**SOCIAL WELFARE DEPARTMENT**

**SWD ELDERLY INFORMATION WEBSITE**

**USER GUIDE FOR MANAGING USER ACCOUNTS FOR RECOGNISED SERVICE PROVIDERS OF THE PILOT SCHEME ON COMMUNITY CARE SERVICE VOUCHER FOR THE ELDERLY**

**VERSION 0.2**

(Updated in November 2018)

**The Government of the Hong Kong Special Administrative Region**

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6. **OBJECTIVES**

**Recognised Service Providers (RSPs) of the Pilot Scheme on Community Care Service Voucher for the Elderly (Second Phase) are invited to update vacancy position(s) of day care places and/or home care places in the web content management system of the SWD Elderly Information Website to enhance information transparency and promote informed choice of elderly persons and/or their carers in selecting RSPs that meet their individual needs.**

**This user guide targets at guiding CCSV RSPs to manage their user accounts in terms of**

**◼ updating vacancy position(s) for day care places and/or home care places and**

**◼ resetting their password and/or email address affiliated to their user accounts.**

**2. PROCEDURES OF UPDATING VACANCY POSITION(S)**

**Step 1: Login the web content management system in SWD Elderly Information Website**

Login path: https://elderlyinfo.swd.gov.hk/cmsuser

**Step 2: Enter the Username and Password distributed to you in a separate email; and wordings and/or numeric displayed in the CAPTCHA(驗證碼).**



For successful login, users would be able to access the front page of the web content management system.

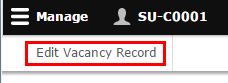


For unsuccessful login, users would be required to re-enter the username and/or password and/or CAPTCHA in the login page in accordance with the system alert messages displayed.

**Step 3: Click “Manage” on the top-left corner after successful login.**



**Step 4: Click “Edit Vacancy Record” under “Manage”.**



**Step 5: Click “Edit Vacancy of (Code of CCSV Recognised Service Provider) (Name of CCSV Recognised Service Provider).**



**Step 6: Enter the vacancy position(s) for day care places and/or home care places.**



**Step 7: Click “Submit” button to update vacancy position(s).**

Remarks: Vacancy position(s) for day care places entered shall not exceed the capacity for day care places. Vacancy position(s) for home care places entered shall not exceed the capacity for home care places.

**Step 8: To review the published vacancy position(s), click “Search Engine”.**

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**Step 9: Click “Recognised Service Providers of Community Care Service Voucher”. Enter the name of the Recognised Service Provider in the keyword search box and Click “Search”.**

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**Step 10: Search result(s) would show the Recognised Service Provider requested. Click “Detail” to enter the service profile.**

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**Step 11: Click “Pilot Scheme on Community Care Service Voucher (CCSV) for the Elderly” to view the published vacancy position(s).**



**Step 12: Preview and check the display of the published vacancy position(s).**

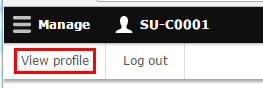


1. **PROCEDURES OF CHANGING PASSWORD/ EMAIL ADDRESS**

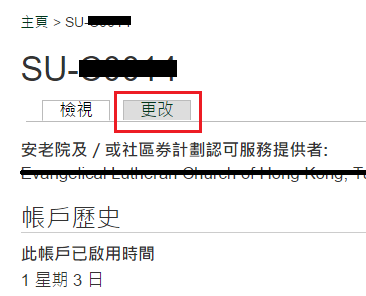
**Step 1: Click Username on the top navigation bar.**



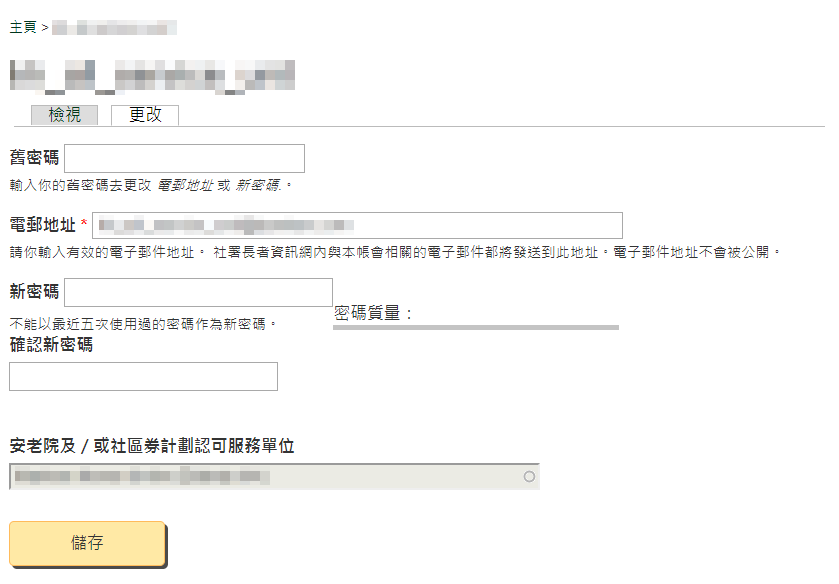
**Step 2: Click “View profile”.**



**Step 3: Click “Edit”.**



**Step 4: Enter your current password and your new email address/ new password, if applicable. Save your changes by clicking “Save”.**

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Remarks: Password policies should be adhered. The new password must include enough variation to be secure. Password must be:

* at least 8 characters in length；
* at least 1 digit (i.e. 0-9)；
* at least 1 uppercase character (i.e. A-Z)；
* at least 1 lowercase character (i.e. a-z)；
* at least 1 special character (e.g. @/ #/ \*/ $/ **?** / **!** , not whitespace or an alphanumeric)；
* not identical to one of the  last 5 passwords that were used for the account.

1. **PROCEDURES OF RESETTING PASSWORD**

**Step 1: Click the following link: https://elderlyinfo.swd.gov.hk/cmsuser**

**Step 2: Click “reset password”.**

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**Step 3: Enter the Username/ Registered email address and wordings and/or numeric displayed in the CAPTCHA(驗證碼). Click “Request a reset password email”.**

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Check your email inbox. System will immediately send an email with password reset link to your account's email address.

**Step 4: Click the password reset link in the email.**



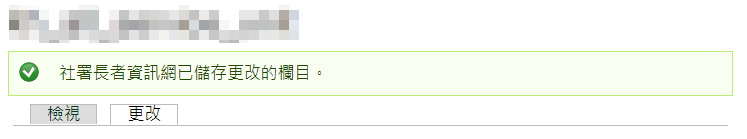
**Step 5: Click “Login” to enter the password reset page.**

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**Step 5: Choose a new password and enter your email address (if any changes are needed). Save your changes by clicking “Save”.**

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After this is done, the following message will be shown indicating the successful password change.

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1. **CONTACT INFORMATION**

For enquiries on this user guide, please contact the Community Care Service Voucher Office:

Telephone Number: 3107 3085/ 2989 1418

Fax Number: 2117 1264

Email Address: elderlyinfo@swd.gov.hk