Introducing the CQC provider portal

The CQC provider portal is an online system that enables registered health and social care providers to submit [statutory notifications](#) and apply to make changes to their [CQC registration](#) quickly and efficiently.

Benefits of using the provider portal

Interact with CQC more efficiently
Our pre-populated online forms mean they are quicker and easier to complete than paper copies.

Keep track of CQC transactions
The provider portal maintains a clear audit trail of all your submitted forms in one place.

Multiple users
You can set up accounts for delegated users who are able to draft submissions for you. Delegated users can be set up so that they can submit forms on your behalf.

How do I get started?

We'll invite registered providers and registered managers to join the provider portal by email.
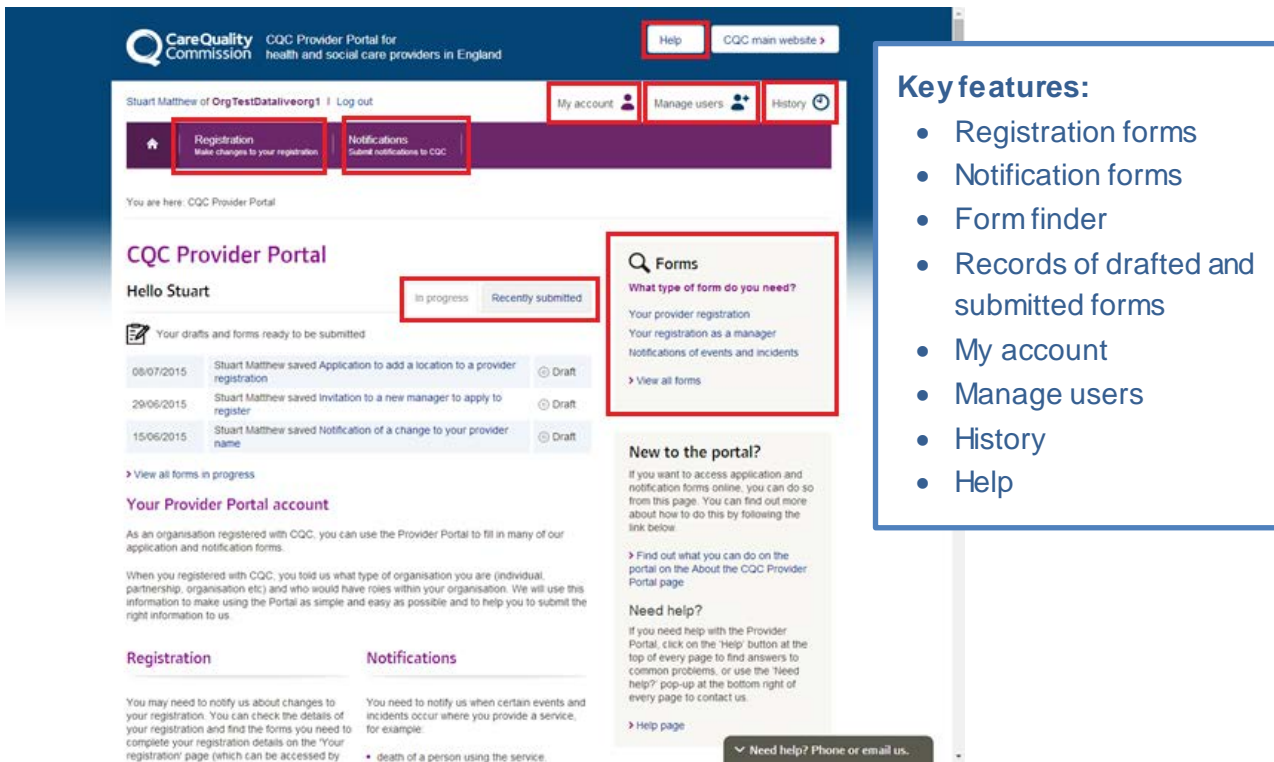
Setting up your account will take approximately 10 minutes. To start, simply click on the link in the email we send to you.

The link will take you to the provider portal where we will ask you to:

- Confirm who you are.
- Confirm the email address you'd like to use for your account.
- Choose your password and set two security questions.
- Tell us where notifications of your transactions should go (your email address or someone else's).
- Activate your account and log in.

You won't have to fill in any information about your service to get started.

Your account will be pre-populated with all of the registration information we hold about your service (however, this might be an opportunity to check that it is up to date).

Key features:
- Registration forms
- Notification forms
- Form finder
- Records of drafted and submitted forms
- My account
- Manage users
- History
- Help

Accessing the provider portal

Once you have set up your account you will be able to access the provider portal at any time.

You will find a link to the provider portal in the top right-hand corner of the CQC website.

Help

Help button
You will find the 'Help' button on the top right-hand corner of the provider portal (even if you're not logged in).

You can find more guidance to help you manage your account, complete frequent tasks, and deal with any technical issues.

Online community support
The online community is a web based meeting place for providers and professionals. You can take part in live Q&As and submit feedback on CQC proposals.

You can ask questions and give feedback in the provider portal discussion.

Email assistance
Email our technical advisors by clicking on the 'Need help?' link in the bottom right-hand corner of the provider portal. We will respond within 10 working days.

Telephone assistance
Call our National Customer Service Centre on 03000 61 61 61 (option 4).