



Login Guidance V1.1

Document	Login Guidance (Mental Health Teams Only)
Purpose	The first-time login instructions for those who are in Mental Health Teams
Version	V1.1
Owner	ICT Business Transformation Team / Adults System Support
Last Updated	21/08/2023

How to Login into Caredirector

1. If your email ends with wakefield.gov.uk or you are part of the internal teams inside of Wakefield Council or you do have the Wakefield Councils Intranet when you open Microsoft Edge, then this is how you receive your username and password for Caredirector.

Existing Caredirector User Forgot Password or Username

1. If you are an existing Caredirector user and you have forgotten your password. Use the Adults System Support eForms or email to submit your request.
 - a. eForm: Use this link to open our eForms ticket - [External](#) follow the onscreen instructions after typing up your issue.
 - b. Email: The eform is our correct process but if you are still struggling use our email: adultssystemsupport@wakefield.gov.uk and someone can help you.
2. If you have forgotten your username, typically it will be either:
 - a. First Name Last name combined (no space no dot) like: scottsimpson
 - b. Or; First letter of your first name last name combined (no space no dot) like: ssimpson

New Starter Request

1. If you have never been on Caredirector yet you will need to complete your fundamental training first before gaining live access.
2. Your manager should have already started this process with us, either just before or just as you begun your new role. If they have not please inform them to follow our eForm link: [External](#).
 - a. (Manager) Open the link and enter your details on screen and select Next.

This form allows you to submit a system request for the following systems:
 - Caredirector
 - Pathways to Care
 Should you have any issues raising a request, please contact us at adultssystemssupport@wakefield.gov.uk

This request will be logged using the details below.
 If this is not you then please log onto this computer with your credentials.

Forename *	Scott	✓
Surname *	Simpson	✓
Work Email *	<input type="text" value="scottsimpson@wakefield.gov.uk"/>	✓
Contact Number *	<input type="text"/>	
Team	<input type="text" value="ICT Transformation"/>	✓
Manager *	<input type="text" value="Peter King"/>	✓

- b. Select “Caredirector” and then “New Starter Training Request” and “Next”.

Adults Support Request

Your Details **Support Request** New Starter Training Request Summary

System * **Caredirector** Pathways to Care CM ✓

CareDirector - Support * Password Reset/Access Issues Deletion Request ✓

Lock Down Request Merge Request Re-Open Request

Existing User Training **New Starter Training Request**

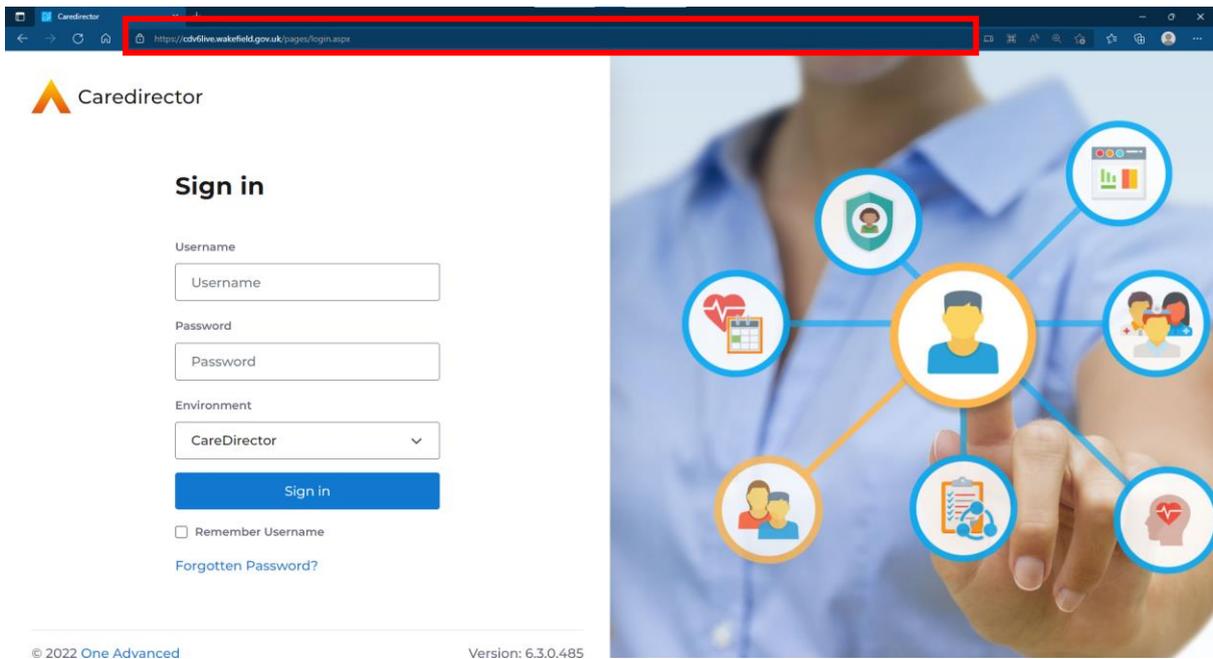
Finance Support Homescreen/Dashboard & Report Requests

Other Request

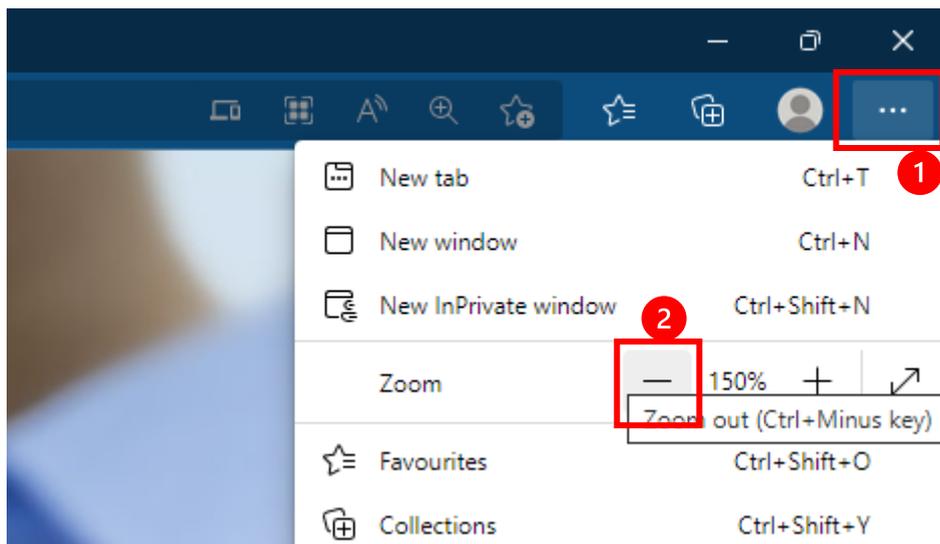
3. (Manager) please fill out the new starters information and submit.
4. Once submitted, someone will be in touch shortly to offer training dates around your new starters time. Typically, it will last a morning and be over Microsoft Teams. The days are generally Thursday mornings.

Remote Desktop Access

1. Once you have been trained (this will be shown during training) you will need to know how to access Caredirector. First open Microsoft Edge and copy this link: <https://cdv6live.wakefield.gov.uk/pages/login.aspx> into the URL (red box on screenshot below).



2. If you cannot see **Sign In** or a section of this page, please zoom out. Select the settings button and press – on **zoom**.



3. If you have forgotten your password please refer to the [Existing Caredirector User Forgot Password and Username](#) section. Aspects such as new passwords, saving as a desktop shortcut or favourite, getting logged in for the first time, saving your password should have all be covered during your fundamental training. If it did not please contact us.
4. After you type your username and password you will be online. If you experience any issues please contact AdultsSystemSupport@wakefield.gov.uk.

Version Control

Version	Change	Author	Date
V1	INITIAL START	SS	13/11/2022
V1.1	Changes: 1. Improved version control 2. Changed title – removed the wakefield gov uk 3. Revised for current process.	SS	21/08/2023