



SPARTAN

seAp and Partners Advocacy Referral Tool And Network

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Please note: if you have previously referred a client to seAp or one of its partners, you may already be recognised by SPARTAN. In this case simply go to:

<https://spartan.seap.org.uk/Account/Login/ForgotPassword>

In the email field type your email address and select 'Send'. You will then receive an email from crmsystem@seap.org.uk with a subject of "Password Reset".

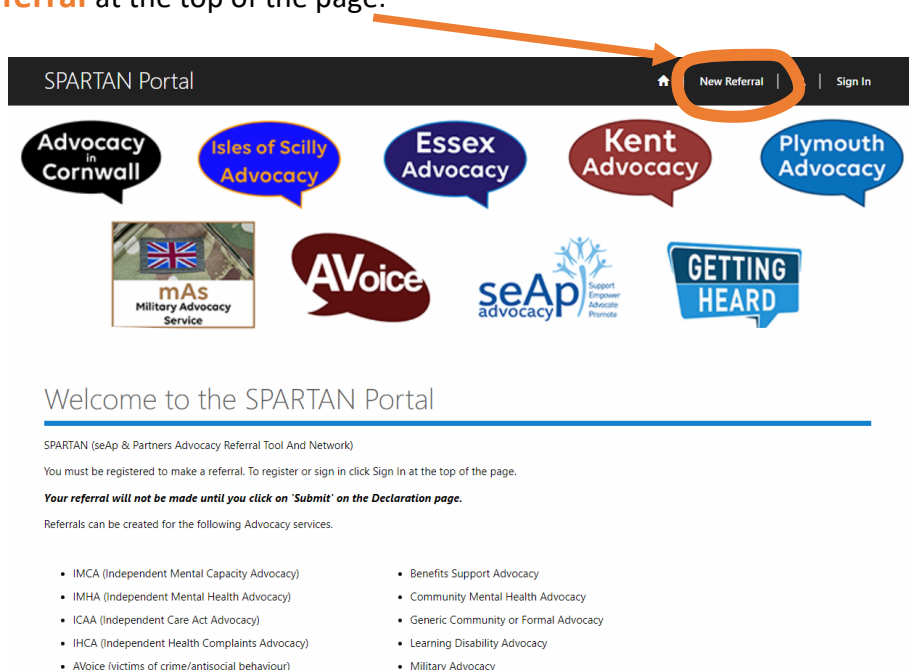
Select link "Reset Password" and set your required password. NOTE: Passwords must be at least 8 characters. Passwords must contain characters from at least three of the following four classes: uppercase, lowercase, digit, and non-alphanumeric (special).

Thereafter simply go to <https://spartan.seap.org.uk> and enter your password to make new referrals.

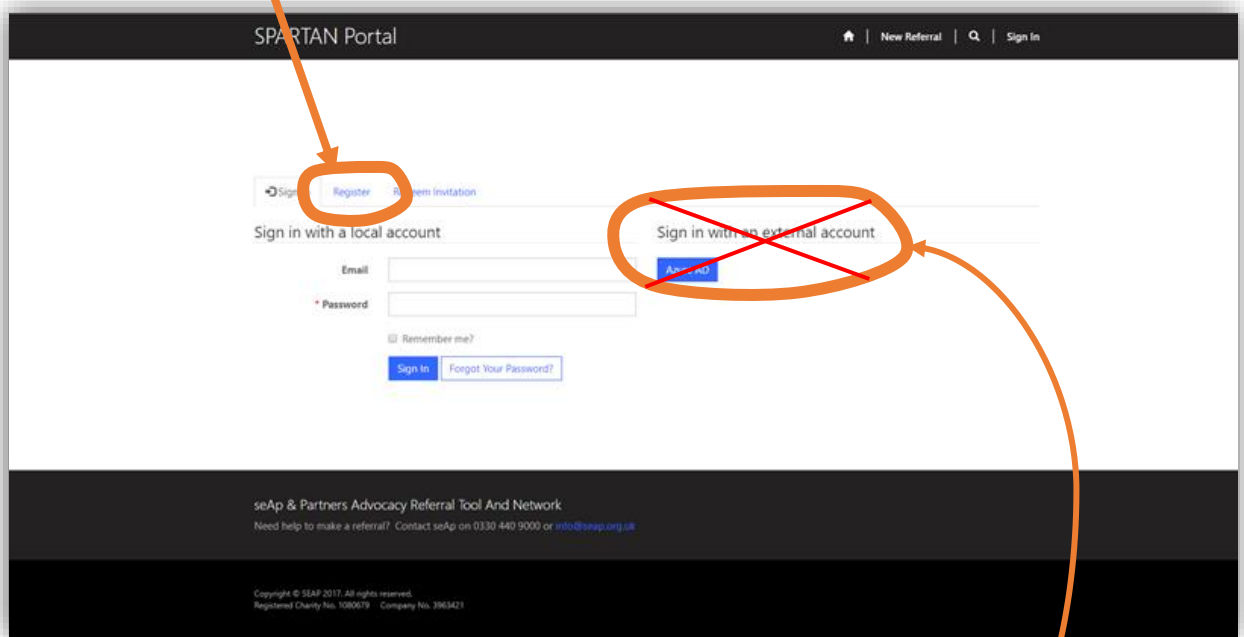
How to register a new account

To make a referral to seAp Advocacy or one of its partner organisations you must first register a referrer's account. This helps us to maintain a record of who and which, if any, organisation has made a referral for advocacy support. All details are held in confidence and in line with our data protection policy.

1. Navigate to <https://spartan.seap.org.uk>.
2. Click **New Referral** at the top of the page.



3. Click on the **Register** tab.



NB. Please ignore the AZURE AD sign in option as this relates to Office 365 users only

4. Enter the email address that you will always use when adding a new referral¹ and make a note somewhere secure of your password.²
5. To complete this one-time setup of your SPARTAN referrers account, fill in the fields of the profile page.
(Within the Organisation field, click on the spy glass icon, this will open a new screen from which you can search for the organisation to which you belong³.)
6. Once you have finished, click on the Update button at the bottom of the page.
7. Once complete you can move on to making your referral.

Making a referral for advocacy

Your referral will not be saved, processed or passed to us until you click the Submit button at the end of the referral process.

¹ If there are multiple referrers within your organisation it is best practice to create individual SPARTAN accounts for each referrer.

² At least three of the following four classes: uppercase, lowercase, digit and non-alphanumeric (special) are required

³ If your organisation isn't listed please send an email to info@seap.org.uk requesting that it be added to SPARTAN. Please provide a name, address and contact details for the organisation.

You will be given the opportunity to print out your referral once it has been submitted and you will be given a reference number.
No email confirmation will be sent.

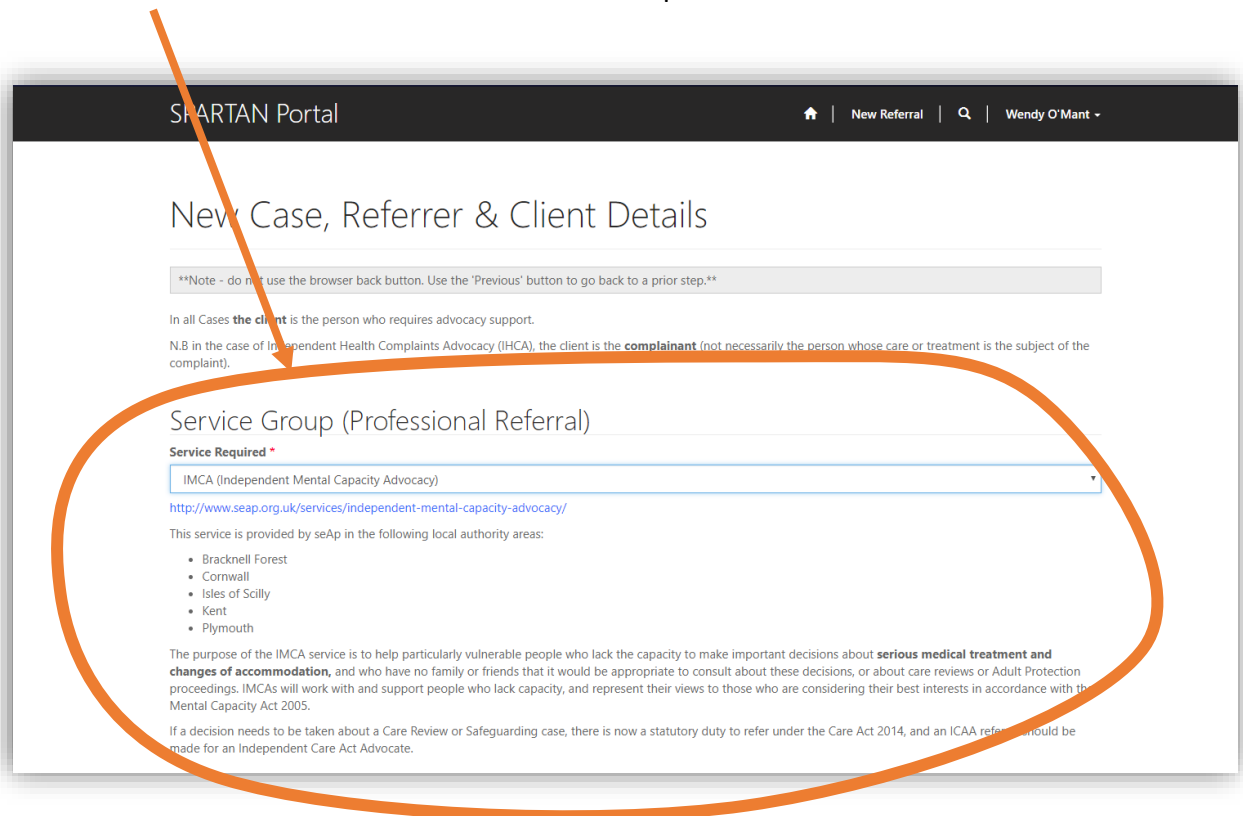
Once you have registered you can make a referral/s. Please read and follow the instructions on screen ensuring you include as much information as possible about the client and situation requiring advocacy.

IF YOU ARE MAKING A REFERRAL FOR SOMEONE ELSE PLEASE ENSURE YOU HAVE THEIR CONSENT BEFORE YOU SHARE ANY INFORMATION ABOUT THEM WITH US

1. Choosing the right advocacy service

We have added some helpful information about each advocacy service type, including where we provide each service, just choose a service type from the 'Service Required' drop-down list to display details about that service.

Example below – if you are still unsure about which service to choose please call our contact centre on 0330 440 9000 and a member of the team will help.



2. Referral information

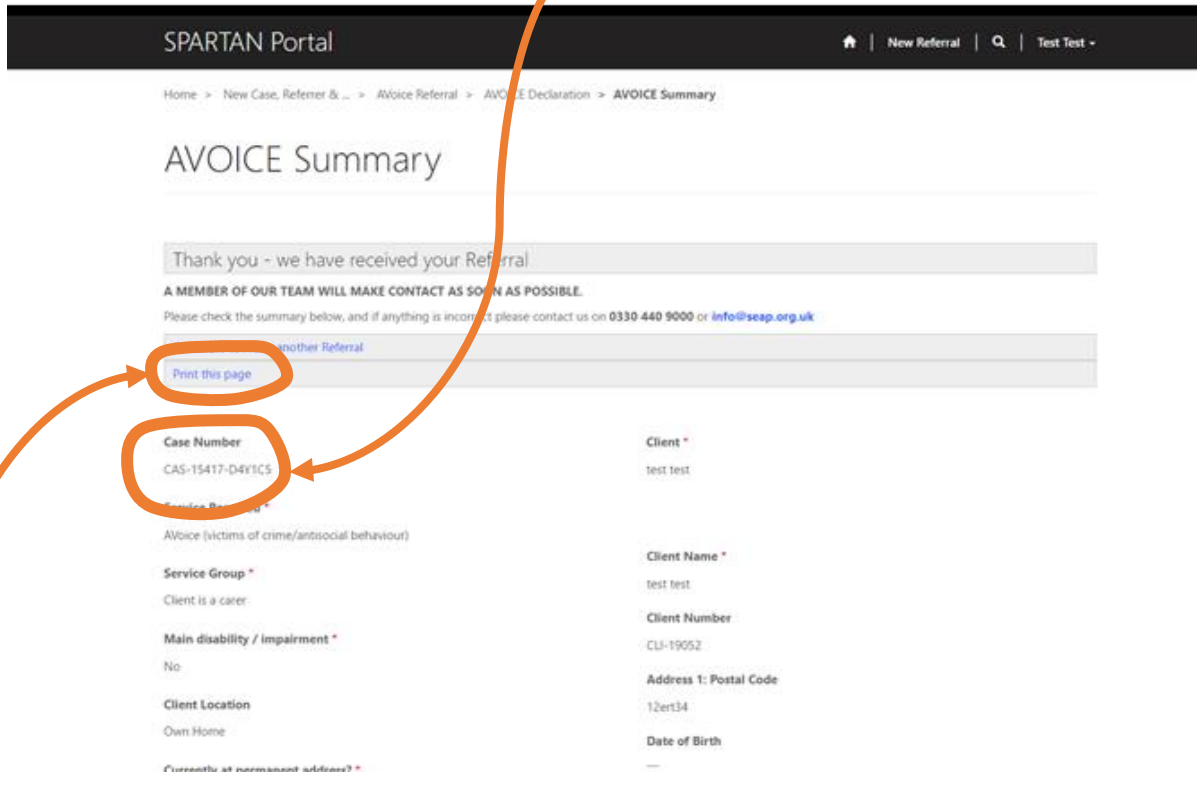
Once you have chosen a service type you will be asked to provide information about the client and then some service-specific questions relating to the service you have chosen. There are a few required fields which you must complete (these are denoted by a red asterisk '*') but in addition to these it is very helpful if you complete as many fields as you can.

3. Submitting your referral

We can only accept submitted referrals; when you have completed the required fields, you submit your referral by clicking:

Click here to submit this Referral

Once you have completed the process and submitted your referral you will be taken to the confirmation screen where you should make a note of the **Case Number**.



You may wish to save or download this information or print from your browser as a copy for your own records by clicking **Print this page**. You will not be able to access this referral information again.

FAQ

What happens to the information I put into SPARTAN?

From the very start of the process, all the information you enter into SPARTAN is written directly to our database. If you are making a referral on behalf of someone else, please ensure you have their permission to share information about them with us (if they can give it⁴).

What happens if I don't 'submit' my referral?

We cannot accept or process any referrals which have not been 'submitted'. If you do not submit your referral any information you have added during the referral process will be deleted from our database.

What if I have problems with using SPARTAN?

If you have any technical difficulties using SPARTAN, such as trouble registering or logging in, or if you have forgotten your password you can raise a helpdesk ticket here <https://seapcrm.on.spiceworks.com/portal/tickets>.

What if I am not sure what type of advocacy is required?

We have added some helpful information about each advocacy service type, including where we provide each service. Just choose a service type from the 'Service Required' drop-down list to display details about that service. If you are still unsure about which service to choose please contact our contact centre and a member of the team will help. Tel: 0330 440 9000, Email: info@seap.org.uk

To see a copy of our Privacy Policy please go to: <http://www.seap.org.uk/privacy-policy.html>

⁴ In some cases, it may not be possible for the someone to give consent to share their information. For example, the client may not understand or lack capacity to do so. If you have concerns about consent, please contact our contact centre to discuss: Tel: 0330 440 9000, Email: info@seap.org.uk