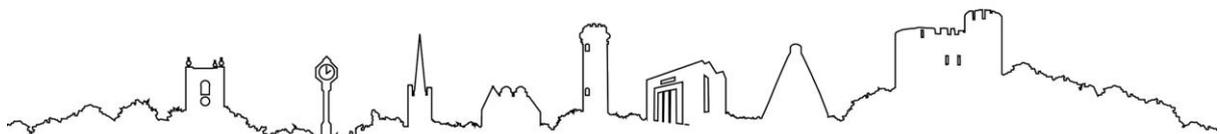




Children's Social Care and Early Help Portal

User Guide

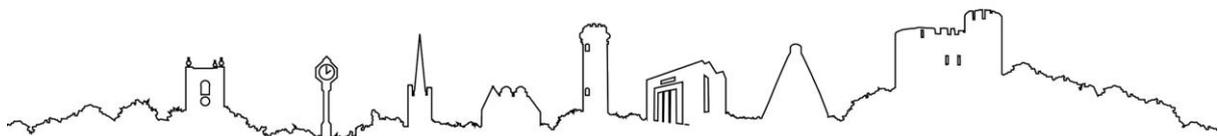


Working as One Council in
the historic capital of the Black Country



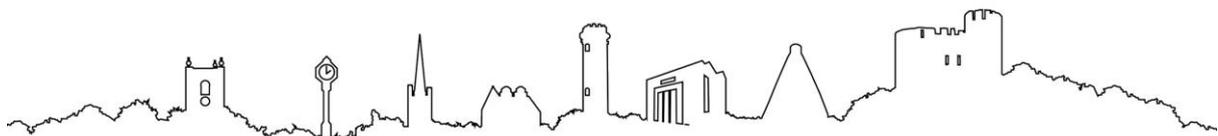
Document History:

Date	Version	Author	Details of Amendments
Sept 2021	V1	G Kumari	Created
Oct 2021	V1.1	G Kumari	Added section – How to give different answers
	V1.1.1	G Kumari	Amendments



Contents

Overview.....	4
Accessing the Portal.....	4
Registering for the Portal.....	4
Logging into the Portal.....	5
Changing your Password.....	5
Reset your Password.....	6
How to save your form.....	6
How to retrieve your saved form.....	7
Via the Email Link.....	7
Via your Portal Account.....	7
How to create a PDF.....	8
How to give different answers for family members when completing a form.....	9



Overview

The Children's Social Care and Early Help Portal is an easy to use, secure space where you can complete and send forms directly to the right children's services team.

The first time you complete a form you will be asked to create a new portal account. It is quick and easy to register for an account.

To make sure the information you send to us is secure, you will need to log into your account every time that you access the portal.

Accessing the Portal

Access to the Portal can be found via links on [The Dudley Safeguarding People Partnership](#) website.

You can also access the Portal via the following link: [Dudley Children's Portal](#).

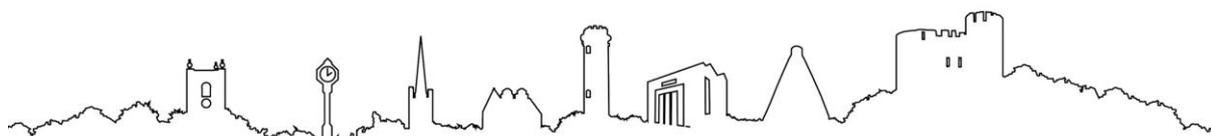
Registering for the Portal

To register you will need to:

- Step 1 - enter your forename and surname
- Step 2 - enter your email address
- Step 3 - create a password (9 characters including an uppercase letter, a number, and a special character i.e. *%\$!)

You will then be emailed a **unique verification code** which is **valid for 10 minutes**. Once this verification code expires you will need to begin the process again. The registration process is only complete once the code is entered and accepted by the Portal.

The code may take up to **5 minutes to arrive by email**. If it does not arrive after this time:



- check your spam/junk/clutter folders (add donotreply@dudley.gov.uk to your trusted sender list to avoid future emails being sent to these folders).
- check with your IT/email provider to make sure emails from donotreply@dudley.gov.uk are not being blocked, delayed, or temporarily quarantined.
- Your IT/email provider may need to update their spam email policies to ensure these emails are delivered into your mailbox without delay in future.

Logging into the Portal

To log into the Portal, use your email address and the password used to register your account

Each time you log in to the Portal a **unique verification code** will be emailed to you. This is valid for **10 minutes** and can only be used once.

The code will usually **arrive within 5 minutes** (if you do not receive it please check your spam/junk/clutter folders).

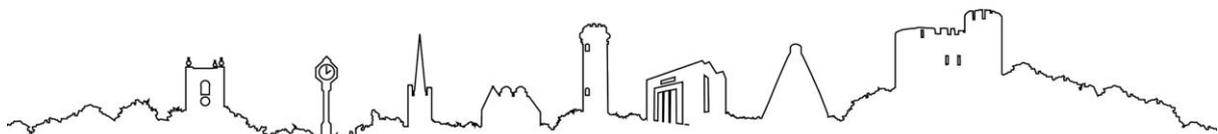
Please allow time for the login verification code to arrive before requesting another one. By requesting another verification code, the first code generated (remember this could still be on its way to you), will not work.

Changing your Password

You can change your password once you have logged into your account.

Once you have logged into your account you need to click on the arrow next to your name and click '**Update Account**'. Then click '**Change Password**'.

You will be required to input your current password and type and confirm a new password, then click **Finish** to complete the change.



Reset your Password

You can reset your password using the **Forgotten password** link on the login page.

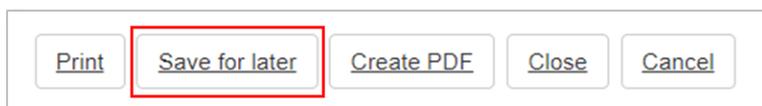
You will be required to enter your email address, this will then send you a **unique verification code** to confirm your email address.

Once you have entered your verification code, you will be asked to enter a new password and confirm your new password.

How to save your form

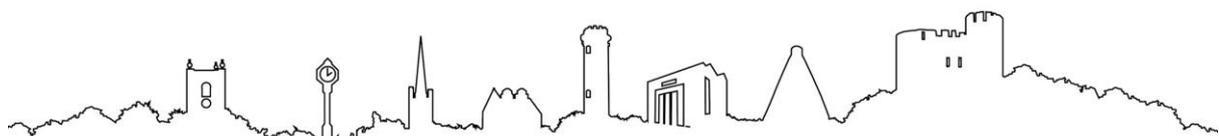
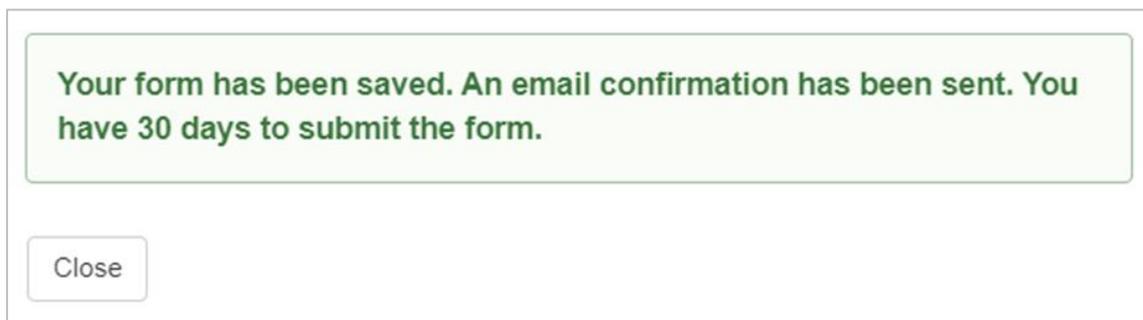
It is possible to save your form if you are unable to complete it.

Whilst you are in the process of completing your form you will need to click the 'Save for later' button at the bottom of the form.



Upon clicking this you will receive a prompt on screen advising you that your form has been saved. You will also be sent an email confirming your form has been saved, with a link to access your saved form.

Note: the form will be saved and available to access for 30 days, after this time if you have not submitted the form, the form will no longer be available and any information you previously completed will be lost.



How to retrieve your saved form

There are two options for you to recover a form that you have saved.

Via the Email Link

At the point you saved the form, you will have received an email confirming this. You can use the link from within the email that was sent to you to access the saved form.

You will be required to log in to the Portal, once you have logged in you will be taken to the relevant 'recover a form' section. Any other forms you have saved will also appear here, with the number of days left for you to submit the form.

Saved Forms			
	Start Date	Description	Days Left
1	16 Aug 2021 9:41 AM	Multi Agency Referral Form	1
2	25 Aug 2021 2:03 PM	Multi Agency Referral Form	10
3	14 Sep 2021 2:31 PM	Multi Agency Referral Form	30

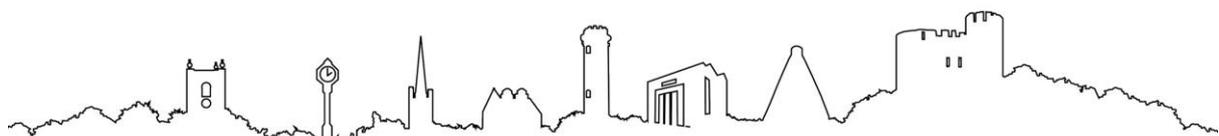
Simply click on the form you want to reopen, complete, and submit the form.

Via your Portal Account

- Click '**My Account**' at the top menu bar.



- Log in to your Portal Account, using the credentials used to register.



- Click on the down arrow where your name appears (top right).



- Then click on 'Recover a form' from the drop-down menu.



- The next page will allow you to recover forms you have saved on the Early Help and/or Social Care Portal. You will see the Days Left to complete and submit these forms.

Recover a Saved Form

[Portal Home](#)

[Recover a Social Care Form](#)

[Recover an Early Help Form](#)

[View Submitted Forms](#)

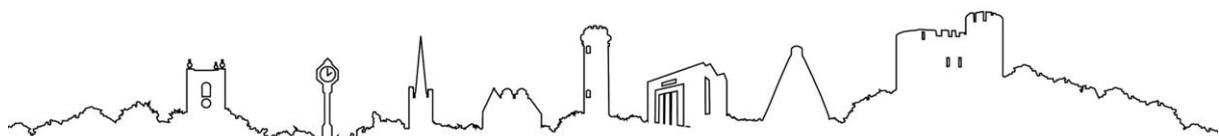
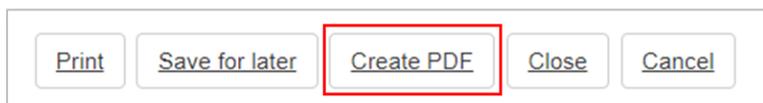
Saved Forms			
	Start Date	Description	Days Left
1	24 Aug 2021 10:55 AM	Multi Agency Referral Form	9
2	27 Aug 2021 3:11 PM	External Early Help Assessment	12
3	27 Aug 2021 4:56 PM	External Early Help Assessment	12

How to create a PDF

There may be a need for you to save a PDF copy of the form that you have submitted.

This can be achieved in two ways.

If you are creating a PDF, at the point of just before submitting the Portal form, you can simply click 'Create PDF' from within the form before you click Submit.



If you have already submitted the form, you can still get a PDF of the form by logging into your account and selecting **'Submitted Forms'** in the drop-down menu under your name.



All forms submitted in the last 30 days will be available here. Clicking any of the forms in this list will open the form in a PDF format. You can save them once opened if required.

How to give different answers for family members when completing a form

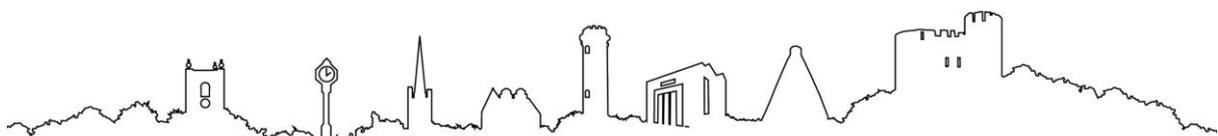
It is possible to input different answers for each person on the form you are completing.

Within the form you need to toggle the answers; to do this, you will need to:

- For each question you need to give different answers, at the bottom of the question you will see a section headed 'Answer for' with all the names you inputted at the start of the form

Which Service do you work in?

Answer for: ? Test Child1 Test Child2 Test Child3



- Click on the name of the child/person you need to give a different answer for.

Which Service do you work in?

Answer for: ? **Test Child2** Test Child3 + Include

Which Service do you work in?

Answer for: ? **Test Child1** + Include

- You can now give a different answer for the person you have separated.
- Should you need to give a different answer for all persons, then repeat the above until all people are separated.

Which Service do you work in?

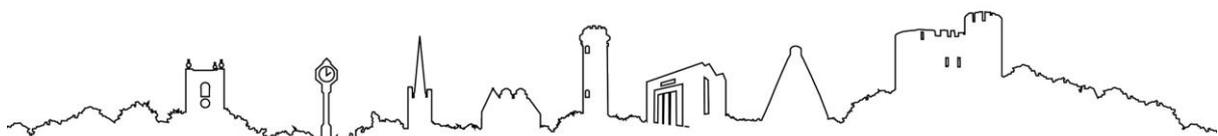
Answer for: ? **Test Child1** + Include

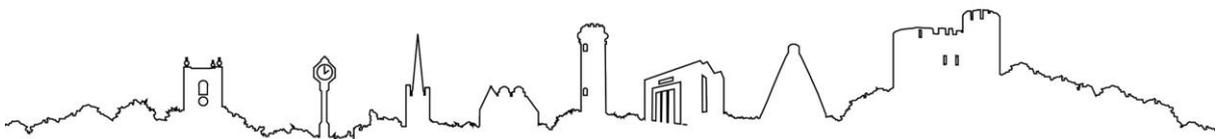
Which Service do you work in?

Answer for: ? **Test Child2** + Include

Which Service do you work in?

Answer for: ? **Test Child3** + Include





Working as One Council in
the historic capital of the Black Country

