



SOUTHAMPTON

CITY COUNCIL

BetterCare Southampton

Adult Social Care Financial Application Form

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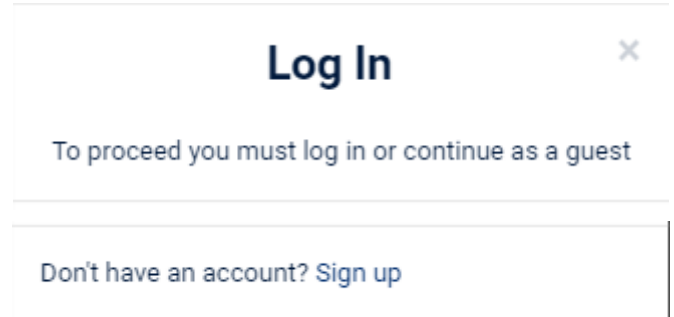
Creating an Account

1. Select **Log In** from the options at the top of the screen.

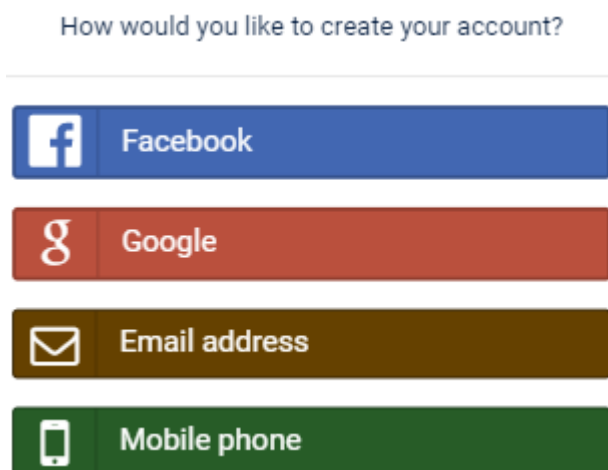


2. A menu will pop up and will give you options of how you can log in to or create your account.

If you do not have an account, click on the **Sign up** option.



3. If you do not have an account, use one of the available options to create an account.



Facebook	Create an account using your Facebook account*
Google	Create an account using your Google account*
Email address	Create an account with your email address and create a password
Mobile phone	Use your mobile phone number and date of birth to create an account

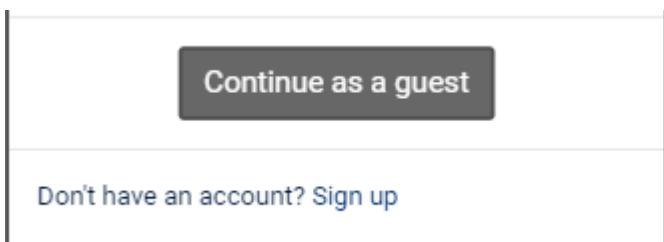
*Creating an account with your Facebook or Google account will not post anything to the social media platform. It will only use your Facebook or Google account to create your BetterCare account.

4. If you do not want to make an account, you can proceed as a guest

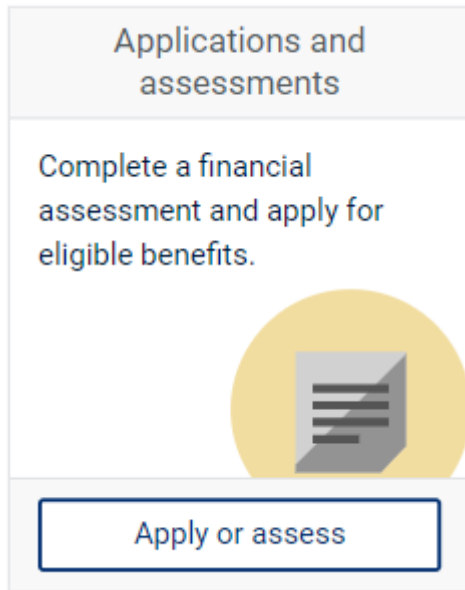
Continue as a guest

The platform will create a unique reference number, which can be used to log in at another time to continue the same financial assessment.

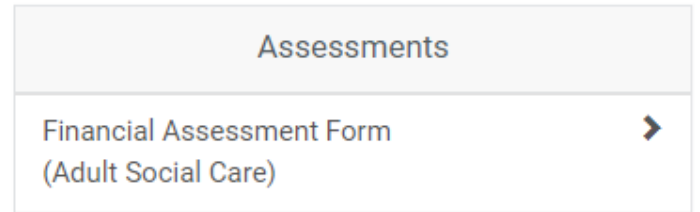
Southampton City Council advisors can use this in certain circumstances to help you with starting your assessment form, for you to complete later.



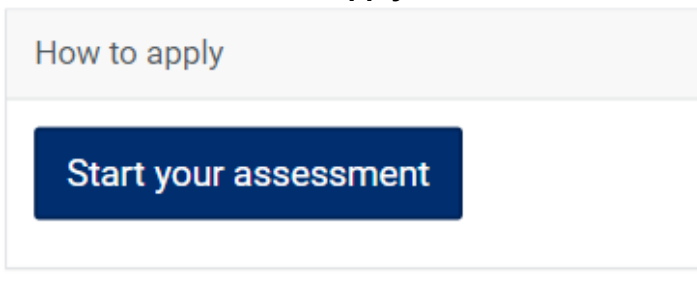
5. From the home page, click on **Apply or assess** under the **Applications and assessments** section



6. Click on **Financial Assessment Form (Adult Social Care)** under the **Assessments** section.

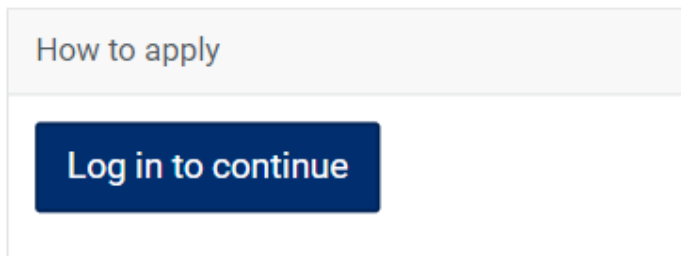


7. Now that you have created your account, you can begin your Financial Assessment form by clicking on the **Start your assessment** button under the **How to apply** section.



Tip:

If you go to this page before logging in, the button will ask you to log in first.



Tip:

Clicking **Continue as a guest** will create a **Q Reference number**, which is a unique number that will be used as your username and password. You should keep note of your reference number so you can return to your assessment in the future.

Record your reference number

You may return later using the following reference number:

Q - 1234567 - ABCDEFGH

Write this down (or take a picture with your smartphone) and keep it safe.

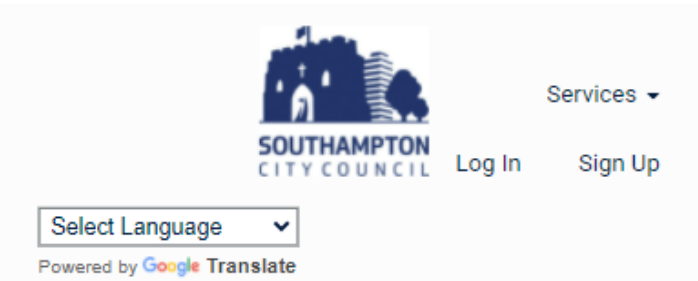
If you lose this reference number you will be unable to access this account.

Yes, I've recorded the reference number

IMPORTANT

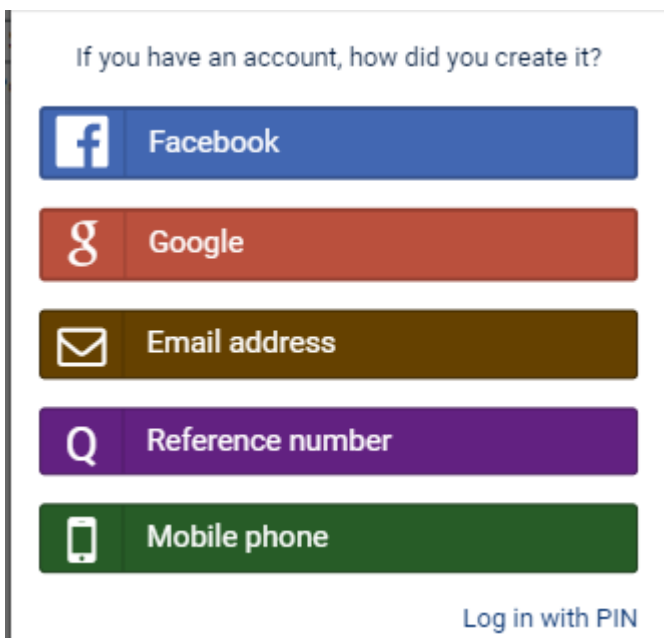
Do not share your login details with anyone.

Logging in to an Existing Account



1. Select **Log In** from the options at the top of the screen.

2. Select the option you have used to create your account.



Facebook	Log in using your Facebook account
Google	Log in using your Google account
Email address	Log in using the email address and password you have already set up
Reference number	Use a "Q Reference number" previously created to access an assessment form you have already started
Mobile phone	Use your mobile phone number and date of birth to log in
Log in with PIN	Use a PIN given to you by another user to log in to their account securely and help them with an assessment form

**Using an account with your Facebook or Google login will not post anything to the social media platform. It will only use your Facebook or Google account to create your BetterCare account.*

TIP:

Logging in with a reference number will use the Q Reference created previously when choosing the “Continue as guest” option previously.

Log in with ref. no. ✕

An example reference number is:

Q-1234567-ABCDEFGH

Reference number

Q	-	7 Numbers	-	8 Letters
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Paste from clipboard

Log in **Back**

3. Click on “**Apply or assess**” under the “**Applications and assessments**” section.

Applications and assessments

Complete a financial assessment and apply for eligible benefits.



Apply or assess

4. Click on “**Financial Assessment Form (Adult Social Care)**” under the “Assessments” section.

Assessments

Financial Assessment Form (Adult Social Care) ➔

5. You can now start a new assessment or continue with your current assessment. It will open on the last page you left it on.

Your assessments

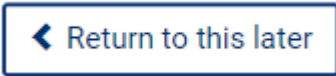
Start a new assessment

Assessment started a few seconds ago ⓘ

17%

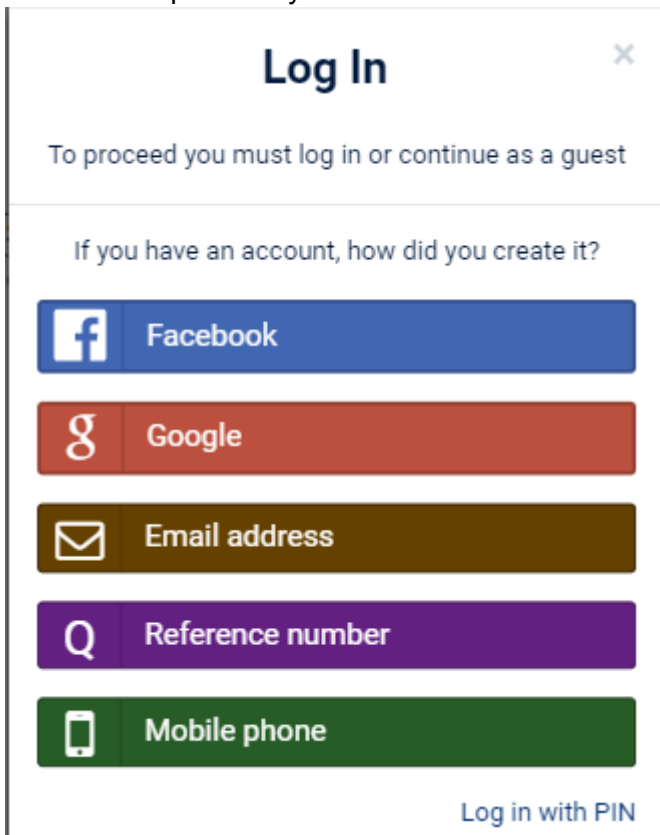
Continue with this assessment **More options** ▼

Returning to an Assessment Later

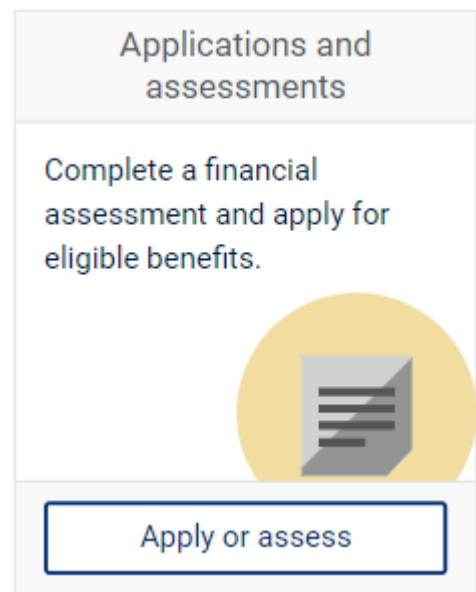


1. At any point while you are filling in the assessment form, you can decide to leave and continue the assessment at a later stage. Click the **Return to this later** button at the top of any assessment form page to save your progress and close the form.

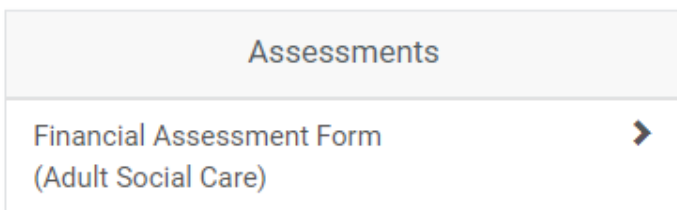
2. When you want to continue with your financial assessment form, you will need to log in as shown previously.



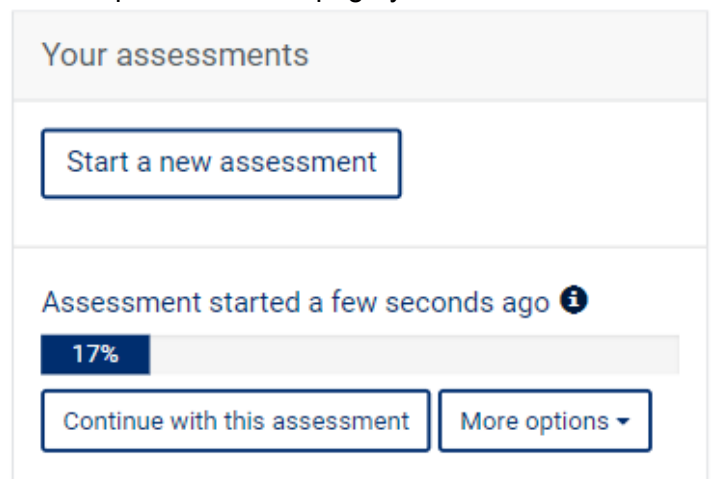
3. Click on **Apply or assess** under the **Applications and assessments** section.



4. Click on **Financial Assessment Form (Adult Social Care)** under the **Assessments** section.



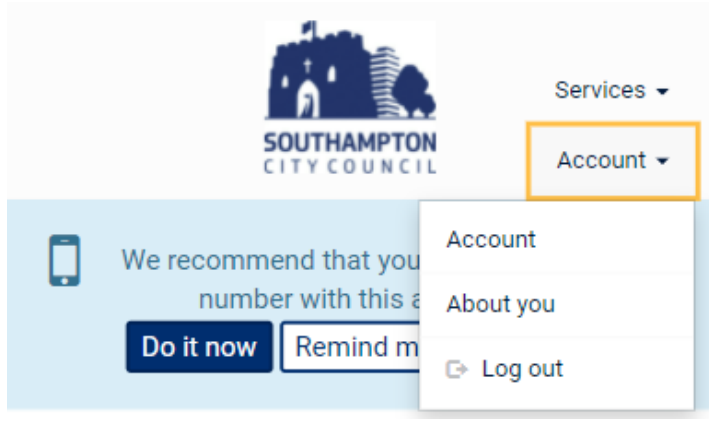
5. You can now start a new assessment or continue with your current assessment. It will open on the last page you left it on.



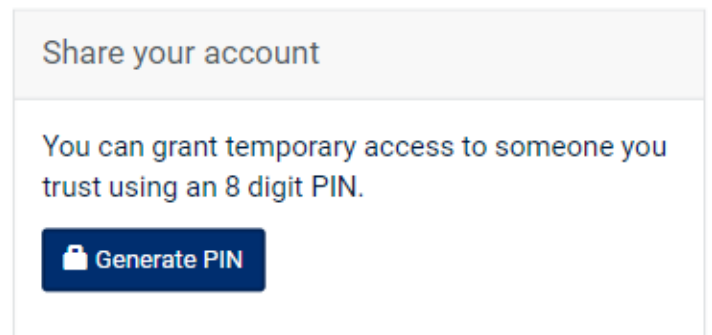
Sharing a PIN Login When You Need Help

If you need help while filling in a financial assessment form, you can send a PIN to someone you trust and they can log in and fill in your assessment form with you.

1. After you have logged in to your account, select the **Account** option from the **Account** dropdown menu.

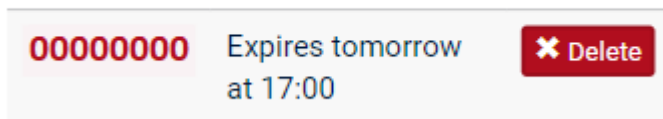


2. Click on the **Generate PIN** button.



3. An 8-digit PIN will be created. This will give another person access for 24 hours to your financial assessment form and all information that you have entered.

You have 1 active PIN.



IMPORTANT

Do not share your account log in details with anyone. Sharing a PIN is a secure way of having someone else help without giving them your log in details.

Do not share a PIN with anyone you do not know or trust. If someone you do not know, or does not work for Southampton City Council asks you to share a PIN, do not share it with them and call Southampton City Council.

Finishing a Financial Assessment

After you have entered all your information into the financial assessment form, click the **Submit assessment** button on the last page. This will send your assessment form to the council to process.

You have reached the end of the form

You can now review and amend your form using the page numbers. When you're happy with all the information you've provided please click the submit button.

Submit assessment

Uploading Evidence to Support Your Assessment

After you have submitted your financial assessment form, Southampton City Council may require certain documents to support the information you have provided.

1. The final page after submitting your financial assessment form will let you know what documents you will need to send to the council.

i What evidence to send us
Send me this list of evidence

1. Evidence of your identity >
2. Your National Insurance Number >
3. Evidence of property/tenancy >

If you need help or are struggling to provide any of the information we have requested, you must contact us at:
fab.officers@southampton.gov.uk or by calling 02380833003

2. Clicking on any of the options will list the documents the council will need to see and how many documents you will need to send.

1. Evidence of your identity ▾

Please provide any one of the following:

- Birth or Marriage certificate
- Full or provisional driving licence (photo card or paper)
- Passport (current and valid) or national identity card
- Utility bill in your name, received within the last three months (but not a mobile phone bill)
- National Insurance number card (not hand-written)
- Bank statement (recent)

3. You can provide evidence in three ways

Upload evidence now	Upload documents that are on your computer or take a photo with your phone camera.
By email	Displays the email address to send documents to.
By post	Displays the postal address to send the documents to.

📄 Upload evidence now

i Other ways to send evidence to us

- By email >
- By post >

If You Need to Contact Us

If you need any assistance or have any questions about filling in the financial assessment form, please do not hesitate to contact us at fab.officers@southampton.gov.uk or by calling 02380 833 003.