



"I used the eBEST system for the first time this week and it was a breeze – simple to access and easy to submit amendments and claims."

David Natrass, School Business Manager, Yanwath Primary School, Cumbria

Important: How to register for eBEST, our online policy administration system.

What is eBEST?

eBEST is our web based policy administration system. Schools can register and use eBEST to notify us of their claims and make staff adjustments. eBEST also offers schools a range of additional benefits which simplify the process of managing their Staff Absence Insurance policy. **The registration process is simple and the system quick and easy to use.**

See overleaf...



Who can use eBEST?

eBEST is available to all schools who buy our Staff Absence Insurance protection.

Schools who currently use our call centre facility may register and make the move to eBEST.

Your school only needs an internet connection and you can sign up and start using eBEST today. When you complete the online registration process we will provide you with a 'User Name' and 'Password'.

"I found the eBEST system very user-friendly with precise instructions to follow. I found it very easy to input data and also to look back on history of staff members and to continue and end claims."

Patricia Williams, School Clerk, St. Illtyd's RC Primary School, Merthyr Tydfil

0800 783 3500 info@capitabest.co.uk 01454 616 810 capitabest.co.uk

BEST, Minton House, Woodlands, Woodlands Lane, Bradley Stoke, Bristol BS32 4JT

How do I register to use eBEST?

The registration process is simple:

1. Visit our website at www.capitabest.co.uk
2. Navigate to eBEST by clicking on the eBEST link shown on the www.capitabest.co.uk home page
3. When on the eBEST homepage you will see a blue box with two blank fields to register your 'User Name' and 'Password'. Above this box is a line saying 'if you have not registered yet click here' To start the registration process click through using the link.
4. You are now on the **registration page**. On this page you will see the following blank fields, please complete each of these fields.

Policy number – please enter your current policy number.

Your name – please enter the name of the person completing the online registration.

Position at school – please enter the position at the school of the person completing the online registration.

Email Address for all eBEST contact – please enter the email address you would like us to use for all eBEST related communications.

Telephone number – please enter a contact telephone number we may use when contacting the school.

Please press **SUBMIT when you have completed the registration form. Once you have submitted the form we will send you an email with your User Name and Password.**

If you do not receive an email with your User Name and Password within two hours, please check your Junk Email folder as your email provider may have filtered it as 'spam' or call us on **freephone 0800 783 3500**.

What are the benefits of using eBEST?

eBEST allows schools to:

- Change their school details
- Update their staff list
- Amend their school holidays and inset days
- Register new claims
- Continue existing claims
- View previous submissions.

Users of eBEST will quickly discover that the programme is very user-friendly and has many useful functions.

For example, the staff list is very easy to manipulate.

The staff list can:

- Show or hide deleted members of staff
- Be sorted by name, staff number, staff category, the date they joined the school, and other criteria depending on the needs of the user
- Be sorted to show actions taken within the last day, week or month, or to show all
- Once manipulated according to the user's needs, the list can then be viewed and saved in a printable PDF format allowing the user to work from the list whilst away from their PC.

The Holidays section of the programme allows the school user to:

- See the full list of holidays currently loaded onto their account
- Add, edit and delete holidays from their list
- Upload holidays and inset days.

The Claims section of the programme has many useful functions including allowing the school user to:

- Filter the list of claims to meet the user's needs
- View all submitted and existing claims
- Add a new illness or accident absence claim
- Add a new maternity/paternity/adoption claim (where cover has been purchased)
- Continue an existing claim
- Add doctor's certificate details to (existing) claims.

The system also has a Submission History section which provides a list of all actions which have taken place on the account, when and by whom.

Finally, there is an extensive and easy to use Help section within the system. We think that school customers will find eBEST easy-to-use and a valuable time-saver.