

LOGGING INTO THE PLYMOUTH PROFESSIONAL PORTAL

Early Help (EHAT) & 0-25 SEND Statutory Assessment Team



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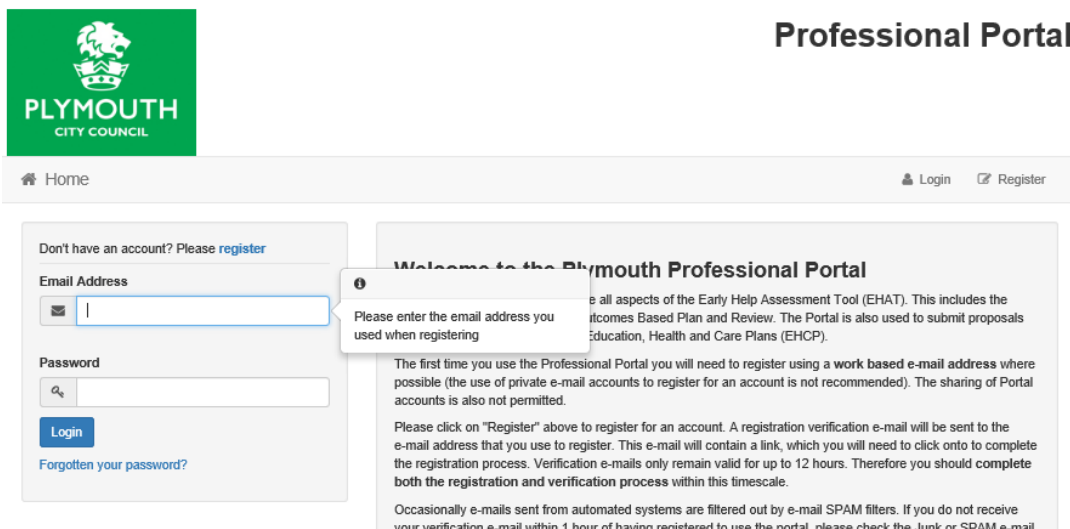
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LOGGING INTO THE PROFESSIONAL PORTAL

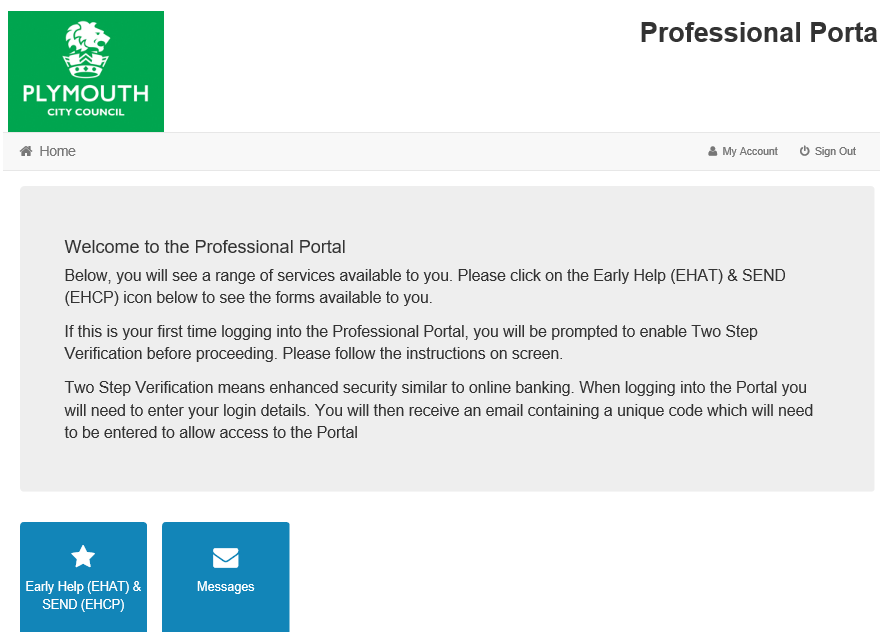
Once you have created and activated your account for the Professional Portal you should be able to login

1. Using Internet Explorer, Mozilla Firefox or Google Chrome, navigate to https://admissions.plymouth.gov.uk/ProfessionalPortal_LIVE/Account/Login

2. Enter your email address and password



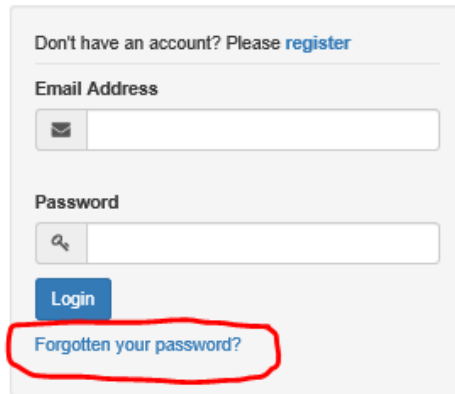
3. You should now be logged into the Professional Portal home page



FORGOTTEN YOUR PASSWORD

If you do happen to forget your password – you can reset this yourself from the login screen

1. Click on the Forgotten your password link which can be found on the login screen



Don't have an account? Please [register](#)

Email Address

Password

Login

Forgotten your password?

2. Enter your mail address when prompted and then click 'Continue'
3. You will now need to answer a secret question which you will have entered during the registration process

Forgotten Password Answer Secret Question



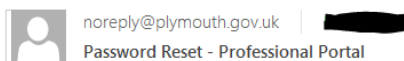
Secret Question

Your place of birth?

Secret Answer

Submit

4. After clicking 'Submit' on the above screen you should receive an email containing a unique link. Follow this link to the password reset page where you will be asked to enter a new password



You have chosen to reset your password, to enable you to login to the Professional Portal.

In order to complete this process, you must login again using the new password you have chosen.

https://admissions.plymouth.gov.uk/ProfessionalPortal_TEST/Account.Mvc/ResetPassword/76168_1e0d6df5-4829-42c3-95ab-aec65d5bce8e

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Kind Regards, Portal Administrator

Important - Please do not reply to this email as this account is not monitored.

TWO STEP VERIFICATION

Once activated (see Portal User Registration Guide for details), you will be required to enter a two-step verification code each time you log into the system. This code will be sent to your chosen registration e-mail address. You will need to insert the 6 digit verification code into the box on screen and click on the verification button to complete the log in process.

Verification Code sent


Your Verification Code has been sent.

Please enter your Verification Code to continue.

Your Verification Code *

Verify

UPDATING YOUR ACCOUNT DETAILS

You can update the details on the Professional Portal by clicking on  **My Account** in the top right hand corner of the Portal home page. The following options are available to click on to update your details:





My Account

- [Personal Details](#) 1. To change your name.
- [Work Details](#) 2. To change your role within an existing work-place.
- [Change Email Address](#) 3. To amend the e-mail address you use to log in.
- [Change Password](#) 4. To change the password used to log in.
- [Change Secret Question](#) 5. To change the secret question used when you change your password.
- [Change of Circumstances](#) 6. If you move school/FE College or leave work, please follow the instructions under the Change of Circumstances link in My Account.

[Change Secret Question](#)

[Change of Circumstances](#)

[Two Step Verification](#)

	<input type="text" value="[REDACTED]"/>
Gender	
	Male 
Last Logged In Date	
	03/05/2018 14:28:02
<input type="button" value="Save"/>	

ASSISTANCE

For assistance on the EHCP Portal forms please contact the SEND 0-25 Team
senadmin@plymouth.gov.uk

For assistance on the Early Help Assessment (EHAT) forms please contact
gatewayadmin@plymouth.gov.uk

For technical support on accounts or passwords, please contact

EHCPPortal@plymouth.gov.uk

Plymouth City Council SEND Team – School Support <https://www.plymouth.gov.uk/sendasstrategicadviceandsupport2>