



Login Guidance (Mental Health Teams) 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 (Mental Health Teams Only)

1. If your agency is SWYT, NHS, CMHT, Mental Health or you do not 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 as well as IT will need to set your account up 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 adultssystemsupport@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"/>	✓	

✕ Cancel

Next >

- 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

- c. Please can you fill out the new starters information ensuring that you are putting their work phone under “External”.

Are they... * ✓
 External (any other email address)

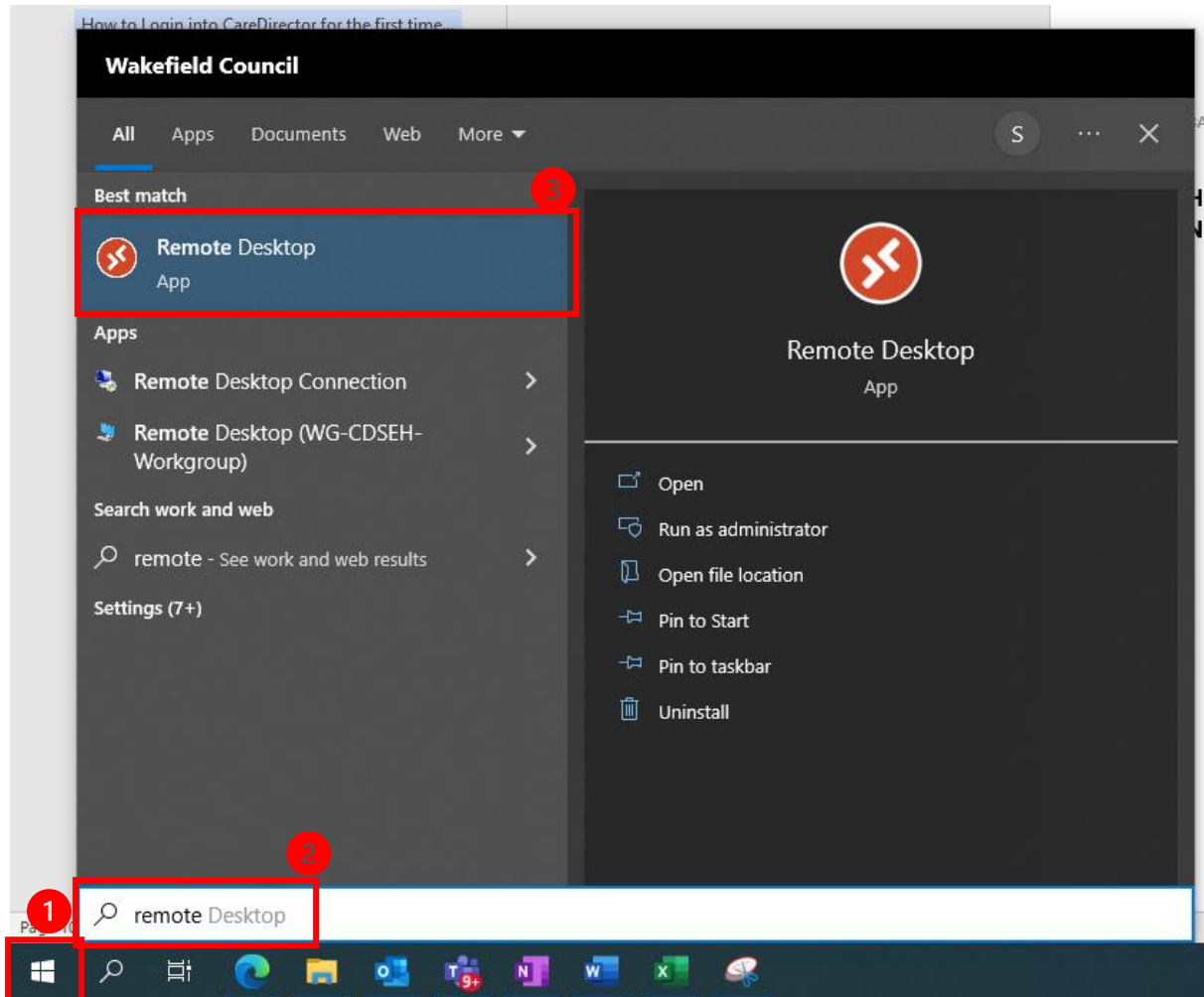
's Work Mobile *

Please note, their Works Mobile is for Multi Factor Authentication (MFA) and an email account cannot be created without it.
 It is the manager's responsibility to request the email account with the IT Helpdesk.

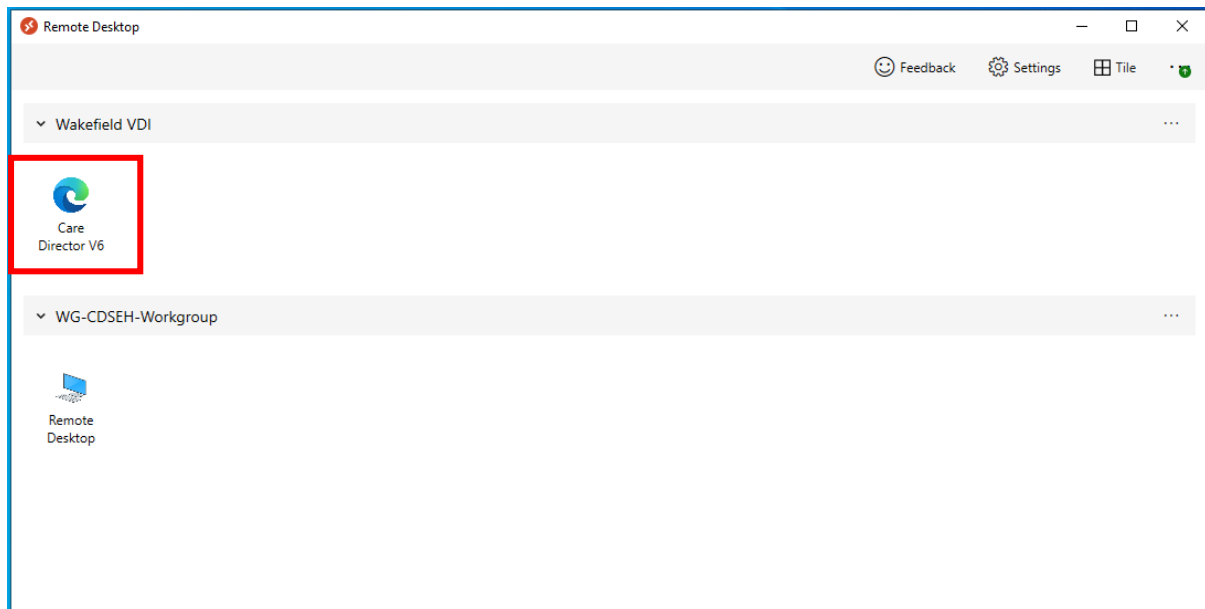
3. Once submitted, please understand that this next stage can take 10 days. As we need to submit a ticket request with our IT to create a “Remote Desktop” account so please check with your IT (whoever supplies their working laptop) to check if they have installed “Remote Desktop” application for them.
4. Someone will then be in touch once Remote Desktop account has been created to ask them to ring our IT for their password and username. After that, we can organise a training date.

Remote Desktop Access

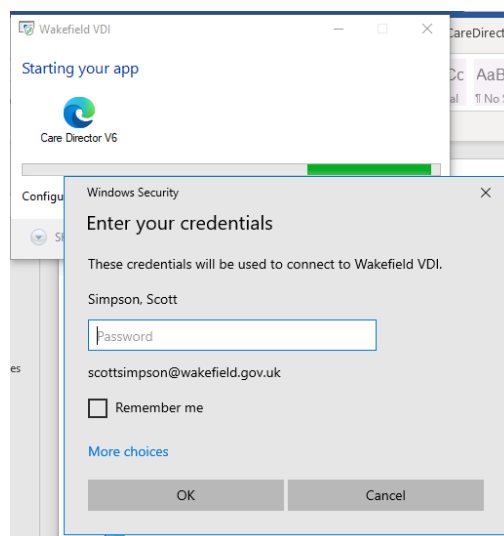
1. Once you have been trained (this will be shown during training) you will need to know how to access Caredirector. First open your windows start menu and type in "Remote Desktop" and open it.



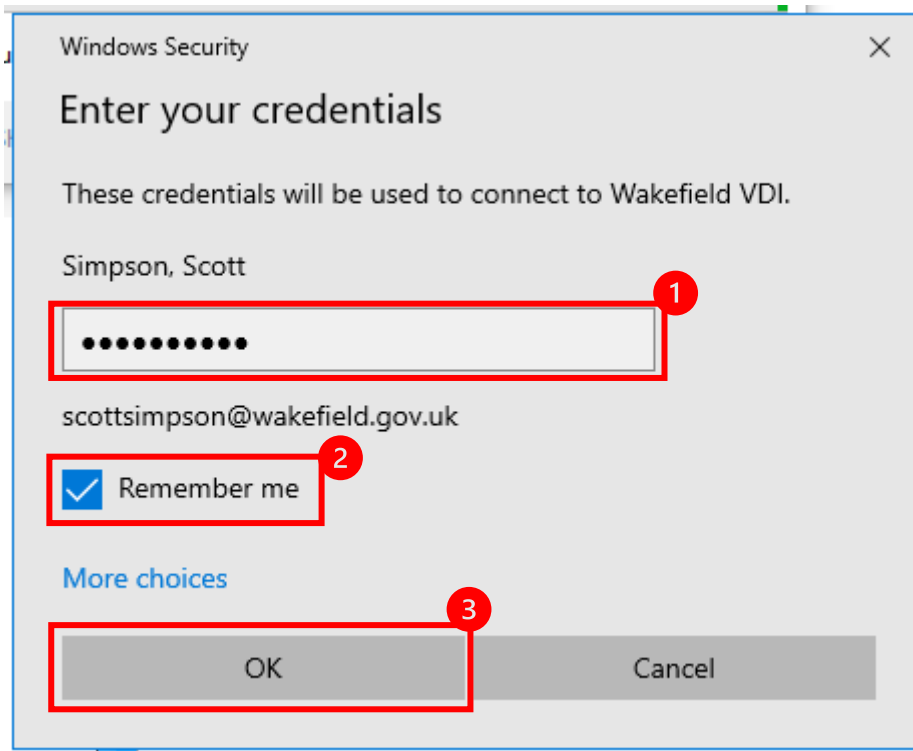
2. Once opened, you will see an icon that looks like this. Open **Caredirector V6** under the **Wakefield VDI** subsection.



3. If you do not see this email: AdultsSystemSupport@wakefield.gov.uk and inform us that you do not see the **Wakefield VDI** option. Please be aware, if we add this – it may take a little time and a reset or two to ensure this comes through.
4. After selected, this will open. This password is your **Microsoft Outlook** email password.



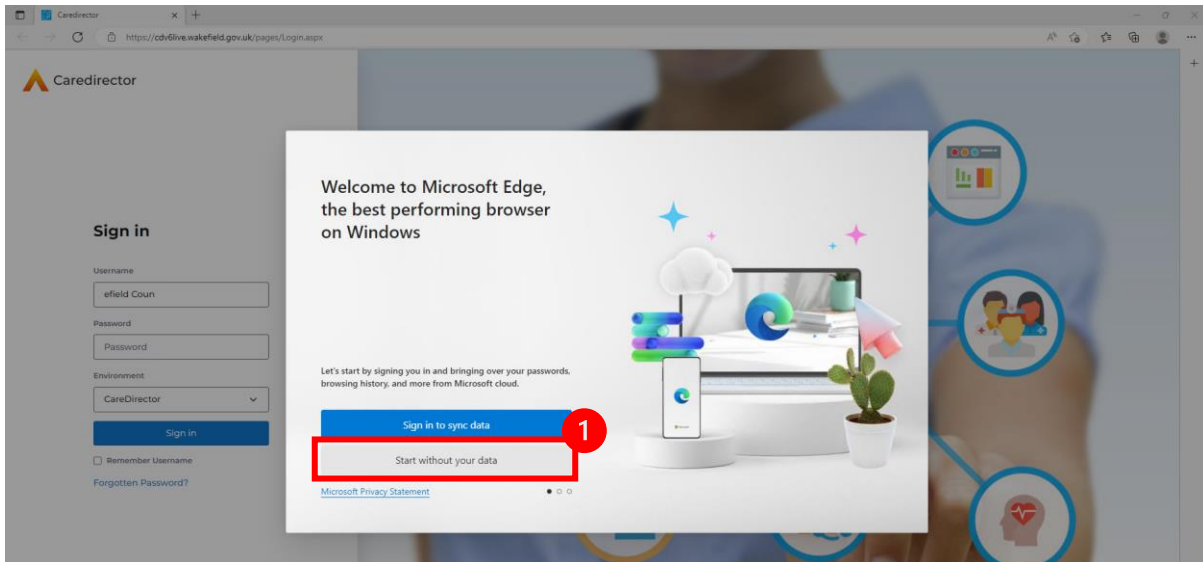
5. When entered, select **Remember Me** and then **OK**.



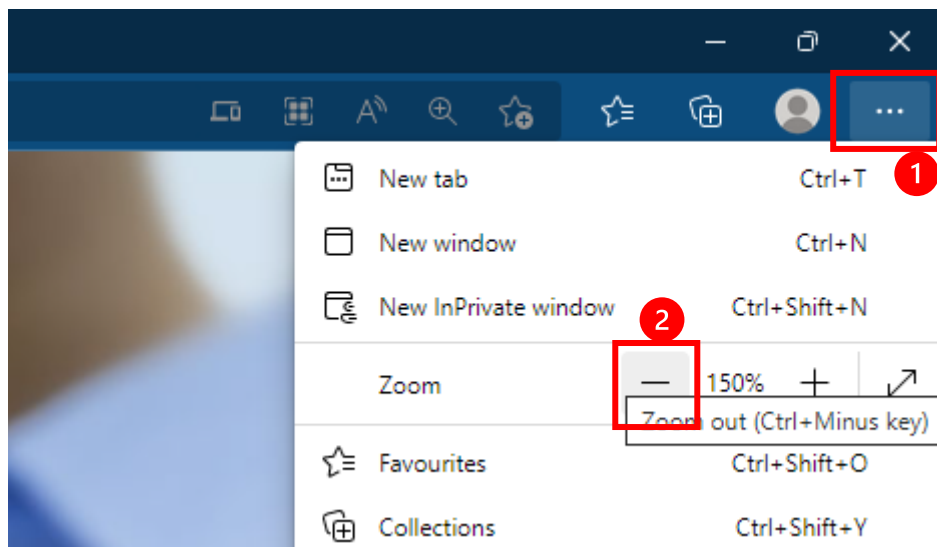
6. Any problems, then you will need to contact **Wakefield Council IT Support** at **01924 305 444**. This is if you have forgotten this password, or it has been locked due to inactivity over a long period of time. Adults System Support do not have the permission to change this password.

CAREDIRECTOR LOGIN GUIDANCE (MENTAL HEALTH TEAMS ONLY)

- If you are using this for the first time, then you will be met with Sync options. Select **Sign in to sync data** and go through the other two screens. Please note: If you are experiencing issues at this point select Start without your data and contact Wakefield Council IT.



- By default, it will open Caredirector for you. If you cannot see **Sign In** or a section of this page, please zoom out. Select the settings button and press **–** on **zoom**.



- Under **Username** type in your **username**. This will be given to you at training. If you have forgotten please follow the [Existing Caredirector User Forgot Password or Username](#) section. If you are having issues with this section, please contact AdultsSystemSupport@wakefield.gov.uk or through our eForms: [External](#). Then select "Sign In".



Sign in

Username

Password

Environment

Remember Username

[Forgotten Password?](#)

- During training is where you will get signed in, create a new password, save your password, create desktop shortcuts/ favouriting. If this was not covered, please contact us.

Version Control

Version	Change	Author	Date
V1	INITIAL START	SS	13/11/2022
V1.1	Changes: <ol style="list-style-type: none"> 1. Improved version control 2. Changed title – removed only. 3. Revised for current process. 	SS	21/08/2023