



Somerset C-Card User Guide

Issuing, Registrations and Click and Collect

Updated December 2025

<https://manage.mycard.co.uk>

The Somerset C-Card Scheme data site is a website designed to enable C-Card partners to:

- Register young people on the C-Card Scheme, including C-Card+
- Understand the prompts around Fraser Guidelines
- Issue condoms to young people who already have a C-Card
- Check for orders if you are a C-Card+ click and collect issue point
- Search for young people if they need something amended

This user guide is for general users and explains how to register young people on the database and how to distribute condoms to young people.

It also includes a basic guide for how to check for orders on C-Card+ and how to process them.

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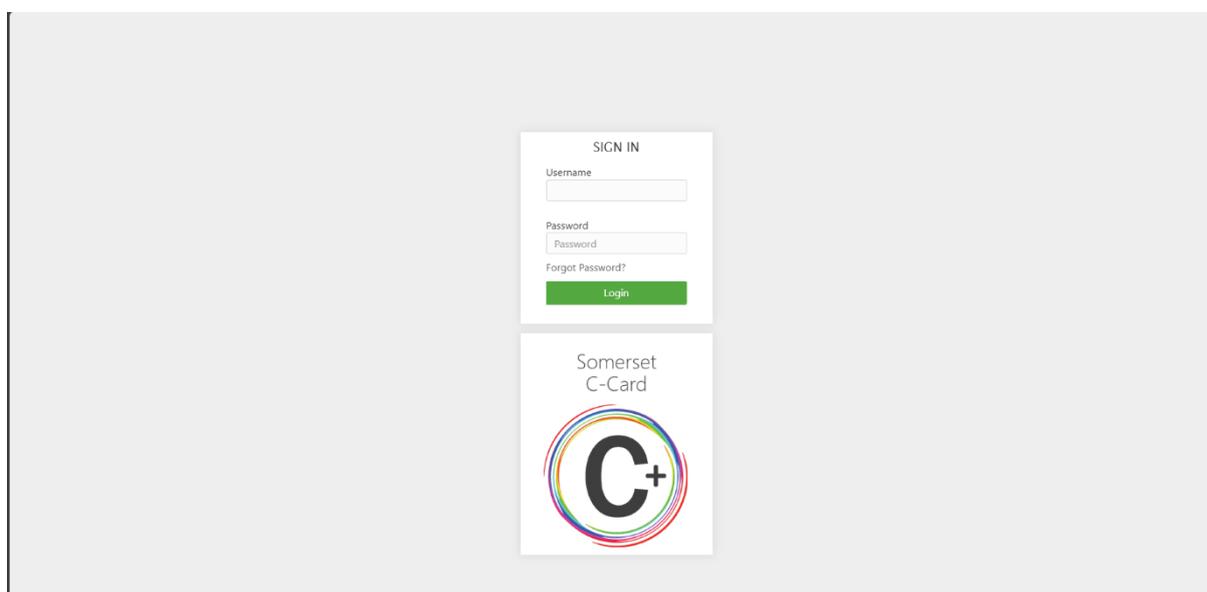
- How to log in and '**clock in**' to an issue point
- How to register a young person onto the scheme
- How to issue condoms to a young person who already has a C-Card
- How to amend a young person's details
- How to **re-activate** a young person's registration
- How to replace lost/stolen C-Cards fobs
- How to '**upgrade**' someone onto C-Card+
- How to resend the C-Card+ email to a young person
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First time logging in

After completion of the training, the C-Card coordinator will set you up with a login for the data site based at <https://manage.mycard.co.uk>.

As the site is browser based, you can log in on any device with a browser, and you can use any browser you prefer. This is a good time to bookmark the site, so you don't have to type it in again.

Your email will be your username, and you will also be given a generic password for when you first login. Go ahead and login with these details using the login page.



The first action you need to do is change your password from the generic one you were given. You can do this by clicking on the profile icon in the top right of the page, it looks

like this: 

Click on '**Profile**' and then scroll down to change your password.

Now you have changed your password, your profile is secure and you're ready to use the website.

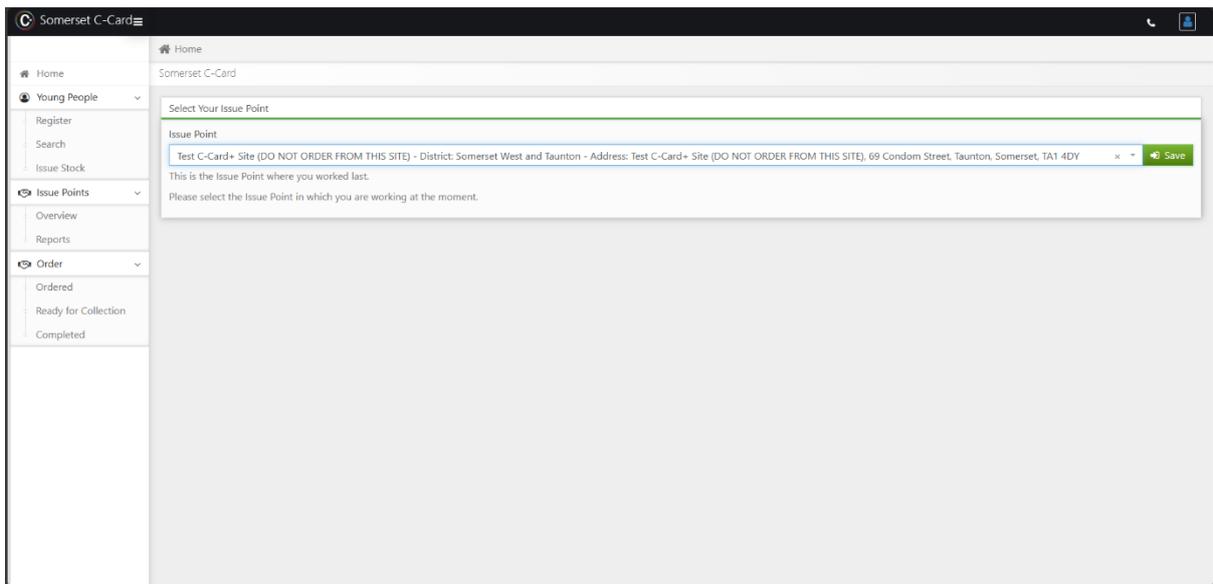
Click the '**Home**' button to return to the front page

Clocking in

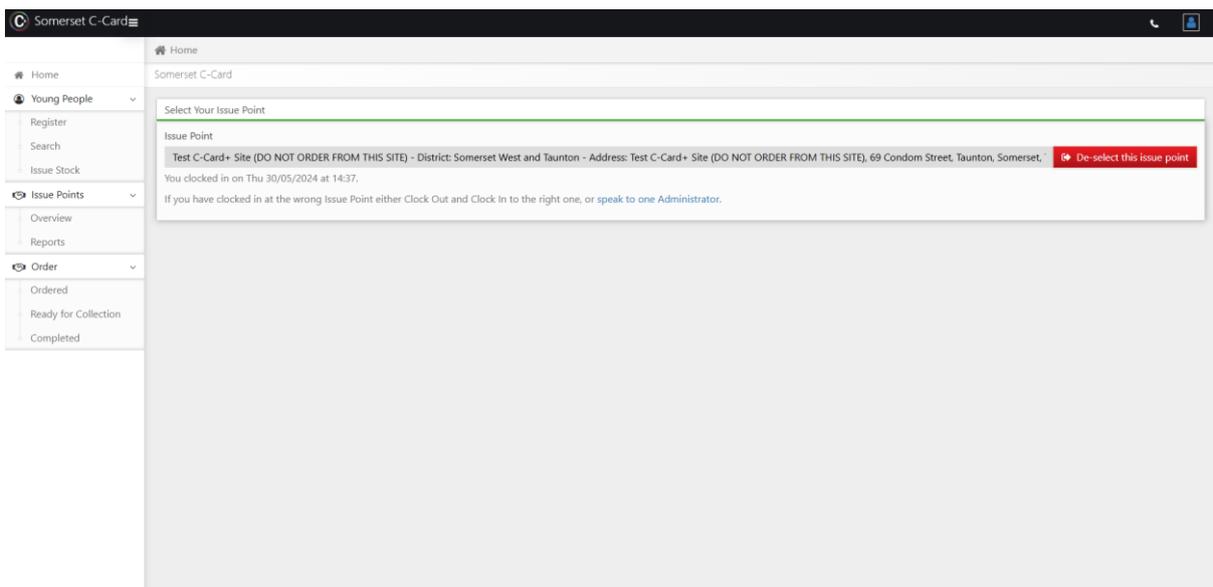
You'll notice the large button on the right is currently green, this is because you haven't '**clocked in**' to an issue point. If you click on the box under **Issue Point** it will open, and you can select the issue point you are using today. Then click the **green** button that is labelled '**Save**' and '**clock in**' to that issue point.

This tells the system where you are administrating C-Card.

If you can't find your issue point, please contact the C-Card Coordinator, who will be happy to add it to the system.



Now you're '**clocked in**' you will notice the button has now turned **red**.



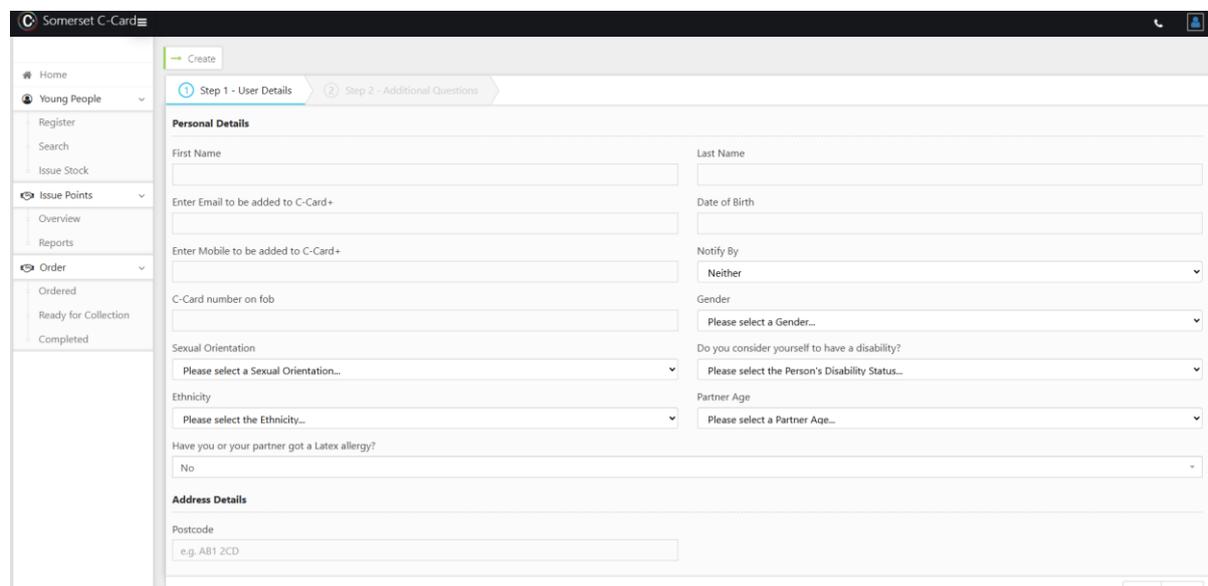
Registering young people onto the system

Click on 'Register' under **Young People** on the menu on the left of the screen. You will see page one of the registration form for adding young people onto the C-Card scheme.

Following a consultation, you can go ahead with filling out the registration live with the young person seeing what you are inputting. Click the drop-down options and have the young person select their choices off the screen.

Don't forget to ask if the young person has allergies to latex or if their partner may have. The form is self-explanatory, so go ahead and fill in all the fields, if the young person has anxiety about giving their postcode, you can use your office one, but most people will be fine. Explain that we don't share data and it is purely for our reports.

If you forget to fill out any of the fields, the system will remind you and colour the field red.



The screenshot shows the 'Somerset C-Card' registration interface. On the left is a navigation menu with options like Home, Young People, Register, Search, Issue Stock, Issue Points, Order, Ordered, Ready for Collection, and Completed. The main area is titled 'Step 1 - User Details' and contains several sections: 'Personal Details' with fields for First Name, Last Name, Date of Birth, Enter Email to be added to C-Card+, Enter Mobile to be added to C-Card+, C-Card number on fob, Sexual Orientation, Ethnicity, and a drop-down for 'Have you or your partner got a Latex allergy?'; 'Address Details' with a Postcode field; and a 'Notify By' section with a dropdown menu currently set to 'Neither'. There are also dropdowns for Gender, Disability Status, and Partner Age.

If you are adding the young person to C-Card+, please remember to add an email and phone number here:

Enter Email to be added to C-Card+

Enter Mobile to be added to C-Card+

Also, please click the drop-down menu, so it sends the email to the young person at the end of the registration here:

Notify By

Email



Registering young people onto the system

Once you have completed page one of the registration page, click **'next'** at the bottom of the form to move onto the 2nd page.

This page covers everything you should have included within your consultation with the young person. If you entered a date of birth that means the young person is under 16, then the prompts for Fraser Guidelines will show, if they are over 16, then these won't appear.

Use the checkboxes to prompt yourself to think about these topics and finally at the end you will be ticking two boxes to confirm **'digital consent'** so that the young person understands we don't share their data, nothing is stored on your device, and they can be removed from the system if they request it.

Now you can give the young person their C-Card fob with their individual number on the back, along with 2 King Size, 2 Regular, 2 Flavours and 2 Intensity condoms. (If they have a latex allergy then you would give them some Skyns condoms instead)

Click the **'Finish'** button. The young person is now registered.

If you added them to C-Card+ they should receive an email with a link to the C-Card+ website (**myccard.co.uk**) this will be to set their password.

If possible, you can help them check to make sure they receive the email. They are now also a member of C-Card+ and can choose to pick up their condoms face-to-face or order online.

The screenshot shows the 'Somerset C-Card' registration interface. The left sidebar contains navigation options: Home, Young People (with sub-options: Register, Search, Issue Stock), Issue Points (with sub-options: Overview, Reports), and Order (with sub-options: Ordered, Ready for Collection, Completed). The main content area is titled 'Step 2 - Additional Questions' and includes the following sections:

- Fraser Guidelines** (checkboxes):
 - Although under the age of 16 years, understands the advice you've provided and you believe has sufficient maturity to understand all implications
 - Has stated that either their parents/guardians are aware / cannot be persuaded to inform them that advice/treatment has been sought
 - Is likely to have sexual intercourse with or without contraceptive treatment
 - Mental or physical health may be affected unless they receive contraceptive advice or treatment
 - Best interests require them to receive the advice/treatment even without parental/guardian consent
- Quality Assurance** (checkboxes):
 - Condom demonstration performed
 - Child Exploitation considered (if under 18 or with a disability)
 - STIs discussed
 - Other forms of contraception discussed and information provided
 - I have issued the young person 2 king size, 2 regular, 2 flavours, 2 intensity. (Any additional products will have to be added using the 'issue stock' function on the left)
- GDPR - I confirm my consent for Somerset Council and its C-Card Registration/Distribution partners to store and use the following personal information that I have supplied for the management and provision of the C-Card Scheme** (checkboxes):
 - Name
 - Date of birth *
 - Mobile number
 - Email address
 - Postcode
 - I understand that the data I have provided will not be shared with any 3rd parties external to the C-Card scheme or used by Somerset Council and its C-Card Registration/Distribution partners for any other purpose(s) other than those I have indicated my consent to the above
 - I understand that I have the right to withdraw my consent for Somerset Council to store or use any of the personal information I have provided by contacting The C-Card Coordinator. (Please Note: Your Date of Birth is required to remain in the C-Card Scheme). Or through seeking deleting your account on mycard.co.uk if I register for C-Card plus

At the bottom right of the form, there are navigation buttons: '< Prev' and 'Finish >'.

How to issue condoms to young people who already have a C-Card

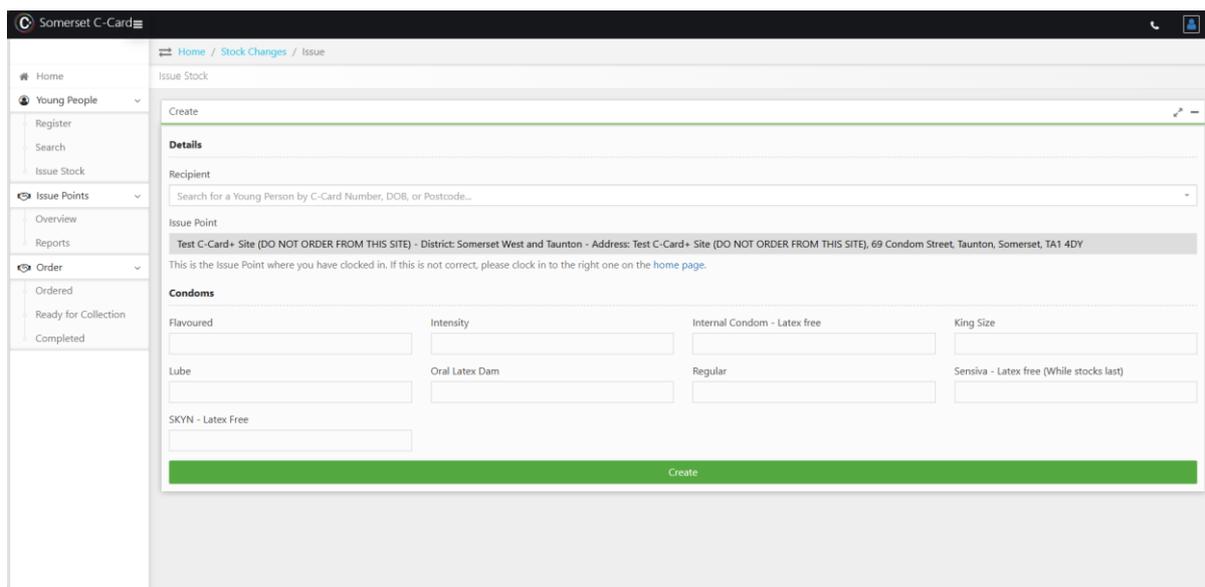
From the home page click on '**Issue Stock**' This will open the page seen in the screenshot below.

In the '**recipient**' box type the C-Card number that the young person shows you, this might be on a C-Card fob, or they might show you a '**virtual C-Card**' on their phone.

You will notice, once you enter this number, the young person's name will pop up. Check it is them by using the postcode that also now shows in the '**recipient**' box

You can now enter below anything the young person wants. If they are going on holiday, for the Summer for instance, they might want to stock up.

Once you have entered what the young person wants, click the green button labelled '**create**'. The system will give you a summary of the issue.



The screenshot shows a web application interface for 'Somerset C-Card'. The main content area is titled 'Issue Stock' and contains a 'Create' form. The form has a 'Details' section with a 'Recipient' field containing a search prompt: 'Search for a Young Person by C-Card Number, DOB, or Postcode...'. Below this, the 'Issue Point' is listed as 'Test C-Card+ Site (DO NOT ORDER FROM THIS SITE) - District: Somerset West and Taunton - Address: Test C-Card+ Site (DO NOT ORDER FROM THIS SITE), 69 Condom Street, Taunton, Somerset, TA1 4DY'. A note states: 'This is the Issue Point where you have clocked in. If this is not correct, please clock in to the right one on the home page.' The 'Condoms' section includes several input fields: 'Flavoured', 'Intensity', 'Internal Condom - Latex free', 'King Size', 'Lube', 'Oral Latex Dam', 'Regular', 'Sensiva - Latex free (While stocks last)', and 'SKYN - Latex Free'. A large green 'Create' button is at the bottom of the form.

As this is very simple to do, you might want to use a tablet or phone to issue condoms, instead of booting up a laptop, remember the website is browser based, so it will work on any device you choose and sometimes this is easier on a smart phone/tablet.

How to amend a young person's details

You may have noticed there is a 'search' option under 'Young People' This can be used to amend a young person's who has already registered on the system. To use this, click on 'Search' from the menu and this page will load:

To find a young person, you can search for them using a C-Card Number, Date of Birth, Postcode, Email or First Name and Last Name. Once the young person is found, you'll have their profile in front of you, it will look like this, but with their details filled in.

You can see there's an 'Update' button in orange at the bottom and a small bell  in the top right. Let's look in detail at what these options do.

Amending a profile

Once you have the young person's profile loaded up, you can amend anything that isn't correct or add missing details that weren't inputted when they registered. If you make any changes and want to save them, you must remember to click the orange '**Update**' button when you have amended the profile.

How to re-activate a young person's registration

On this same page, you can re-activate a young person's profile by changing the '**Remaining Visits**' from zero to 20. Remember you must click the '**Update**' button once you have done this. This will give the young person another 20 visits/orders.

How to replace lost/stolen C-Cards fobs

Also on this page, you can give the young person a new C-Card number, you can do this if the young person has lost or misplaced their C-Card fob or can't remember their number.

In the '**C-Card Number**' box, delete the number and enter a new number from a fresh C-Card fob, then click the **orange** button labelled '**Update**'. You can give the young person the new C-Card fob, which will have their new C-Card number on it. This will also update the '**Virtual C-Card**' if they have C-Card+.

How to 'upgrade' someone onto C-Card+

If you have a young person who was signed up to C-Card, but at the time couldn't or didn't want to sign up to C-Card+, you can upgrade them using the '**Search**' option.

If they weren't signed up to C-Card+ the '**Email**' and '**Phone Number**' boxes will be empty. Once you have found the young person who wants to upgrade to C-Card+, you can enter an **email** and a **phone number** in these boxes, when you have done this, don't forget to click the orange button labelled '**Update**' to save these details.

Finally, you need to send the email to them so they can access the C-Card+ website (**myccard.co.uk**) and set their password.

To do this, once you have updated their profile with the email and phone number, you will need to click on the bell in the top right, it looks like this:  .

If you can, check with the young person to see they have received the email. They can click the email, and it will send them to the C-Card+ website to set their password. Once they have completed this, they can now order condoms online and join other members of C-Card+, who are taking responsibility for their sexual health.

How to resend the C-Card+ email to a young person

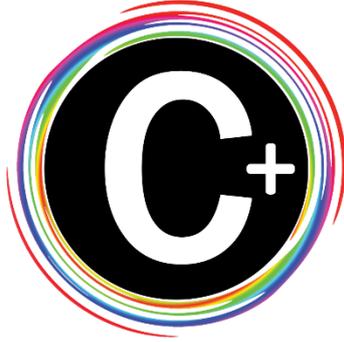
Sometimes if the young person didn't receive the email to use C-Card+, it might be because the email was typed in wrong.

Use the '**Search**' option find the young person's profile and check the **email** for any errors. This might be an extra dot, or the spelling might be wrong. Check with the young person that the email is correct and if it needs amending, correct it in the '**Email**' box and don't forget to click the orange button labelled '**Update**'.

Once the email is corrected and the young person has checked it, you can now re-send the email by clicking the bell in the top right of the website. It looks like this  .

Check with the young person to see they have received the email with the C-Card+ link. They can check the email, click the link, and it will send them to the C-Card+ website to set their password. Once they have completed this, they can now order condoms online and join other members of C-Card+, who are taking responsibility for their sexual health.

If this still doesn't work, please contact the C-Card coordinator who will investigate the matter.



C-Card+ (Click and Collect

How to process C-Card+ orders

Step 1:

We tell young people that if they order before 12 each day then their order will be ready to collect that same day. So please check for orders just after midday on the days agreed to open. You only need to check once.

Step 2:

Sign in at the C-Card+ website based at <https://manage.mycard.co.uk> Using your email and the password you set from your first login.

Step 3:

Once logged in, you now need to clock into your issue point, using the drop-down menu. You maybe already be clocked in as the system remembers you, once you are clocked in the green button goes red. See below

Select Your Issue Point

Issue Point

Dulverton Library - District: Somerset West and Taunton - Address: Dulverton Library, The Library, 7-9 Fore Street, Dulverton, Somerset, TA22 9EX, Landline: 01398 323579 x Save

This is the Issue Point where you worked last.

Please select the Issue Point in which you are working at the moment.

Select Your Issue Point

Issue Point

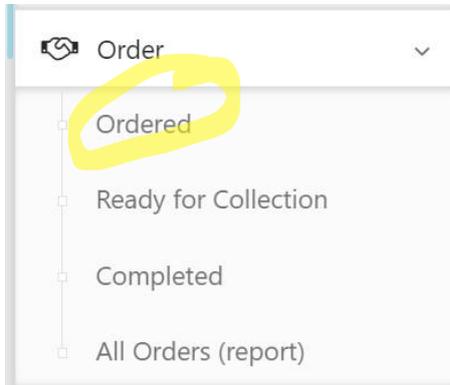
Dulverton Library - District: Somerset West and Taunton - Address: Dulverton Library, The Library, 7-9 Fore Street, Dulverton, Somerset, TA22 9EX, Landline: 01398 323579 De-select this issue point

You clocked in on Thu 08/09/2022 at 14:12.

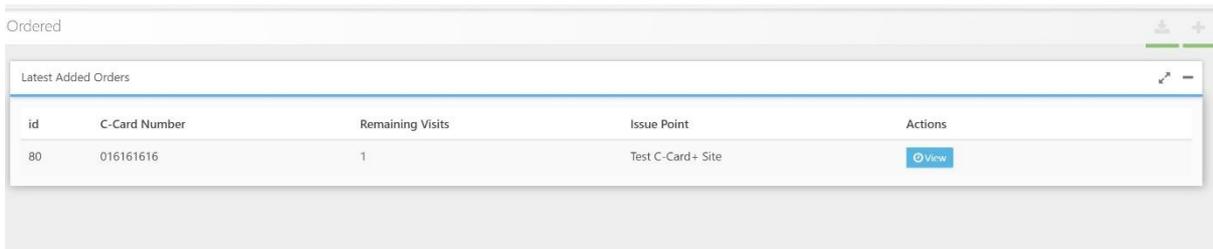
If you have clocked in at the wrong Issue Point either Clock Out and Clock In to the right one, or speak to one Administrator.

Step 4:

Now you are clocked in, the system knows which issue point you are at, and you can check for orders by clicking in the **'Ordered'** section on the left.



This will only show the orders for your issue point. Here is an example of an order:



Ordered

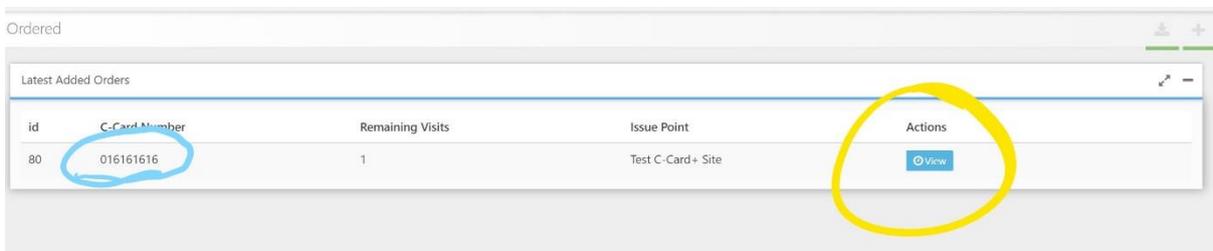
Latest Added Orders

id	C-Card Number	Remaining Visits	Issue Point	Actions
80	016161616	1	Test C-Card+ Site	View

Step 5:

The young person's C-Card number is visible on the left of the order; this needs to be written on the stickers we have provided you.

Now, to see the order, click the **blue** button on the right marked **'view'**



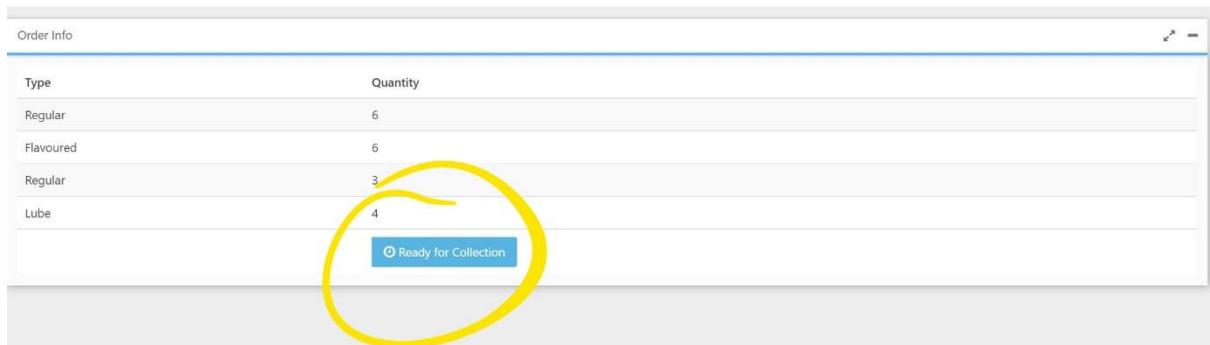
Ordered

Latest Added Orders

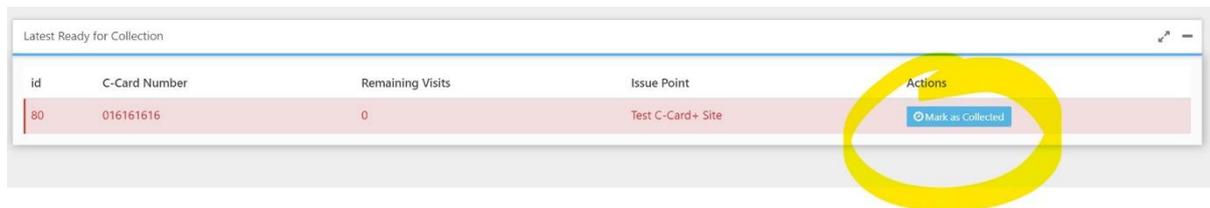
id	C-Card Number	Remaining Visits	Issue Point	Actions
80	016161616	1	Test C-Card+ Site	View

Step 6:

Now you can see the order for the young person. Place the order in the bags provided, fold the bag over and place the sticker on the seal, write the young person's C-Card number in the white box. Once you have bagged up the order, you can click the **blue** box that says '**Ready for Collection**' remember, once you click that box it notifies the young person that their order is ready to pick up, very similar to when you get a prescription.



Step 7:



In this test case the young person was using their last visit from 20 and you can see the field has turned **red** to show this. There is no action needed from you as the system will automatically advise the young person what is needed to revalidate their account (over 16's can do this online and under 16's will be advised to go back to a registration point)

On the right-hand side is a **blue** button, '**Mark as Collected**' that you click when they collect the order.

That's it, two clicks from login.

We hope we have made it as easy as possible, but if you have any further questions then please contact the C-Card coordinator.

Frequently Asked Questions

How do I order supplies?

Everything you need can be ordered by emailing the C-Card coordinator, some of these supplies will be delivered directly from our supplier and some will come by post.

I can't log in; I've forgotten my password.

To reset your password, on the login page there is a 'Forgot Password' link just above the green button labelled 'Login' if you have any problems with this, please feel free to email the C-Card coordinator, who will be able to reset it for you.

How can I get the slides from the training session?

You can sign up to the professional section of the SWISH website here: <https://www.swishservices.co.uk/professionals> register yourself and once you are approved you will have access to all the slides, be able to order resources and see all the phone numbers and emails of the targeted workers within Somerset.

My registration / issue point is not listed on the 'clock in'

If you can't see your issue point, please email the C-Card coordinator who will be able to add it on to the system, they will just need the address of the building.

An order was placed but the young person hasn't collected them

If an order isn't picked up, after 7 days the order is automatically removed from the system and the condoms can be put back with the stock, if the young person shows up after this, they will need to place the order again.

A young person has come in with a C-Card fob, but their number is not on the system

If the young person is not showing up on the system, give them some condoms and tell them they must register either by using a registration issue point or, if they are at one of the main colleges, using their college email address to self-register at myccard.co.uk

We are a 'click and collect' site but a young person has asked how to join the scheme

If a young person enquires about how to join the scheme, you can give them a ChatHealth card if you have one or feel free to give out the ccard email which is ccard@somerset.gov.uk. This is picked up by the C-Card coordinator

A young person comes in seeking their ‘click and collect’ order, but we do not have one, and they show the text, and it was from several weeks ago

Orders are only held on the system for 7 days. As the order has expired, the young person will have to place their order again.

I am issuing condoms, and the young person’s profile has indicated they have had their 20 visits, what do I do?

This an opportunity to check in with the young person to see if everything is okay and they haven’t had any problems with the condoms. Once you are satisfied, you can search for them using the search option and change their visits back to 20. Don’t forget to click ‘update’ once you have done this.