REGISTERING AN ACCOUNT ON THE PLYMOUTH PROFESSIONAL PORTAL

Early Help & 0-25 SEND Statutory Assessment Team

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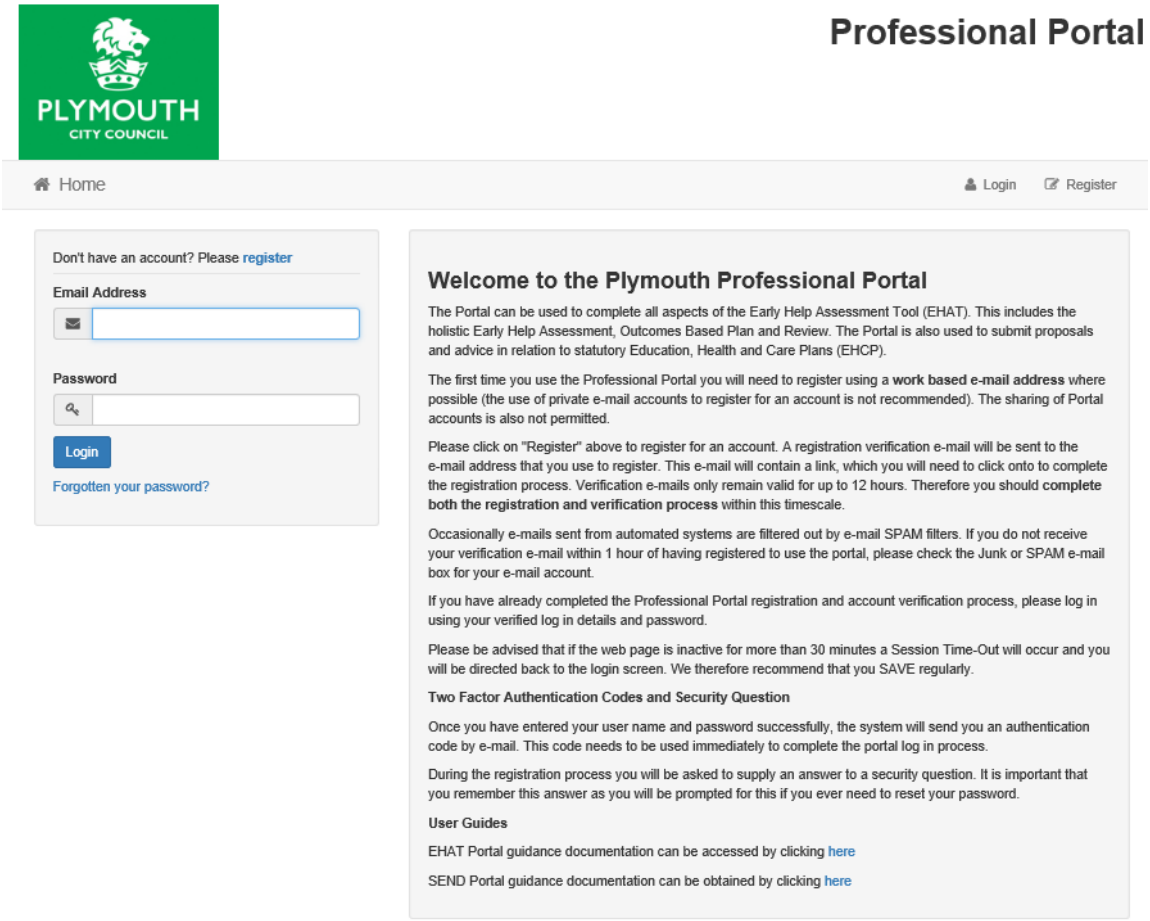
REGISTERING AS A USER – SECURITY DETAILS

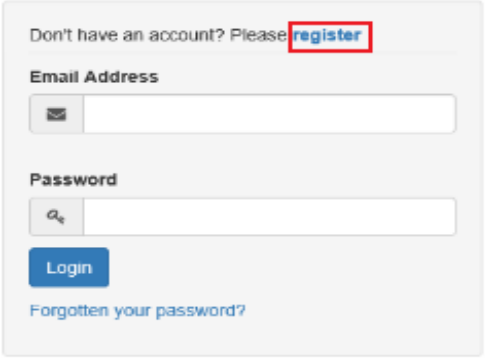
1. Using Internet Explorer versions 10 and 11, Firefox, Edge or Google Chrome, navigate to https://admissions.plymouth.gov.uk/ProfessionalPortal_LIVE/Account/Login

2. You should see the front page of the Professional Portal (see below).

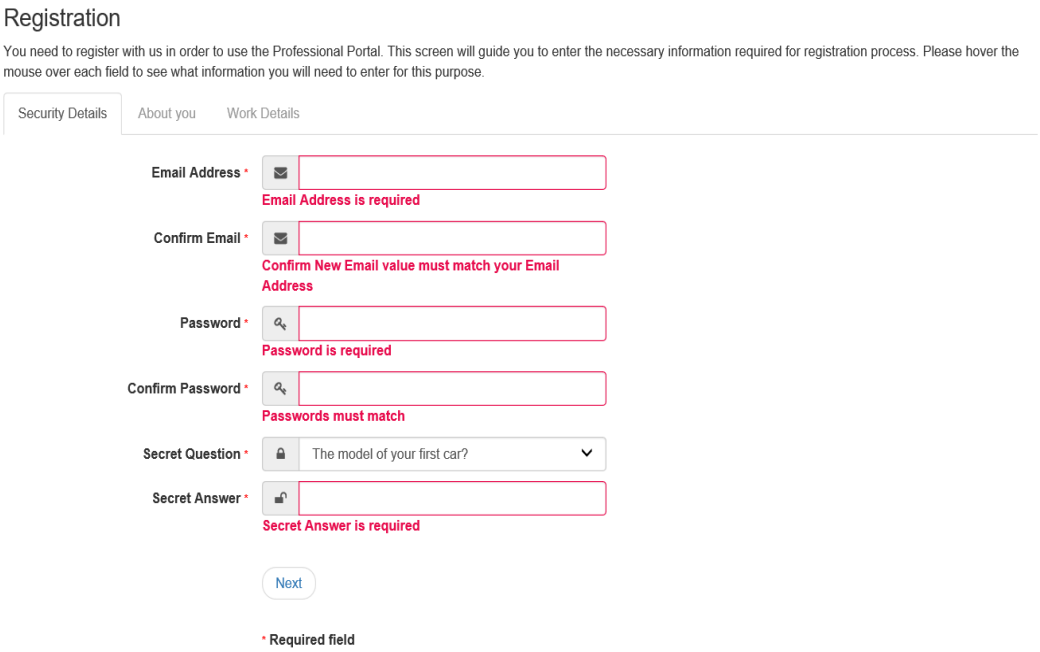


3. Save to your Bookmarks/Favourites for easy access!

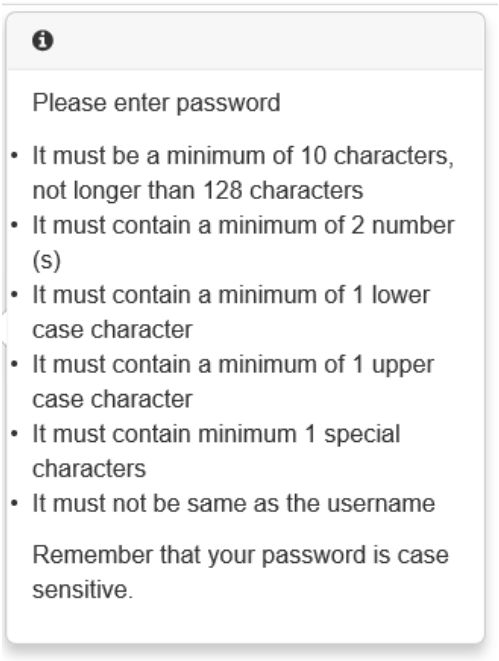
4. On the left hand side of the screen, left click the register button (see below).



5. There are 3 tabs to complete, beginning with security details.
6. As you can see below, all of these boxes are mandatory.

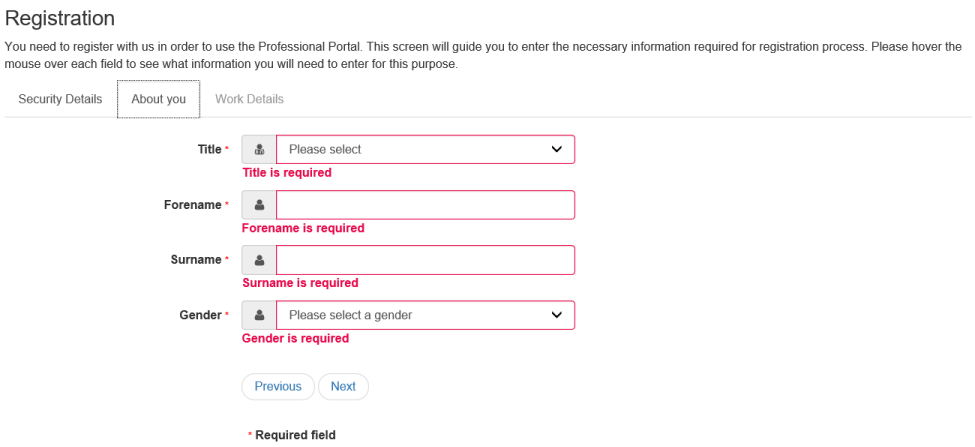


7. First, fill in the email address that you wish to use for the account and then confirm it.
8. **Please do not use a personal email address!**
9. The email address should be your individual work email account.
10. Make a password for the account, using the rules below.



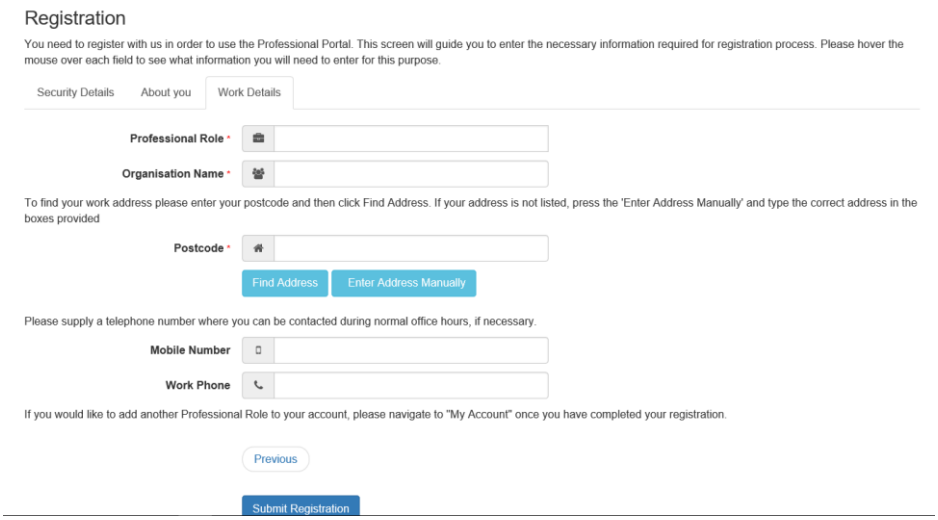
11. Confirm the password.
12. Set up your secret question using the drop-down list provided.
13. Add the answer to that question underneath.
14. Click Next !

REGISTERING AS A USER – ABOUT YOU

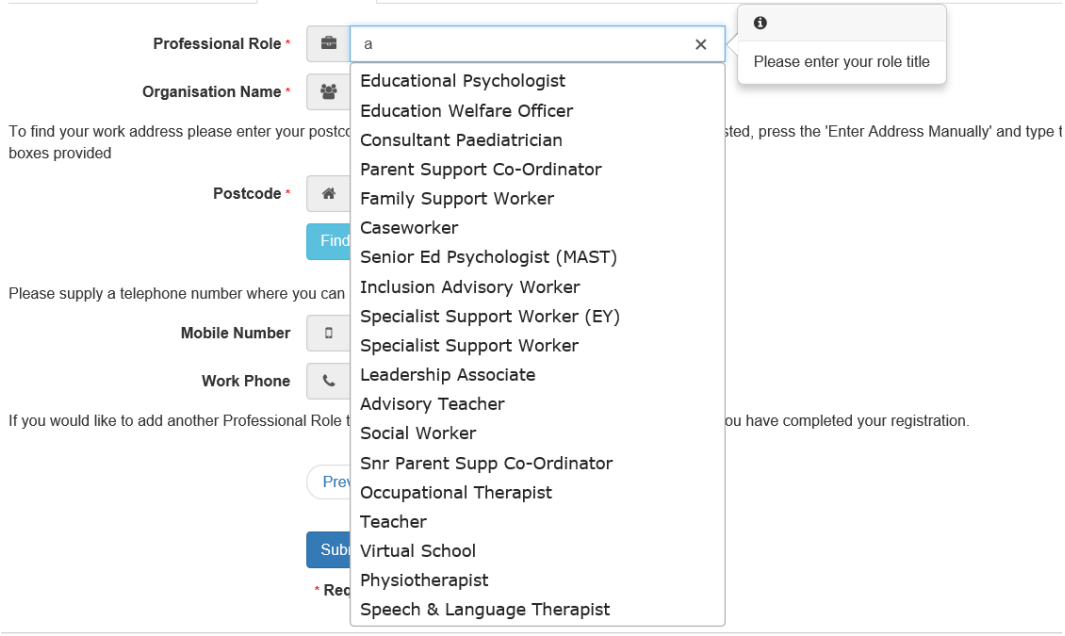


15. This is the second screen of three. As you can see, all boxes are mandatory.
16. Please use your personal details in the boxes, not the name of the educational setting.
17. When finished, click Next

REGISTERING AS A USER – WORK DETAILS



This is the final section of the registration to fill in.



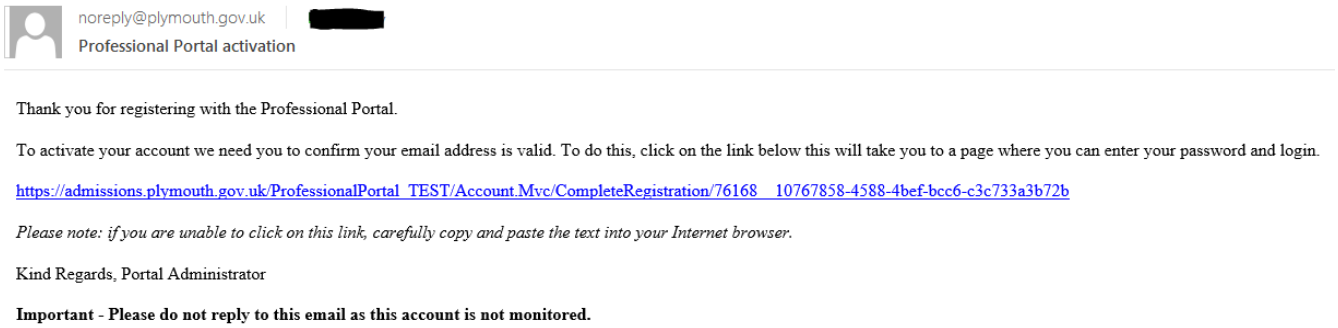
18. As you can see, both the Professional Role and Organisation Name boxes are mandatory.
19. You can free type into the Professional Role box, which brings up a drop-down box of roles.
20. If your role appears, left click it.
21. **If your role does not appear, never fear!**
22. Free type your role in, the system will accept it.
23. The Organisation Name box is free type.
24. Postcode box – This postcode does not have to be within the Unitary Authority area.
25. You can either find the address automatically searching by postcode, or enter manually.
26. The Mobile Number and Work Phone boxes are not mandatory however…
27. **We would appreciate contact numbers being entered.**
28. Press Submit!
29. You will now receive a message confirming that an email has been sent containing a link.

You should complete the registration process within 24 hours, by clicking on the e-mail link, within your registration e-mail. If you exceed this time frame, try the hyperlink, however it may return a message saying that the link has expired. If you get the "link expired" message please complete the the registration process again.

Providing there are no errors or missing information, you will have an email (similar to the one shown below) delivered to your chosen email account asking you to click a link to finish setting up your account. Click on this link, and you will be able to login.

Please be aware that some office systems are set up to put e-mails from unknown senders, or e-mails that contain hyperlinks, into the SPAM or JUNK mail boxes. If you don't receive your confirmation e-mail within half an hour, please check these e-mail boxes, or with your e-mail system administrator to see if the e-mail has been sent to SPAM.

Please see below and example of a registration e-mail.



noreply@plymouth.gov.uk [redacted]
Professional Portal activation

Thank you for registering with the Professional Portal.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your password and login.

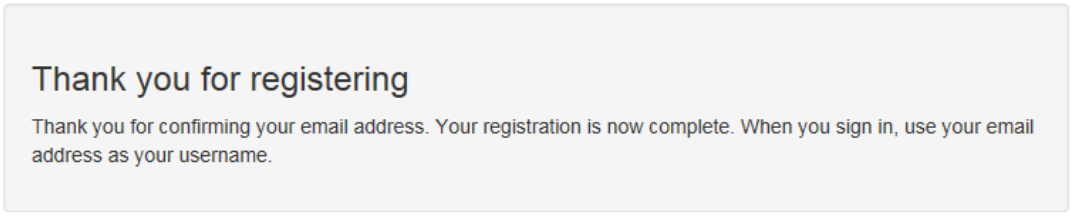
https://admissions.plymouth.gov.uk/ProfessionalPortal_TEST/Account.Mvc/CompleteRegistration/76168__10767858-4588-4bef-bcc6-c3c733a3b72b

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.

Click on the hyperlink in the e-mail to complete the registration process. The following message will display to confirm your registration. If you are unable to click on hyperlinks embedded in e-mails, please copy and paste the hyperlink into the address bar in your internet browser and click the return key.



Thank you for registering

Thank you for confirming your email address. Your registration is now complete. When you sign in, use your email address as your username.

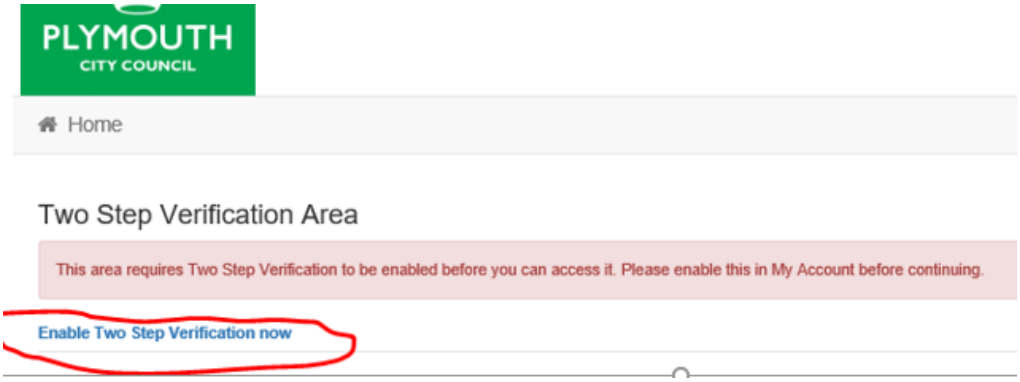
TWO STEP VERIFICATION

To access the EHCP and EHAT forms section within the Professional Portal, two step verification is required. Basically this means enhanced security (similar to online banking). This is due to the sensitive nature of information that is being entered onto the Portal.

Two step verification means that when logging into the Portal, you will first need to enter your username and password. You will then receive an email containing a unique code. This code needs to be entered before you can access the Portal.

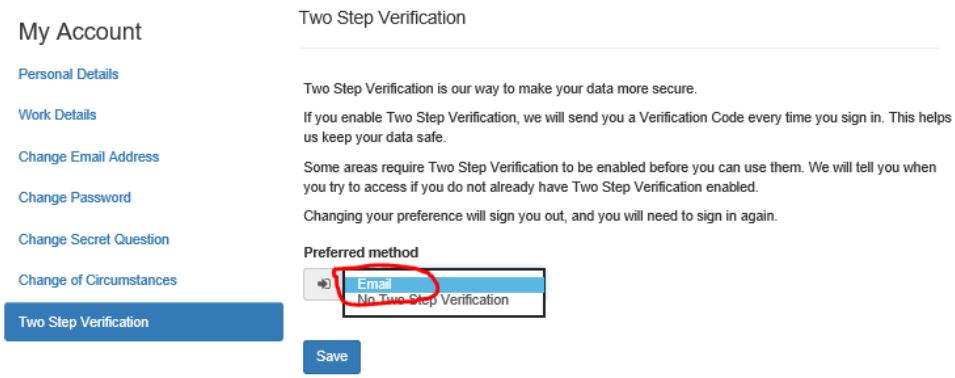
30. Once logged into the Portal select the icon labelled 'SEND (EHCP) & Early Help (EHAT)'

31. You will now see a message inviting you to enable Two Step Verification…



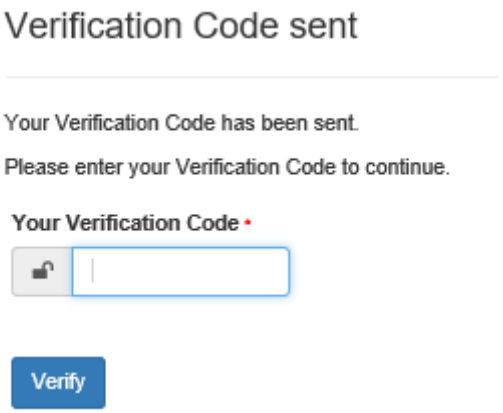
32. Click on this link and follow the steps

33. Under Two Step Verification select 'Email' as the preferred method and click 'Save'



34. This will log you out of the system

35. When logging into the Portal from now on you will need to enter your username and password as normal. You will then be asked to enter a unique verification code. This code will be sent to your email address.



Congratulations! You now have a Professional Portal User Account!