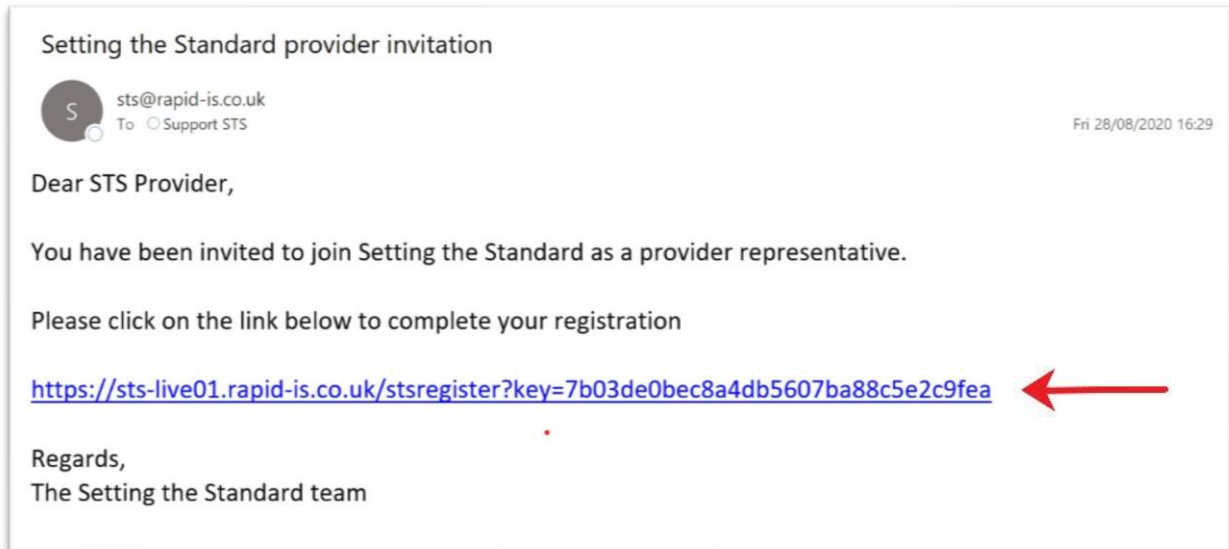# Getting onto the Setting the Standard App

Once you have been accepted as an Approved Provider you will receive an email to register with the Setting the Standard App.

Setting the Standard provider invitation

S sts@rapid-is.co.uk
To ○ Support STS   Fri 28/08/2020 16:29

Dear STS Provider,

You have been invited to join Setting the Standard as a provider representative.

Please click on the link below to complete your registration

https://sts-live01.rapid-is.co.uk/stsregister?key=7b03de0bec8a4db5607ba88c5e2c9fea

Regards,
The Setting the Standard team

Click on the link and this will take you through to the registration page.

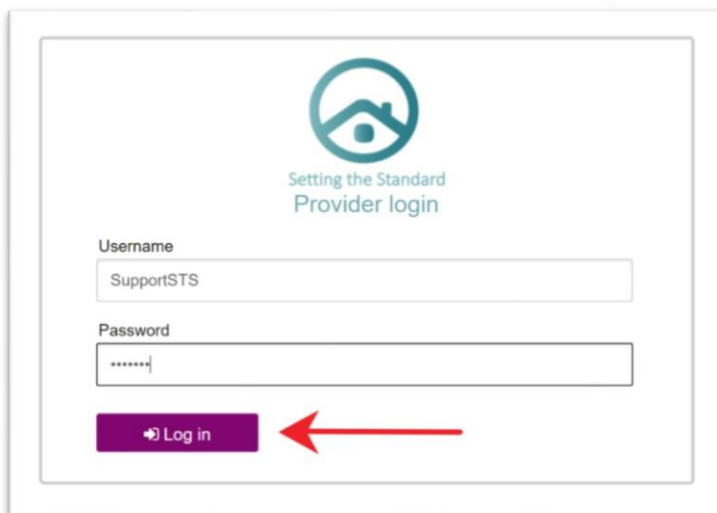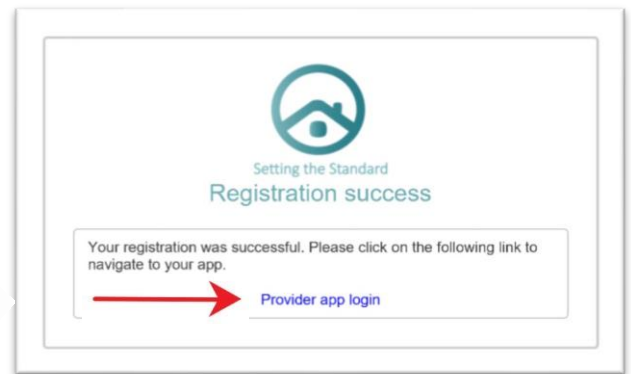The link takes you through to this page where you will be provided with a username.

Then you just need to fill out your name and set a password.

The email on your registration is the same email used when signing up through the approved provider scheme.

Once that is complete then press the REGISTER button.

Setting the Standard
Registration

You have been invited to join Setting the Standard as a representative of Testing Lettings 01

Please fill out the form below to complete your registration

User name
SupportSTS

Name
STS Provider

Email
SupportSTS@ealing.gov.uk

Password
●●●●●●●

Retype password
●●●●●●●

☑ Register

Once registered you will be taken through to this page, where there is a link to access your account on the Rapid Provider app.

Setting the Standard
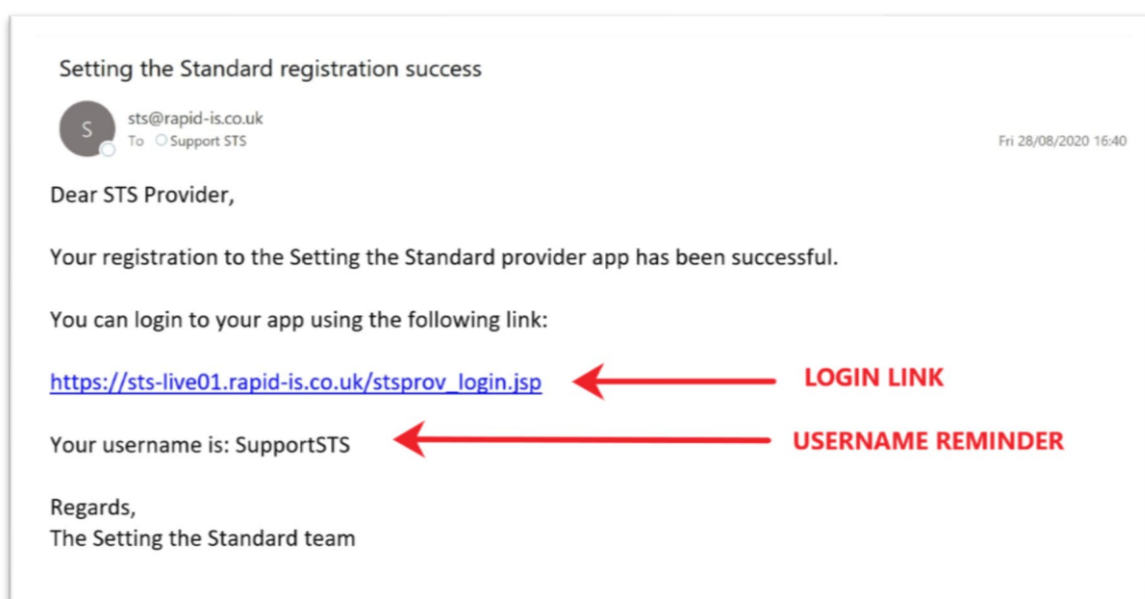**Registration success**

Your registration was successful. Please click on the following link to navigate to your app.

Provider app login

Setting the Standard
Provider login

Username

SupportSTS

Password

••••••

➔ Log in

This link will take you through to the login page, where you need to put in your username.

A reminder of your username is provided in an email, once you have finished the registration process (see below).

Then just type in your password that you set at registration.

You will also receive an email confirming that your registration has been successful with the active link for the log in page that you can store for future use.

Setting the Standard registration success

S   sts@rapid-is.co.uk
     To ○ Support STS   Fri 28/08/2020 16:40

Dear STS Provider,

Your registration to the Setting the Standard provider app has been successful.

You can login to your app using the following link:

https://sts-live01.rapid-is.co.uk/stsprov_login.jsp   ⬅ **LOGIN LINK**

Your username is: SupportSTS   ⬅ **USERNAME REMINDER**

Regards,
The Setting the Standard team

This should log you into your account where you will be greeted with your Welcome Page, this page is designed to be a central page to easily add properties, download certificates and attend to any actions that need completing.

To begin you will only see the 'Start adding Units', which will allow you to start uploading your properties. (We will go into more detail on the features of the Rapid Provider app in the 'Get to know the app User Manual'
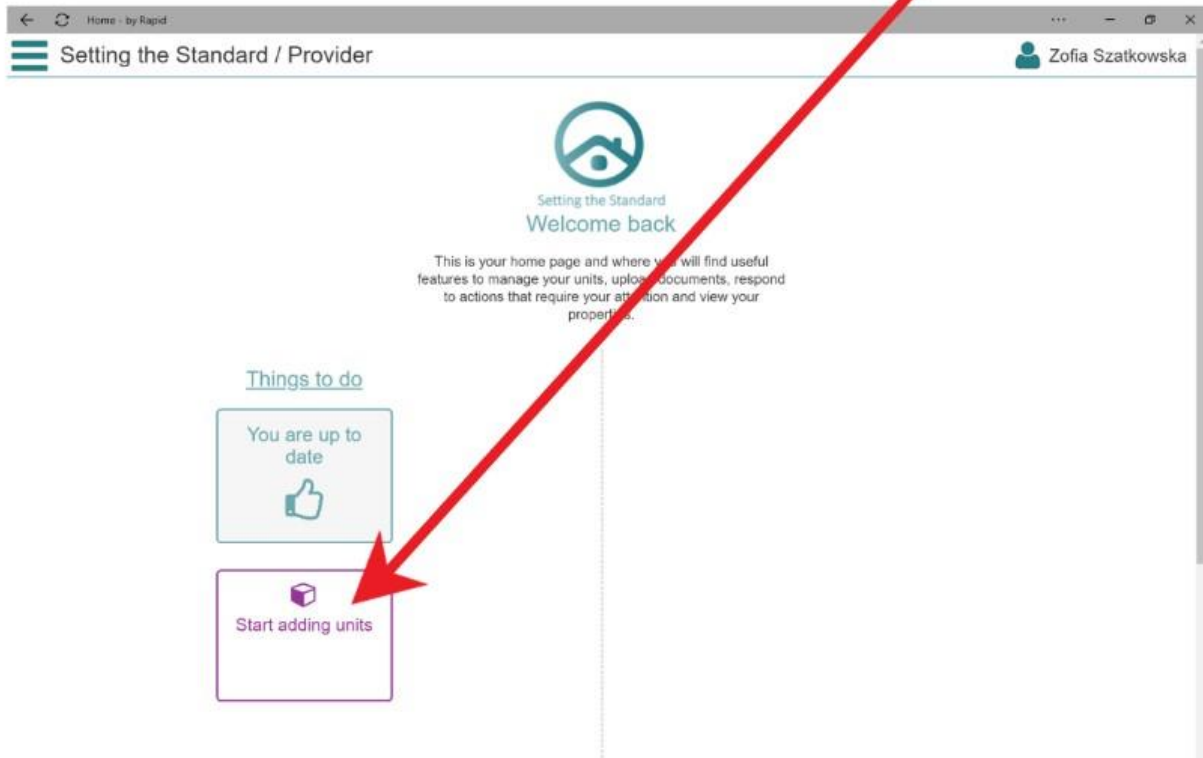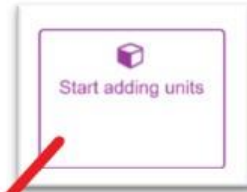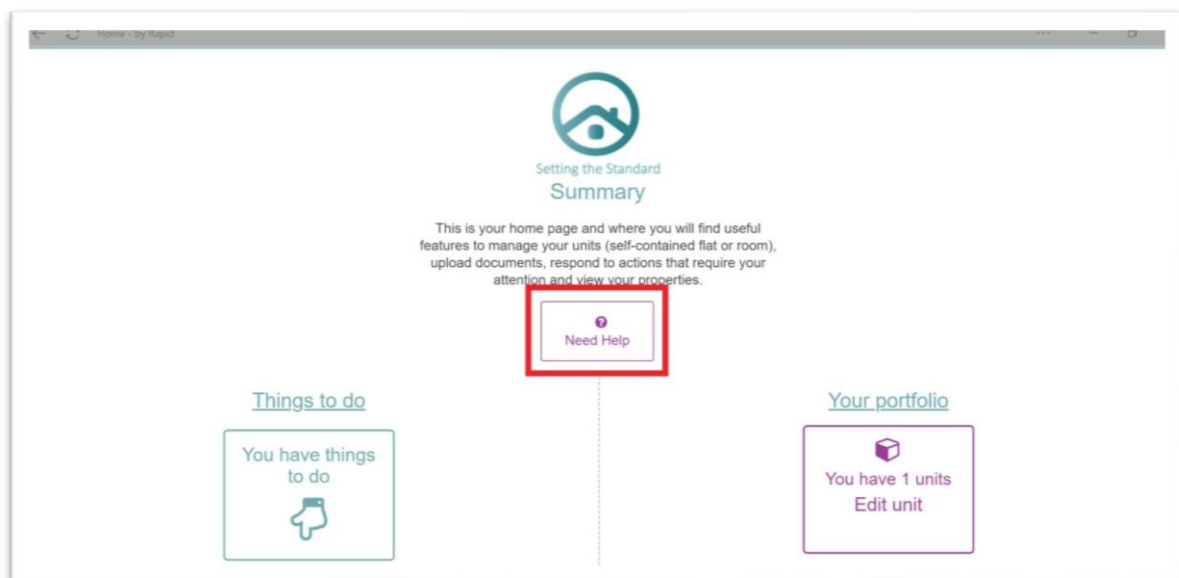

Some handy tips on how to navigate the app have been included below
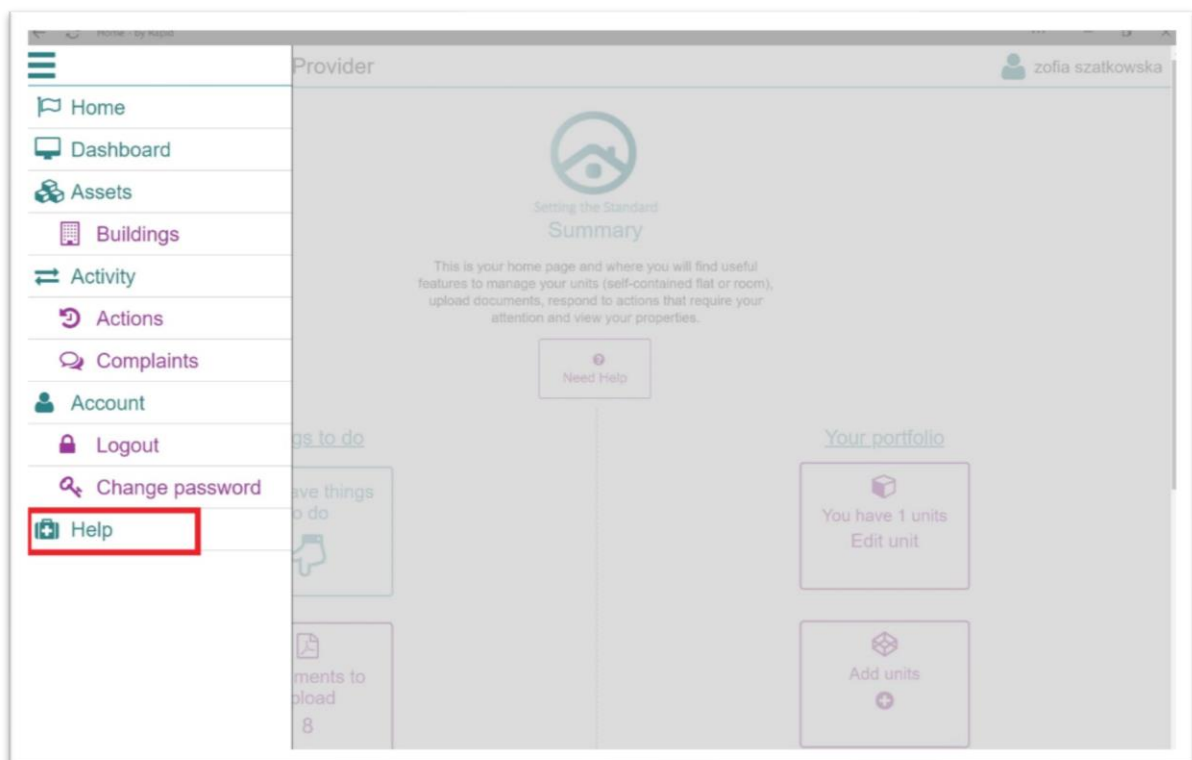
What if I need help?

If you need help, we have developed a Help Page to support with navigating the app and show you how to contact the central team.

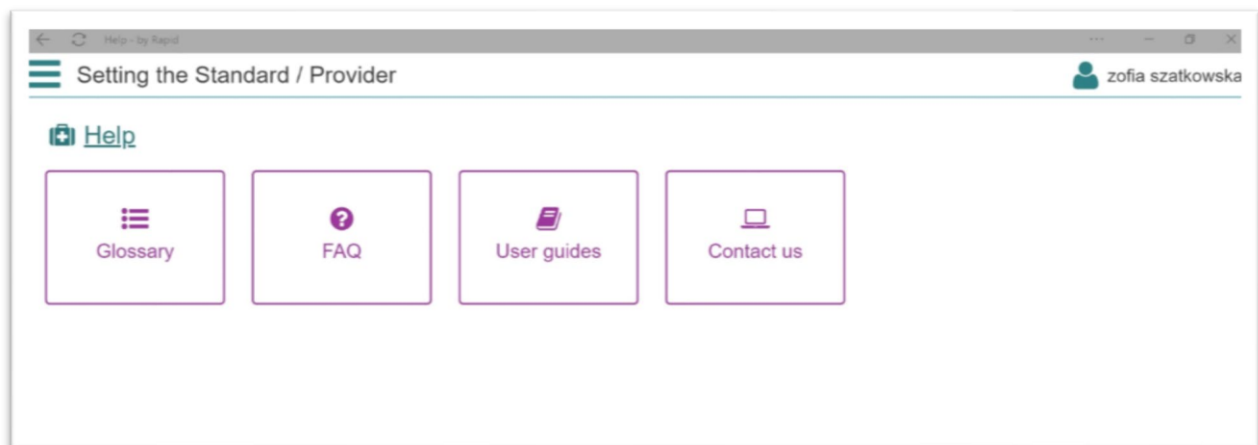This can be found in two areas of the app:

1. In the Welcome page, underneath the Welcome Back/ Summary title

2. OR in the side bar menu

Clicking on the Help icon takes you to the main help page, this contains four sections:

- Glossary: Here you will find all the terms and explanation to what each 'tile' does within the app
- FAQ: Here you will find all the frequently asked questions, which may help answer any questions you may have
- User guides: Here you will find all the user guides for the provider app, this includes how to add units to your app portfolio and upload certificates.
- Contact us: If you cannot find the answers within the sections above, you can contact us via email through this page

For further information on what to do next, please see our user guides for how to add a unit within the provider app.

This can be found on the Setting the Standard website or through the Help button on your Welcome Page in the Setting the Standard App.