Transcript of video

[Background music]

[**On screen:** Title appears on the screen: CARE Services Help, Register through ‘My Account’]

CARE Services allows NT families to request services or report their concerns online.

[**On screen:** Landing screen of CARE services is displayed]

There are two ways to register for CARE Services.

One of them is from my account.

[**On screen:** Two available forms are highlighted.]

Use this option if you want to complete one of the online forms.

[**On screen:** The ‘report a concern’ image link of a person on a phone is highlighted.]

For example, report a concern.

[**On screen:** Cursor moves to ‘My Account’.]

Go to the CARE Services homepage.

[**On screen:** Cursor clicks on ‘My Account’ which changes colour.]

Click on my account.

[**On screen:** The CARE Services login screen is displayed.]

You can set up your account from the login page.

Follow these steps.

[**On screen:** The ‘New users’ section of the screen is highlighted.]

Step one.

Go to the new users section of the screen.

[**On screen:** The cursor moves to the button ‘register for new account’ and this changes colour. The Login screen fades away and the registration screen is displayed)

Click the button register for new account.

[**On screen:** The ‘Register a new account’ screen shows the details to be completed.]

Fill in your details.

[**On screen:** The display zooms in to the first item ‘given name’, and details are entered into the ‘given name’ box.]

First, add your given name.

[**On screen:** Details are entered into the ‘Family name’ box.]

Next, add your family name.

[**On screen:** A box is ticked to show the registration is for a professional worker]

If you are using the account in your professional role, tick the box.

[**On screen:** The cursor moves to the next box and the role of ‘Social Worker’ is entered. In the next box the organisation name is entered]

Fill in with your role and organisation name.

[**On screen:** The screen scrolls down to the address section of the screen.]

Next, complete your address.

If you are completing this registration in your professional role, use the business address.

[**On screen:** The cursor moves to ‘Property name’ box and leaves it blank.]

Leave out the property name if this is not relevant.

[**On screen:** An asterisk is displayed beside the 'house number or name label and a number is inserted into the text box. ‘Required’ is displayed in the right side of the box.

An asterisk is displayed beside the ‘Street’ label and a street name is inserted into the text box. ‘Required’ is displayed in the right side of the box. ]

Make sure you include your house number and your street name.

[**On screen:** The cursor moves down to the suburb/town section of the address. The details are completed with an asterisk and ‘required’ similar to the previous data.]

Next, include your suburb or town.

[**On screen:** The cursor moves down to the state/territory section of the address. The details are completed with an asterisk and ‘required’ similar to the previous data. The cursor then moves to the postcode. The details are completed and the asterisk and ‘required’ are displayed.]

Finally, you must include the post code.

[**On screen:** The screen scrolls down to the end of the address section, showing all required information. The ‘next’ button is then shown.]

It is very important to provide these address details.

[**On screen:** The ‘next’ button is clicked and the second registration screen appears]

Step two. Create your account.

[**On screen:** The cursor moves to the email address and begins to enter an address.]

First, enter your e-mail address.

[**On screen:** The cursor moves to the password box.]

Next, create your password.

[**On screen:** A password is entered into the box.]

If you are an NTG professional, please use your NTG password.

[**On screen:** Password policy information on the right side of the screen is highlighted]

Your password needs to follow the NTG password policy.

 [**On screen:** The confirm password box shows a password being entered.]

You need 12 characters.

[**On screen:** The 12 character requirements is ticked in the Password policy list]

One letter should be uppercase.

[**On screen:** The uppercase letter requirement is ticked in the Password policy list]

One should be a number.

[**On screen:** Special characters including an exclamation mark, a hashtag, a dollar sign, a percentage symbol and an ampersand are displayed at the bottom of the screen]

You will need to use one of these special characters.

[**On screen:** The third registration screen appears]

Step three.

[**On screen:** The registration fades and a generic email account screen is displayed]

You will receive an e-mail with an 8 number code.

[**On screen:** The screen zooms in to the email message and the code is highlighted. The email screen disappears and the registration screen is displayed again]

Copy and paste the code or type the numbers into the code field.

[**On screen:** The code is entered into the code box. Next, the link to request a new code is highlighted]

If you do not receive an e-mail, please check your junk mail. You can request a new code by clicking the link that says please send me a new code. The code is valid for 10 minutes.

[**On screen:** The cursor moves to ‘next’ on the screen. This screen fades and a ‘registration completed’ screen appears. The cursor selects ‘continue’ and the Terms of use screen appears.]

The final step in the CARE Services registration process is to read and accept the terms of use.

[**On screen:** The screen scrolls down through the various parts of the Terms of use information to reach the bottom of the screen.]

Read and Scroll down through the terms of use.

[**On screen:** At the end of the document, an ‘I agree’ option is clicked and then continue is selected]

Tick the box if you agree to these terms.

[**On screen:** The Terms of use screens fades and a Screen labelled ‘Select an Account to Manage’ is displayed]

Once complete, you are now on my account screen.

At this stage you can complete one of the online forms.

[**On screen:** Cursor moves to Home in the navigation at the top of the screen. The portal landing page reappears. The two available forms are each highlighted]

Click home and select the form you wish to complete. Stay logged in during this process.

[Background music]

[**On screen:** The CARE Services Help and NTG branding appears.]