LiveWell North Lincolnshire account set up instructions.

LiveWell North Lincolnshire is the new, one and only online information hub that people will ever need.

With hundreds of services already listed, LiveWell is a wealth of information at everyone's fingertips. The new website has it all, organisations, support groups, community groups, events, and activities that are available across the county.

LiveWell is a joint initiative between North Lincolnshire Council, the North Lincolnshire Health and Care Partnership and other partners from across the public, voluntary and community sector. It caters for a wide range of needs and interests and aims to support people to keep well, connect with others and live their best life.

Please follow these instructions to set up your user account and add your services or activities.

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If you need support, please contact our LiveWell Team who will be able to support you through the process, whether by phone, email or in person, to get your services or activities on LiveWell.
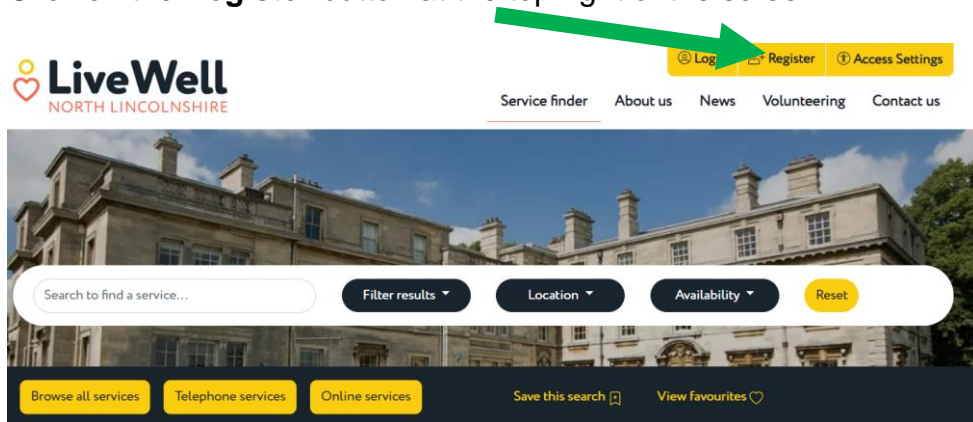
The LiveWell team can be contacted on

enquiries@livewellnorthlincolnshire.org.uk

or 07485 306314.

To start your registration go to www.livewellnorthlincolnshire.org.uk

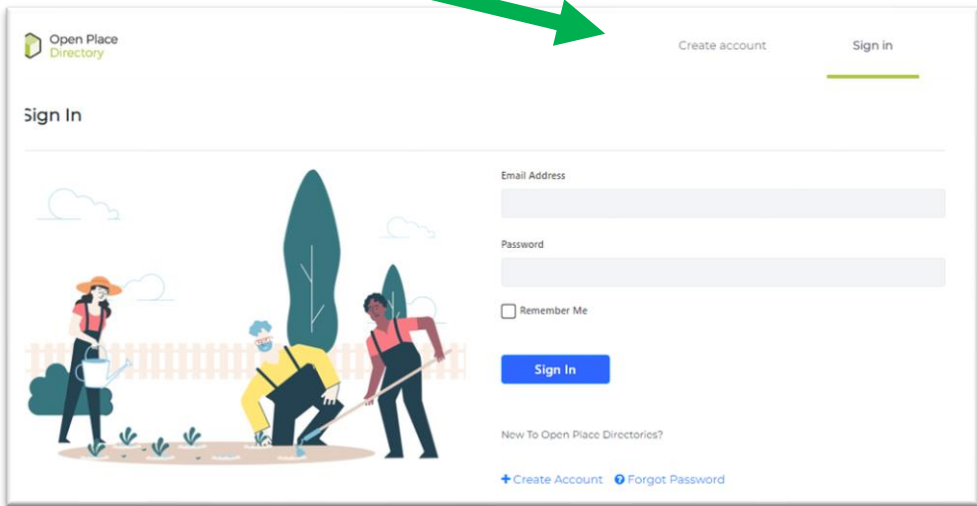Click on the **Register** button at the top right of the screen

Once you have reached the registration page click on the 'Register on the directory' this is located on the bottom right of the page.
See screenshot below.

(It is important you use the register on the directory button, as the register as a user will not give you access to add services.)
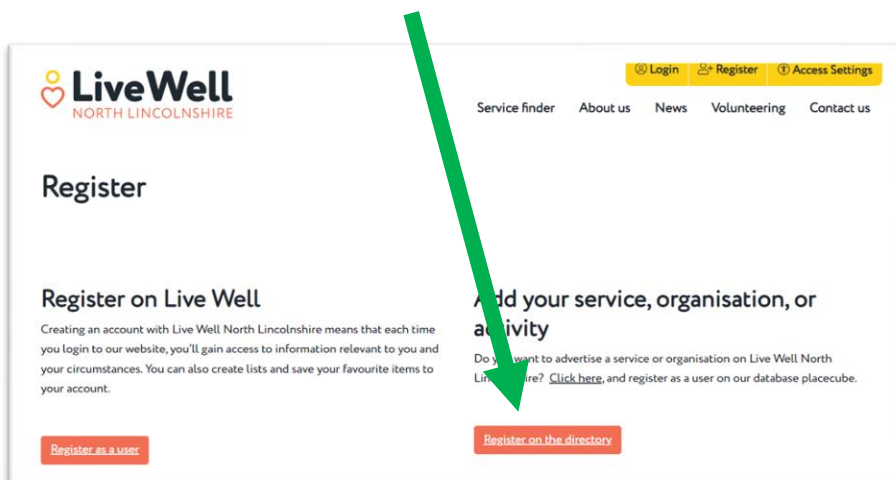
This will take you to the 'Open Place Directory', where you can create your account and start to add your services or activities. Click on '**Create account'** at the top of the screen.
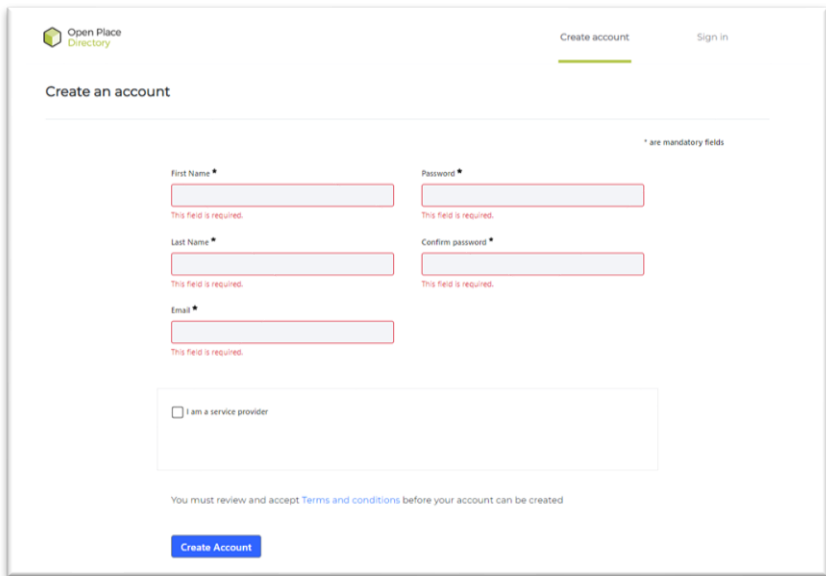
Please ensure you fill in all your details including name, email and create a password.

To continue you will need to click on the **'I am a service provider'**
tick box - as shown in the screenshot below. The tick box is located
three quarters down the page on the left. **Without this you will not
be able to add any services to your provider account.**

You will also need to click on terms and conditions on the bottom
line, read through those and '**accept'** them before you can go any
further. Then you can click '**Create Account'.**

A member of the LiveWell team may need to contact you for further
information to be able to set up your provider account. After this is
set up by the LiveWell team, you will get a confirmation email from
northlincs@openplace.directory which will include a verification
code.

Please remember to check your spam/junk folders. If you do not receive this within seven working days please contact enquiries@livewellnorthlincolnshire.org.uk.

Please see the screenshots below to see an example of the confirmation email that you will receive.
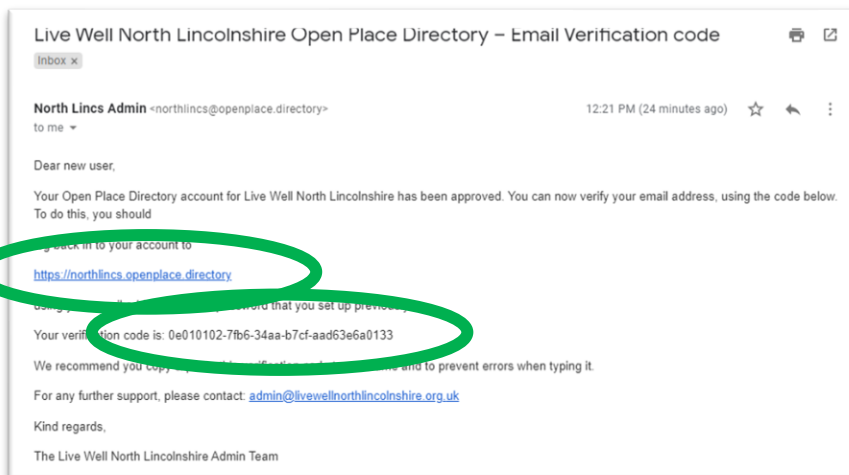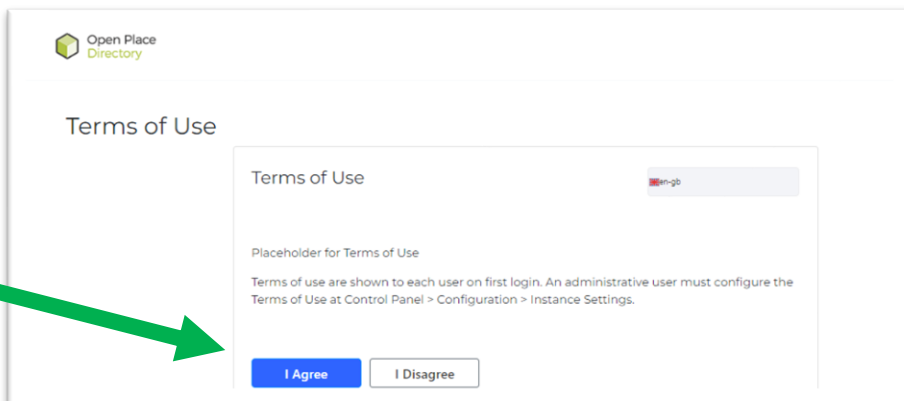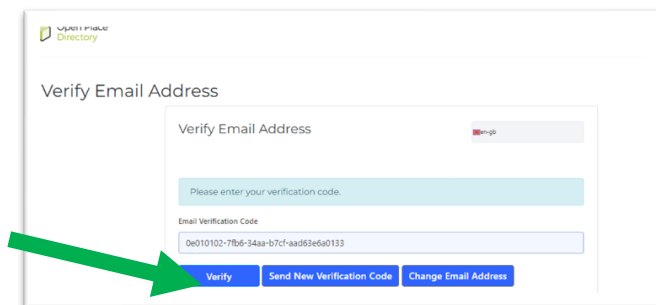

Click on the link to take you back to the 'Open Place Directory'. Type in your username and password and it will take you to 'Terms of Use'. Please read these carefully. Click on '**I Agree'** on the bottom left.

Next add in your Verification code from the email you received and click '**Verify'.**
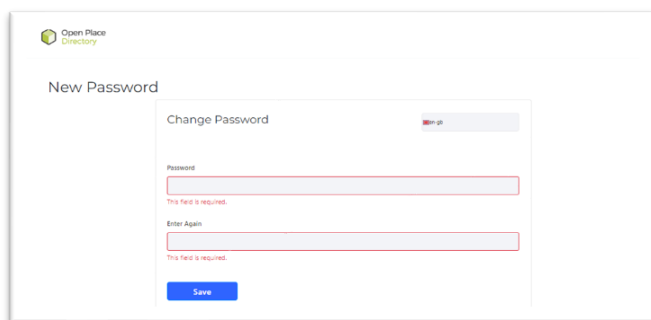
Please see the screenshot on the next page.

The 'Verify' button is located at the very bottom of the page on the left. It may be easier to copy and paste the verification code from this email as it is a long one to have to type in.

You now need to change your password again to a new one. This cannot be the same as the one you set your account up with so you will need to change it to be able to go further. Your password should be something unique to you.

You will then be asked to set up a password reminder question. You can choose one from the drop down menu and then type the answer in and click **'Save'**.

You're in! Your account is now active and you are ready to start adding services and activities.
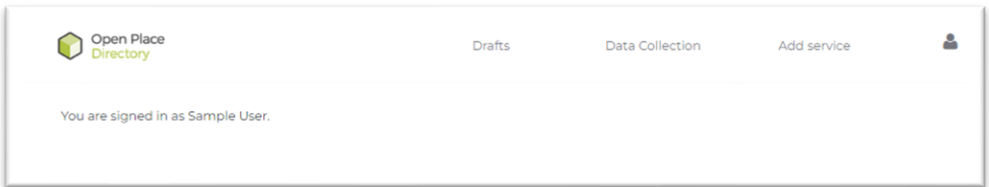
To add activities or services, you need to click on the '**Services'** tab and then click on '**Add new service'**. See screenshot below, the Services tab is at the top in the middle of the screen.
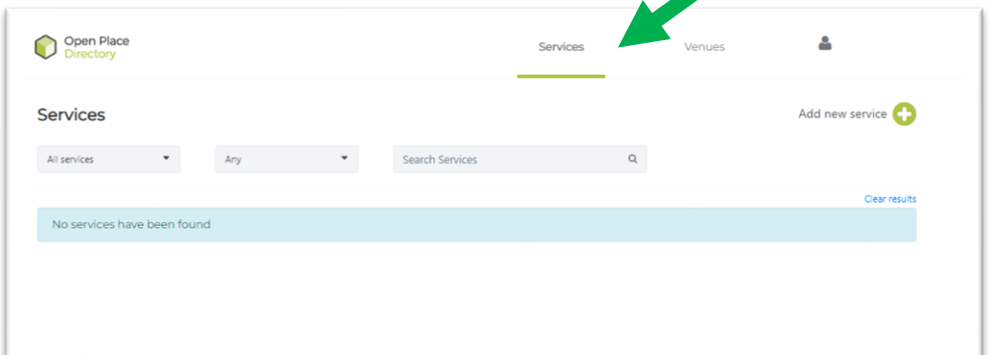
On this next screen you will be able to add all the details about the service or activity you want to include on LiveWell.

You will need to add the name of the service or activity. This is important for the search function and cannot be left blank. Please make it clear what the service is to help ensure people find what they are looking for.

People search for key words included in the titles so include the right words that people may use in your service name.

Also, search returns may return five, six or more services, with the service name usually visible first and hence it is good to make it clear what the service is so that people are more likely to read more details about the most appropriate services.

The service name could be a specific group, class or session that you want to add. Each activity can be added as separate services. If the name of the service is relatively generic / general (such as Befriending for example), then it may be helpful to add the name of the organisation or the audience for that (Befriending for older people OR Age UK Befriending for example).

Start to type in the 'provider name' box and this will automatically pull through basic details as set up on your provider record. These can be left in if appropriate or amended for each service.

The contact name and number will come up as yours, but you can change that to the specific person who will need contacting about that activity as this could be different for each activity.

You can write a description of the service here explaining what it is, and who it is for. This is to give a few more details about the service, explaining in a few short sentences what the service is and how it could benefit someone.

The formatting of this field is important as the formatting is passed through into any system that consumes / uses the data. This is an opportunity to use short paragraphs and spaces to make the data easy to read. You can add bold text and underline

Importantly, you should include clear information about the next steps - and include a link to any sort of application or referral form. The clearer the next steps, the more likely people will be to attend.

Things that you may like to include as part of the description:

1 - The next steps - what should someone do next, such as complete an application form, become a "member" or get in contact with someone to book in for example.

2 - Any additional conditions or eligibility requirements, which may be about the times of the day when someone can be contacted (if you need to contact someone) for example. If the next step is to call the mainline reception number for example, then the times when that is available / open. Or if you need to be a member /signed up to another service.

3 - The type of Service - Telephone, Online, Face to face. This information is elsewhere but it can be included in the description as well.

4 - If it is a regular offer at a physical venue then this will be entered through "sessions". You can include this in the description as well if you want, to say that it happens at specific times. The venue may be at various locations that are not easy to add in the venue section, so it is a good idea to add that information here if they venue can be different each session.

5 - Any other links that may be useful - be that to a Facebook page for example

6 If the service is a one-off event, then make sure you have the start and end date as the same date

You can also add a link to your website in this description box for users to see and access.

Now move down to service details, you can add more specific details about the activity including service type, sessions, audience, costs etc.
See the screenshot below.

SERVICE DETAILS	
Service types	Add service type ⊕
Attending sessions	Add session ⊕
Audience types	Add audience ⊕
Coverage	Add coverage ⊕
Costs details	Add cost ⊕
Eligibility details	Add eligibility ⊕

Service type is to narrow the search to the public. **You can choose as many of these as is appropriate to your service but must only use from the 13 listed on the right of the table.**

On the main page of the LiveWell website, there are 9 buttons on the front screen for people to be able to click on and see the services or activities that fit into that category. If you think your service/activity should be seen in the category button, please select the service type on the right.

To find your service type, begin to type the service type you need, and it will show up in the box.

The service types you can use are on the following page.

LiveWell Button	Service Type
Children and Young People	Young People's organised activities
Living well ageing well	Activities for Older People
Money matters	Financial Advice and Support
Be active	Exercise and Fitness Classes
Emotional wellbeing and support	Mental Health Support
Skills and training	Employment and Training Initiatives
Connect with nature	Outdoor Activities
Hobbies and interest groups	Hobby and interest classes and groups
	Health and Wellbeing Strategy
	Community Support groups and organisations
	Library Facilities
	Museum and Galleries
	Armed Forces Community Covenant

The attending session section is where you describe when and where the services take place. These sessions will then be visible to another user on the LiveWell site via a map function. This is important to make sure your service appears in a location search.

If your venue isn't showing up when you start to type it, you will need to go to the add venue section. If your service is online or telephone support, choose Online or Telephone Support from the menu.

If you need to add a new venue in for one of your activities that isn't in the current list please go to the 'venues' section and choose '**Create Venue'**.
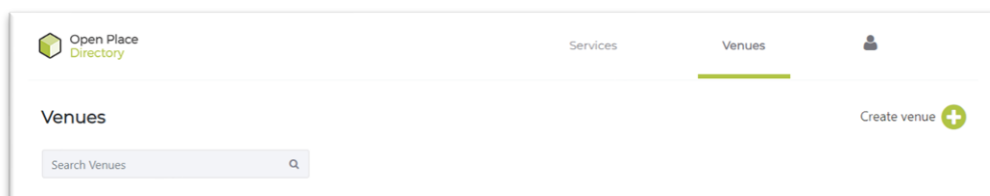
Here you add all the address details of the venue and what facilities it has.

The UPRN and the Latitude and Longitude details can be left blank and our team will complete this for you.

Only the first line of address must be filled in.

Add venue

< Back to venues

Save Cancel

VENUE INFORMATION

Venue name *

You need to populate at least one address line in order to create a venue

Address Line 1

Address Line 2

Address Line 3

Venue accessibility

☐ Accessible toilets
☐ Bus nearby
☐ Visually impaired friendly
☐ Autism Friendly
☐ Lift available
☐ Step free access
☐ Adaptive to physical needs
☐ Parking

☐ Baby changing facilities
☐ Guide dog friendly
☐ Dementia Friendly
☐ Induction loop
☐ Venue on one level
☐ Wheelchair accessible
☐ Disability Parking

Add session

SESSION DETAILS

Session venue *

Session has recurring dates?
No

RECURRING SESSION DETAILS

Session date
08/06/2022

Session start time:
13:30

to

Session end time:
13:30

Save session Cancel

If you are adding a one-off session you can add the start and end date along with the time that is right for your event/activity.

For recurring dates you can choose this option, and then look at the frequency and find one that matches your service.

Please see the screen shots on this page to show how to add a session.

When the session has repeating dates it can be added using the recurring dates function. You can then choose the frequency, which includes being able to choose daily, weekly, monthly or Monday to Friday etc.

For individual days, you will need to add those as individual sessions. For instance Monday Wednesday, Friday would need adding as three separate sessions with the venue and times for each one.

Please remember to disable a service that has passed its delivery date so that it can no longer be searched. These services can be unpublished after the date and will stay inactive on your account for you to change the details and republish at a later date if needed. If a service will never be repeated please delete the record entirely.

If a service is ongoing, the end date on this screen can be set as a year ahead.

The **'Audience Type Section'** is to be left blank. However, if your service if for a specific group of people, for example men only, please add this information in the description box above.
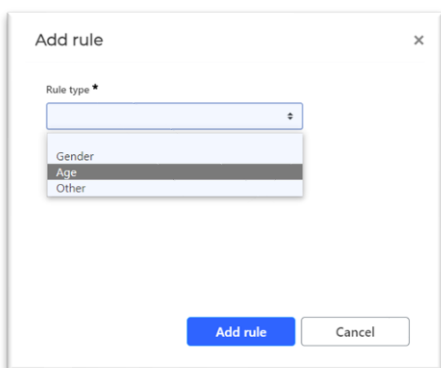
'Coverage' is to be left blank at this stage.

'Cost'. Any costs for the service or activity can be added here. The Cost definition box is to describe what the fee relates to e.g. per session or per week etc.
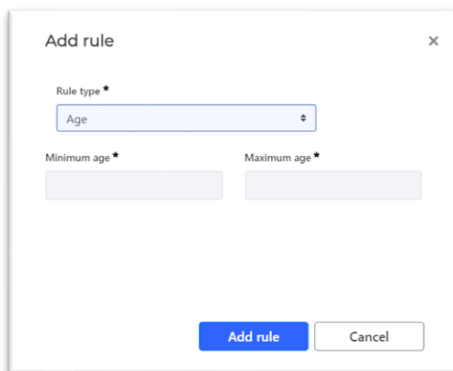
'Eligibility' There are 3 categories that can be used to filter results on the LiveWell website.
Early Years 0 – 5, Young People 5 – 25 and Adults 18 – 120.
If your service spans 2 or more of these categories, it will need to have the start of the first age range and the end of the last.
For example, ages 4-120 would need to be added as 0-120. For over 50's it would need to be added as 18-120. This age will not be shown to the public but will ensure it appears when people use the age filter on LiveWell. Specific information about age eligibility would need adding in your description box so people will know the age range of your services.

Select 'Rule Type' and then choose 'Age'. You can now put a minimum and maximum age in. If your service/activity is open to all ages, please add 0 as the minimum age and 120 as the maximum.

**'Service Quality Reviews'** can be filled in with any quality assurance checks you have had on this service or you as a provider. This could include Ofsted, CQC, Food Hygiene Rating etc. This section can also be left blank.

Click **'Save and Request Assurance'** at the top of the screen to send your information through to the LiveWell assurance team. The team will contact you if they need any more information on your service.

You will now be able to see all your services within your services section if you click on '**My Tasks** and then select '**All Services'.** Please see screenshots below
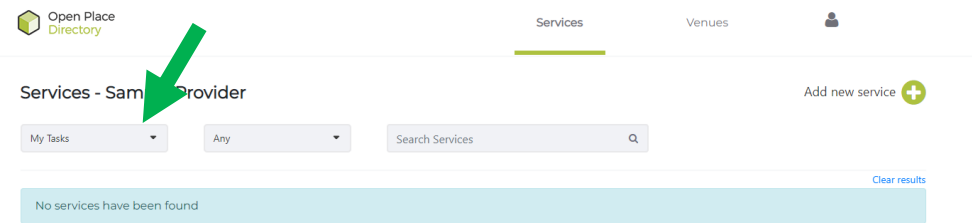
This will then bring up all your services. It will show them in your list with the status Service Review. Once these have been assured by the team, it will show as assured.
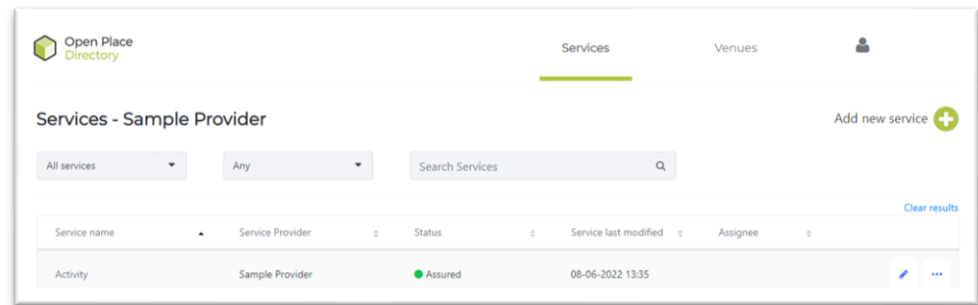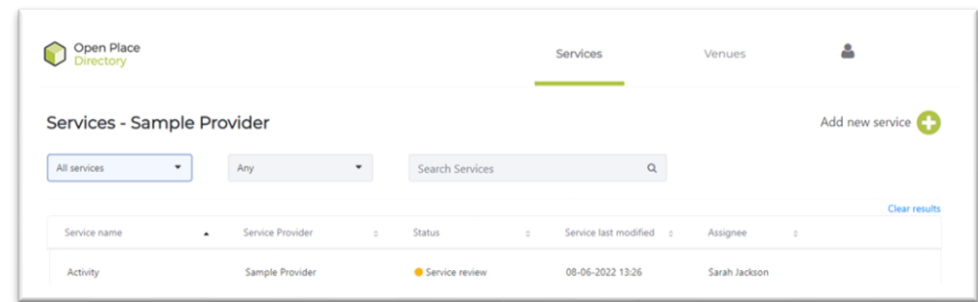

You can then go through and add all your other activities and services that your organisation or group provide if appropriate.

Once they have all been assured by the LiveWell team, they will be active on the LiveWell website for members of the public to see them.

After your service has been assured you can go into any of your services and edit the details to make any changes as and when needed. These will then go back to the team to be assured again. It is essential to keep your activities up to date. Remember to click on 'my tasks' and then 'all services' to see the full list of records you have added.

Please remember as explained above, you will also need to unpublish any old sessions that are no longer available.
If you want to republish an old service, you could edit the dates and add it back in as and when you need to. The **'unpublish'** and the **'delete service'** button can be found by clicking on the **three dots** next to the edit button on the right.
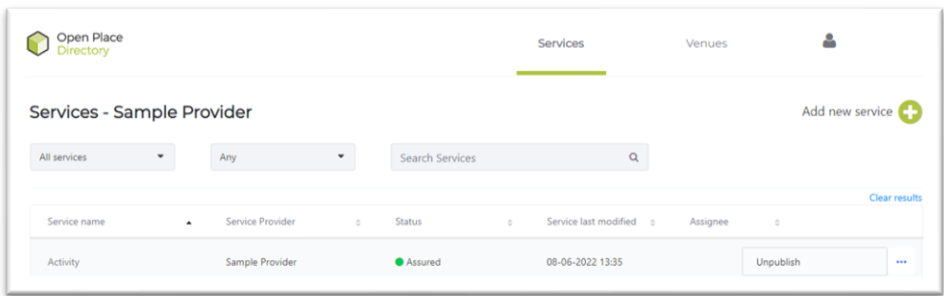
It is your responsibility to keep your records up to date, so people have access to the most update information at all times.

You will receive reminders throughout the year and when your service is out of date. If we don't get responses to these, your service may be deleted.

People will be able to see all of the activity or service details you have added on the service screen and may contact you directly to make further enquiries.

Live Well

NORTH LINCOLNSHIRE

Humber and North Yorkshire
Health and Care Partnership

North Lincolnshire Council

www.northlincs.gov.uk

Voluntary Community & Social Enterprise Alliance North Lincolnshire

Volunteer Hub

March 2023.