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## What is Service Registration?

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Service Registration is the term used in LaMPSS for the set of functions to help your organization manage the services delivered under your agreement(s) with government.

It includes the ability to register uniquely identified clients, indicate what services they receive, capture key client characteristics, and generate reports.

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## Who Needs to Use Service Registration?

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Service Registration is required for many funding programs administered through LaMPSS, but not all of them. Funded organizations should review program guidelines and the details of your funding agreement(s) to determine requirements.

For some programs you will setup and manage services and participants in LaMPSS, while for others you may submit participant information to government where Service Registration will be completed in LaMPSS by staff.



Any questions about the Service Registration process for a program you receive funding through can be directed to your program area contact/representative.

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## Service Format

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Service Format is a key attribute of any service in LaMPSS. The selection of a Service Format controls how the other screens for a service will function and what information is required.

There are three options for Service Format:

### Group (Fixed)

- A service with multiple participants AND a defined start and end date and/or time for all participants (e.g. 1-day workshop, multiple week training course, 1 month work experience)

### Group (Continuous)

- A service with multiple participants where each participant may start and/or finish at a different time (e.g. group programming with continuous intake through a year)

### Individual

- A service offered one-on-one to each participant, in one or multiple sessions (e.g. employment counselling, job development). Allows for continuous intake.

It is important to select the appropriate Service Format when you setup each service in LaMPSS. The program guidelines for your funding program will provide additional information on the services you may need to setup for your agreement.

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## Service Types

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Another key attribute of any service in LaMPSS is the Service Type.

There are many possible Service Types in LaMPSS that can be selected to best describe the service being offered.

Some of the Service Types you see will be specific to a funding program while others are more general services that may be used by several different programs across areas of government, since LaMPSS is a common system used for many different funding programs.

The services you define and deliver should align with the activities that have been specified in your funding agreement. Some examples of Service Types include Job Search, Integrated Programming, Information Access, Wage Subsidy, and Assessment – but there are dozens of others, depending on the funding program.

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## Where to Go for Help

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For assistance with Service Registration you may need to contact your program area contact/representative or LaMPSS Operations Support, depending on the type of help you need.



If you have questions about whether you are required to use service registration or how to setup your services, you should contact your program area contact/representative.

If you need assistance logging into or accessing LaMPSS you should contact LaMPSS Operations Support.

**LaMPSS Operations Support**

**Email: [LaMPSS@novascotia.ca](mailto:LaMPSS@novascotia.ca)**

**Phone: 1-877-404-7074 (Toll Free) / 902-424-1075 (Metro)**

LaMPSS Operations Support can provide general information on LaMPSS and Service Registration functions, but you will need to connect with the area responsible for the program to understand the program-specific requirements required for your agreement.