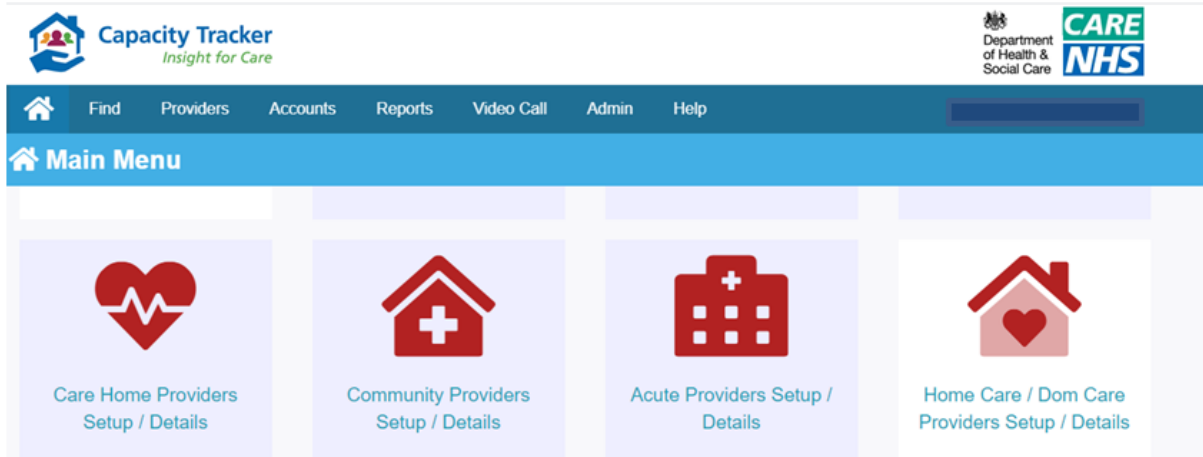


## How to update your Covid-19 Questions

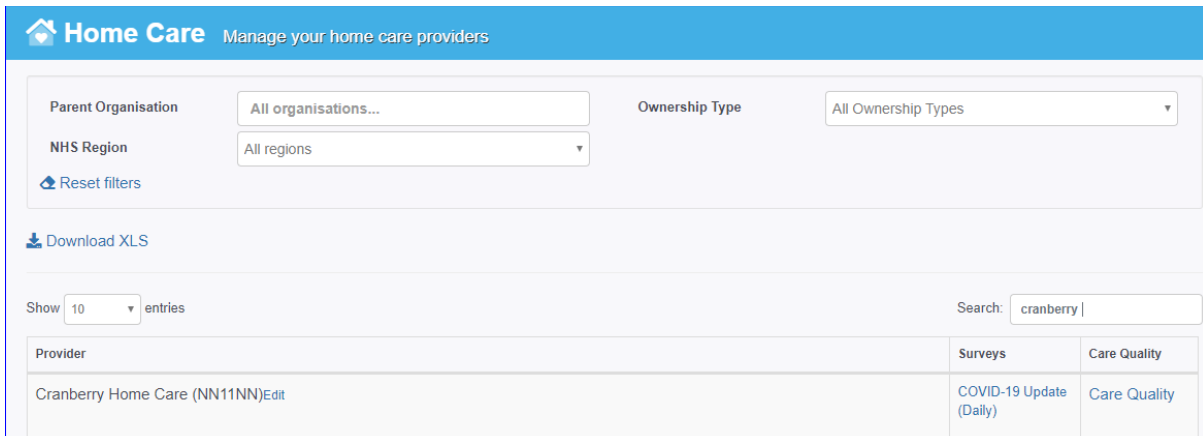
Home Care Providers, we would like to welcome you to the Capacity Tracker and through the following few simple steps ensure that you can easily navigate the system to quickly and easily update the same Covid-19 questions that you previously updated via CQC.

### Step 1: Select your Provider Tile

From the **Main Menu** screen below select the **Home Care Providers Setup/Details** tile.



You will then be displayed with the following screen



### Step 2: Covid – 19 Update (Daily)

From the Surveys Column, clicking on the **Covid – 19 Update (Daily)** will produce a list of questions that you are required to update shown in the screenshot below. Once each question has been completed simply click on the green **Save Details** button

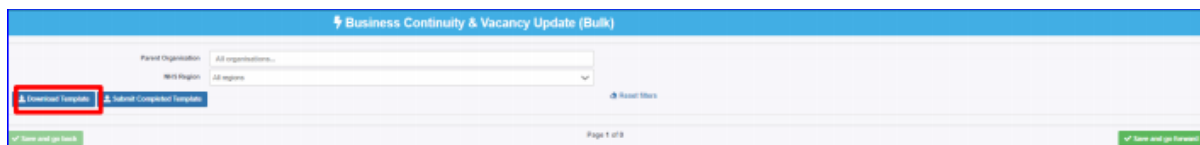
**Step 3: Bulk Updates (Only applicable for Home Care Providers with numerous locations)**

Larger Home Care Providers with dual or multiple registrations can update their information via the **Business Continuity & Vacancy Update** tile shown below and found on the **Main Menu** screen.



Please note the bulk upload template has been updated to capture Home Care. **Those using this functionality must download the new template, and then populate to ensure a successful upload.**

Clicking on the above tile will produce the following screen.

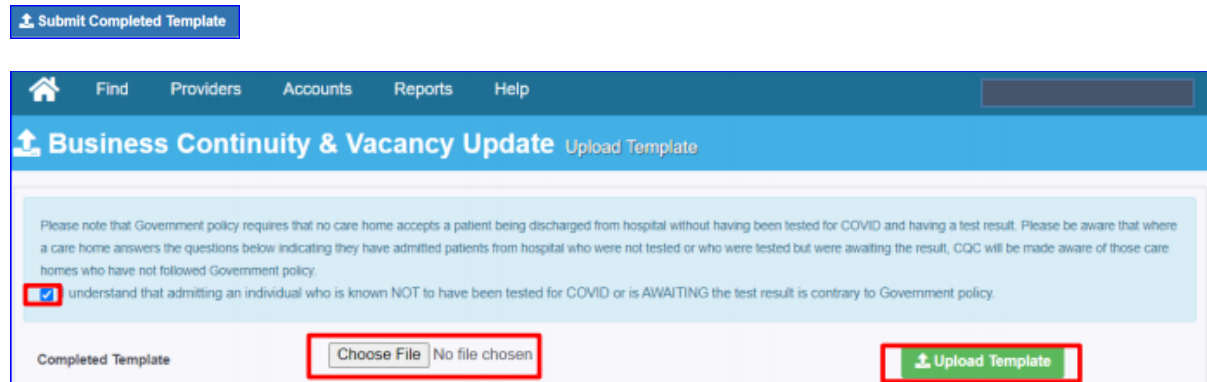


Click on **Download template** and the following spreadsheet will open in Excel. There is a separate tab for each section of the Capacity Tracker that requires an update which includes Home Care.

1	A	B	C	D	E	F	G	H
2	Id	Cqcid	Name	Service users today	Users with COVID-19 (Confirmed)	Users with COVID-19 (Suspected)	Care providing staff (Employed)	Care providing staff (Suspected)
3	147651	1-30006	Cranberry Home Care	10	2	1	3	
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								

The data to be completed has been separated into columns e.g. in the screen shot below. Please read the instructions in the 'Instruction' tab prior to completing the template.

Once you have completed all of your data, save the spreadsheet and click on **Submit Completed Template** button

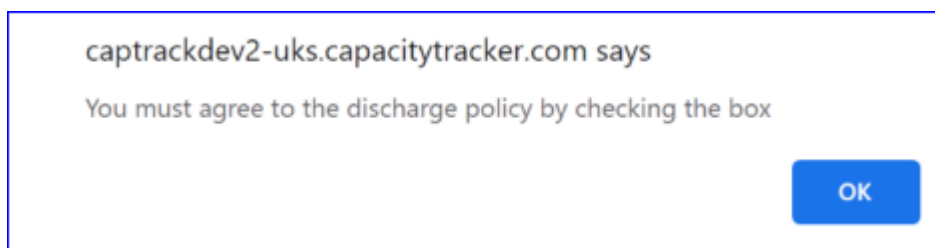


#### Step 4: Upload the template:

- I. **Insert a tick in the check box** to state you understand that admitting an individual who is known NOT to have been tested for COVID or is AWAITING the test result is contrary to Government Policy
- II. Next click **Choose File** which will open your file explorer and allow you to upload the file
- III. Select the **Upload Template** button.

**Please Note: All of these actions must be completed in order for your upload to be successful.**

**If the Government Policy check box is not checked you will receive the following popup message.**



Simply click **OK**. The pop up message will then disappear allowing you to **insert a tick in the check box** then select **Upload Template**



This will then complete the bulk upload process.