

Worcestershire County Council on behalf of the City of Wolverhampton Council Private Hire Taxi Driver Training Courses.

Operator User Guide

Request Approval for Operator Booking System

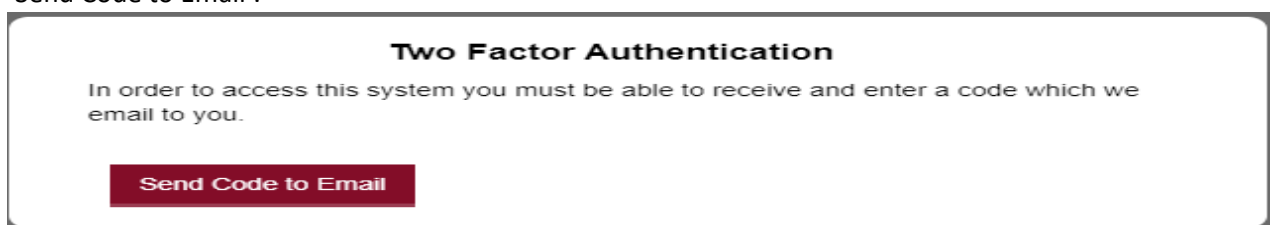
1. Use this link, [OperatorRequestAccess \(worcestershire.gov.uk\)](https://operatorrequestaccess.worcestershire.gov.uk) to enter company details needed to request approval from City of Wolverhampton.
2. Input company and contact details over the next couple of pages, each page will give you guidance on what information is required. At the end click 'Request Access'
3. You will receive a confirmation stating your request has been sent to City of Wolverhampton to review.
4. Once reviewed you will receive an email stating if the request has been approved or rejected. If approved, click on the link in the email to set up an account.
5. For the next step refer to next section of this guidance 'Creating a Taxi Operator Account'

Creating a Taxi Operator Account

1. On the first page you create an account.
NOTE: The details in section 1 'Personal Information' need to be the name and contact number of the person that will be managing the bookings.
2. When all the details have been completed, click 'Submit'.
3. You will receive a registration confirmation. Click on 'Continue'.
4. The next page will show the Terms and Conditions. Please read them, tick the box at the bottom of the page and click 'Confirm'.
5. For the next step refer to next section of this guidance 'Signing into your Operator Dashboard'

Signing into your Operator Dashboard

1. Every time you sign into your Operator Dashboard you will need to request a code to gain access, click on 'Send Code to Email'.

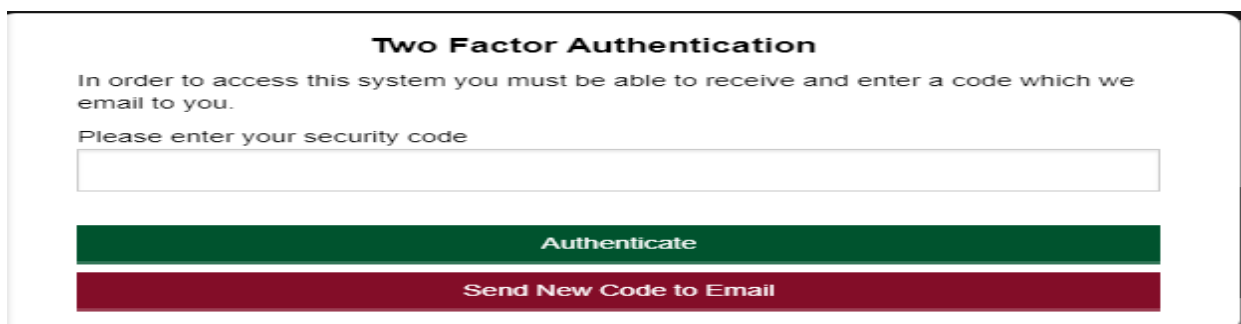


Two Factor Authentication

In order to access this system you must be able to receive and enter a code which we email to you.

[Send Code to Email](#)

2. You will receive an email stated the authentication code. Enter the code and click 'Authenticate'
3. If you do not receive an email, click on 'Send New Code to Email'.



Two Factor Authentication

In order to access this system you must be able to receive and enter a code which we email to you.

Please enter your security code

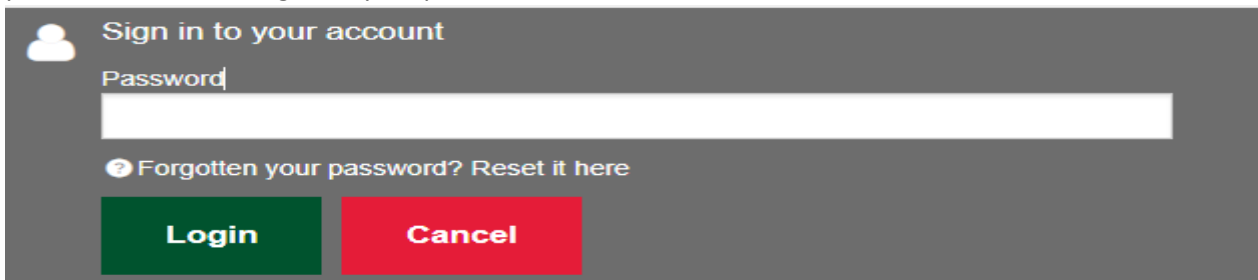
[Authenticate](#)

[Send New Code to Email](#)

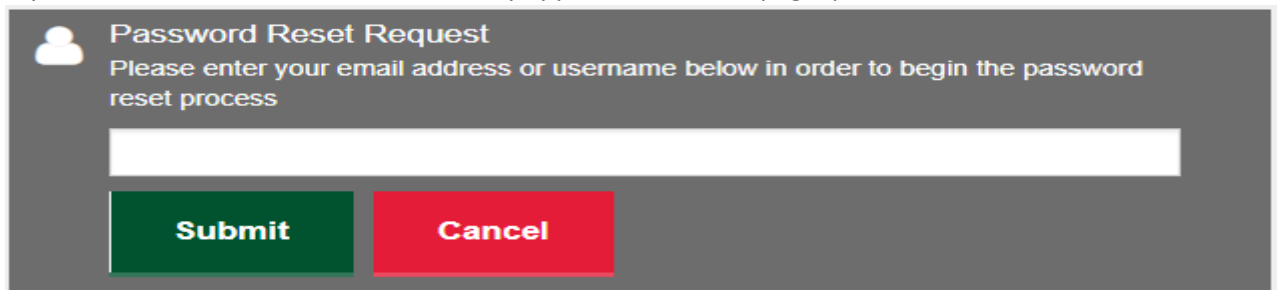
4. You are now in your Operator Dashboard. Save the page in your favourites.

If you need to reset your Password

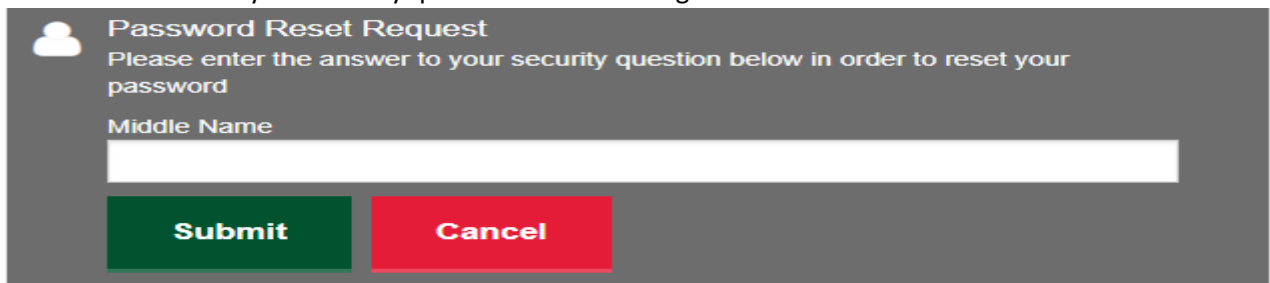
1. Every time you sign in you will need to put in the email address and password. If you have forgotten your password, click on 'Forgotten your password' underneath the 'Password' field.



2. If your email address doesn't automatically appear on the next page, put it in and click 'Submit'



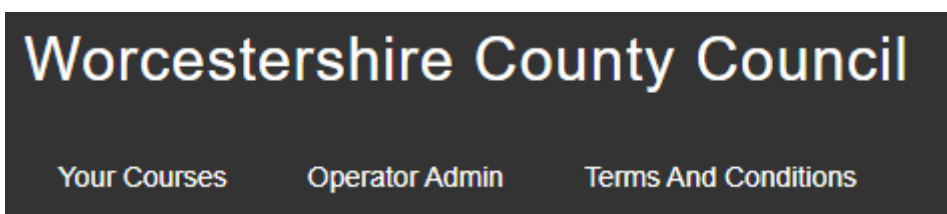
3. Enter the answer to your security question and submit again.



4. You will see a Password Reset Request confirmation stating an email has been sent to the email address containing a link to reset your password.
5. Click on 'Reset Password' in the centre of the email you have received. Type in the new password and confirm underneath.
6. You will get a confirmation stating, 'Password Reset Successful'. Click 'Continue' and put in the email address, then new password.
7. You will be asked to do the Two Factor Authentication process again. Once completed you will be in your 'Request Dashboard'.

Navigating your Request Dashboard

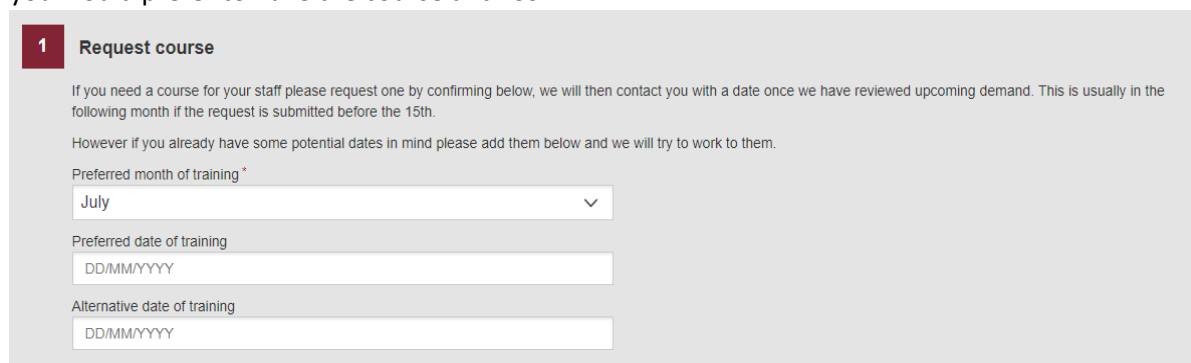
1. In the top ribbon there are 4 areas you can access in your dashboard. Your Courses, Operator Admin, Terms and Conditions and Guidance



- 'Your Courses' where you can request a course and view all present courses you have, (more guidance on next page)
- 'Operator Admin' where it states your 'Operator Admin' details. You can alter details if needed.
- 'Terms and Conditions' where you can view the 'Operator's Terms and Conditions'.
- Operator Guidance.

Your Courses (Requesting a course process)

1. When you click on 'Your Courses' in the top ribbon your dashboard will appear. If this is the first time you have used your dashboard the screen below will show, 'Request Course'. Select the month you want a course from the drop-down list, then 2 options for preferred dates will appear. Select the dates within that month you would prefer to have the course and 'Confirm'



1 Request course

If you need a course for your staff please request one by confirming below, we will then contact you with a date once we have reviewed upcoming demand. This is usually in the following month if the request is submitted before the 15th.

However if you already have some potential dates in mind please add them below and we will try to work to them.

Preferred month of training *

July

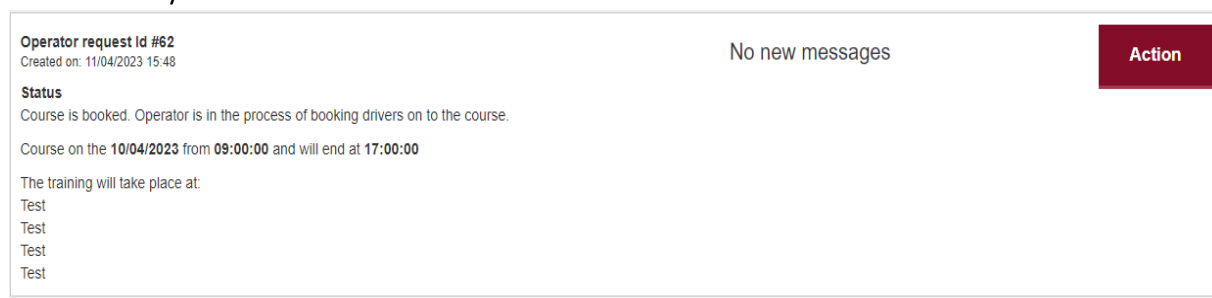
Preferred date of training

DD/MM/YYYY

Alternative date of training

DD/MM/YYYY

2. A confirmation for requesting a course will appear. Click on 'Your Courses' in the top ribbon. You will be directed to your dashboard and the course you just requested will be in the 'Open' queue.
3. The basic details of the course request will show on your dashboard. To see more details, click on 'Action' this will take you into the full details of the course.



Operator request id #62
Created on: 11/04/2023 15:48

No new messages

Action

Status
Course is booked. Operator is in the process of booking drivers on to the course.

Course on the 10/04/2023 from 09:00:00 and will end at 17:00:00

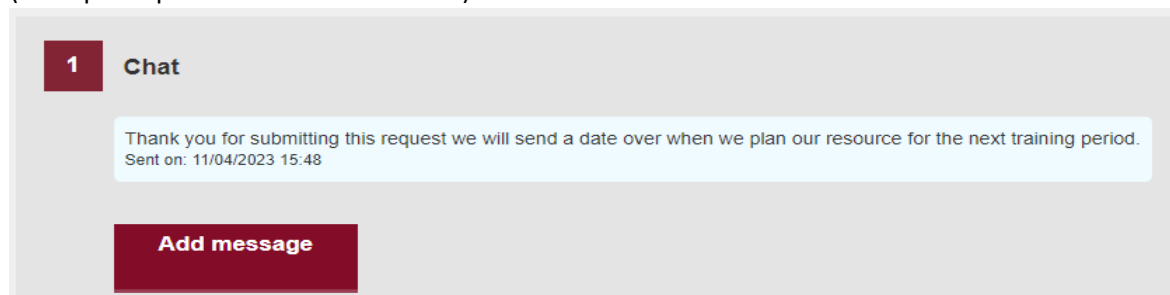
The training will take place at:
Test
Test
Test
Test

Full Course Details and the process after requesting a course

1. Section 1 - 'Chat'.

When you request a course and throughout the process all correspondence will appear in this chat. Your messages and Worcestershire County Council's (WCC) messages. When there is a new message you will receive an email notifying you of a new message. Click on the link in the email and you will go through to the message. (Once signed in). The new message will zoom in and out.

You can also see if there is a new message against a course on the dashboard, it still states 'New Message'. (Example in point 3 above this section).



1 Chat

Thank you for submitting this request we will send a date over when we plan our resource for the next training period.
Sent on: 11/04/2023 15:48

Add message

2. Section 2 – 'Request Details'.

This section shows the details of your request. This section will show once you have requested a course.

- Once a date has been selected by WCC you will receive a message stating the date and asking if you agree to it and to propose a venue. Click on 'Agree date and propose venue'. A pop-up box will appear for you to put the venue details in. When completed click on 'Propose as venue'

The image shows a 'Propose venue' pop-up form. The form is overlaid on a chat window. The chat window shows a message: 'Thank you for submitting this request we will send a date... Sent on: 11/04/2023 15:48' and another message: 'We can offer you 11/07/2023, if this is acceptable please... Sent on: 11/04/2023 20:51'. Below the chat is a green button labeled 'Agree date and propose venue'. The 'Propose venue' form has fields for: Building Name or No, Street, Town, County, Postcode, and a text area for 'Any additional information to send with the venue (if not leave blank)'. A green button labeled 'Propose as venue' is at the bottom of the form.

- Once WCC has agreed the venue and created a course for you, you will receive a message and you can pay for the course. The full amount must be paid before you start adding your drivers.
NOTE: You will now be able to see sections 3: Course Details; 4 Payments; and 5 Drivers.

The image shows the 'Payments' section. It lists the following fees: Course fee (£800.00), Hotel/parking fee (£100.00), Mileage fee (£0.00), and Other fees (£0.00). Below the list is a large green button labeled 'Make payment'. The text 'No payments made' is displayed in the center of the section.

- Once payment has been made you will receive an email confirmation and VAT receipt. The course will move in your dashboard to the 'Booked' queue.
- You can now start adding your drivers. You will be allowed to add up to 20 drivers. Any over that amount can be added up to the maximum amount for that course and payment will need to be made for each additional driver.
NOTE: You will need to upload the drivers Driving Licence and proof of National Insurance Number. **Any drivers whose Drivers Licence and National Insurance documents are not correctly uploaded will not be allowed to attend the course.**
- You can add and cancel drivers up to 48 hours before the course.

Extra Information

If payment has not been received within 5 days prior to the course, you will receive an email reminder.

On the day of the course, it will move to the 'Complete' queue on your dashboard. It will then disappear overnight.

You can request another course at the bottom of our Dashboard by clicking on 'Request a course for your drivers'