Temporary Accommodation
Accreditation & Enrolment – Provider User Guide
Matrix SPS
Overview

The SProc.Net system is a sophisticated web-based technology platform used by clients and providers to aid in the efficient and fair procurement of services.

Providers wishing to supply services using SProc.Net must complete an Accreditation and Enrolment process into their desired client-supply-category. For example, London Borough of Waltham Forest, Temporary Accommodation.

Once completed and approved by the client, a provider will be added to the specified supply base.

Going forward, the provider will receive notifications of Requirements distributed by the client and they will have to opportunity to submit Offers.

This guide is a step-by-step walk through of how to:

- Complete the Registration process
- Create additional users within the system
- Create an Accreditation
- Create new locations
- Create an Enrolment
## Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New Supplier</strong></td>
<td>A provider who has never used the SProc.Net system before</td>
</tr>
<tr>
<td><strong>Supply Category</strong></td>
<td>The Supply Category is the over-arching service sector. Type of service, e.g. Temporary Accommodation, Care Home Services, Home Support Services, Education and Support Services, etc.</td>
</tr>
<tr>
<td><strong>Service Category</strong></td>
<td>The Supply Category is broken down into smaller Service Categories. For example, ‘Temporary Accommodation’ is broken down into the Service Categories ‘1 bed-1 person’, ‘1 bed-2 persons’, ‘2 bed-2 persons’, etc.</td>
</tr>
<tr>
<td><strong>Service Template</strong></td>
<td>Service title, outlining the type of service required</td>
</tr>
<tr>
<td><strong>Registration</strong></td>
<td>Process to gain access to SProc.Net – Username and password</td>
</tr>
<tr>
<td><strong>Accreditation</strong></td>
<td>An evaluation of a Provider. Consists of answering questions and uploading documents</td>
</tr>
<tr>
<td><strong>Enrolment</strong></td>
<td>Details provided for each individual property (Location)</td>
</tr>
<tr>
<td><strong>Draft</strong></td>
<td>Saved workings but process incomplete</td>
</tr>
<tr>
<td><strong>User</strong></td>
<td>An employee who manages services procurement through SProc.Net</td>
</tr>
<tr>
<td><strong>Administrator</strong></td>
<td>A system user with the highest level of access</td>
</tr>
</tbody>
</table>

## System Icons

- All fields displaying this icon MUST be completed to continue to the next stage in the process.
- The magnifying glass indicates the section needs to be populated by pre-set information, found by clicking this icon. A separate window will appear with a list of options / answers from which to choose.
- The right pointing arrow is the icon used to select a pre-populated answer or statement from the separate window that appears when you use the above function.
- Any information, statements or answers pre-populated or populated in error can be removed using this rubbish bin icon.
- The down pointing arrow will provide a dropdown selection of answers for the user to choose from when answering questions / statements.
- This upload icon will provide a separate window for users to search their computer documents and select which are required / asked for during this process.
- If you click on the question mark, a small window containing further information about what is required during a specific section will appear.
Registration

You only need to complete the Registration process if you are a new provider on SProc.Net. If you supply another client via the system, you need to start with Accreditation. See page 16.

1. Go to the SProc.Net website: www.SProc.net

2. The SProc.Net login page contains the links to register ‘As a New Supplier’:

3. The registration form will ask for details about your company:

4. Navigate through to the next page by clicking ‘Next’
5. This page is about creating a user profile. This first user will, by default, become the Provider Administrator for your SProc.Net system. They will have full access to tailor the system and can create further 'users' within the SProc.Net system at a later stage. This user can also create other administrators who will have full access (details on page 7):

6. Complete registration by clicking 'Finish'

7. Clicking 'Finish' will take you back to the SProc.Net login page and you will shortly receive an email containing a username and password:

Here are your login details for SProc.Net

UserID: Provider
Password: Password

Kind Regards
Matrix-SPS Limited

To log into your account please go to www.SProc.net

DO NOT REPLY TO THIS MESSAGE - this email account is not monitored.
8. From the SProc.Net login page, login using the username and password provided. There will be an automatic prompt to change your password:

   ![Change the password to something memorable.](image)

9. Click ‘Reset Password’ and the system will navigate back to the SProc.Net login screen

10. Login using the given username and new password and click ‘Secure Login’

   ![Click ‘Secure Login’ to continue](image)

You will be directed to your ‘My Company’ homepage

![Check all details about your company are correct before continuing.](image)

Change the password to something memorable.
Creating a New User

Once you have set-up your SProc.Net account, you can create additional users who can access your system and complete steps within the process.

There are two ways a new user can be added:

a) New User can request to join (user will input their own information and Administrator will approve)
b) Admin user can add user onto SProc.Net

The next section of this guide will take you step-by-step through both of the above methods of adding a user to your SProc.Net system.

New User Request – Created by the New User

Created by the user:

1. Select ‘New User’ from the login page:

   ![SProc.Net login page]

   Click into the ‘New User’ icon to start the process.
2. This will direct you to the ‘New User’ details page:

3. Once this form has been completed by you, your Administrator(s) will receive an email notification informing them that there is a New User request on the system.
Approving a New User

1. Administrator: Login to your account and from the homepage, expand the ‘Admin’ tab on your toolbar:

   ![Image of Admin tab expanded]

   - Click ‘Admin’ and then ‘Users’.

2. This will take you to a list view of all your users:

   ![Image of User list]

   - Clicking the icon will take you to that user’s information page.

3. Click into the new user to view their details:

   ![Image of User details]

   - Click the user’s name link.
4. Review their details and select their account settings:

Please note, all Supplier Roles must be assigned correctly to reflect authorisation levels within your business.

<table>
<thead>
<tr>
<th>Role Name</th>
<th>Access</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier Administrators</td>
<td>Access to view &amp; approve all process steps</td>
<td>Supply Branch manager</td>
</tr>
<tr>
<td>Supplier Executives</td>
<td>Access to view &amp; approve all process steps within a defined service area</td>
<td>Head of Service with supply branch</td>
</tr>
<tr>
<td>Supplier Finance</td>
<td>Access to view supplier bills and invoices</td>
<td>Finance Manager</td>
</tr>
<tr>
<td>Supplier Managers</td>
<td>Access to use all system steps</td>
<td>Supplier employee</td>
</tr>
<tr>
<td>Supplier Users</td>
<td>Access to use authorised system steps</td>
<td>Supplier employee</td>
</tr>
</tbody>
</table>

Table 1.0
5. Once complete you will need to approve the user:

6. Accept or decline the new user application:

7. If approved, this process will trigger an email to this new user informing them of their new username and password:
New User Creation – By System Administrator

Alternatively you as the Administrator can create and add new users to your system:

1. Login to your SProc.Net system
2. From your homepage, expand the ‘Admin’ tab on your toolbar
3. Select the ‘Users’ link under the Admin section of this page

Here are your login details for SProc.Net

UserID: Housing
Password: Password

Kind Regards
Matrix-SPS Limited

To log into your account please go to www.SProc.net

DO NOT REPLY TO THIS MESSAGE - this email account is not monitored.
4. Select the 'New' icon

5. Complete the User’s details and role:
6. This process will trigger an email to this new user informing them of their new username and password:

Here are your login details for SProc.Net

UserID: Housing
Password: Password

Kind Regards
Matrix-SPS Limited

To log into your account please go to www.SProc.net

DO NOT REPLY TO THIS MESSAGE - this email account is not monitored.

See Table 1.0 on page 11 for User Role explanations
Accreditation

All providers need to go through Accreditation and Enrolment before they can supply to any client using SProc.Net. This involves submission of details and questions being answered, these are set by the client as a standards threshold / minimum criteria.

1. Start this process from your homepage, hover over the ‘Admin’ icon on the grey toolbar, highlighting ‘Accreditation’ and clicking ‘New’:

2. Populate the required fields:

Notes:

What is a Supply Category?

A Supply Category refers to the Service Area. For example “Temporary Accommodation”

- Within SProc.Net, an Accreditation is individual to each client’s Supply Category, so you can supply services to more than one client, or more than one service to the same client, but you must go through the Accreditation process for each client separately.
- If you have already accredited to one of the partner boroughs and you accredit to another, then the details that you input in the first accreditation will be copied over to the new one.
3. On the next page you will be required to answer a series of questions and provide supporting documentation.

Answer all questions using the drop-down options provided and by typing into the free text boxes.

Upload the requested documents. SPproc.Net will not allow you to submit unless all documents are uploaded.

Using the calendar icons, add the document’s issue and expiry dates.

Click ‘Next’ to proceed.

Please note, as a security feature, this page will time out if the ‘Save’ button is not clicked within 30 minutes and you risk losing your work.
4. Confirm you have read and understood all terms and conditions

5. The next step is to start a new Enrolment. You can do this at a later date if you wish, and the Enrolment will not be approved until your Accreditation is approved. Before you begin Enrolment, the property that you wish to Enrol must have been created as a location on SProc.Net.
   - If you have already added this location and want to Enrol it now, go to the ‘Enrolment’ section in this guide
   - If you have not added this location click on ‘Cancel’ and go to the ‘Locations’ section of this guide.
The Accreditation Summary Page

- This page contains all of the submission details of your Accreditation.
**Re-Starting an Accreditation from Draft**

1. From the Enrolment summary page, to edit the information click into the ‘Actions’ icon
   - Edit the information as needed, replacing any draft text/characters previously used to save

2. This process can be repeated as many times as needed, clicking frequently to save your current workings.

3. When complete use the ‘Actions’ icon to ‘Submit’
4. Click ‘Submit’ to complete

5. The status of the Accreditation will show as submitted
Review / Approval Process

- Once you have completed the Accreditation process it will immediately go to Matrix for review.
- The submitted Accreditation will be reviewed and accepted by Matrix.
- After the Accreditation submission is approved by Matrix, it will be sent to the client for final review and approval.
- If there are any issues with the submission, the item can be rejected by Matrix or the client. You will receive a notification email and will have the opportunity to edit and resubmit the rejected item.
- You will need to repeat this process for each of the partner Boroughs that you wish to accredit to. When you do this, all of the information that you have input into this first accreditation will be copied into any future accreditations.
- We would advise you to submit an Accreditation for one of the Boroughs first and create the other three once the first has been approved. As the information is copied over from the first accreditation, if this is approved, you will know that the subsequent three should also pass review. This also means that, should the Accreditation fail review, you will only need to make amendments to one submission.
Email notifications

1. You will receive an email to inform you if your Accreditation application has been successful or not.

![Email example](image)

2. You will see all of the details of your Accreditation when you login to SProc.Net:

![Accreditation details](image)
Resubmitting a Failed Accreditation

1. If your Accreditation is failed, from your homepage, select ‘Accreditation’ and then ‘List’ from the ‘Admin’ drop down:

2. This will show you a list view of all of your Accreditations:

3. This will show you the Accreditation summary page:
4. This document will show you all the Accreditation information and the reason it was failed:
Once reviewed and any required amendments or updates are made, you can resubmit your Accreditation.
5. From the Accreditation summary page:

To update the Accreditation information click ‘Actions’ and ‘Re-upload Docs & Re-submit’

6. Update the required information

Review feedback from Matrix SPS

Using the upload icon, upload the revised documentation.

Click ‘Submit’ to continue

7. Confirm you agree to the terms and conditions
8. The Accreditation submission will have updated to show it has been re-submitted to Matrix SPS for review.
Locations

- In order to supply to the client that you have accredited to and to view Requirements, you will need to Enrol at least one property.
- If you do not have any available properties, you still need to complete an Enrolment to be part of the DPS.
- If you wish, you can enrol your Head Office Location and sign up to all of the relevant Service Categories that you can provide. Once this Enrolment is approved, you will be part of the DPS and you can create Enrolments for specific locations as they become available.
- Each property must be Enrolled individually as separate locations.
- You can request that Matrix SPS loads your locations on your behalf. In order to do this, you will need to download the load sheet from http://demand.sproc.net and email it to sps.enrolment@matrix-sps.com.
- Alternatively you can load these onto SProc.Net using the ‘My Company’ page.

1. From the ‘My Company’ page, select the ‘Actions’ icon and then click ‘New Location’.
2. Input all of the information about your additional location:

Add all the new location details.

3. You will be returned to your company information page:

The new location will be listed under the ‘Locations’ icon.
**Enrolment**

- Once you have added a location to SProc.Net, you can complete the Enrolment for this location.
- Enrolment must be completed for each location individually.
- If you have fifteen or more properties to Enrol, you can email sps.enrolment@matrix-sps.com to request Matrix Enrol these properties on your behalf.

1. Start this process from your homepage, hover over the ‘Admin’ icon on the grey toolbar, highlighting ‘Enrolment’ and clicking ‘New’:

2. You will need to select which Accreditation you would like to Enrol the location to. Once you have done this, click Next.

3. You will now be asked which location you wish to Enrol. If the address of the property that you wish to enrol is present, then you can select the location. You will be directed straight to the Enrolment questions once you click ‘Next’. If the address of the property is not present then you will need to load it onto the SProc.Net system (see ‘Locations’).
4. Answer all listed questions, there will be a mix of drop-down and free-text responses required.

Please note, as a security feature, this page will ‘time out’ if the “Save” or ‘Finish’ button is not clicked within 30 minutes and you risk losing your work.
All parent and subsequent child question must contain an answer for your submission to progress.

<table>
<thead>
<tr>
<th>Question Type</th>
<th>#</th>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Information</td>
<td>1</td>
<td>Is this unit Temporary Accommodation, a Private Rental Property or is this your Head Office?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>2</td>
<td>Within which London Borough or District Council is the unit/office?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>3</td>
<td>What type of units is it?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>4</td>
<td>How many bedrooms does the unit have?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>5</td>
<td>How many bed spaces are in the unit?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>6</td>
<td>Which floor is the unit on?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>7</td>
<td>How many reception rooms does the unit have?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>8</td>
<td>Can you confirm the property conforms to any licensing arrangements in the host borough?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>9</td>
<td>Is there wheelchair access to the unit?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>10</td>
<td>Is there access to the unit via a lift?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>11</td>
<td>Is there stair access to the unit?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>12</td>
<td>Is there a shop selling food basics (bread, milk etc.) within 500m of the unit?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>13</td>
<td>Please confirm transport links are available to local shops and town centre?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>14</td>
<td>Please confirm transport links are available to the nearest shopping centre?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>15</td>
<td>Please confirm there is a primary school within 2km of the unit?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>16</td>
<td>Please confirm there is a secondary school within 2km of the unit?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>17</td>
<td>Please confirm there is a college within 2km of the unit?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>31</td>
<td>Has the landlord been found by a court or tribunal to have been involved with any unlawful discrimination on the grounds of sex, colour, race, disability, ethnic or national origins?</td>
<td></td>
</tr>
<tr>
<td>Property Information</td>
<td>32</td>
<td>Has the landlord had any judgements made by the court or tribunal relating to environmental health, housing, landlord</td>
<td></td>
</tr>
</tbody>
</table>

Remember to use the “Save” functionality to ensure you work is saved as you go.

Answer all of the Enrolment questions using responses provided. These answers will be reviewed by the client.
All mandatory documents must be uploaded for your submission to progress.

- As a provider, you must select the Service Categories for the location that you are enrolling.
- Service Category is the type of location, for example ‘Furnished - 1 bed-1 person’ or ‘Unfurnished - 2 bed-2 persons’
- At Enrolment, you will stipulate which categories of services you can supply; subsequently you will only be able to make Offers against Requirements relevant to these selections.
5. To complete, click ‘Submit’
Re-Starting an Enrolment from Draft

1. From the Enrolment summary page, to edit the information click into the ‘Actions’ icon.

   Edit the information as needed, replacing any draft text/characters previously used to save.

2. This process can be repeated as many times as needed, clicking frequently to save your current workings.

3. When complete use the ‘Actions’ icon to ‘Submit’.

   Use the unique identification number of the item in the search field to find the item within your system.

   Take note of the Enrolment identification number to locate the item when re-entering the system.
4. Click ‘Submit’ to complete

5. The status of the Enrolment will show as submitted
Enrolment Summary Page

- This page contains all of the submission details of your Enrolment

![Enrolment Summary Page](image)

Link to the Accreditation summary page
Review / Approval Process

- Once you have completed the Enrolment process, it will be reviewed by Matrix SPS
- If it is approved, you will be able to review relevant Requirements on the system
Email notifications

1. You will receive an email to inform you if your Enrolment has been successful or not.

   **Supplier Enrolment Approved**

   Dear Jennifer Brown,

   This e-mail is to notify you that an Enrolment for 24 The Avenue - Temporary Accommodation has been approved. Please log onto SPoc.net using the link below to view this change.

<table>
<thead>
<tr>
<th>Client:</th>
<th>Enfield Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment:</td>
<td>EN8605</td>
</tr>
<tr>
<td>Category:</td>
<td>Temporary Accommodation</td>
</tr>
<tr>
<td>Supplier Location:</td>
<td>Housing Direct - 24 The Avenue</td>
</tr>
<tr>
<td>Status:</td>
<td>Approved</td>
</tr>
</tbody>
</table>

   To view this item [click here](#)

   Alternatively you can [log into your account here](#). DO NOT REPLY TO THIS MESSAGE - this email account is not monitored.

   Note: The information contained in this message may be privileged and confidential and protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer.

2. You will see all of the details of your Enrolment when you login to SPoc.Net:

   ![Screen shot of SPoc.Net](#)

   These fields will show in the brackets the number of Enrolments which have been accepted, the number of user’s set-up, etc.

   This section will show all the provider details as entered during Registration.
Resubmitting a Failed or Rejected Enrolment

1. If your Enrolment is failed or rejected, from your homepage:

   Click 'Admin', 'Enrolment' and 'All'.
2. This will show you a list view of all of your Enrolments:

![Enrolment List Image]

Use the icon to select the Enrolment you wish to review.

3. This will show you the Enrolment summary page:

![Enrolment Summary Image]

Click the icon and a separate window will load.
4. This document will show you all the Enrolment information and the reason it was failed or rejected:

At the bottom of the report there will be a field, this will contain the rejection comments as detailed by the client:

Once reviewed and any required amendments or updates are made, you can resubmit your Enrolment.
5. From the Enrolment summary page:

Update the required information:

6. Click ‘Finish’ to save your update, you will be returned to the Enrolment summary page and the item information will have updated

7. To submit:

8. Click ‘Submit’ to complete

9. The Enrolment submission will have updated to show it has been re-submitted to Matrix SPS for review
Need More Support?

If you need more support regarding anything detailed in this guide, please use the help functions available within your SProc.Net account:

a) Training Guides / Documents are available for you to view and use as support:

- Click into the ‘Help Library’ icon on your homepage
- Click into the document relevant to your query/question and the training document will download

Client specific user guides will display the client’s name in the document filename, for example:
- Temporary Accommodation – Offers User Guide…
- Temporary Accommodation – Service Agreements User Guide…
- Temporary Accommodation – Service Receipts User Guide…
- etc.