

REGISTERING AN ACCOUNT ON THE PLYMOUTH PROFESSIONAL PORTAL

Early Help & 0-25 SEND Statutory Assessment Team

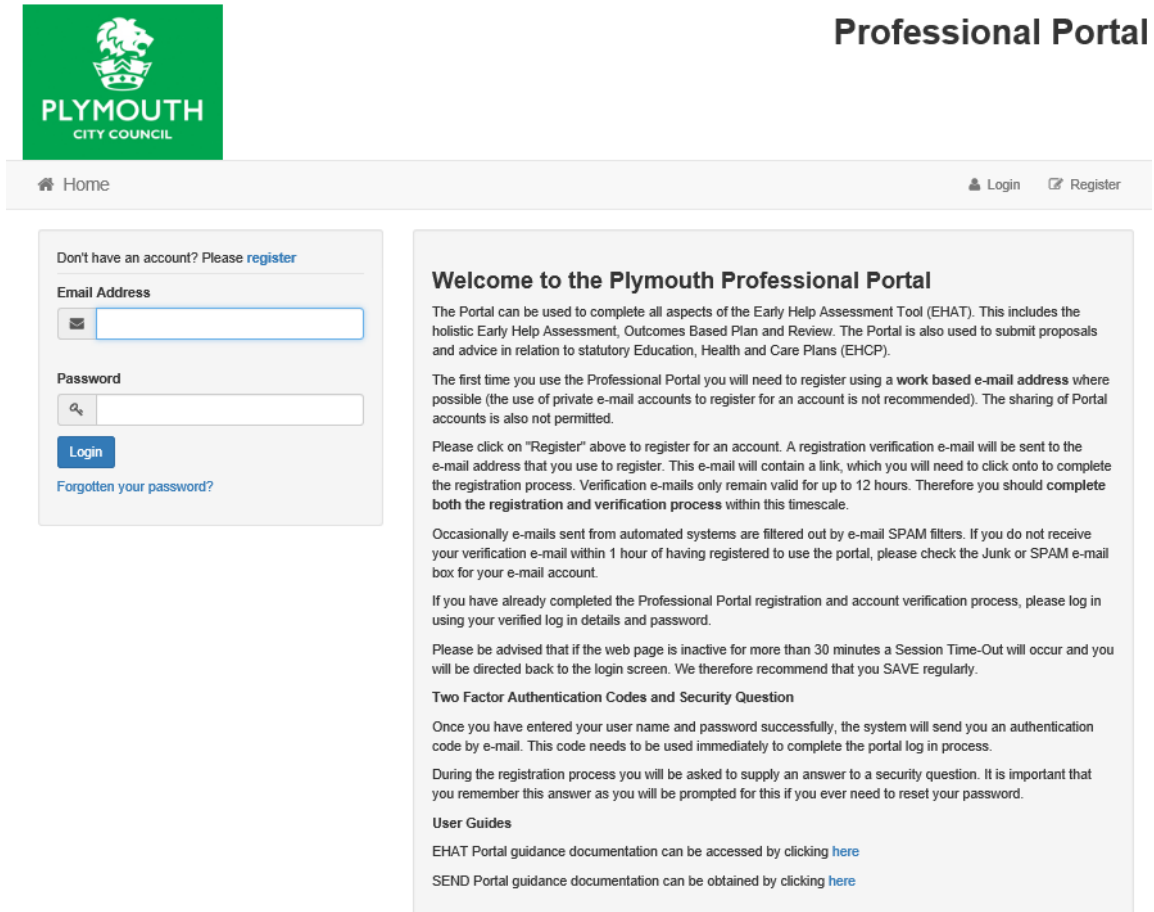


Contents

Registering As a User – Security Details	2
Registering as a User – About You	4
Registering as a User – Work Details	4
Two Step Verification	7

REGISTERING AS A USER – SECURITY DETAILS

- Using Internet Explorer versions 10 and 11, Firefox, Edge or Google Chrome, navigate to https://admissions.plymouth.gov.uk/ProfessionalPortal_LIVE/Account/Login
- You should see the front page of the Professional Portal (see below).



Professional Portal

Home Login Register

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

Email Address

Password

Login

[Forgotten your password?](#)

Welcome to the Plymouth Professional Portal

The Portal can be used to complete all aspects of the Early Help Assessment Tool (EHAT). This includes the holistic Early Help Assessment, Outcomes Based Plan and Review. The Portal is also used to submit proposals and advice in relation to statutory Education, Health and Care Plans (EHCP).

The first time you use the Professional Portal you will need to register using a work based e-mail address where possible (the use of private e-mail accounts to register for an account is not recommended). The sharing of Portal accounts is also not permitted.

Please click on "Register" above to register for an account. A registration verification e-mail will be sent to the e-mail address that you use to register. This e-mail will contain a link, which you will need to click onto to complete the registration process. Verification e-mails only remain valid for up to 12 hours. Therefore you should complete both the registration and verification process within this timescale.

Occasionally e-mails sent from automated systems are filtered out by e-mail SPAM filters. If you do not receive your verification e-mail within 1 hour of having registered to use the portal, please check the Junk or SPAM e-mail box for your e-mail account.

If you have already completed the Professional Portal registration and account verification process, please log in using your verified log in details and password.

Please be advised that if the web page is inactive for more than 30 minutes a Session Time-Out will occur and you will be directed back to the login screen. We therefore recommend that you SAVE regularly.

Two Factor Authentication Codes and Security Question

Once you have entered your user name and password successfully, the system will send you an authentication code by e-mail. This code needs to be used immediately to complete the portal log in process.

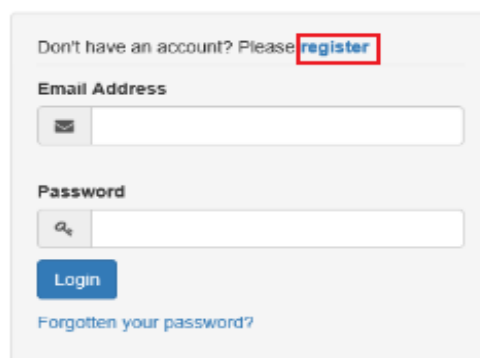
During the registration process you will be asked to supply an answer to a security question. It is important that you remember this answer as you will be prompted for this if you ever need to reset your password.

User Guides

EHAT Portal guidance documentation can be accessed by clicking [here](#)

SEND Portal guidance documentation can be obtained by clicking [here](#)

- Save to your Bookmarks/Favourites for easy access!
- On the left hand side of the screen, left click the register button (see below).



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

Email Address

Password

Login

[Forgotten your password?](#)

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

Registration

You need to register with us in order to use the Professional Portal. This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose.

Security Details

About you

Work Details

Email Address *

Email Address is required

Confirm Email *

Confirm New Email value must match your Email Address

Password *

Password is required

Confirm Password *

Passwords must match

Secret Question * The model of your first car? ▼

Secret Answer *

Secret Answer is required

Next

* Required field

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.

i

Please enter password

- It must be a minimum of 10 characters, not longer than 128 characters
- It must contain a minimum of 2 number (s)
- It must contain a minimum of 1 lower case character
- It must contain a minimum of 1 upper case character
- It must contain minimum 1 special characters
- It must not be same as the username

Remember that your password is case sensitive.

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

Registration

You need to register with us in order to use the Professional Portal. This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose.

Security Details **About you** Work Details

Title *
Title is required

Forename *
Forename is required

Surname *
Surname is required

Gender *
Gender is required

[Previous](#) [Next](#)

* Required field

- 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

Registration

You need to register with us in order to use the Professional Portal. This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose.

Security Details **About you** **Work Details**

Professional Role *

Organisation Name *

To find your work address please enter your postcode and then click Find Address. If your address is not listed, press the 'Enter Address Manually' and type the correct address in the boxes provided

Postcode *

[Find Address](#) [Enter Address Manually](#)

Please supply a telephone number where you can be contacted during normal office hours, if necessary.

Mobile Number

Work Phone

If you would like to add another Professional Role to your account, please navigate to "My Account" once you have completed your registration.

[Previous](#)

[Submit Registration](#)

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

The screenshot shows a registration form with the following fields and options:

- Professional Role:** A dropdown menu with a search box containing 'a'. The list of roles includes: Educational Psychologist, Education Welfare Officer, Consultant Paediatrician, Parent Support Co-Ordinator, Family Support Worker, Caseworker, Senior Ed Psychologist (MAST), Inclusion Advisory Worker, Specialist Support Worker (EY), Specialist Support Worker, Leadership Associate, Advisory Teacher, Social Worker, Snr Parent Supp Co-Ordinator, Occupational Therapist, Teacher, Virtual School, Physiotherapist, and Speech & Language Therapist.
- Organisation Name:** A text input field.
- Postcode:** A text input field with a 'Find' button.
- Mobile Number:** A text input field.
- Work Phone:** A text input field.

Additional form elements include a 'Submit' button, a 'Previous' button, and a 'Record' indicator. A tooltip message reads: "Please enter your role title".

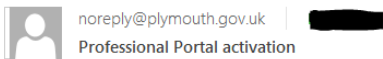
18. As you can see, both the Professional Role and Organisation Name boxes are mandatory.
19. You can free type into the Professional Role box, which brings up a drop-down box of roles.
20. If your role appears, left click it.
21. **If your role does not appear, never fear!**
22. Free type your role 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.



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

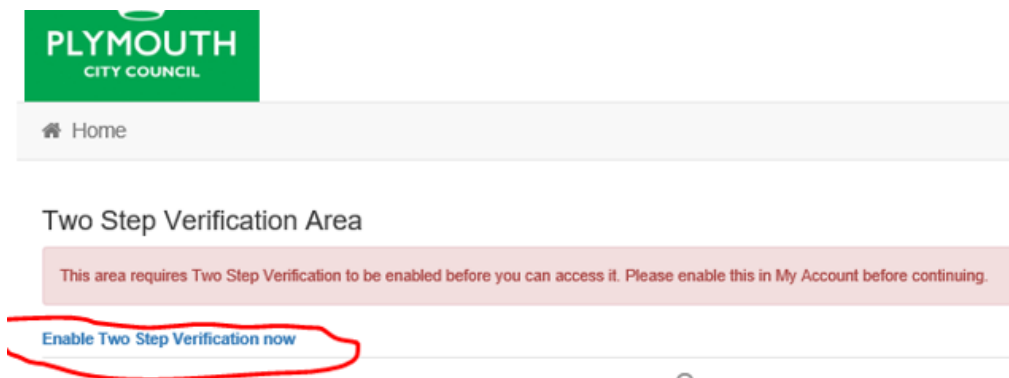
To access the EHCP and EHAT forms section within the Professional Portal, two step verification is required. Basically this means enhanced security (similar to online banking). This is due to the sensitive nature of information that is being entered onto the Portal.

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'

The screenshot shows the 'Two Step Verification' settings page. On the left, there is a 'My Account' sidebar with links for 'Personal Details', 'Work Details', 'Change Email Address', 'Change Password', 'Change Secret Question', and 'Change of Circumstances'. The 'Two Step Verification' link is highlighted in blue. The main content area is titled 'Two Step Verification' and contains the following text: 'Two Step Verification is our way to make your data more secure. If you enable Two Step Verification, we will send you a Verification Code every time you sign in. This helps us keep your data safe. Some areas require Two Step Verification to be enabled before you can use them. We will tell you when you try to access if you do not already have Two Step Verification enabled. Changing your preference will sign you out, and you will need to sign in again.' Below this text is a 'Preferred method' dropdown menu with two options: 'Email' (which is selected and circled in red) and 'No Two Step Verification'. A 'Save' button is located at the bottom right of the form.

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.

The screenshot shows a confirmation screen titled 'Verification Code sent'. The text on the screen reads: 'Your Verification Code has been sent. Please enter your Verification Code to continue.' Below this is a text input field with a lock icon on the left and a red asterisk on the right, indicating it is required. A blue 'Verify' button is positioned below the input field.

Congratulations! You now have a Professional Portal User Account!