

Frequently Asked Questions (FAQs) for Service Providers

Q1: I have forgotten my password or username, how do I reset it?

A: You can reset your password or find your username by following the links provided on the Login page, as shown below:

Log In

Please enter your user name and password. If you don't have an account, you can register [as a business](#) or [as a provider](#).

* indicates a required field.

Account Information

Username *

If you've forgotten your username [click here to retrieve it.](#) **Click here and enter the email address you used when registering your profile**

Password *

If you've forgotten your password or your account has been locked out [click here to reset your password.](#)

Keep me signed on?

Click here and enter the username you created when registering your profile

LOG ON

Once you have followed the instructions an email will be sent to the email address you set when creating your profile. Note your email account may treat the email as SPAM or JUNK so please check these folders if you still have not received an email after a few minutes.

Q2: How do I create a new service?

A: Login to the system using your User Name and password.

Click on the Services tab, and choose Create a New Service

Enter the Service Name (Title), Description, and choose the applicable service categories and regions **the service will be available in.**

Service Description

- The maximum capacity for the description field is 5,000 characters.
- Given the number of providers registered, it is useful to have a clear description of the service to enable businesses to make a more informed choice.
- Ensure the most relevant information is entered in the description field first – this will be the information seen by a business!
- Is it a workshop, or one on one training?

- What does the training consist of?
- What are the learning outcomes for the business owner?
- What is the time commitment for the business?
- What is the cost of the service?
- Service subjects (categories) and region – to add an extra level of search functionality for a business it is possible for the business to search for a specific category and region. They will see a brief description of the service, details of any ‘events’ (i.e. workshops/courses) already available to book on, or contact details to arrange one-to-one training.
- Once information is entered it is submitted to us for registration.
- You will be advised by email if the service is registered or rejected.
- If rejected there will be a comment indicating why. Use the EDIT function on the service description page to amend the service description.
- When registered the service will be visible in the Marketplace.

Q3: Can other people from my business access the system?

A: If you would like to set up additional users under your profile, log in and click the USERS tab. You have the option to edit your own profile here or create additional users.

Remember to tick the administrator box if you would like the new user to have full functionality within the system.

Helpdesk:

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