



Getting started

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What Do You Want to Do?

Thank you for your interest in Frontline. There are a number of options to get started; please see below to decide what you want to do:

Register a New Organisation and Service

Decide how you want your service to be set up ([see below](#)). Then click on Register and answer the questions to check that you are eligible for Frontline. If so, enter the name of your Organisation and your own details to sign up. You will be sent a password to sign in with and will then be able to set up your new service. If you are an existing user, please see below.

Register as a New User in an Existing Service

Do not click on Register - please contact the administrator of the service to add you as a user. If you are not sure who this is please contact us as below.

If you are Already a User - Set Up a New Service in an Existing Organisation

Do not click on Register - If you are a user with Admin rights, you can set up a new service in your organisation from <My Area>. Otherwise contact your Administrator; if you are not sure who this is please contact us as below.

Register as a New User in a New Service in an Existing Organisation

Do not click on Register - if your organisation is already registered with Frontline, contact the administrator to first add a new service and then add you as a user. If you are not sure who this is please contact us as below.

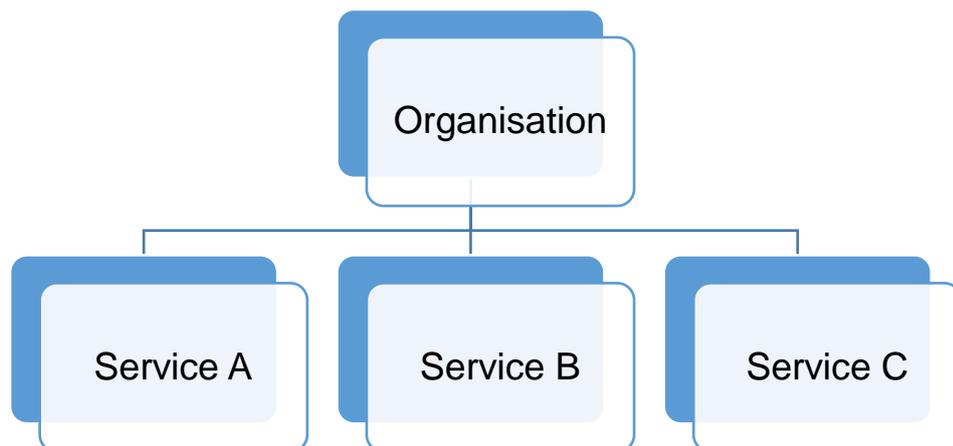
If you are Already a User - Set Up a New Organisation

Do not click on Register - if you are an existing user you cannot set up a new organisation unless you use a different email address. Please contact us as below.

info@frontlineuk.org.uk or 01799 618855

How to Structure Your Organisation/Service

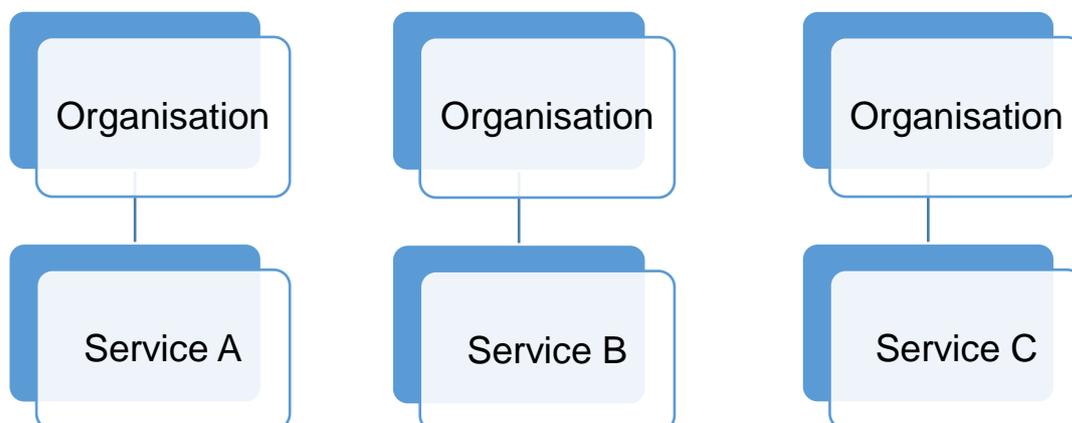
Before you register it will be helpful for you to understand how services can be structured so you can choose the most appropriate.



A Frontline organisation can contain one or more services. If you offer a number of separate services but they are administered and delivered by the same people this is a sensible approach.

Users can switch between services to receive or send referrals.

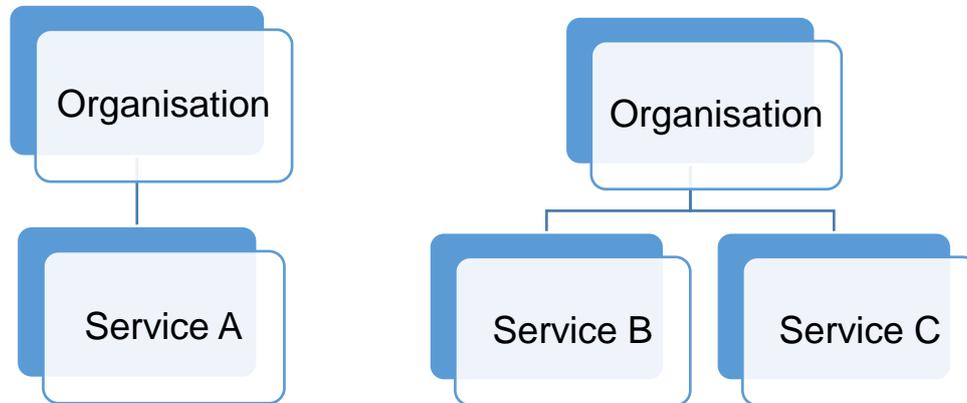
The Administrator can see all users and can switch between services to update information, add and amend users. Note: There can be a different Administrator for each service if you wish.



However, if you have separate departments, or projects with different staff and volunteers it may be better to keep them apart for data assurance and management reasons.

Users cannot see the other services' referrals or users.

However, users can only be set up in a single service unless they have more than one email address (they can use the same name) and will need to sign in to each service separately to make, receive or review referrals (they cannot simply switch between services).



A combination can be used to suit more complex organisations, such as District Councils.

Appearing on the Library of Services

You can choose whether to appear on the library of services or not.

Referral Only Organisations

These organisations, such as GPs, Social Services, schools, will not appear on Frontline's library of services, but have their own account in the system to allow them to make referrals, to see how they are progressing, to review signposting and manage their users in the organisation.

Service Provider Organisations

Service provider organisations will appear on the library of services and can choose whether to send as well as receive referrals or just to be included as a signpost. They will have their own account in the system to allow them to make referrals, to see how referrals they have made or received are progressing, to review signposting (from or to them) and to manage the service details appearing on the library and manage their users.

The role of the Frontline Account Administrator

Each Frontline Service has an Account Administrator, who after registering can:

- Create and amend services

They can decide if a service can receive referrals, send referrals and/or accept public call back requests (self-referrals). Once registered and signed in, please click on ['Help'](#) for guidance in setting up your service.

- Decide if they will accept referrals and who from

If a service accepts referrals, they will need to decide who from by reviewing a list of organisation types, or accept referrals from all.

- Specify the coverage of their service

A service may cover one or two districts - Uttlesford, Harlow, Epping Forest - or the whole of west Essex.

- Allocate their service to a particular category

If the service is to send referrals they will need to allocate it to a particular category. Then if a service on the library accepts referrals from your category of service you will automatically be able to refer clients to them, otherwise you will not see a 'Refer' button and will only be able to signpost.

- Add and remove users from the service and allocate permissions

You can decide who should be given administration rights, be able to create users, be able to make and receive referrals and see all referrals. For information security, users must also be disabled when they no longer need access to Frontline.

Registering

Go to one of the Frontline websites:

- www.uttlesfordfrontline.org.uk
- www.harlowfrontline.org.uk
- www.eppingforestfrontline.org.uk

Click on the sign in/register button at the top right of the screen.

On the sign in page, go to the 'New to Frontline' section and follow the instructions in the section above - [What do you want to do](#).

Notification emails

When a member of the public or another service makes a referral an email notification goes to the email address set up when registering the service. This may be the account administrator or a generic email address to allow several people to access it. The email notification contains a link that allows you to sign in and access secure information about the referral using your personal sign in details.

If a service hasn't acknowledged a referral within three days a reminder from Frontline will be sent to the service's email address. A second reminder will be sent after 6 days. If action is not taken after these reminders a member of the Frontline administration team will contact the administrator of the service to ensure the referral is being dealt with.

Update emails

We will provide occasional email Newsletters to users about new services, changes in services, tips on using Frontline etc. A user has the opportunity to opt-out of these information emails when they agree the terms and conditions, but they are not sent more than once each month unless particularly important, e.g. data security. Users can also choose to opt-out at a later stage by going to 'My Area' and clicking on 'Review terms and conditions and opt-out from communications' at the bottom right.

Getting help with setting up and using Frontline

When you sign in to the system, you can get tips on setting up your service by going to the 'Help' section of the site. This covers:

- Registering a service
- Creating users
- Making a referral
- Receiving a referral
- Making referrals without signing in

You can also contact us on info@frontlineuk.org.uk or 01799 618855 and we will give you hands on support.