

# How to register for a Capacity Tracker Account?

- It is free to register for an account.
- Multiple users permitted.
- Providers are encouraged to have multiple CT users, to cover periods of absence.

## 1 Register for an Account

- To register, click on <https://capacitytracker.com/register>
- Select the appropriate 'provider type' during registration.

- Care Home providers to select **Care Home**
- Homecare (Dom Care, Supported Living, Extra Care) providers to select **Homecare**

## 2 Await approval

- **Existing approvers within your organisation** can approve your account instantly
- **Support Centre** have a 14 day turnaround to approve accounts (if there are no approvers at the location).
- **For urgent approval requests**, please call the Support Centre –  
T: 0191 691 3729, E: [necsu.capacitytracker@nhs.net](mailto:necsu.capacitytracker@nhs.net)  
(Mon-Fri 8am-5pm excluding public holidays)

## 3 Once approved, you can navigate & update the system