oneeducation

SEND Professional Portal Administration Handbook

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Handbook

CAPITA

Revision History

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Contacting One Application Support

You can log a call with One Application Support via the Customer Service tool available on My Account.

Providing Feedback on Documentation

We always welcome comments and feedback on the quality of our documentation including online help files and handbooks. If you have any comments, feedback or suggestions regarding the module help file, this handbook (PDF file) or any other aspect of our documentation, please email:

onepublications@capita.co.uk

Please ensure that you include the document name, version and aspect of documentation on which you are commenting.

Contents

01 | Professional Portal Administration

Overview

The **One Professional Portal** is a secure online gateway provided by the Local Authority enabling professionals to self-register and then provide information to the Local Authority about the children they work with.

The **Professional Portal Administration** (**Prof. Portal Admin**) functionality is available to Local Authorities in One v4 Online, subject to a licence and v4 Client permissions.

For local authorities, it enables staff to manage its users and verify the professionals working with children in their local authority.

The Professional Portal enables local authority teams to view filtered lists of the portal applications and the details of each application.

> **More Information:**
>
> *Deploying and Configuring the One Professional Portal for Local Authorities* technical guide, available from the **One Publications** website via the **Technical** link.

Using this Handbook

This hand book is intended for One Administrators at the Local Authority. It describes the following administration processes performed by the local authority:

- **Administration | General Administration**
  - Portal Configuration
  - Tile Management
  - SEND Portal Configuration
  - Edit Resources
  - Template Management
  - Cache.
- **Local Authority**
  - User Management
  - Verify Professional.

At the end of this handbook, there is a section explaining how the professional completes and submits a form and submits it to the local authority. For more information, see

Updated Documentation

Portal Messages

This handbook has been updated to explain the **Portal Messages** functionality.

LAs can create alerts that send Portal messages to Portal users that are authenticated on a child or young person's involvement.

More Information:
Portal Message Alerts on page *26*. *Frequently Asked Questions* on page *65*.

FAQs

A section for frequently asked questions has now been included in this handbook.

More Information:
Frequently Asked Questions on page *65*.

02 | **Managing Users**

Professional Portal Administration

In order to be a Professional Portal administrator, you <u>must</u> satisfy the following conditions:

- In One v4 Client you must:
  - be set up as a user.
  - have a valid email address.
  - belong to a dataset.
  - belong to a group.
  - be mapped to a One person.
  - have group permissions set.
- In One v4 Online:
  - your LA must have a Professional Portal licence key.

More Information:

Deploying and Configuring the One Professional Portal for Local Authorities technical guide, available from the **One Publications** website via the **Technical** link.

Logging in to One v4 Online

To log in to One v4 Online, you need to obtain a v4 Online licence key from Distribution. You must also be set up as a user in the One v4 Client.

1. Open the **Login** screen by clicking the link to the One Online web server, set up by your System Administrator.

2. Enter your One **User Name**.

3. Enter your **Password**; this is the same as your One password. Passwords are case sensitive. To change your password, see *Changing a Password* on page *4*.

4. Click the **Login** button to display the **Welcome to One** page.
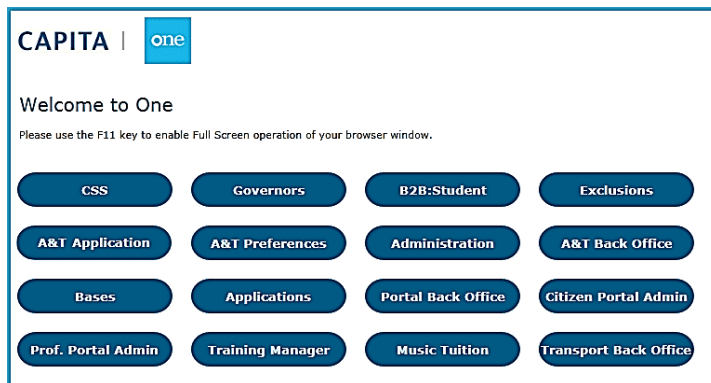
The **Welcome to One** page displays the options that are available to you, subject to a licence being held by your Local Authority and your personal or group permissions.

More Information:
RG_Online_Administration_Login_Logout available from the **One Publications** website via the **Reference Guides** link.

Changing a Password

To change your password in v4 Online:

1. Click the **Change Password** button on the **Login** screen to display the **Change Password** dialog.

2. On the **Change Password** dialog, enter your **Old Password**.

3. Enter your **New Password**.

4. Enter your new password again in the **Confirm New Password** field.

5. Click the **OK** button.

More Information:
RG_Online_Administration_Login_Logout available from the **One Publications** website via the **Reference Guides** link.

Forgotten Password

If you have entered an incorrect email address or password, the following message is displayed:

There were problems logging you in.
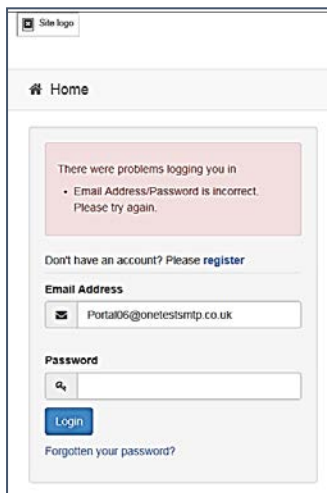
Email Address/Password is incorrect.
Please try again.

Check that you have entered the correct email address.
If you have forgotten your password it will need to be reset.
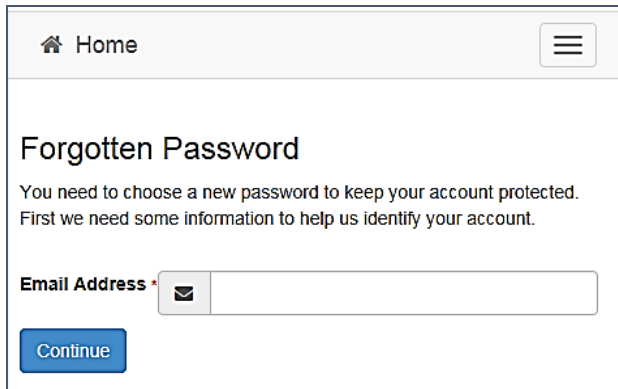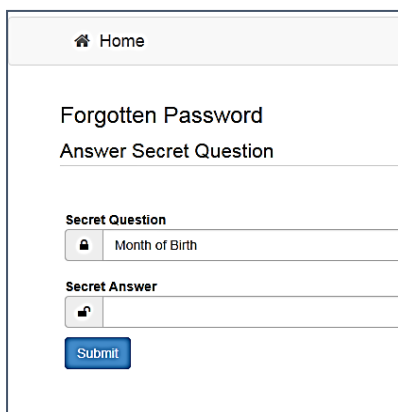
To reset a password:

1. Click the **Forgotten your password?** link to display the **Forgotten Password** dialog.

2. Enter your email address, then click the **Continue** button to display the **Secret Question** dialog.

3. Enter the **Secret Answer** you provided when registering, then click the **Submit** button. A message informs you that a password change has been requested.
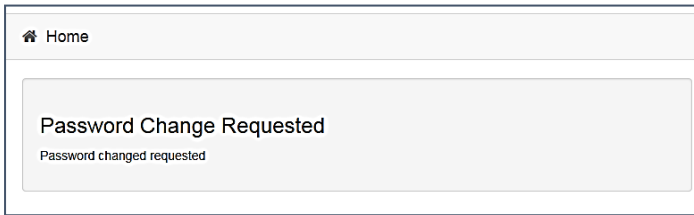
4. The Local Authority will send an email, similar to the one below, to the registered email address.
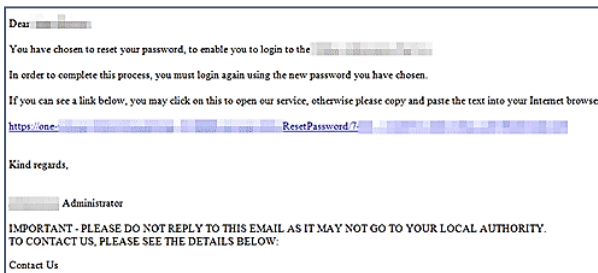
5. Click on the link in the email to access the Citizen Portal website.
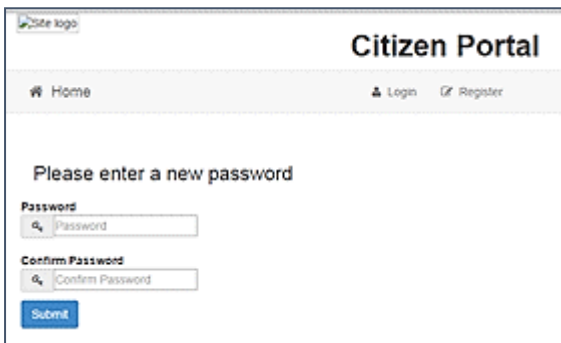
6. Enter your new **Password**. Passwords are case sensitive.

7. Enter your new password again in the **Confirm Password** field.

8. Click the **Submit** button. A message confirms that you have successfully changed your password.

9. Click the **Login** button to log in to the Citizen Portal with your new password.

Logging in to Professional Portal Admin

The **Professional Portal Administration** (**Prof. Portal Admin**) functionality is available in One v4 Online. To use the Prof. Portal Admin module, you must have a One user account that meets the following conditions:

- Your user account has a valid email recorded against it.

- Your user account is mapped to a person in One.

- Your user account belongs to user group with the appropriate permissions assigned.

Your System Administrator will have set up the Professional One Portal licence key and your permissions via **v4 Client | Tools | Permissions | User Group Permission**s.

To log in to the One Professional Portal Admin:

1. Log in to v4 Online. For more information see *Logging in to One v4 Online* on page *3*.
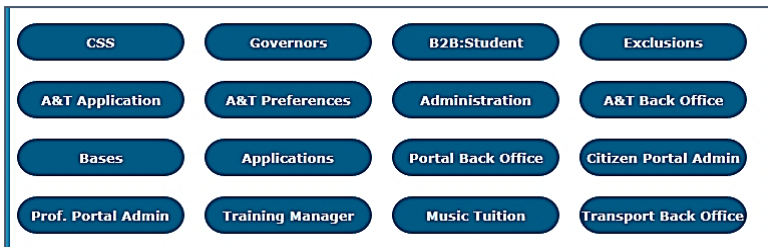
2. Click the **Prof. Portal Admin** button to display the **Announcements** page.

3. The **Announcements** page displays only if there are announcements regarding the portal.

4. Click the **Continue** button to display the **Home** page.

> **Note:** If there are no announcements, click the **Prof. Portal Admin** button to display the **Home** page.

> **More Information:**
>
> *Deploying and Configuring the One Professional Portal for Local Authorities* technical guide, available from the **One Publications** website via the **Technical** link.

The Professional Portal Home Page

The **Professional Portal Home** page is divided into the following two sections:

- **Administration** – for more information, see the **Home | Administration Page** section on page *8*.

- **Local Authority** – for more information, see the **Home | Local Authority Page** section on page *8*.

These can be accessed by clicking on the buttons or selecting an option on the navigation bar.

The Professional Portal header displays the site logo. This is installed by the System Administrator when installing the Professional Portal.
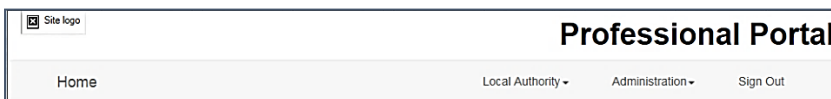
The Professional Portal footer displays the following links:
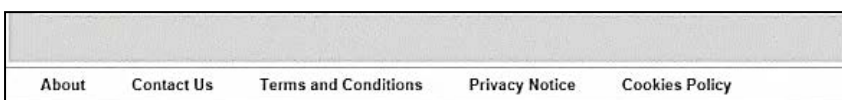
- **About Us** – displays information about the local authority. This text is formatted via **One v4 Online | Prof. Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | Site Notices_About**.

- **Contact Us** – displays contact details such as address, phone numbers and email address. This text is formatted via **One v4 Online | Prof. Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | Site Notices_Contact**.

- **Terms and Conditions** – displays the terms and conditions for using the Professional Portal. This text is formatted via **One v4 Online | Prof. Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | Site Notices_TAndC**.

- **Privacy Notice** – displays additional information regarding privacy. This text is formatted via **One v4 Online | Prof. Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | Site Notices_PrivacyNotice**.

- **Cookies Policy** – displays information regarding the cookies that are placed on the user's computer when logging in to the portal. This text is formatted via **One v4 Online | Prof. Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | Site Notices_CookiesPolicy**.

Home | Administration Page

The **Administration** page is accessed via **v4 Online | Prof. Portal Admin | Home | Administration**.

The **Home Administration** page enables the local authority to carry out the following general administration tasks:

- Portal Configuration
- Tile Management
- SEND Portal
- Verification Settings (deprecated)
- Edit Resources
- Template Management
- Cache.

Home | Local Authority Page

The **Local Authority** page is accessed via **v4 Online | Prof. Portal Admin | Home | Local Authority**.

From here the administrator can manage users and verify professionals.

Clicking the **User Management** button displays the **User Management** page. For more information, see *User Management (Local Authority)* on page *9*.

Clicking the **Verify Professional** button displays the **Verify Professionals** page. For more information, see *Verify Professionals (Local Authority)* on page *10*.

User Management (Local Authority)

The **User Management** page enables the administrator to view user details and to change the user's email address and password.

> **Note:** If there are any errors reported when changing an email address or password, the record must be changed in the One v4 Client.

Viewing User Details

To view a user's details:

1. Select **v4 Online | Prof. Portal Admin | Home | Local Authority | User Management** to display the **User Management Search** dialog.

2. Enter part of a first name, surname or email address, then click the **Search** button to display the list of local users that have registered for the One Professional portal.

3. Click the **View Details** link for the required user to display the **View Users Details** dialog. Details are displayed for Professionals and Children. You cannot make any changes.

4. Click the **Back** button to return to the **User Management** page.

Changing a User's email Address

To change a user's email address:

1. Select **v4 Online | Prof. Portal Admin | Home | Local Authority | User Management** to display the **User Management Search** dialog.

2. Enter part of a first name, surname or email address, then click the **Search** button to display the list of users that have registered for the One Professional portal.

3. Click the **Change Email Address** link for the required user to display the **Confirm Email Update** dialog. You are asked to confirm that you are resetting the email address for the correct account.

4. Enter the **New Email Address**.

5. Confirm the **New Email Address**.

6. Click the **Continue** button to return to the **User Management** page.

Resetting a User's Password

To reset a user's password:

1. Select **v4 Online | Prof. Portal Admin | Home | Local Authority | User Management** to display the **User Management Search** dialog.

2. Enter part of a first name, surname or email address, then click the **Search** button to display the list of users that have registered for the One Professional portal.

3. Click the **Reset Password** link for the required user to display the **Confirm Password Reset** dialog. You are asked to confirm that you are resetting the password for the correct account.

4. Click the **Continue** button to return to the **User Management** page.

Verify Professionals (Local Authority)

IMPORTANT NOTE:
This area is now deprecated. It is currently available so that administrators can view any historical requests for professional verification or any outstanding verification requests made before upgrading to the One Spring 2017 Release (3.62).

Sharing information between different portal users is still possible. However, it is now managed via the portal sharing functionality within the v4 Client.

MORE INFORMATION:

Adding Portal Sharing Users topic in the EHCP Involvements chapter of the *One* SEND handbook*.*

03 | **General Administration**

Introduction to General Administration

The **General Administration** page is accessed in One v4 Online via **Prof. Portal Admin | Home | Administration**.
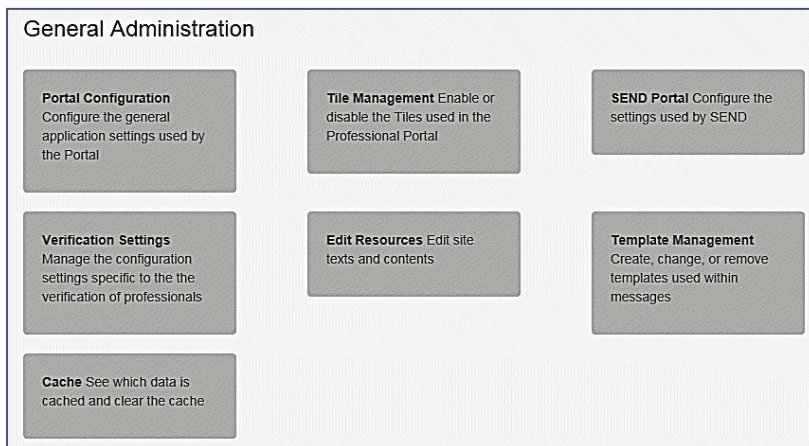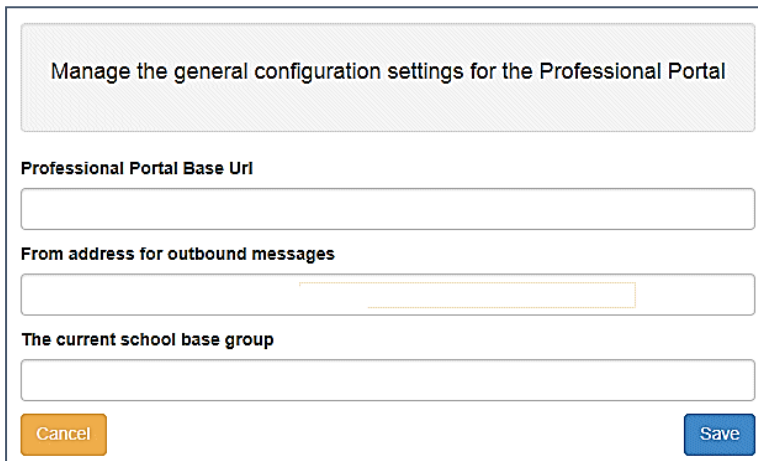
The **General Administration** panels enable you to perform the following tasks:

- **Portal Configuration** – configure the general application settings used by the portal. For more information, see *Portal Configuration* on page *12*.

- **Tile Management** – Enable or disable the tiles used in the Professional Portal. For more information, see *Tile Management* on page *12*.

- **SEND Portal** – Configure the settings used by SEND. For more information, see *SEND Portal* on page *13*.

- **Verification Settings –** Manage the configuration settings specific to the verification of professionals. For more information, see *Verification Settings* on page *14*. (deprecated)

- **Edit Resources** – Edit site texts and contents. For more information, see *Edit Resources* on page *14*.

- **Template Management** – Create, change or remove templates used within messages. For more information, see the following sections:

    - Template Management on page *17*.
    - Creating a Template on page *18*.
    - Viewing Templates on page *19*.
    - Professional Portal Administration on page *20*.
    - Deleting a Template on page *22*.

- **Cache** – See which data is cached and clear the cache. For more information, see *Cache* on page *22*.

Portal Configuration

An Administrator, with the appropriate permissions, can edit the **Portal Configuration** settings.

The Portal Configuration functionality is accessed via **One v4 Online | Prof. Portal Admin | Administration | General Administration**. Click the **Portal Configuration** tile to display the **General Configuration Settings** page.

From here you can configure the following settings:

- **Professional Portal Base URL** – Base URL used for communication purposes.
- **From Address for Outbound Messages** – From email address for outward communications. This is sent to professionals to inform them of the local authority's email address. Although, it is generally accompanied by a 'please do not respond to this email address' message.
- **The Current School Base Group** – Base group to use for the current school drop-down on the **Add/Edit Child** pages.
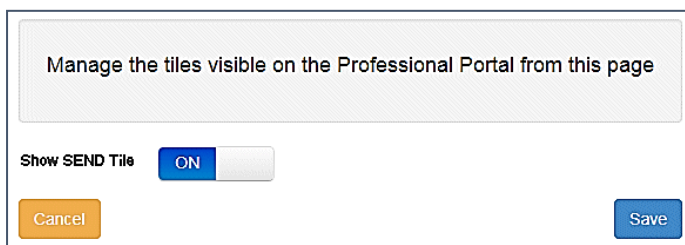
After you have entered the configuration details, click the **Save** button.

Tile Management

The Administrator can switch the SEND tile on and off. This functionality is only available in the Professional Portal.

To access the **Tile Management** functionality:

1. Select **One v4 Online | Prof. Portal Admin | Administration | General Administration**.
2. Click the **Tile Management** tile.

3. Toggle the **Show SEND Tile** to **ON** or **OFF** as required.
4. Click the **Save** button.

SEND Portal

An Administrator can manage the configuration settings specific to the SEND portal.

To configuration the SEND Portal settings:

1. Select **v4 Online | Prof. Portal Admin | Administration | General Administration**.

2. Click the **SEND Portal** tile

3. Enter a **SEND Dummy Base ID**. This is used by B2B to import SEND children and young people from the Professional portal.

4. Enter a **SEND From Submission Notification Email Address**. This is an email address or addresses for someone within the local authority, e.g. SEND Caseworker, to which an email is sent when a professional submits a form. It is simply a notification email.

5. Use the drop-downs to select the templates for various SEND messages. For more information, see *Template Management* on page *17*.

6. Click the **Save** button.

Verification Settings

> *IMPORTANT NOTE: This verification functionality is now deprecated. The settings remain to support legacy verification requests made prior to upgrading to the One Spring 2017 Release (3.62).*
>
> *Sharing information between different portal users is still possible. However, it is now managed via the portal sharing functionality within the v4 Client.*
>
> *MORE INFORMATION:*
> *Portal Sharing* on page 44.
> *Portal Message Alerts* on page 26.
> *Alerts* on page 46.
>
> Adding Portal Sharing Users topic in the EHCP Involvements chapter of the *One* SEND handbook.

Edit Resources

The **Edit Resources** functionality is accessed via **One v4 Online | Prof. Portal Admin | Administration | General Administration | Edit Resources**. From here you can edit the contents of the portal. The information in the tooltips is stored in the resource descriptions.

The following **Resource Configuration Descriptions** can be edited:

Text Resources

- Account
- Administration
- Home
- Home Tiles
- Local Authority
- Message
- SEND
- Shared

   Markdown

- Text Blocks

To find a particular resource description, open one of the **Resource Configuration Descriptions** then use the **Ctrl + F** keys on your keyboard to display the **Find** dialog. The entered text is highlighted on the page.
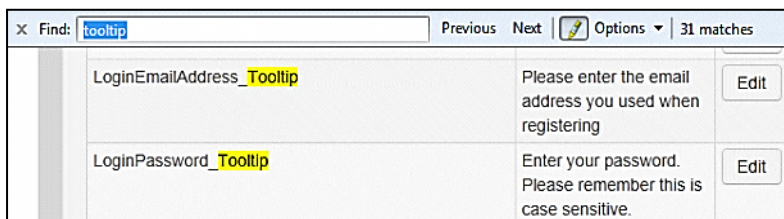
> **Note:** You may need to search through more than one folder. For example, tooltips can be found in most of the resource configuration descriptions**.**

Editing Resource Descriptions

The resource descriptions are individual dialogs that enable you to manage the text that is available to users in many areas of the Professional portal. If a **Resource Value** is changed via the **Edit Resource Title** dialog, then the next time a user sees that resource, the text will be updated to reflect the change.

To edit the resource descriptions:

1. Select **Administration | General Administration | Edit Resources** to display the **Resource Configuration Title** page.

The default option is **English (en)**. Click the **Welsh (United Kingdom)** button to display the **Welsh (cy-GB**) descriptions.

2. Select an area from the **Resource Configuration Description** drop-down to display the descriptions and values associated with the resource types.

3. Click one of the **Edit** buttons next to a **Value** to display the **Edit Resource Title** dialog.

The following fields are read-only:

- **Resource Type** – the name of the resource configuration title.
- **Resource Key** – the resource database name.
- **Resource Culture** – en (English) or cy-GB (Welsh).

4. Enter your text in the **Resource Value** field.

5. Click the **Save** button to return to the **Resource Configuration Title** page to continue editing the resource descriptions.

Configurable Email Text

Portal administrators can now configure the text included with automatic emails, sent in response to the following actions in both the One Professional Portal and the One Citizen Portal:

- User indicates that they have forgotten their password.
- User changes their password.
- User changes their email address.
- User changes their secret question.
- Administrator resets a user's password (system sends forgotten password email to user).
- Administrator changes a user's email address (system sends a changed email address confirmation to user).

> **Note:** Different text can be configured for the One Professional Portal and the One Citizen Portal versions of these emails.

This text can be configured by the portal administrator via **Professional Portal Administration | Administration | Edit Resources | Resource Configuration Title | Text Resources | Account**. Default text has been automatically configured for each.

To configure the subject lines for the different email types, type *emailsubject* into the **Search** box to filter the resource list to display the new configurable email subject items.
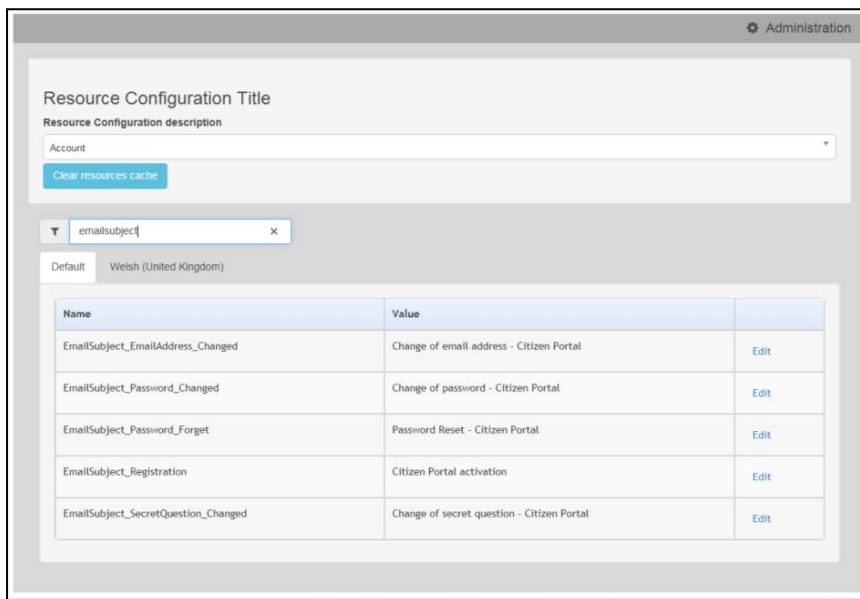
To configure the contents for the different email types, select **Professional Portal Administration | Administration | Edit Site Texts | Resource Configuration Title | Markdown | Text Blocks**. Default text has been automatically configured for each.

Type *email_* into the **Search** box to filter the list to display the new configurable content items for the different email types.
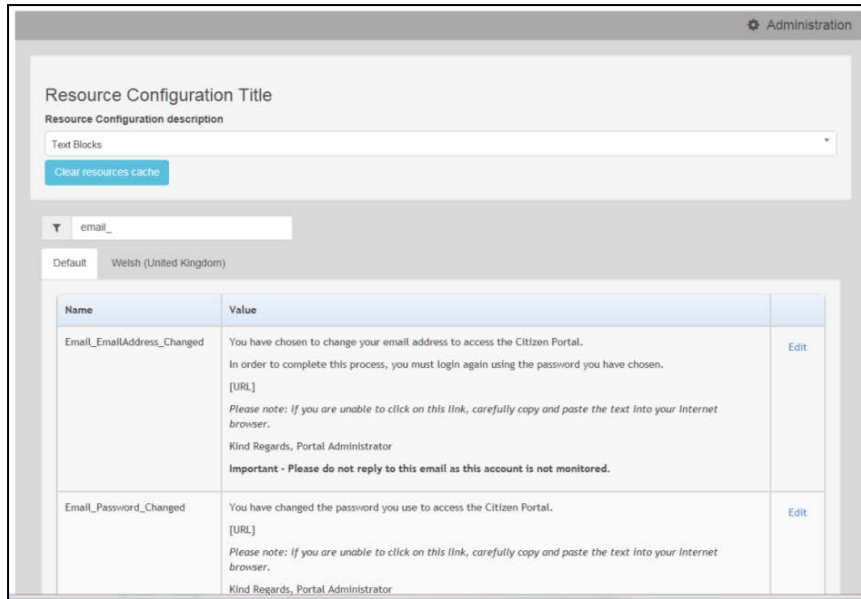
The configurable text block resource names are:

- Email_EmailAddress_Changed

- Email_Password_Changed

- Email_Password_Forget

- Email_Registration

- Email_SecretQuestion_Changed.

Template Management

The **Template Management** functionality is accessed via **One v4 Online | Prof. Portal Admin | Administration | General Administration | Template Management**. Templates are used to send notifications to professionals to provide information regarding their application.

In **Template Management** you can create, edit or remove templates stored within the portal. Placeholders can be inserted into the subject or the body of the template for the following entities:

SEND

- Professionals

  - Title

  - Forename

  - Surname

  - Professional Role

  - Organisation Name

  - Professional Address

  - Business Phone

  - Mobile Phone

  - Email Address.

- Subject
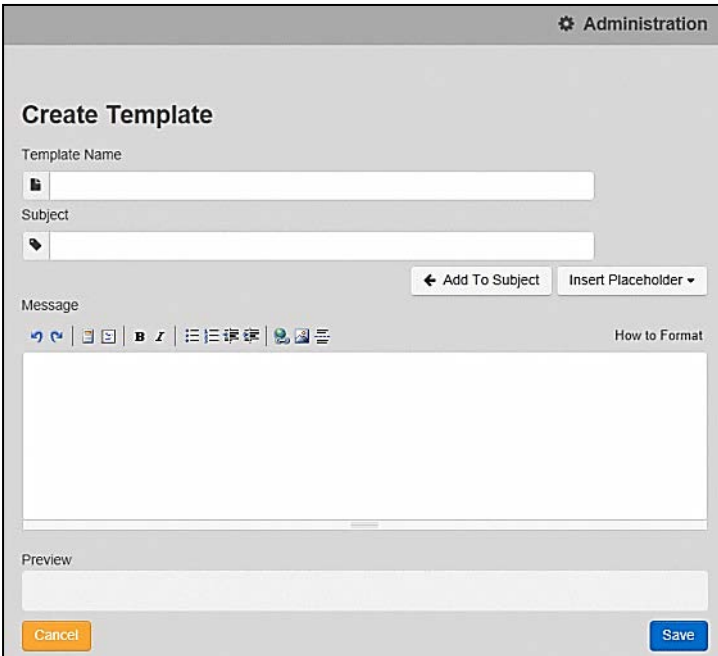
- Forename
- Surname.

- Message From Administrator.
- Current Date and Time.

Creating a Template

To create a new template:

1. Select **One v4 Online | Prof. Portal Admin | Administration | General Administration | Template Management**.

2. Click the **Create Template** button to display the **Create Template** page.

3. Enter the **Template Name**.

4. Enter the **Subject** of the template.

5. If you wish to add a placeholder to the subject, click the **Add To Body** button to change it to **Add To Subject**, then choose one of the **Insert Placeholder** options.

6. Enter your text into the **Message** box. Alternatively click the **Add To Subject** button to change it to **Add To Body**, then choose one of the **Insert Placeholder** options.

7. Use the buttons at the top of the **Message** field to format your message. Your formatted message is displayed in the **Preview** field.

The buttons apply **Markdown** formatting, a text-to-HTML conversion tool for web writers. For more information, click the **How to Format** button.

8. Click the **Save** button to close the page and return to the **View Templates** page.

Viewing Templates

To view an existing template:

1. Select **v4 Online | Prof. Portal Admin | Administration | General Administration | Template Management** button to display the **View Templates** page; existing templates are displayed.

2. Click the template name to display the **Subject** and **Message** that are to be used in the message.

3. The template can be edited from here.

4. If you make any changes to the template, you must click the **Save** button

Editing a Template

To edit an existing template:

1. Select **One v4 Online | Prof. Portal Admin | Administration | General Administration | Template Management | View Templates**.
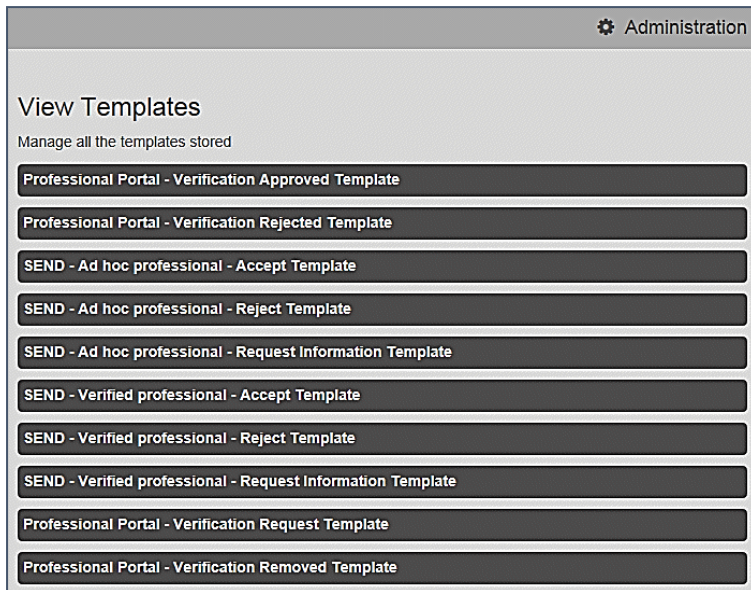
2. Select the required template then click the **Edit** button to display the **Edit Template** dialog.

3. Edit the required fields; all of the fields on the **Edit Template** dialog can be edited.

4. Click the **Save** button.

Deleting a Template

To delete an existing template:

1. Select **One v4 Online | Prof. Portal Admin | Administration | General Administration | Template Management** button to display the **View Templates** page.

2. Click the template name to display the **Subject** and **Message** that are to be used in the message.

3. Click the **Delete** button to remove the stored template; you must confirm the deletion.

Cache

The cache is a temporary storage area used to speed up the retrieval of system information. The One system caches information that can take a long time to retrieve or require a large amount of memory. Sometimes issues can occur if the cached data is not updated when new data is entered into One. For example, a new child has been added, but is not displaying in the Professional portal. Clearing the cache forces a data refresh and displays the new data as expected.

The **Cache** page enables you to see which data is cached; cached data can be cleared from the system.

To clear the cache:

1. Select **Administration | General Administration | Cache** to display the list of cached items.

2. Click the **Clear Cache** button to remove the list of cached items. Cached items cannot be deleted individually.

3. Click the **Save** button.

04 | SEND Portal Administration

Introduction to Special Educational Needs and Disability Portal Administration

The Special Educational Needs and Disability portals enable appropriate people to submit forms via the Citizen Portal or the Professional Portal, either for themselves or on behalf of a child/young person.

The forms for both the Citizen and Professional portals are created using the SEND Portal Form Builder in v4 Client. A form is created according to which portal and which role that form is appropriate for. A form must be marked as **Live** for it to display on the Citizen Portal or the Professional Portal. When logging into the Citizen or Professional portals, only the forms appropriate for that user are available. For more information, see *Using the SEND Form Builder* on page *27*.

Professionals can self-register on the Professional Portal and then submit a form for a child or young person that they are working with. If they have previously submitted any forms to request an assessment, they will see a list of the children that they have submitted forms for. For more information, see *Completing and Submitting a Professional Portal SEND Form* on page *59*.

Special Educational Needs and Disabilities (SEND) children and young people are imported using the same method as One B2B:Student. Before this import process can begin, a dummy base <u>must</u> be created as a B2B:Student Base. This can be done via **One v4 Client | Focus | Bases | Base Definition** or **One v4 Online | Bases**. For more information, see *Creating a Dummy Base (SEND Portal)* on page *25*.

After a dummy base has been created a user is mapped to the dummy base. The User_ID is used to identify that a record has been received from the Citizen Self Service portal.

Children are added to the SEND Dummy Base and then matched by the Local Authority via the **Portal Back Office** application, when a form for a child who has not previously been matched, or whose details have changed since they were last matched, is submitted via the SEND Portal. For more information, see *Matching Students (SEND)* on page *25*.

The **Portal Back Office** application is accessed via **One v4 Online**.

More Information:

Creating 'Dummy' Bases topic in the *Deploying and Configuring the One Citizen Self Service Portal for Local Authorities* technical guide, available from the **One Publications** website via the **Technical** link.

Matching Students via One Portal Back Office available from the **One Publications** website via **Handbooks | One Self Service**.

Permissions

Permissions for SEND Portals are accessed in the One v4 Client via **Tools | Permissions | User Group Processes | User Group Processes Editor**.

1. Permissions for the SEND Portals are available under the **Main Business Process** of **SEND Portals**.

These business processes control whether users can access the following areas:

- **SEND Portals Management** in One v4 Client via **Focus | Services | SEND Portal Management**. This controls whether the user can approve and reject SEND forms.

- **SEND Form Builder** in One v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms**. This controls whether the user can set up the SEND Portal Forms.

2. Permissions for SEND Portals Forms are available under the **Main Business Process** of **EHCP and SEND Portals Forms**.

These business processes control the following areas:

- Access to the SEND Portal Forms.

- Complete and save SEND Portal Forms.

- Delete SEND Portal Forms.

3. Permissions for the Professional Portal users are available under the **Main Business Process** of **Professional Portal**.

These business processes control the following areas:

- **Administration** – This permission controls the **Professional Portal | Administration** page, where the administrator can manage the following **General Administration** processes:

- Portal Configuration
- Template Management
- Edit Resources
- Cache.

■ **SEND Professional** – This permission is given automatically during the verification process. In order to access children's information, professionals must be linked to a One user (verified).

■ **User Management** – This permission enables the administrator to manage the local authority users.

> **More Information:**
>
> *Permissions changes for this release* available on the **One Publications** website.

Creating a Dummy Base (SEND Portal)

To import SEND children and young people from the Professional Portal, a dummy base must be created as a B2B:Student Base and a user must be mapped to the dummy base to identify that a record has been received from the Professional Portal.

The User_ID is used to update the **Last Updated** field in the relevant area of One, identifying that the record was sourced from the Citizen Self Service portal.

The dummy base should have been set up by the One Administrator for the User_ID set up for processing SEND children and young people.

> **More Information:**
>
> *Creating 'Dummy' Bases* topic in the *Deploying and Configuring the One Professional Portal for Local Authorities* technical guide, available from the **One Publications** website via the **Technical** link.

Matching Students (SEND)

Children are matched by the Local Authority via the **Portal Back Office** application. It is used to:

■ Add new children to the One database.

■ Match new children with existing children on the One database.

■ Reject new children.

■ Resolve conflicts e.g. changes to name, address or date of birth.

The **Portal Back Office** application is accessed via **One v4 Online**.

> **More Information:**
>
> *Matching Students via One Portal Back Office* available from the **One Publications** website via **Handbooks | One Self Service**.

Portal Message Alerts

Portal messages are sent as alerts. They are used to keep parents, young people and professionals informed about SEND processes, e.g. if a person has been authenticated as a portal user or to request additional information. Only authenticated portal users on a child or young person's EHCP assessment involvement can receive portal messages.

Portal message templates are accessed via **One v4 Online | Prof. Portal Admin Administration | Template Management**. For more information, see *Templates* on page *26*.

Portal Sharing users are authenticated in the v4 Client via **Focus | People | Students | Student Details | Involvements | EHCP Assessment Involvement**. For more information, see *Portal Sharing* on page *44*.

Details of any information that has been requested, including details about the portal user who has requested the information is recorded in the v4 Client via **Focus | People | Students | Student Details | Involvements | EHCP Assessment Involvement**. For more information, see *Recording Information Requested* on page 45.

Portal message alerts are set up in the v4 Client via **Tools | Administration | Alert Definition**. For more information, see *Alerts* on page *46*.

Templates

Portal message templates are accessed in the Professional Portal via **Administration | Template Management | View Templates**.

Two SEND message templates are available:

- SEND – Informing a Portal User they are authenticated.

- SEND – Reminder to submit information.

You can edit the message templates or create your own. For more information, see *Editing a Template* on page *20* and *Creating a Template* on page *18*.

05 / SEND Administration in v4 Client

Using the SEND Form Builder

The form builder functionality enables each local authority to define questions to be used in form definitions, according to their own individual requirements.

A bank of existing questions is included to assist you with creating forms. New questions can be added to the bank of questions. A question can only be edited if it has <u>not</u> been used in a previous form definition.

When a SEND form is viewed via the Professional Portal or the Citizen Portal, the title is always prefixed with **Special Educational Needs & Disabilities**.

The **SEND Portal Form Definitions** are created in the v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions**. For more information, see *Creating a New SEND Portal Form Definition* on page *28*.

The **SEND Portal Form Questions** are created in the v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions**. For more information, see *Defining New SEND Portal Question Definitions* on page *31*.

> **Note:** Forms that are created on the EHCP Form Builder are <u>not</u> available on the SEND Portal. However, the EHCP questions that are available in the question bank may be used on a SEND Portal Form Definition.

Searching for a SEND Portal Form Definition

To search for an existing form definition:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions** to display the **SEND Portal Form Definition Enquiry** page.

2. If required, enter a full or partial **Form Definition Code** or select a **Form Definition Filter**. Only a 'live' form definition can be viewed on the Citizen or Professional portals.

3. Click the **Search** button to return all forms based on the selection criteria. Alternatively, clicking the **Search** button without a code or filter returns a list of all form definitions.

4. Select a form and click the **Open** or **Open in New Window** button to display the **Form Details** page for the selected form.
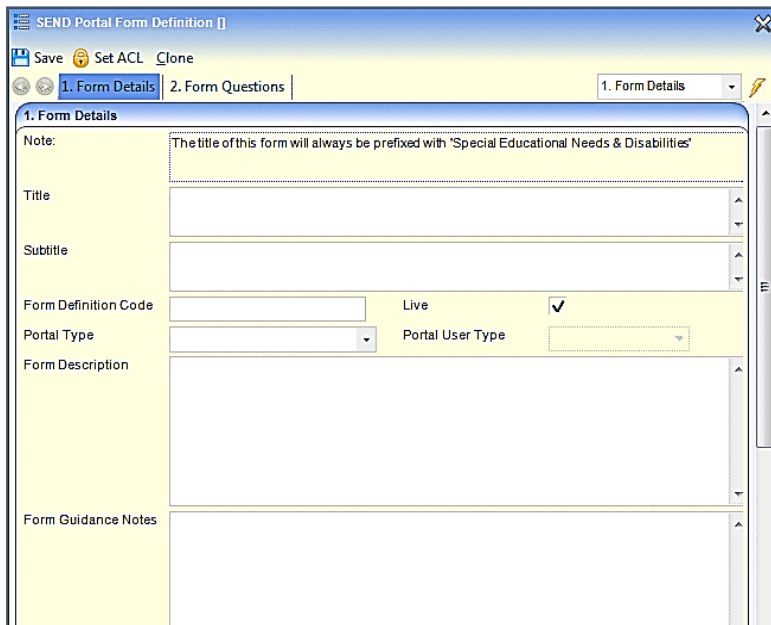
Creating a New SEND Portal Form Definition

The **SEND Portal Form Definition** page enables local authorities to create SEND Portal forms which are available on the Citizen and Professional portals for parents, carers, young people and professionals to complete, regarding special educational needs and disabilities (SEND).

> **Note:** ACL's set at the Form Definition level are not applied in the SEND Portal Management area. This is so that incoming information is not missed. These ACL's are applied if the form is approved to appear on a Student's Chronology in One v4 client.

To create a new SEND Portal Form Definition:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions** to display the **SEND Portal Form Definition Enquiry** page.

2. Click the **New** button to display the **SEND Portal Form Definition** page.

3. Enter the information on the **Form Details** panel as follows:

- **Title**: The title is displayed on the portal.

- **Subtitle**: The subtitle does not display on the portal.

- **Form Definition Code**: Use a suitable numbering system for your SEND portal forms.

- If you wish the form to be visible on the Citizen or Professional portal, select the **Live** check box.

- **Portal Type**: Citizen Portal or Professional Portal.

- **Portal User Type**: This field is greyed out if Professional Portal has been selected. For Citizen Portal, select **Parent/Carer** or **Young Person**.

- **Form Description**: This text does not display on the portals.

- **Form Guidance Notes**: Enter text to assist users filling in the form. The guidance notes are displayed on the portal and the printout. For more information, see *Printing SEND Forms* on page *42*.

4. Click the **Save** button. A message at the bottom of the screen informs you that the form definition has been saved.

Cloning a SEND Portal Form Definition

You can duplicate (clone) and then amend an existing form definition. Cloning creates a copy of the original form definition, showing the existing **Form Definition** details. You can change the details to reflect the new form definition and modify the questions required. If a question has previously been used in a form definition that has been saved to a student's chronology, it cannot be amended.

To clone a SEND Portal Form Definition:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions** to display the **SEND Portal Form Definition Enquiry** page.
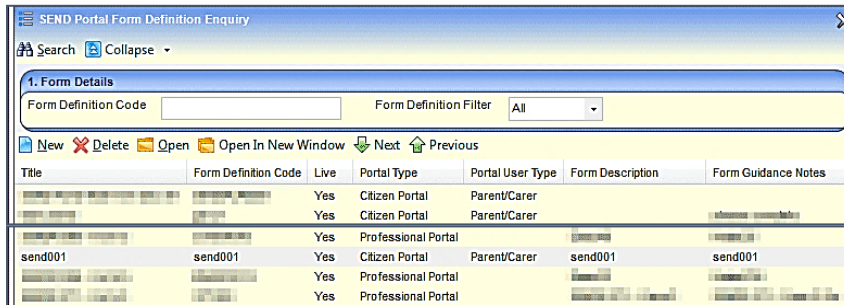
2. If required, enter your search criteria, then click the **Search** button to display forms that meet your search criteria.

3. Double-click the required form definition to display its details.
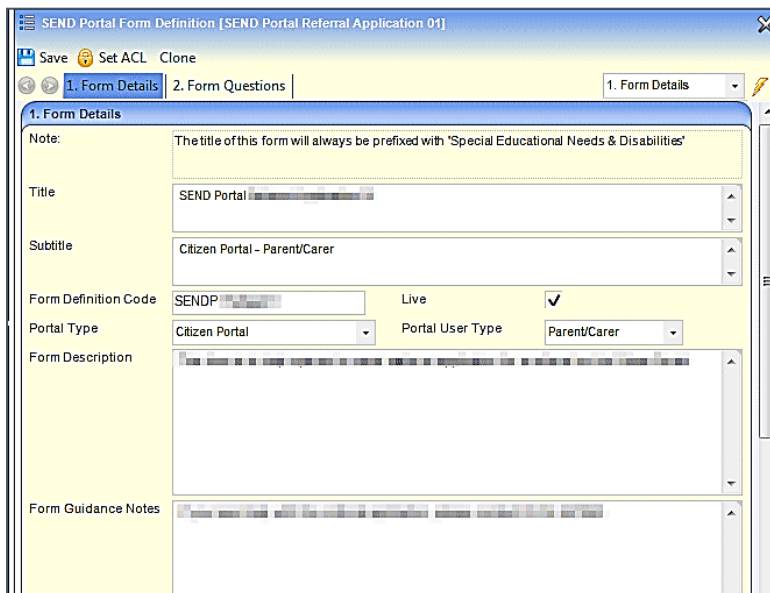
4. Click the **Clone** button to make an editable copy of the form definition.

5. On the **Form Details** panel, make the required changes to the cloned form definition. It is recommended that you re-name the **Title** and enter a new **Form Definition Code** to assist identification.

6. If required, you can amend the questions and the question groups in the **Form Questions** panel.
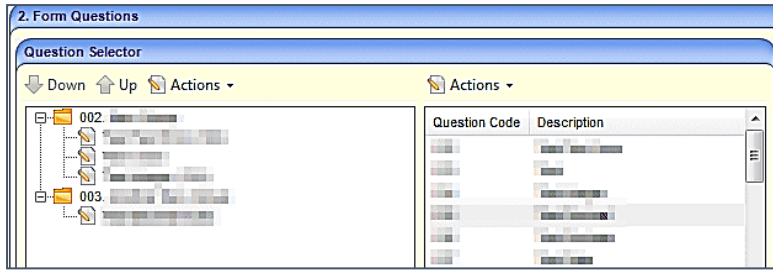
If a question has previously been used in a saved form definition, it cannot be amended. For more information, see the sections on *Defining New SEND Portal Question Definitions* starting on page *31*.

7. When you have finished creating the new form definition, click the **Save** button.

Searching for SEND Portal Question Definitions

The **Question Definitions** are the **Question Codes** and the **Descriptions** that are used when creating form definitions for a SEND Portal Form Definition. For more information, see *Creating a New SEND Portal Form Definition* on page *28*.

To search for SEND Portal Question Definitions:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions** to display the **SEND Portal Question Definition Enquiry** page.
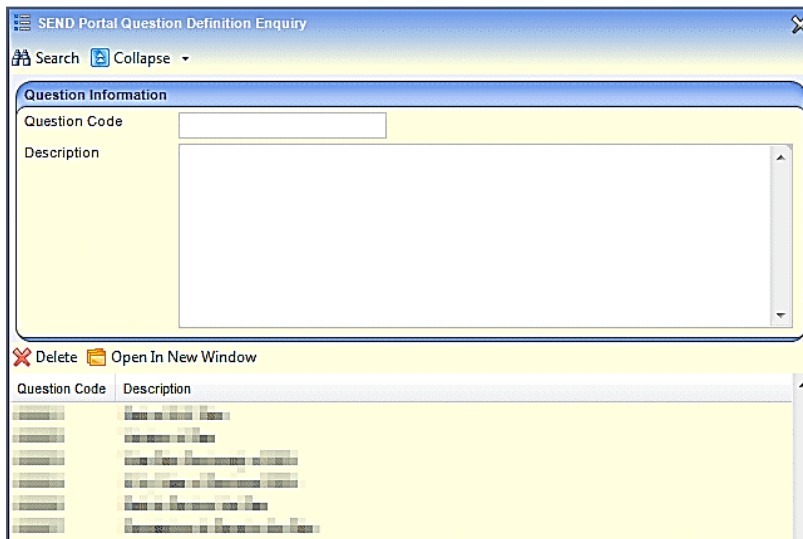
2. If known, enter a full or partial **Question Code** or **Description**.

3. Click the **Search** button to return all questions based on the selection criteria. Alternatively, clicking the **Search** button without a code or description returns a list of all questions.

   New SEND Portal Questions Definitions are created in the v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions**.

Viewing SEND Portal Question Definitions

To view SEND Portal Question Definitions:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions** to display the SEND Portal Question Definition Enquiry page.

2. Select a Question Definition and click the **Open In New Window** button to display the **SEND Portal Question Definition [<*Question Code*>]** page.

It is not possible to make any changes to the question definition if it has been used and saved on a previous form.

3. If any changes have been made, click the **Save** button.

Defining New SEND Portal Question Definitions

New SEND Portal Questions Definitions are created in the v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions**. A new form definition can be created containing new questions, or an existing form definition can have new questions inserted.

The **SEND Portal Form Definition | Form Questions** panel enables you to define the questions to be used in the form definitions. Existing questions can be used or new questions can be added to the bank of questions to be used in the form definition. Existing questions can only be edited if the question has <u>not</u> been used in a previous form definition.

The **SEND Portal Form Definition | Form Questions | Question Selector** panel is the foundation of the form definition. It is a two pane panel which is either:

■ pre-populated in the left pane for an <u>existing</u> form.

■ blank for a <u>new</u> form.

The right pane (ie. the question bank) lists all available questions, where you can define additional questions. The question bank also contains EHCP questions of the same data type used in the SEND Portal.

To create additional questions:

1. Create a new or open an existing SEND Portal Form Definition. For more information, see

2. On the **Form Questions | Question Selecto**r panel, click the **Actions** button and select **Create New Question** to display the **SEND Portal Question Definition** dialog.
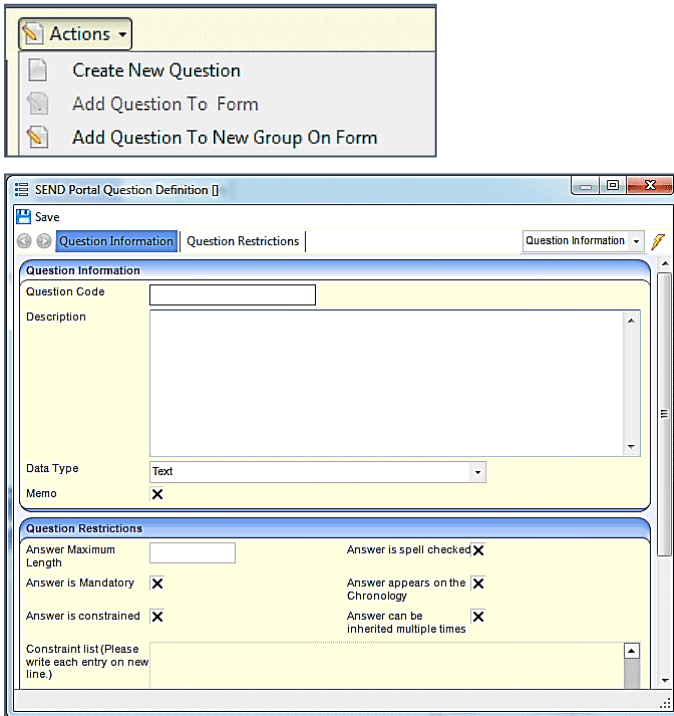
3. Enter a **Question Code** suitable for your purposes. You <u>cannot</u> start codes with the letter Z, as these are used elsewhere in One.

> **Note:** *When entering a **Question Code**, <u>do not paste</u> any values in to this field. This can leave a carriage return in this field, which can cause unwanted results when using forms that have these questions on.*

4. Enter a **Description** suitable for your purposes.

5. Select a **Data Type** from the drop-down list. The data type controls how the question is displayed on the portal screen:

Question Data Type	Answer Description/Example
Text	Inserts a text box. Use with **Answer Maximum Length** field.
Integer Number	Only accepts whole numbers. Please see **Important Note** below.
Decimal Number	Only accepts decimal numbers.
Yes/No	Inserts a tri-state checkbox, i.e. tick, cross, blank.
Date	Only accepts a numerical date in dd/mm/yyyy format.
Image	Upload an image in .jpg, .jpeg, .gif, .bmp, .png format.

> **Important Note:** It is advisable <u>not</u> to use the Integer Number Data Type to capture phone numbers, as a leading zero (0) at the start of the phone number is omitted. If you would like to capture phone numbers, it is advised you use the **Text Data Type**.

6. **Memo**. Tick the check box to create a Memo. The Memo field enables you to perform many common text editing and formatting functions. It also provides a spell-checker.

> **Note:** The formatting and spell checker only work when the form is displayed in the v4 Client.

7. In the **Questions Restrictions** panel, enter the following fields:

- **Answer Maximum Length**: Define a maximum character length of the answer, which includes all characters and spaces.

- A**nswer is Spell Checked**: Tick the check box if you want the text in a **Data Type: Text** box to be spell checked.

- A**nswer is Mandatory**: Tick if the answer is mandatory. You cannot save a form until all mandatory fields have been completed.

- **Answer appears in the Chronology**: Tick if you want the answer to appear in the Chronology panel of the student.

- **Answer is Constrained**: Select the check box to create a **Constraint List**. An answer is constrained when One only allows the answer in a specific format, e.g. a date in dd/mm/yyyy format, Yes or No, an integer, or if there are defined constraints where you can only choose from a drop-down list of items.

- **Constraint list**: If the answer is constrained, the **Constraint List** box allows you to enter items that will be displayed as a drop-down list. Enter such items as a list separated by the return key, for example,

```
Apple¶
Pear¶
Orange¶
Banana¶
```

- **Answer can be inherited multiple times**. Occasionally an answer may be required from more than one person, for example, a Health Advice form may be required from two health professionals. Selecting this check box enables multiple questions/answers with the same Question Code to be selected for inclusion in the Chronology.

> **Note:** It is advised that this is only used where it is necessary to inherit multiple answers as it required additional steps (choosing the questions) each time you create a form.
> It is also advised that this is not used with the 'repeating groups' functionality to avoid complications of data later down the line.

8. Click the **Save** button to save the question to the question bank list on the right side of the panel.

   Repeat steps 1 - 7 until you have defined all the SEND Portal questions you want to add to the list.

Creating and Populating SEND Portal Question Groups

After creating questions and adding them to the questions bank, they must be added to question groups. Each question group relates to one page on the portal.

The following procedure shows how to create question groups to which you add those questions.

Continuing from the previous steps (above) in the **SEND Portal Question Definition** dialog:

1. In the **Form Questions** panel, select a question defined above.

2. Click the **Actions** button and then select **Add Question to New Group On Form** to display the **New Group** dialog.
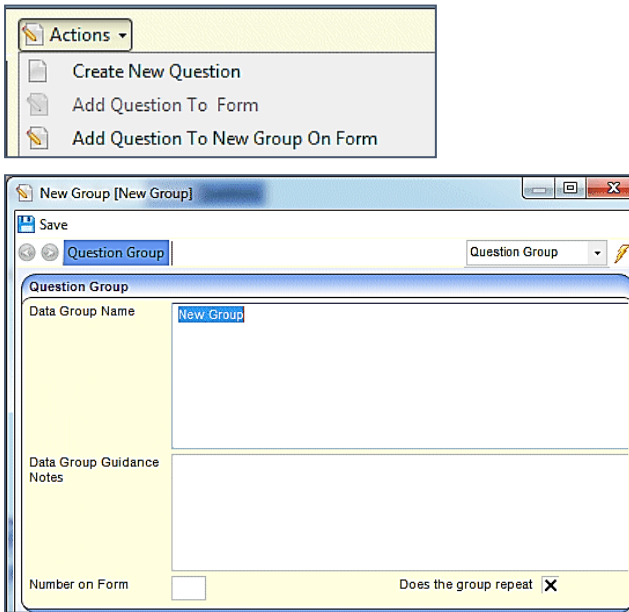

3. Enter the **Data Group Name**. This name represents the heading of the panel for that group of questions on the SEND Portal form.

    > **Note:** The **Data Group Name** can contain up to 300 characters, but care should be taken that the heading will fit to the screen.

4. If required, enter the **Data Group Guidance Notes**. Data group guidance notes are displayed on the portal. The notes are also included on the printed SEND Portal form. See *Printing SEND Forms* on page *42*.

    > **Note:** When printing a form, if you choose **Print with Guidance Notes**, One produces the form with guidance notes displayed. Guidance notes are in italics and display above the details of the panel.

5. Enter the **Number on Form**. Each question group is shown as a separate panel when the form is generated. You must number each panel in the order you want them to display on the form, starting from **2**. (One SEND automatically inserts the **Subjects** panel as number **01**.)

6. If required, select the **Does the group repeat** check box to replicate a group of questions. An **Add More** button is added to the toolbar of a SEND Portal form once you have entered data in the first repeating panel. Use repeating groups, for example, if you have a question group called Contacts that requires many names to be added.

7. Click the **Save** button to add the question to the new question group. The new question group is displayed on the left-side pane on the **Form Questions |** Question Selector panel.
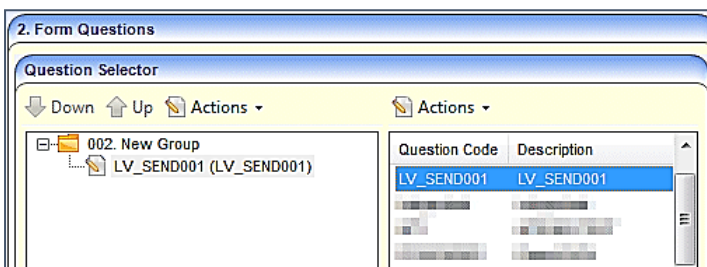
Repeat steps 1 to 7 to add additional question groups.

After adding the required question groups, you can assign additional questions to the new groups by:

■ using 'drag and drop' to copy a question from the question bank on the right-side pane to the question groups on the left-side panel.
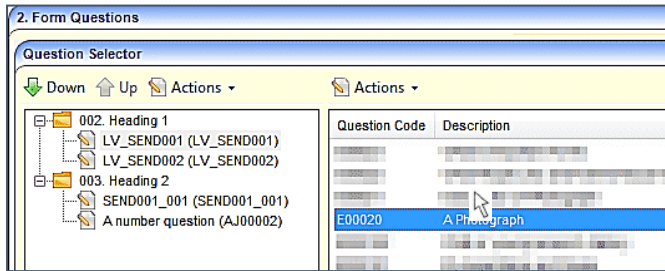
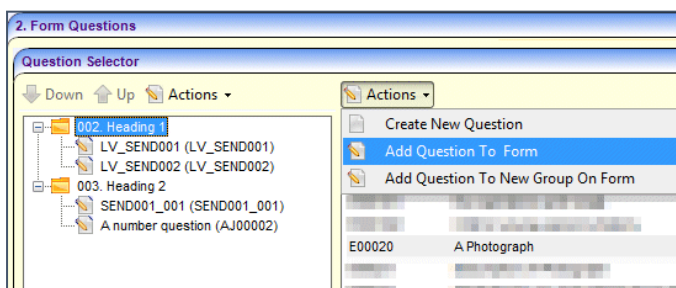> **Note:** Position the arrow ⬚ where you wish to 'drop' the question.

■ highlighting the question group, highlighting the question, clicking the **Actions** button and selecting **Add Question to Form** or **Add Question to New Group** on Form.

You can only use a question once on a form. If the same question is used on a different SEND Portal form at a later date, the answer will be pre-populated.

For example, if you have a question called 'Social Care Status' used on form A, then you re-use that question on form B for the same child, form B is pre-populated with the answer from form A.

8. When you have finished, click the **Save** button.

Moving SEND Questions and Question Groups

Individual questions can be moved up or down in the question order. However, a question group cannot be moved. If you wish to change the position of a question group, you must change the **Number on Form**. This means that all subsequent numbers will need to be changed. For more information, see *Editing SEND Questions and Question Groups* on page *36*.

To move a question:

1. On the **Form Questions | Question Selector** highlight the question in the left pane.

2. Click the **Up** or **Down** arrow.
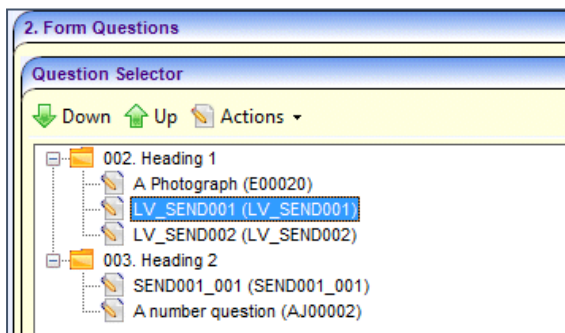
If you wish to move the question to another group, use the 'drag and drop' functionality.

3. Click the **Save** button.

Editing SEND Questions and Question Groups

Questions can be edited, if they are not used on any previous forms. If the question has been used on a previous form, it cannot be changed. You can, however, select the **Answer can be inherited multiple times** check box, so future version of this question can record multiple answers.

To edit a question:

1. On the **Form Questions | Question Selector** double-click the question to display the **SEND Portal Question Definition** dialog; you can edit the question from either pane.

2. Make the required changes. The **Question Code** <u>cannot</u> be changed.

3. Click the **Save** button.

To edit a question group:

1. On the **Form Questions | Question Selector** highlight a question group on the left pane.

2. Click the **Actions** button and select **Edit Group**.
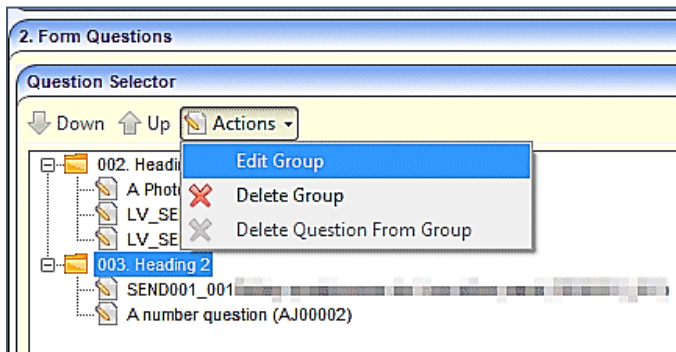
3. Make the required changes to the **Question Group** dialog. If you change the **Number on Form**, the following message displays:

> Do you want all groups to be renumbered?
> This operation will remove any conflicts and gaps.
> But it may affect related quick reports too.
> It may also affect panels which currently have the same number assigned, changing them to an incorrect order.

> Please double check the group numbers after this operation, if you answer 'Yes'.

4. If prompted, select **Yes** to reorder the groups or **No** to continue with the changes but to not renumber the groups.

5. Click the **Save** button.

6. If you said yes to automatic renumbering, check the numbering order is correct.

Deleting SEND Questions and Question Groups

To delete a question:

1. On the **Form Questions | Question Selector**, highlight a question on the left pane.

2. Click the **Actions** button and select **Delete Question From Group**.
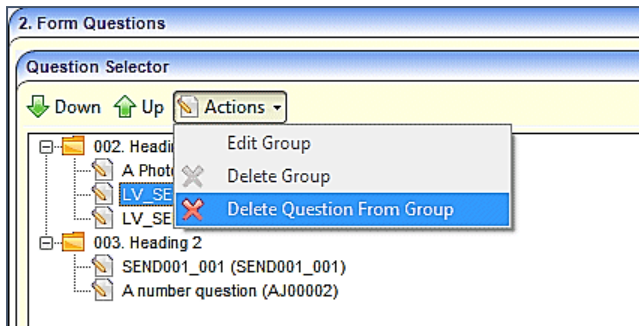
3. Click the **Save** button.

To delete a question group:

1. On the **Form Questions | Question Selector**, highlight a question group on the left pane.

2. Click the **Actions** button and select **Delete Group**.

3. Click the **Save** button.

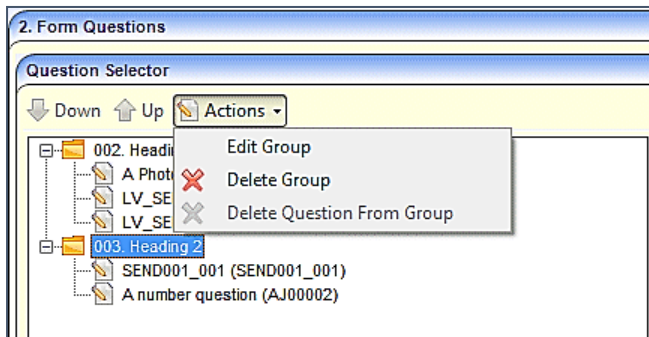> **Important Note:** There is no message to confirm that you wish to delete the group! The group and all questions are deleted immediately. If a group is deleted in error, close the page without saving.

Deleting SEND Portal Question Definitions

To delete a SEND Portal Question Definition:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions** to display the **SEND Portal Question Definition Enquiry** page.

2. Select a question definition and click the **Delete** button.

The following message is displayed:

Are you sure you want to delete this question?

3. Select **Yes** to delete the question definition. A message at the bottom of the screen informs you that the question has been deleted successfully.

You <u>cannot</u> delete a question that has been used in a previous saved form.

SEND Portal Management

The **SEND Portal Management** page is accessed in the v4 Client via **Focus | Services | SEND Portal Management**. It enables online forms that have been submitted via the Professional Portal to be reviewed by the local authority teams. Partially completed forms are not displayed on the **SEND Portal Management** page; only submitted forms.

> **Note:** ACL's set at the Form Definition level are not applied in the SEND Portal Management area. This is so that incoming information is not missed. These ACL's are applied if the form is approved to appear on a Student's Chronology in One v4 client.

When a Special Educational Needs and Disabilities (SEND) form is submitted via the Professional Portal, any child who has not been successfully matched to a student in One, or who has been successfully matched but for who there are differences (conflicts) between some details of the incoming child and the matched student, is processed via **v4 Online | Portal Back Office | Data Transfer**. The incoming students are listed under the **SEND Dummy Base**.

> **More Information:**
>
> *Matching Students via One Portal Back Office* handbook available from the **One Publications** website via **Handbooks | One Self Service**.

Searching For SEND Forms

To search for a Special Educational Needs and Disabilities (SEND) form:

1. Select **One v4 Client | Focus | Services | SEND Portal Management** to display the **Search Forms** page. The list of forms display in the browse below the filter panel.

   The list can be ordered by selecting any of the headings:

- Form Name
- Form Submitter Name
- Child or Young Person Name
- Child or Young Person DoB
- Form Received Date
- Form Reference Number
- Status.

2. Select a filter; you can search using **Type of Form**, **Start Date** or **End Date**.

3. Click the **Search** button to display the forms according to the search filters.

Reviewing SEND Forms

Before you can action a form, it must have been processed via **v4 Online | Portal Back Office | Data Transfer**.

To review a Special Educational Needs and Disabilities form:

1. Select **One v4 Client | Focus | Services | SEND Portal Management** to display the browse list.

2. Use the search filters to reduce the number of visible forms.

3. Select a record to display the **Form Details** page.

The form can be approved, rejected or more information can be requested. A form can also be returned to B2B.

For more information, see the following sections:

- Approving SEND Forms
- Rejecting SEND Forms
- Requesting More Information for SEND Forms
- Resubmitting SEND Forms to B2B.

Approving SEND Forms

A Special Educational Needs and Disabilities form is approved in the v4 Client via **Focus | Services | SEND Portal Management**.

1. Select a form to display the **Form Details** page.
2. Click the **Accept** button to display the **Process and Send Message** page.
3. If required, make changes to the default message.
4. Click the **Approve and Send Message** button to inform the applicant that their form submission has been reviewed and is being processed accordingly.

A confirmation message is displayed containing the following information:

Form approved. The Form Submitter has been notified.

Form Name. Special Educational Needs & Disabilities – <Assessment Form>.

Form Reference. SND-<*1505-1234ABCD*>.

Rejecting SEND Forms

A Special Educational Needs and Disabilities form is rejected in the v4 Client via **Focus | Services | SEND Portal Management**.

1. Select a form to display the **Form Details** page.
2. Click the **Reject** button to display the **Process and Send Message** page.
3. If required, make changes to the default message.
4. Click the **Reject and Send Message** button to inform the applicant that it has been decided no further action will be taken.

A confirmation message is displayed containing the following information:

Form rejected. The Form Submitter has been notified.

Form Name. Special Educational Needs & Disabilities – *<Assessment Form>*.

Form Reference. SND-*<1505-1234ABCD>*.

Requesting More Information for SEND Forms

Additional information regarding the form can be requested in the v4 Client via **Focus | Services | SEND Portal Management**.

1. Select a form to display the **Form Details** page.
2. Click the **Request More Information and Send Message** button to display the **Process and Send Message** page.
3. If required, make the changes to the default message.
4. Click the **Request More Information** button to request more information.

A confirmation message is displayed containing the following information:

The Form Submitter has been notified.

Form Name. Special Educational Needs & Disabilities – *<Assessment Form>*.

Form Reference. SND-*<1505-1234ABCD>*.

Resubmitting SEND Forms

Sometimes a child or young person will not be matched in B2B and therefore their form will need to be resubmitted to B2B.

The form can be resubmitted in the v4 Client via **Focus | Services | SEND Portal Management**.

1. Select a form to display the **Form Details** page.
2. Click the **Request More Information** button to display the **Process and Send Message** page.
3. If required, make the changes to the default message.
4. Click the **Request More Information** button to request more information.

A confirmation message is displayed containing the following information:

The Form Submitter has been notified.

Form Name. Special Educational Needs & Disabilities – *<Assessment Form>*.

Form Reference. SND-*<1505-1234ABCD>*.

Student's Chronology

> **Note:** ACL's set at the Form Definition level are not applied in the SEND Portal Management area. This is so that incoming information is not missed. These ACL's are applied if the form is approved to appear on a Student's Chronology.

The SEND form is added to the student's chronology after the following processes have been completed:

- A verified professional user submits a SEND form on behalf of a child or young person to the local authority via the Professional Portal.

- If required, the child or young person is processed via B2B (Portal Back Office); they are matched to a One student and any conflicts are resolved.

- The SEND form is assessed by the SEND Administrator in the v4 Client via SEND Portal Management. An approval message is sent to the professional user's account.

The read-only SEND form can be viewed in the v4 Client via **Focus | People | Students | Chronology**.

Clicking on the **Date** link displays the SEND form details.

Apart from the **Summary**, the content of the panels in the v4 Client are the same as the steps in the Professional Portal.

- Panel **000** is a summary of dates for the SEND form process. It also includes information from **Step 1 – Work Details**.

- Panel **001** is automatically inserted as the **Subject Details**.

- Subsequent panels are represented by subsequent steps.

- The final step in the Professional Portal is always the **Summary**; this is not displayed in the v4 Client version.

Creating New SEND Portal Forms From Student's Chronology

When an approved SEND Portal Form from the Professional Portal is added to the student's chronology, it is read-only. Occasionally a professional may wish to make changes to a form. This can be achieved by creating a new SEND Portals form in the chronology.

To create a new SEND Portal form:

1. Select **v4 Client | Focus | People | Students | Chronology** to display the student's chronology.

2. Click the **New** button at the top of the chronology, select **New SEND Portals**, then choose the required **SEND Portal Form Definition** from the list.
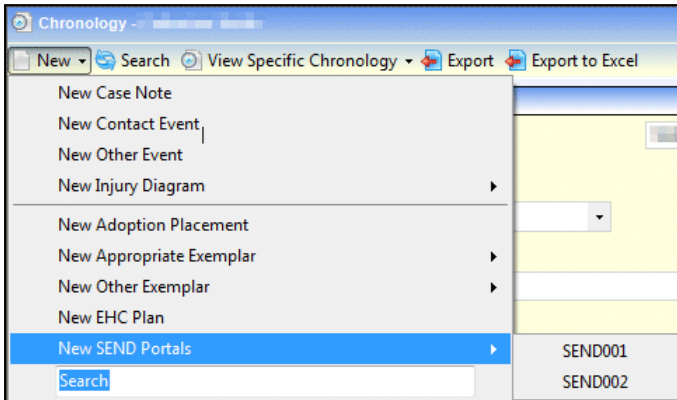
The displayed form is a duplicate of the form that was submitted on the Professional Portal, but the inherited answers can now be edited. Inherited answers have a green outline around them.

3. Make the required changes to the form.

4. Click the **Save** button.

If some answers have not been changed, the following message is displayed:

> Some pre-populated answers have not been changed.
> Are you sure you want to continue?
> Click OK to save, or Cancel to review the form again.

Printing SEND Forms

You can output a SEND form as it is displayed on the screen either as a Word document or a PDF. The v4 Client does not print directly, instead, a Microsoft Word or PDF file is created by the v4 Client and then you can use Word or Acrobat Reader to send the document to your printer.

A check box on each panel header enables you to include only the panels you require in the printout.
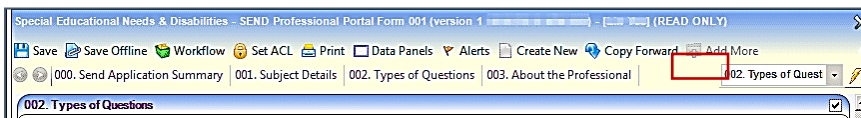
To print a SEND form:

1. Open a SEND form on the student's chronology.

2. If required, select the check box on individual panels to display on the printout. The **Subject Details** are automatically included, but these can be removed before printing.

3. Click the **Print** button to display the **Print Window** dialog. For more information about the print options, see the *SEND Print Options* topic.
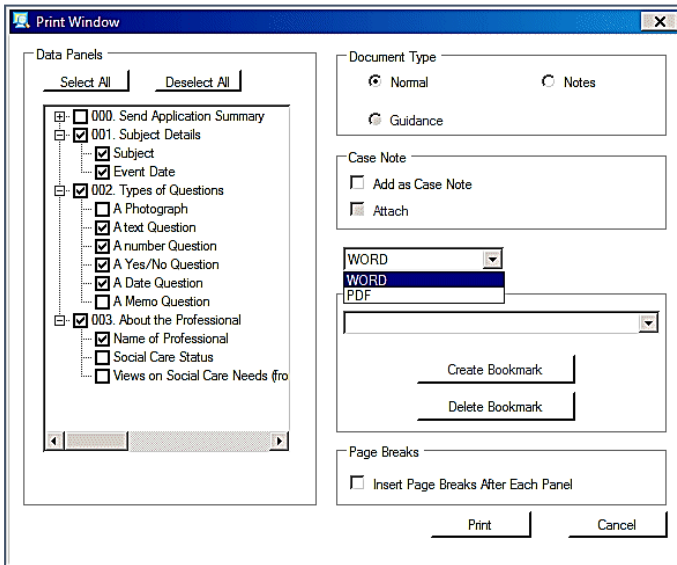
4. Click **Print** to preview the document. When the document opens it has a number as the file name, click **Save As** to store the document to a local folder.

> **Note:** The headings displayed on the printout are in numerical order and not the same as the panel numbers, so although you may have selected Panels 1, 2, 10 and 20 the printout shows 1, 2, 3 and 4.

5. Open the document you want to print.

6. Select the print option within the application, e.g. MS Word, to send the document to your printer. At any time you can **Cancel** the print process.

SEND Print Options

Data Panels

Click on the plus signs to expand the tree to view the questions within a panel and select or deselect as required. If any one question is checked then the panel check box is also activated.

You can **Select All** or **Deselect All** panels

Document Type

Normal - The default, which prints the selected contents of the SEND form.

Notes - Prints a blank page after the contents of each selected panel have been printed; the blank page is entitled *Notes: [Description of the Panel]*.

Guidance - prints guidance notes in italics which appear above the details of the panel. If guidance notes have <u>not</u> been entered on the Form Definition, this radio button is not available.

Case Note

Case notes are not required for SEND forms.

Document Format

You can print the document in MS Word or PDF format. The default is **WORD**.

Bookmark

Bookmarks are not required for SEND forms.

Page Break

Select the check box if you wish to insert a page break after each panel.

Changing the Font Type and Size

You can change the format of the printouts in the *CCSGenericPrintSettings.ini* file, which is located in the same folder as the CCSEnterprise.exe. This .ini file enables you to edit the font type and font size for:

- Panel Title
- Sub-Title.

Inserting a Logo

When a SEND form is printed, you can insert a logo on the plan.

Add a logo as a .jpg to a directory on your local workstation. Then open the *CCSGenericPrintSettings.ini* in the Capita Childrens Services System folder and enter the Logo Path section as follows:

-- Logo Path

LOGOPATH=D:\LOGO\print_logo.JPG

Portal Sharing

A key component of SEND enables users of the different portals to share information. The local authority can control which portal users involved with a child can see SEND information. This includes information that is coming into the local authority and also information going out to other organisations and parents.

The **Portal Sharing** functionality is available in the v4 Client via **Focus | People | Students | Student Details | Involvements | EHCP Assessment Involvement**.

The **Portal Sharing panel** enables you to record details of any portal users. You can also indicate whether that person has been authenticated to view forms and files uploaded via the Citizen or Professional Portal.
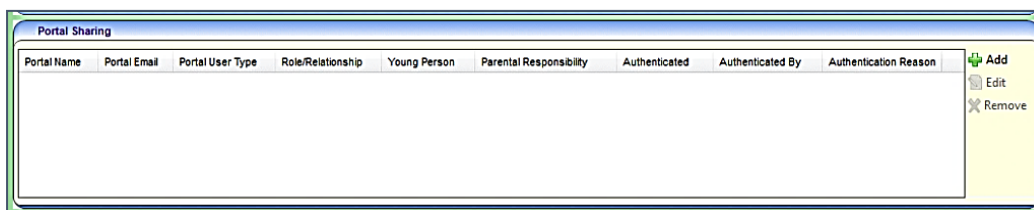
To add a portal sharing user:

1. Click the **Add** button to display the **Portal Sharing [New Portal User]** dialog.

2. Enter the required information:

Portal User – use the browse button to select the name of the portal user.

Portal Email – automatically populated when the user is selected.

Portal User Type – automatically populated when the user is selected. If a Professional portal user is selected, this information is automatically shared on the Professional portal.

Role/Relationship – enter a role or a relationship. If this is a professional role, then the field is automatically populated.

Young Person – select this check box if the portal user is a young person.

Parental Responsibility – select this check box if the portal user has parental responsibility.

Authenticated – selecting this check box displays the following message:

Are you sure you want to authenticate *(name)*? Authenticating this portal user means that they will be able to see SEND information relating to the subject on this involvement form.

Authentication Reason – this is added as a memo.

3. Click the **OK** button.

4. Click the **Save** button on the EHCP Assessment involvement form.

Recording Information Requested

The **information Requested** panel is located on the student's **EHCP Assessment Involvement**. This panel enables you to record details of any information that has been requested. This includes details about the portal user who information has been requested from.

To add details about requested information:

1. Click the **Add** button to display the **Information Requested [New Info Requested]** dialog.
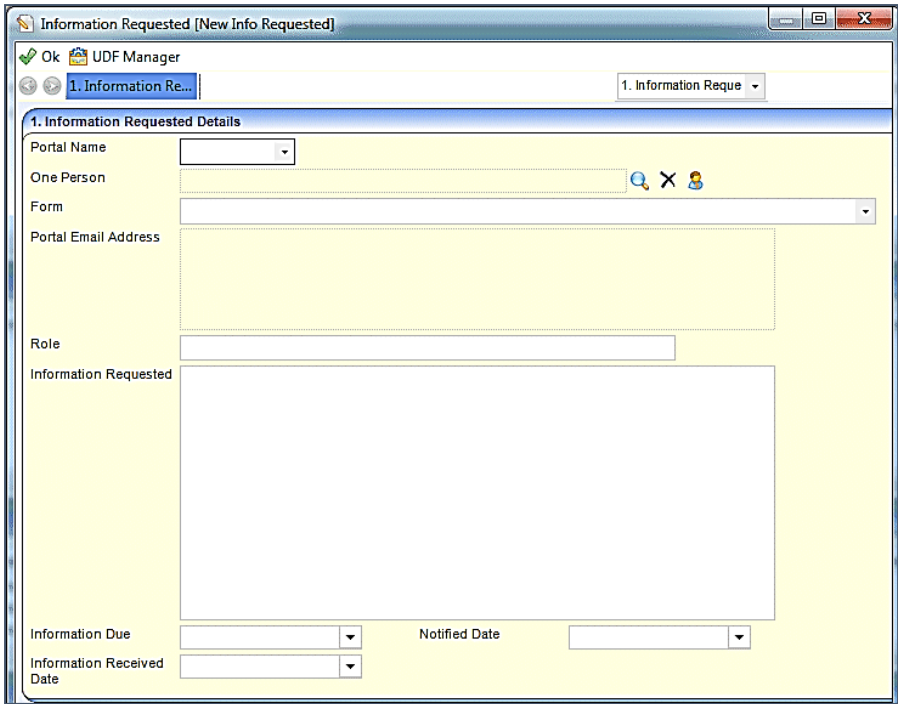
2. Enter the required information:

    Portal Name – select the portal user.

    One Person – select the person from the One database.

    Form – select the form that was submitted via the Citizen portal.

    Portal Email Address – automatically populated when the portal user is selected.

    Role – enter the user's role.

    Information Requested – enter the details of the requested information.

    Information Due – select a date.

    Notified Date – select a date.

    Information Received Date – select a date.

3. Click the **OK** button.

4. Click the **Save** button on the EHCP Assessment involvement form.

Alerts

Portal messages (alerts) are set up in the v4 Client via **Tools | Administration | Alert Definition**. They are used to keep parents, young people and professionals informed about SEND processes, e.g. if a person has been authenticated as a portal user or to request additional information. Only authenticated portal users on a child or young person's EHCP assessment involvement can receive portal messages.

Two types of alerts can be set up for portal messages:

- Trigger – a portal message is sent when a specific action occurs (the trigger).
- Scheduled – a portal message is sent at a pre-defined time.

Setting up a Trigger Alert

A trigger alert is made up of the following elements:

- A definition
- A selection of fields
- A recipient
- An action.

Alert Definition

1. In the v4 Client, select **Tools | Administration | Alert Definition | New** to display the **Alert Definition [New Alert Definition]** page.

   On the **Alert Definition** panel, the **Alert Definition ID** is a system generated number.

2. Select the **Trigger Alert Type**.

3. Enter a **Reason for Alert**.

4. Enter a **Description**.

   Active is checked when the alert is activated, <u>after</u> it has been saved. The **Activate** button cannot be used to activate a new alert.

   Predefined is a system generated field and cannot be edited.

Field Selection

1. On the **Trigger Alert** panel, select an **Alert Based On** context; either *Involvements – Portal Sharing* or *Involvements – Info Requested*.

   The **Database Trigger** and the table name are automatically populated.
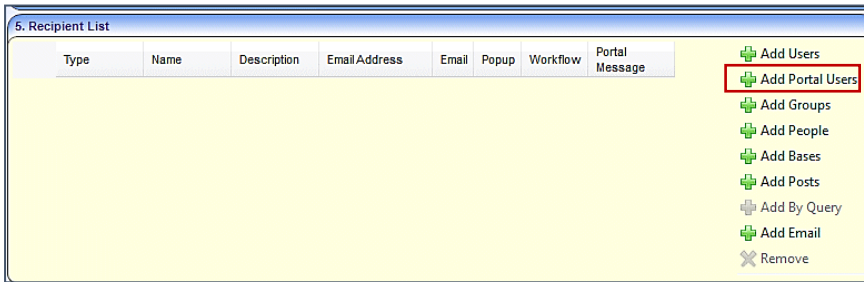
2. Select the **Field Selection** tab to display all of the fields according to the context selected in the **Alert Based On** drop-down list.

3. Select the **Alert When Changed** check boxes of the fields that, when changed, will trigger a portal message.

4. Click the **Save** button.

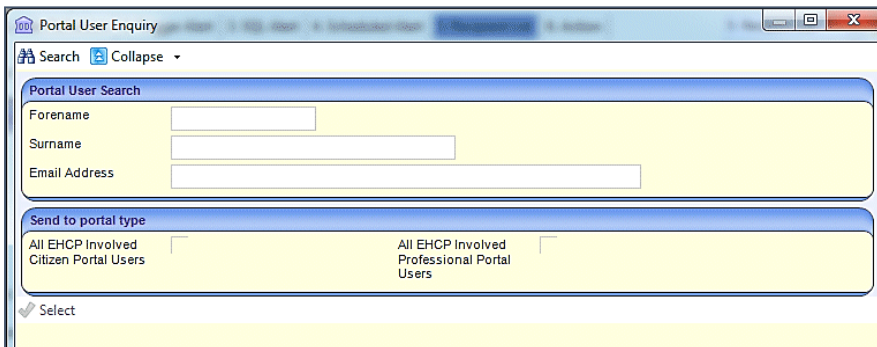   Once the alert has been created, you need to add a recipient.

   ## Recipients

   Alerts require at least one recipient. To add a recipient:

1. On the **Alert Definition** page, go to the **Recipient List** panel.

2. Click the **Add Portal Users** button to display the **Portal User Enquiry** dialog.

3. If you wish to send the portal message to just one portal user, use the **Portal User Search** panel to locate the person. The results are displayed below the panels.

4. If you wish to send the portal message to <u>all</u> EHCP involved users, select the required check box on the **Send to portal type** panel.

5. Click the **Select** button to return to the **Recipient List** panel.

   Selecting **All EHCP involved Citizen Portal Users** and/or **All EHCP Professional Portal Users** displays the following message:

   > The recipients of this alert will be authenticated *<Portal/Citizen Portal/Professional Portal>* users that are on a child or young person's EHCP Assessment Involvement.

   Depending on your selection of users, the **Recipient List** panel displays as:
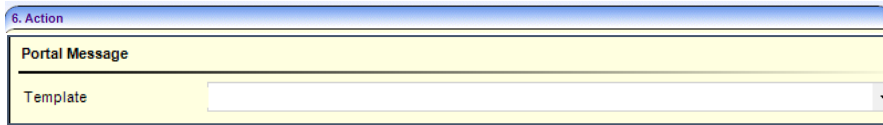

   Recipients can be removed by highlighting the row and clicking the **Remove** button.

   Before you can continue, an action (the way the alert is delivered) must be defined.

Actions

Alerts require an action to be defined. To define an action for a portal message alert:

1. On the **Alert Definition** page, go to the **Action** panel.

2. Select the **Portal Message** section.

3. Select a **Template** from the drop-down.

4. Click the **Save** button. The following message is displayed:

5. Do you want to activate the alert?

6. Click the **Yes** button; this activates the alert immediately and the **Activate** button at the top of the page changes to **Deactivate**.
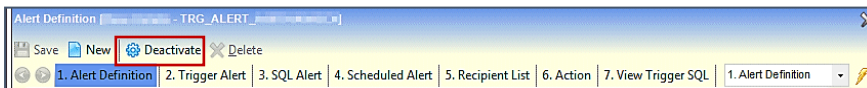
> **More Information:**
>
> *RG_Administration_Creating Trigger Alerts* available from the **One Publications** website via **Reference Guides | Administration**.

Setting up a Scheduled Alert

Scheduled alerts are created so that a message can be sent on a specific date.

The scheduled alert functionality is linked to the configuration tool which determines the frequency of checking for background tasks, e.g. the job scheduler. For more information, refer to the *v4 Scheduled Tasks* technical guide, available on the **One Publications** website.
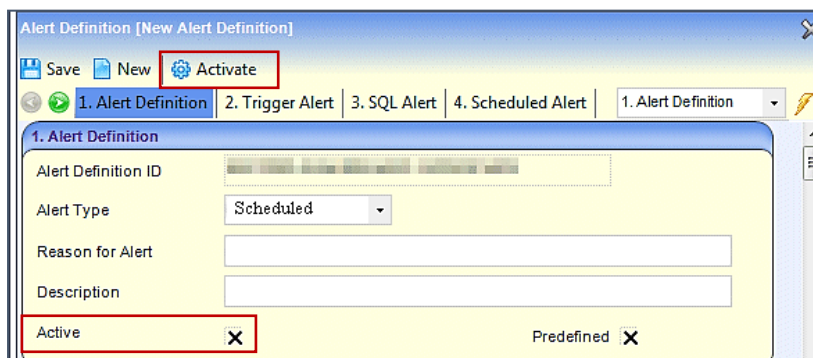
A scheduled alert is made up of the following elements:

- A definition
- An SQL query
- A recipient
- An action.

Alert Definition

1. In the v4 Client, select **Tools | Administration | Alert Definition | New** to display the **Alert Definition [New Alert Definition]** page.

   On the **Alert Definition** panel, the **Alert Definition ID** is a system generated number.
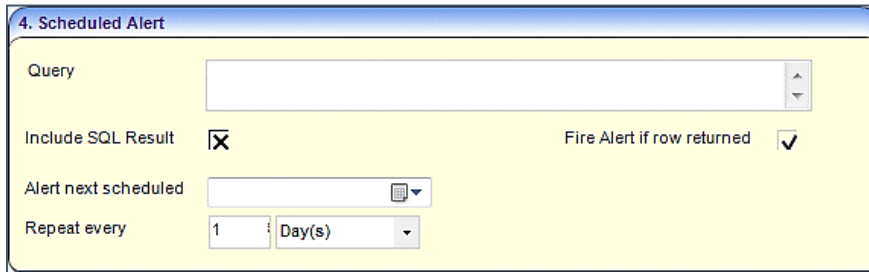
2. Select the **Scheduled Alert Type**.

3. Enter a **Reason for Alert**.

4. Enter a **Description**.

   Active will be checked when the alert is activated, <u>after</u> it has been saved. The **Activate** button cannot be used to activate a new alert.

   Predefined is a system generated field and cannot be edited.

SQL Query

1. On the **Scheduled Alert** panel, enter the SQL **Query**. You can only use *Select* statements and you cannot include parameters in the SQL **Query** field.
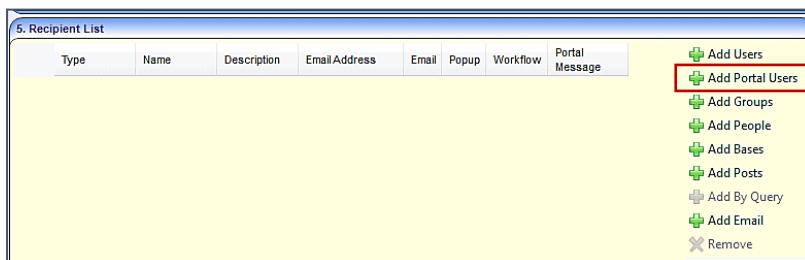

2. If required, select the **Include SQL Result** check box to enable repetition of the SQL message in the output.

3. If you want to fire a message regardless of the values returned, select the **Fire Alert if Row Returned** check box.

4. Enter the date and time for **Alert next scheduled**.

5. Enter a number to **Repeat every** Minute(s), Hour(s), Day(s), Week(s) or Month(s).

6. Click the **Save** button.

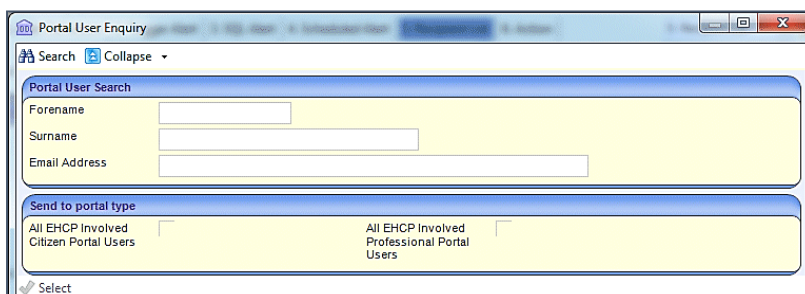   Once the alert has been created, you need to add a recipient.

Recipients

Alerts require at least one recipient. To add a recipient:

1. On the **Alert Definition** page, go to the **Recipient List** panel.

2. Click the **Add Portal Users** button to display the **Portal User Enquiry** dialog.

3. If you wish to send the portal message to just one portal user, use the **Portal User Search** panel to locate the person. The results are displayed below the panels.

4. If you wish to send the portal message to <u>all</u> EHCP involved users, select the required check box on the **Send to portal type** panel.

5. Click the **Select** button to return to the **Recipient List** panel.

   Selecting **All EHCP involved Citizen Portal Users** and/or **All EHCP Professional Portal Users** displays the following message:

   > The recipients of this alert will be authenticated *<Portal/Citizen Portal/Professional Portal>* users that are on a child or young person's EHCP Assessment Involvement.

   Depending on your selection of users, the **Recipient List** panel displays as:

   Recipients can be removed by highlighting the row and clicking the **Remove** button.

   Before you can continue, an action (the way the alert is delivered) must be defined.

Actions

Alerts require an action to be defined. To define an action for a portal message alert:

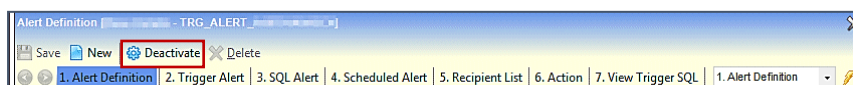1. On the **Alert Definition** page, go to the **Action** panel.

2. Select the **Portal Message** section.

3. Select a **Template** from the drop-down.

4. Click the **Save** button. The following message is displayed:

   > Do you want to activate the alert?

5. Click the **Yes** button; this activates the alert immediately and the **Activate** button at the top of the page changes to **Deactivate**.


> **More Information:**
>
> *RG_Administration_Creating Scheduled Alerts* available from the **One Publications** website via **Reference Guides | Administration**.

06 | **Professional Portal Users**

Professional Portal Users Introduction

This following section of the handbook explains how the Professional Portal user performs the following processes:

- Manage their account. For more information, see Managing My Account on page *53*.
- Add a child or young person that they work with to the professional portal. For more information, see *Adding a Person* on page *61*.
- Complete SEND forms and submit them to the Local Authority in a secure manner. For more information, see *Completing and Submitting a Professional Portal SEND Form* on page *59*.
- The ability to view the progress of submitted SEND forms, including historical forms. For more information, see *Completing and Submitting a Professional Portal SEND Form* on page *59*.
- View any messages received from the local authority. For more information, see *Messages* on page *62*.
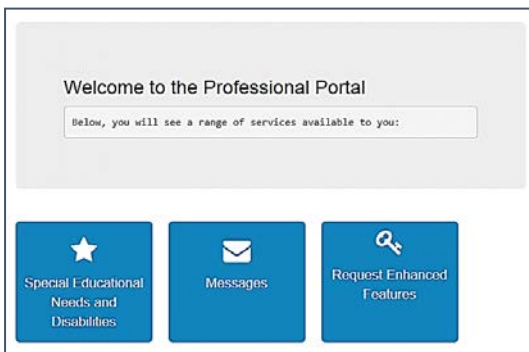
Two Step Verification

Two step verification is an additional process to increase your security when logging onto the Professional Portal. This process is mandatory if you wish to use Special Educational Needs and Disabilities.

The process is available via **My Account | Two Step Verification**. For more information, see *Two Step Verification* on page *56*.
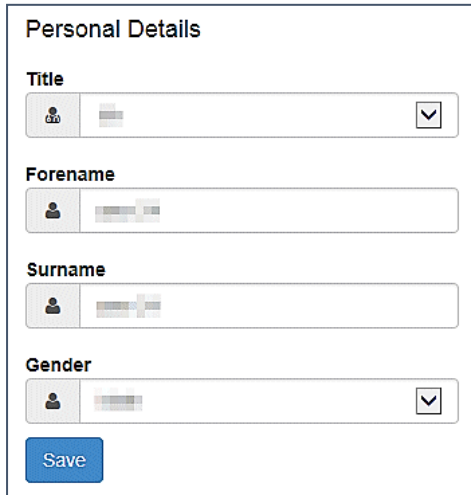
Managing My Account

A Professional Portal user can manage the following details by clicking the **My Account** link on the top of the **Home** page:

- Personal Details
- Work Details
- Change Email Address
- Change Password
- Change Secret Question
- Change of Circumstances
- Two Step Verification.

Personal Details

To add your personal details:

1. In v4 Online, select **Professional Portal | My Account | Personal Details**.

2. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.
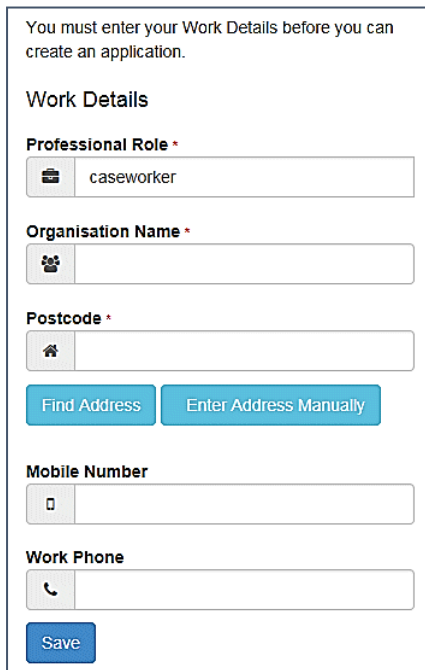

3. Click the **Save** button.

Work Details

To add your work details:

1. In v4 Online, select **Professional Portal | My Account | Work Details | Add Work Details**.

2. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

3. Click the **Save** button.

Change Email Address

To change your email address:

1. In v4 Online, select **Professional Portal | My Account | Change Email Address**.

2. A warning message is displayed for you to check that the new email address is entered correctly. Click the **Next** button.

3. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

Change Email Address

New Email Address *

Confirm New Email *

Password *

Submit

4. Click the **Submit** button.

Change Password

To change your password:

1. In v4 Online, select **Professional Portal | My Account | Change Password**.

2. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

Change Password

Current Password *
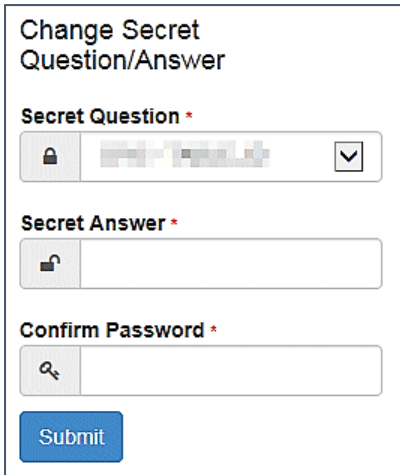
New Password *

Confirm Password *

Submit

3. Click the **Submit** button.

Change Secret Question

To change your secret question and secret answer:

1. In v4 Online, select **Professional Portal | My Account | Change Secret Question**.

2. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

3. Click the **Submit** button to save the changes.

Change of Circumstances

If you need to record a change to your circumstances, you must contact your local authority.

Two Step Verification

Two step verification is an additional process to increase your security when logging onto the Professional Portal. This process is mandatory if you wish to use Special Educational Needs and Disabilities (SEND).

Enabling Two Step Verification

The first time you log onto the Professional Portal you are given the option to enable the two step verification process. If you try to log onto SEND without enabling the two step verification process, the following message is displayed:

This area requires Two Step Verification to be enabled before you can access it.
Please enable this in My Account before continuing.

To set up two step verification:

1. Log onto the Professional Portal using the email address and password you used to register.

2. Click the **Login** button to display the **Enable Two Step Verification now** dialog. This dialog is only available for a few seconds. If it disappears, the two step verification process can be enabled via **My Account | Two Step Verification**.

3. Click the **Enable now** link to display the **My Account | Two Step Verification** page.

4. To receive a verification code to your registered email address, select **Email** from the **Preferred method** drop-down.

5. Click the **Save** button.

   You will be signed out and will need to sign in again.

6. Log in; this time when you log in, the following dialog is displayed:

7. Locate the email containing your verification code.

8. Copy and paste your verification code into the box.

9. Click the **Verify** button.

   If you enter an incorrect verification code, the following warning is displayed:

   The Verification Code you entered is invalid. Please try again. Codes expire after 5 minutes and are 6 numbers long. If you make 4 incorrect attempts, your account will be locked for 4 minutes before you can sign in again.

Disabling Two Step Verification

The two step verification process is mandatory for users of Special Educational Needs & Disabilities (SEND) and therefore cannot be disabled. If you try to access the SEND module, the following message is displayed:

   This area requires Two Step Verification to be enabled before you can access it.
   Please enable this in My Account before continuing.

To disable Two Step Verification:

1. Select **My Account | Two Step Verification** to display the **Two Step Verification** page.
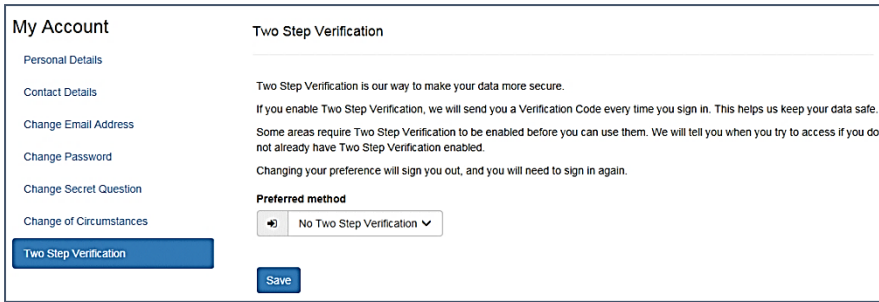
2. Select **No Two Step Verification** from the **Preferred method** drop-down.

3. Click the **Save** button.

    You will be signed out and will need to sign in again.

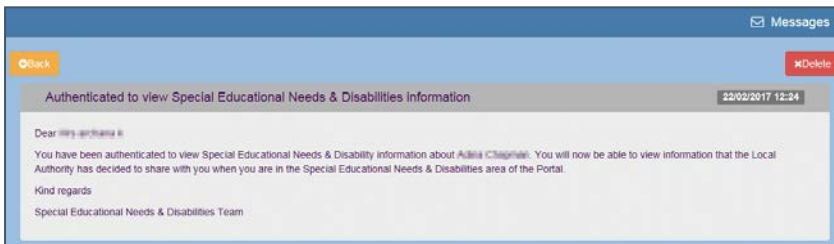# Authenticated to Share Information

When a professional user is flagged as being able to share SEND information and view shared files, the following alert message is sent to the **Messages** tile:

> Authenticated to view Special Educational Needs & Disabilities information.

Select the message to view the complete message.

More Information:
Messages on page *62*.

Special Educational Needs and Disabilities Tile

The **Professional Portal | Home | Special Educational Needs and Disabilities** tile enables the professional user to submit SEND forms for the children and young people that they work with to the local authority in a secure manner.

When a professional user accesses their SEND home page on the Professional Portal, they can see, in addition to those children and young people for whom they have previously submitted forms, those children and young people against whom they are recorded as having an active professional involvement.

If a child or young person that they are working with is not listed, clicking the **Add Person** button enables them to add another child or young person to their account. For more information, see *Adding a Person* on page *61*.

# Completing and Submitting a Professional Portal SEND Form

All of the following screens can be edited by the local authority via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Text Resources | SEND**. For more information, see the *Edit Resources* section in the *General Administration* chapter.

To complete a Professional Portal SEND form, the professional user completes the following procedure:

1. Select **Professional Portal | Home | Special Educational Needs and Disabilities** to display the **Select Person** page. A list of children and young people associated with the professional is displayed.

2. Select a child or young person from the list to display the **Edit Person** page.

3. Check the details. If necessary, make any changes.

4. Click the **Continue** button to display the **Forms** page.
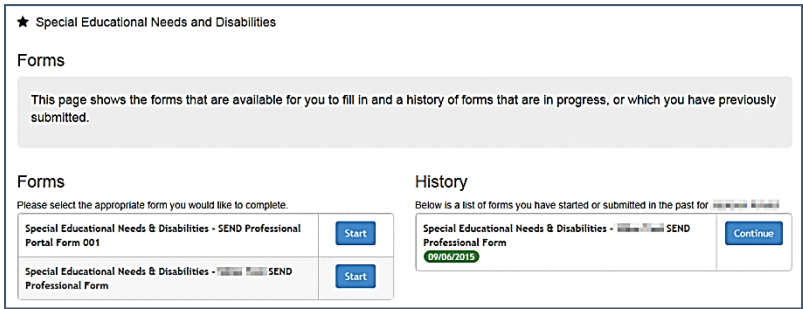
The **Forms** page is divided into the following sections:

- **Forms** - displays all forms that are available to you according to your role and permissions.

- **History** – displays forms that you have started and forms that you have completed and submitted to the local authority.

5. Select a form and click the **Start** button to display the **Work Details** page.

The following information is displayed at the top of the page:

Please select the Professional Role you would like to complete this form as.

If you would like to complete this form as a different Professional Role that you have not yet added to your Professional Portal account, then please navigate to My Account and select Work Details to add a new Professional Role.

If your Organisation Name, Work Address or contact details have changed for your Professional Role, then please navigate to My Account and select Work Details to update these details.

6. Click the **Select** button to display **Step 2** of the form; (Step 1 was Work Details).

The final step is always the **Summary**. For more information see *Using the SEND Form Builder* on page *27*.

7. Complete all steps; click the **Save & Continue** button at the end of each step.

8. On the **Summary** page, select the check box to confirm that you have read and agree to the declaration.

9. Click the **Accept** button to display the **Form Submitted** page. This page informs you that the form has been submitted to the local authority.

Partially completed forms are not displayed on the **SEND Portal Management** page; only submitted forms.

10. Click the **Finish** button to return to the **SEND Home | Forms** page. The form is displayed in the **History** with a date and the status of the form – orange for **In Progress** and green for **Submitted**.

11. If required, click the **View Details** button to see the **Form Summary** details.

12. Click the **Continue** button to finish a form and submit it to the local authority.

   For more information on the process the local authority performs next, see *SEND Portal Management* on page *38*.

   > **Note:** A partially completed form can be updated on the Professional Portal by the user. Once a form has been submitted and approved, it can only be updated by the local authority on the Chronology.

Adding a Person

If the child or young person is not listed in the **Select Person** browse, they must be added to the professional user's account.

To add a child or young person, the professional user completes the following procedure:

1. Select **Professional Portal | Home | Special Educational Needs and Disabilities** to display the **Select Person** page.

2. Click the **Add Person** button to display the **Add Person** page.

3. Enter the child or young person's details.

4. Enter the **Postcode** and click the **Find Address** button to display the **Address Details** page.

5. Enter the required address details.

6. Click the **Save Child** button to display the **Forms** page. The page displays all forms appropriate for the logged on verified professional. For more information on completing a SEND form, see *Completing and Submitting a Professional Portal SEND Form* on page *59*.

Messages

Messages are sent from the local authority, informing the professional user of the following processes:

■ The status of any reviewed SEND forms.

■ Authentication to share portal information.

The user must log in to the Professional Portal to view the message details.

To view their messages, the professional user completes the following procedure:

1. Select **Professional Portal | Home | Messages** to display the **Messages** dialog.

2. Select the individual message to display the contents.
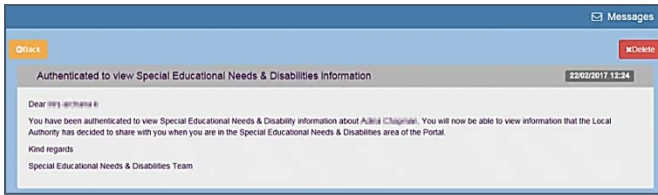
As soon as the form has been approved, the read-only SEND form can be viewed in the v4 Client via **Focus | People | Students | Chronology**.

For more information, see *Student's Chronology* on page *41*.

07 | **Appendix**

Frequently Asked Questions

Question:

Why does the *Process for EHC needs assessment and EHC plan development* diagram not show if a child or young person's case has gone to mediation or tribunal, if they are unhappy during the assessment process?

Answer:

This diagram is designed to be a simple snapshot for parents, young people and professionals (Portal users) to understand what stage of the assessment process a particular child or young person is at. As a result, it was designed to be linear with no branches. The percentage of citizens accessing the Portal with mobile devices is very high, so a diagram with no branches makes it easier for them to view without having to scroll excessively sideways to see what stage the child or young person is at.

Keeping the diagram simple also means that there aren't an abundance of business rules which affect it; meaning it is easier for LA staff to understand how what they enter on to a child or young person's involvement form reflects on their diagram.

Question:

I don't know how many files a Citizen or Professional user may want to upload to a Portal form and they can only upload one file per question. What should I do?

Answer:

Using the Form Builder, you can create a **Question Group** which contains only one **File** question. If this question group is set to be a **Repeating Group**, then it is possible for the Portal user to select the **Add More** button which repeats the question group and therefore any questions in the question group. This enables the Portal user to upload multiple files to the form.

Planning the design of forms is essential. For example, a question that will only be answered once (such as a text question asking *Views on how child/young person is doing in education*) should not be in the same question group as a question that may need to be answered multiple times (such as a file question asking for *Include supporting evidence*). This is because if this question group is set to be a repeating group just to cater for the file question, then having the other questions repeat would be redundant and left blank by the Portal user.

Note: Having questions where the answer can be inherited multiple times in repeating question groups can lead to incredibly complex scenarios when creating forms from a child or young person's chronology. Forms should not be designed in this way, as they may not behave as expected.

Question:

How can I share an electronic version of an EHC Plan to authenticated Portal users that are involved with a child or young person?

Answer:

An EHC Plan can be shared electronically using two methods:

1. As the EHC Plan is a legal document, your local authority may want the format of the electronic EHC Plan to look exactly the same as the paper copy. If so, a form can be designed using the **Form Builder** which contains a **File** question. The local authority can then upload a PDF or Word document to that file question and then share that form on the Portal. This enables all authenticated Portal users to download the EHC Plan from the Portal.

2. If the local authority develops an EHC Plan using forms in One (either EHCP forms or SEND Portal forms that are stored on a child or young person's chronology), then this form can be shared. As the content of the form being shared is viewed via the Portal user's browser, it will not look identical to a paper version of the EHC Plan, but the content will be the same.

Question:

Why should I record an **Authentication Reason Memo** for users that are in the **Portal Sharing** panel?

Answer:

This memo has been provided so the local authority can record their decision on whether they will share SEND related information with relevant Portal users. Advice from the DfE in the *Information sharing advice for safeguarding practitioners* document states:

Information sharing decisions should be recorded whether or not the decision is taken to share. If the decision is to share, reasons should be cited including what information has been shared and with whom, in line with organisational procedures. If the decision is not to share, it is good practice to record the reasons for this decision and discuss them with the requester.

This memo can also be used to record how the local authority proved the Portal user account matches the identity of the person they wish to share information with.

Question:

Why is Two Factor Authentication (2FA) required when Portal users try to access the SEND area?

Answer:

The use of two authentication factors to access a system provides an extra layer of protection; it asks the user that is attempting to login to prove their identity based on more than just their basic login details. As SEND Portal Plus is sharing out information from One via the Citizen Portal and the Professional Portal, 2FA was deemed to be a necessary feature for users to access this area.

Question:

No virus scanning takes place when an LA user uploads or downloads a file to a form. What happens if a form created by the LA, with a malicious file, is shared to Citizen users and Professional users? Will they download the virus?

Answer:

A malicious file would need to have breached the local authority's internal security systems before it can even be uploaded to a form in Capita One. However, if a virus is uploaded to a form which is shared with Portal users, the Citizen users and the Professional users will receive the following message when navigating to the form:

> There was a problem completing the requested action.

This prevents the Portal users from downloading the malicious file.

Note: A virus scan takes place when Portal users are uploading files to forms, preventing them from being able to send a virus to the local authority.

Question:

How do I keep track of which professionals I have requested advice from via letters and emails using timelines and which professionals I have requested advice from using Portal message alerts?

Answer:

It is recognised that there will be a transition period where there will be a mix of people involved in SEND processes using the Portal, and a mix of people still using more traditional methods of communication (e.g. letters).

During this period, it may be necessary to send out duplicate notifications – such as letters using **Timelines** and Portal messages using the **Information Requested** functionality in involvement forms. The benefit of doing this is that a professional receives a Portal message alert instantly, compared to the posted letter asking them to submit advice. As a result, if the professional then submits their advice earlier because they were notified earlier, then this will help local authorities meet their statutory timescales for EHC assessments and plan development.

As a result, local authorities using **Timelines** functionality may find it necessary to check both the **Information Requested** panel on a child or young person's involvement, as well as their timeline, in order to keep track of this process.

Question:

Why is the **Communication Log** not updated when I send a **Portal Message Alert** to an authenticated Portal user?

Answer:

This is because the communication log only allows entries to be recorded against a One Person and Portal message alerts are sent to Portal users.

If functionality like this was to be introduced in the future, local authorities would have to link Portal users to a One Person, so that the system would know which person to store the Portal message communication log entry against.

Question:

How do I automatically put files that are uploaded on to Portal forms in to an external document management system?

Answer:

There is no functionality available to automatically store files uploaded to Portal forms to an external system. However, it is possible for a local authority user to download a file from a form and manually store it outside of the Capita One system.

Index