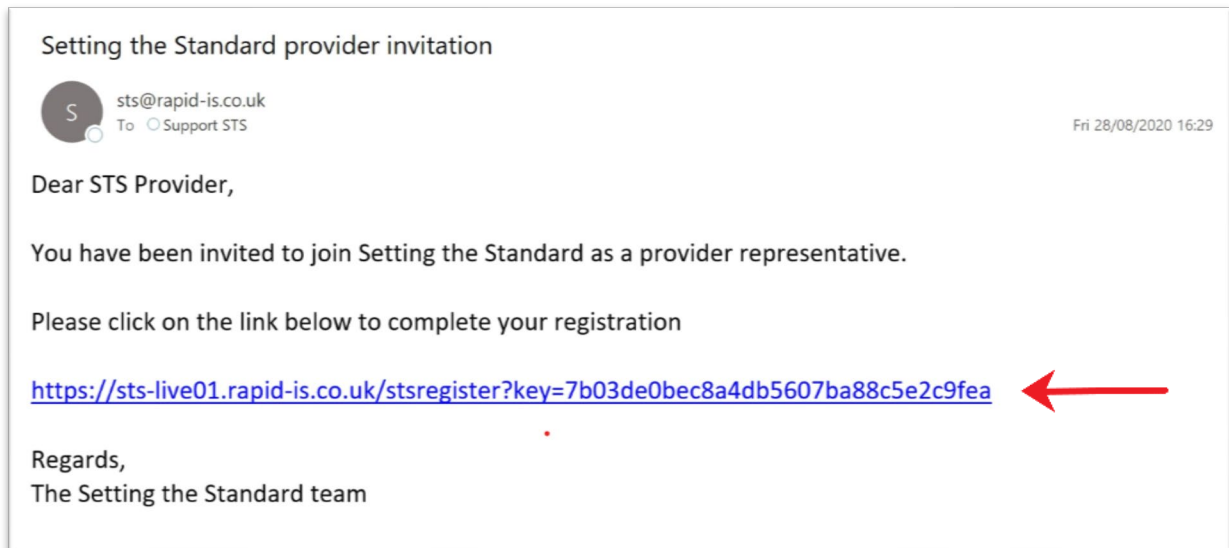




Setting the Standard
Temporary Accommodation

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.



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

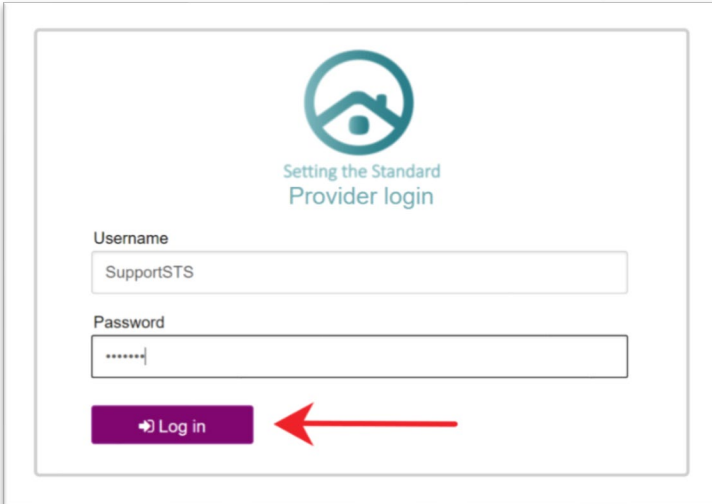
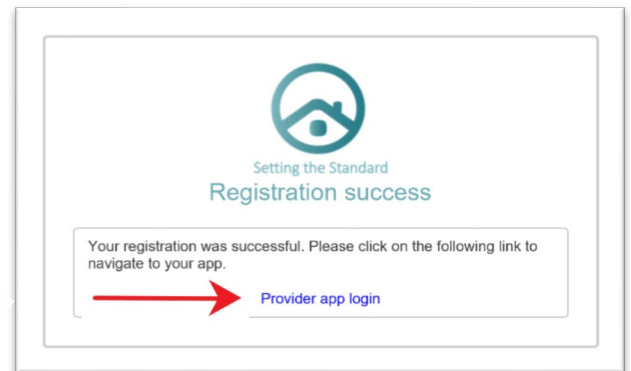
The link takes you through to this page where you will be provided with a username.

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.

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

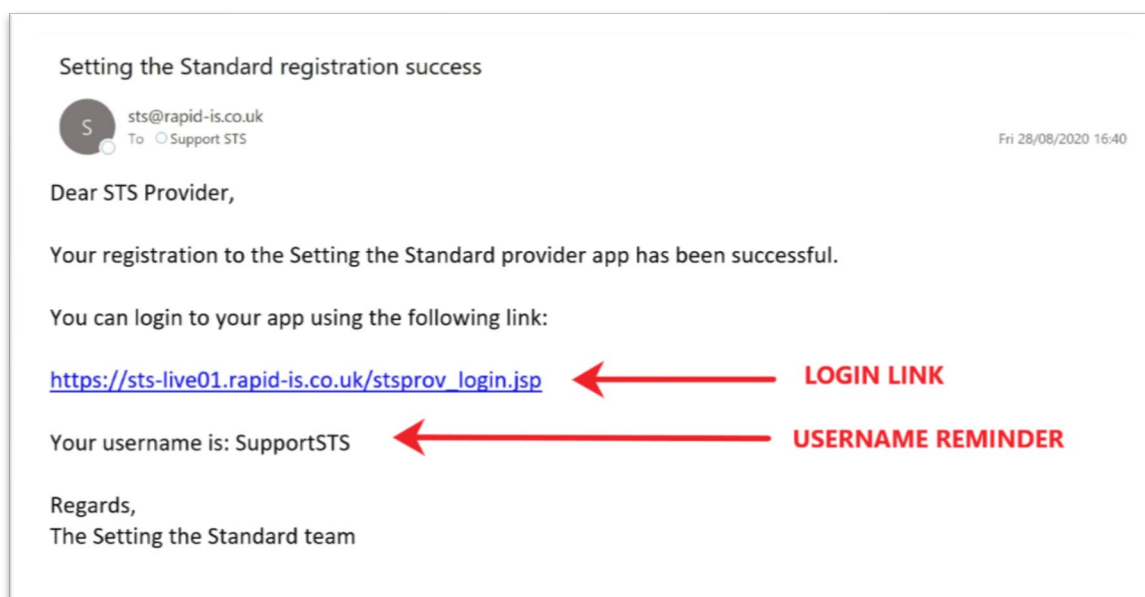
A screenshot of a web page titled "Setting the Standard Provider login". It features the same teal house icon. Below the icon, there are two input fields: "Username" with the text "SupportSTS" and "Password" with masked characters "*****". Below the password field is a purple button with a white arrow and the text "Log in". A red arrow points to the "Log in" button.

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).

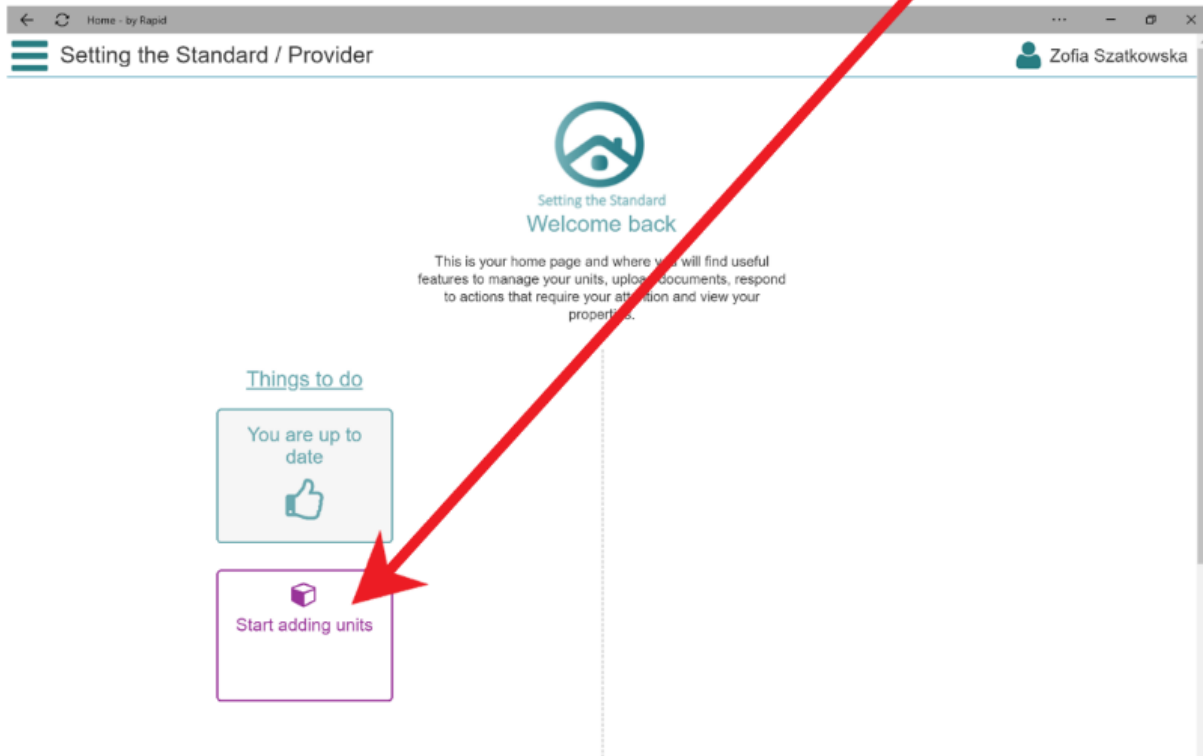
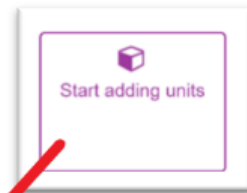
Then just type in your password that you set at registration.

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.



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'

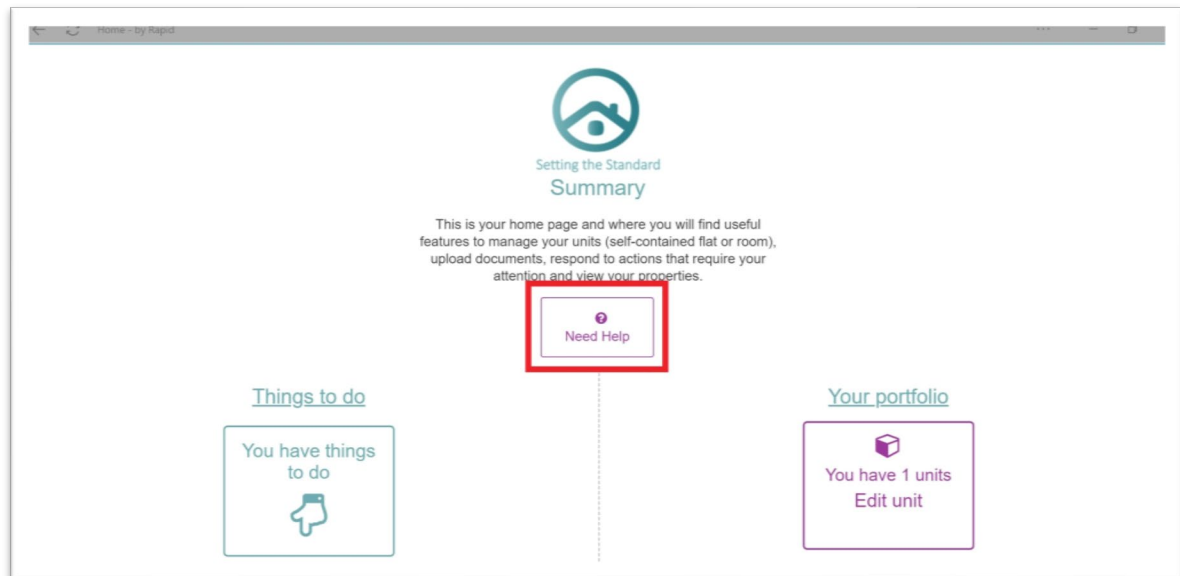


What if I need help?

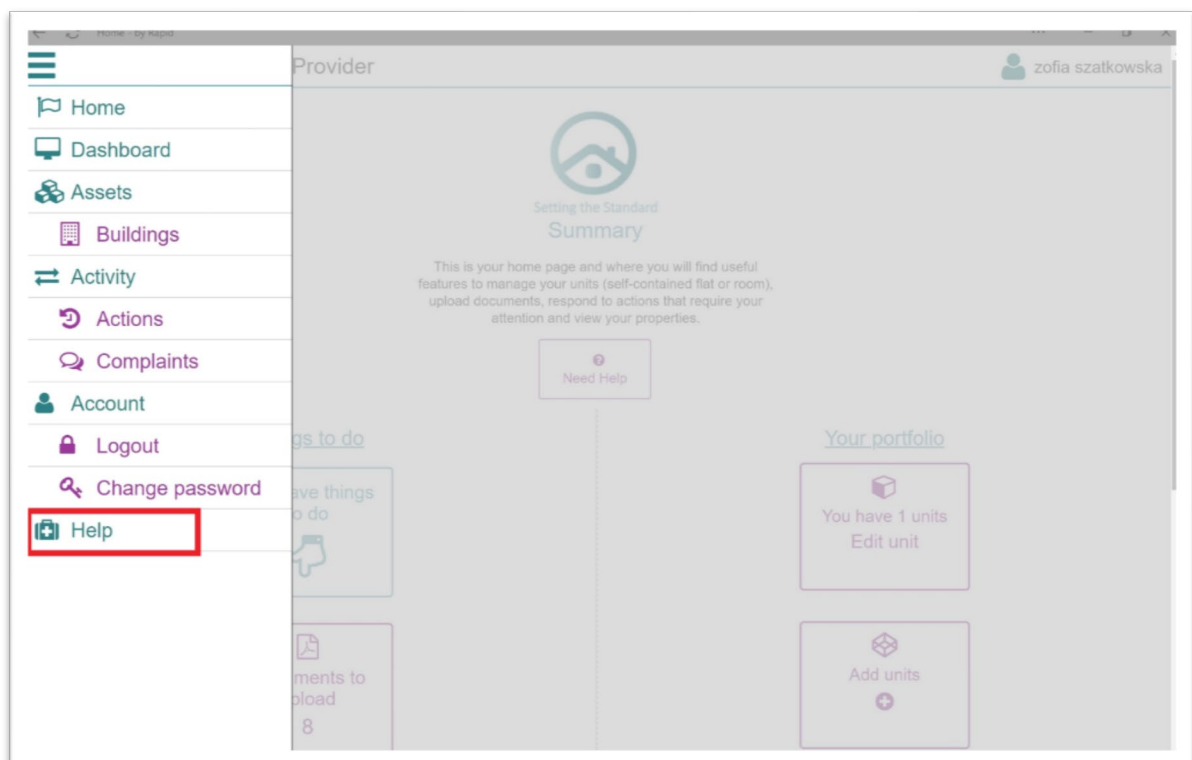
If you need help, we have developed a Help Page to support with navigating the app and show you how to contact the central team.

This can be found in two areas of the app:

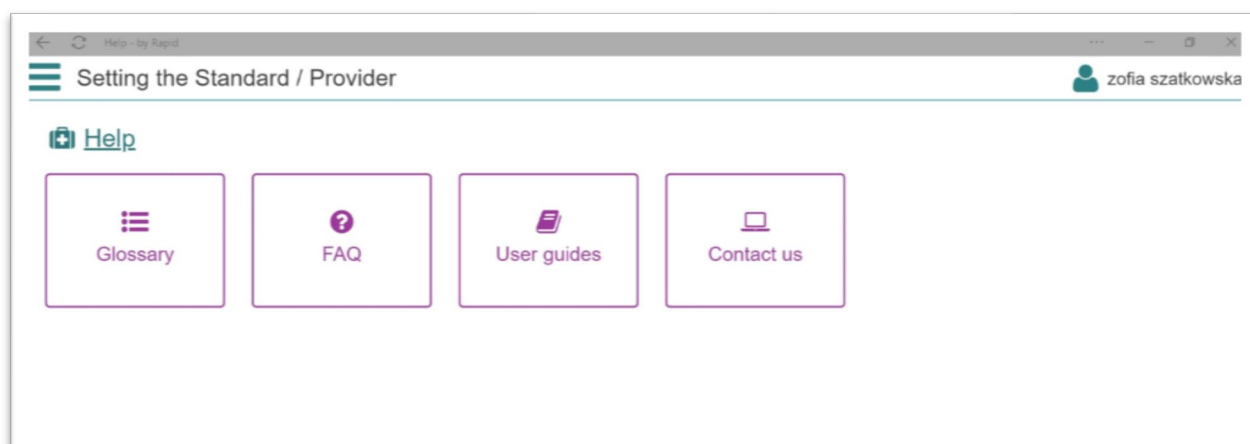
1. In the Welcome page, underneath the Welcome Back/ Summary title



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.