How to Create and Amend Contacts in Cloud

Communication · https://cclearninghub.co.uk/docs/how-to-create-and-amend-contacts-in-cloud/

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How to Create and Amend Contacts in Cloud

Keep your contact list up to date to ensure staff can quickly access the right organisations and professionals when needed.

Takes 2 minutes

For: Managers & Seniors

Updated: 26th May 2026

Introduction

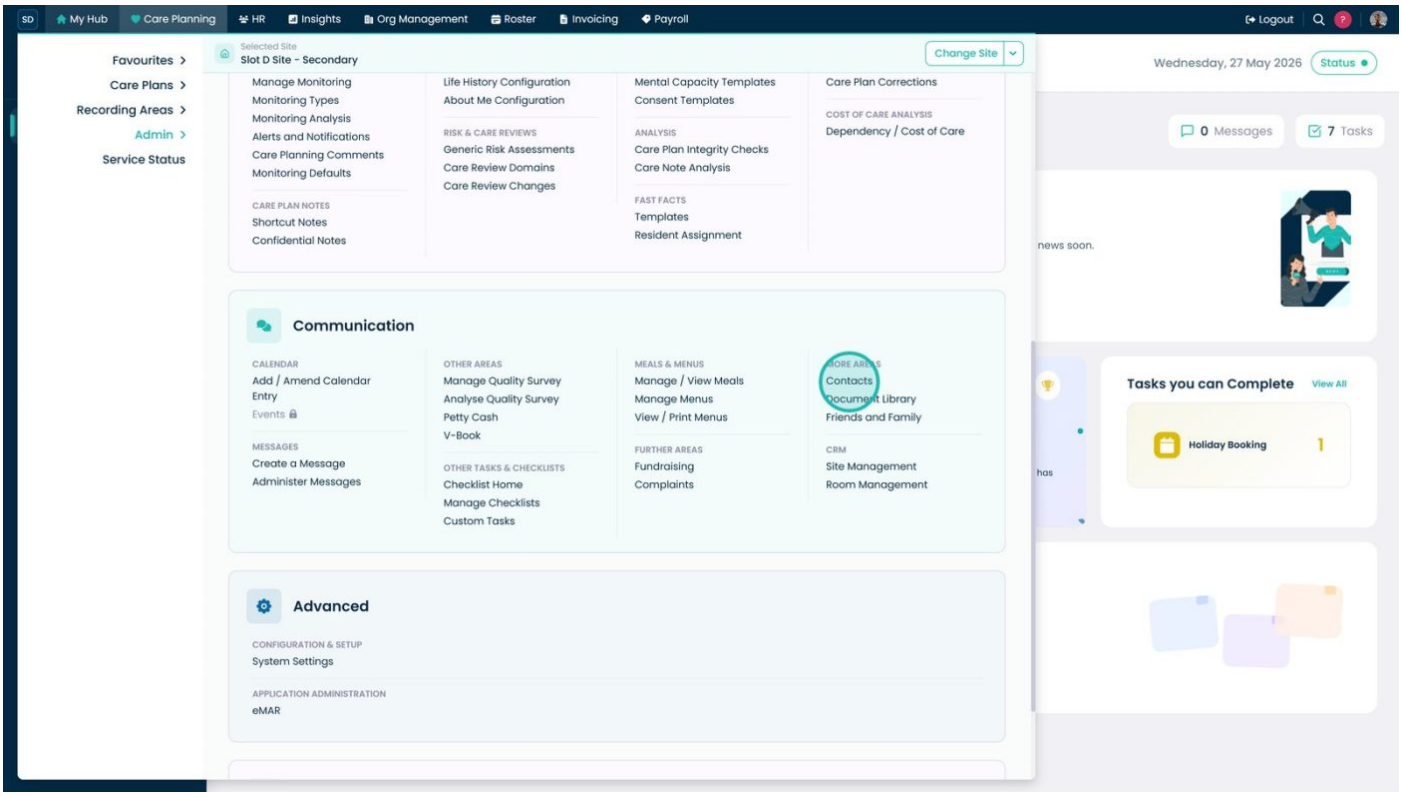
This guide explains how to create, edit, and manage Contacts within Care Control Cloud.

In this guide you'll learn how to:

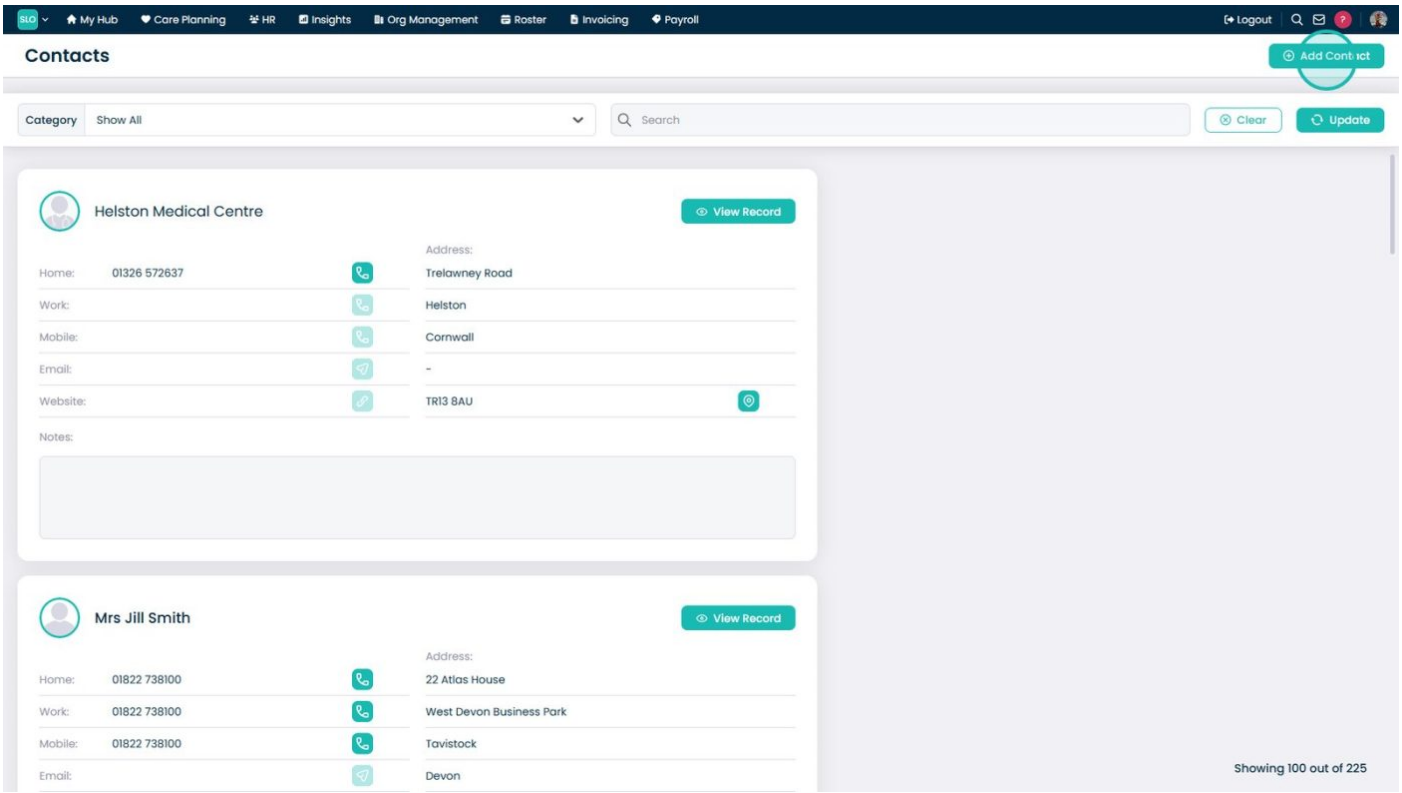
- Add a new contact
- Select a contact category
- Use ODS codes
- Edit existing contacts

- Delete contacts when no longer required

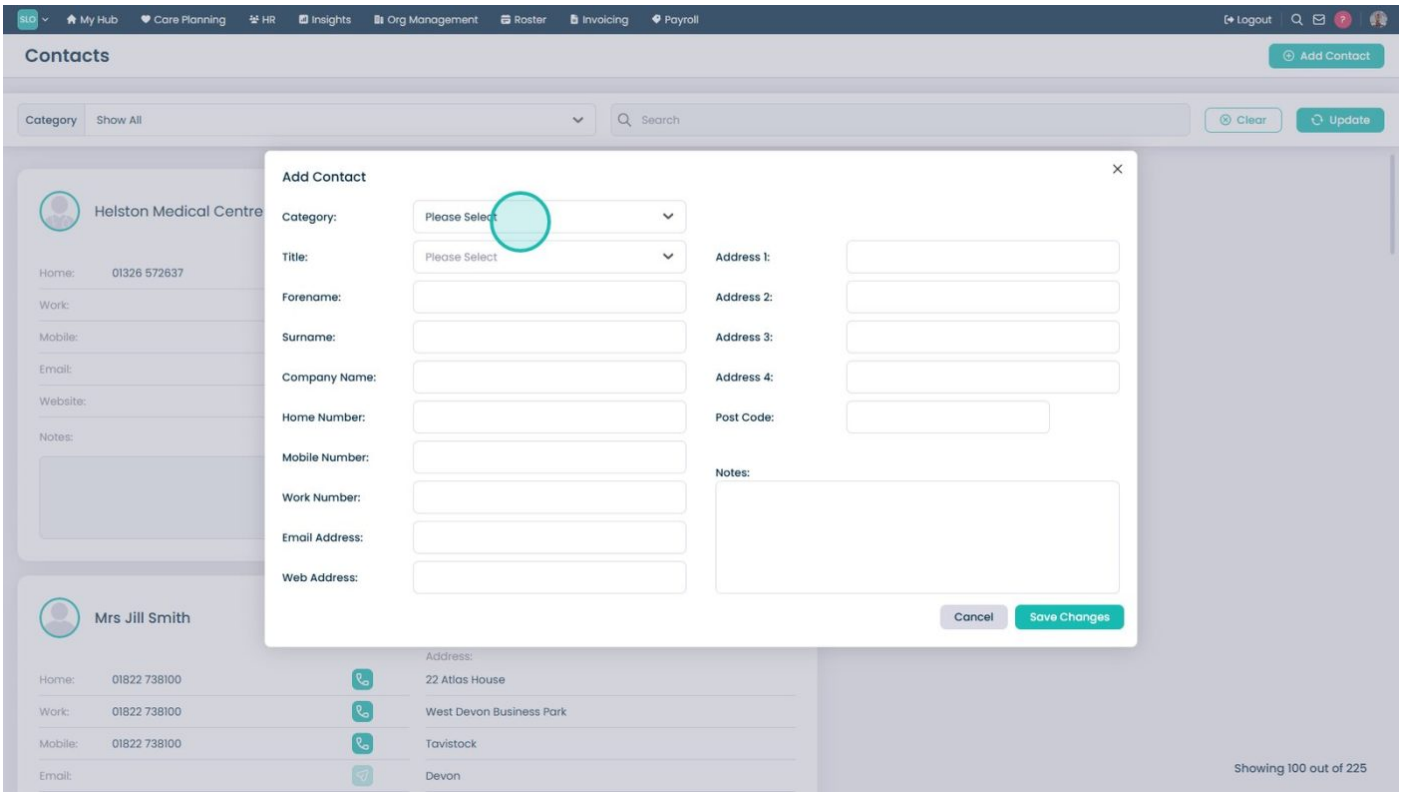
Open Care Planning from the Navigation Menu, then select Contacts within the Admin area.



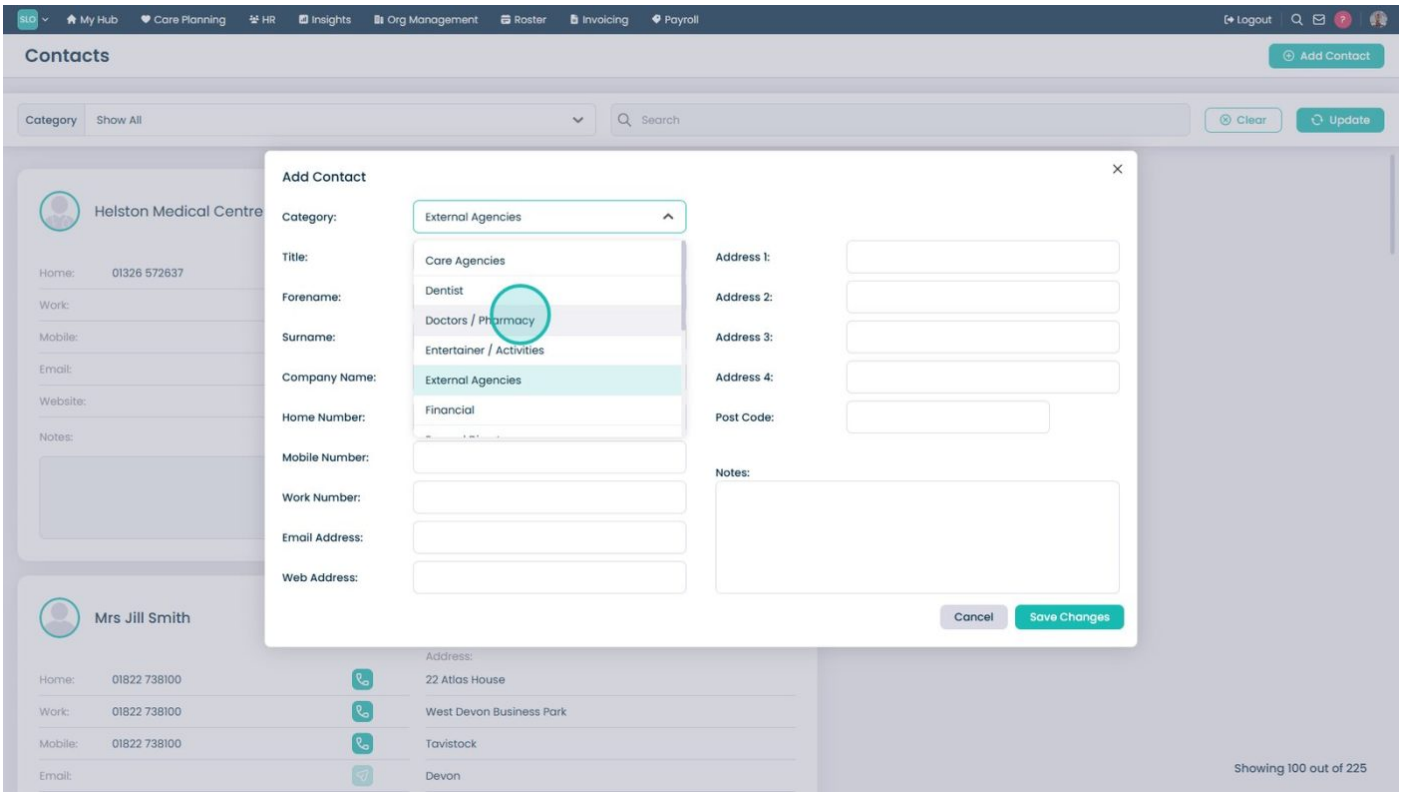
Select Add Contact.



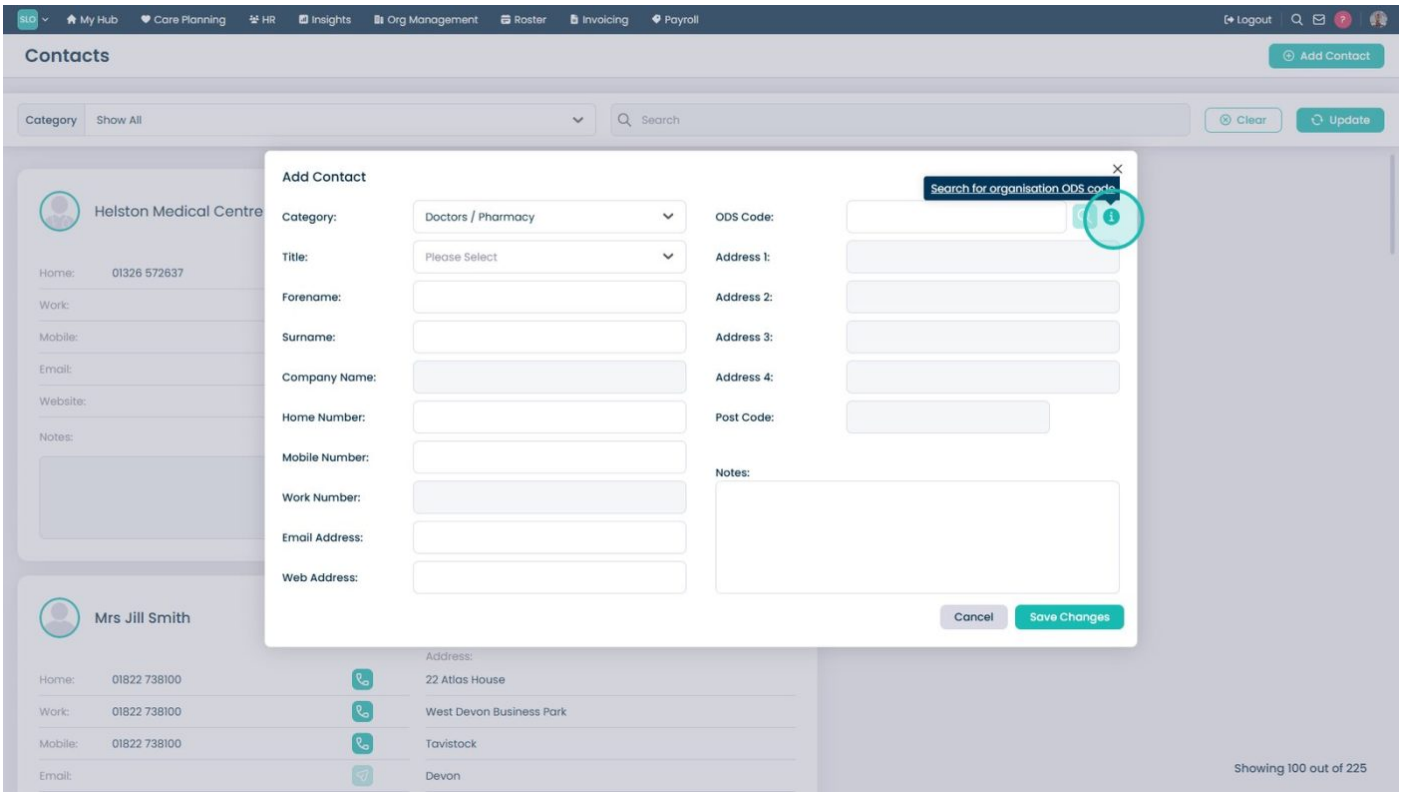
Select a category from the Category dropdown.



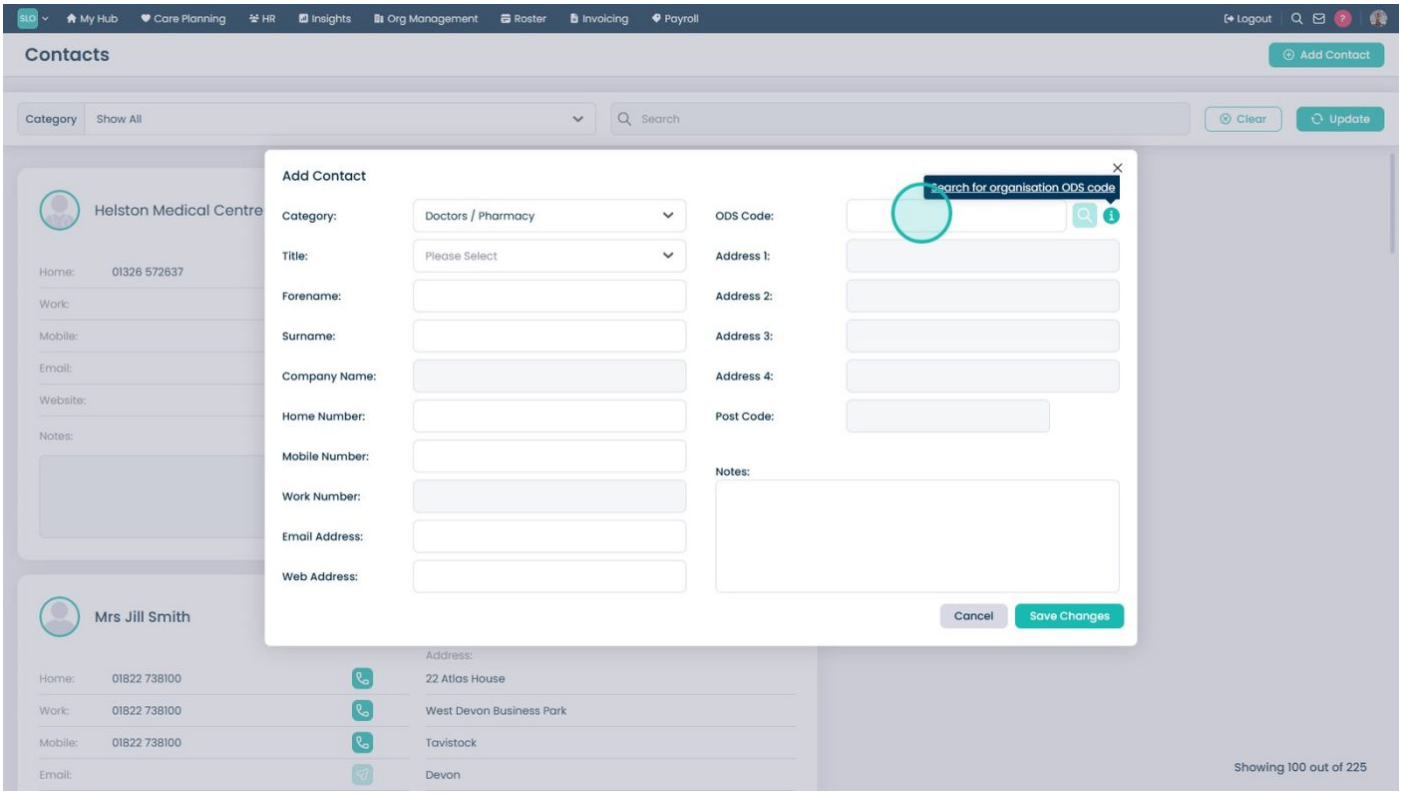
Choose the required category.



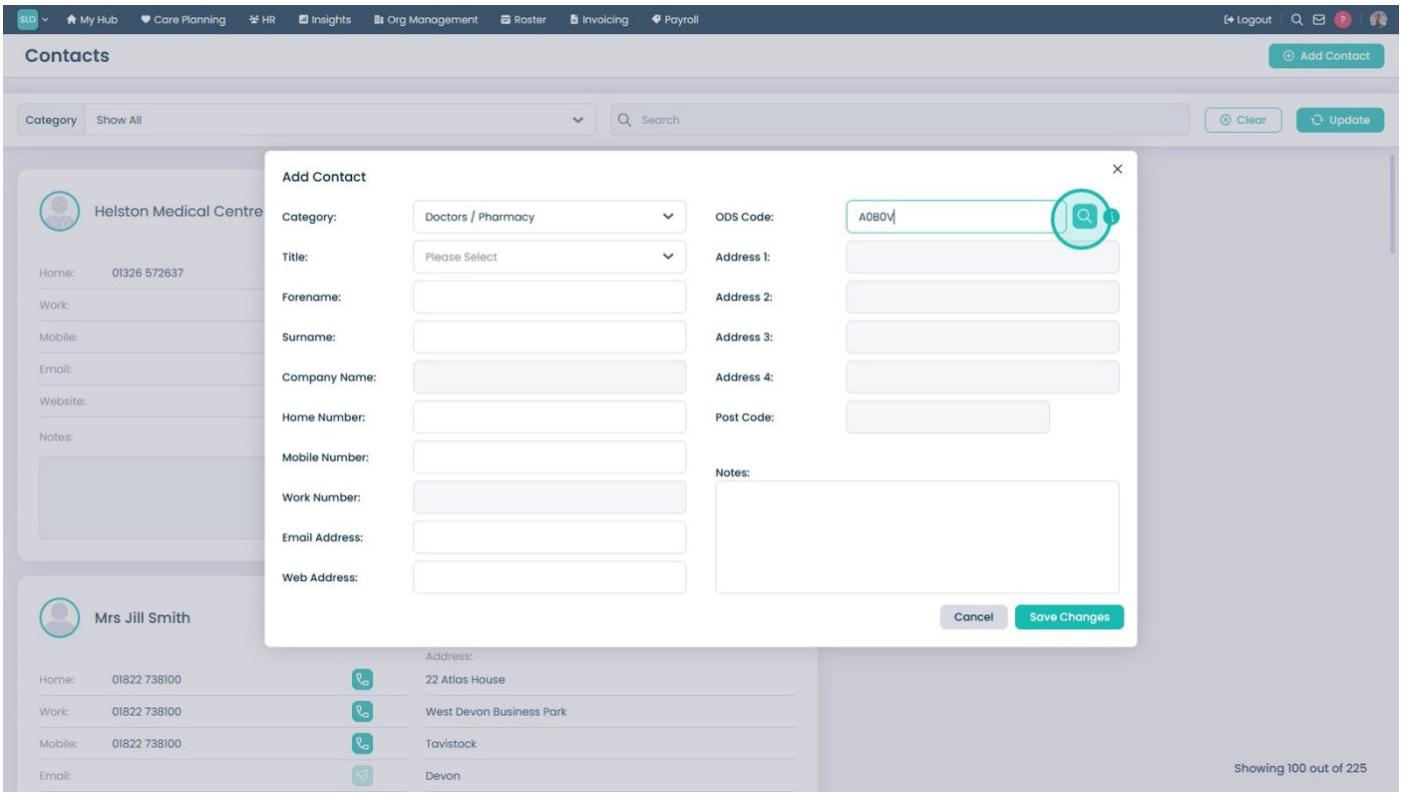
Select the information icon for help finding an ODS Code.



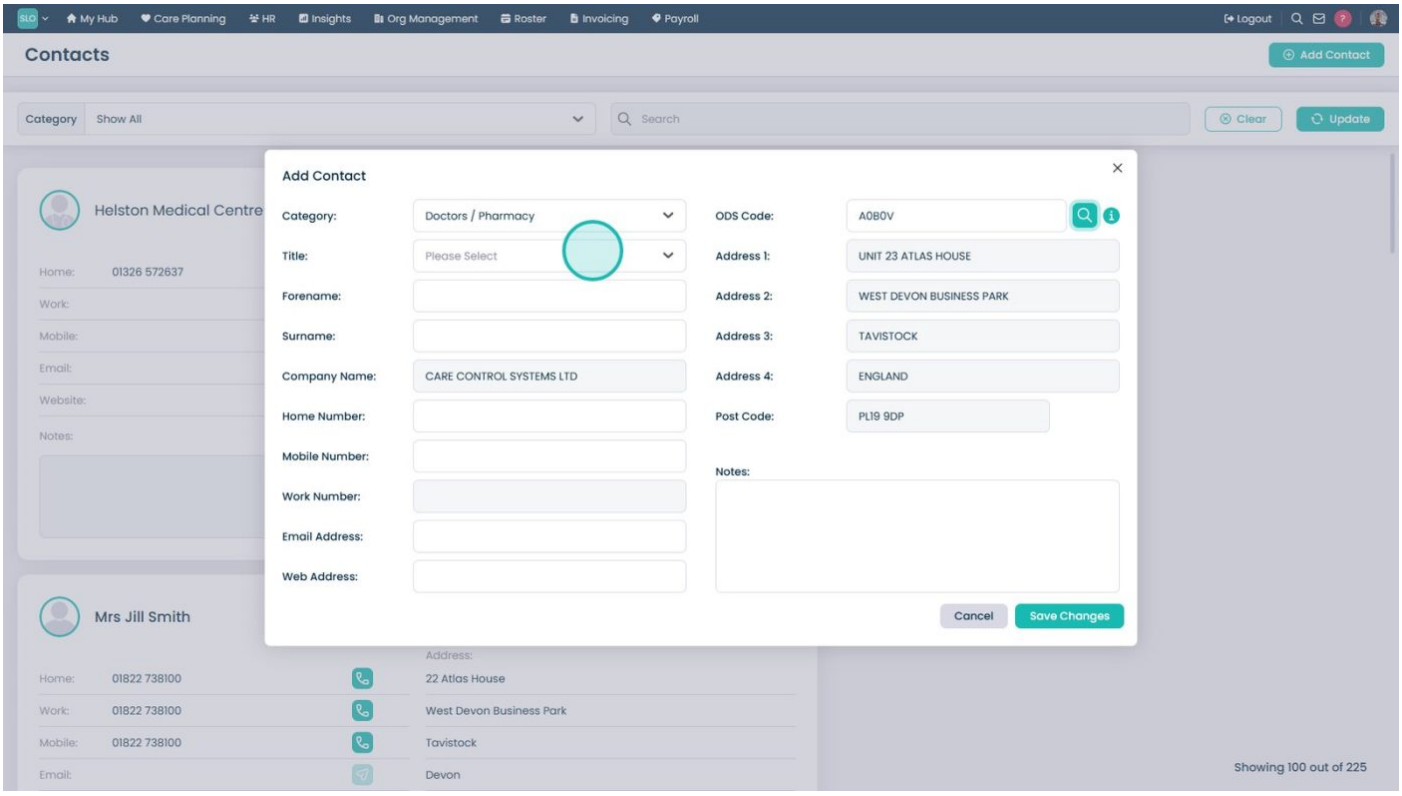
Enter the ODS Code if required.



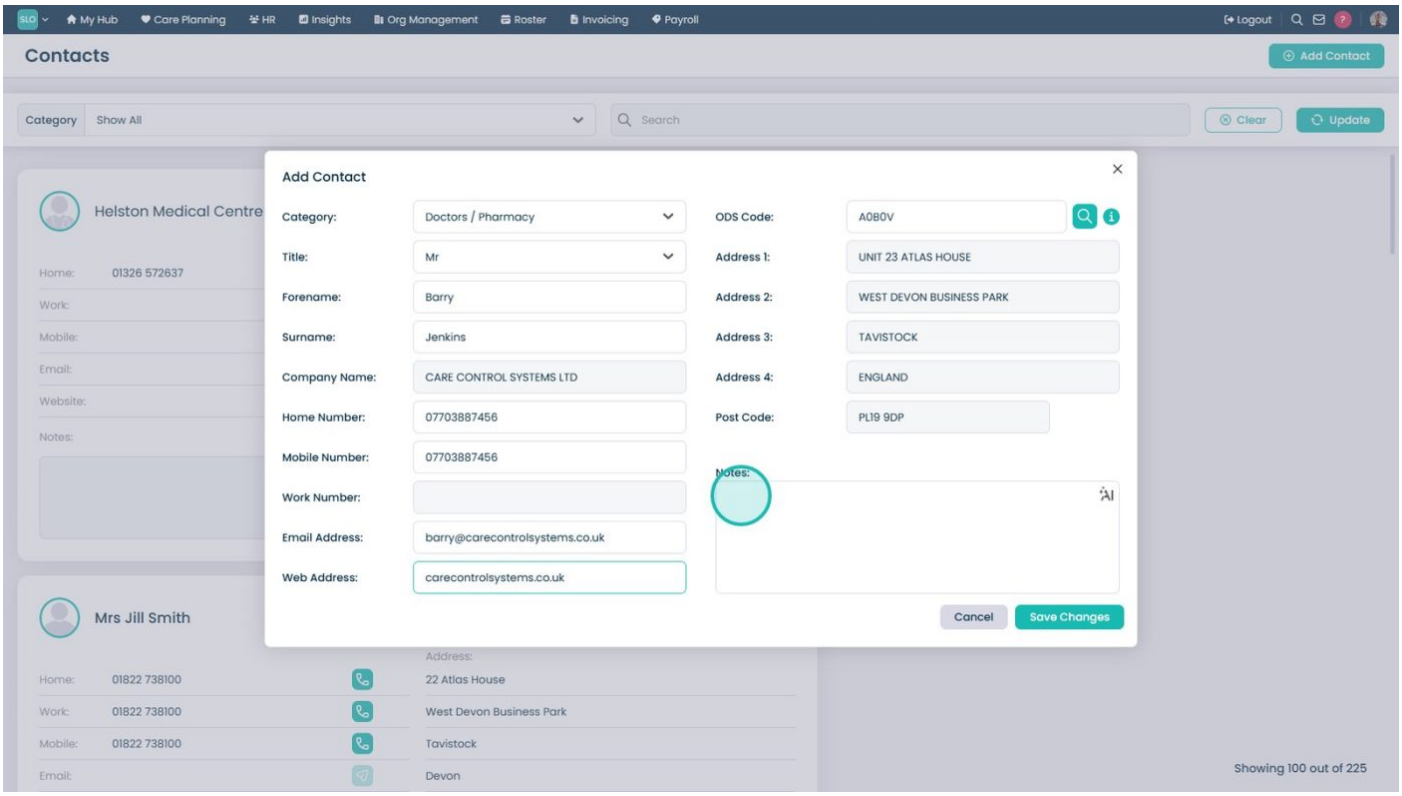
Select the search icon to validate the ODS Code.



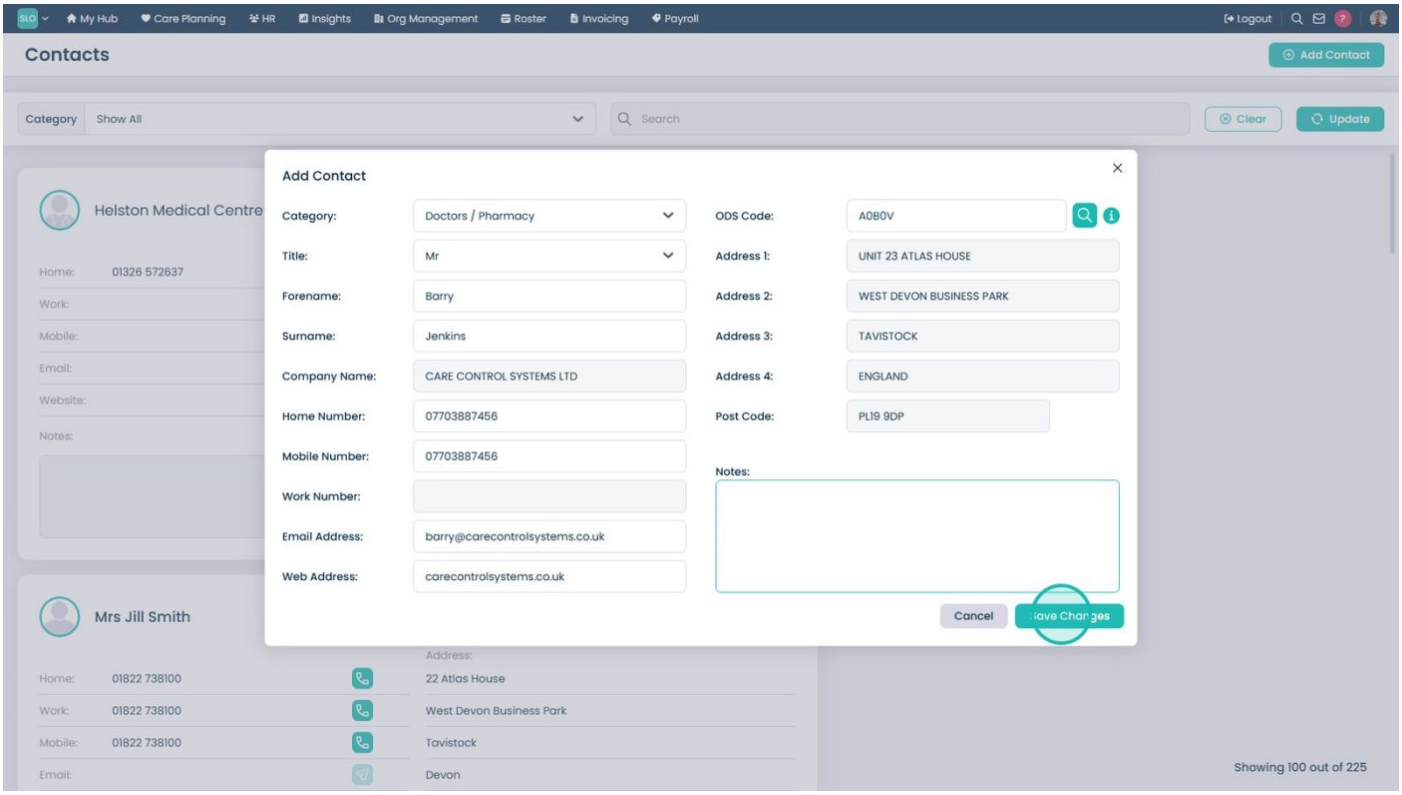
Complete the remaining contact details.



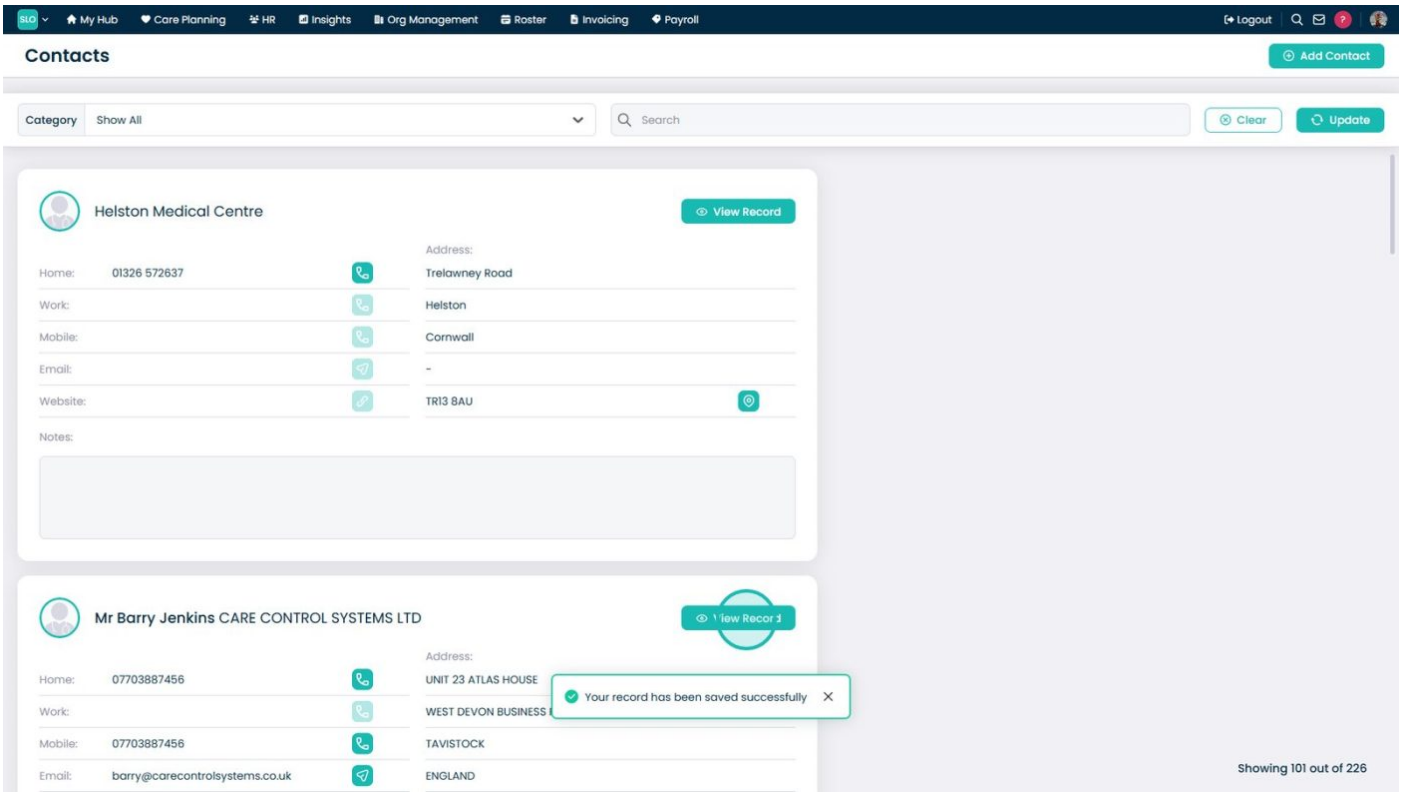
Add any relevant notes.



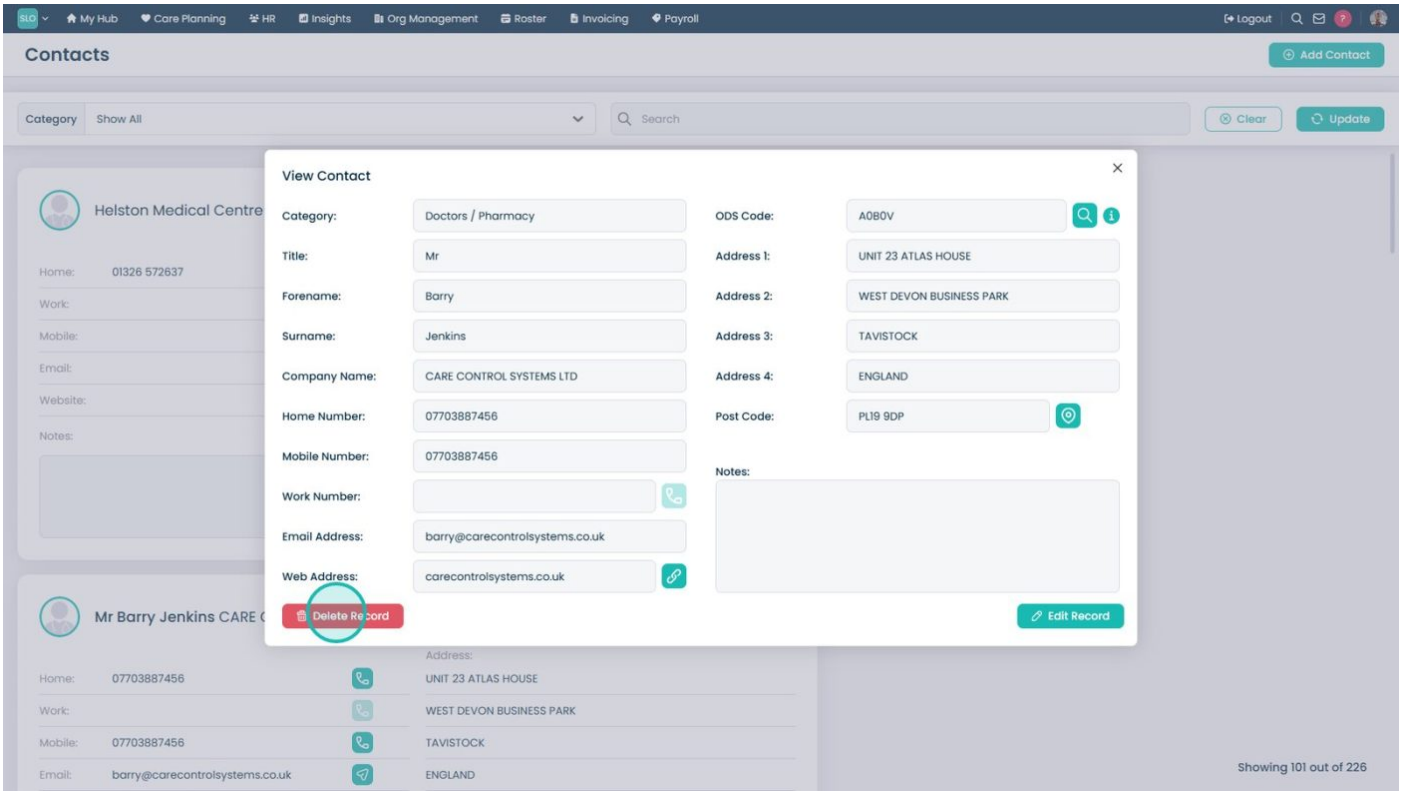
Select Save Changes to create the contact.



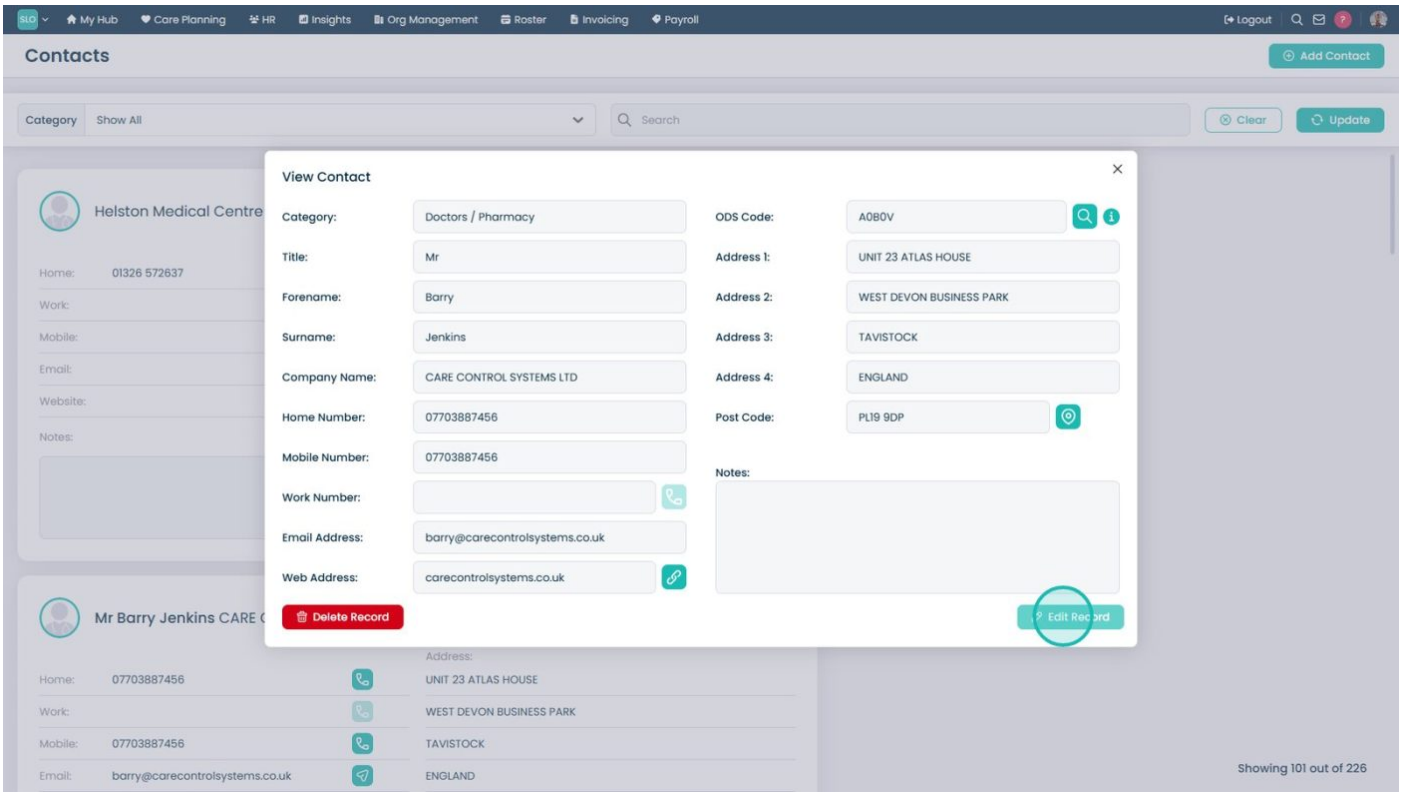
Select View Record to view, edit, or delete the contact.



Select Delete Record to remove the contact.



Select Edit Record to update the contact.



Top tip

Each service user has an area within their Care Plan called ‘Key Contacts’ that you can add in Next of Kin etc.

Recommended

View all Guides

Check out our full list of guides here

Key Contacts

Learn how to access Key Contacts within the Care Plan on Care Control Cloud

Was this guide helpful?

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Or call us on

01822 738100

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