



Register/ forgot password

Before registration, please ensure you 'Opt In' to the service through the Customer Service Team

webportal.healthnethomecare.co.uk

Select 'Forgot your password?' on the homepage

Enter your unique 8 digit CT number that can be found on any dispatch note and your email address and select 'RESET PASSWORD'

You will receive an email with your new password on it which will allow you to log in to the portal

Change your password

Once you have logged in, click on the User Icon on the right hand side of the page and select 'Change Password'

Change your password to something more memorable

Click 'SAVE' to submit changes

Read the Welcome Pack

To read the Welcome Pack, click on the icon on the left hand side of the page



Ensure the Hospital Name and Address is correct

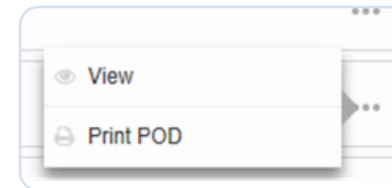
View previous deliveries

To view all previous deliveries, click on the icon on the left hand side of the page and then 'Completed Deliveries'



Completed Deliveries

You can see Order No, Delivery Date, Time and Delivery Status. To view the order in more detail, select 'View' on the right of the order.



You can then see further details including the items that were delivered

Confirm future deliveries

To confirm outstanding deliveries, click on the icon on the left hand side of the page and then 'Future Deliveries'



Future Delivery

Select 'Confirm Delivery' on the right hand side of each order needing delivery confirmation

Please select preferred Delivery Date and Time Slot

Type how many Days of stock you have remaining and add on any extra items such as sharps bins

Check the delivery address is correct and select 'CONFIRM DELIVERY'

If you have any questions or require any assistance, please call our dedicated Customer Service Team
0800 193 2027

