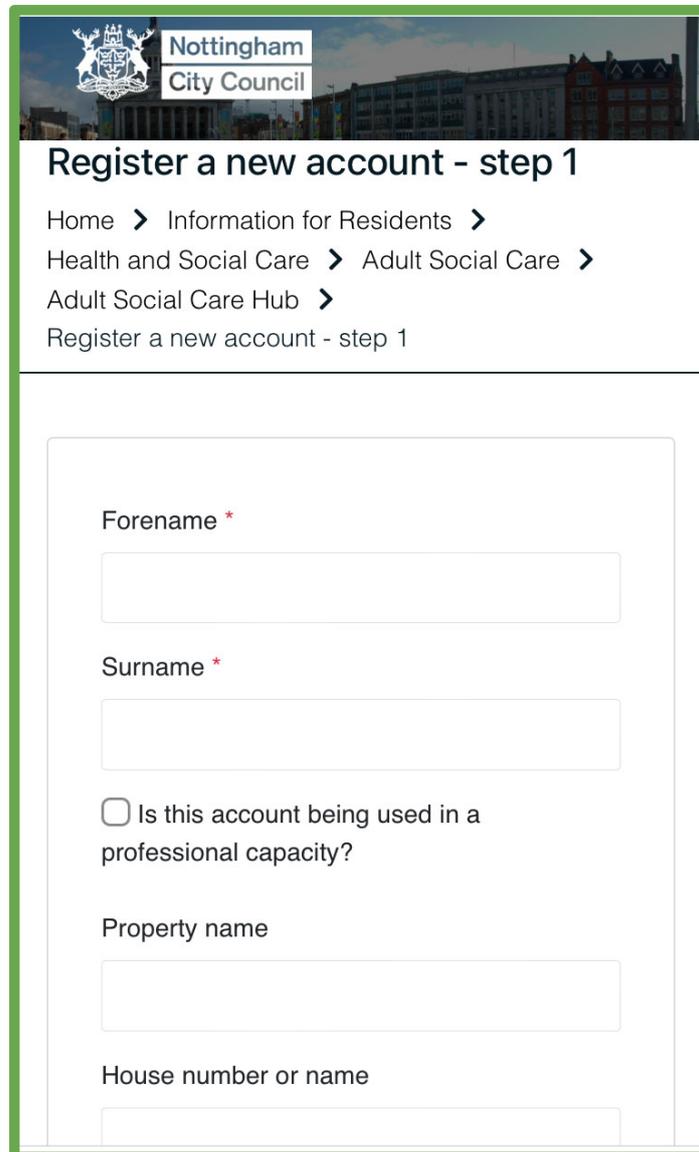
[Forgotten password?](#)

New users

If you're new to Nottingham City Portals, sign up for an account here

Register for new account

Step 3 - Enter your forename, surname and address details. Once complete select **'Next'**.



The screenshot shows the Nottingham City Council website interface for registering a new account. At the top left is the council's logo and name. The main heading is "Register a new account - step 1". Below this is a breadcrumb trail: Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Register a new account - step 1. The form area contains several input fields: "Forename *" with a red asterisk, "Surname *" with a red asterisk, a checkbox for "Is this account being used in a professional capacity?", "Property name", and "House number or name". Each field has a corresponding empty text box below it.

Nottingham
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Register a new account - step 1

Home > Information for Residents >
Health and Social Care > Adult Social Care >
Adult Social Care Hub >
Register a new account - step 1

Forename *

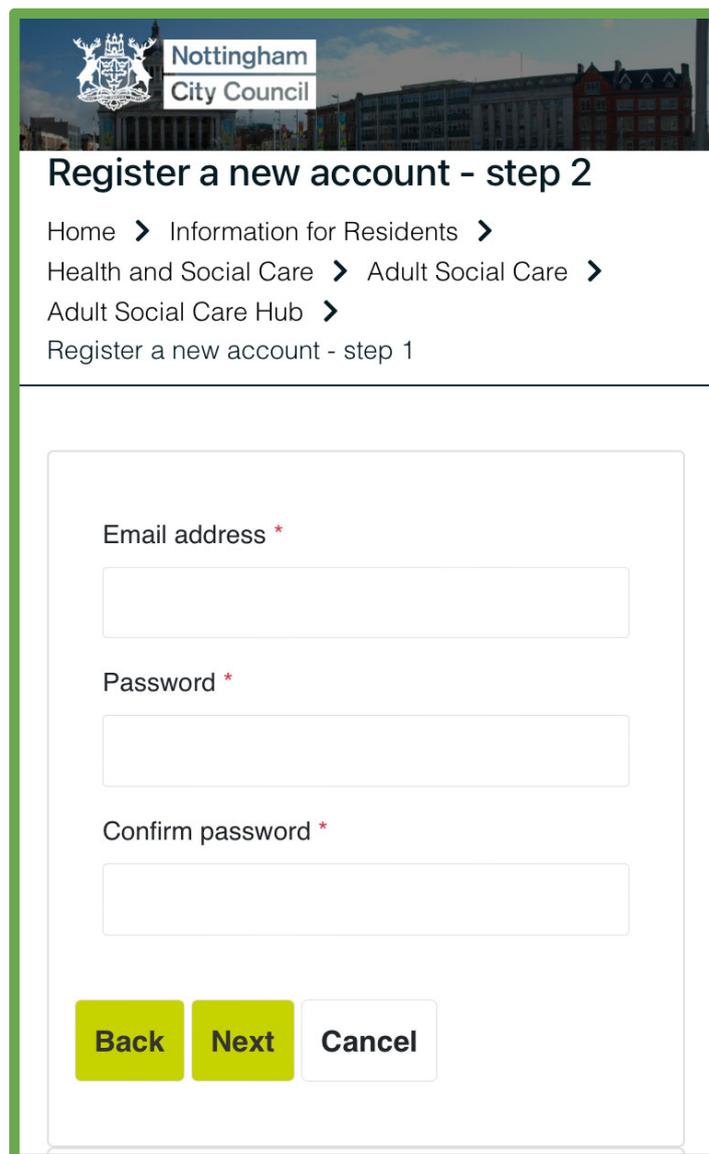
Surname *

Is this account being used in a professional capacity?

Property name

House number or name

Step 4 - Enter your email address and create a password (at least 8 characters including an uppercase letter, a number, and a special character i.e. *%\$!). Once complete select '**Next**'.



 Nottingham
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Register a new account - step 2

Home > Information for Residents >
Health and Social Care > Adult Social Care >
Adult Social Care Hub >
Register a new account - step 1

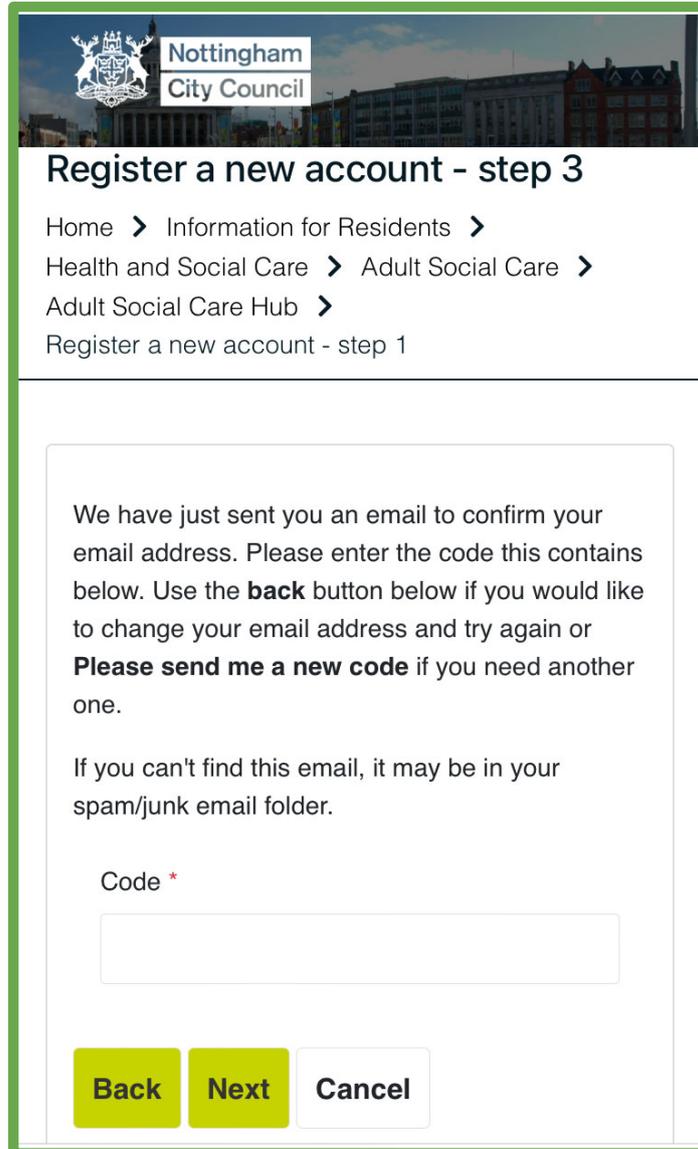
Email address *

Password *

Confirm password *

Back **Next** Cancel

Step 5 - You will then receive a **unique verification code** via email which is **valid for 10 minutes**. Once received, enter the code and select **'Next'**.



 Nottingham
City Council

Register a new account - step 3

Home > Information for Residents >
Health and Social Care > Adult Social Care >
Adult Social Care Hub >
Register a new account - step 1

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code *

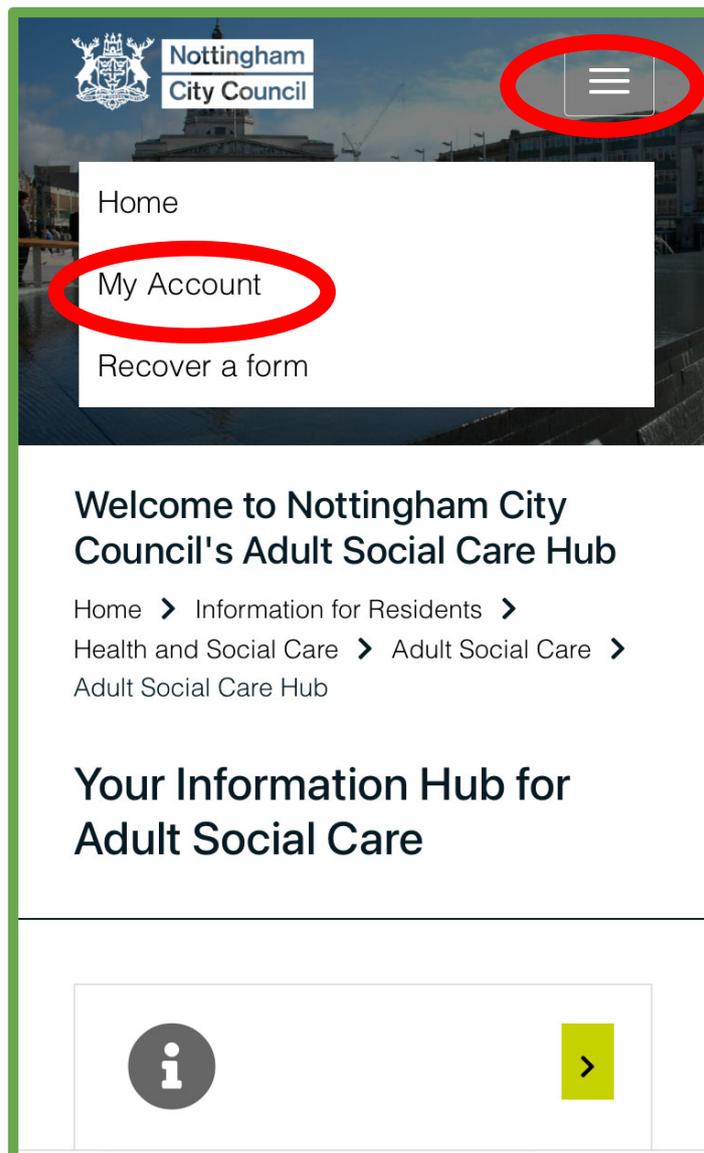
Back **Next** **Cancel**

If this verification code expires you will need to begin the process again by selecting the 'Please send me a new code' button at the bottom of the webpage. The registration process is only complete once the code is entered and accepted by the Hub. The code may take up to **5 minutes to arrive by email**. If it does not arrive after 5 minutes:

- Check your spam/junk/clutter folders for an email from donotreply@nottinghamcity.gov.uk (add this address to your trusted sender list to avoid future emails being sent to these folders).
- Check with your IT/email provider to make sure emails from donotreply@nottinghamcity.gov.uk are not being blocked, delayed, or temporarily quarantined.
- Your IT/email provider may need to update their spam email policies to ensure these emails are delivered into your mailbox without delay in future.

Logging into the Hub - Mobile

Step 1 - To log into the Hub, select the menu button in the top right hand corner of the webpage and select **'My Account'**.



Step 2 - Enter your email address and the password used to register your account. Once complete select '**Submit**'.

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

Submit **Cancel**

[Forgotten password?](#)

New users

If you're new to Nottingham City Portals, sign up for an account here

Register for new account

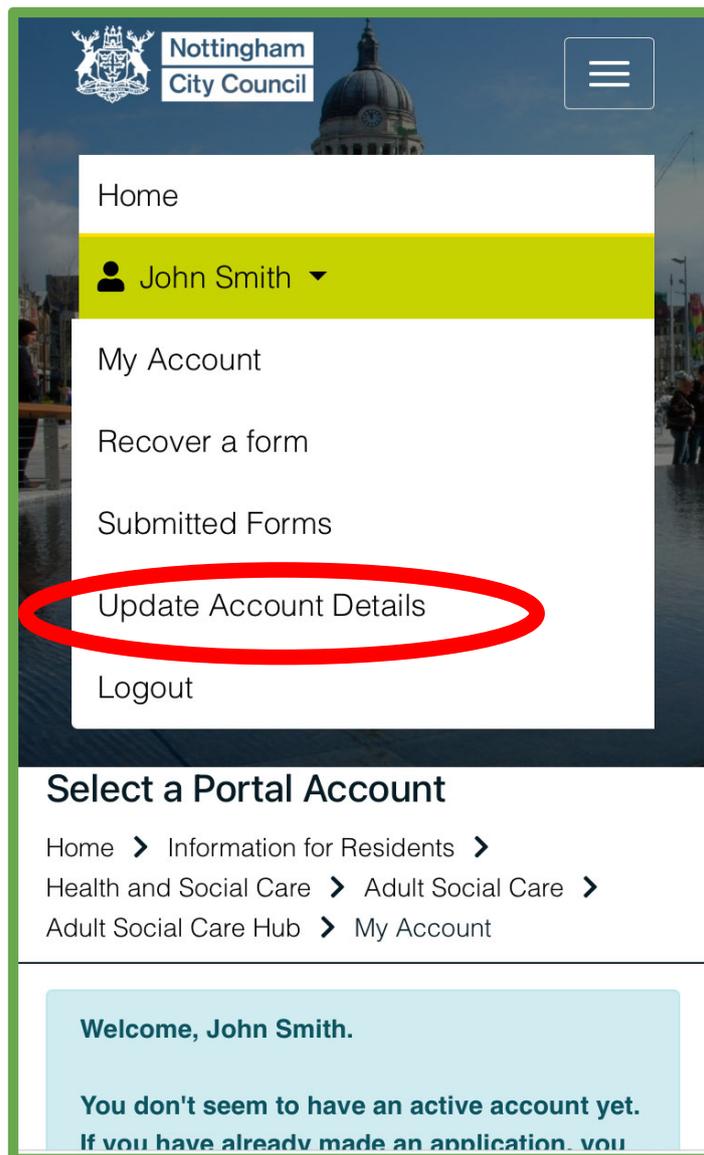
Each time you log in to the Hub a **unique verification code** will be emailed to you. This is valid for **10 minutes** and can only be used once.

The code will usually **arrive within 5 minutes** (if you do not receive it please check your spam/junk/clutter mailboxes).

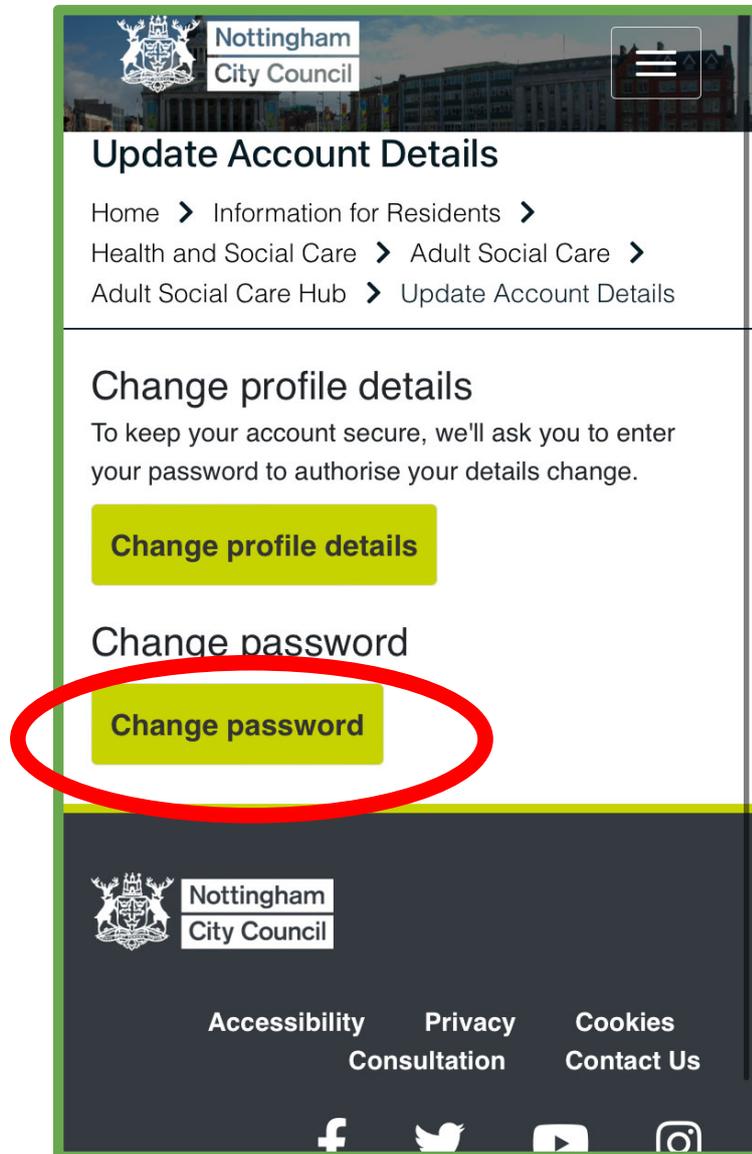
Please allow time for the login verification code to arrive before requesting another one. By requesting another verification code, the first code generated will not work.

Changing your Password - Mobile

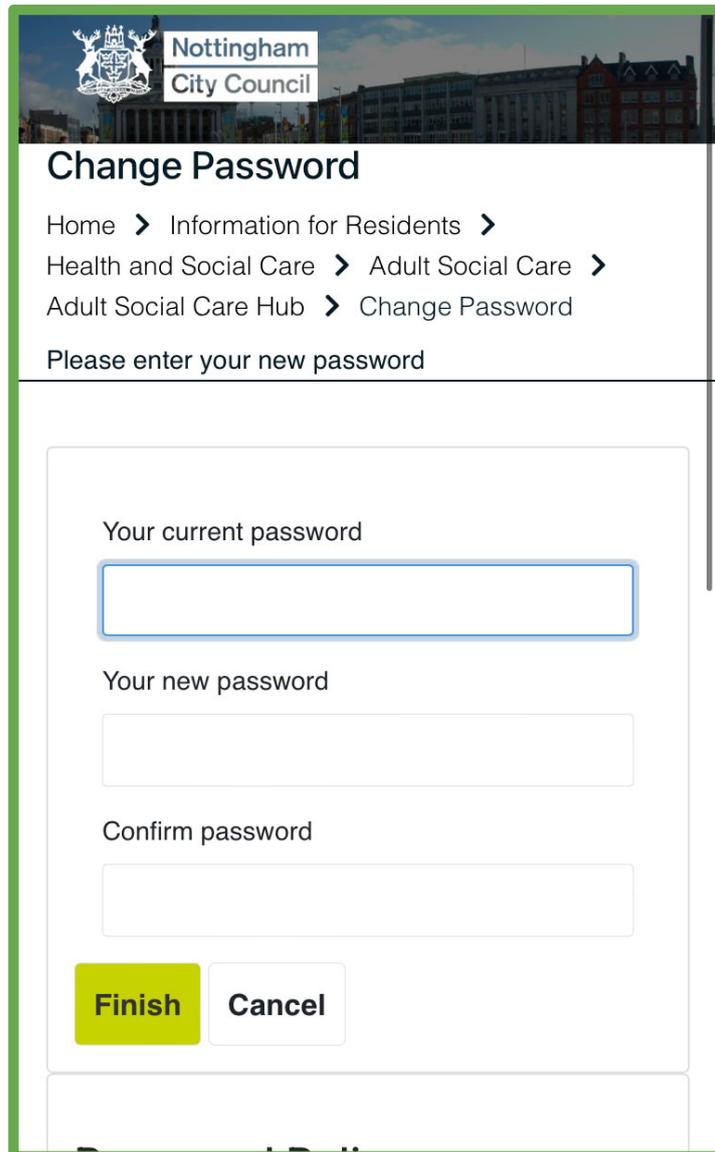
Step 1 - Once you have logged into your account, click on the arrow next to your name and select **'Update Account Details'**.



Step 2 - Select 'Change Password'.



Step 3 - Enter your current password and confirm a new password. Select '**Finish**' to complete the change.



The screenshot shows a web page for Nottingham City Council. At the top left is the council's crest and logo. The main heading is "Change Password". Below this is a breadcrumb trail: "Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Change Password". A prompt says "Please enter your new password". The form contains three input fields: "Your current password", "Your new password", and "Confirm password". At the bottom of the form are two buttons: a yellow "Finish" button and a white "Cancel" button.

Nottingham
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Change Password

Home > Information for Residents >
Health and Social Care > Adult Social Care >
Adult Social Care Hub > Change Password

Please enter your new password

Your current password

Your new password

Confirm password

Finish Cancel

Reset your Password - Mobile

Step 1 - You can reset your password by selecting the **'Forgotten password?'** link on the login page.

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

Submit **Cancel**

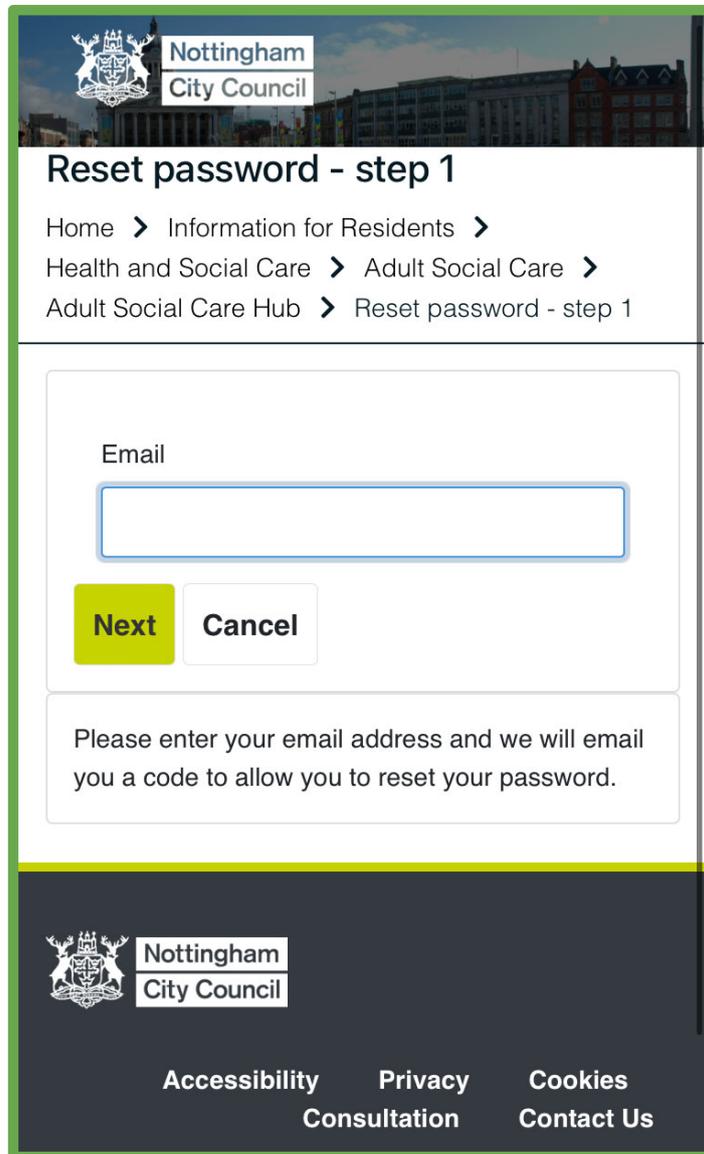
[Forgotten password?](#)

New users

If you're new to Nottingham City Portals, sign up for an account here

Register for new account

Step 2 - Enter your email address. Select '**Next**' to continue.



The screenshot shows a web page for Nottingham City Council. At the top left is the council's crest and logo. The main heading is "Reset password - step 1". Below this is a breadcrumb trail: "Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Reset password - step 1". The central part of the page contains a form with a label "Email" above a text input field. Below the input field are two buttons: a yellow "Next" button and a white "Cancel" button. A message below the form reads: "Please enter your email address and we will email you a code to allow you to reset your password." The footer of the page is dark grey and contains the council's logo and links for "Accessibility", "Privacy Consultation", "Cookies", and "Contact Us".

Nottingham City Council

Reset password - step 1

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Reset password - step 1

Email

Next Cancel

Please enter your email address and we will email you a code to allow you to reset your password.

Nottingham City Council

[Accessibility](#) [Privacy Consultation](#) [Cookies](#) [Contact Us](#)

Step 3 - You will then receive a **unique verification code** via email which is **valid for 10 minutes**. Once received, enter the code and select **'Next'**.

Nottingham City Council

Reset password - step 2

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Reset password - step 2

We've just sent you an email to confirm your email address. Please enter the code in this email below.

If you can't find an email, it may be in your Spam/Junk email folder or the email address provided is not registered with us.

Code

Next Cancel

Please enter the verification code that we emailed to you

Step 4 - Once you have entered your verification code, enter and confirm your new password. Select **'Finish'** to complete the change.

 Nottingham
City Council

Reset password - step 3

Home > Information for Residents >
Health and Social Care > Adult Social Care >
Adult Social Care Hub > Reset password - step 3

Please enter your new password

Your new password

Confirm password

Finish Cancel

Password Policy

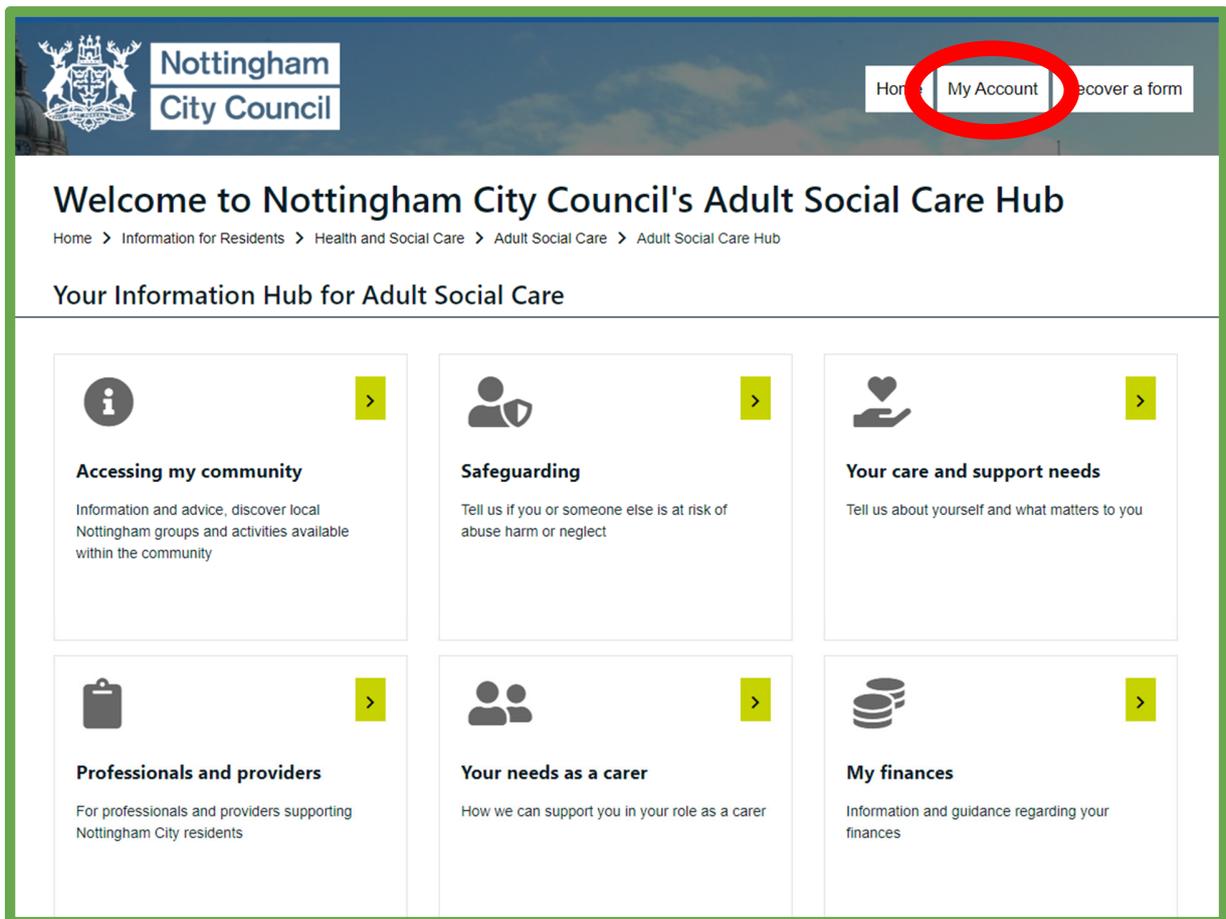
Your password must meet the following requirements:

- It must be at least 8 characters long

Registering for the Hub - Desktop

To register a new account from the Hub homepage you will need to:

Step 1 - Select **'My Account'** in the top right hand corner of the webpage:



The screenshot shows the Nottingham City Council's Adult Social Care Hub homepage. At the top left is the Nottingham City Council logo. To its right, the text "Nottingham City Council" is displayed. In the top right corner, there is a navigation bar with three items: "Home", "My Account", and "Recover a form". The "My Account" link is circled in red. Below the navigation bar, the main heading reads "Welcome to Nottingham City Council's Adult Social Care Hub". Underneath this heading is a breadcrumb trail: "Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub". Below the breadcrumb trail is the sub-heading "Your Information Hub for Adult Social Care". The main content area consists of six cards arranged in a 2x3 grid. Each card has an icon, a title, and a brief description. The cards are: 1. "Accessing my community" (info icon), 2. "Safeguarding" (shield icon), 3. "Your care and support needs" (heart icon), 4. "Professionals and providers" (clipboard icon), 5. "Your needs as a carer" (two people icon), and 6. "My finances" (stack of coins icon). Each card has a yellow arrow pointing right in the top right corner.

Step 2 - Select **'Register for new account'** on the right-hand side of the webpage:

Nottingham City Council

Secure login - step 1

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Secure login - step 1

New to Nottingham City Portals? [Register for an account here](#) or use the button below.
Already using Nottingham City Portals? Sign in below.

Existing users

Email

Password

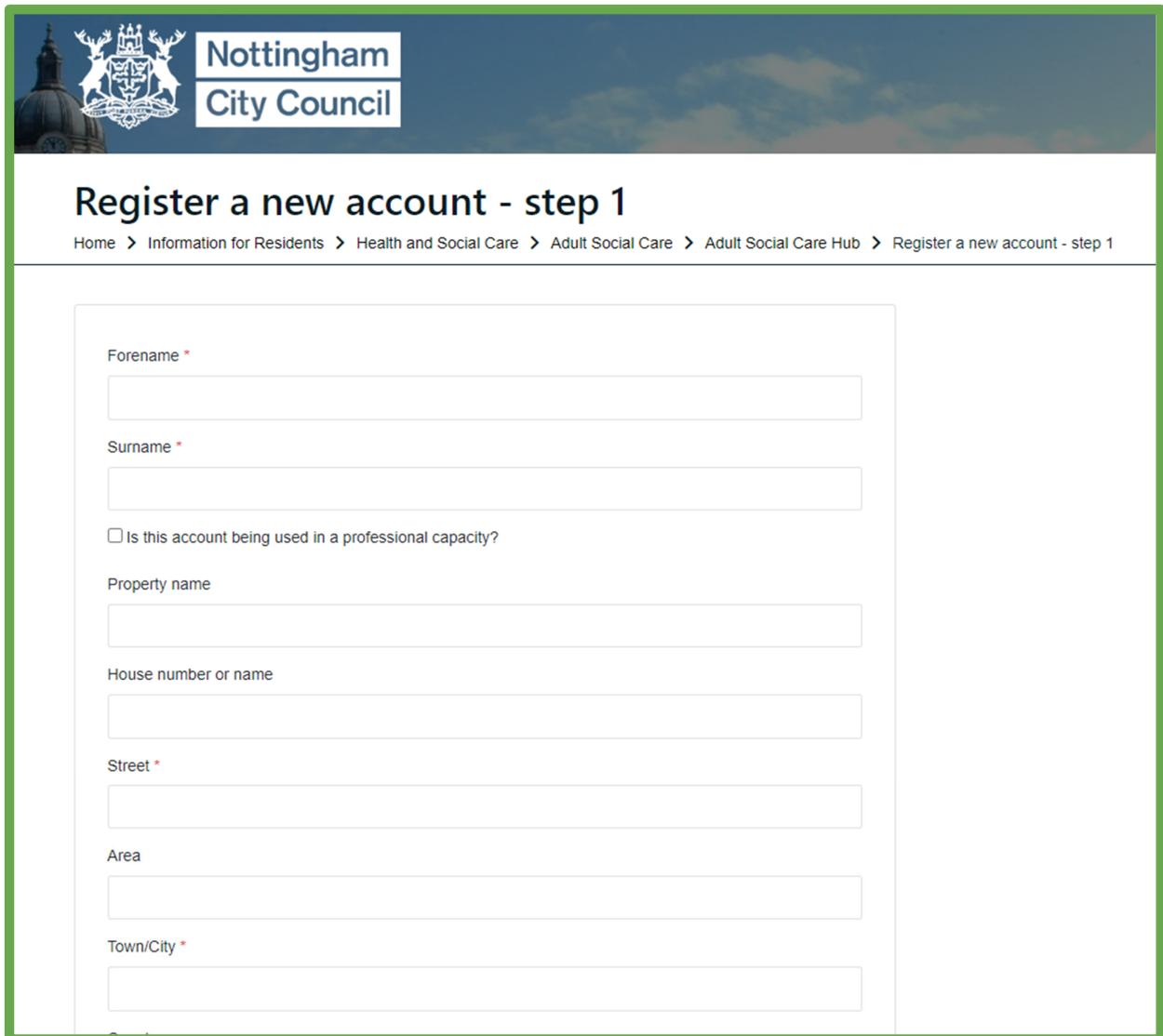
For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

New users

If you're new to Nottingham City Portals, sign up for an account here

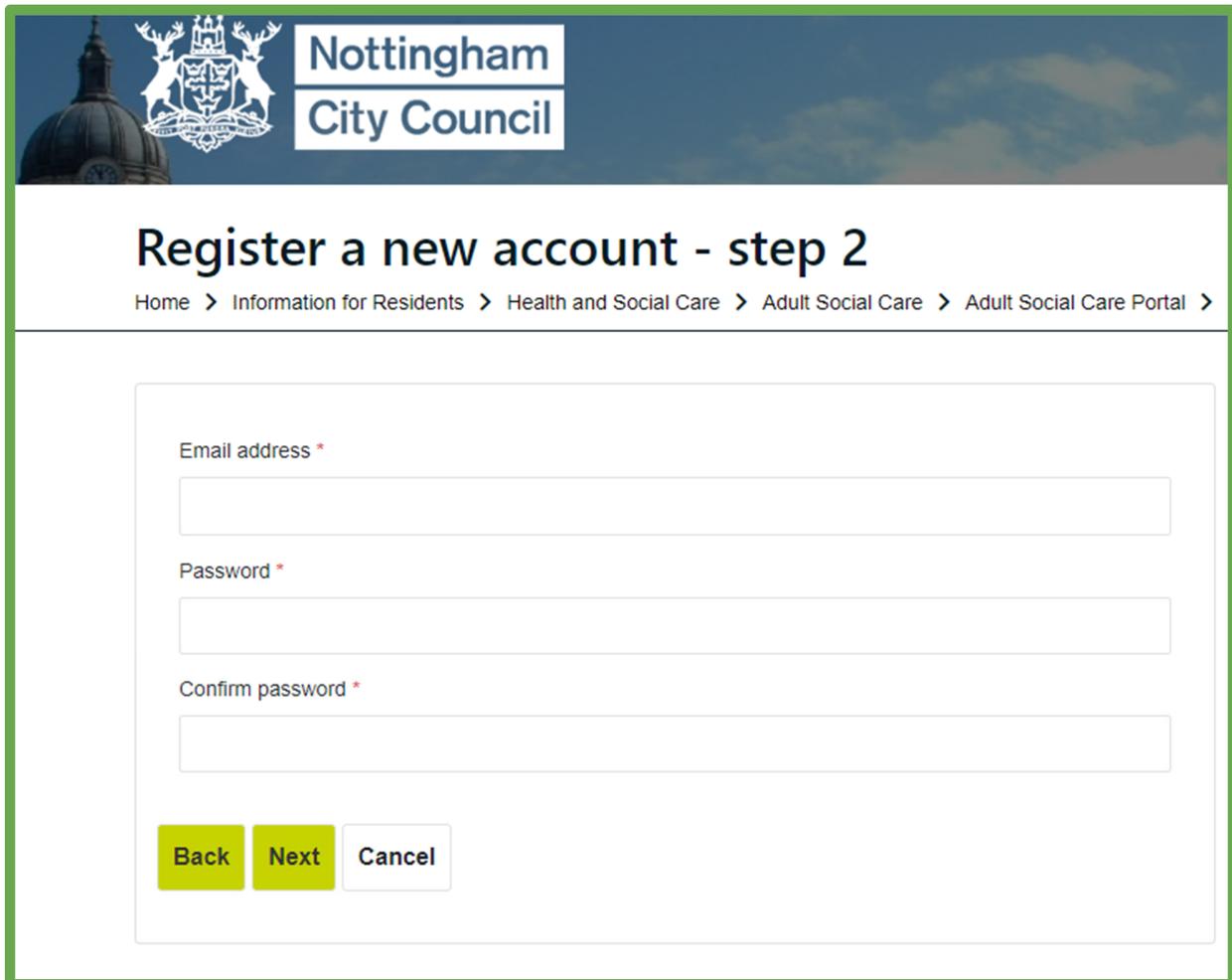
Step 3 - Enter your forename, surname and address details. Once complete select **'Next'**.



The screenshot shows the Nottingham City Council website header with the council's logo and name. Below the header is the title "Register a new account - step 1" and a breadcrumb trail: "Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Register a new account - step 1". The main content area contains a registration form with the following fields and options:

- Forename * (text input)
- Surname * (text input)
- Is this account being used in a professional capacity?
- Property name (text input)
- House number or name (text input)
- Street * (text input)
- Area (text input)
- Town/City * (text input)

Step 4 - Enter your email address and create a password (at least 8 characters including an uppercase letter, a number, and a special character i.e. *%\$!). Once complete select '**Next**'.



 Nottingham
City Council

Register a new account - step 2

[Home](#) > [Information for Residents](#) > [Health and Social Care](#) > [Adult Social Care](#) > [Adult Social Care Portal](#) >

Email address *

Password *

Confirm password *

[Back](#) [Next](#) [Cancel](#)

Step 5 - You will then receive a **unique verification code** via email which is **valid for 10 minutes**. Once received, enter the code and select **'Next'**.

Nottingham City Council

Register a new account - step 3

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Register a new account - step 1

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code *

Back **Next** **Cancel**

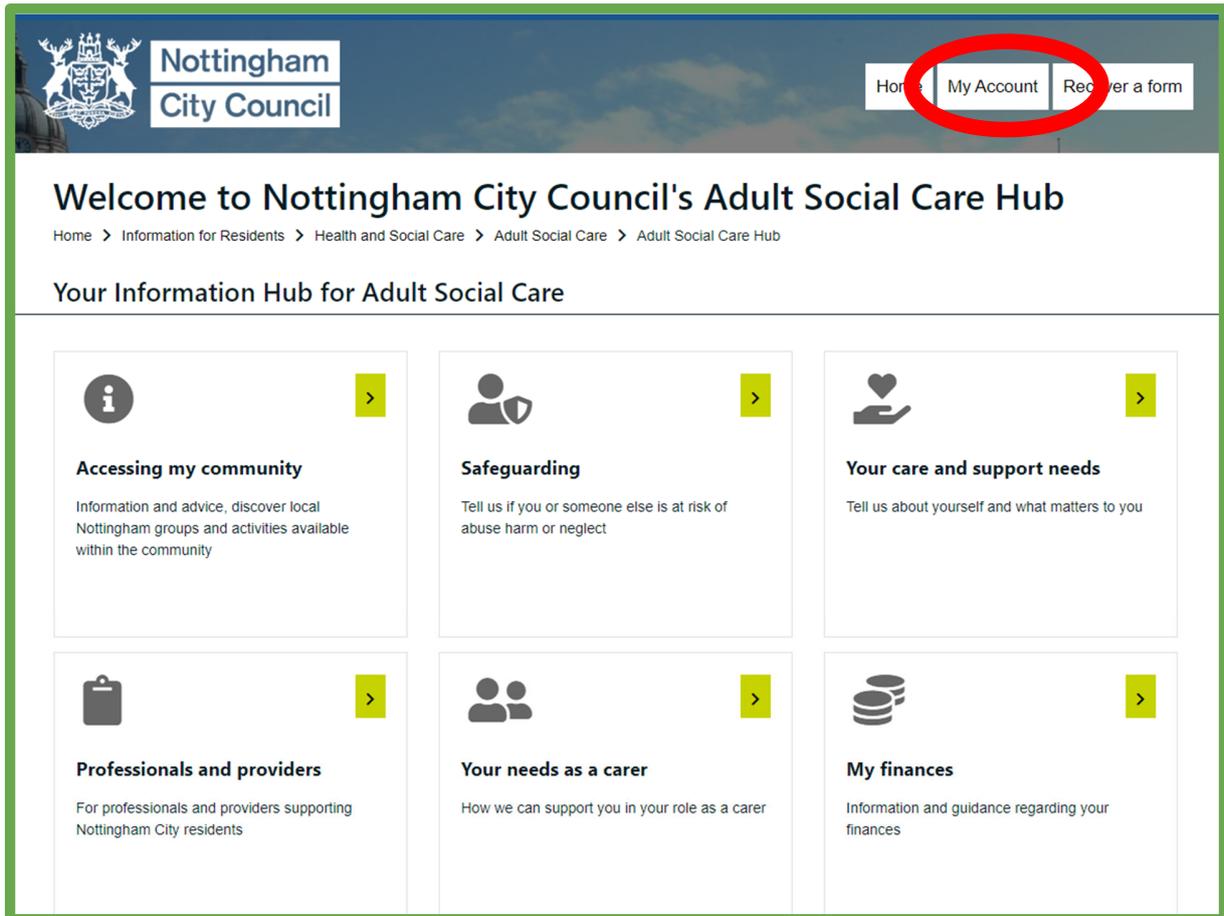
[Please send me a new code](#)

If this verification code expires you will need to begin the process again by selecting the 'Please send me a new code' button at the bottom of the webpage. The registration process is only complete once the code is entered and accepted by the Hub. The code may take up to **5 minutes to arrive by email**. If it does not arrive after 5 minutes:

- Check your spam/junk/clutter folders for an email from donotreply@nottinghamcity.gov.uk (add this address to your trusted sender list to avoid future emails being sent to these folders).
- Check with your IT/email provider to make sure emails from donotreply@nottinghamcity.gov.uk are not being blocked, delayed, or temporarily quarantined.
- Your IT/email provider may need to update their spam email policies to ensure these emails are delivered into your mailbox without delay in future.

Logging into the Hub - Desktop

Step 1 - To log into the Hub, select **'My Account'** in the top right-hand corner of the webpage.



The screenshot shows the Nottingham City Council website header with the logo on the left and navigation links on the right. The 'My Account' link is highlighted with a red circle. Below the header is a welcome message and a grid of service categories.

Nottingham City Council

Home | **My Account** | Recover a form

Welcome to Nottingham City Council's Adult Social Care Hub

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub

Your Information Hub for Adult Social Care

 Accessing my community Information and advice, discover local Nottingham groups and activities available within the community	 Safeguarding Tell us if you or someone else is at risk of abuse harm or neglect	 Your care and support needs Tell us about yourself and what matters to you
 Professionals and providers For professionals and providers supporting Nottingham City residents	 Your needs as a carer How we can support you in your role as a carer	 My finances Information and guidance regarding your finances

Step 2 - You will then be prompted to enter your email address and the password used to register your account. Once complete select **'Submit'**.

Nottingham City Council

Secure login - step 1

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Secure login - step 1

New to Nottingham City Portals? [Register for an account here](#) or use the button below.
Already using Nottingham City Portals? Sign in below.

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Submit](#) [Cancel](#)

[Forgotten password?](#)

New users

If you're new to Nottingham City Portals, sign up for an account here

[Register for new account](#)

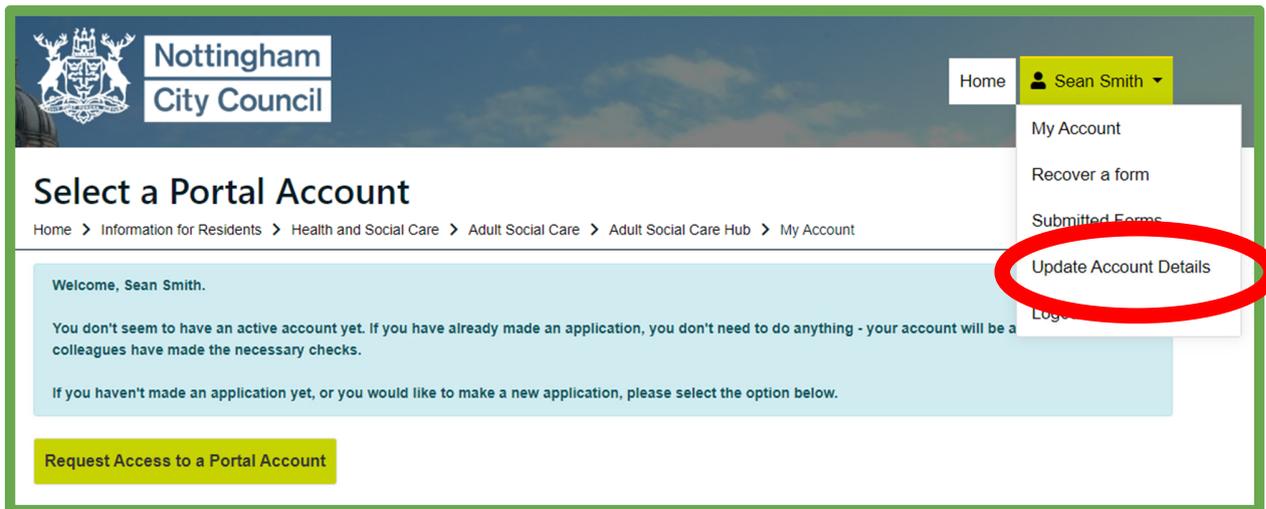
Each time you log in to the Hub a **unique verification code** will be emailed to you. This is valid for **10 minutes** and can only be used once.

The code will usually **arrive within 5 minutes** (if you do not receive it please check your spam/junk/clutter mailboxes).

Please allow time for the login verification code to arrive before requesting another one. By requesting another verification code, the first code generated will not work.

Changing your Password - Desktop

Step 1 - Once you have logged into your account, click on the arrow next to your name and select 'Update Account Details'.



Nottingham City Council

Home Sean Smith

My Account

Recover a form

Submitted Forms

Update Account Details

Log out

Select a Portal Account

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > My Account

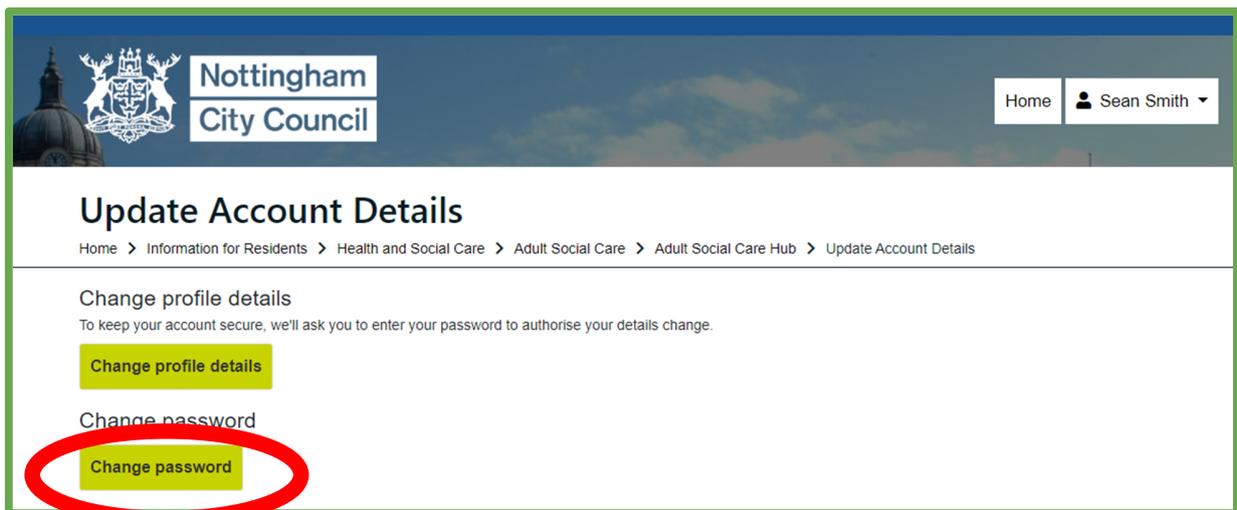
Welcome, Sean Smith.

You don't seem to have an active account yet. If you have already made an application, you don't need to do anything - your account will be activated once our colleagues have made the necessary checks.

If you haven't made an application yet, or you would like to make a new application, please select the option below.

[Request Access to a Portal Account](#)

Step 2 - Click 'Change Password'.



Nottingham City Council

Home Sean Smith

Update Account Details

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Update Account Details

Change profile details

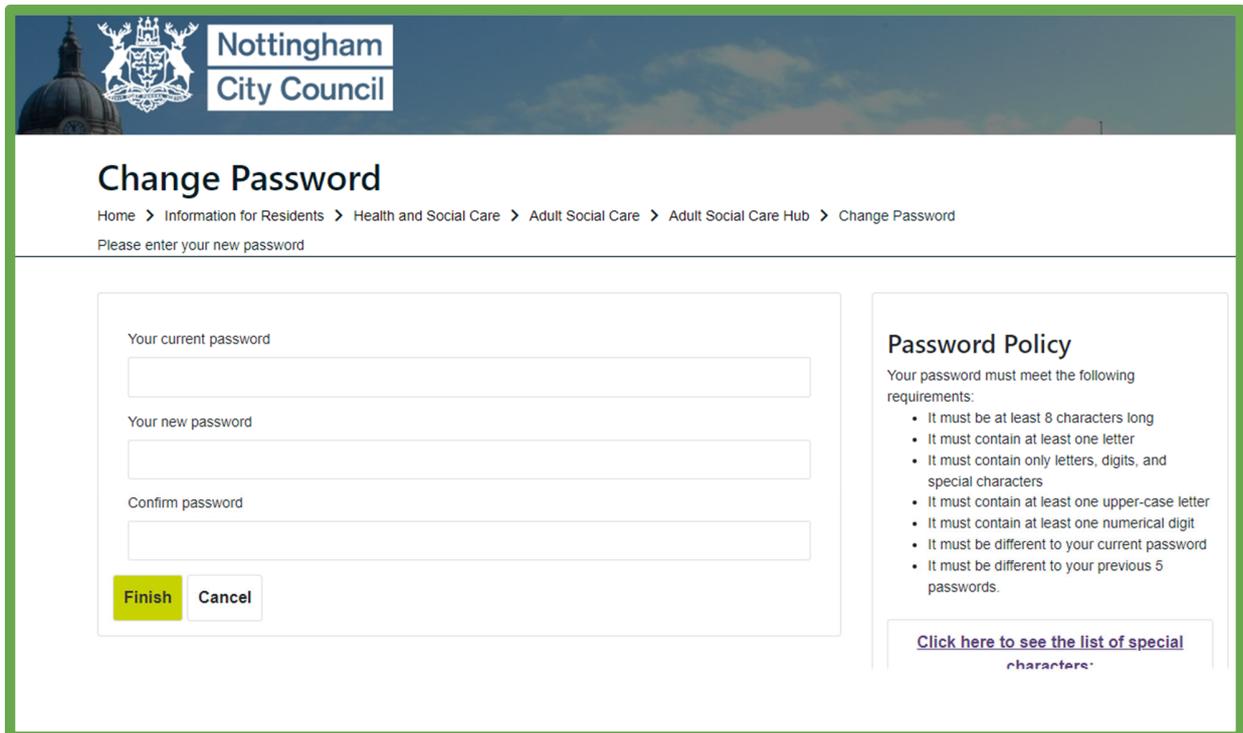
To keep your account secure, we'll ask you to enter your password to authorise your details change.

[Change profile details](#)

Change password

[Change password](#)

Step 3 - Enter your current password and confirm a new password. Select **'Finish'** to complete the change.



The screenshot shows the Nottingham City Council website's 'Change Password' page. At the top left is the council's crest and logo. The page title is 'Change Password'. Below the title is a breadcrumb trail: 'Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Change Password'. A prompt says 'Please enter your new password'. The main form area contains three input fields: 'Your current password', 'Your new password', and 'Confirm password'. Below these fields are two buttons: a yellow 'Finish' button and a white 'Cancel' button. To the right of the form is a 'Password Policy' section with a list of requirements: at least 8 characters long, at least one letter, only letters, digits, and special characters, at least one upper-case letter, at least one numerical digit, different from the current password, and different from the previous 5 passwords. A link at the bottom of the policy section says 'Click here to see the list of special characters:'.

Nottingham City Council

Change Password

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Change Password

Please enter your new password

Your current password

Your new password

Confirm password

Finish Cancel

Password Policy

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must be different to your current password
- It must be different to your previous 5 passwords.

[Click here to see the list of special characters:](#)

Reset your Password - Desktop

Step 1 - You can reset your password by selecting the **'Forgotten password?'** link on the login page.

Nottingham City Council

Secure login - step 1

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Secure login - step 1

New to Nottingham City Portals? [Register for an account here](#) or use the button below.
Already using Nottingham City Portals? Sign in below.

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Submit](#) [Cancel](#)

[Forgotten password?](#)

New users

If you're new to Nottingham City Portals, sign up for an account here

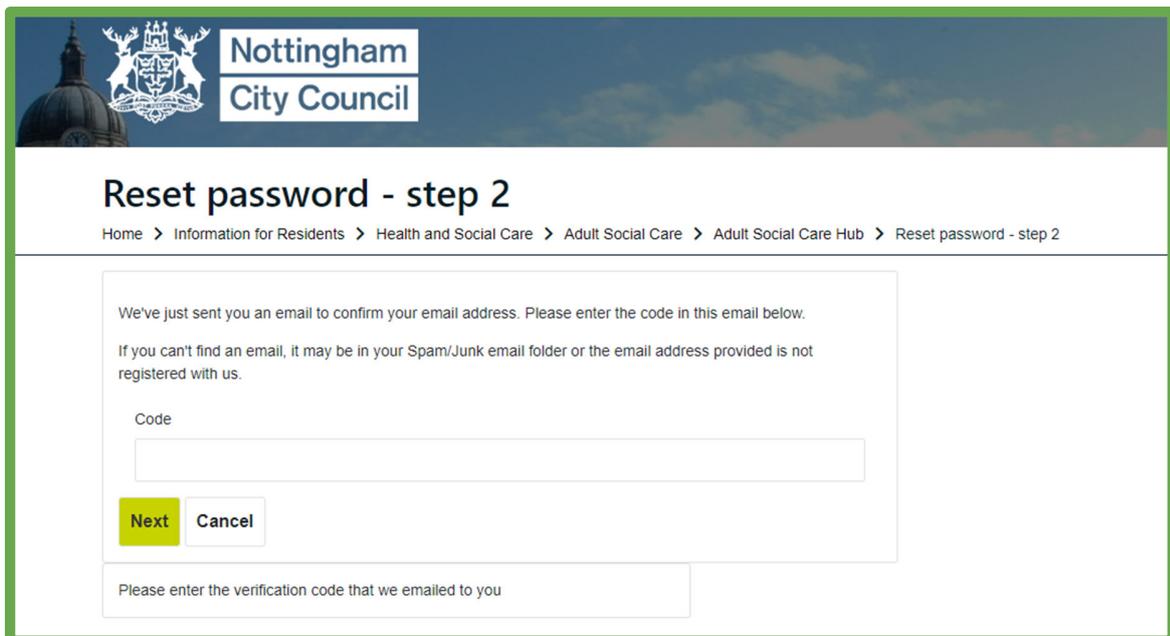
[Register for new account](#)

Step 2 - Enter your email address. Once complete select '**Next**'.



The screenshot shows the Nottingham City Council website header with the logo and name. Below the header, the page title is "Reset password - step 1". A breadcrumb trail reads: Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Reset password - step 1. The main content area contains a form with a label "Email" above a text input field. Below the input field are two buttons: "Next" (highlighted in yellow) and "Cancel". A separate box below the form contains the text: "Please enter your email address and we will email you a code to allow you to reset your password."

Step 3 - You will then receive a **unique verification code** via email which is **valid for 10 minutes**. Once received, enter the code and select '**Next**'.



The screenshot shows the Nottingham City Council website header with the logo and name. Below the header, the page title is "Reset password - step 2". A breadcrumb trail reads: Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Reset password - step 2. The main content area contains a text box with the following text: "We've just sent you an email to confirm your email address. Please enter the code in this email below. If you can't find an email, it may be in your Spam/Junk email folder or the email address provided is not registered with us." Below this text is a label "Code" above a text input field. Below the input field are two buttons: "Next" (highlighted in yellow) and "Cancel". A separate box below the form contains the text: "Please enter the verification code that we emailed to you"

Step 4 - Once you have entered your verification code, enter and confirm your new password. Select **'Finish'** to complete the change.

 Nottingham City Council

Reset password - step 3

Home > Information for Residents > Health and Social Care > Adult Social Care > Adult Social Care Hub > Reset password - step 3

Please enter your new password

Your new password

Confirm password

Finish Cancel

Password Policy

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must be different to your current password
- It must be different to your previous 5 passwords.

[Click here to see the list of special characters:](#)