

SSSC's online registration services for registrants frequently asked questions

Introduction to the SSSC's online registration services

[What are the SSSC's online registration services?](#)

[What can I use the SSSC's online registration services for?](#)

[Who can use the SSSC's online registration services?](#)

[How do I get started?](#)

Creating an account

[What do I need to create an account?](#)

[How do I create an account?](#)

[Where do I go to create my account?](#)

[What personal details do you need to create my account?](#)

[What security details do you need to create my account?](#)

[How do I accept the SSSC's terms and conditions of use?](#)

[How will I know if my account has been created successfully?](#)

[How do I activate my account?](#)

[What is the difference between an access code and an activation code?](#)

Using the system

[How do I log into the system?](#)

[What if I forget my password?](#)

[How can I contact the SSSC?](#)

[Does the system have any online help screens?](#)

[How do I access and use the 'My Account' homepage?](#)

[How can I see my registration details?](#)

[How do I report changes in my details?](#)

[How can I pay my annual fee online?](#)

Troubleshooting

[How do I get an access code?](#)

[I've lost my access code](#)

[My account has not been activated](#)

[I've forgotten my username](#)

[I've forgotten my password](#)

[I've received a password reminder but still can't remember my password](#)

[The system won't accept my username and password](#)

[My account is locked](#)

[The system keeps logging me out](#)

[I've changed my details but they have not changed in the system.](#)

[Why do I need Internet Explorer 6.0 or 7.0, or Firefox 2.0](#)

[I don't have a BillPay account but want to pay my fees online](#)

[I'm trying to update my details in the table but cannot](#)

[How do I update my existing regulatory body details?](#)

[How can I tell you about a change not covered by any of the screens?](#)

What are the SSSC's online registration services?

We are developing a suite of online registration services which will allow us to offer a range of online services to social services workers and their employers.

These services are being operated as a pilot scheme initially and we would welcome your feedback so we can improve our customer service. You can contact us at registration@sssc.uk.com. Over the coming months we plan to expand the system to offer a wider range of online services.

What can I use the SSSC's online registration services for?

The online services being offered at the moment are aimed at registered social service workers.

If you are a registered worker you can:

- view an extract of your entry in the SSSC's Register
- tell us about any changes to your personal details
- pay your annual fee online.

Who can use the SSSC's online registration services?

Any social service worker, registered with the SSSC can use these services. We have written to all registered social service workers and invited them to use these services.

How do I get started?

To use the system, you first need to create an account. We have written to all registered social service workers enclosing a secure access code. If you have your access code to hand, you can get started now. If you have lost your access code, please contact us at registration@sssc.uk.com giving us your name, home address and registration number and we will re-issue your code.

What do I need to create an account?

You will need:

- the secure access code we sent you
- a private home or private work email address
- to use an internet browser on Firefox 2.0 or Internet Explorer 6.0 or 7.0.

How do I create an account?

We will ask you to:

- give us some personal details about yourself
- provide some security details, including the access code we sent you
- accept our terms and conditions
- click on an activation code in an email we will send you.

You will only ever have to set this account up once. Once your account is set up and activated you just need to enter your username and password to access the system in future.

Where do I go to create my account?

Go to the SSSC's website at www.sssc.uk.com and visit the 'All about registration' section.

Click on the link on the left-hand side of the screen called 'Online registration system' and you will be taken to a screen introducing our online registration services.

Click on 'Click here to continue' and you will be taken to the login screen, which is split into two areas:

- Already have an account? – login
- Need to create an account? - create

Choose the 'Need to create an account?' option and click on the 'Go' button. You will be taken to the 'Create your account – personal details' screen. There are a number of fields you will need to fill in on this screen so we can create your account. You will only ever be asked to give us these details once.

What personal details do you need to create my account?

The 'Create your account – personal details' screen has a number of fields you will need to fill in so we can create your account. You will only ever be asked to give us these details once.

- Title - please choose your title from the list of values in the drop-down list. This field is mandatory.
- First Name - please enter your first name(s) or forename(s). This field is mandatory.
- Last name - please enter your last name or surname. This field is mandatory.
- Email address - please enter the email address you want to use. Please use your own private home or work email address as we will use that address to send you confidential information about your account. For security reasons you should never use an email address that you share with other people, for example a group or family email address. This field is mandatory. Please note that entering an email address here will update the personal or work email addresses that you have previously given us through your registration application form.
- Confirm Email address - please enter your email address again to make sure you typed it in correctly the first time. This field is mandatory.
- Type of Email - please indicate whether your email address is a work or personal address. This field is mandatory.
- Daytime phone (landline) - please enter a day-time telephone number we can use to contact you. This field is mandatory. Please note that entering a telephone number here will not update the telephone number(s) that you have previously given us through your registration application form.

- Daytime phone (mobile) - please enter a day-time mobile telephone number we can use to contact you. This field is not mandatory. Please note that entering a telephone number here will not update the telephone number(s) that you have previously given us through your registration application form.
- When you have finished filling in your details, press the 'Next' button to move to the next stage of creating your account. You will be taken to the 'Create your account – security details' screen.

What security details do you need to create my account?

The 'Create your account – security details' screen has a number of fields you will need to fill in so we can create your account. You will only ever be asked to give us these details once. All of the fields are mandatory so you must fill them in.

- Username - please decide what you would like your username to be and enter it here. You can combine your forename, surname and year of birth to create a unique and memorable username. For example; SusanSmith1966. Your username is your unique identifying name for the online services system and must be between 8 and 20 characters (a-z or A-Z and 0-9). Please only use letters and numbers with no other characters or spaces.
- Password - please decide what you would like your password to be and enter it here. You will need your password whenever you log in to your account. Your password must be between 8 and 20 characters long and contain at least one number (0-9), at least one letter (A-Z or a-z) and not contain the word "password". Please only use letters and numbers (a-z or A-Z and 0-9) with no other characters or spaces. Your password is case sensitive.
- Re-type Password - please re-enter your password here. You cannot see your password as you type it in, so we ask you to re-type your password to make sure that you have not made any mistakes typing it the first time.
- Security Question - please choose one security question from the drop-down list provided. The security question, along with the answer you give next will be used to help us identify you if you forget your password or need to get in touch with us.

For example:

Security Question: What was the name of my first pet?

Security Answer: Snowflake

- Security Answer - please type in the answer to the security question you have chosen above. This answer will be used to help us to identify you if you forget your password or need to get in touch with us.
- Access Code – please enter the secure, 32 digit access code we sent you here. You must enter this code carefully as it will link the account you are creating to your record in our registration database.

Once you have filled in all of your security details, press the 'Next' button to move to the next stage of creating your account. You will be taken to the 'Create your account – terms and conditions' screen.

How do I accept the SSSC's terms and conditions of use?

You must accept our terms and conditions if you want to create an account.

You can use the 'Create your account – terms and conditions' screen to view and accept our terms and conditions of use. Click on the 'Terms and Conditions' link to view our terms and conditions. A new window will open. Once you have read the terms and conditions you should close the window. You should then click in the check box to confirm you accept our terms and conditions.

Click on 'Next' to continue. You will not be able to click this button until you have accepted our terms and conditions by checking the terms and conditions checkbox.

How will I know if my account has been created successfully?

Once you have accepted the terms and conditions, the 'Create your account – confirmation' screen will be displayed. This screen is for information only and is displayed to confirm that your account has been successfully created.

How do I activate my account?

We will send an email containing an activation link email to the email address you provided when you gave us your personal details. This is to check that your email address is valid. You must click on the link in the email to activate your account. Once you have activated your account you will be taken to the login screen.

What is the difference between an access code and an activation code?

The secure access code is the code we sent to you and you must enter whilst creating your account. You cannot create an account without entering an access code. The access code links your online account with your Register entry in our database.

The activation code is a link contained in an email we will send to you once you have created your account. Clicking on the link in the activation email will enter the activation code for you and activate your online account.

How do I log into the online registration services system?

Go to the SSSC's website at www.sssc.uk.com and visit the 'All about registration' section.

Click on the link on the left-hand side of the screen called 'Online registration system' and you will be taken to an introductory screen.

Click on 'Click here to continue' and you will be taken to the login screen, which is split into two areas:

- Already have an account? – login
- Need to create an account? - create

Choose the 'Already have an account?' option and type in your username and password. Click on the 'Go' button. You will be taken to your 'My account' home screen.

The first time you login to the system a message confirming your account has been activated will be displayed.

What if I forget my password?

If you have forgotten your password, click on the link on the login screen to request a password reminder and you will be taken to the 'forgotten password' screen. Please enter your email address in the box provided and click the 'Go' button. A message will appear confirming that a password reminder has been sent. Click 'Back' to return to the log-in screen.

You must enter either the email address you provided when you first set up your account, or the personal email address you provided through your registration application form. We will send a password reminder to the email address you enter, providing it is one of these addresses. If you enter a different email address, an error message will appear advising that the email address provided has not been recognised.

The password reminder will give you the first four characters of your password. If after receiving the reminder you still cannot remember your password, please call us on 0845 60 30 891 between 9am and 5pm Monday to Friday or 10am and 5pm on Wednesdays. We will ask you a range of security questions before resetting your password.

How can I contact the SSSC?

Once you are logged in, you can access the SSSC's contact details by clicking on the 'Contact Us' link in the menu bar at the top of each page. This page gives details of our telephone and fax numbers along with our postal, email and website addresses.

You can click on the email address link to send us an email, click on the website address to visit our website or click on the 'Back' button to return to your 'My Account' page.

Does the system have any online help screens?

Yes. Once you are logged into the system, you can access help screens by clicking on the 'Help' link in the menu bar at the top of each page. The help text for the particular screen you are visiting will be displayed in a separate window.

How do I access and use the 'My Account' homepage?

Each time you login to the system, you will be taken directly to your 'My account' home screen. There will be a number of links on this page that allow you to use different online services:

- View registration details link - click on this link to visit a screen where you can view your registration details
- Keeping your details up-to-date link - click on this link to visit a screen where you can report any changes to your personal details
- Pay fees link - click on this link if you have received an invoice for your annual fee and wish to pay online using a debit or credit card. SSSC's online payments are handled by Santander's BillPay service. Clicking the link will open another window and take you to their secure website.

You can return to your 'My account' homepage from any screen by clicking the 'My account' link in the menu bar at the top of the screen.

How can I see my registration details?

From the 'My account' home screen, click on the 'View registration details' link and you will be taken to screen where you can see an extract of the details we hold for you in the Register. You will be able to see:

- Your registration number
- The name(s) of the UK Social Care/Services Council(s) you are registered with
- The part(s) of the Register you are registered on
- The status of your registration
- The date the registration status applies from
- The date you are due to renew your registration
- Whether your registration is subject to conditions – where a 'Yes' is displayed under the 'Conditions' heading you can click on it to see more details about your condition(s).

If you are registered with more than one UK social care/services council, or on more than one part of the SSSC's Register, the table will display a separate line for each registration.

How do I report changes in my details?

From the 'My account' home screen, click on the 'Keeping your details up-to-date' link and you will be taken to screen where you can update your registration details. There are links to some of the areas of information we keep a record of on the Register. Click on the links to visit the relevant update screens:

- Your contact details; email, phone etc.
- Your name or title
- Your address
- Your current employment
- Your registration with other regulatory bodies
- Criminal offences - you can tell us about any new criminal declarations you need to make
- Disciplinary declarations - you can tell us about any new disciplinary declarations you need to make.

How can I pay my annual fee online?

You can use the system to pay your annual fee if you have received an invoice for your annual fee and wish to pay online using either a debit or credit card. SSSC's online payments are handled by Santander's BillPay service.

From the 'My account' home screen, click on the 'Pay Fees' link and another window will open which will take you to Santander's secure BillPay website. If you are already a Santander (previously Alliance and Leicester) BillPay customer you can log into their site as normal and make your payment. If you are not an existing customer, you will need to create a BillPay account.

You will need to choose the Scottish Social Services Council as the company you wish to pay, Scottish Social Services Council Annual/Renewal fee as the bill you wish to pay, then type in our invoice number as the reference number.

Take care that you only click 'Confirm payment' once. If you click this button more than once, your debit/credit card may be charged more than once. There is further guidance about how to use Santander's BillPay service on their website.

How do I get an access code?

We have already issued you with your access code. If you were registered before January 2009, we wrote to you in early 2009 inviting you to use our online registration services and enclosing your access code. If your registration began after January 2009, we would have issued your access code along with your registration documents confirming your registration.

Please do not attempt to use the system unless you have your secure access code to hand as you will be asked to enter it.

I've lost my access code

If you have lost your code, please contact us at registration@sssc.uk.com giving us your name, home address and registration number and we will re-issue your code.

My account has not been activated

I've set up my account but when I log in I get the following error message:

“This account has not been activated. To continue you must enter the activation code found in the email that we have sent you.”

Please go to the inbox of email address you provided when you created the account. There will be an email from us about your online registration services account. Click on the activation link in the email. This will activate your account and the login screen will automatically open in another window. When you login, you will see an on-screen message confirming that your account has been successfully activated. If you cannot find an email from us in your inbox, try your junk or spam folder in case it has been diverted there.

I've forgotten my username

Please contact us at registration@sssc.uk.com giving us your name, registration number and the email address you used when you set up the account. We will send details of your username to that email address.

I've forgotten my password

If you have forgotten your password, click on the link on the login screen to request a password reminder and you will be taken to the 'forgotten password' screen.

In the box provided, you must enter either the email address you gave us when you first set up your account, or the personal email address you provided through your registration application form. We will send a password reminder to the email address you give here, providing it is one of these addresses. If you enter a different email address, an error message will appear advising that the email address provided has not been recognised.

Once you have clicked 'Go' a message will appear confirming that a password reminder has been sent. The password reminder will give you the first four characters of your password. Click 'Back' to return to the log-in screen.

I've received a password reminder but I still can't remember my password

The password reminder will give you the first four characters of your password. If after receiving the reminder you still cannot remember your password, please call us on 0845 60 30 891 between 9am and 5pm Monday to Friday or 10am and 5pm on Wednesdays.

We will ask you a range of security questions before resetting your password.

The system won't accept my username and password

Your password is case sensitive so you must enter it in exactly the same format as when you originally created it. If you enter an incorrect password three times in one hour your account will be locked for two hours.

My account is locked

Your password is case sensitive so you must enter it in exactly the same format as when you originally created it. If you enter an incorrect password three times in one hour your account will be locked for two hours. Please wait two hours and your account will be automatically unlocked.

The system keeps logging me out

To protect your information you will be automatically logged out of the system 30 minutes after the last time you strike a key on the keyboard. Please make sure you strike a key every 30 minutes.

I've changed my details but they have not changed in the system

The only details which change in the system immediately are changes to your contact details. All other changes need to be reviewed by a member of our registration team. Once your change has been reviewed, we will update our records and you will see the new details through the online system.

If you have changed your name, you will need to send us evidence of your new name; for example: a photocopy of your marriage certificate, signed as a true copy by a senior representative of your employer. Please make sure that you send us any supporting documents that are required so there is no delay in updating your record.

Why do I need Internet Explorer 6.0 or 7.0, or Firefox 2.0

Because of differences in coding and options selections between various web browsers, the system may not function correctly with all web browsers. To ensure that the system is viewed in its correct format and without errors please use Internet Explorer 6.0 or 7.0, or Firefox 2.0. If you use Internet Explorer 8, the system will automatically log you in as if you were an Internet Explorer 7 user to avoid any incompatibility issues.

I don't have a BillPay account but want to pay my fees online

SSSC's online payments are handled by Santander's BillPay service. If you are not an existing BillPay customer, you will need to create a BillPay account. You must choose the Scottish Social Services Council as the company you wish to pay, Scottish Social Services Council Annual/Renewal fee as the bill you wish to pay, then type in our invoice number as the reference number. Take care that you only click 'Confirm payment' once. If you click this button more than once, your debit/credit card may be charged more than once. There is further guidance about how to use Santander's BillPay service on their website.

I'm trying to update my details in the table but cannot

Most of the tables in the system are for information only and you can only add an end date to the details in the table. Generally, you need to click the 'Add another' button to update your details. Click the 'Help' link in the menu bar on the screen for further advice about how to use the particular screen you are visiting.

How do I update my existing regulatory body details?

You can update these details by clicking on the 'Keep your details up to date' link from the 'My account' page. Click on the 'Your current registration with regulatory bodies' link.

The details we currently hold on record for you about your registration with other regulatory bodies will be displayed. If you have more than one regulatory body record, there will be more than one line in the regulatory body table.

You should highlight the record you wish to change then click into the 'Status' field and choose your new registration status from the drop-down list of values shown. Then click in the 'Reason' field and choose the relevant reason for your status change from the drop-down list of values. Then click the 'Submit' button.

How can I tell you about a change not covered by any of the screens?

You can contact us about any other change by sending an email to registration@sssc.uk.com.