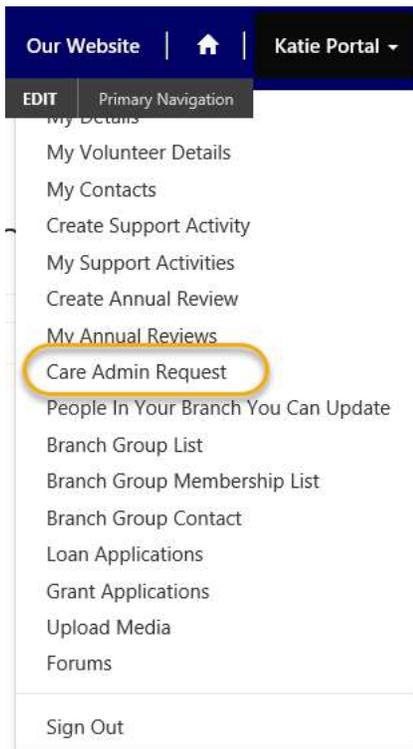


Care Admin Request

The care admin request form is intended for use by AVs, to allow them to send requests through to the Care Admin team. The form has multiple capabilities, so can be used for a variety of different reasons

To access the Care Admin Request form, click the drop-down arrow next to your name on the top bar, and click on Care Admin Request



See below a screenshot example of the full Care Admin Request form

Home > [Contact the Care Admin Team using the form below](#)

Contact the Care Admin Team using the form below

Is this about an existing contact?

No Yes

Existing Contact

New Contact Name & Address (Where Applicable)

Subject *

Description

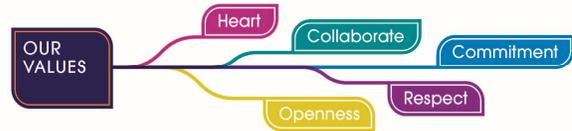
R.I.P (Date of Death/Place/Notified By - Where Applicable)

Submit

The first option on the list is a tick box, used to indicate whether the reason for request is because the user has had contact with someone for the first time. This could be used when an AV has provided support for the first time and needs the person to be added as one of their AV contacts. In this case, you will click the No tick box, to indicate they are potentially not yet a contact within the Association

If you would like for the person to be added to MrC as a new contact (and therefore be sent introduction letter, consent requests etc), you would go on to add details of their Name and Address

New Contact Name & Address (Where Applicable)



Further detail can be added in the description field, such as the reason why they need the information adding

Regardless of the reason for the request, it is mandatory to give the request a subject. This gives Care Admin a brief idea in to what the request is, so they can prioritise accordingly

You can notify the association of the death of one of the people you support

In order to do this, they should first pick from their list of existing contacts to indicate who the notification relates to. So, click the spy class on the existing contact line

Existing Contact

A pop out box will appear, click the person the notification relates to, once selected the line will be blue and there will be a tick alongside their name. Click select to carry through the action

Lookup Records ✕

✓ Full Name ↑	ID	Address 1	Deceased	Email	Home Phone	Mobile Phone
Gail Lambert	500182	3 Arundel Close Thrapston Kettering Northamptonshire NN14 4XN United Kingdom	No	gail.lambert@gmail.com	01854987253	07856 435783
Katherine Lilian	000462	northampton United Kingdom	No	katie.lees@mndassociation.org		
✓ Sara Holmes	500084	nn4 United Kingdom	Yes	sar.h@test.com		07653994583
Stephen King	000619	GU1 2YA United Kingdom	No	stephen.king@gmail.com	01642 367845	07865371290

