

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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Page 3 – Initial set up of your account

Page 4 – Signing into your verified account

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Page 17 – Viewing all your services – Where to unpublish or delete

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.

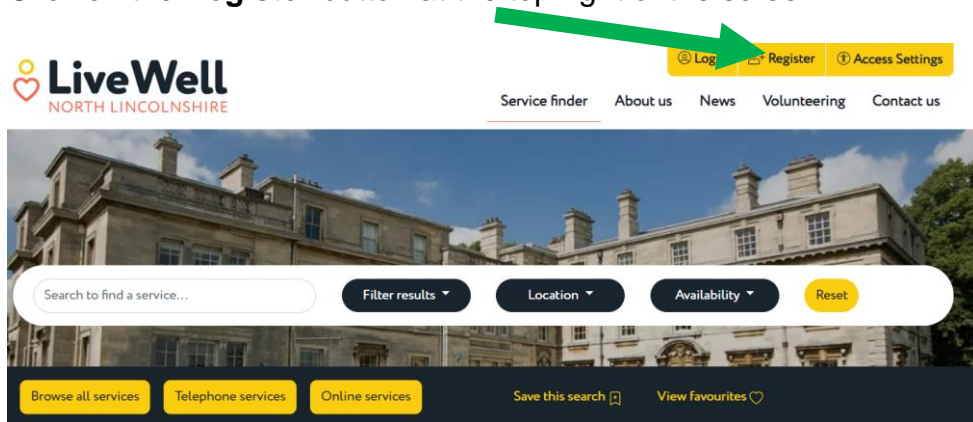
The LiveWell team can be contacted on

enquiries@livewellnorthlincolnshire.org.uk

or 07485 306314.

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

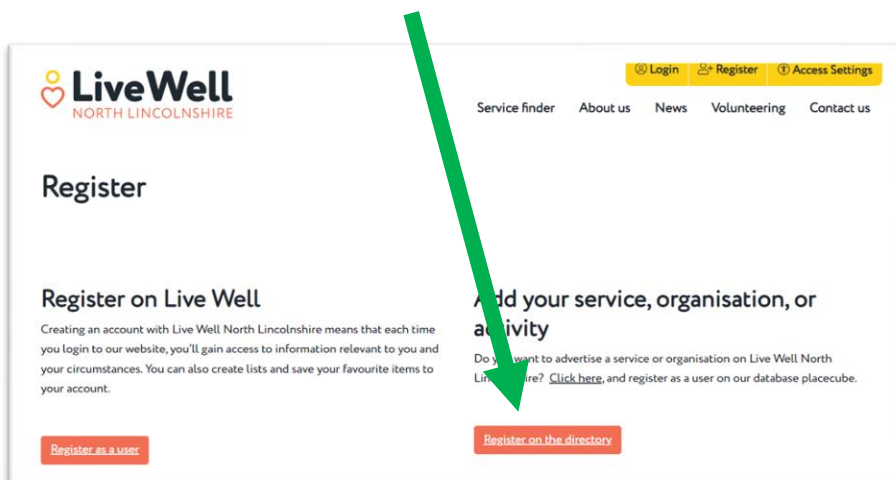
Click on the **Register** button at the top right of the screen



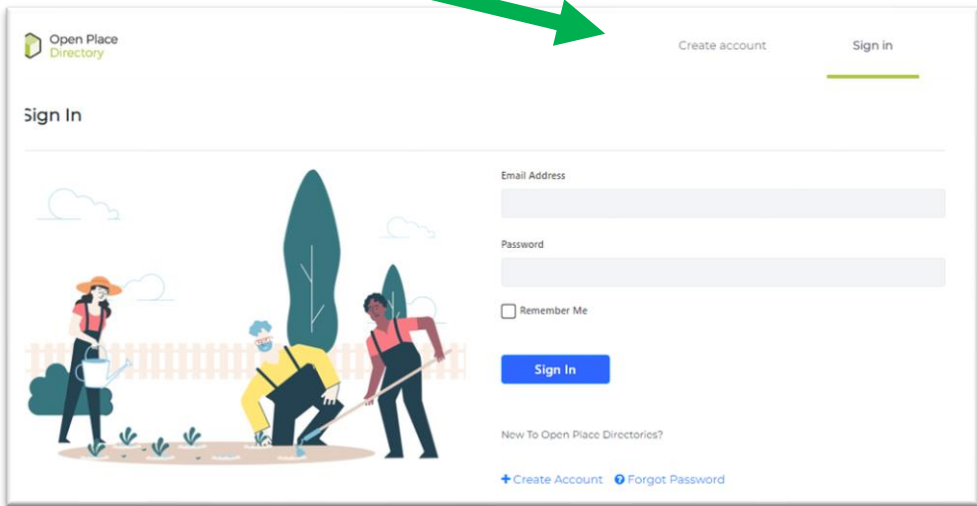
Once you have reached the registration page click on the 'Register on the directory' this is located on the bottom right of the page.

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.



Open Place Directory

Create account Sign in

Sign In

Email Address

Password

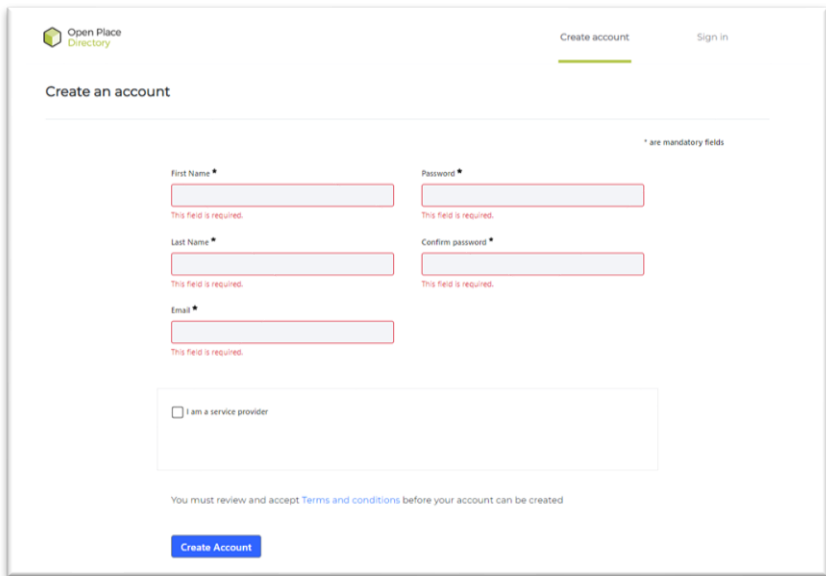
☐ Remember Me

Sign In

New To Open Place Directories?

+ Create Account Forgot Password

Please ensure you fill in all your details including name, email and create a password.



Open Place Directory

Create account Sign in

Create an account

* are mandatory fields

First Name *

This field is required.

Last Name *

This field is required.

Email *

This field is required.

Password *

This field is required.

Confirm password *

This field is required.

☐ I am a service provider

You must review and accept [Terms and conditions](#) before your account can be created

Create Account

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'**.

Open Place Directory

Create account Sign in

Create an account

* are mandatory fields

First Name *
Sample

Last Name *
User

Email *
livewellsampleuser@gmail.com

Password *
[Empty field]

Confirm password *
[Empty field]

☒ I am a service provider

Service provider name *
[Empty field]

You must review and accept [Terms and conditions](#) before your account can be created

Create Account

Open Place Directory

Create account Sign in

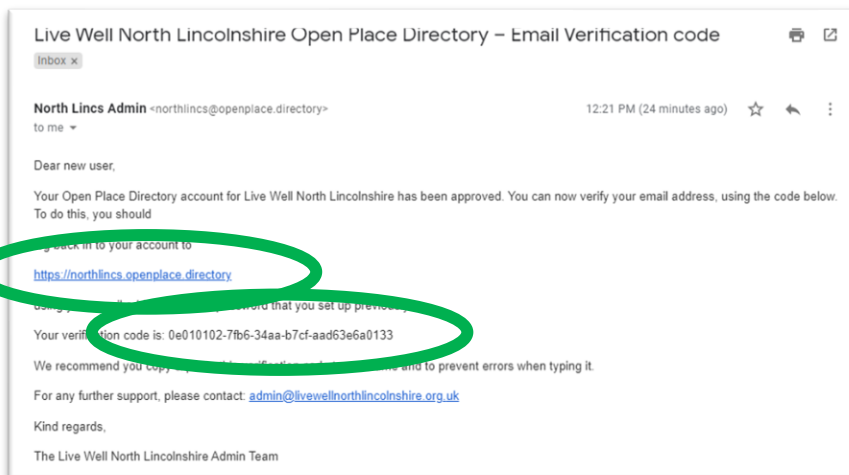
Congratulations. Your account has been created!

[Click here](#) to log in and start registering services

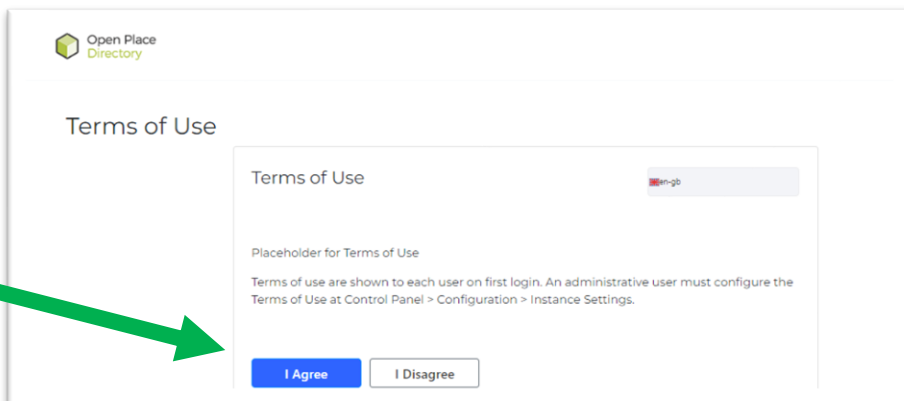
A member of the LiveWell team may need to contact you for further information to be able to set up your provider account. After this is set up by the LiveWell team, you will get a confirmation email from northlincs@openplace.directory which will include a verification code.

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.



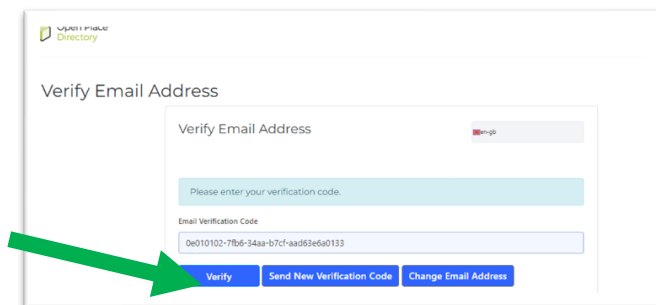
Click on the link to take you back to the 'Open Place Directory'. Type in your username and password and it will take you to 'Terms of Use'. Please read these carefully. Click on '**I Agree**' on the bottom left.



Next add in your Verification code from the email you received and click **'Verify'**.

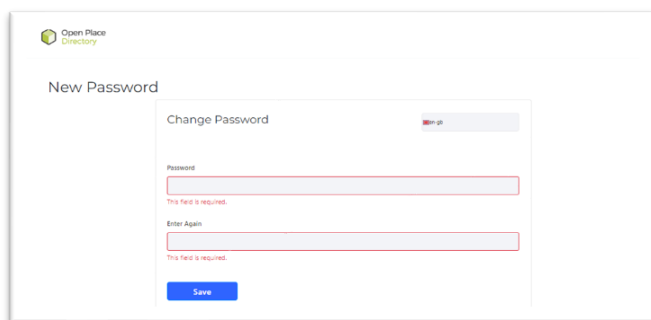
Please see the screenshot on the next page.

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.



The screenshot shows the 'Verify Email Address' page. At the top is the 'Open Place Directory' logo. Below it is the title 'Verify Email Address'. There is a light blue box with the text 'Please enter your verification code.' Below that is a text input field containing the code '0e010102-7fb6-34aa-b7cf-aad63e6a0133'. At the bottom are three buttons: 'Verify', 'Send New Verification Code', and 'Change Email Address'. A large green arrow points from the left towards the 'Verify' button.

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.

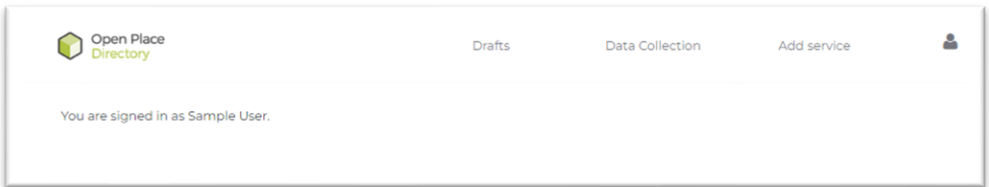


The screenshot shows the 'New Password' page. At the top is the 'Open Place Directory' logo. Below it is the title 'New Password'. There is a 'Change Password' form with two password input fields. The first field is labeled 'Password' and the second is labeled 'Enter Again'. Both fields have a red border and a red error message 'This field is required.' below them. At the bottom is a blue 'Save' button.

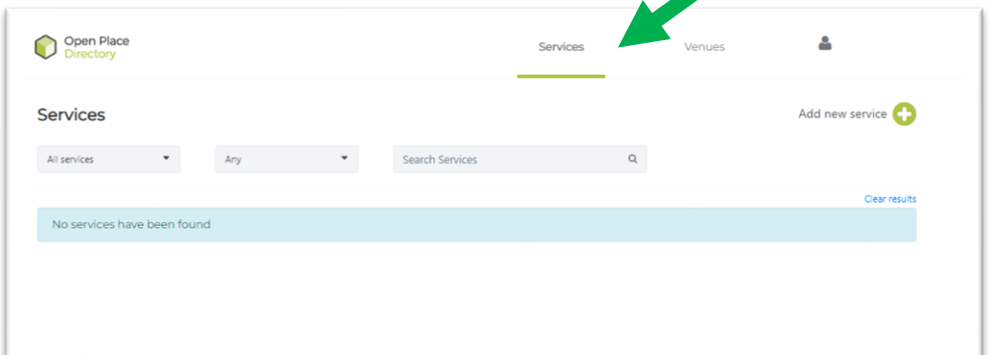
You will then be asked to set up a password reminder question. You can choose one from the drop down menu and then type the answer in and click **'Save'**.

The screenshot shows the 'Open Place Directory' logo at the top left. Below it is the title 'Password Reminder'. A modal window titled 'Password Reminder' is open, containing a 'Question' section with a dropdown menu. The dropdown is open, showing several options: 'What is your father's middle name?', 'What is your library card number?', 'What is your primary frequent flyer number?', 'What is your first phone number?', 'What was your first teacher's name?', and 'Write my own question.'. The first option is selected. Below the dropdown is a 'Save' button.

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.

Open Place Directory

Services Venues

Add service

< Back to Services [Save and request assurance](#) [Cancel](#)

SERVICE SUMMARY

Service name *

Provider *
Sample Provider

Select provider first to auto-populate the fields below

Contact name
Live Well Sample User

Email address
livewellsampleuser@gmail.com

Contact job title

Phone number 1

Phone number 2

Website url

Description
Description

SERVICE DETAILS

SERVICE ACCESS / DELIVERABLE DETAILS

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.

The screenshot shows a form titled "SERVICE DETAILS". It contains six sections, each with a label on the left, a text input field in the middle, and an "Add" button with a plus icon on the right:

- 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.

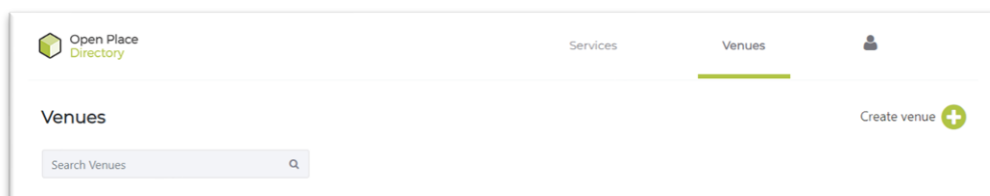
The service types you can use are on the following page.

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
- ☐ Baby changing facilities
- ☐ Bus nearby
- ☐ Guide dog friendly
- ☐ Visually impaired friendly
- ☐ Dementia Friendly
- ☐ Autism Friendly
- ☐ Induction loop
- ☐ Lift available
- ☐ Venue on one level
- ☐ Step free access
- ☐ Wheelchair accessible
- ☐ Adaptive to physical needs
- ☐ Disability Parking
- ☐ Parking

Add session

SESSION DETAILS

Session venue *

Session has recurring dates?

No

RECURRING SESSION DETAILS

Session date

00/06/2022

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.

Add session [X]

SESSION DETAILS

Session venue * [text input]

Session has recurring dates? ☒ Yes

RECURRING SESSION DETAILS

Sessions run from: 08/06/2022 to Sessions end on: 08/06/2022

Session start time: 13:30 to Session end time: 13:30

How often does this event occur? *

Available on bank holidays?

Select day of week *

[Save session] [Cancel]

Add session [X]

SESSION DETAILS

Session venue * [text input]

Session has recurring dates? ☒ Yes

RECURRING SESSION DETAILS

Sessions run from: 08/11/2022 to Sessions end on: 08/11/2022

Session start time: 13:07 to Session end time: 13:07

How often does this event occur? *

Select frequency--
 Every day
 Every week
 Every 2 weeks
 Every month on specific date
 Every month on week/day
 Every 2 months
 Every 3 months
 Every 6 months
 Five days per week (Mon-Fri)

Available on bank holidays?

[Save session] [Cancel]

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 is for a specific group of people, for example men only, please add this information in the description box above.

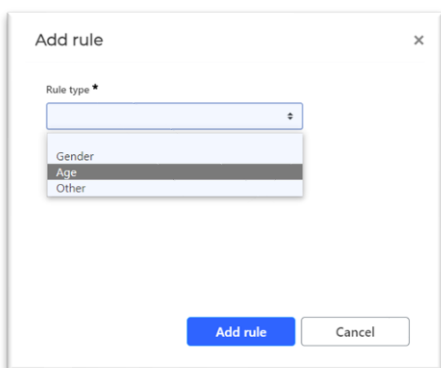
'**Coverage**' is to be left blank at this stage.

‘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.

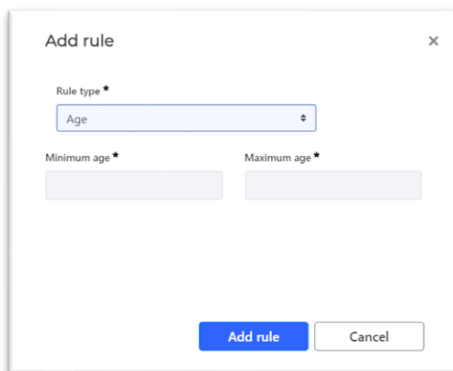
‘Eligibility’ There are 3 categories that can be used to filter results on the LiveWell website.

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.



The screenshot shows a modal window titled "Add rule" with a close button (X) in the top right corner. Inside, there is a label "Rule type *" followed by a dropdown menu. The dropdown menu is open, showing three options: "Gender", "Age" (which is highlighted with a dark grey background), and "Other". At the bottom of the modal, there are two buttons: "Add rule" (in blue) and "Cancel" (in white with a grey border).



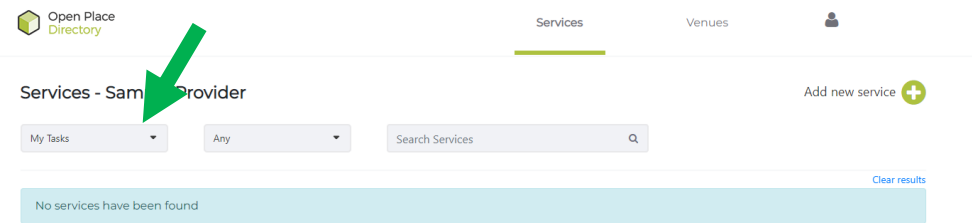
The screenshot shows the same "Add rule" modal window, but now the "Rule type" dropdown is set to "Age". Below the dropdown, there are two labels: "Minimum age *" and "Maximum age *", each followed by an empty text input field. The "Add rule" and "Cancel" buttons remain at the bottom.

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.

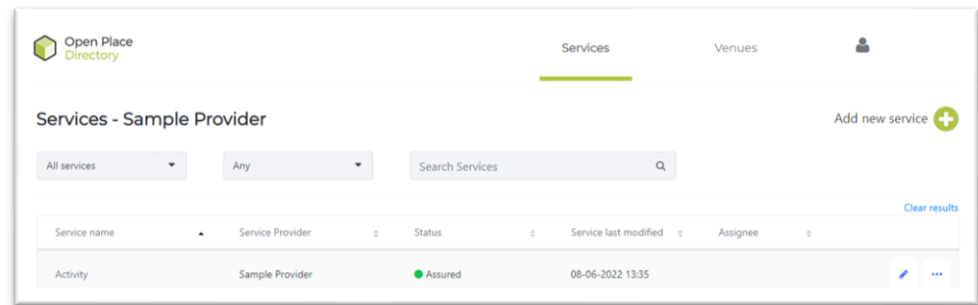
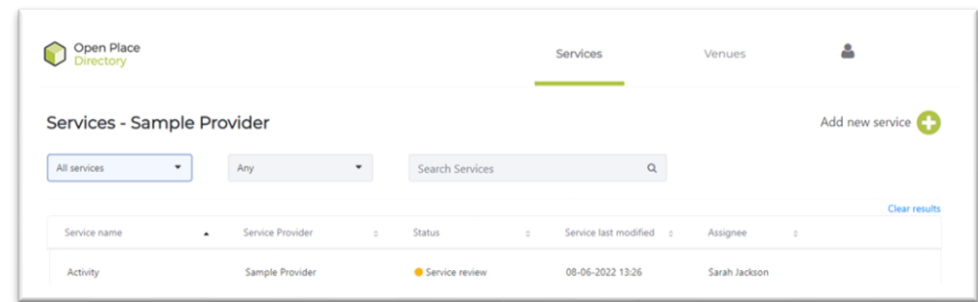
‘Service Quality Reviews’ can be filled in with any quality assurance checks you have had on this service or you as a provider. This could include Ofsted, CQC, Food Hygiene Rating etc. This section can also be left blank.

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.

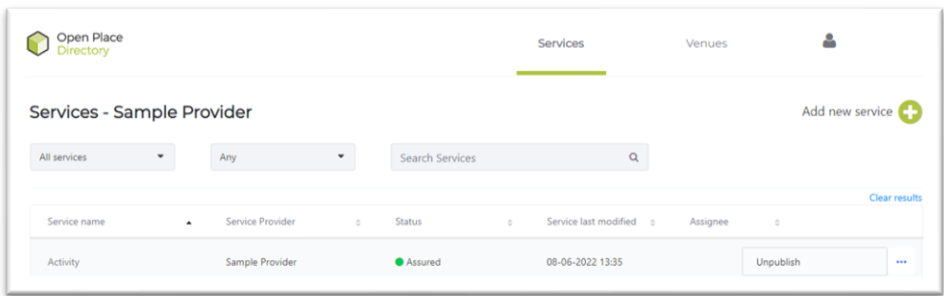


You can then go through and add all your other activities and services that your organisation or group provide if appropriate.

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.



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.