**Creating and managing your SCWonline account**

**What is SCWonline?**

SCWonline is the secure online site for Social Care Wales. You can log in to SCWonline to register, and to check or update your information.

SCWonline is available at any time, or your smartphone, on your PC or tablet.

You can use your SCWonline account to:

* Apply to register
* Update your contact details
* Keep a record of your post-registration training and learning ([PRTL](https://socialcare.wales/registration/your-responsibilities-as-a-registered-person#section-293-anchor))
* Renew your registration
* Pay your fees
* Apply for a bursary (social work students only)

Employer and higher education institution signatories can use SCWonline to see and manage information about their employees/students including application endorsements, confirmed competence and removals.

You need to create an account to use SCWonline. To do this, you need to use a personal e-mail address that is not being used by another person.

**How do I create an account?**

1. I have never been registered and am not a student

You need to go to [www.scwonline.wales](http://www.scwonline.wales) and click ‘sign in’, then select ‘create account’. Enter an email address that is unique to you and create a password that is 8-10 characters including one letter and one number. Make sure you remember these details for future use.

Clicking ‘submit’will log you in.

1. I am currently registered with Social Care Wales or I have been registered in the past

You will need to email [enquiries@socialcare.wales](mailto:enquiries@socialcare.wales) to request a code to create a new account. This will ensure that your account is connected to the information we have for you.

1. I am a student

Wait for us to send you an email invite with a link to create an account. We will receive your details from your University beforehand.

If you create a new account without the link in the email, you will need to be merged and this will delay your application.

1. I am a signatory

You will be sent an email to activate your account as soon as we have confirmed that you are an approved signatory by email.

You will need to email [enquiries@socialcare.wales](mailto:enquiries@socialcare.wales) if you have not received this.

**What if I have created an account but I can’t remember my log in details?**

If you have previously created an account since our IT upgrade in April 2018, you can select the ‘reset your password’ button. This will take you to a page where you will need to enter your email address.

When you have done this, you will receive an e-mail. You can then reset your password. Please contact us if you do not receive one.

**How do I change my password?**

1. If I am logged in

If you are already logged in, you can do this by going to ‘My Contact Details’ and selecting ‘Account Details’.

1. If I am not logged in

You will need to contact us so that we can confirm your identity and change your password.

**If you need more help:**

You can contact us, we are open Monday to Friday, 9am-5pm on 02920 780646 or email [enquiries@socialcare.wales](mailto:enquiries@socialcare.wales)