

CUES Registration

Step 1 – Register your Practice.

Please use the link below to register your Practice on CUES.

<https://primaryeyecareservices.online/practice-signup/>

Please ensure you complete all the required fields and ensure you use the correct Postcode and ODS code for your Practice. Please ensure you upload PDF copies of all documents you are prompted to supply. We cannot accept Airsweb and excel copies.

Once you have completed this, our team will review your application to ensure it has been completed correctly and you have supplied all the info we require to enable you to deliver the service. If we are missing anything, a document is incorrect or out of date, you will get the opportunity to amend and resubmit your registration. This will come by way of an email with advice and a link to access the registration to make these amends.

Step 2 – Sign your Contract.

Once you have completed your Practice registration and it has been approved. You will receive an email from 'Sign Now' asking you to electronically sign your contract.

Please ensure you record your Practice ODS code when signing this document.

Step 3 – Register your Practitioners

When you have signed your Practice contract, you will receive an email confirming this has been received by PES, alongside a request to start onboarding your Practitioners. The email will include two links:

Link 1 – To register Practitioners that to date are not delivering CUES at an alternative Practice and have no OPERA account

Link 2 – To register Practitioners at your Practice to deliver CUES, when the Practitioner has already registered as Practitioner at another participating CUES practice and has an existing OPERA account.

Please note:

- We would advise that the Practice shares the links with Practitioners to complete themselves, as there are a number of documents that will need to be uploaded.
- The email address Practitioners use for this process will be the email address used to set up their OPERA account.
- When completing this process Practitioners need to ensure they use the correct ODS code for the Practice they are registering against, and the correct GOC and NPL number, as the whole registration/ onboarding system hinges on this information being correct.
- When providing documental evidence Practitioners need to ideally upload PDF copies.
- Please note Safeguarding certification must be valid* (*within the last 3 years)

Step 4 – OPERA registration

Once Practitioners have completed their registration **via link 1** the PES team will review their documentation and approve the Practitioner to enable them to deliver the service. If for any reason the registration form has been completed incorrectly or the documentation provided is not sufficient, practitioners will be given the opportunity to amend and resubmit. This will be by way of an email to that effect, which will outline the 'issue' and provide a link to edit their registration form.

Once the Practitioner is approved, they will receive an email with their OPERA Login and password, at this point the Practice and Practitioner is 'Service ready'. The Practice and Practitioner can then start to deliver the service in line with the agreed launch date set out in the original Practice registration email (Step 1).

If a Practitioner has followed **link 2**, as they have previously registered to deliver CUEs elsewhere and already have an existing OPERA account, the ODS code of the new Practice will be added to their login and then they too are 'Service ready'. The Practitioner will not get a notification that this has been completed, they will need to check their OPERA login for this update*. Once processed, the additional Practice it will appear as a drop-down option when the practitioner logs in to their OPERA account – **Please allow 24-48 hours for this to be processed.*

Opera support

There are a number of support videos available to Practices and practitioners to introduce you to the OPERA system, we highly recommend that you watch these before commencing the set up of your OPERA account and start to deliver the service.

<https://help.optom-referrals.org/category/249-cues-introduction-videos>

<https://help.optom-referrals.org/category/254-status-of-opera-system>

Onboarding support

If at any stage in the onboarding process you need help or support, please contact the PES Team on onboarding@primaryeyecare.co.uk