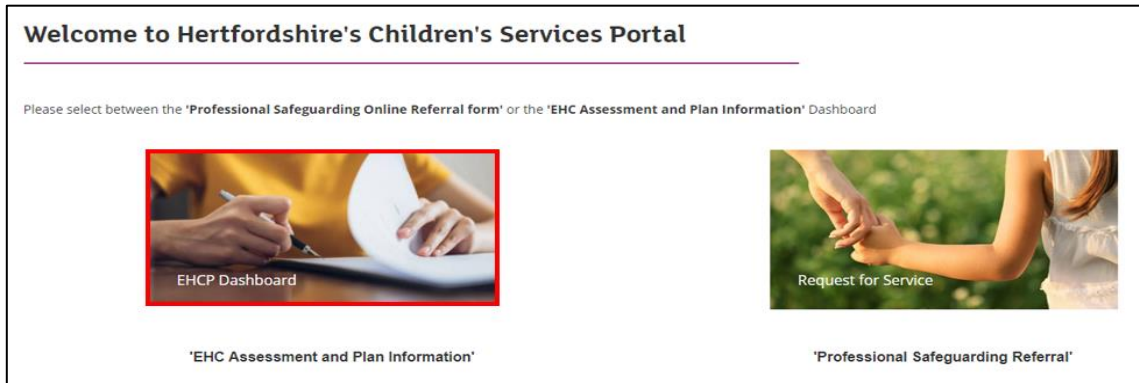


Education, Health and Care (EHC) Portal User guide – how to use the portal



This guide is designed to support you in using the Hertfordshire County Council’s digital EHC Portal when wanting to request an Education, Health, and Care (EHC) Needs Assessment for either yourself or your child. You will be able to check the status and track the progress of your assessment and view the EHC Plan online.

Please be reassured that the portal is very easy to use, but this guide will support you in the early stages of using it to help familiarise you.

There is also full support in place for you if required when using the EHC Portal, please email EHCPortalSupport@hertfordshire.gov.uk.

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Accessing Your Account

Once you have created your account, enter your details into Existing users and press Submit and then enter the 8-digit code sent to your email address and press Finish.

The first screenshot, titled "Secure login - step 1", shows the login interface. It includes a header for "Children's Services Portal" and "Hertfordshire". Below the header, there are instructions: "New to Hertfordshire Children's Portal? Register for an account here or use the button below." and "Already using Hertfordshire Children's Portal? Sign in below." There are two main sections: "Existing users" and "New users". The "Existing users" section has a red box around the "Email" field (containing "anton@ehcp.co.uk") and the "Password" field. Below these fields are "Submit" and "Cancel" buttons. The "New users" section has a "Register for new account" button. The second screenshot, titled "Secure login - step 2", shows the verification step. It says "We have just sent you an email to confirm your account. Please enter the code this contains below." and "If you can't find this email, it may be in your spam/junk email folder." There is a "Code" field with a red box around it, and "Finish" and "Cancel" buttons below. A note at the bottom says "Please send me a new code".

Once you have successfully logged into your account, you should be taken directly to your EHC Dashboard. If you see the screen below, press on the **View EHC Assessment and Plan Information** button which will take you directly to your EHC Dashboard.

Account Dashboard

The screenshot shows the "Account Dashboard" with a purple navigation bar at the top containing a plus icon and the text "View EHC Assessment and Plan information". Below the navigation bar are four main sections: "Details" (Name: Tony Bread, Date of Birth: 3 Mar 2020, Gender: Male), "My Messages (0)" (No New Messages), "Involvements" (Robert Coombes (EHCP Coordinator) EHM - Business Support Staff), and "Items to view" (Portal Request Access to an Account). At the bottom right, there is a section for "Items to complete (0)" (No items to complete).

EHC Dashboard

As shown below, here you will be able to:

1. Be informed of key dates within the EHC process.
2. See where you or your child is within the EHC process.
3. See what is happening at a particular stage in the process.
4. Get access to the Local Offer web page.
5. See who your allocated EHC Coordinator is.
6. See any forms awaiting completion, view any documents or new messages that have been sent to you by the SEND Service .

EHC Assessment and Plan - Tony Bread 1 [EHC Process Dates](#)

2 **Request/Application** Request Received: 01 Sep 2024 **Request Outcome** Request Outcome Due: 09 Oct 2024

3 **What happens in this stage?**
A request for education, health and care assessment has been received. We will get in touch with people from education, health and care about support that has already been provided for your child, and within 6 weeks a decision will be made whether or not to go ahead with a full assessment.

4 [Local Offer](#)

5 **EHCP Coordinator - Robert Coombes**

EHC Process Dates Date request made: 01 Sep 2024 Who the request was from: Education Setting Request outcome due: 12 Oct 2024	Forms you can start or awaiting completion (0) No items to complete
New Messages (Click to view all) (0) No New Messages	Documents you have been sent EHCP - Information Requested - 6427917.rtf

Request/Application and Request Outcome

EHC Assessment and Plan - Tony Bread [EHC Process Dates](#)

Request/Application Request Received: 01 Sep 2024 **Request Outcome** Request Outcome Due: 09 Oct 2024

What happens in this stage?
A request for education, health and care assessment has been received. We will get in touch with people from education, health and care about support that has already been provided for your child, and within 6 weeks a decision will be made whether or not to go ahead with a full assessment.

[Local Offer](#)

Request/Application - will show you the date when your request was received, and Grey represents that this action has been completed

Request Outcome - will show you the date when you can expect to receive a response to your request and Green represents that this action is in progress.

EHC Assessment and Plan Process Tracker

EHC Assessment and Plan - Rob Test

EHC Process Dates



EHCP Coordinator - Robert Coombes

If you see anything in yellow, this represents what will happen next.

EHC Process Dates

EHC Process Dates

Date request made:: 01 Sep 2024

Who the request was from: Education Setting

Request outcome due:: 12 Oct 2024

Request Details

[Back to EHC Dashboard](#) >

[EHC Request Details](#) >

[SEN Involvements](#) >

[Items to view](#) >

[Items to complete](#) >

[Messages](#) >

This page contains details of the EHC needs assessment process dates so that you can review these at any point in the process.

SEN Involvements

[Back to EHC Dashboard](#) >

[EHC Request Details](#) >

[SEN Involvements](#) >

[Items to view](#) >

[Items to complete](#) >

[Messages](#) >

This page shows the name of your SEND Officer and other professionals we know are involved with your child.

Forms Awaiting Completion

Forms you can start or awaiting completion (0)

No items to complete

Items to complete

[Back to EHC Dashboard](#) >

[EHC Request Details](#) >

[SEN Involvements](#) >

[Items to view](#) >

[Items to complete](#) >

[Messages](#) >

This page contains any forms that have been sent for you to start or awaiting completion by the SEND Service.

Documents

Documents you have been sent

EHCP - Information Requested - 6427917.rtf

Items to view

[Back to EHC Dashboard](#) >

[EHC Request Details](#) >

[SEN Involvements](#) >


[Items to view](#) >

[Items to complete](#) >

[Messages](#) >

This page contains completed forms and documents about your EHC assessment and plan that have been sent to you the SEND Service.

New Messages

 **New Messages (Click to view all) (0)**

No New Messages

Messages

[Back to EHC Dashboard](#) >

[EHC Request Details](#) >

[SEN Involvements](#) >

[Items to view](#) >

[Items to complete](#) >

[Messages](#) >

This page contains messages you have been sent by the SEND Service. Please note, it is NOT possible to send new messages via the Portal, please use existing methods of communications.

Sending in Supporting Documentation

Start by pressing on the **Forms you can start or awaiting completion** button.

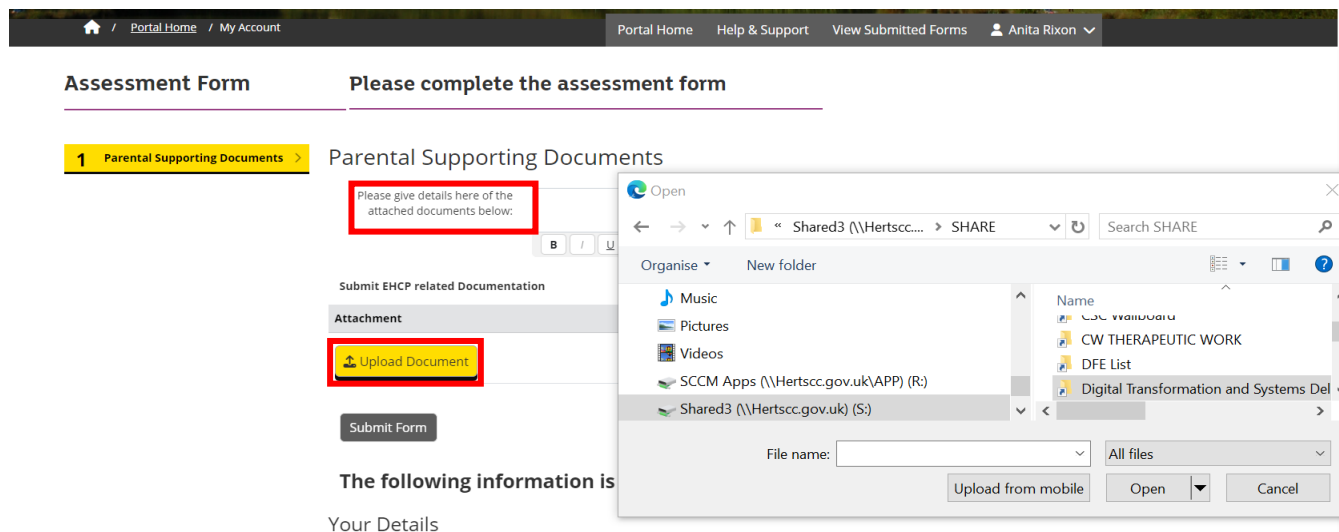
The screenshot shows a dashboard with four blue panels. The top-left panel is titled 'EHC Process Dates' and contains the text: 'Date request made:: 01 Sep 2024', 'Who the request was from: Education Setting', and 'Request outcome due:: 12 Oct 2024'. The top-right panel is titled 'Forms you can start or awaiting completion (0)' and contains 'No items to complete'. The bottom-left panel is titled 'New Messages (Click to view all) (0)' and contains 'No New Messages'. The bottom-right panel is titled 'Documents you have been sent' and contains 'EHCP - Information Requested - 6427917.rtf'. A red border highlights the top-right panel.

You will be now see the screen below where you need to press on **Items to Complete** and you can then access the **Forms you can start** section. Press on the form you wish to start i.e. Parental Supporting Documentation.

The screenshot shows the 'Children's Services Portal' interface. At the top, there is a navigation bar with 'Portal Home', 'My Account', 'Portal Home', 'Help & Support', 'View My Submitted Forms', and a user profile for 'Anita Rixon'. Below the navigation bar is the 'Items to complete' section. On the left, there is a sidebar menu with 'Items to complete' highlighted in yellow. The main content area shows a message: 'This page contains any forms that have been sent to you for completion by the SEND Service.' Below this is a section titled 'Items to complete for Tony Bread' with the text 'There are no items for you to complete' and a 'Refresh' button. Below that is a section titled 'Forms you can start' with a table containing one row: 'Parental Supporting Documents'. A red border highlights the 'Items to complete' sidebar item, the 'Forms you can start' section, and a 'Back to EHCP Dashboard' link at the bottom.

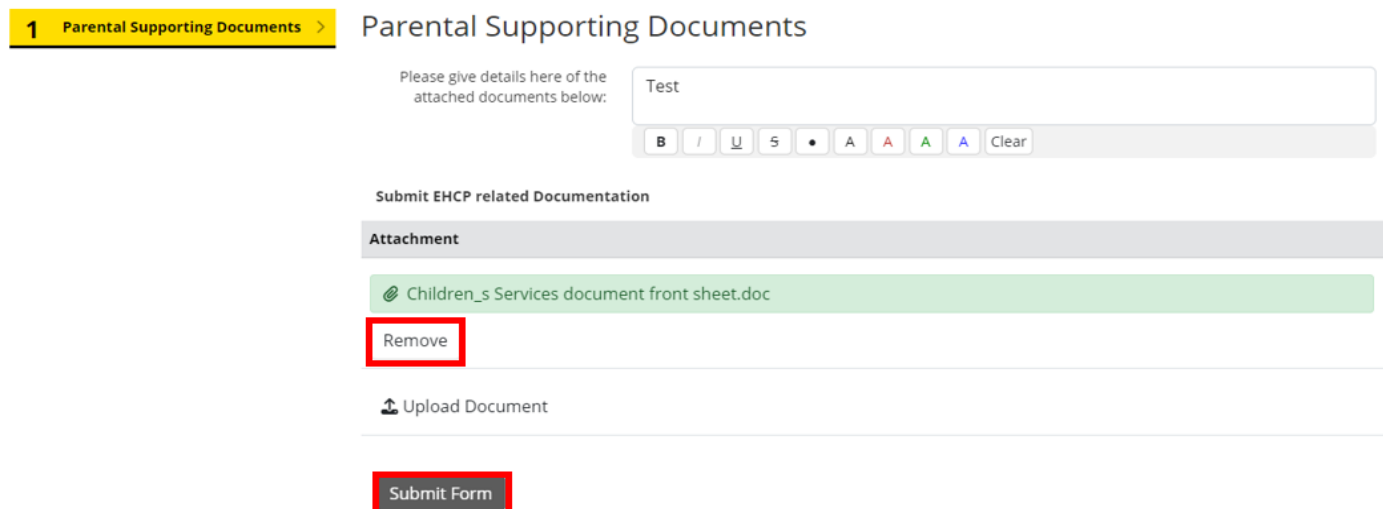
You will now be redirected here where you can start to complete your assessment form by giving details of the attachment in the text box and uploading a document.

By pressing on **Upload Document** as highlighted below will allow you to find the document you wish to use.



You will now be able to see your attachment and you can either **Remove** this if it is not the correct form you wish to send in or you can press on **Submit Form**.

Assessment Form Please complete the assessment form



Once you press on **Submit Form**, you will be asked if you are sure you want to submit this Self Assessment as no further changes can be made once this has been pressed. Press the **Submit** button.

THIS IS A TEST SYSTEM

Submit Form ✕

Are you sure you want to submit this Self Assessment now?

You will not be able to make further changes once it has been submitted.

Cancel
Submit

Submit Error - Deleted Documentation

Attachment

📎 Children_s Services Organisational Charts - September 2015 Iss 2.docx
Remove

📎 Invite including HCC Teams Channel.docx
Remove

📁 Upload Document

Submit Form

You will be redirected back to **Items to Complete** where you can see confirmation that your form was submitted successfully.

Children's Services Portal Hertfordshire

🏠 / [Portal Home](#) / [My Account](#)

[Portal Home](#)
[Help & Support](#)
[View Submitted Forms](#)
👤 Anita Rixon ▾

Items to complete

- [Back to EHC Dashboard](#) >
- [EHC Request Details](#) >
- [SEN Involvements](#) >
- [Items to view](#) >
- [Items to complete](#) >
- [Messages](#) >

Your form was submitted successfully

This page contains any forms that have been sent to you for completion by the SEND Service.

Items to complete for Tony Bread

There are no items for you to complete

Refresh

Forms you can start

Description
Parental Supporting Documents

Receiving Documents

When there is a document for you to view, an email will be sent notifying you of this and asking you to log into your account.

Start by pressing on the **Documents you have been sent** button.

EHC Process Dates
Date request made: 01 Sep 2024
Who the request was from: Education Setting
Request outcome due: 12 Oct 2024

Forms you can start or awaiting completion (0)
No items to complete

New Messages (Click to view all) (0)
No New Messages

Documents you have been sent
EHCP - Information Requested - 6427917.rtf

You can now open up your document by pressing on the date as shown below:

Children's Services Portal
Hertfordshire

Portal Home / My Account | Portal Home | Help & Support | View My Submitted Forms | Anita Rixon

Items to view

- Back to EHC Dashboard >
- EHC Request Details >
- SEN Involvements >
- Items to view >**
- Items to complete >
- Messages >

This page contains completed forms and documents about your EHC assessment and plan.

Tony Bread's Documents you have been sent

Published Date	Document Date	Description
03 Oct 2024	03 Oct 2024	EHCP - Information Requested - 6427917.rtf

Refresh

[Back to EHC Dashboard](#)

An example of the type of document you might receive

Information Requested

The Local Authority will make contact with professionals that are involved with your child or young person to gather any additional information. The tables below show which services we have requested information from ahead of the Local Authority Multi-Agency Panel.

If you have any other documents that you feel will help with this decision, please send them to EHCNeedsAssessment@hertfordshire.gov.uk or upload via your EHC Portal account.

Services	Date Requested
District Medical Officer	01-Oct-2024
Educational Psychologist	05-Oct-2024
Social Care	08-Oct-2024
DCT (0-25 Service)	09-Oct-2024
Specialist Advisory Teacher	01-Oct-2024
Education Setting	22-Oct-2024
Speech and Language Therapy	02-Oct-2024
YC Hertfordshire	01-Oct-2024
Child & Family Clinic (CAMHS)	09-Oct-2024
Physiotherapy	10-Oct-2024
Occupational Therapy	18-Oct-2024

Other Advice and Information Requested

Receiving a Message

When there is a new message for you to read, an email will be sent to you notifying you of this and asking you to log into your account.

Start by pressing on the **New Messages** button.

The screenshot shows a dashboard with four blue panels. The top-left panel is titled 'EHC Process Dates' and contains the text: 'Date request made: 01 Sep 2024', 'Who the request was from: Education Setting', and 'Request outcome due: 12 Oct 2024'. The top-right panel is titled 'Forms you can start or awaiting completion (0)' and contains 'No items to complete'. The bottom-left panel is titled 'New Messages (Click to view all) (0)' and contains 'No New Messages'. The bottom-right panel is titled 'Documents you have been sent' and contains 'EHCP - Information Requested - 6427917.rtf'. The 'New Messages' panel is highlighted with a red border.

You can then see who your message was from and the subject. To open up your message, press anywhere on the message line as highlighted below.

Please note, it is NOT possible to reply to this message via the Portal, please use existing methods of communications.

The screenshot shows the header of the Children's Services Portal. On the left, it says 'Children's Services Portal'. On the right, there is a logo for Hertfordshire featuring a stag. Below the header is a navigation bar with links: 'Portal Home', 'Help & Support', 'View My Submitted Forms', and 'Anita Rixon' with a dropdown arrow.

Messages

- Back to EHC Dashboard >
- EHC Request Details >
- SEN Involvements >
- Items to view >
- Items to complete >
- Messages >

This page contains messages you've been sent by the SEND team. Please note, it is not possible to send new messages via the Portal, please use existing methods of communications.

New Message Refresh

Tony Bread's Inbox

Date	From	To	Subject
03 Oct 2024 17:17	Robert Coombes	Tracy Tester	EHC Handover to new team

Tony Bread's Sent Items

No items

[Back to EHCP Dashboard](#)