

# Client Access Guidance Manual

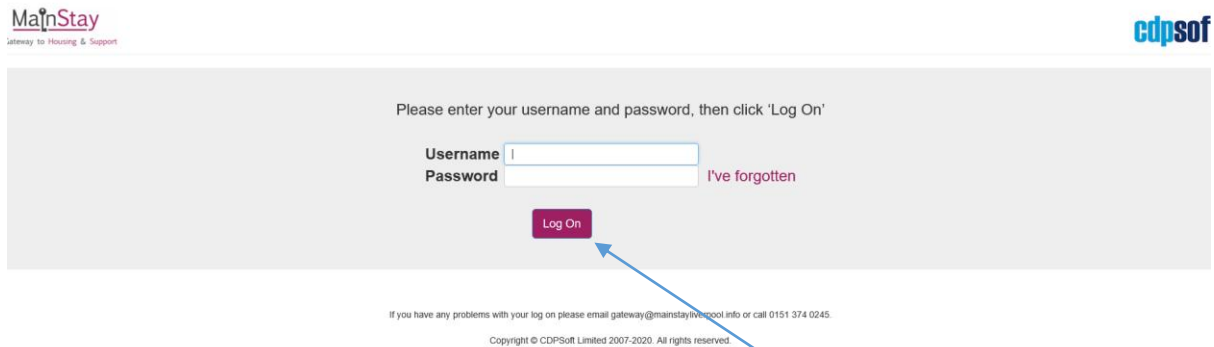
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## Logging onto the system

You will receive a hyperlink by email from one of the Mainstay Team detailing your unique Username & password.

To access MainStay click onto the link and the following page will be displayed



Please enter your username and password, then click 'Log On'

Username

Password  [I've forgotten](#)

If you have any problems with your log on please email [gateway@mainstay.wolverpool.info](mailto:gateway@mainstay.wolverpool.info) or call 0151 374 0245.

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Enter your unique Username & Password into the relevant fields, then press 'Log On'

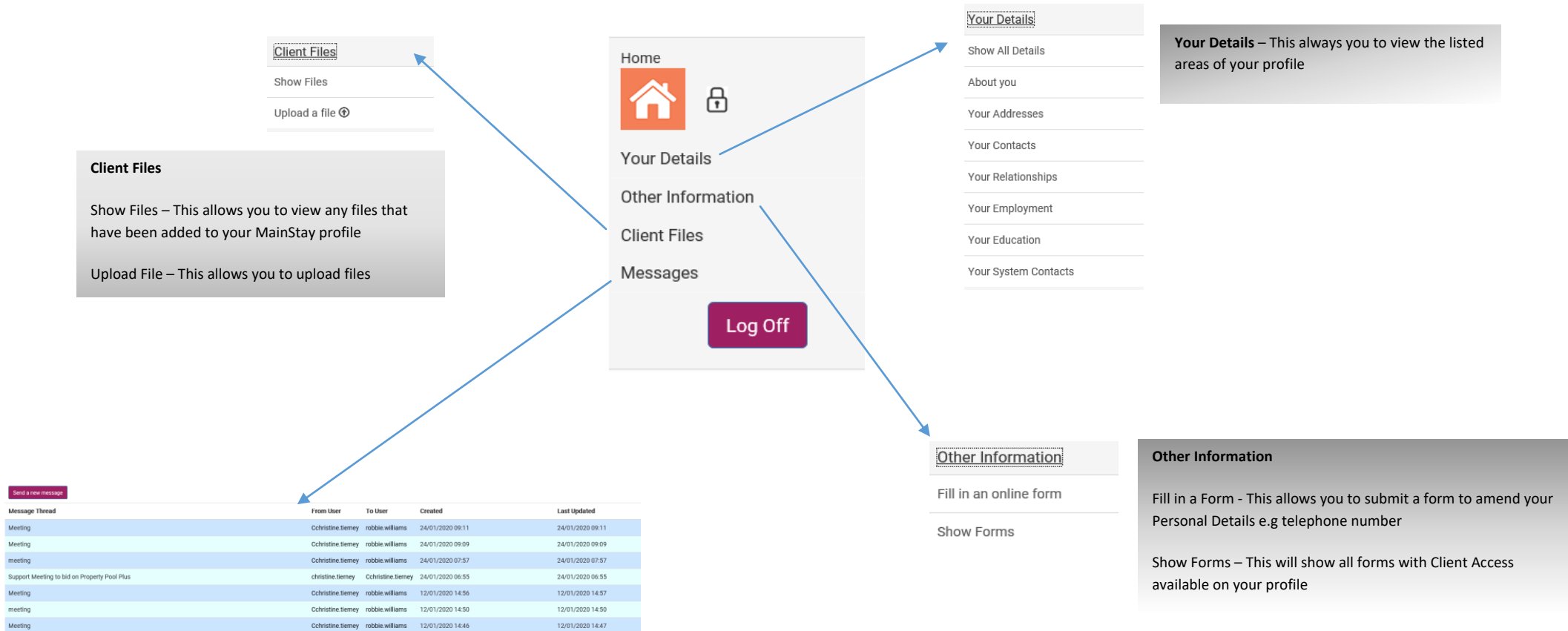
## Once logged into your MainStay CAFE

Now that you are logged into your MainStay CAFÉ your view will appear as below

The screenshot displays the MainStay CAFE user interface. At the top left is the MainStay logo with the tagline "A Gateway to Housing & Support". The user's name, "Roberto William Test", is centered at the top. A left-hand navigation menu includes links for Home, Your Details, Other Information, Client Files, Messages, and a Log Off button. The main content area features a "Home Page" header with a welcome message and a notification stating "It has been 211 days since you last logged in (04/02/2020). You have 7 messages of which 0 are new". Below this are eight action tiles: "How to use this site", "View my events", "Review my support plan", "Manage my tasks", "Message the team", "Add new Events", "Update my details", and "View/Update my safety plan". A blue arrow points from the notification text to the "View my events" tile.

Here it will notify you if you have any messages and also if any of these messages are new.

## About the different sections of your MainStay CAFÉ profile



**Messages** – This allows you to send a message your workers and also allows them the ability to message you back. The message Thread will remain on your messages. You will also receive an alert on your home page informing you of any messages. As explained on Page 4.



How to use this site



View my events



Review my support plan



Manage my tasks



**How to Use this Site** - This allows you to access tutorial videos to provide guidance surrounding your CAFÉ profile



**View my Events** – This allows you to view any events that have been added to your profile, including any responses or events that you may have added too



**Review my support plan** – This allows you to view any events that have been added to your profile, including any responses or events that you may have added too



**Manage my tasks** – This allows you to view any tasks set for you, as well as add comments to the tasks, change the task status and also add new tasks.



Message the team



Add new Events



Update my details



View/Update my safety plan



**Message the team** – This allows you to send a message to your workers



**Add new Events** – This allows you view your events, add comments to your events and also allows you to add your own events to your profile



**Update my details** – This will take you to a Personal Details form that will allow you to amend your personal details.



**View/Update my safety plan** – This will allow you to view and update all areas of your Safety plan, this also allows you the ability to add an electronic signature to your safety plan.