



Early Years - Two Year Old Funding Citizen Portal

last updated for the Summer 2018 release

Handbook

CAPITA

Revision History

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Early Years - Two Year Old Funding Citizen Portal Handbook/Summer 2018/2018-07-25

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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.

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01 / Citizen Self Service Admin

Overview

The One Citizen Self Service portal is a secure online gateway provided by the Local Authority enabling users to apply for the following services:

- 30 Hour Entitlement
- Courses
- Free School Meals
- Two Year Old Funding
- School Places
- Special Educational Needs and Disabilities
- Transport.

These applications are then transferred into One for loading into the appropriate modules:

Citizen Self Service Portal	One
30 Hour Entitlement	Early Years v4
Courses	Training Manager v4
Free School Meals	Grants and Benefits v4
Funded Early Education for 2 year olds	Early Years v4
School Places	Admissions and Transfers v4
Special Educational Needs and Disabilities	SEND v4
Transport	Transport v4

For local authorities, it enables staff to easily match information supplied via the portal to data already held in the Capita One database. Local authority staff can interactively match records and resolve conflicts with people data, removing the need to import and process data manually.

The Citizen Portal Admin functionality is available to Local Authorities in One v4 Online, subject to a licence and v4 Client permissions. The Citizen Portal Admin enables local authority teams to view filtered lists of the portal applications and the details of each application.

NOTE: Throughout the Citizen Self Service portal, clicking in a field displays a tooltip containing information on the selected field. Tooltips are managed via **Citizen Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title**.

More Information:

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

Using this Handbook

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

- Administration
 - General Administration
 - Portal Configuration
 - Template Management
 - Configurable Question Library
 - Edit Resources
 - Cache.
- GDPR Administration
 - Configurable Question Library
 - GDPR Consent Statements
 - Cache
 - GDPR Email Alert Configuration
 - GDPR Consent Withdrawals
 - GDPR Consent Histories
- Local Authority
 - View All Applications
 - User Management.

At the end of this handbook, there is a section explaining how the parent, carer or guardian makes an application. For more information, see [Introduction to Making Applications](#) on page 41.

What's New in this Release?

ECS Override Settings

For the One Summer 2018 release (3.66), the **ECS Settings** have been modified.

More Information:

Configuring ECS Settings on page 17.

02 / Managing Users

Citizen Self Service Portal Administrator

In order to be a Citizen Self Service Portal administrator, you must satisfy the following conditions:

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

More Information:

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

Logging in to One v4 Online

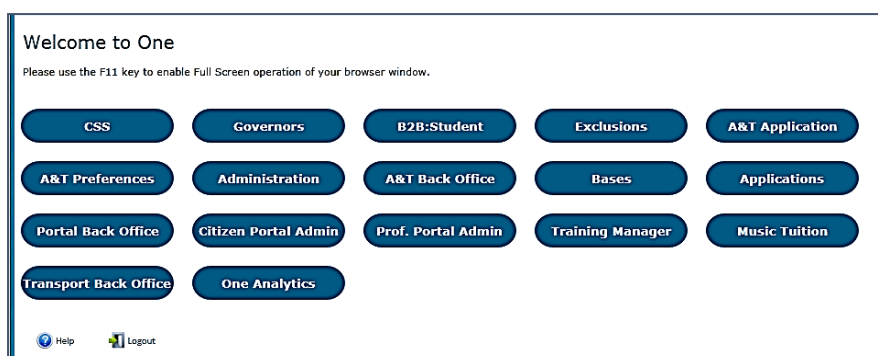
To log in to One v4 Online, you need to obtain a licence key for the required v4 Online module from Capita. You must also be set up as a user in One v4 Client.

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



2. Enter your **User Name**; this is the same as your v4 Client user name.
3. Enter your **Password**; this is the same as your v3 password. Passwords are case sensitive. To change your password, see [Changing a Password](#) on page 8.
4. Click the **Login** button to display the **Welcome to One** page.

Managing Users



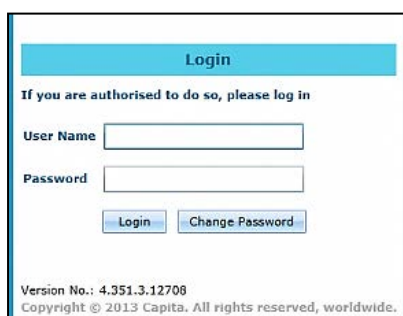
The **Welcome to One** page displays the options that are available to you, subject to a licence being held by your Local Authority and your personal or group permissions.

More Information:

RG_Online_Administration_Login_Logout available from the **One Publications** website via the **Reference Guides** link and **My Account**.

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 and **My Account**.

Forgotten Password

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

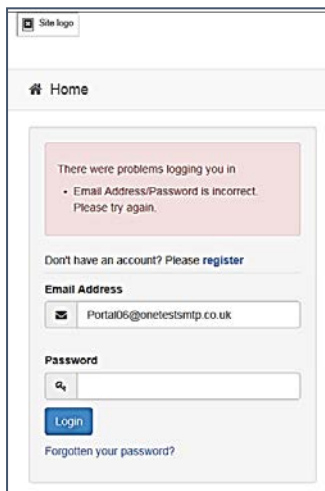
There were problems logging you in.

Email Address/Password is incorrect.

Please try again.

Check that you have entered the correct email address.

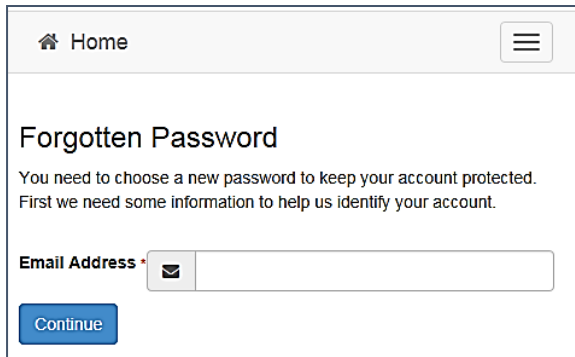
If you have forgotten your password, it will need to be reset.



The screenshot shows a login page with a red error message box at the top. The message reads: "There were problems logging you in" followed by a bullet point: "Email Address/Password is incorrect. Please try again." Below the message, there is a link: "Don't have an account? Please register". The "Email Address" field contains "Portal06@onetestsmtip.co.uk". The "Password" field is empty. There is a "Login" button and a link for "Forgotten your password?".

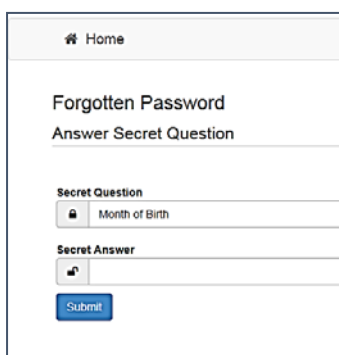
To reset a password:

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



The screenshot shows the "Forgotten Password" dialog. It has a title "Forgotten Password" and a subtitle "You need to choose a new password to keep your account protected. First we need some information to help us identify your account." Below this, there is an "Email Address" field with an envelope icon and a "Continue" button.

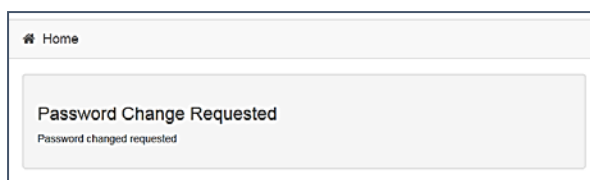
2. Enter your email address, then click the **Continue** button to display the **Secret Question** dialog.



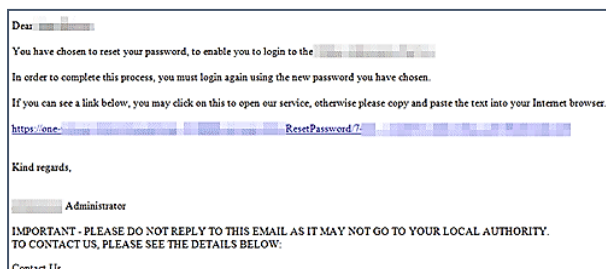
The screenshot shows the "Answer Secret Question" dialog. It has a title "Forgotten Password" and a subtitle "Answer Secret Question". Below this, there is a "Secret Question" field with a lock icon and the text "Month of Birth". There is also a "Secret Answer" field with a lock icon and a "Submit" button.

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.

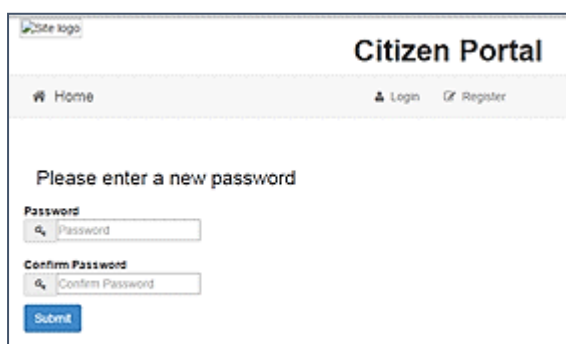
Managing Users



The Local Authority will send an email, similar to the one below, to the registered email address.



4. Click on the link in the email to access the Citizen Portal website.



5. Enter your new **Password**. Passwords are case sensitive.
6. Enter your new password again in the **Confirm Password** field.
7. Click the **Submit** button. A message confirms that you have successfully changed your password.



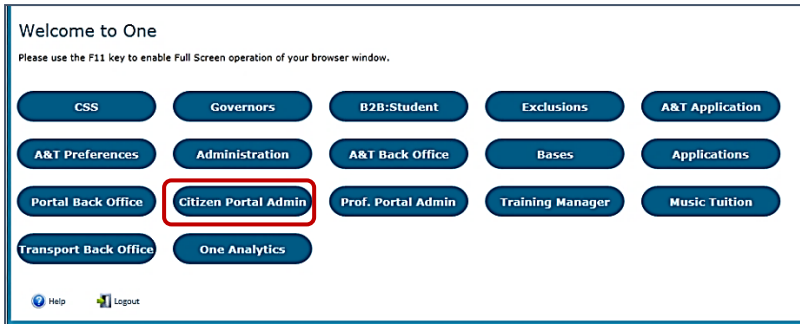
8. Click the **Login** button to log in to the Citizen Portal with your new password.

Logging in to Citizen Portal Admin

The **Citizen Portal Admin** functionality is available in One v4 Online. To use the Citizen Portal Admin you must have an email address, be set up as a user and belong to a user group in One v4. Your System Administrator will have set up the Citizen One Portal licence key and your permissions via **v4 Client | Tools | Permissions | User Group Permissions**.

To log in to the One Citizen Self Service Portal Admin:

1. Log in to v4 Online. For more information see [Logging in to One v4 Online](#) on page 7.



- Click the **Citizen Portal Admin** button to display the **Announcements** page.



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

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

The Announcements page is edited via Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks.

Announcements	Placeholder_Title
Announcement Start Date	Placeholder_Forename
Announcements End Date	Placeholder_Surname

NOTE: If there are no announcements, clicking the **Citizen Portal Admin** button displays the **Home** page.

More Information:

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

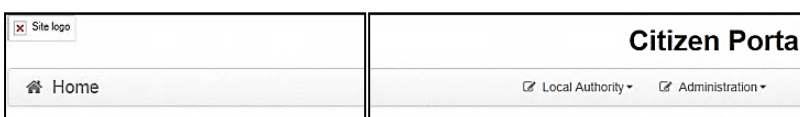
The Citizen Portal Home Page

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

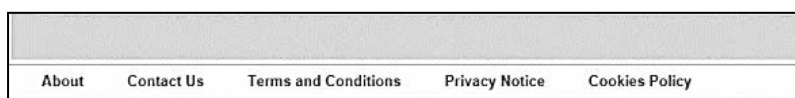
- **Administration** – for more information, see the [Home | Administration Page](#) section on page 12.
- **Local Authority** – for more information, see the [Home | Local Authority Page](#) section on page 12.

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

The Citizen Portal header displays the site logo. This is installed by the System Administrator when installing the Citizen Self Service portal.



Citizen Portal footer displays the following links:



- **About** – displays information about the local authority. This text is formatted in One v4 Online via **Citizen Portal Admin | Administration | General Administration | Edit Resources | Markdown | Site Notices_About**.
- **Contact Us** – displays contact details such as address, phone numbers and email address. This text is formatted in One v4 Online via **Citizen Portal Admin | Administration | General Administration | Edit Resources | Markdown | Site Notices_Contact**.
- **Terms and Conditions** – displays the terms and conditions for using the Citizen Self Service Portal. This text is formatted in One v4 Online via **Citizen Portal Admin | Administration | General Administration | Edit Resources | Markdown | Site Notices_TAndC**.
- **Privacy Notice** – displays additional information regarding privacy. This text is formatted in One v4 Online via **Citizen Portal Admin | Administration | General Administration | Edit Resources | Markdown | 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 in One v4 Online via **Citizen Portal Admin | Administration | General Administration | Edit Resources | Markdown | Site Notices_CookiesPolicy**.

Home | Administration Page

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

The **Home Administration** page enables the following administration processes to be performed by the local authority:

- Free School Meals Administration
- Home to School Transport Administration
- School Places Administration
- General Administration.

Home | Local Authority Page

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

From here the administrator can manage applications and users.

Clicking the **View All Applications** button displays the **Applications** browse list. For more information, refer to the section on *Introduction to Two Year Old Funding Applications*.

Clicking the **User Management** button displays the **User Management** page. For more information, see [User Management \(Local Authority\)](#) on page 13.

User Management (Local Authority)

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

The screenshot shows the 'User Management' page for a 'Local Authority'. At the top, there is a search bar with the text 'Enter part of First Name, Surname Or Email Address' and a search input field containing 'sh'. A 'Search' button is next to it. Below the search bar, it says '247 Records Found'. There is a pagination control showing '1 2 3 4 5 > 25 Next >>'. Below this is a table with the following columns: Email Address, First Name, Surname, Confirmed, View Details, and Action. The table contains several rows of user data, each with a 'View Details' link and an 'Action' link that says 'Change Email Address | Reset Password'.

NOTE: If there are any errors reported when changing an email address or password, the record must be changed in One v3.

Viewing User Details

To view a user's details:

1. Select **v4 Online | Citizen 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 Citizen Self Service portal.
3. Click the **View Details** link to display the **View Users Details** dialog. Details are displayed for Claimant, Children and Applications. 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 | Citizen 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 Citizen Self Service portal.
3. Click the **Change Email Address** link 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 | Citizen 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 Citizen Self Service portal.
3. Click the **Reset Password** button 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.

03 / General Administration

Introduction to General Administration

The General **Administration** page is accessed via **One v4 Online | Citizen Portal Admin | Home | Administration**.



The **General Administration** panel enables you to perform the following tasks:

- **Portal Configuration** – configure the general application settings used by the portal. For more information, see the following sections:
 - [Portal Configuration](#) on page 16.
 - [Configuring the Site Settings](#) on page 16.
 - [Configuring Password Settings](#) on page 16.
 - [Configuring ECS Settings](#) on page 17.
 - [Configuring Application Settings](#) on page 18.
 - [Configuring Message Settings](#) on page 19.
 - [Configuring Application Type Settings](#) on page 19.
 - [Configuring Scheduled Task Settings](#) on page 20.
- **Template Management** – create, change or remove templates used within the messages. For more information, see the following sections:
 - [Template Management](#) on page 20.
 - [Creating a Template](#) on page 21.
 - [Viewing Templates](#) on page 22.
 - [Editing a Template](#) on page 23.
 - [Deleting a Template](#) on page 24.
- **Configurable Question Library** – set up and manage a library of questions to be used in the One A&T module.

- **Edit Resources** – edit site texts and contents. For more information, see the following sections:
 - [Edit Resources](#) on page **Error! Bookmark not defined.**
 - [Editing Resource Descriptions](#) on page 25.
- **Cache** – see which data is cached and clear the cache. For more information, see the following section:
 - [Cache](#) on page 28.

Portal Configuration

An Administrator, with the appropriate permissions, can edit the Portal Configuration settings, thus changing the setup and the behaviour of the Citizen Self Service portal.

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

For more information, see [Configuring the Site Settings](#) on page 16 and the *Technical Guide - Deploying and Configuring the One Citizen Self Service Portal for Local Authorities*, available on the One Publications website.

More Information:

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

Configuring the Site Settings

The **Site Settings** pages are accessed via **One v4 Online | Citizen Portal Admin | Administration | General Administration | Portal Configuration**. From here you can configure the following settings:

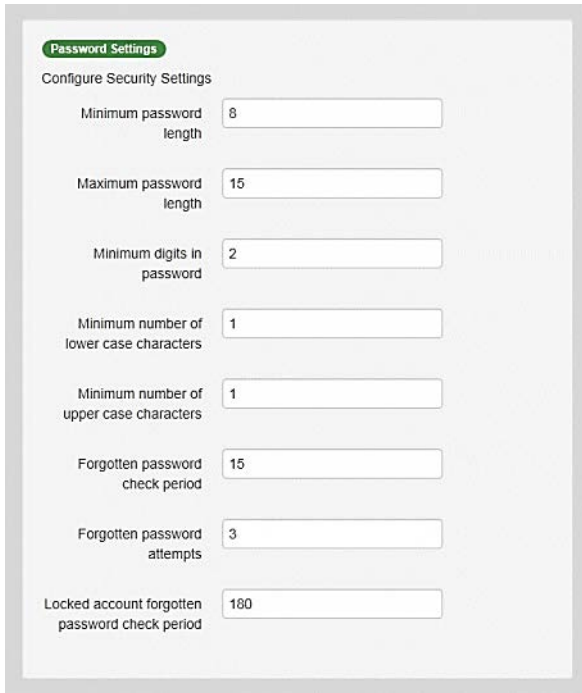
- Password Settings
- ECS Settings (Eligibility Checking Service)
- Application Settings
- Message Settings
- Application Type Settings
- Scheduled Task Settings.

Configuring Password Settings

The **Password Settings** panel is used to set the security settings applied to users during registration and login.

To configure the password security settings:

1. Select **One v4 Online | Citizen Portal Admin | Administration | General Administration | Portal Configuration | Site Settings**.
2. On the **Password Settings** panel, enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.



Password Settings

Configure Security Settings

Minimum password length: 8

Maximum password length: 15

Minimum digits in password: 2

Minimum number of lower case characters: 1

Minimum number of upper case characters: 1

Forgotten password check period: 15

Forgotten password attempts: 3

Locked account forgotten password check period: 180

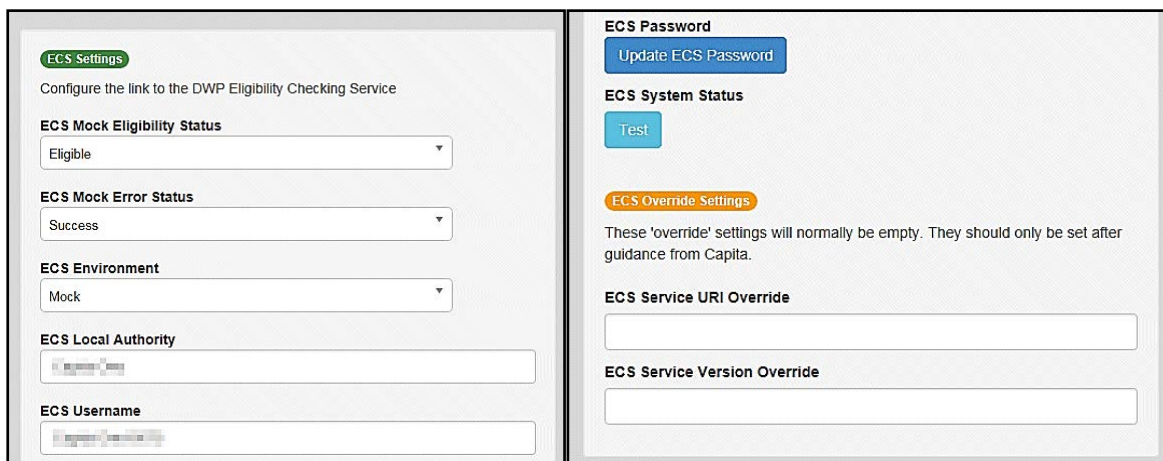
3. Click the **Save** button.

Configuring ECS Settings

The **ECS (Eligible Checking Service) Settings** panel is used to store the credentials and information used for connection to the Department for Work and Pensions (DWP) online checking service.

To configure the ECS settings:

1. Select **One v4 Online | Citizen Portal Admin | Administration | General Administration | Portal Configuration | Site Settings**.
2. On the **ECS Settings** panel, enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.



ECS Settings

Configure the link to the DWP Eligibility Checking Service

ECS Mock Eligibility Status: Eligible

ECS Mock Error Status: Success

ECS Environment: Mock

ECS Local Authority: [Field]

ECS Username: [Field]

ECS Password: Update ECS Password

ECS System Status: Test

ECS Override Settings

These 'override' settings will normally be empty. They should only be set after guidance from Capita.

ECS Service URI Override: [Field]

ECS Service Version Override: [Field]

3. To change your ECS Password, click the **Update ECS Password** button to display the **Update ECS Password** dialogue.
4. Enter the new password.
5. Confirm the new password.

General Administration

- To view the ECS System Status, click the **Test** button. An information message is displayed from the webpage.
- Enter the following URL into the **ECS Service URI Override** field:
<https://ecs.education.gov.uk/fsm.lawbservice/20170701/OnlineQueryService.svc>
- Enter information into **ECS Service Version Override**, only if you have received guidance from Capita One.
- Click the **Save** button
- Reset the Portal application to re-load the changes (either IIS Reset, or re-cycle the Application Pool running the Portal application).

Configuring Application Settings

The **Application Settings** panel stores the settings used when submitting applications via the Citizen Self Service portal.

To configure the application settings:

- Select **One** v4 Online | Citizen Portal Admin | Administration | General Administration | Portal Configuration | Site Settings.
- On the **Application Settings** panel, enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

The screenshot displays the 'Application Settings' panel with the following fields and values:

- Admissions Online URL:** [Empty field]
- Free School Meals application prefix:** FSM
- Free School Meals dummy base id:** [Empty field]
- Transport application prefix:** TRA
- Transport dummy base id:** [Empty field]
- Permitted Titles:** Mr, Mrs, Miss, Ms, Dr, REV, Prof
- Permitted Relationships:** PAM, PAF, STM, STF, FOM, FOF, FAM, TCH, SWR, OTH
- School Place application Permitted Faiths:** [Empty field]
- Two Year Old Funding Application Prefix:** TYF
- Two Year Old Funding Placement Prefix:** PLA
- 2 Year Old Funding Dummy Base Id:** [Empty field]
- 2 Year Old Funding application reference UDF field name:** TYOFAPPREF
- 2 Year Old Funding application second applicant UDF field name:** TYOFSECAPP
- The current school base group:** [Empty field]
- Training Manager Schools base group:** [Empty field]
- SEND Dummy Base Id (Shared with Professional Portal):** [Empty field]
- SEND Form Submission Notification Email Addresses:** [Empty field]

- Click the **Save** button.

Configuring User Defined Fields (UDFs)

UDFs enable you to add extra fields to accommodate data items that One does not store. UDFs are created against entities, for example Student Details.

UDFs are set up in the v4 Client via **Tools | Administration | UDF Management**.

More Information:

RG_Administration_UDFs available on [My Account](#) and the **One Publications** website (www.onepublications.com).

Configuring UDFs for Two Year Old Funding

The following UDFs need to be created for Two Year Old Funding:

- Application Reference Number
- Second Applicant Details
- Placement Reference Number.

More Information:

Creating Two Year Old Funding UDFs section of the *Setting Up Two Year Old Funding for Local Authorities* technical guide available on [My Account](#) and the **One Publications** website (www.onepublications.com).

Configuring Message Settings

The **Message Settings** panel holds the values used when sending and displaying messages from the Citizen Self Service portal.

To configure the message settings:

1. Select One **v4 Online | Citizen Portal Admin | Administration | General Administration | Portal Configuration | Site Settings**.
2. On the **Message Settings** panel, enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

3. Click the **Save** button.

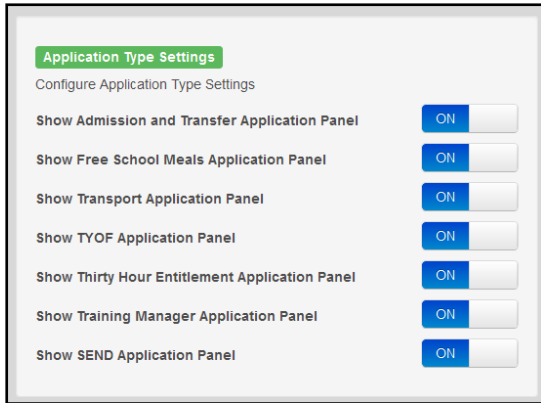
Configuring Application Type Settings

The **Application Type Settings** panel controls the availability of the panels on the parents, guardians, carers and young people's **Home** page.

To configure the application type settings:

1. Select One **v4 Online | Citizen Portal Admin | Administration | General Administration | Portal Configuration | Site Settings**.
2. On the **Application Type Settings** panel toggle the panels **ON** or **OFF** as required. Click in a field to display the relevant tooltip.

General Administration



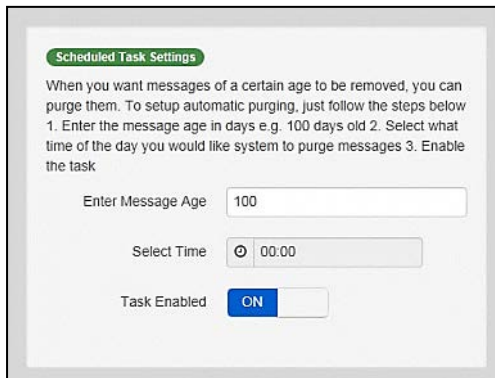
3. Click the **Save** button.

Configuring Scheduled Task Settings

The **Scheduled Task Settings** panel is used to control the task that removes old messages from the One database. Although you can control some options for the Scheduled Task from here, the task must first be set up in the One v4 Client.

To configure the scheduled task settings:

1. Select **One v4 Online | Citizen Portal Admin | Administration | General Administration | Portal Configuration | Site Settings**.
2. On the **Scheduled Task Settings** panel, enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.



3. Click the **Save** button.

NOTE: *These settings only affect the Citizen Self Service portal; they do not affect Scheduled Tasks set up in One v4 Client.*

Template Management

The **Template Management** functionality is accessed via **One v4 Online | Citizen Portal Admin | Administration | General Administration | Template Management**. Templates are used to send notifications to the parent, guardian or carer to provide information regarding their application, or to inform them that changes have been made to 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:

- Title
- Forename

- Surname
- Business Phone
- Mobile Phone
- Home Phone.

The placeholders are edited via Administration | General Administration | Edit Resources | Resource Configuration Title | Administration.

Title	Placeholder_Title
Forename	Placeholder_Forename
Surname	Placeholder_Surname
Business Phone	Placeholder_BusPhone
Mobile Phone	Placeholder_Mobile
Home Phone	Placeholder_HomePhone

Creating a Template

To create a new template:

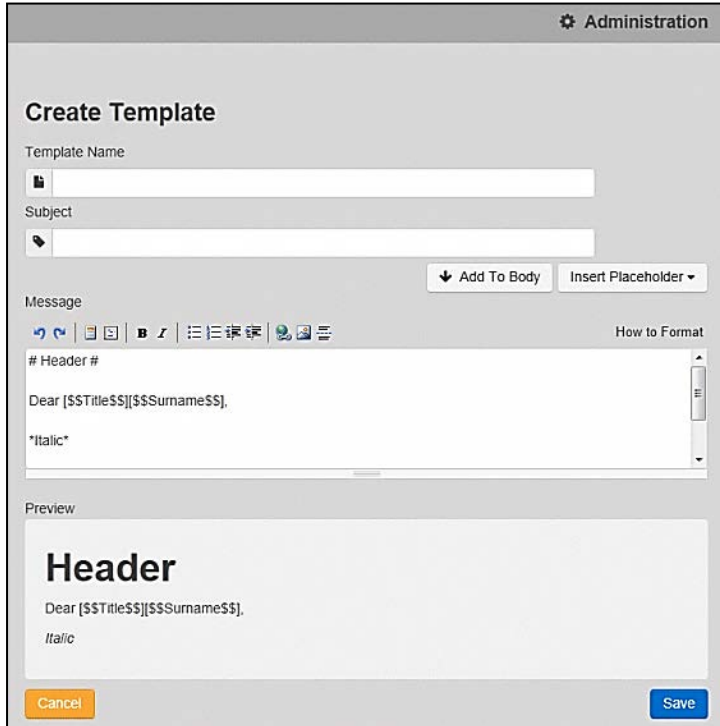
1. Select One **v4 Online | Citizen Portal Admin | Administration | General Administration | Template Management**.
2. Click the **Create Template** button to display the **Create Template** page.
3. Enter the **Template Name**.
4. Enter the **Subject** of the template.
5. If you wish to add a placeholder to the subject, click the **Add To Body** button to change it to **Add To Subject**, then choose one of the **Insert Placeholder** options.

The screenshot shows the 'Create Template' form within the 'Administration' section. It features a 'Template Name' input field, a 'Subject' input field, and a rich text editor for the 'Message' body. Above the message editor are buttons for 'Add To Subject' and 'Insert Placeholder'. A 'Preview' section is located at the bottom of the form. The form is styled with a grey background and includes a 'Cancel' button and a 'Save' button at the bottom.

General Administration

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.



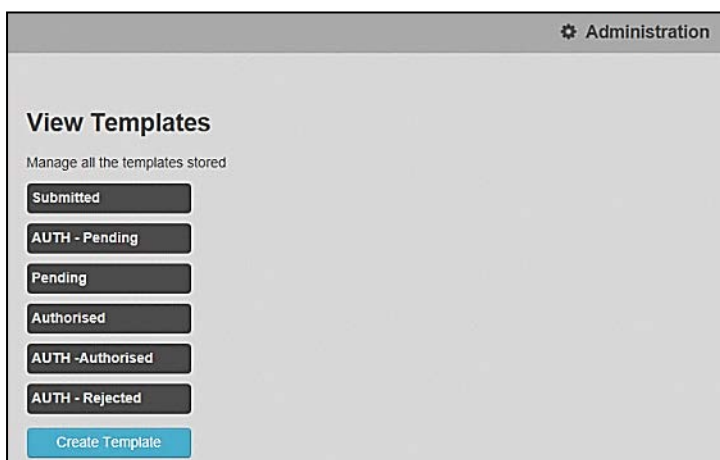
The screenshot shows the 'Create Template' interface. At the top, there's a 'Administration' header. Below it, the 'Create Template' title is followed by two input fields: 'Template Name' and 'Subject'. Below these are two buttons: 'Add To Body' and 'Insert Placeholder'. The 'Message' section features a rich text editor with a toolbar and a 'How to Format' dropdown. The message content is: '# Header #', 'Dear [Title][Surname]', and '*Italic*'. A 'Preview' section below shows the rendered message with the same content. At the bottom, there are 'Cancel' and 'Save' buttons.

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

Viewing Templates

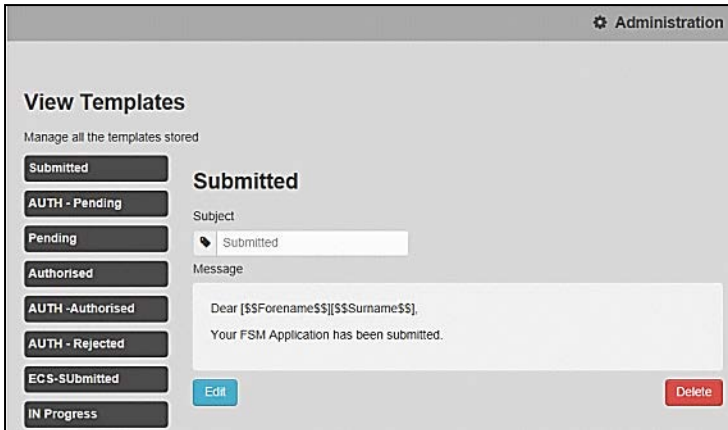
To view an existing template:

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



The screenshot shows the 'View Templates' page. It has a 'Administration' header. Below the title 'View Templates', there's a subtitle 'Manage all the templates stored'. A list of template statuses is shown: Submitted, AUTH - Pending, Pending, Authorised, AUTH - Authorised, and AUTH - Rejected. At the bottom, there is a 'Create Template' button.

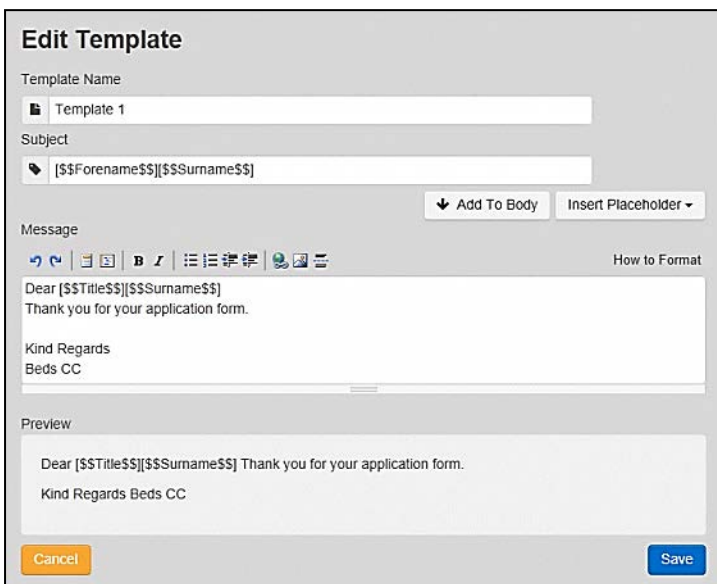
2. Click the template name to display the **Subject** and **Message** that are to be used in the message.



Editing a Template

To edit an existing template:

1. Select One **v4 Online | Citizen 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.

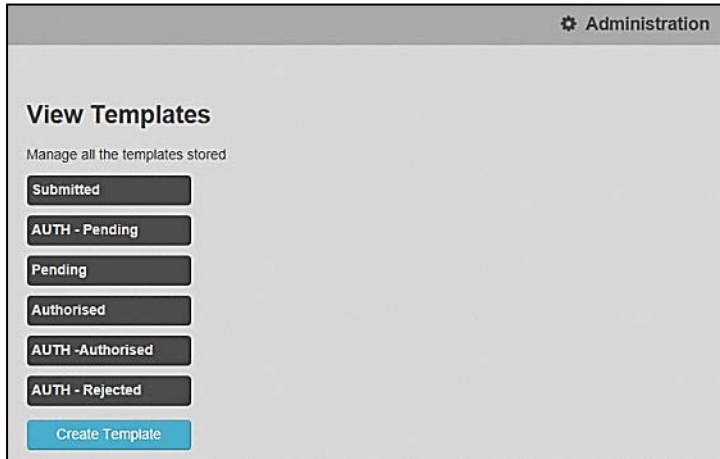


3. Edit the required fields; all of the fields on the **Edit Template** dialog can be edited.
4. Click the **Save** button.

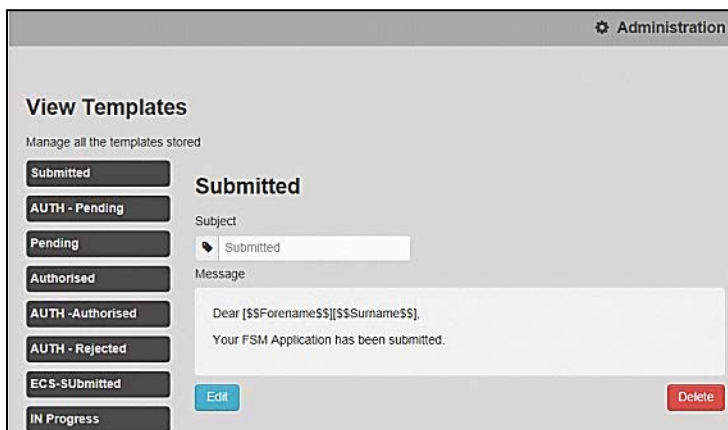
Deleting a Template

To delete an existing template:

1. Select **One v4 Online | Citizen 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.

Edit Resources

The **Edit Resources** functionality is accessed via **One v4 Online | Citizen 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

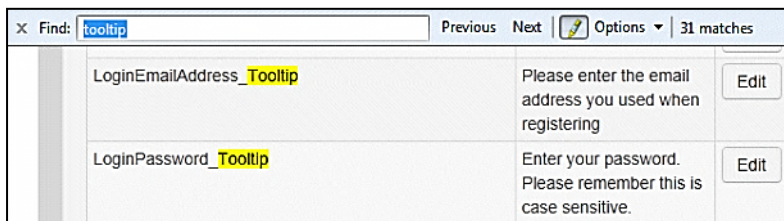
- Account
- Administration
- Admissions
- Citizen Thirty Hours Entitlement
- Free School Meals
- Home

- Home Tiles
- Local Authority
- Messaging
- SEND
- Shared
- Training Manager
- Transport
- Two Year Old Funding.

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.



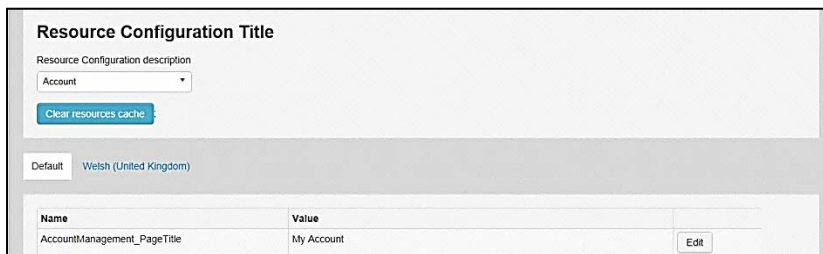
NOTE: You may need to search through more than one folder. For example, tooltips can be found in most of the resource configuration descriptions.

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 Citizen Self Service 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.

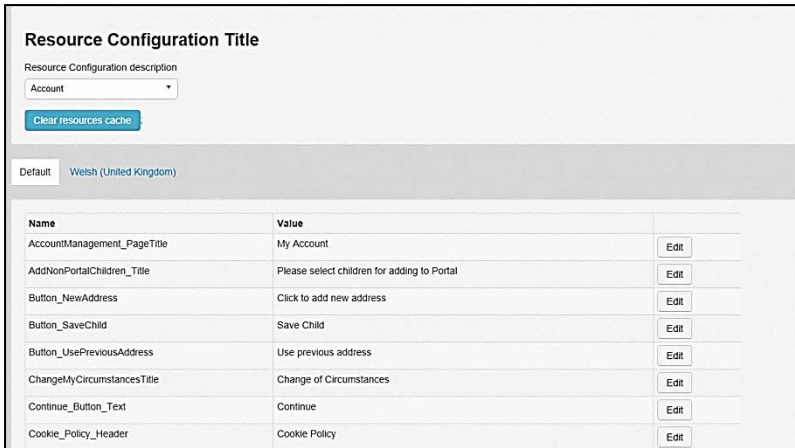
To edit the resource descriptions:

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

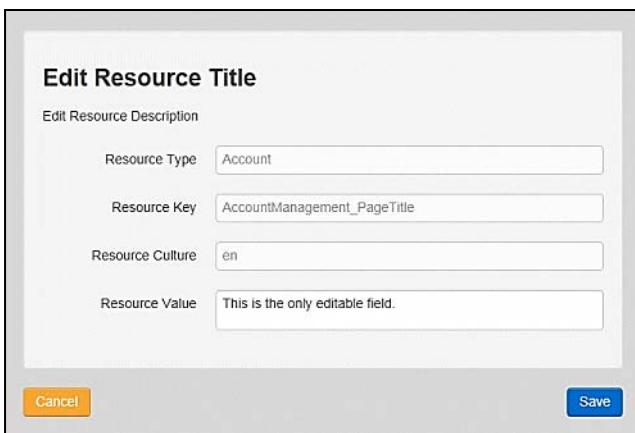


The default option is English (en). Click the **Welsh (United Kingdom)** button to display the Welsh (cy-GB) descriptions.

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



- 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)
- Enter your text in the **Resource Value** field.
 - Click the **Save** button to return to the **Resource Configuration Title** page to continue editing the resource descriptions.

Configuring Automatic Emails

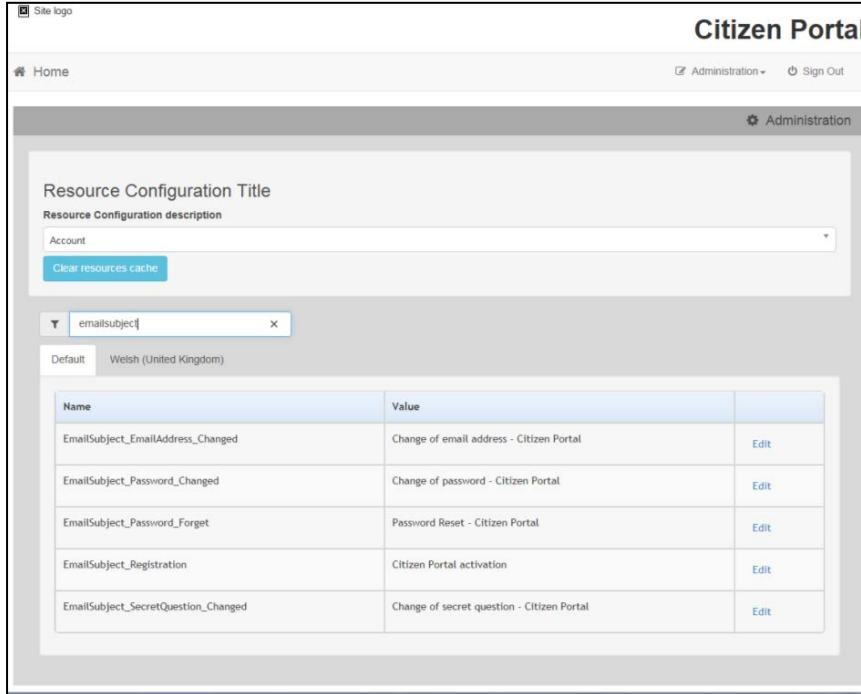
Portal administrators can now configure the text included with automatic emails, sent in response to the following actions in both the One Citizen Portal and the One Professional Portal:

- 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 Citizen Portal and the One Professional Portal versions of these emails.

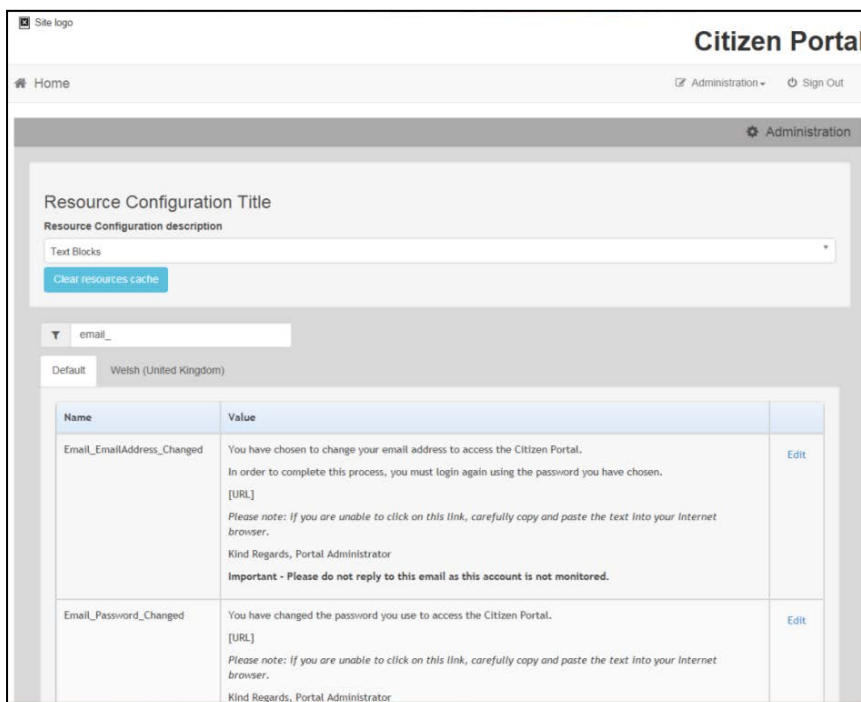
This text can be configured by the portal administrator via **Citizen Portal Administration | Administration | Edit Site Texts | Resource Configuration Title | Text Resources | Account**. Default text has been automatically configured for each.

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 **Citizen 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.



General Administration

The configurable text block resource names are:

- Email_EmailAddress_Changed
- Email_Password_Changed
- Email_Password_Forget
- Email_Registration
- Email_SecretQuestion_Changed.

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 transfer group has been added in One, but is not displaying in the Citizen 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 / GDPR Administration

Introduction to GDPR Administration

GDPR

GDPR Administration is used to set up and manage GDPR consent. It is accessed via the **GDPR Administration** menu route or by clicking the **GDPR Administration** tile on the Citizen portal home page.

The screenshot shows the 'GDPR Administration' interface. At the top, there is a gear icon and the text 'GDPR Administration'. Below this is a grey box with the instruction: 'Click on the tiles shown below to manage GDPR.' There are six green tiles arranged in two rows. Each tile has a title and a brief description of its function.

Tile Title	Description
Configurable Question Library	Set up and manage a library of questions to be used in One modules
GDPR Consent Statements	Manage the publication of different versions of the GDPR Consent Statement.
Cache	See which data is cached and clear the cache
GDPR Email Alert Configuration	Configure the email addresses to be notified when a Citizen withdraws consent.
GDPR Consent Withdrawals	View details of people who have withheld or withdrawn GDPR consent.
GDPR Consent Histories	View the consents that a user has agreed to.

You can only access the **GDPR Administration** area if you have **Read-Write** permission for the **GDPR Administration** business process as shown in the following graphic:

The screenshot shows the 'Permissions Editor [CitizenAdmin-CitizenAdmin]' interface. It has a 'Save' button at the top left. Below that, there are two sections: '01. Main Processes' and '02. Business Processes'. In the '02. Business Processes' section, there is a table with columns for 'Name', 'Read', 'Read-Write', 'Read-Write-Delete', and 'Deny'. The 'Citizen Portal' process is selected, and its permissions are shown in the table below.

Name	Read	Read-Write	Read-Write-Delete	Deny
Citizen Portal		✓		
Administration		✓		
Free School Meals		✓		
GDPR Administration		✓		
Portal Admin Access	✓			
Thirty Hour Entitlement User		✓		
Transport		✓		
User Management		✓		

Permissions are set up in the v4 Client via **Tools | Permissions**.

Setting Up Questions

The **Configurable Questions Library** page enables you to set up the questions to be included in consent statements. Consent statements are used to request agreement from a citizen to hold and process their personal data.

The page is accessed via **GDPR Administration | Configurable Question Library**.

The screenshot shows the 'Configurable Questions Library' page. At the top, there is a header 'Administration' and a sub-header 'Configurable Questions Library'. Below this, there is a brief description of the facility and a recommendation. A dropdown menu is set to 'GDPR Consent Statement'. The main content is a table with the following structure:

Consent Agreement Text	Statement Text	Active?	Action
I agree to the above usage policy Rwy'n cytuno â'r polisi defnydd uchod	**GDPR Consent Statement March 2018** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse... **GDPR Consent Statement (Welsh) March 2018** Lorem ipsum dolor eistedd amet, adipiscing elit consectetur. Mae ffiniau fy Tempus risus sem. Etiam sollicitudin laoreet disgwylir, id laoreet Rhannwch...	Yes	Edit Preview (English) Preview (Welsh)
I agree to the above usage policy Rwy'n cytuno â'r polisi defnydd uchod	**GDPR Consent Statement March (V2) 2018** ----- **Version 2** ----- Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoree... **GDPR Consent Statement (Welsh) March (V2) 2018** ----- **Fersiwn 2** ----- Lorem ipsum dolor eistedd amet, adipiscing elit consectetur. Mae ffiniau fy Tempus risus sem. Etiam s...	Yes	Edit Preview (English) Preview (Welsh)

At the bottom left is a 'Back' button, and at the bottom right is an 'Add new tick box question' button.

Adding a New Question

You can add a new question and save it in the Configurable Questions Library. The text can be previewed to see how it will be displayed to a user.

1. Select **GDPR Administration | Configurable Question Library** to display the **Configurable Questions Library** page.
2. Ensure that **GDPR Consent Statement** is selected from the drop-down.
3. Click the **Add new tick box question** button to display the **Tick Box Question Editor** window.

4. Enter the **Statement Text** (in either English or Welsh). This text is presented to the Citizen portal user and comprises the Consent Statement..
5. Enter the **Consent Agreement Text** (in either English or Welsh), This is the question text that is presented to the user with a tick box asking them to agree that their personal data is held in accordance with the contents of the Consent Statement.
6. If required, click the **Make this question active** button.
7. If required, click the **Preview (English)** or **Preview (Welsh)** button.
8. Click the **Save** button.

Publishing a Consent Statement

The GDPR Consent Statement Schedule enables you to view the details of published consent statements, schedule a new statement or delete a scheduled statement that has not yet been published.

Adding a New Consent Statement

To add a new statement, select a single question from the Configurable Questions Library.

1. Select **GDPR Administration | GDPR Consent Statements** to display the **GDPR Consent Statement Schedule** page.

GDPR Administration

GDPR Administration

GDPR Consent Statement Schedule


Statement Text	Scheduled By	Publication Date	Version Number	Action
GDPR Consent Statement April 2018 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ... Show more	NEILH 09/03/2018 14:16	01/04/2018 00:01	11	Delete
GDPR Consent Statement March (V2) 2018 **Version 2** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ... Show more	NEILH 09/03/2018 14:19	09/03/2018 14:20	10	
GDPR Consent Statement March 2018 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ... Show more	NEILH 09/03/2018 13:30	09/03/2018 13:35	9	
GDPR Consent Statement March 2018 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ... Show more	NEILH 09/03/2018 12:37	09/03/2018 13:00	8	
GDPR Consent Statement March 2018 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ... Show more	NEILH 09/03/2018 12:36	09/03/2018 12:55	7	

[Add New](#)

- Click the **Add New** button to display a list of consent statements that have been stored in the question library.

GDPR Administration

Schedule Consent Statement

Statement Text	Created / Last Edited By
<input type="radio"/> **GDPR Consent Statement March (V2) 2018** **Version 2** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ... Show more	NEILH 09/03/2018 14:18
<input type="radio"/> **GDPR Consent Statement April 2018** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ... Show more	NEILH 09/03/2018 12:25
<input type="radio"/> **GDPR Consent Statement March 2018** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ... Show more	NEILH 09/03/2018 12:21
<input type="radio"/> # Nithiya English Question2 # **Those an equal point no years do**. "Depend warmth fat but her but played. Shy and subjects wondered trifling pleasant. Prudent cordial comfort do no on colonel" as assured chicken. Smart mrs day which begin. Snug do sold mr it if such. Terminated uncommonly at at ... Show more	CITIZENADMIN1 05/03/2018 14:41
<input type="radio"/> # Nithiya Question1 English #  [https://lh3.googleusercontent.com/ivkh1XbglvY5feadf6lEnOclraeOtt8_KuiZzE8Yp8bWgRjgVL7TuhOjSphHRSIo-h900] > > > On no twenty spring of in esteem spirit likely estate. Continue new you declared differed learning bringing honoured. At mean mind so upon... Show more	CITIZENADMIN1 05/03/2018 14:38

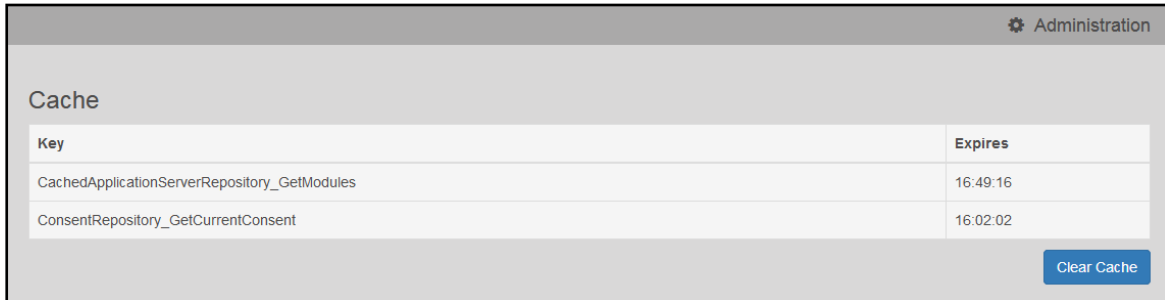
[Back](#) [Save](#)

- Select the radio button adjacent to the required statement and click the **Save** button.

Clearing Cache

To view cached data and clear it:

1. Select **GDPR Administration | Cache** to display the **Cache** page.

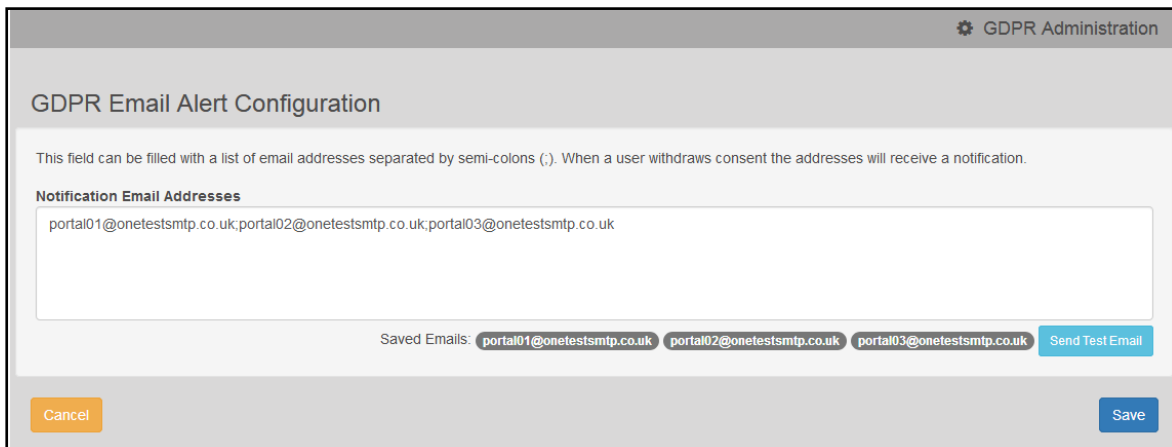


2. If required, click the **Clear Cache** button.

Configuring Email Alerts

To set up a list of email addresses that will receive a notification when a user withdraws GDPR consent:

1. Select **GDPR Administration | GDPR Email Alert Configuration** to display the **GDPR Email Alert Configuration** page.



2. Enter the required **Notification Email Addresses**, separated with a semi-colon.
3. If required, click the **Send Test Email** button to send a test email to each address.
4. Click the **Save** button.

Viewing Consent Withdrawals

You can view a list of those who have withheld or withdrawn consent. You can view details of any associated children and mark the record as having been actioned.

1. Select **GDPR Administration | GDPR Consent Withdrawals** to display a list of people who have withheld or withdrawn GDPR consent.
2. If required, enter search criteria and click the **Search** button to display matching records.

GDPR Administration

GDPR consent withdrawals

View details of people who have withheld or withdrawn GDPR consent

neil

2 Records found

Public Userid	Name	One PersonId	Date of Birth	EmailAddress & OneLine Address	Children	Consent Withdrawal Date	Action taken on	Action taken by	Action
10068	Neil			portal19@onetestsmtmp.co.uk 12, Greyfriars, BEDFORD, Simshire, MK40 1HJ	No Children	09/03/2018 13:47	09/03/2018 14:00	Clara Pennington	Action already taken
8249	Neil		25/12/1976	portal19@onetestsmtmp.co.uk 12, Greyfriars, BEDFORD, Simshire, MK40 1HJ	1 Child	09/03/2018 13:20			<input type="button" value="Mark Actioned"/>

- If required, click the **Children** link to display details of children associated with this person.

Neil's Children

PortalStudentId	Name	OnePersonId
15308	Ruth Hall	

- If required, click the **Mark Actioned** button to update the **Action** status.

Viewing Consent History

To view a history of when a user has agreed or withdrawn consent:

- Select **GDPR Administration | GDPR Consent Histories** to display the **GDPR Consent History** page.

GDPR Administration

GDPR Consent History

Please search for a Citizen Portal Account Holder. Once an account is selected a list of their GDPR consents will be shown.

Enter name, email or id of user.

- Enter search criteria and click the **Search** button to display a history of consents for each person.

GDPR Administration

GDPR Consent History

Please search for a Citizen Portal Account Holder. Once an account is selected a list of their GDPR consents will be shown.

Name	Email Address	User Id	Action	Action On
Neil	portal19@onetestsmtp.co.uk	8249	Consent Withdrawn	09/03/2018 13:20:18
Neil	portal19@onetestsmtp.co.uk	10068	Consent Withdrawn	09/03/2018 13:47:28
Neil	portal19@onetestsmtp.co.uk	10070	Consented	09/03/2018 14:25:38

3. If required, click a **Name** in the list to display the **Consent History for User** panel.

GDPR Administration

GDPR Consent History

Please search for a Citizen Portal Account Holder. Once an account is selected a list of their GDPR consents will be shown.

Name	Email Address	User Id	Action	Action On
Neil	portal19@onetestsmtp.co.uk	8249	Consent Withdrawn	09/03/2018 13:20:18
Neil	portal19@onetestsmtp.co.uk	10068	Consent Withdrawn	09/03/2018 13:47:28
<u>Neil </u>	portal19@onetestsmtp.co.uk	10070	Consented	09/03/2018 14:25:38

Consent History for User

Forename	Surname	User Id	Email Address	Address
Neil		10070	portal19@onetestsmtp.co.uk	12, Greyfriars, BEDFORD, Simshire, MK40 1HJ

GDPR Consent Statement	Action	Action On	Consent Version	Consent Published Date
<p>GDPR Consent Statement March (V2) 2018</p> <hr/> <p>Version 2</p> <hr/> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus ...</p> <p>View full statement</p>	Consented	09/03/2018 14:25:38	10	09/03/2018 14:20:00
<p>GDPR Consent Statement March 2018</p> <hr/> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ...</p> <p>View full statement</p>	Consented	09/03/2018 13:48:53	9	09/03/2018 13:35:00

05 / Two Year Old Funding Administration

Introduction to Two Year Old Funding Administration

Two Year Old Funding administration is managed via the One Provider Portal.

Applications for Two Year Old Funding are made by the applicant via the Citizen Self Service portal, but they are reviewed by the local authority via **Provider Portal | Two Year Old Funding | Manage Applications and Placements | Manage Two Year Old Funding Applications/Placements**. The applications are then imported into the One Early Years module.

Parents, guardians and carers can apply for two year old funding with instant feedback as to their eligibility from the **Eligibility Checking Service (ECS)**. Applications are loaded into the Early Years module for processing and batch checking.

The DfE ECS Endpoint includes qualifiers. A qualifier is an additional piece of information that is available via ECS when a check result comes back as Not Found. These qualifiers are interpreted and displayed to the person carrying out the check. For more information, see [Interpreting the Qualifier Codes](#) on page 37.

Two year old funding applications are made via the Citizen Self Service portal, and imported into One. Students and parents (carers and guardians) are matched via the **Portal Back Office** functionality. The applications are then loaded into One.

Two year old funding applications are imported using the same method as One B2B:Student. Before this import process can begin, a dummy base must be created as a B2B Student Base. This can be done via **One v4 Client | Focus | Bases | Base Definition** or **One v4 Online | Bases**.

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.

For information on how parents, carers and guardians make their two year old funding applications via the Citizen Self Service portal see [Making Applications For Two Year Old Funding](#) on page 54.

More Information:

One Two Year Old Funding Provider Portal Handbook available on the **One Publications** website via the **Handbooks** link.

Interpreting the Qualifier Codes

When a check result for Two Year Old Funding comes back with a status of Not Found, a qualifier is also returned.

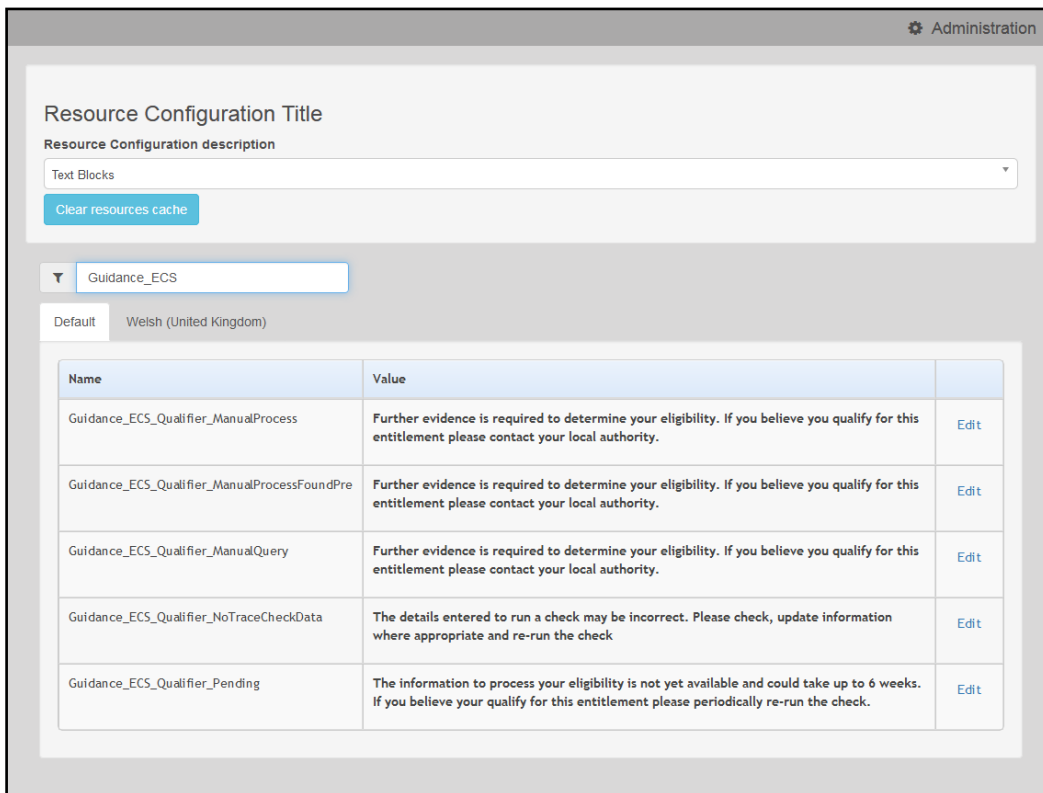
The qualifier is interpreted and presented to the person carrying out the check:

- In the messages displayed whenever an ECS check is performed.
- In templates for system messages generated when an ECS check is performed.
- To administrators as part of the request help process following an unsuccessful ECS check.

The following table shows how the qualifier is interpreted:

Qualifier	Interpretation
Final	The check result stands and no further action is required.
Pending	The information to process the check is not yet available and could take up to 6 weeks. The check should be periodically re-run.
No Trace	Details entered may be incorrect. The parent should re-enter their details.
Manual Process	The parent should provide further evidence and the LA should raise a manual query on the ECS web portal.
Manual Query	
Found Pre-Thresholds	For both of these qualifiers, the child's Date of Birth is checked. If the child is born on or before 31/12/2015, the child is eligible and a Not Found result is converted to Found. Otherwise the result should stay as Not Found.
Found Pre-Thresholds Manual Process	

NOTE: The text displayed is configurable in the Citizen portal via **Administration | General Administration | Edit Resources**. Select **Markdown | Text Blocks** from the **Resource Configuration description** drop-down and enter **Guidance_ECS** in the filter as shown in the following graphic:



Creating a Dummy Base (2YOF)

To import 2YOF applications from the Citizen Self Service 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 Citizen Self-service 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 2YOF applications.

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.

06 / Making Applications

Introduction to Making Applications

This section explains how the parent, carer or guardian makes an application using the One Citizen Self Service portal for one of the following services:

- Free School Meals
- Transport
- School Places
- Courses
- Funded Early Education for Two Year Olds
- Special Educational Needs and Disabilities.

The functionality is available to parent, carers or guardians, subject to a licence and v4 Client permissions held by the Local Authority.

All of the pages are configurable by the Local Authority. A configurable tooltip is available on all fields to assist the parent in making their application.

Information about the parent, carer or guardian and their family is also accessed from the **Home** page. For more information, see [My Family](#) on page 52.

The parent, carer or guardian will receive messages from the local authority regarding the status of their application. For more information, see [Messages](#) on page 59.

The header on the **Home** page displays buttons for **My Account** and **Sign Out**. Clicking the **My Account** button displays the following account details:

- **Personal Details**
- **Contact Details**
- **Change Email Address**
- **Change Password**
- **Change Secret Question**
- **Change of Circumstances**
- **Two Step Verification**
- **Consent History**
- **Withdraw Consent.**

The footer on each page displays the following links, containing information set up by the local authority:

- **About** – displays information about the Local Authority.
- **Contact Us** – displays local authority contact details such as address, phone numbers and email addresses.
- **Terms and Conditions** – displays the terms and conditions for using the Citizen Self Service portal.
- **Privacy Notice** – displays additional information.

- **Cookies Policy** – displays information of how cookies are used on the website.

More Information:

For more information, refer to **Error! Hyperlink reference not valid.** on page 11.

Registering for a Citizen Portal Account

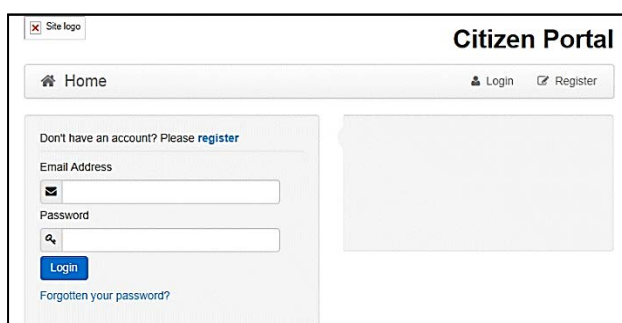
Creating an Account

Before a parent, carer, guardian or young person can log in to the One Citizen Self Service portal, they must create an account by registering with their local authority.

When they register, they will be asked to agree to the GDPR Consent Statement.

To register for a Citizen Self Service portal account the parent must complete the following procedure:

1. Open the URL for the One Citizen Self Service portal, sent by the local authority, in a web browser to display the **Citizen Portal Home** page.



The screenshot shows the 'Citizen Portal' home page. At the top, there is a navigation bar with a 'Home' button and 'Login' and 'Register' links. Below the navigation bar, there is a main content area. On the left, there is a registration form with the heading 'Don't have an account? Please register'. The form includes fields for 'Email Address' and 'Password', a 'Login' button, and a link for 'Forgotten your password?'. On the right, there is a large, empty rectangular area, likely a placeholder for a logo or image.

2. Click the **Register** button on the navigation bar or click the **Please register** link on the **Login** panel to display the **Data Protection** window with the current GDPR Consent Statement.

Data Protection

You must provide consent for the Authority to use your information for the purpose shown below. If you do not wish to provide consent, you can not proceed with registration.

GDPR Consent Statement March (V2) 2018

Version 2

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus eget finibus mi. Etiam sollicitudin laoreet neque, id laoreet ipsum iaculis sed. Suspendisse vestibulum, nisl non volutpat ullamcorper, lacus risus sagittis enim, nec commodo libero dolor sed ante. Nullam suscipit tortor dapibus velit condimentum, id dapibus nulla condimentum. Fusce vitae magna libero. Suspendisse sed dapibus risus. Nulla accumsan dui sit amet mollis efficitur. Nulla facilisis dolor ac posuere bibendum.

Nulla eu luctus nulla. Vivamus ac luctus justo. Sed sed massa turpis. Integer ac tellus ipsum. Vivamus enim augue, tincidunt eleifend venenatis eu, laoreet sed nisl. Donec porttitor nibh ac nunc convallis, et scelerisque fells condimentum. Etiam varius accumsan volutpat. Duis sit amet vestibulum velit. Duis vitae leo porta, cursus augue in, ultrices odio. Ut rutrum aliquet volutpat.

Donec nec ultricies arcu, id mattis massa. Aenean viverra mauris metus, ac lobortis enim maximus vel. Nunc et iaculis neque. Donec et neque suscipit, laoreet orci quis, ultricies leo. Mauris dictum ligula velit, vitae auctor odio fermentum id. Aenean id velit risus. Quisque sit amet rhoncus mi. Sed laoreet porta nibh eget eleifend. Sed sit amet urna sit amet odio ullamcorper consectetur. Aenean in metus nec odio gravida interdum. Curabitur vel risus ullamcorper, scelerisque eros id, tristique lacus. Cras hendrerit, dui sit amet ornare auctor, leo ligula bibendum dui, eget consequat ex metus lacinia augue. Sed eget vehicula sem. Mauris commodo nisi id odio tempus, pulvinar maximus leo fringilla. Cras dapibus malesuada lorem, id rutrum justo. Mauris porta nunc dui.

Curabitur in lacinia erat, sed porttitor ex. Ut nisi sapien, convallis sed vulputate eu, ullamcorper sit amet tortor. Sed id turpis vestibulum, eleifend lacus vel, egestas justo. Nam eget augue sodales, feugiat ipsum id, vestibulum libero. Aliquam id metus auctor, fringilla massa tempus, porta lectus. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Duis et arcu quis enim laoreet tempor.

I agree to the above usage policy

[Continue](#)

- Select the check box to agree to the GDPR Consent Statement and click the **Continue** button to display the **Registration** page.

Registration

You need to first register with us in order to apply for Free School Meals, Transport or for a School Place for your child(ren). This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose.

Email Address *

Confirm Email *

Password *

Confirm Password *

Secret Question *

Secret Answer *

Title *

Forename *

Surname *

Gender *

To find your home address please enter your postcode and then click Find Address. If you do not know your postcode, look it up [here](#). If your address is not listed, press the 'Enter Address Manually' and type the correct address in the boxes provided

Postcode *

[Find Address](#)

[I don't have a Postcode](#)

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

Home Phone

Mobile Number

Work Phone

[Submit Registration](#)

* Required field

- Enter the requested security information.
- Enter a **Postcode**; this is a mandatory field.

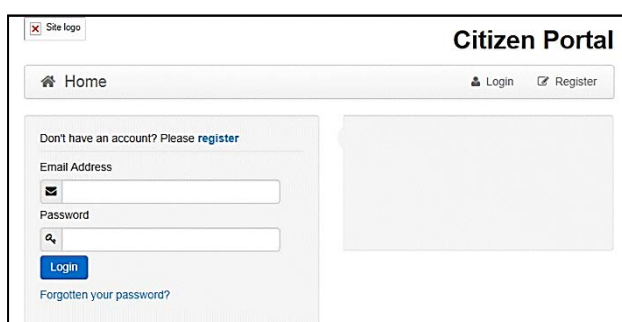
Making Applications

6. Click the **Find Address** button or use the on-screen instructions to find your address.
7. The **Home Phone**, **Mobile Number** and **Work Phone** are optional.
8. Click the **Submit Registration** button; you will receive an email asking you to activate your account by confirming your email address.
9. Click the link in the email to confirm your email address and complete the registration. You can now log in to the One Citizen Self Service portal, using the password you created when you registered.


Logging in to the Citizen Portal

To log in to the Citizen Self Service portal, the parent completes the following procedure:

1. Open the URL for the One Citizen Self Service portal, sent by the System Administrator, in a web browser to display the **Citizen Portal Home** page.



2. Enter the **Email Address** you used to register for the One Citizen Self Service portal.
3. Enter your **Password**.
4. Click the **Login** button to display the **Announcements** page.



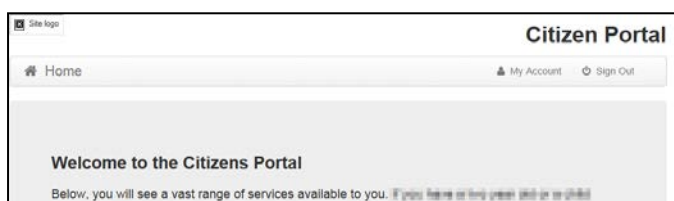
The **Announcements** page displays only if the local authority has set up any announcements regarding the portal.

NOTE The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | Announcements**.

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

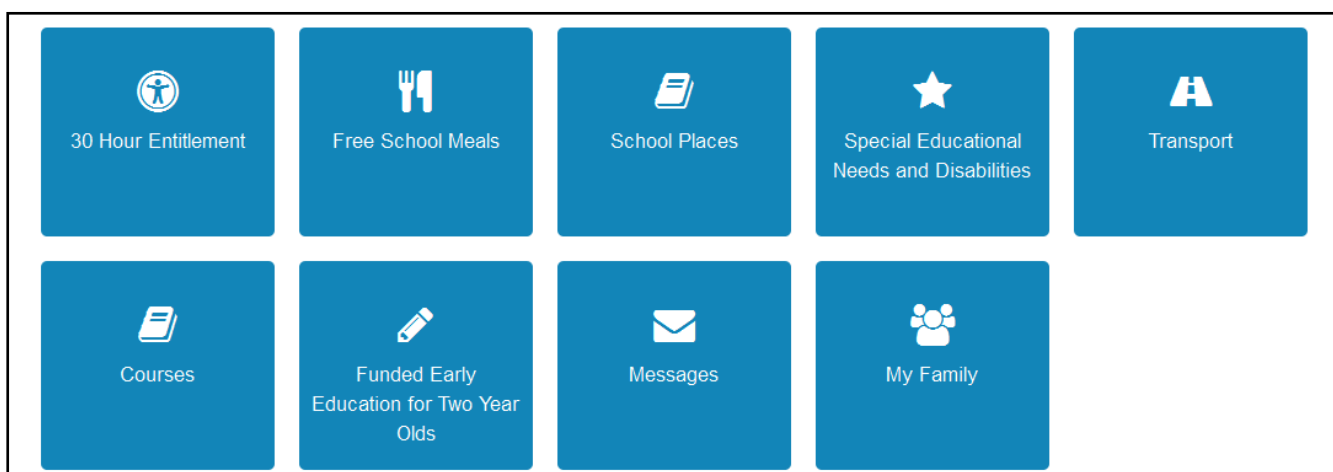
Important Note: It is now possible to enable a second verification step to increase your security. For more information, see [My Account](#) on page 46.

Home Page



The **Home** page displays the following services that are available to the parent, carer, guardian or young person:

- 30 Hour Entitlement
- Free School Meals
- School Places
- Special Educational Needs and Disabilities
- Transport
- Courses
- Funded Early Education for Two Year Olds
- Messages
- My Family.



From here, the Citizen portal user can manage their account, check the validity of extended entitlement codes, make applications for school places, free school meals, transport, courses, funded early education for two year olds and complete special educational needs and disabilities forms. They can also view any messages from the local authority regarding their applications and make changes to their family.

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Home Tiles.**

The header on the **Home** page displays buttons for **My Account** and **Sign Out**. Clicking the **My Account** button displays the following account details:

- **Personal Details**
- **Contact Details**
- **Change Email Address**
- **Change Password**

- **Change Secret Question**
- **Change of Circumstances**
- **Two Step Verification**
- **Consent History**
- **Withdraw Consent.**

For more information, see [My Account](#) on page *Error! Bookmark not defined.*

The footer on each page displays the following links, containing information set up by the local authority:

- **About** – displays information about the Local Authority.
- **Contact Us** – displays local authority contact details such as address, phone numbers and email addresses.
- **Terms and Conditions** – displays the terms and conditions for using the Citizen Self Service portal.
- **Privacy Notice** – displays additional information.
- **Cookies Policy** – displays information of how cookies are used on the website.

My Account

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

- Personal Details
- Contact Details
- Change Email Address
- Change Password
- Change Secret Question
- Change of Circumstances
- Two Step Verification
- Consent History
- Withdraw Consent.

Personal Details

To add your personal details:

1. Log onto the Citizen Portal using the email address and password you used to register.
3. Select **My Account** at the top of the page.
4. Select **Personal Details**.
5. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

Personal Details

Title

Forename

Surname

Gender

Save

6. Click the **Save** button.

Contact Details

To add your contact details:

1. Log onto the Citizen Portal using the email address and password you used to register.
2. Select **My Account** at the top of the page.
3. Select **Contact Details**.
4. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

Contact Details

House Number

House Name

Building Name

Street Name

District / Village

Town

County

Postcode

Country

Find Address

Home Phone

Mobile Number

Work Phone

Save

5. Click the **Save** button.

Change Email Address

To change your email address:

1. Log onto the Citizen Portal using the email address and password you used to register.
2. Select **My Account** at the top of the page.
3. Select **Change Email Address**.
4. The following warning is displayed:

Please be advised that you will be signed out of the system and an email will be sent to your new email address containing instructions. You will not be able to log back into the system until you have followed the instructions. Please ensure the email address supplied is correct.

5. Click the **Next** button..
6. 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

7. Click the **Submit** button.

Change Password

To change your password:

1. Log onto the Citizen Portal using the email address and password you used to register.
2. Select **My Account** at the top of the page.
3. Select **Change Password**.
4. 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

5. Click the **Submit** button.

Change Secret Question

To change your secret question and secret answer:

1. Log onto the Citizen Portal using the email address and password you used to register.
2. Select **My Account** at the top of the page.
3. Select **Change Secret Question**.
4. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

5. Click the **Submit** button.

Change of Circumstances

1. Log onto the Citizen Portal using the email address and password you used to register.
2. Select **My Account** at the top of the page.
3. Select **Change of Circumstances**.

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

4. Click [Contact us](#) to open an email.
5. Click the **Back** button to return to the **Home** page.

Two Step Verification

Two step verification is an additional process to increase your security when logging onto the Citizen Portal.

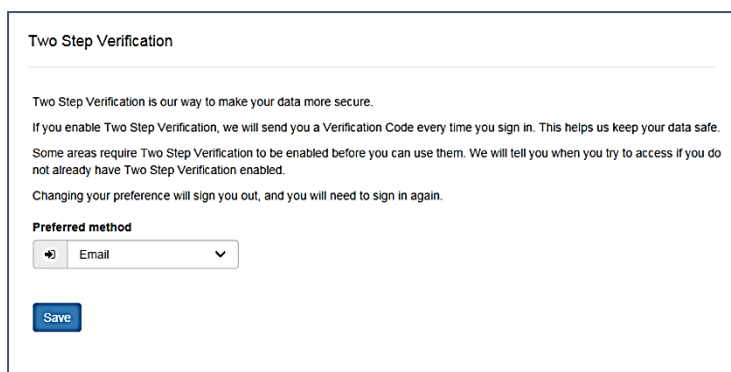
NOTE: *This process is mandatory if you wish to use Special Educational Needs and Disabilities (SEND).*

Enabling Two Step Verification

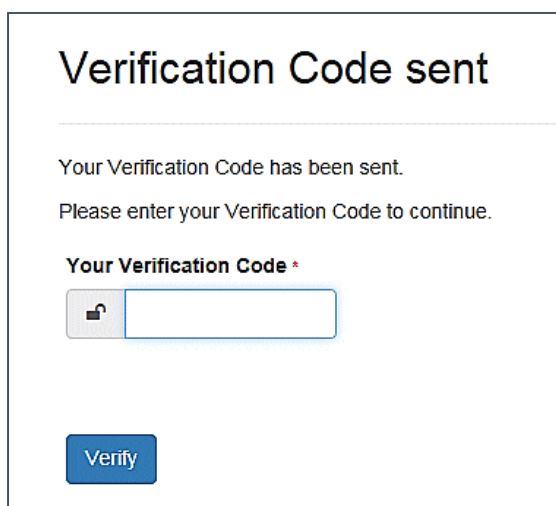
To set up two step verification:

1. Log onto the Citizen Portal using the email address and password you used to register.
2. Select **My Account at the top of the page**.
3. **Select Two Step Verification**.

Making Applications



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.

Two Step Verification

Two Step Verification is our way to make your data more secure.

If you enable Two Step Verification, we will send you a Verification Code every time you sign in. This helps us keep your data safe.

Some areas require Two Step Verification to be enabled before you can use them. We will tell you when you try to access if you do not already have Two Step Verification enabled.

Changing your preference will sign you out, and you will need to sign in again.

Preferred method

☞ No Two Step Verification ▾

Save

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.

Consent History

This page displays a history of your agreements for the Local Authority to use your information in compliance with current data protection regulations.

1. Log onto the Citizen Portal using the email address and password you used to register.
2. Select **My Account** at the top of the page.
3. Select **Consent History** to display the **Consent History** page.

Consent History

Your agreement(s) for the Local Authority to use your information in compliance with current data protection regulations.

Local Authority Consent Statement	You consented on:
...	...
...	...

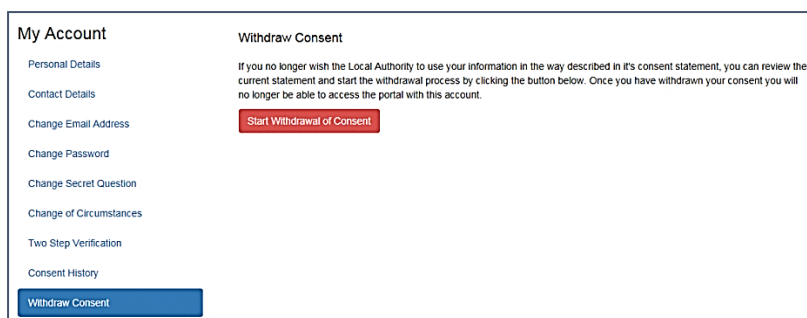
This is a read-only page.

Withdraw Consent

If you no longer wish the LA to use your information in the way described in its consent statement, you can review the current statement and start the withdrawal process. Once you have withdrawn your consent, you will no longer be able to access the portal from the account.

1. Log onto the Citizen Portal using the email address and password you used to register.
2. Select **My Account** at the top of the page.
3. Select **Withdraw Consent** to display the **Withdraw Consent** page.

Making Applications



4. Click the **Start Withdrawal of Consent** button to display the **Data Protection** dialog.
5. The dialog displays the consent statement alongside the following message:

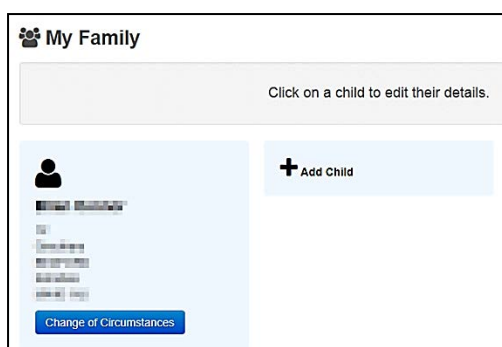
You have previously agreed to the authority's most recent Data Protection Consent Statement.
If you wish to withdraw your consent, click the withdraw button below.
6. Click the **Withdraw my consent** button to display the **Decline** dialog.

This is a final warning that once you have withdrawn your consent for the LA to use your information, you will not be able to access your Citizen Portal account.
7. If you do wish to withdraw your consent, click the **Withdraw my consent** button. The following message is displayed:

You are now being logged out from your Citizen Portal account.
You can no longer use this Citizen Portal account. If you wish to use the Citizen Portal in future to access the authority's services, you will need to register again in the Citizen Portal.
8. Click the **OK** button. The Citizen Portal is closed.

My Family

The **My Family** area of the **Home** page displays the details about the parent, carer or guardian making an application.



Clicking the **Change of Circumstances** button displays a message from the local authority to contact them if any circumstances change, as this may affect their application.

Any existing children are displayed next to the parent, carer or guardian.



Click on a child to view or edit their details

Click the **Add Child** button to add another child to the family’s application.

More Information:

For more information, refer to [Adding a Child](#) on page 53.

Adding a Child

To add a child to a parent’s account:

1. Select **Citizen Portal | Home | My Family | Add Child** to display the **Add Child** dialog.

Add Child

Forename *

Middle Name

Surname *

Gender *

Date of Birth *

Current School *

Ethnicity *

First Language *

Relationship to Child *
 Your relationship to this child (i.e. you are the Father of this child)

Parental Responsibility * Yes No
 If you have legal responsibility for this child, select Yes

Select Address *

2. Enter the required information about the child.
3. Click the **Add Child** button to save the details.

Making Applications

The child is added to the **My Family** area, ready for an application to be made.

NOTE: The maximum number of characters for a child's forename is 15, for a midname it is 25 and for a surname it is 30. If you exceed these levels, a message is displayed asking you to contact your local authority if you need to enter a name that is longer than the field allows.

Making Applications For Two Year Old Funding

The One Citizen Self Service portal provides full support for parents, carers and guardians to make applications for funded early education for two year olds, integrating with the One Early Years (EY) module.

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**. For more information, see the *Edit Resources* section in the *General Administration* chapter.

To make an application for two year old funding, the parent completes the following procedure:

NOTE: As the pages are configurable by the local authority, the graphics below are examples only.

Select **Citizen Portal | Home | Funded Early Education for Two Year Olds** to display the **Funded Early Education for Two Year Old Children** page. The page is divided into the following two sections:

- Children whose age is covered by the funded early education for two year old children arrangements.
- Children whose age is outside of the scope of funded early education for two year old children.

Children whose age is covered by the funded early education for two year old children arrangements

Can Apply Immediately

Date Of Birth: 01-Jul-
Current Age: 2

You can perform the following actions

- [Start new application](#)

Children whose age is outside of the scope of funded early education for two year old children

Too Old

Date Of Birth: 01-Jul-
Current Age: 9

Too Young

Date Of Birth: 01-Jan-
Current Age: 1

NOTE: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | TYOFunding | Two Year Old Funding | EligibleChildrenTitleText** and **IneligibleChildrenTitleText**.

If this is a first application, the parent, carer or guardian must add the child.

For an eligible child, click the **Start new application** link to display the **Welcome** page.

The parent, carer or guardian must now select whether they want to apply for two year old funding on economic or non-economic grounds.

For more information, see:

[Making an Economic Application](#) on page 55.

[Making a Non-Economic Application](#) on page 58.

NOTE: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Provider Two Year Old Funding | Display Attribute_TaskCodeEconomicClaimHelp/DisplayAttributeTaskCodeNonEconomicClaim** and **One v4 Online | Citizen Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Provider Markdown | Economic ApplicationPanelContent/NonEconomicApplicationPanelContent**.

Making an Economic Application

NOTE: As the pages are configurable by the local authority, the graphics below are examples only.

To apply for two year old funding on economic grounds, the parent follows the following procedure:

1. On the **Welcome** page, click the **Start Economic Application** button to display the **Step 1 Personal Information** page. This information is required by the Department for Work and Pensions (DWP) to check whether the child is eligible for two year old funding.

NOTE: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFPersonalDetailsText** and **Advice_EditPersonalDetails**.

2. Click the **Continue** button to display the **Step 2 Summary** page.

Making Applications

3. If required, click the **Print this page** button to print the **Application Summary** page.
4. Click the **Continue** button to display the **Step 3 Give Consent** page.

NOTE: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFDeclaration.**

5. Select the check box to confirm that you have read and agree to the declaration.
6. Click the **Confirm** button to display the **Step 4 Results** page.

NOTE: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFEligibilityStatusFurtherInformation.**

7. Click the **Finish** button to return to the **Home** page. The application is displayed with the application status and reference number.



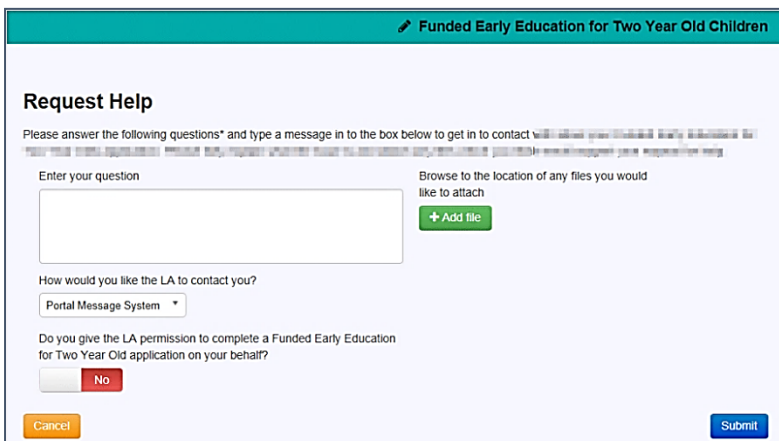
You can click the **View most recent application** link to see the **Application Summary** details.

Requesting Help

If the parent, carer or guardian has any questions regarding their application, they can request help from the local authority.

Clicking the **Request Help** button displays information on how the parent can contact the local authority.

They can attach files that they feel would help with their application. They can specify the method they would like to be contacted by. They can also give the local authority permission to complete a Funded Early Education for Two Year Old application on their behalf.



NOTE: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Two Year Old Funding | RequestHelpHeaderText and RequestHelpMessageText and RequestHelpLAPermission and RequestHelpAttachmentText and RequestHelpLAContact.**

Making a Non-Economic Application

NOTE: As the pages are configurable by the local authority, the graphics below are examples only.

To apply for two year old funding on non-economic grounds, the parent follows the following procedure:

1. On the **Welcome** page, click the **Start Non-economic Application** to display the **Non-economic Criteria Selection** page.

Non-economic Criteria Selection

Select all of the criteria which applies to your application and please provide the details required for that criteria.

Please note that the maximum amount of evidence you can attach cannot exceed a total of 20MB

- Looked After Child** A "looked after child" is a child who is (a) in the care of a local authority, or (b) being provided with accommodation by a local authority in the exercise of their social services function.
- Adoption, Residence Order or Special Guardianship** Children who have left care but are not able to return home (through adoption orders, residence orders or special guardianship).
- Child has a Special Educational Need (SEN)** Has a current statement of Special Educational Needs or an Education, Health and Care plan.
- Child has a disability** Is in receipt of Disability Living Allowance (DLA).

I confirm that I am responsible for the child I am submitting this application for and that they live with me. All information I have provided as part of this application is correct to the best of my knowledge. I agree that my information can be shared locally for the benefit of my family.

I agree

NOTE: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFNonEconomicQuestionsGuidanceText and TYOFDeclaration.**

2. Select the criterion which applies to the application.

Selecting a check box displays a text box enabling the parent to provide details to support their claim relating to the selected criteria.

Files can be attached as additional evidence.

3. Select the check box to confirm that you have read and agree to the contents of the application.
4. Click the **Submit** button to display the **Application Submitted** page.

Application Submitted

Your application for [redacted] has been submitted. You will be notified of the result of your claim by email and will receive a message through the portal.

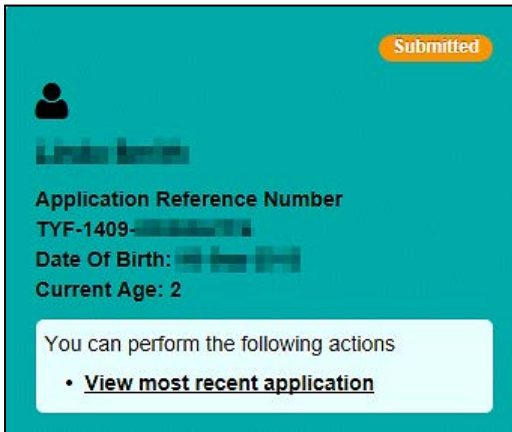
Application reference number for your information:

TYF-1409-[redacted]

The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us at: PO Box [redacted]

NOTE: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFunding_NonEconomic Submitted / TYOFApplication Reference Heading | TYOFEligibilityStatusFurtherInformation.**

- Click the **Finish** button to return to the **Home** page. The Two Year Old Funding application is displayed with the status and reference number.



You can click the **View most recent application** link to see the **Application Summary** details.

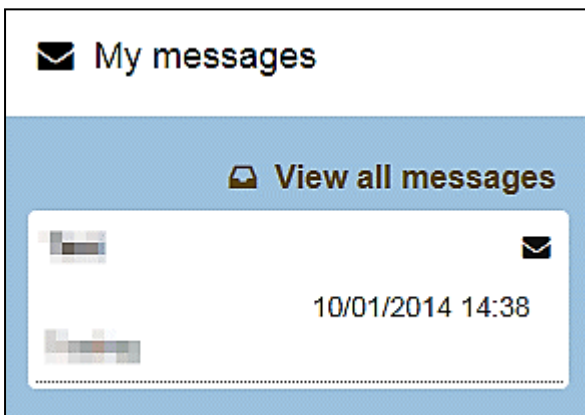
Messages

Messages are sent from the local authority, informing the parent, carer or guardian of the status of their application.

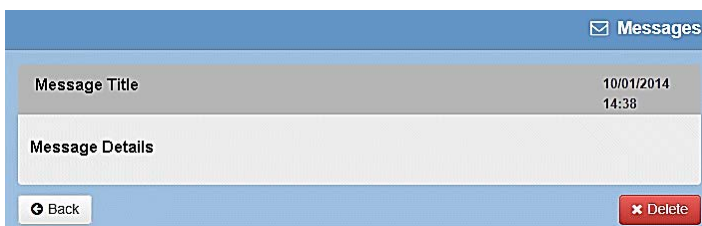
Message details are not sent directly to the Citizen Self Service portal user. A notification is sent to the user's mailbox, informing them that they have a message in their portal account. The user must log in and authenticate with the Citizen Self Service portal, before they can view the message details.

To view their messages, a parent completes the following procedure:

- Select **Citizen Portal | Home | Messages** to display the **Messages** dialog.



- Click the individual message to display the contents.



- Click the **View all messages** button to display a list of all the messages.



Subject	Received
Message Title	10-Jan-2014 14:38

Responding to Requests

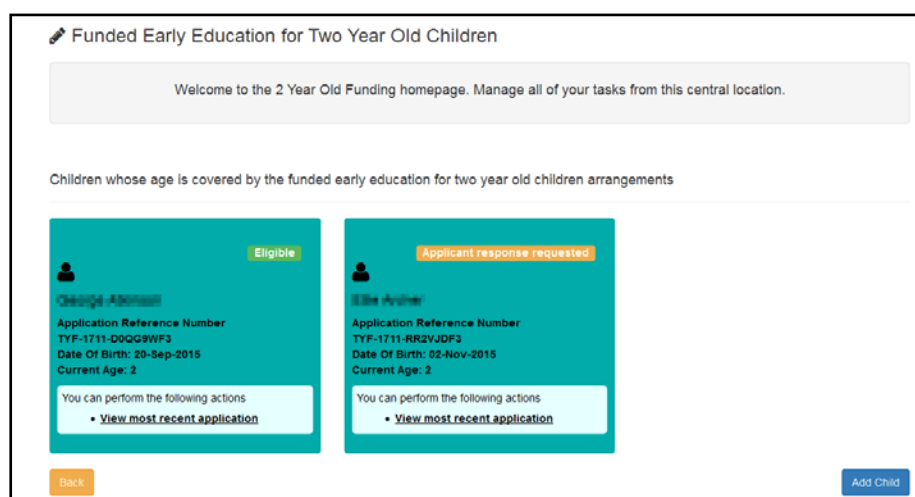
If the Local Authority requests further evidence or information to support an economic or non-economic funding claim, the provider or citizen can respond with the required information. The LA uses the Provider portal to configure whether text or file attachments or both can be sent.

More Information:

One Two Year Old Funding Provider Portal Handbook available on the **One Publications** website via the **Handbooks** link.

To reply to a request:

1. Select Citizen Portal | Home | Funded Early Education for Two Year Olds to display your current applications on the welcome page. If the Local Authority has requested information or evidence, the status Applicant response requested is displayed on the application as shown in the following graphic:



Funded Early Education for Two Year Old Children

Welcome to the 2 Year Old Funding homepage. Manage all of your tasks from this central location.

Children whose age is covered by the funded early education for two year old children arrangements

<p>Eligible</p> <p>George Adams</p> <p>Application Reference Number TYF-1711-DQGSWF3</p> <p>Date Of Birth: 20-Sep-2015</p> <p>Current Age: 2</p> <p>You can perform the following actions</p> <ul style="list-style-type: none">View most recent application	<p>Applicant response requested</p> <p>Ellie Archer</p> <p>Application Reference Number TYF-1711-RR2VJDF3</p> <p>Date Of Birth: 02-Nov-2015</p> <p>Current Age: 2</p> <p>You can perform the following actions</p> <ul style="list-style-type: none">View most recent application
--	---

Back Add Child

2. Click on the View most recent application link to view the Messages on the Application Summary page.

Funded Early Education for Two Year Old Children

Application Summary Print this page

Application Information

Reference Number	TYF-1711-RR2VJDF3
Claim Type	Non-economic
Current Status	Applicant response requested
User Consent	Yes

Applicant Details

Mrs. [REDACTED]	
Gender	Female
Address	4, [REDACTED], [REDACTED], [REDACTED] [REDACTED]
Parental Responsibility	Yes
Relationship	Foster Mother

Child Details

[REDACTED]	
Gender	Female
Date of Birth	02-Nov-2015

Non-economic Criteria

Adoption, Residence Order or Special Guardianship

Details you provided to support the application:

Adoption details

Messages

09/11/2017 11:34:55 : RE: Two year old funding application: TYF-1711-RR2VJDF3

Please send a copy of the adoption notice

Please provide evidence text:

Please provide attachment:

+ Add file

Cancel Reply

3. If required, enter the required evidence text.
4. To send file attachments:
 - a. Click the Add File button to display the browse button.
 - b. Click the browse button and select a file.
 - c. Click the Open button.

Messages

09/11/2017 11:34:55 : RE: Two year old funding application: TYF-1711-RR2VJDF3

Please send a copy of the adoption notice

Please provide evidence text:

Evidence text abcdefg

Please provide attachment:

+ Add file

Remove Browse... [File: [REDACTED].docx]

Cancel Reply

Making Applications

5. Click the Reply button to send the information to the Local Authority and update the status to Submitted.

The screenshot displays a web interface for 'Funded Early Education for Two Year Old Children'. At the top, there is a welcome message: 'Welcome to the 2 Year Old Funding homepage. Manage all of your tasks from this central location.' Below this, a heading reads 'Children whose age is covered by the funded early education for two year old children arrangements'. Two application cards are shown side-by-side. The left card is labeled 'Eligible' and shows details for a child named 'George Adams', including an application reference number (TYF-1711-D0Q8WF3), date of birth (20-Sep-2015), and current age (2). The right card is labeled 'Submitted' and shows details for a child named 'Ellie Archer', including an application reference number (TYF-1711-RR2VJDF3), date of birth (02-Nov-2015), and current age (2). Both cards include a 'View most recent application' link. Navigation buttons for 'Back' and 'Add Child' are located at the bottom of the interface.

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