



Education, Health and Care (EHC Portal) User guide – How to Register

This guide is designed to support you in registering and logging into Hertfordshire County Council's digital EHC Portal. Please be reassured that the Portal is very easy to use and this guide will support you in the early stages of using it to help familiarise yourself.

Please be assured there is full support in place for you if required and if you are experiencing any issues activating your account, please email EHCPortalSupport@hertfordshire.gov.uk.

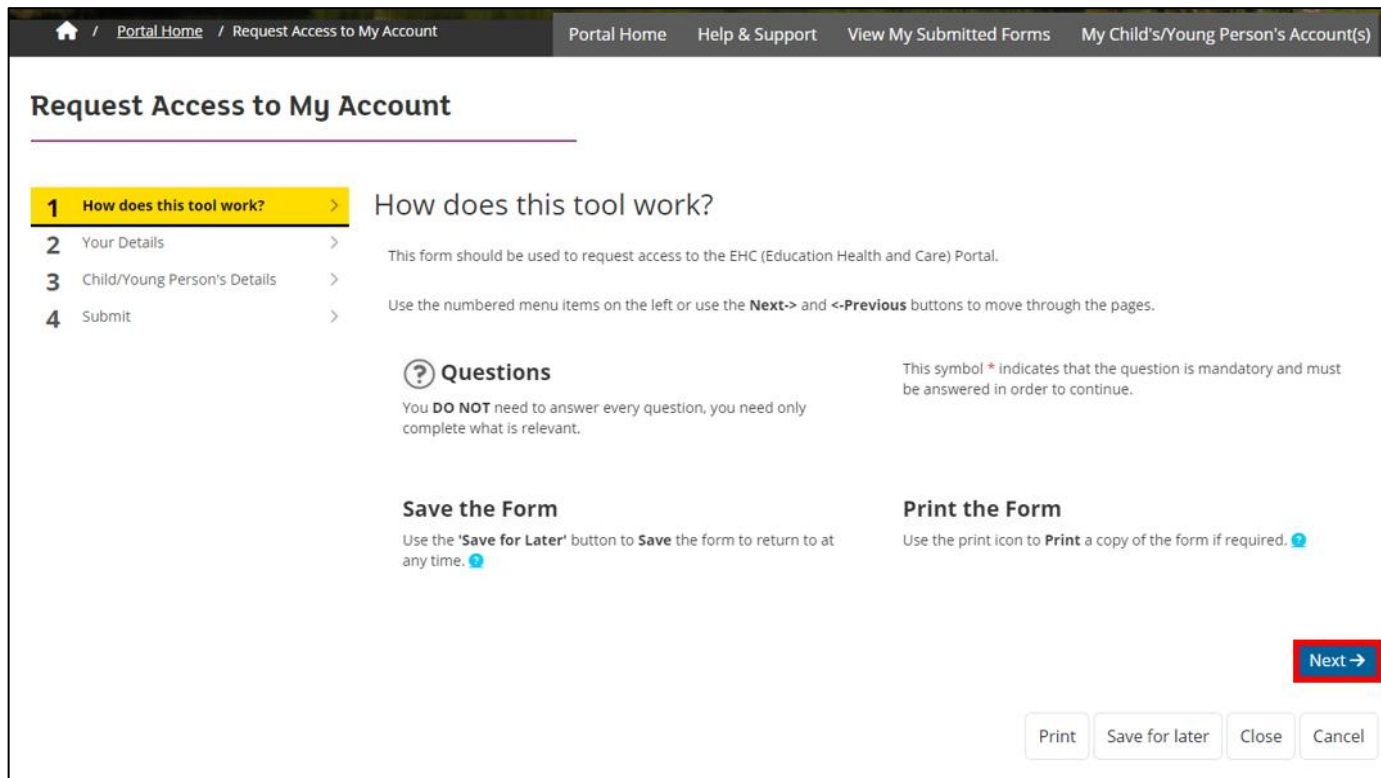
Contents

| | |
|---------------------------------------|----|
| How Does this Tool Work? | 2 |
| Registration Process | 2 |
| New Users | 3 |
| Completing your Form | 5 |
| Submitting Your Form | 6 |
| Resetting Your Password | 7 |
| Account Settings | 9 |
| Help and Support | 10 |

Once you have received an email from the SEND Service, click on the link provided and you will be redirected to this page – **How Does this Tool Work**, you can now begin the process of registering for an account.

How Does this Tool Work?

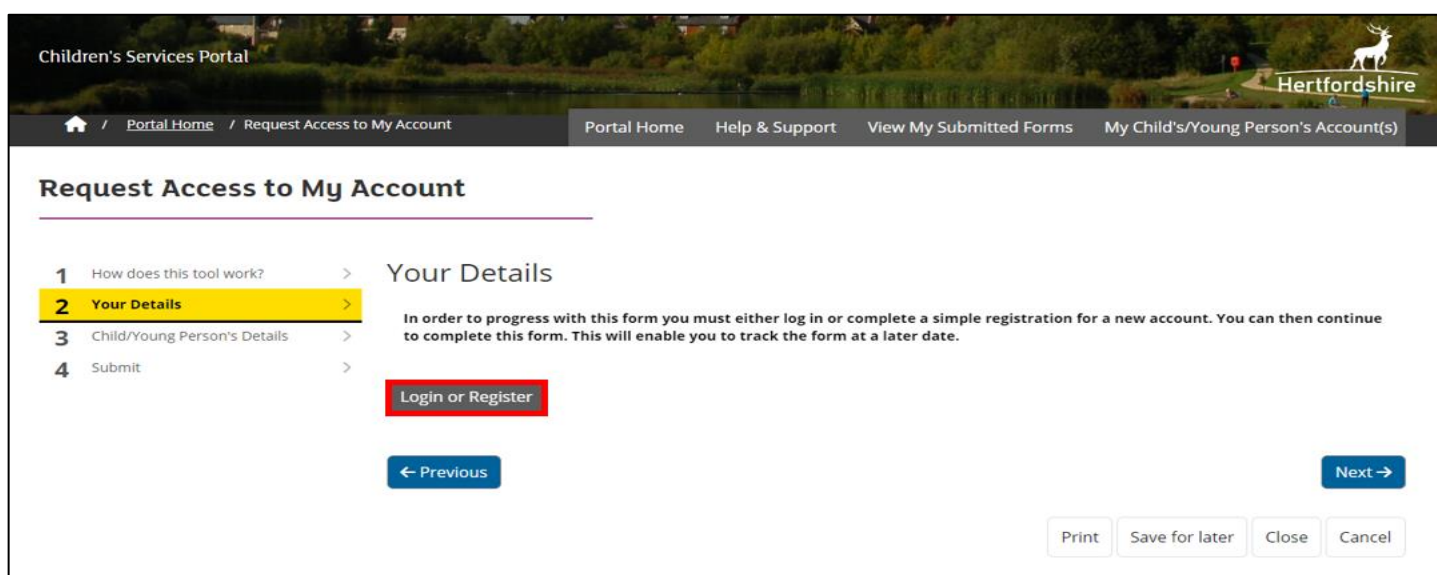
Read through the on-screen instructions and then press **Next**.



The screenshot shows the 'Request Access to My Account' page. The breadcrumb trail is 'Portal Home / Request Access to My Account'. The main navigation bar includes 'Portal Home', 'Help & Support', 'View My Submitted Forms', and 'My Child's/Young Person's Account(s)'. The page title is 'Request Access to My Account'. On the left, a numbered menu has '1 How does this tool work?' highlighted in yellow. The main content area is titled 'How does this tool work?' and contains instructions: 'This form should be used to request access to the EHC (Education Health and Care) Portal.' and 'Use the numbered menu items on the left or use the **Next->** and **<-Previous** buttons to move through the pages.' There are sections for 'Questions' (explaining that a question mark icon indicates mandatory questions), 'Save the Form' (explaining the 'Save for Later' button), and 'Print the Form' (explaining the print icon). At the bottom right, there is a red 'Next ->' button and a row of buttons: 'Print', 'Save for later', 'Close', and 'Cancel'.

Registration Process

At **Your Details** section you will need to register for an account by pressing on the Login or Register button.



The screenshot shows the 'Request Access to My Account' page. The breadcrumb trail is 'Children's Services Portal / Portal Home / Request Access to My Account'. The main navigation bar includes 'Portal Home', 'Help & Support', 'View My Submitted Forms', and 'My Child's/Young Person's Account(s)'. The page title is 'Request Access to My Account'. On the left, a numbered menu has '2 Your Details' highlighted in yellow. The main content area is titled 'Your Details' and contains instructions: 'In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.' Below this text is a red 'Login or Register' button. At the bottom left, there is a blue '<- Previous' button, and at the bottom right, there is a blue 'Next ->' button. At the very bottom, there is a row of buttons: 'Print', 'Save for later', 'Close', and 'Cancel'.

New Users

Press on **Register for new account**.



Secure login - step 1

New to Hertfordshire Children's Portal? [Register for an account here](#) or use the button below.
Already using Hertfordshire Children's Portal? Sign in below.

A screenshot of the login/register page. On the left, there is a form for "Existing users" with fields for "Email" and "Password", and buttons for "Submit" and "Cancel". Below the form is a link for "Forgotten password?". On the right, there is a box for "New users" with the text "If you're new to Hertfordshire Children's Portal, sign up for an account here" and a button labeled "Register for new account". The "New users" box is highlighted with a red border.

Step 1 - Register for a New Account

When creating a new account, you will need to complete all the mandatory fields with a * next to them and then click Next.

A screenshot of the "Register a new account - step 1" form. The form contains several input fields: "Forename *", "Surname *", "Property name", "House number or name", "Street *", "Area", "Town/City *", "County", and "Postcode *". There is also a checkbox labeled "Is this account being used in a professional capacity?". At the bottom left, there are "Next" and "Cancel" buttons. The "Next" button is highlighted with a red border.

Step 2 - Password and Email

Enter your email address, a password and confirm your password. The password must follow the **Password Policy** shown on the page to be accepted.

Register a new account - step 2

Email address *

Password *

Confirm password *

Back Next Cancel

Password policy

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous 8 passwords.

[View the list of special characters:](#)

Step 3 - 2 Step Factor Authenticator

Your 8-digit code will be sent to you by email as shown below.

HP Hertfordshire Children's Portal <donotreply@hertfordshire.gov.uk>

Wed 2024-10-16 12:53

Retention: Retain messages for up to 7 years then delete (7 years) Expires: Wed 2031-10-15 12:53

Dear Anita Test,

Thank you for using Hertfordshire Children's Portal. Please enter the following code on the login verification page:

5727 3581

Many thanks,
Hertfordshire Children's Portal

Copy the 8-digit code into the space provided and press **Next**.

Each time you login into your account you will be sent a new code to your email. This is required to ensure your portal account is safe and secure.

Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

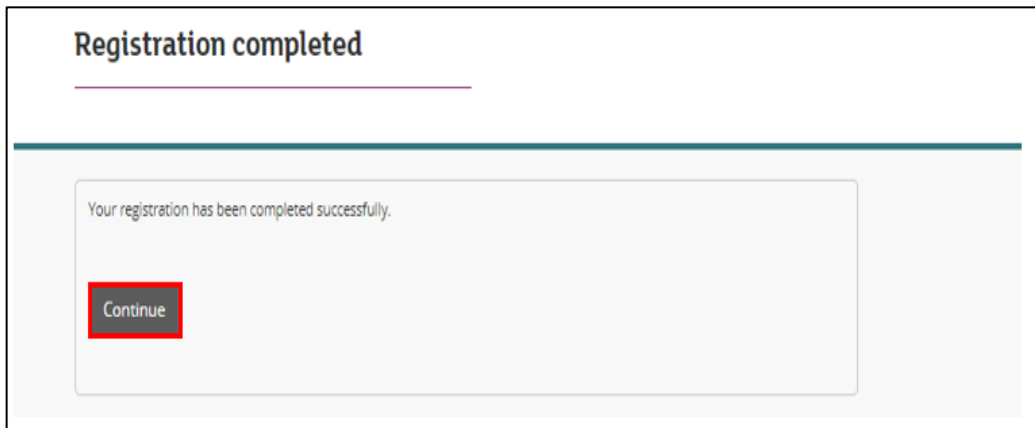
Code *

Back Next Cancel

[Please send me a new code](#)

Registration Completed

Once you have successfully registered, press **Continue**.



Completing your Form

Please follow the on-screen instructions when completing the Person's Details section. When asked '**I am completing this form on behalf of**', this should always be answered as '**Someone Else**' as shown below using the drop-down arrow. Please enter the name of the child or young person who is going through the EHC Assessment process.

However, if you are a young person completing the form for yourself, then answer as '**Myself**' and enter your details.

Portal Home / Request Access to My Account

Portal Home Help & Support View My Submitted Forms Anita Rixon

Request Access to My Account

- How does this tool work?
- Your Details
- Child/Young Person's Details**
- Submit

Child/Young Person's Details

Please ensure you always select 'Someone else' for the question of 'I am completing this form on behalf of'

Who is the Assessment for?

I am completing this form on behalf of * Someone else

Your relationship to person * Myself
Tony Bread
Someone else
Someone else in a professional capacity

First name *

Last name *

Date of birth * dd-mm-yyyy

Is date of birth estimated?

Submitting Your Form

Once you have completed all the required information, click on the **'Submit to Local Authority'** button in the Submit section. You will also be prompted to confirm that you do want to submit your form.

Request Access to My Account

- 1 How does this tool work? > Submit
- 2 Your Details >
- 3 Person's Details >
- 4 Supporting Documentation >
- 5 **Submit** >

Further information:

B / / U S • A A A A Clear

Submit to Local Authority

[← Previous](#)

Print Save for later Create PDF Close Cancel

Submit to Local Authority ×

Have you entered all the information you need to?
You will not be able to make any further changes once you press the "Submit" button.

Cancel **Submit**

1 How does this tool work? > Submit

2 Your Details >

3 Child/Young Person's Details >

4 **Submit** >

Further Information:

B / / U S • A A A A Clear

Submit to Local Authority

[← Previous](#)

Print Save for later Create PDF Close Cancel

When you have submitted your request, you will receive the message below to confirm the successful submission of your form.

Children's Services Portal Hertfordshire

Home / Portal Home / Thank You Portal Home View Submitted Forms Anita Rixon

Thank You

- Home >
- Recover a Saved Form >
- Recover an Early Help Referral >

Thank You
Thank you for submitting the information, this has been received and will be processed
Thank you for using this service.

Resetting Your Password

If you have forgotten your password, press on Forgotten password and you will be asked to enter your email address.

Secure login - step 1

New to Hertfordshire Children's Portal? [Register for an account here](#) or use the button below.
Already using Hertfordshire Children's Portal? Sign in below.

Existing users

Email
anitarixon@yahoo.co.uk

Password
.....

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

New users

If you're new to Hertfordshire Children's Portal, sign up for an account here

Enter your email address and press **Next**

Reset password - step 1

Email

Please enter your email address and we will email you a code to allow you to reset your password.

You will now receive an email containing your 8-digit code.

----- Forwarded message -----

From: "Hertfordshire Children's Portal" <donotreply@hertfordshire.gov.uk>
To: [REDACTED]
Cc:
Sent: Thu, 3 Oct 2024 at 11:49
Subject: Your custom code for Hertfordshire Children's Portal login

Dear Anita Rixon, Thank you for using Hertfordshire Children's Portal. Please enter the following code on the login verification page: **8522 6826** Many thanks, Hertfordshire Children's Portal

Copy this code into the space provided and press **Next**

Reset password - step 2

We've just sent you an email to confirm your email address. Please enter the code in this email below.

If you can't find an email, it may be in your Spam/Junk email folder or the email address provided is not registered with us.

Code

Next Cancel

Please enter the verification code that we emailed to you

Enter and confirm your new password and press **Finish**.

Reset password - step 3

Please enter your new password

Your new password

Confirm password

Finish Cancel

Password Policy

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous 8 passwords.


[View the list of special characters:](#)

Your password has now been successfully changed. Press **OK** and you will be redirected to the **Secure Login Page**, where you can now enter your email and your new password.

Password Reset Confirmation

Your password has been changed. Press OK to return to the login page.

OK

Children's Services Portal 

Secure login - step 1

New to Hertfordshire Children's Portal? [Register for an account here](#) or use the button below.
 Already using Hertfordshire Children's Portal? Sign in below.

Existing users

Email
Please enter your email address

Password
Please enter your password

For additional security, we will confirm your account by sending an authentication code to your email address.


[Forgotten password?](#)

New users

If you're new to Hertfordshire Children's Portal, sign up for an account here

Account Settings

If you wish to change your email address or password, press on **Account Settings** from the drop-down list.

Children's Services Portal 

[Home](#) / [Portal Home](#) / [My Account](#) [Portal Home](#) [Help & Support](#) [View My Submitted Forms](#) **Anita Rixon** ▾

EHC Assessment and Plan Process Tracker

- My Child's/Young Person's Account(s)
- Account Settings
- Continue a Saved Form
- Logout

[Home](#) / [Portal Home](#) / [Account Settings](#) [Portal Home](#) [Help & Support](#) [View My Submitted Forms](#) **Anita Rixon** ▾

Update Account Details

Account Details

Email Address

▾

Change profile details

To keep your account secure, we'll ask you to enter your password to authorise your details change.

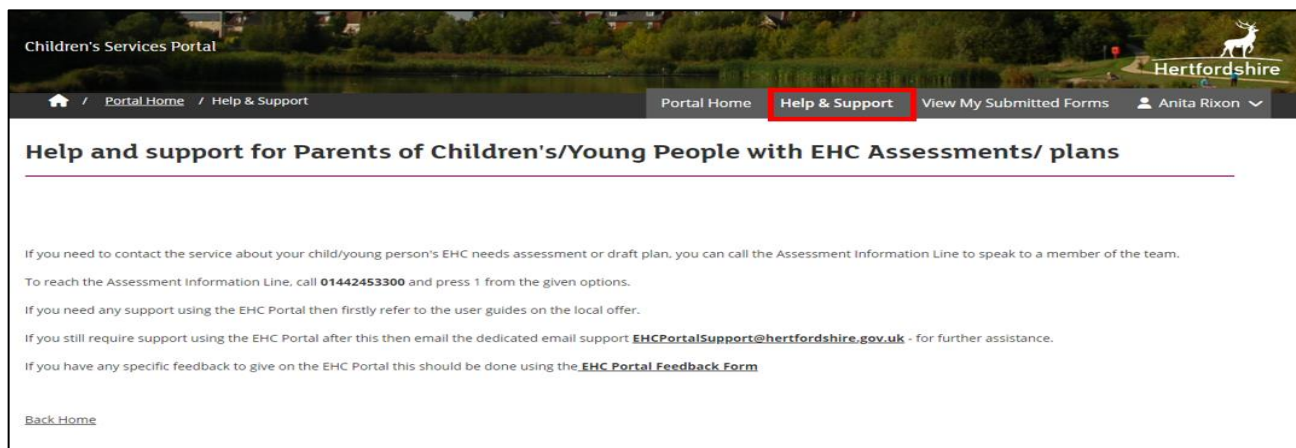
Change email address

To keep your account secure, we'll ask you to enter your password to authorise your details change.

Change password

Help and Support

By pressing on **Help and Support** will direct you to this page which allows you to send feedback and provides you with a dedicated email address for support.



The screenshot shows the 'Children's Services Portal' website. The header includes a home icon, 'Portal Home / Help & Support', 'Portal Home', 'Help & Support' (highlighted with a red box), 'View My Submitted Forms', and a user profile for 'Anita Rixon'. The main heading is 'Help and support for Parents of Children's/Young People with EHC Assessments/ plans'. The content area contains the following text:

If you need to contact the service about your child/young person's EHC needs assessment or draft plan, you can call the Assessment Information Line to speak to a member of the team.

To reach the Assessment Information Line, call **01442453300** and press 1 from the given options.

If you need any support using the EHC Portal then firstly refer to the user guides on the local offer.

If you still require support using the EHC Portal after this then email the dedicated email support: EHCPortalSupport@hertfordshire.gov.uk - for further assistance.

If you have any specific feedback to give on the EHC Portal this should be done using the [EHC Portal Feedback Form](#)

[Back Home](#)

Please be assured there is full support in place for you if required if you are experiencing any issues activating your account, please email **EHCPortalSupport@hertfordshire.gov.uk**.