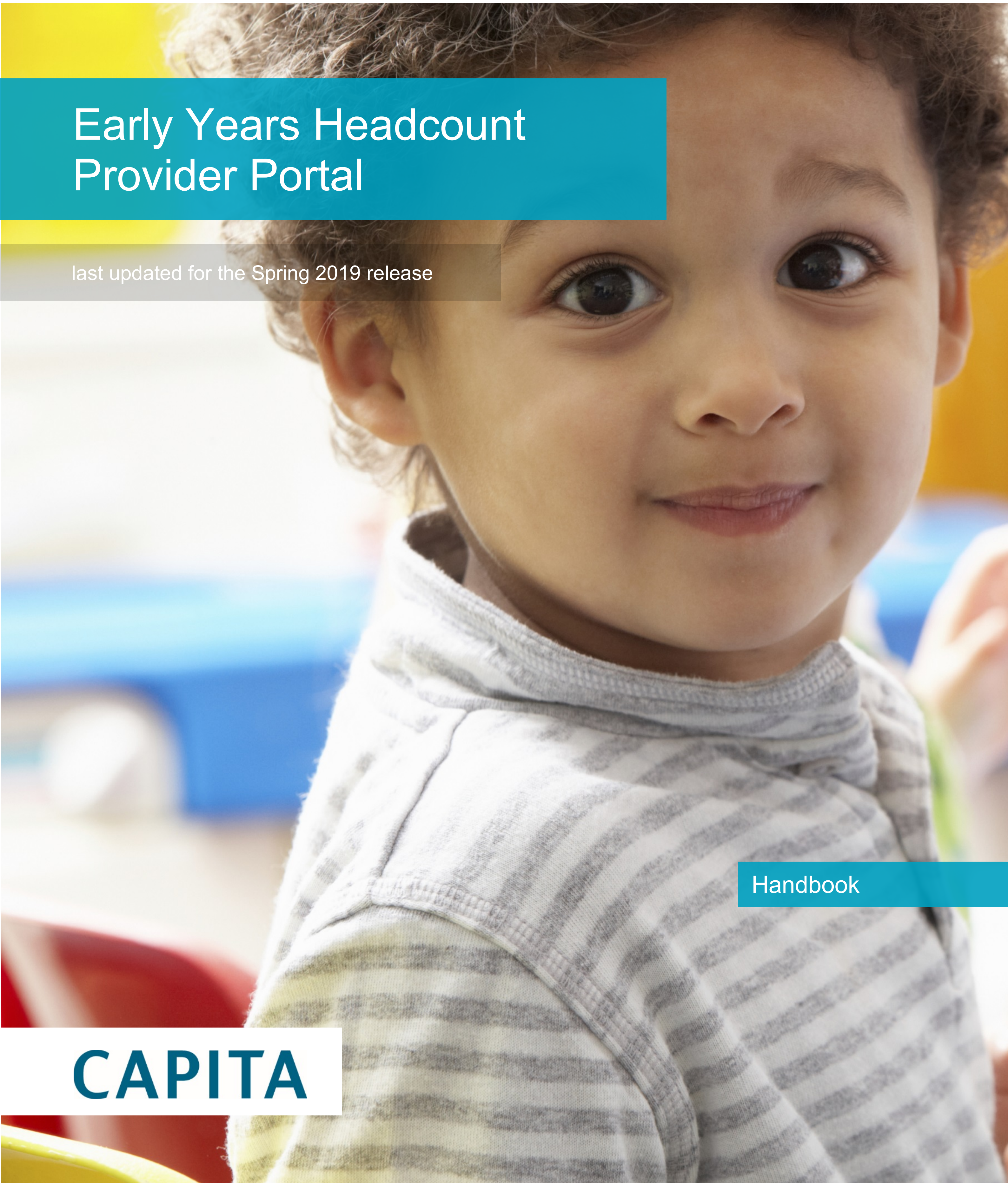
# Early Years Headcount Provider Portal

last updated for the Spring 2019 release



Handbook

# Revision History

| Version | Published on |
|---|---|
| Spring 2019 (3.68) - 1.0 | 25/03/2019 |

## Doc Ref

Early Years Headcount Provider Portal Handbook/Spring 2019/25-03-2019



www.capita-one.co.uk

## Contacting One Application Support

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

## Providing Feedback on Documentation

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

onepublications@capita.co.uk

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

# Contents

# 01 | Document Change Control

| Date | Release | Description |
|---|---|---|
| Apr 2019 | 3.68 | **Permissions**<br>Users with Headcount Site Administrator permission but not General Site Administrator will no longer see the Administration menu by default.<br>For more information see Permission to Access Headcount page *14* |
| | | **Manage Access - Audit log**<br>A new database table named audit_log_user_prov_access will record the details of users that have been assigned or removed access to providers/services via Manage Access.<br>For more information see *Audit Log* page *10* |
| | | **Carer Date of Birth**<br>A validation check has been introduced to prevent a Carer from being added that is under 16 e.g. too young to have a National Insurance Number.<br>For more information, see *Recording Carer Details* on page *22*. |
| | | **Service Provider Names**<br>Both the Provider and Service Name is now shown through the Manage Access and Task Details screens.<br>See *Viewing Tasks* on *page 16* |
| Autumn 2018 | 3.67 | **Removal of a Child from a Headcount Task**<br>When a child is removed from a funded service, the child will be removed from active Headcount tasks.<br>For information see *Removal of a Child from a Headcount Task* page *36* |
| | | **Notification for missing data**<br>New configuration option to allow the LA to define how missing child information should be processed by providers. There are 3 options: no action, required, and highlight only.<br>For more information see *Notification for missing data in Children Mandatory fields* page *54* |
| | | **Changes to Headcount Configuration for 2 year old funding**<br>New configuration settings to allow more flexibility and control over when 2 year old can have funded hours claimed against them and to allow LAs to determine whether providers can amend the Funded Status of 2-year olds<br>For more information see *Changes to Headcount Configuration for 2 year old funding* page 57 |

*Document Change Control*

| Date | Release | Description |
|---|---|---|
| Summer 2018 | 3.66 | For the One Summer 2018 release (3.66), changes have been made to the Eligibility Checking Service (ECS) settings.<br><br>For more information see *Configuring the Link to the ECS* on page *61* |

# 02 | Headcount

## Using this Handbook

This handbook is intended for Early Years Headcount Administrators at the Local Authority. It describes the administration processes performed by the Local Authority and also provides an overview of the processes performed by the Early Years provider.

Early Years Headcount uses the Portal Back Office to match incoming student information with those who already exist in the One database.

| |
|---|
| **More Information:**<br>For information regarding using the Portal Back Office, refer to the *One Portal Back Office* handbook.<br>For information regarding configuring the portal, refer to the Technical Guide: *Deploying and Configuring the One Provider Self Service Portal for Local Authorities*.<br>For information regarding setting up Early Years Headcount, refer to the Technical Guide: *Setting Up One Headcount for Local Authorities*.<br>All documents are available on the One Publications website (www.onepublications.com). |

## Overview

Early Years Headcount uses the One Provider Self Service portal. It enables the Local Authority to create requests (tasks) for information relating to children receiving funded nursery provision. Early Years providers can respond to those requests by submitting online forms. After the providers submit their headcount data, the information is incorporated into the Local Authority's One database.

### Early Years Pupil Premium

In v4 Client, the Early Years module enables Local Authorities to check eligibility for EYPP for children in the correct age range through the government's Eligibility Checking Service (ECS).

| |
|---|
| **More Information:**<br>For information regarding making payments and running ECS checks via Early Years v4 Client, refer to the *Managing Early Years Payments* handbook available on the One Publications website (www.onepublications.com). |

The Provider Portal Headcount module enables the Local Authority to collect the required information for making an eligibility check on economic grounds (surname, date of birth, NI or NASS number of a child's parents or carers) as part of a headcount collection task. Settings can be informed as to which children are eligible for the Early Years Pupil Premium via the Provider Portal messaging system. As such, settings can plan expenditure to raise achievement in those children who are identified as being most in need.

For more information, see Executing a Task *on page 17*.

## Administration

**The Administration** menu route enables the Local Authority Provider Portal Administrator to perform the following processes:

- Manage user access to headcount information.
- Manage the setup and configuration of the website.

The **Headcount | Administrator** menu route enables the Local Authority Headcount Administrator to:

- Compose and send messages to Early Years providers.
- Create and manage requests for headcount submissions.
- Manage imports of headcount submissions from providers.
- Create and manage reports.
- Create and manage service groups.
- Configure the headcount portal.

# Setting the Language in Chrome

If the Provider portal is accessed using Google Chrome, the language must be set to English (United Kingdom).

English (United Kingdom) must be the first language in the list.

For more information regarding setting the language in Google Chrome, refer to: https://support.google.com/chrome/answer/95416?hl=en-GB

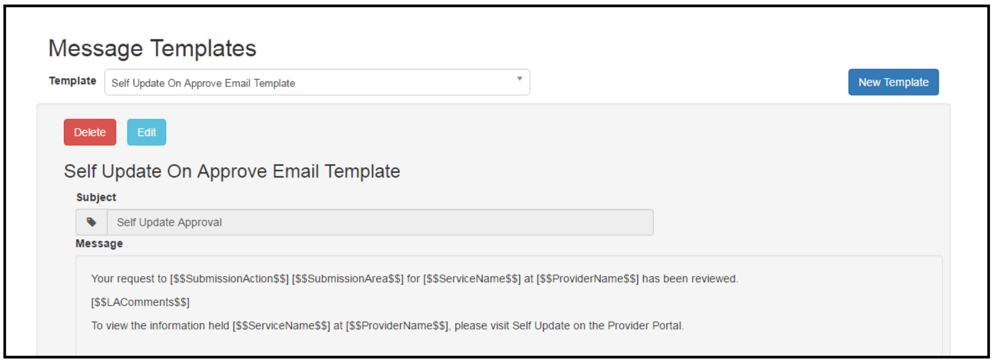
# Common Functionality

The following functionality is common for all processes in the Provider portal.

| Function | Description |
|---|---|
| Tooltips | Using the mouse, hover over an item on the screen to display a description of the information displayed or the action required. |
| Home button | Click the **Home** button to display the **Home** page |
| Change Password | Click the drop-down adjacent to the user name and select **Change Password.** Enter your **Current password**, **New password** and **Confirm new password**. Click the **Change password** button**.** |
| Change Secret Question | Click the drop-down adjacent to the user name and select **Change Secret Question.** Enter your **Current Password**, select a **New Secret Question** and enter a **Secret Answer**. Click the **Save** button.<br>**NOTE:** This functionality is only available if second factor authentication is enabled. |
| Enable Two Step Verification | Click the drop-down adjacent to the user name and select **Two Step Verification**. Select **Email** from the **Preferred method** drop-down. Click the **Save** button.<br>You will be signed out and will need to sign in again. |
| Disable Two Step Verification | Click the drop-down adjacent to the user name and select **Two Step Verification**. Select **No Two Step Verification** from the **Preferred method** drop-down. Click the **Save** button. You will be signed out and will need to sign in again. |
| Sign out | Click the **Sign Out** button adjacent to the user name. |

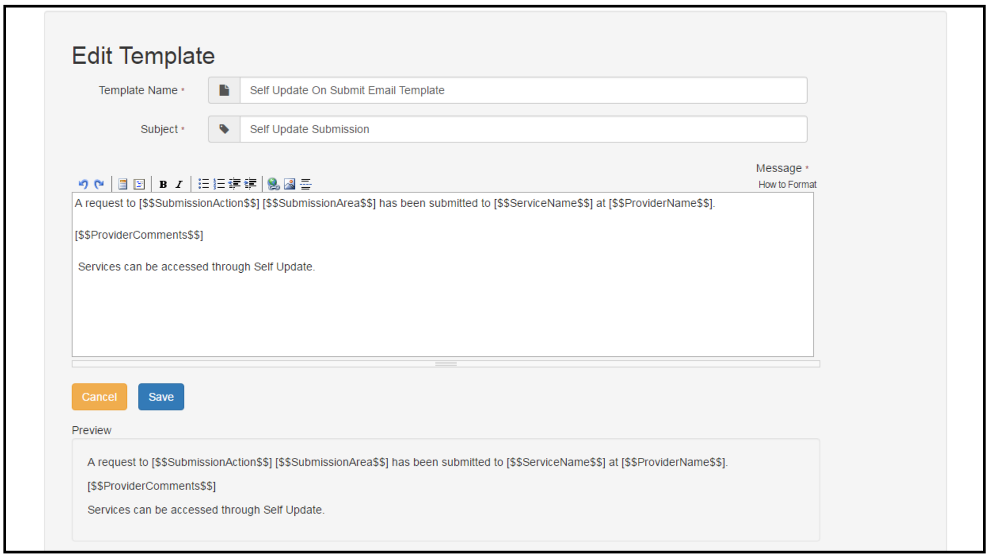
# Message Templates

Messages can be composed and sent to one or more users. The message can be free text or can use a pre-defined template.




## Editing a Template

1. Select **Administration | Site Setup | Message Templates** to display the **Message Templates** page.
2. Select a **Template**.
3. Click the **Edit** button to display the **Edit Template** page.




4. Make the required changes to the **Template Name**, **Subject** or **Message** text. Formatting buttons are provided above the panel.

   The amended text is displayed in the **Preview**.
5. Click the **Save** button.

# 03 | Managing Users

## Introduction

> ***NOTE:*** *Users are created and user permissions are set up in the v4 Client. For more information refer to the* Deploying and Configuring the One Provider Self Service Portal for Local Authorities technical guide *available on the One Publications website (www.onepublications.com)*

In the Early Years Headcount application there are two types of users, Headcount users and Headcount Administrators. Headcount Administrators can create tasks, send messages, and manage users. Headcount users can complete tasks assigned to them and read messages sent to them by an administrator.

User creation is a three stage process.

Firstly, if they do not already exist, a One Administrator must create the portal user in the One v4 Client via **Tools | Administration | User Management | User Accounts** with a user name and unique email address.

Secondly, the user must be assigned to the correct security group in the v4 Client. Headcount users should be members of the Provider Portal Headcount User group. Provider Administrators must be in the security group Provider Portal Headcount Administrators.

Finally, after a headcount user is created and assigned to the appropriate security group in the v4 Client, they must then be granted access to the required providers and services in the Provider Portal via the **Manage Access** area. For more information, see Managing User Access on page *9*.

## Creating a Portal User Account

To create a new portal user account, the One System Administrator must:

1. Set up the user in the One v4 Client and assign to them to the relevant user group via **Tools | Administration | User Management | User Accounts**.
2. Send the log in details (user name and initial password) to the new user via email.

> ***NOTE:*** *To use the Headcount portal users must be in the security group **Provider Portal Headcount User**. To have administrator access a user needs to be in the security group **Provider Portal Headcount Admin**.*

## Activating a Portal User Account

A new Provider portal user needs to activate their user account.

When the user first logs in with their user name and initial password, they are informed that an activation email has been sent to them and that they must click on the activation link in the email to verify their email address. The user must:

1. Click on the unique link contained in the email.
2. Enter their user name and original password.

They are prompted to change their password and, if second factor authentication is enabled, to select a secret question and supply an answer.

**More Information:**
For more information regarding user setup and permissions, refer to the *Technical Guide: Deploying and Configuring the One Provider Self Service Portal for Local Authorities*, which is available on My Account.

# Logging into the Portal

A user with an active user account can log into the portal.

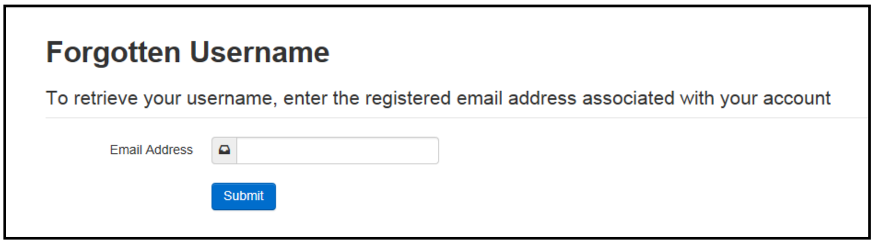

Enter **User name** and **Password** and click the **Log In** button to display the **Secret Question** page.

***NOTE:*** *The* ***Secret Question*** *page is only displayed if second factor authentication is enabled by the system administrator via* ***Administration | Site Setup | Configuration****.*

# Retrieving Your User Name

If you forget your user name:

1. From the portal **Log In** screen, click the **Forgotten your username?** link to display the **Forgotten Username** page.

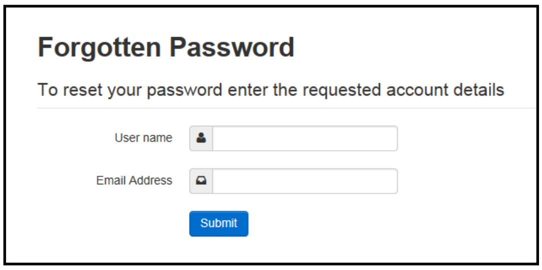



2. Enter your registered **Email Address** and click the **Submit** button.
3. Access your registered email account and open the email received to retrieve your user name.

# Resetting Your Portal Password

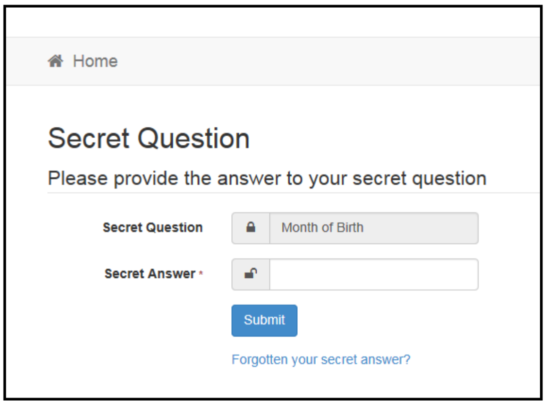
To reset your password:

1. From the portal **Log In** screen, click the **Forgotten your password?** link to display the **Forgotten Password** page.




2. Enter your **User name** and registered **Email Address** and click the **Submit** button.

3. If second factor authentication is enabled, enter the **Secret Answer** and click the **Submit** button.




4. Access your registered email account and open the email received.
5. Follow the instructions in the email to reset your password.

# Resetting Your Secret Question

If you need to reset your secret question:

1. From the portal **Secret Question** screen, click the **Forgotten your secret answer?** link.


2. Enter your **User name** and registered **Email Address** and click the **Submit** button.
3. Follow the reset instructions in the email.

> **More Information:**
> For more information about enabling second factor authentication, refer to the Technical Guide: *Deploying and Configuring the One Provider Self Service Portal for Local Authorities* available on the One Publications website (www.onepublications.com).

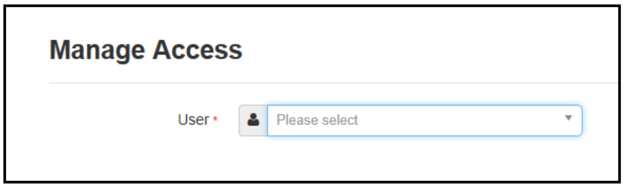
# Managing User Access

## Granting Access to Providers and Services

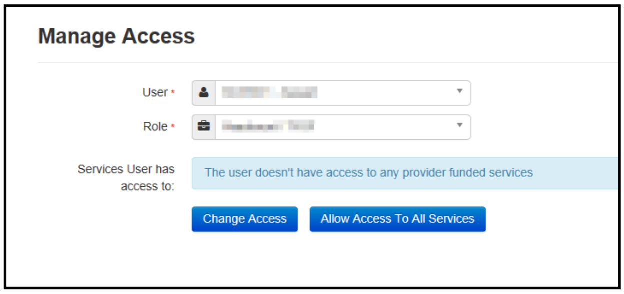
After a user is created and assigned to the appropriate security group in the v4 Client, they must then be granted access to the required providers and services in the Provider portal.

To update access for the selected user:

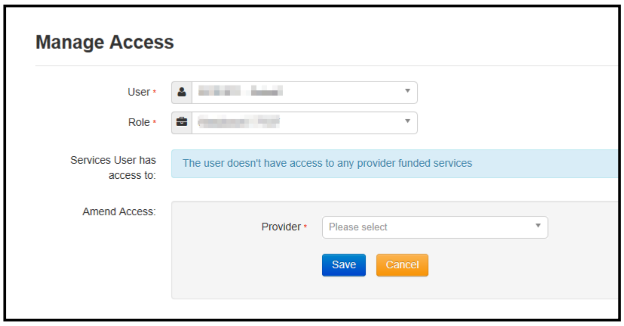
1. Select **Administration | Manage Access** to display the **Manage Access** page.



2. Select a **User** to display their **Role** and a list of services to which they have access.




3. Click the **Allow Access to All Services** button or click the **Change Access** button to display the **Amend Access** panel.

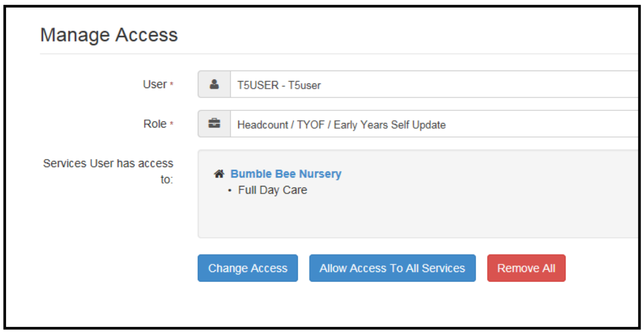



4. Select a **Provider from the drop-down list** to display their services.
5. Select one or more services.
6. Click the **Save** button.

## Removing Access from a User

To remove a user's access to all services:

1. Select **Administration | Manage Access** to display the **Manage Access** page.
2. Select a **User** to display a list of services to which they have access.




3. Click the **Remove All** button.

## Audit Log

A new table 'audit_log_user_prov_access' records the details of users that have been assigned or removed access to providers/services via Manage Access. This table provides the information below:

1. User details of the user who has removed / provided access (User_ID)
2. User details of the user for whom access was remove / provided (Updated_by)
3. Provider ID of the provider whose access has been removed / provided

4. Service of the provider whose access has been removed / provided
5. Type of role for which access was removed / provided
6. Time and date at which access was removed / provided
7. Whether access was provided or removed for the user ( GRANTED_ACCCESS = 0 if access provided and GRANTED _ACCESS = 1 if access was removed )

*Note : Details of the user ID can be found out at **security_users** table*

# Reviewing Users

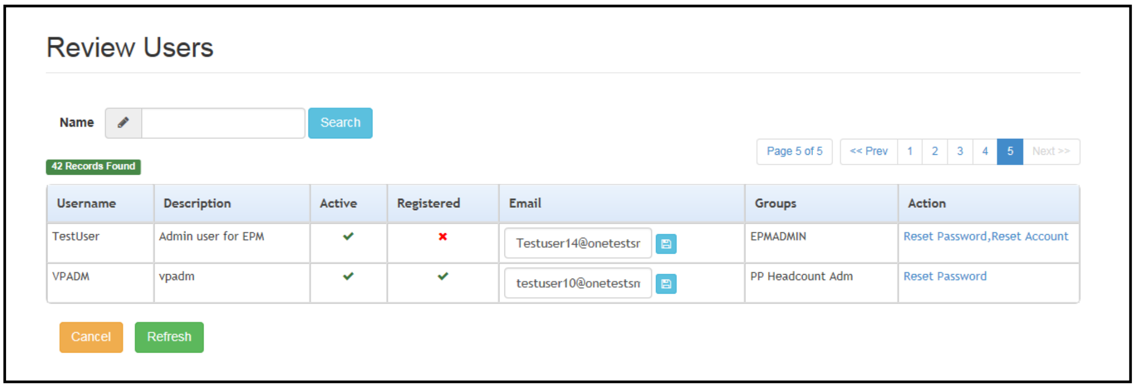
## Introduction

The **Review Users** page is used to view the users that are currently registered to use the Provider portal, to update their email address and enable them to update their password. It is also used to reset a user account that is inactive in the v4 Client.

***NOTE:** When a system administrator logs into the portal, their account is displayed as read-only.*

## Viewing User Details

1. Select **Administration | Review User** to display the **Review Users** page.




2. If required, enter a partial **User Name**, **Description** or **Email** address and click the **Search** button.

## Updating a User Email Address

To update the user's **Email** address:

1. Select **Administration | Review User** to display the **Review Users** page.
2. Enter a new **Email** address and click the adjacent update button.

## Resetting a User Password

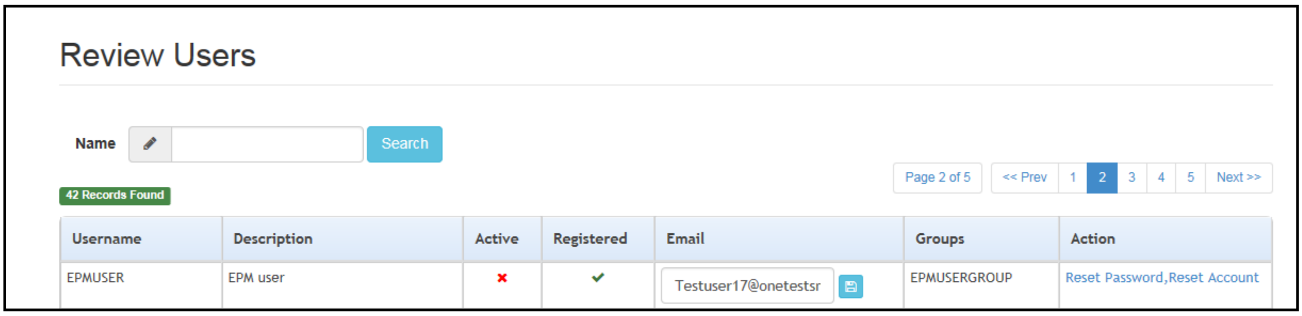
If a user has forgotten their password, to enable them to reset their password:

1. Select **Administration | Review User** to display the **Review Users** page.
2. Click the **Reset Password** link to send an email to the current **Email** address asking the user to update their password.

***NOTE:*** *Clicking the **Reset Password** link displays the **Reset Account** link in the **Action** column until the user resets their password. When the user resets their password, they receive an email to let them know that their password has been changed successfully. The **Reset Account** link is then removed from the screen.*

## Resetting a User Account

If the user account is set to inactive in the v4 Client, the **Reset Account** link is displayed in the **Action** column and the **Active** status is displayed as a red cross as shown in the following graphic:




To reset an inactive account and set the status to active in the v4 Client:

1. Select **Administration | Review User** to display the **Review Users** page.
2. Click the **Reset Account** link.

***NOTE:*** *The **Reset Account** link is also displayed if the user has requested a new password and this has not been reset. For more information, see Resetting a User Password on page 11*

# Setting Up Two Step Verification

## Introduction

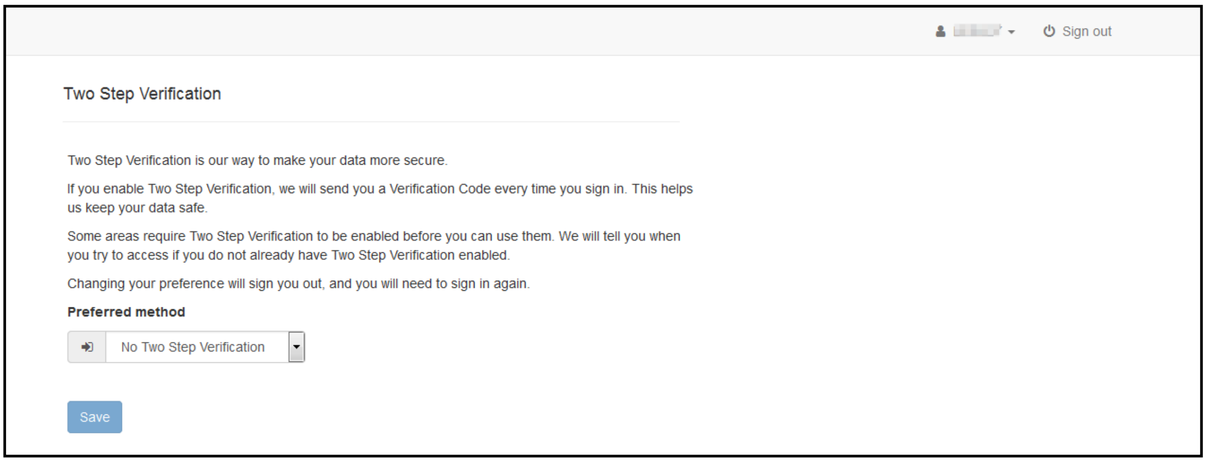
If two step verification is enabled, you will be sent a verification code every time you sign in.

If two step verification is not enabled, a message is displayed when you log into the Provider portal with a link to enable it if you want to.

### Enabling Two Step Verification

To enable two step verification:

1. Select **Two Step Verification** from the username drop-down to display the **Two Step Verification** screen.



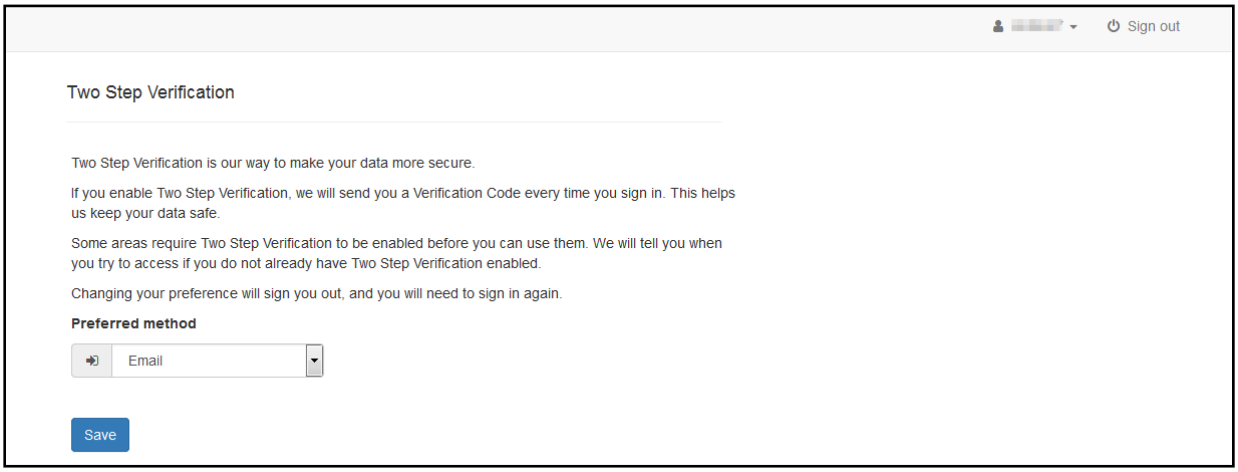

2. To receive a verification code to your registered email address, select **Email** from the **Preferred method** drop-down.
3. Click the **Save** button.

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

## Disabling Two Step Verification

To disable two step verification:

1. Select **Two Step Verification** from the username drop-down to display the **Two Step Verification** screen.




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.

# Assigning Permissions

## Permission to Access Headcount

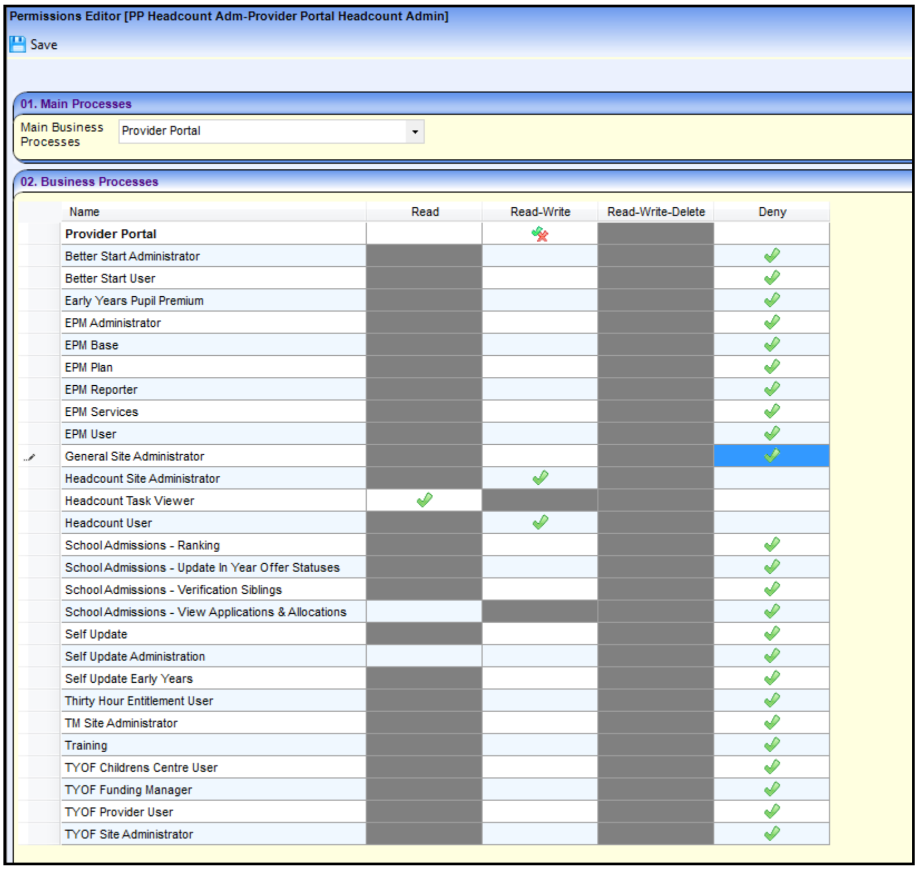
Business processes are assigned to a user group in the v4 Client via **Tools | Permissions | User Group Processes**.

Permission can be given to one or more of the following business processes under the **Provider Portal** main business process.

- Headcount Site Administrator

  This permission provides access to Headcount and 30 Hours Free Childcare tile only. The Administration menu will no longer be accessible unless additional permission to General Site Administrator is assigned.

- Headcount Task Viewer
- Headcount User.



# 04 | Home page

# Provider Portal Home Page

## Introduction

When the portal administrator or user logs into the Provider portal, any announcements regarding the portal are displayed. The user clicks the **Continue** button to display the **Home** page.

| ***NOTE:*** *Announcements are configured via* ***Administration | Site Setup | Text Customisation****.* |
|---|

The **Home** page displays the **Site Logo** and guidance text set up via **Administration | Site Setup**.

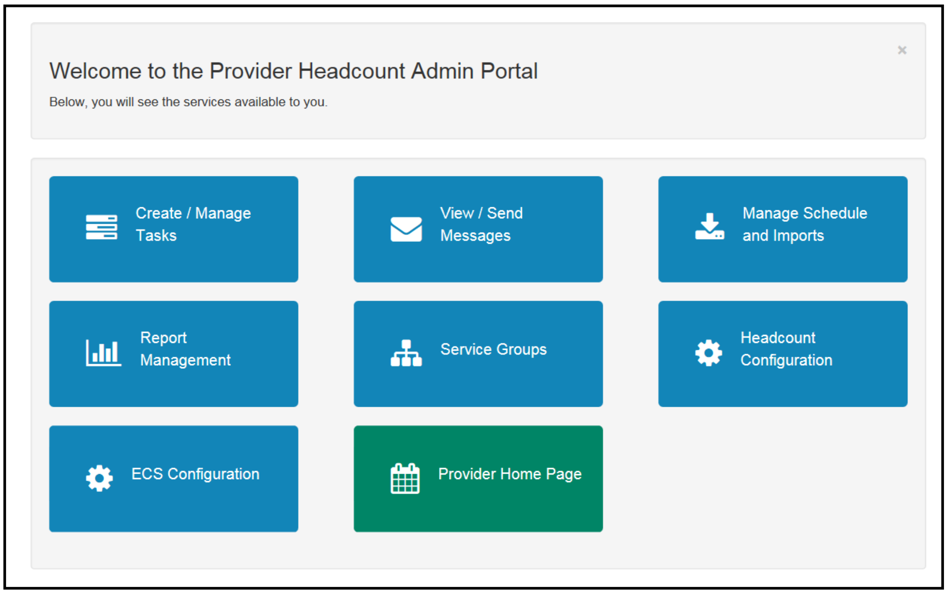
| ***NOTE:*** *The facility to change your password or secret question is accessed by clicking the drop-down adjacent to your user name.* |
|---|

## Navigating within the Provider Portal

The services to which you have access are indicated by the buttons displayed on the **Provider Portal** home page. There are drop-down menus displayed at the top of each page which enable you to navigate to other pages.

# Managing Provider Headcount Administration

The Provider Headcount Admin Portal home page is displayed when you click the **Headcount** button on the Provider Portal home page.




The following options are accessed via the **Headcount | Administrator** menu route or by clicking the required button:

- Tasks
- Messages
- Manage Imports

- Reports
- Service Groups
- Headcount Configuration
- ECS Configuration.

# Viewing and Executing Headcount Tasks

## Viewing Tasks

Tasks are managed by clicking the **Create / Manage Tasks** button or selecting **Tasks** from the **Headcount | Administrator** menu.


Tasks

Create Task

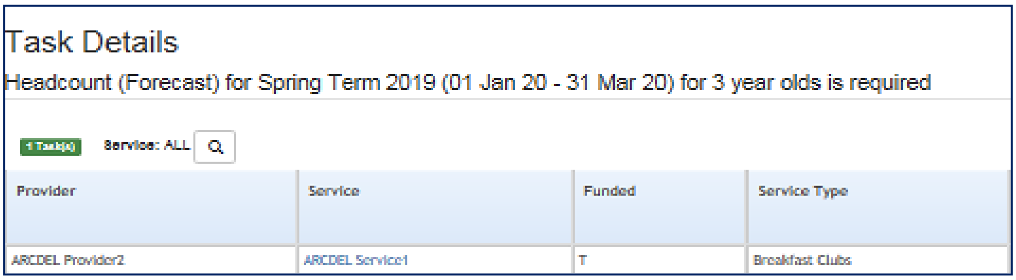
6 Task(s) Service: ALL

| Name | Created | Deadline | Issued By | Service Status | Actions |
|---|---|---|---|---|---|
| Headcount (Amendment) for Spring Term 2016 for 3 year olds is required | 04/01/2017 09:21:03 | 31/01/2017 | BASEMAP | 1 0 0 | Retract |
| Headcount (Forecast) for Summer Term 2016 for 2 year olds, 3 year olds, 4 year olds is required | 03/01/2017 11:09:17 | 31/01/2017 | BASEMAP | 0 1 0 | Retract |
| Headcount (Actual) for Spring Term 2016 for 3 year olds is required | 03/01/2017 09:00:27 | 31/01/2017 | BASEMAP | 0 1 0 | Retract |
| Headcount (Actual) for Autumn Term 2016 for 2 year olds, 3 year olds, 4 year olds is required | 02/12/2016 08:16:50 | 27/12/2016 | VPADM | 1 0 0 | |
| Headcount (Forecast) for Summer Term 2016 for 2 year olds, 3 year olds, 4 year olds is required | 30/11/2016 07:15:23 | 10/12/2016 | PRASANNA | 0 1 0 | |
| Headcount (Forecast) for Spring Term 2014 for 2 year olds, 3 year olds, 4 year olds is required | 20/01/2015 05:23:25 | 22/01/2015 | HEADCOUNTADMIN4 | 1 0 0 | |

**The Tasks** page lists the headcount tasks that have been issued to those providers and services to which you have access. The **Service** browse enables you to filter the list to only display tasks for a specific service.

***NOTE:*** *The browse displays active services only.*

Selecting a task will display the Task Details screen which now shows both the Provider and Service name.

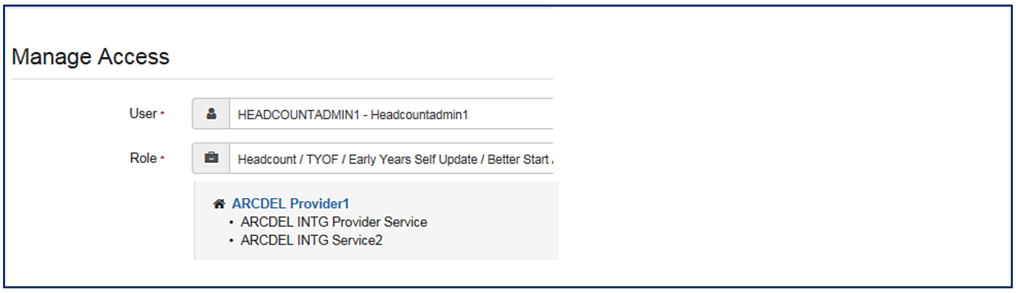

Task Details

Headcount (Forecast) for Spring Term 2019 (01 Jan 20 - 31 Mar 20) for 3 year olds is required

1 Task(s) Service: ALL

| Provider | Service | Funded | Service Type |
|---|---|---|---|
| ARCDEL Provider2 | ARCDEL Service1 | T | Breakfast Clubs |

Manage Access screen displaying both the Provider and Service name.

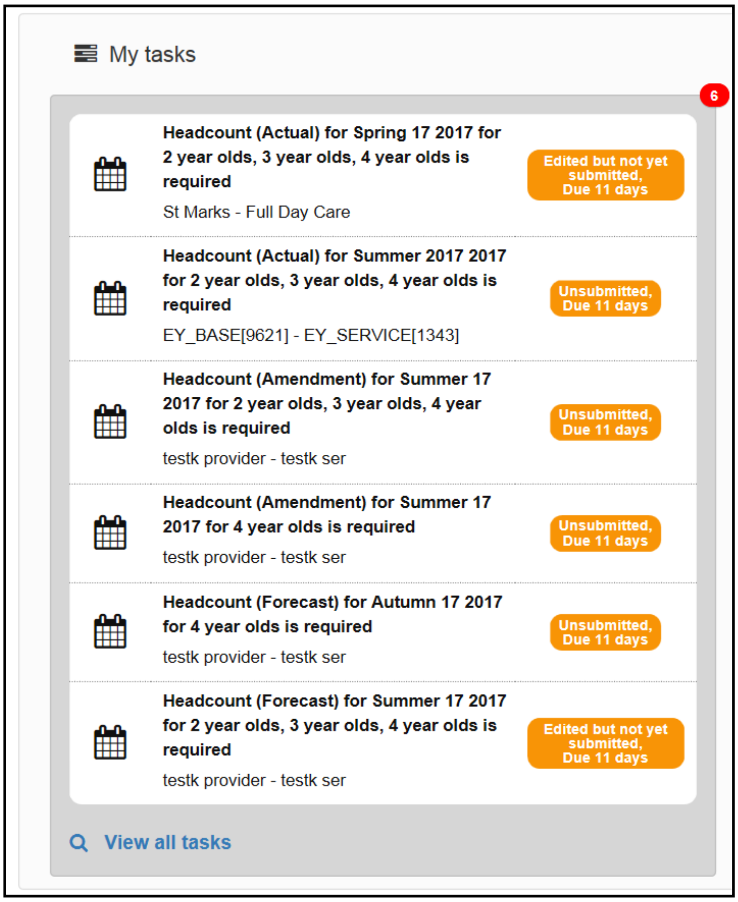



**More Information:**
Creating a New Task on page *31*.
Managing User Access on page *9*.

# Executing a Task

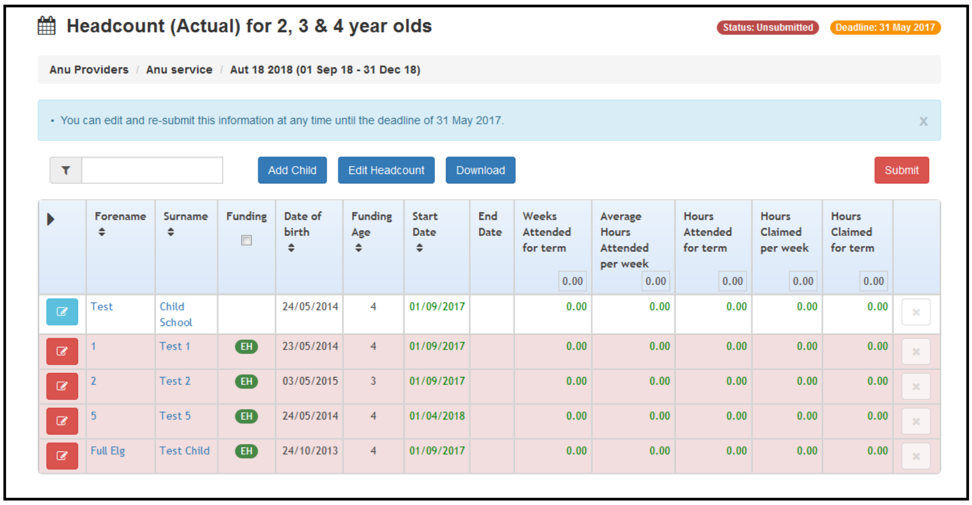
When the service provider logs onto the Provider Self Service portal, tasks assigned to services to which they have access are displayed in the **My Tasks** area of the provider's home page.

***NOTE:** Only current tasks are displayed. To display previous tasks, click the **View all tasks** link.*

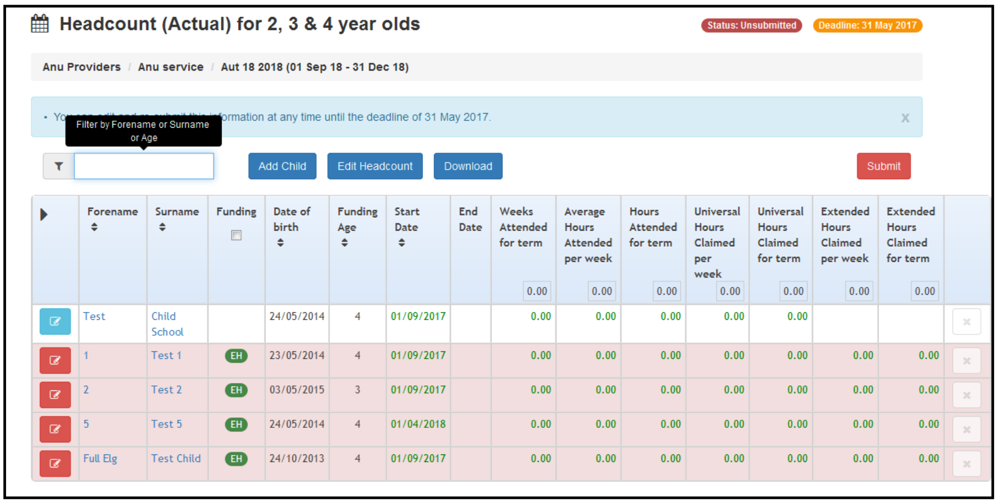



The following process is used by the provider to compile and submit the required information.

1. Click on a task to display the headcount details and submission grid. A row is displayed for each child at the service for whom a claim is being made. The columns displayed are those selected on the **Headcount Configuration** page. If **Combine Universal and Extended Pay Hours Columns** is set to **On**, universal and extended columns are combined and displayed as shown in the following graphic:



If it is set to **Off**, providers can enter universal and extended hours separately as shown in the following graphic. For more information, see Updating Submission Grid Columns on page *59*.




***NOTES:*** *The grid is pre-populated with information from One Early Years relating to children that are known to have attended the service recently. This includes children added through the Better Start portal, who have been matched or added in the Portal Back Office.*

*Hours that are pre-populated from the v4 Client are coloured green. If they have been added or updated in the headcount portal, they are coloured blue.*

*If a child was not attending the service when a task was created, but is later recorded against the service for the term in the v4 Client, the child is displayed on the headcount grid the next time that that the task is viewed and a pop-up notification is displayed above the grid for each child added.*

*If a child's school history is updated in the v4 Client so that they are now attending the provider during the period covered by the task, the child is displayed on the headcount grid the next time that that the task is viewed and a pop-up notification is displayed above the grid for each child added.*

*If the **Prepopulate the 'Weeks Attended for term' column on the Headcount grid (applicable to Forecast and Actual tasks. Amendment tasks are always prepopulated)** parameter on the **Headcount Configuration** page is set to **On**, this information is completed on the headcount grid for all services that have this information entered on their v4 Funded Services screen when the headcount task is created.*

*If the **Prepopulate the 'Hours' columns on the Headcount grid (applicable to Forecast and Actual tasks. Amendment tasks are always prepopulated)** parameter on the **Headcount Configuration** page is set to **On**, this information is completed on the headcount grid for all services that have this information entered on their v4 Funded Services screen when the headcount task is created.*

*If there are any 3 or 4 year old children in the grid who do not have carer details recorded, unless the Local Authority has chosen not to collect carer information via the Provider portal, the child details are highlighted in red and the submit button is disabled.*

*If the provider is not allowed to claim hours for the child, the **Hours Claimed** columns are greyed out.*

*If a child was previously eligible, but is no longer eligible for 30 hours funding, the previous hours are displayed in the **Extended Hours** but the columns are greyed out.*

The **Funding** column displays a coloured letter or symbol as shown in the following table:

| Symbol | Description |
|---|---|
| P | The child is eligible for Early Years Pupil Premium |
| EH | The child is eligible to receive extended hours childcare for one or more days in the term to which this task applies. The colour of this symbol changes to amber when the child nears the end of their eligibility or red when it is past their eligibility end date. |
| S | The child is sharing funding with another service or another provider in the current term. The colour of this symbol changes to dark blue if the child shared funding in the previous term. |
| 2 | The child became eligible for 2 year old funding before the start of the term being viewed and hovering over it displays the eligibility reference. |
| N | The child cannot claim hours and does not have an override. |
| × | The child has an override which is **Force the system to never allow hours to be claimed**. |
| ✓ | The child has an override, which is **Force the system to always allow hours to be claimed**. |

2. If required, select the **Funding** check box to <u>only</u> display children who are entitled to claim hours.
3. If required, enter two or more characters of **Surname** to filter the list.

   Prior to midnight on the task deadline date, child details and headcount information can be edited and a new child can be added.

> ***NOTE:*** *In order to perform an eligibility check on economic grounds for Early Years Pupil Premium, carer details must be recorded. Child details cannot be edited and headcount information cannot be submitted until either the carer details are recorded or the **Decline to Provide** radio button is selected. To record a Carer details, see* *Recording Carer Details on page 22.*

4. When all the additions and changes to the headcount are complete, submit it to your Local Authority.

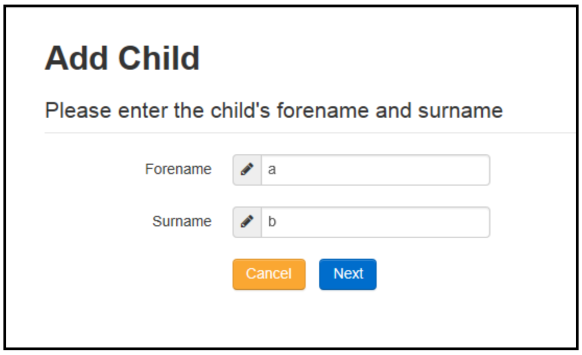
   A task can be resubmitted as many times as required before the deadline. Each submission overwrites the previous submission for the task. However, after midnight on the task deadline date, only the Headcount Administrator can make additional submissions for the task.

> ***NOTE:*** *A Headcount Administrator with the necessary permissions can edit or submit a task <u>after</u> the deadline has past. A warning message is displayed to inform them that the deadline has passed and the changes may be rejected if the hours have already been processed.*

**More Information:**
Editing Child Details on page 21
Adding a Child to the Headcount on page 20
Recording Carer Details on page *22*
Editing the Headcount Information on page *23*
Adding a New Attendance Line on page *25*
Submitting Headcount Information on page *28*

# Adding a Child to the Headcount

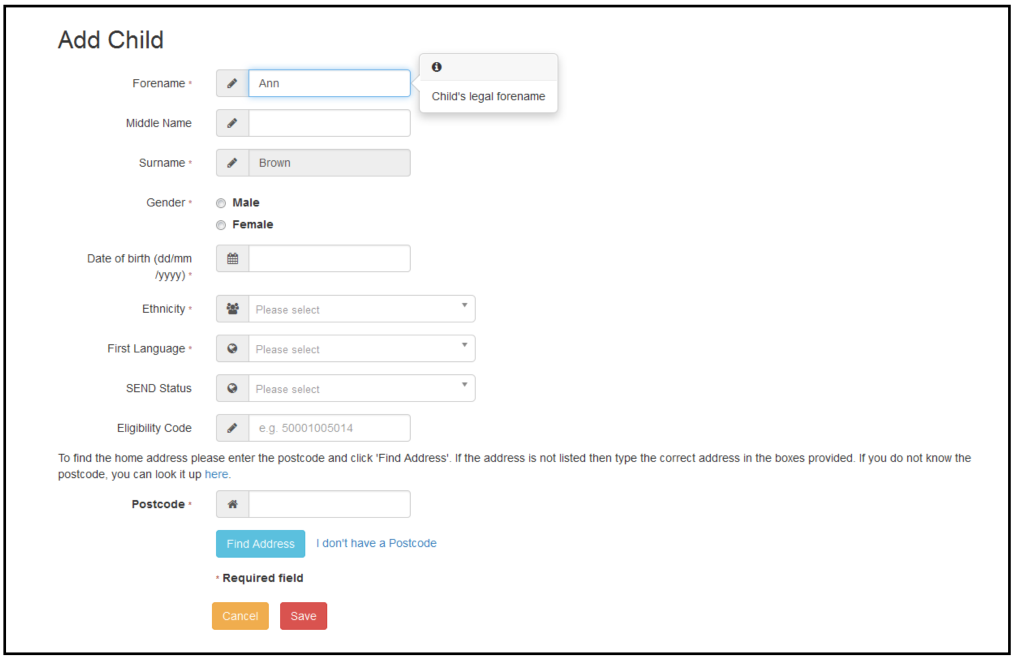

1. Display the required headcount details and click the **Add Child** button.




2. Enter a **Forename** and **Surname** and click the **Next** button to display the personal details tab.

***NOTES:*** *If there is already a child at the provider with this forename and surname, the details of the existing child are displayed on the* ***Duplicate Child Warning*** *screen. Also, if a child with this name has had an ad hoc 30 hours eligibility check performed, these details are also displayed. For more information, see* *Checking for a Duplicate Child on page 23.*

*If the name is longer than the field allows, the child needs to be added by the Local Authority via the v4 Client. A message is displayed. The message can be configured in the Provider portal via* ***Administration | Text Customisation****.*



> ***NOTES: Middle Name** and **SEND Status** are only displayed if the Local Authority have selected this option via the **Headcount Configuration** page. For more information, see Updating on page 54.*

3. If required, enter **Middle Name**.
4. Select **Gender** and enter the **Date of Birth**.

> ***NOTE:** If the LA selected the **Exclude Reception NCY** check box when creating the task, you cannot add a child with a DOB that gives them an NCY of zero.*

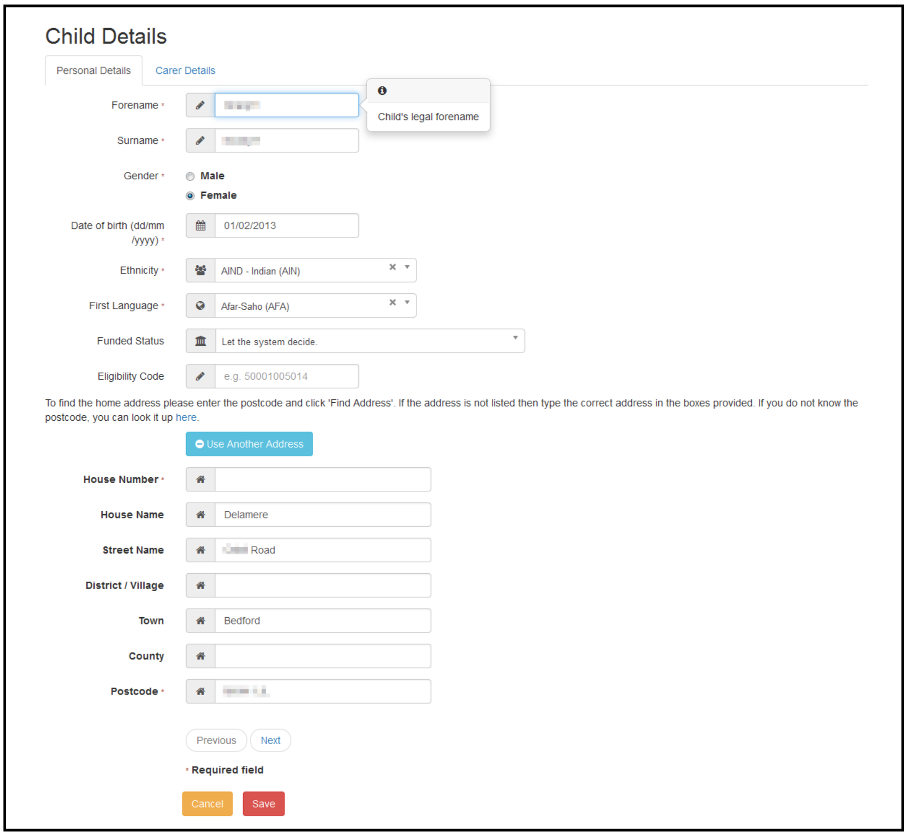
5. Select **Ethnicity** and **First Language** from the drop-downs.
6. If required, enter an **Eligibility Code**.
7. If required, select **SEND Status** (*Lookup Table ID: 0608*).
8. Enter a full or partial **Postcode** and click the **Find Address** button to display the list of matching addresses.
9. Select the required address to display the address details.

   Alternatively, click the **Enter Address Manually** link and enter an address.
10. Click the **Save** button.

    If required, select the **Carer Details** tab to record new carer details.

## Editing Child Details

1. Display the required headcount details and click the **Change Child Details** button adjacent to the child's name.




2. If required, select a **Funded Status** from the drop-down list to indicate whether or not hours can be claimed for this child.

> ***NOTE:** By default, the Funded Status is set to Let the system decide, but this can be overridden.*

3. If required, enter an **Eligibility Code**.

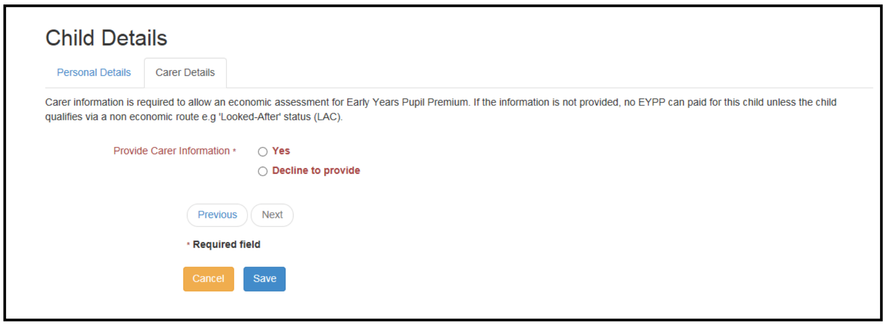
> ***NOTE:*** *A warning message is displayed if a thirty hour entitlement check has not been completed for this code.*

4. Click the **Save** button.

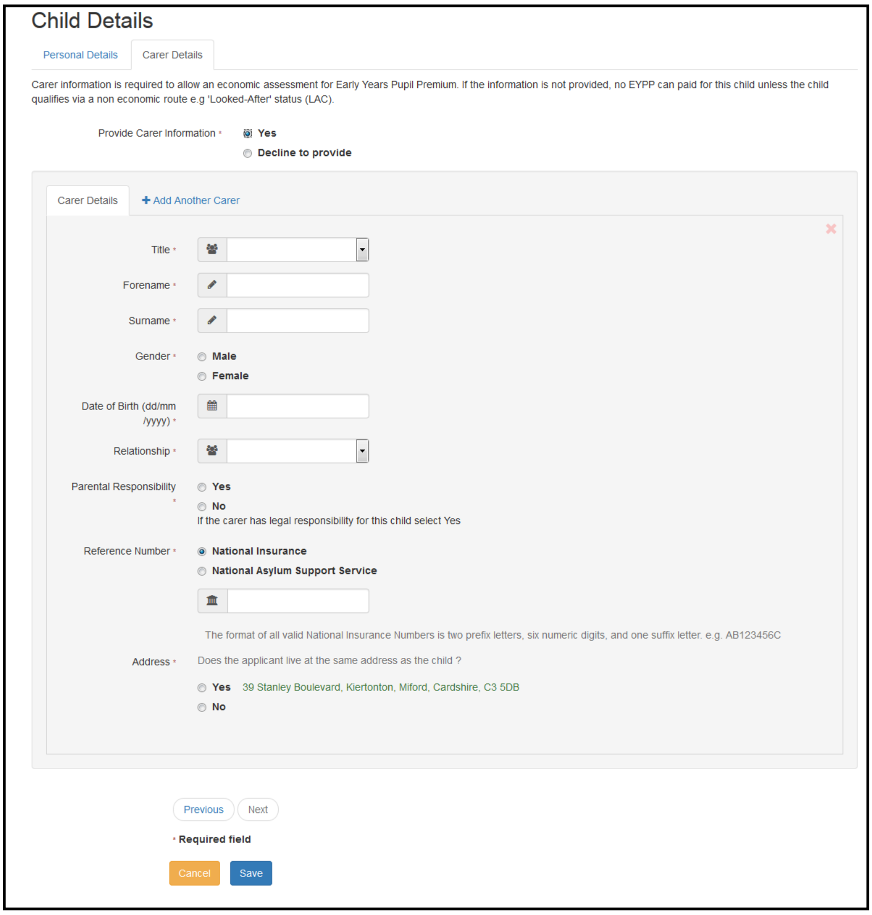
# Recording Carer Details

The **Carer Details** tab is only displayed if the child is either 3 or 4 years old. To record a Carer details:

1. Click the red button adjacent to the child's name to display the **Carer Details** tab.




2. Select the **Yes** radio button to display the **Carer Details** panel.




> ***NOTE:*** *A validation check has been introduced to prevent a Carer from being added that is under 16 e.g. too young to have a National Insurance Number and therefore too young to be assessed for entitlement to Early Years Pupil Premium.*

3. Record or edit the Carer details or click the **Add Another Carer** button to record new carer details.

   Alternatively, if the carer does not wish to provide any details, select the **Decline to provide** radio button.

4. Click the **Save** button.

## Checking for a Duplicate Child

The **Duplicate Child Warning** page is displayed when you attempt to add a child to the headcount with the same **Forename** and **Surname**, but a different **Date of Birth** to one that already exists in One and is known to attend the provider. The page also displays children for whom a 30 hour ad hoc eligibility check has been performed, so that their details (date of birth and eligibility code) can be copied across when adding the child to One.


| Forename | Surname | Date of birth | Gender | Current Address | Ethnicity | First Language | Eligibility Code |
|---|---|---|---|---|---|---|---|
| Alice | Brown | 04/04/2013 | Female | | WOB | ENB | 55556666777 |

Click the **Cancel** button to display the **Headcount** grid.

Click the **Start Again** button to display the **Add Child** page.

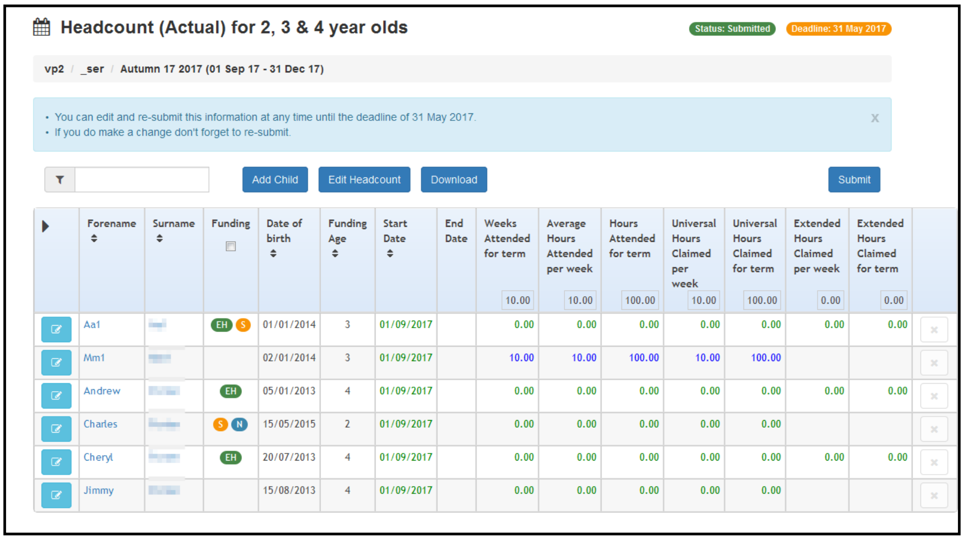
Click the **Add a new child** button to continue adding this child.

## Editing the Headcount Information

Headcount details can be edited before midnight on the deadline date.

> ***NOTE:*** *A Headcount Administrator with the necessary permissions can edit or submit a task after the deadline has past. A warning message is displayed.*

1. Select the required headcount from the provider home page to display the headcount details. The total value for each column is displayed in the column header.



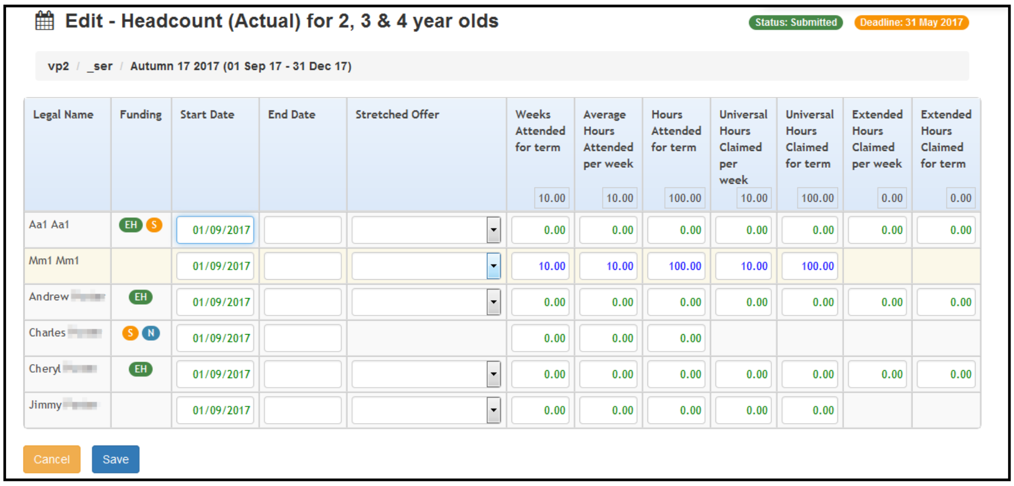

| | Forename | Surname | Funding | Date of birth | Funding Age | Start Date | End Date | Weeks Attended for term | Average Hours Attended per week | Hours Attended for term | Universal Hours Claimed per week | Universal Hours Claimed for term | Extended Hours Claimed per week | Extended Hours Claimed for term | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 10.00 | 10.00 | 100.00 | 10.00 | 100.00 | 0.00 | 0.00 | |
| | Aa1 | | EH S | 01/01/2014 | 3 | 01/09/2017 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | Mm1 | | | 02/01/2014 | 3 | 01/09/2017 | | 10.00 | 10.00 | 100.00 | 10.00 | 100.00 | | | |
| | Andrew | | EH | 05/01/2013 | 4 | 01/09/2017 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | Charles | | S N | 15/05/2015 | 2 | 01/09/2017 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | | | |
| | Cheryl | | EH | 20/07/2013 | 4 | 01/09/2017 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | Jimmy | | | 15/08/2013 | 4 | 01/09/2017 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | | | |

Hours that are pre-populated from the v4 Client are coloured green. If they have been added or updated in the Headcount portal, they are coloured blue.

The **Funding** column displays a coloured letter or symbol as shown in the following table:

| Symbol | Description |
|---|---|
| P | The child is eligible for Early Years Pupil Premium |
| EH | The child is eligible to receive extended hours childcare for one or more days in the term to which this task applies. The colour of this symbol changes to amber when the child nears the end of their eligibility or red when it is past their eligibility end date. |
| S | The child is sharing funding with another service or another provider. The colour of this symbol changes to dark blue if the child shared funding in the previous term. |
| 2 | The child became eligible for 2 year old funding before the start of the term being viewed and hovering over it displays the eligibility reference. |
| N | The child cannot claim hours and does not have an override. |
| ✖ | The child has an override which is **Force the system to never allow hours to be claimed**. |
| ✔ | The child has an override, which is **Force the system to always allow hours to be claimed**. |

2. Click the **Edit Headcount** button to display the **Edit - Headcount** page.



Edit - Headcount (Actual) for 2, 3 & 4 year olds

Status: Submitted Deadline: 31 May 2017

vp2 / _ser / Autumn 17 2017 (01 Sep 17 - 31 Dec 17)

| Legal Name | Funding | Start Date | End Date | Stretched Offer | Weeks Attended for term 10.00 | Average Hours Attended per week 10.00 | Hours Attended for term 100.00 | Universal Hours Claimed per week 10.00 | Universal Hours Claimed for term 100.00 | Extended Hours Claimed per week 0.00 | Extended Hours Claimed for term 0.00 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Aa1 Aa1 | EH S | 01/09/2017 | | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Mm1 Mm1 | | 01/09/2017 | | | 10.00 | 10.00 | 100.00 | 10.00 | 100.00 | | |
| Andrew | EH | 01/09/2017 | | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Charles | S N | 01/09/2017 | | | 0.00 | 0.00 | 0.00 | | | | |
| Cheryl | EH | 01/09/2017 | | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Jimmy | | 01/09/2017 | | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | | |

Cancel Save

> ***NOTES:*** *If the child is funded at another service, the **Shared Funding** check box is automatically selected.*
> *The columns displayed depend on the options selected on the **Headcount Configuration** page. For more information, see* *[Displaying the Headcount Grid Configuration](#) on page 56.*

3. Edit the details as required:

   a. Enter a new **Start Date** to update the child's school history record.

> ***NOTE:*** *For payment periods starting on or after the 1st January 2018, Extended Hours cannot be claimed when the child's funding start date falls within the grace period.*

   b. Enter an **End Date**.

> ***NOTE:*** *You can enter an end date from the previous term.*

   c. Select a **Stretched Offer**.

> ***NOTE:*** *The Stretched Offer column is only visible if the Local Authority has set up stretched offers in the v4 Client (Lookup Table ID: 1178) and they are active.*

d. Enter **Weeks Attended for term**.

e. Enter **Average Hours Attended per week** to automatically calculate **Hours Attended for term**.

f. Alternatively, enter **Hours Attended for term** to automatically calculate **Average Hours Attended per week**.

g. Enter the hours claimed.

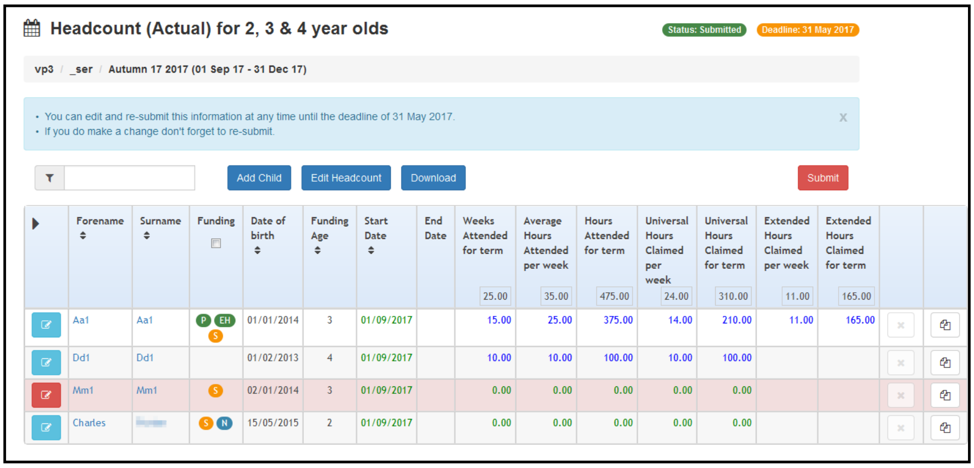
> ***NOTES:***
>
> *Extended Hours can only be entered if the child is currently eligible.*
>
> *For payment periods starting on or after the 1st January 2018, Extended Hours cannot be claimed when the child's funding start date falls within the grace period. If the child is new to the provider (has no school history with this provider in the previous period) or has no claim for extended hours in the previous period, and if they are eligible at the start of the period, and if the grace period starts in the term, extended hours can be entered but a warning message is displayed.*
>
> *Universal Hours Claimed per week is capped at 15 hours.*
> *Extended Hours Claimed per week is capped at 15 hours.*
>
> *If the hours claimed exceed the termly limits set up in One v4 Early Years, the payment limits are applied.*

h. Click the **Save** button.

## Adding a New Attendance Line

When a child's attendance changes during the term, a new attendance line can be added for the child.

> ***NOTES:*** *The start and end dates for the attendance lines cannot overlap.*
> *The **Add new attendance button** is only displayed if the **Add Line** check box is selected on the **Headcount Configuration** page. For more information, see* [Updating Submission Grid Columns](#) *on page* 59.

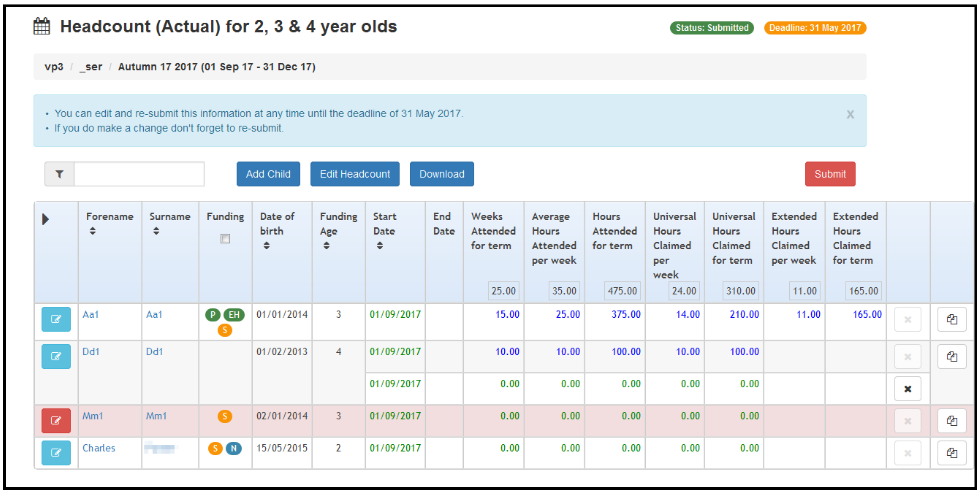



1. Click the **Add new attendance line** button to display the confirmation dialog with the message:

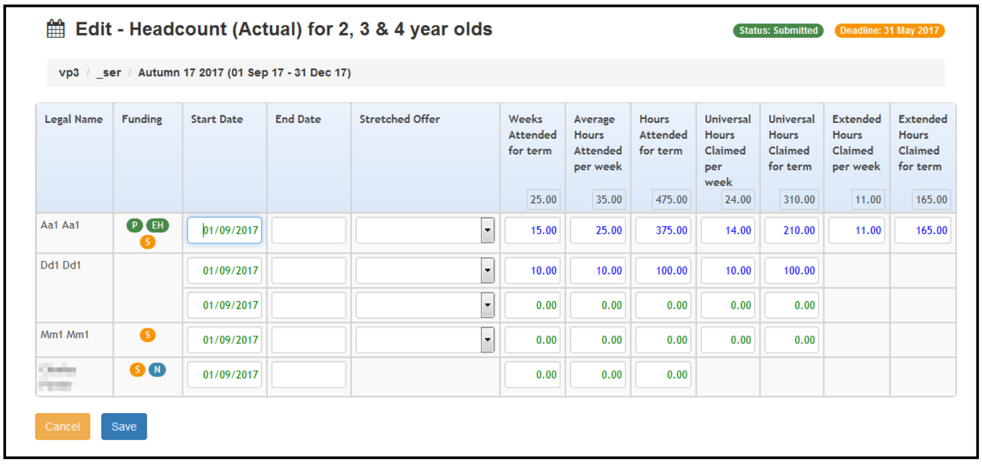
   Are you sure you wish to copy this attendance line?

2. Click the **Yes** button to create a new attendance line for the child.

> ***NOTE:*** *The* ***Add new attendance*** *button is only displayed if the* ***Add Line*** *column is enabled on the* ***Headcount Configuration*** *page. For more information, see* *Updating Submission Grid Columns on page 59.*




3. Click the **Edit Headcount** button to display the **Edit Headcount** page.



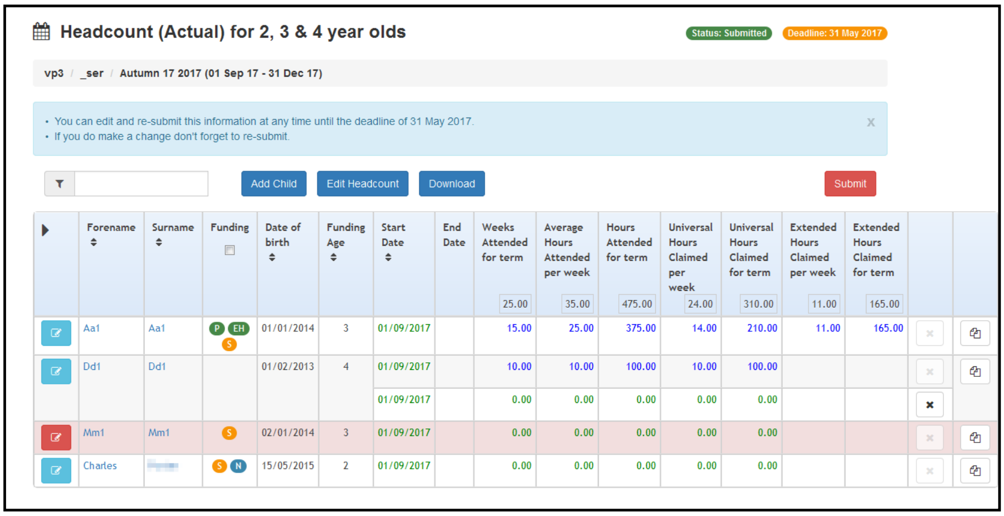

4. Enter an **End Date** for the new line.
5. Update the **Start Date** for the original attendance line.
6. Update attendance information as required.
7. Click the **Save** button.

# Deleting an Attendance Line

An attendance line that has not already been submitted can be deleted.

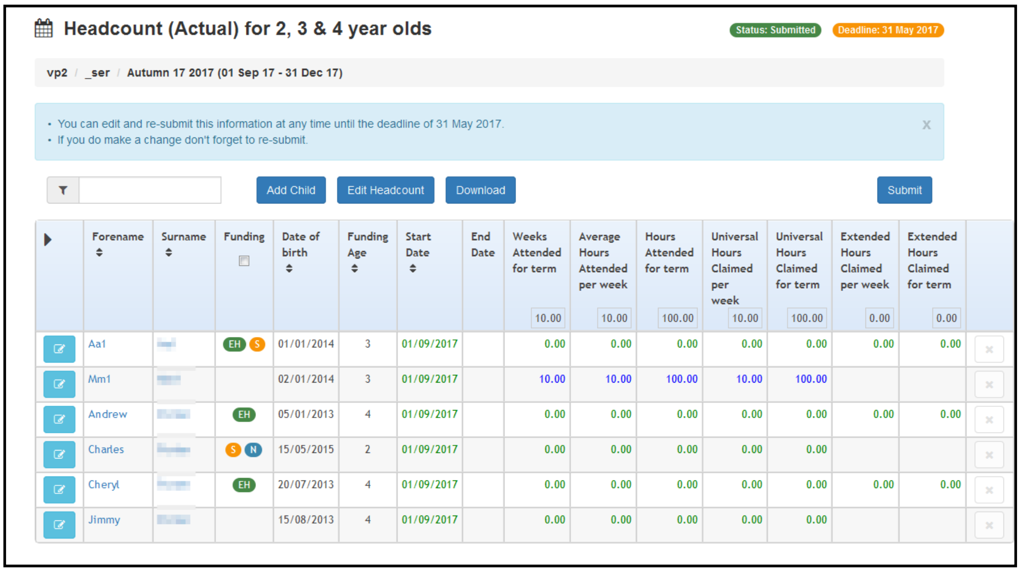
> ***NOTE:*** *The option to delete attendance lines can be disabled on the* ***Headcount Configuration*** *page by deselecting the* ***Delete Line*** *check box in the* ***Submission Grid Columns*** *panel. For more information, see* *Updating Submission Grid Columns on page 59.*

To delete an attendance line:




1. Click the **Delete attendance line** button to display a confirmation message.
2. Click the **Yes** button to confirm.

# Exporting Headcount Information




If required, click the **Download** button to export the headcount details to an Excel spreadsheet.

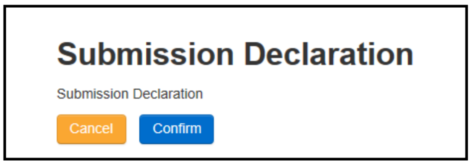
# Submitting Headcount Information

After entering all the required data for a task, it must be submitted to the Local Authority. Data submitted by providers is matched against information held in One via the Portal Back Office. The information is validated and securely processed into the Early Years module.

| **More Information** |
| --- |
| For more information about matching students via the Portal Back Office, refer to the *One Portal Back Office* handbook, under *Education Services* \| *One Self Service* on the One Publications website. |

To submit the headcount to your Local Authority:

5. Click the **Submit** button to send the headcount information to the Local Authority.
6. The **Submission Declaration** page is displayed.



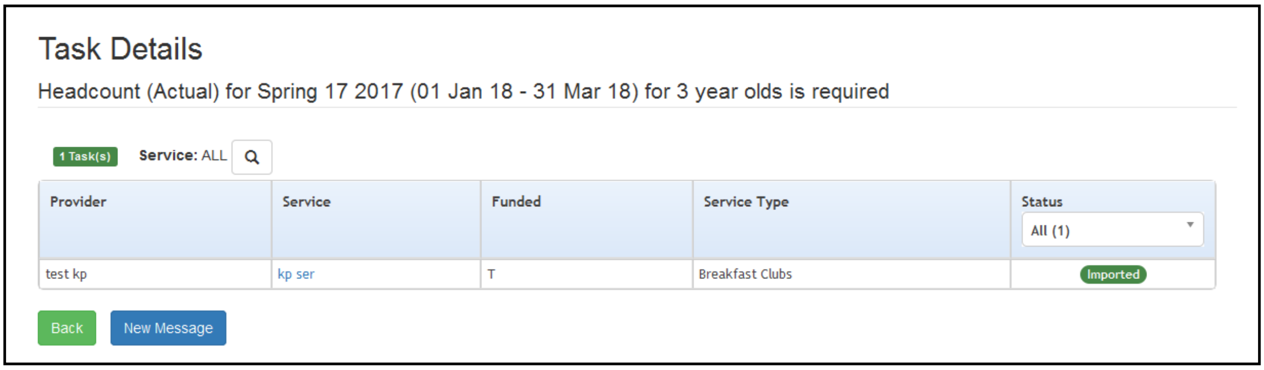

7. Click the **Confirm** button to display a confirmation message.
8. Click the **Yes** button to confirm.

| ***NOTES:*** *The submission declaration is configured by the administrator via* ***Administration \| Site Setup \| Customise Text****.*<br>*The headcount can be edited and resubmitted up until midnight on the deadline date.* |
| --- |

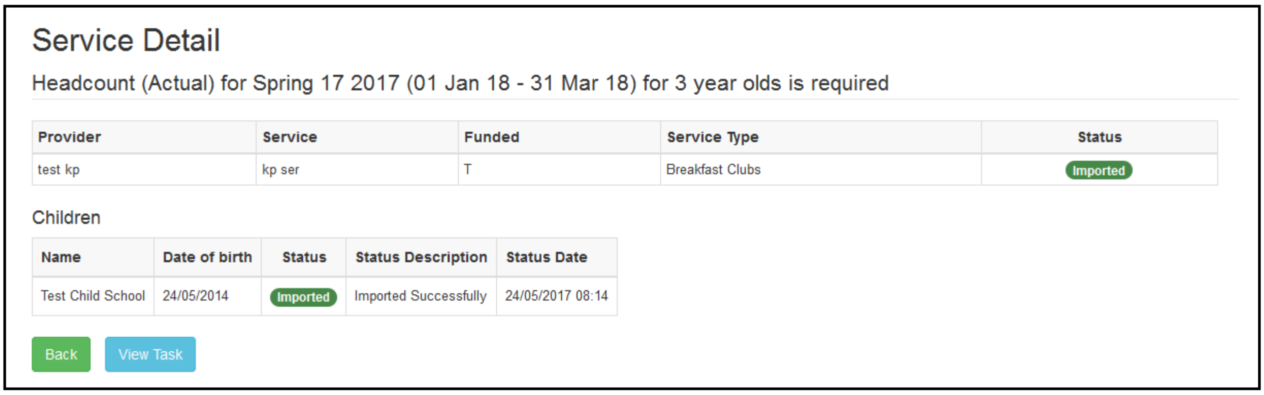
# Viewing Data Submitted by a Provider

To view the headcount data that has been submitted:

1. View the required task. For more info, see Viewing Tasks on page *16*.

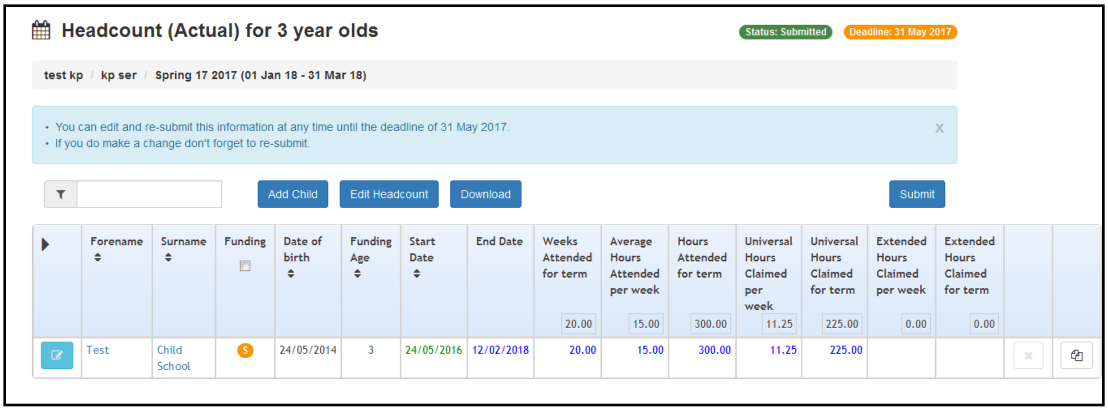



2. Click the service link to view the **Service Detail** page.




The **Children** panel lists the details that have been imported

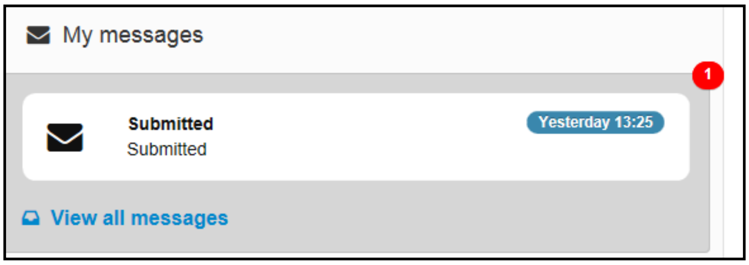
3. Click the **View Task** button to display the headcount data.



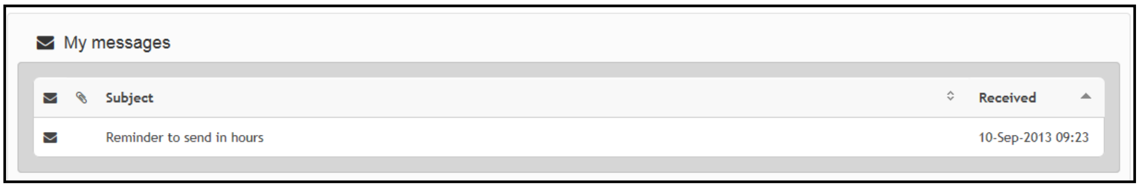

> ***NOTE:** If children have been added to the grid since it was last viewed, a pop-up message is displayed above the grid.*

# Viewing Messages

The **My Messages** panel is displayed on the **Home** page and lists the messages sent by this administrator.




1. Click on a message to display the details. Alternatively, click the **View All Messages** link to display the **My Messages** page.




2. If required, click on the **Subject** or **Received** heading to sort the list.
3. Click on a message to display the detail.

***Home page***


4. If required, click the **Delete** button to delete the message.
5. Click the **Back** button to display the **Home** page.

# 05 | Issuing Tasks

## Introduction

Tasks are created by the Local Authority and request headcount information from Early Years providers. Providers must complete tasks that are assigned to them by the submission deadline.

Tasks are created via **Headcount | Tasks**. Once a task is issued, it is displayed on the recipient's (the provider's) **Home** page and an email alert is sent to their registered email address.

| |
|---|
| ***NOTE:*** *The provider must be assigned to a base that has the B2B Student Base check box selected in the One v4 Client and the XML transfer option deselected in the One v4 Online. For more information, refer to the Setting Up One Headcount for Local Authorities technical guide.* |

## Creating a New Task

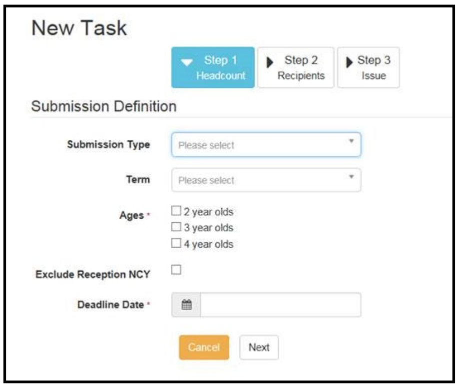
| |
|---|
| ***NOTE:*** *Tasks can only be created for active services.* |

Tasks can be created for:

- A specific group of services or service types.
- One or more age groups.
- A specific term (funding period).
- A payment type (forecast, actual or amendment).

Tasks are created using the New Task wizard.

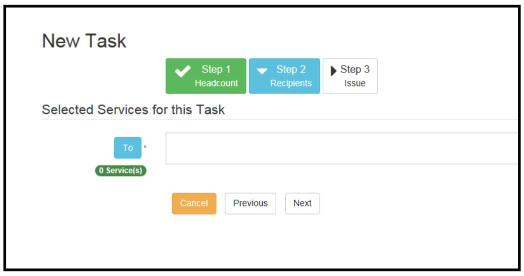
1. Select **Headcount | Tasks** and click the **Create Task** button to display the **New Task** page.



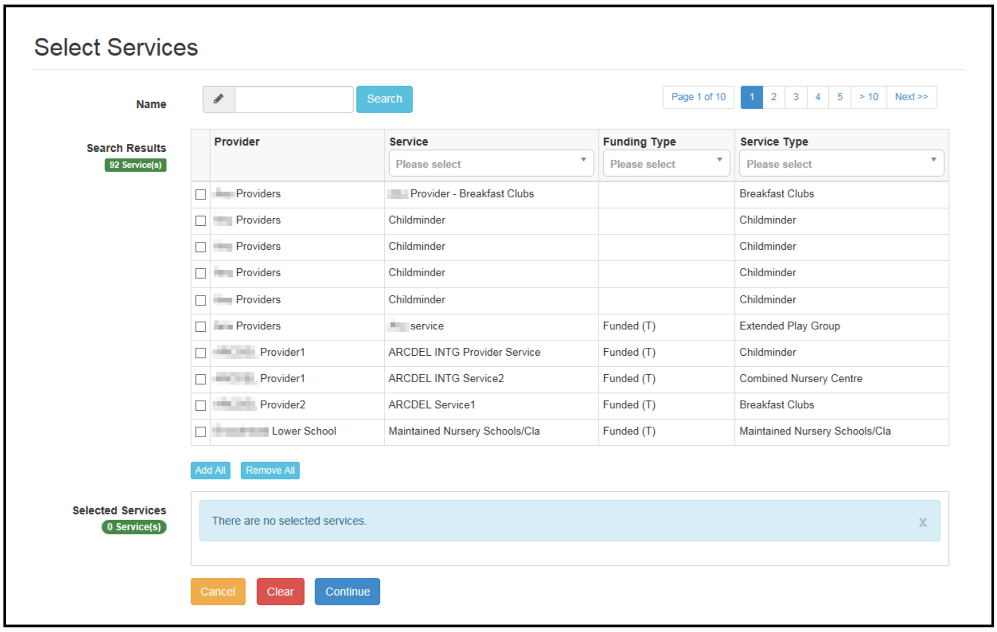

2. Select a **Submission Type**.
3. Select a **Term**.
4. Select one or more check boxes to request the **Ages** to be included.
5. Select a **Deadline Date** for the information to be received.
6. If required, select the **Exclude Reception NCY** check box to display a tick.

| |
|---|
| ***NOTE:*** *If this check box is selected, when the provider views the task, children with an NCY of zero are not displayed. Also, the provider cannot add a child with a DOB that gives them an NCY of zero.* |

7. Click the **Next** button to display the **Recipients** page.




8. Click the **To** button to display the **Select Services** page with all available services listed.



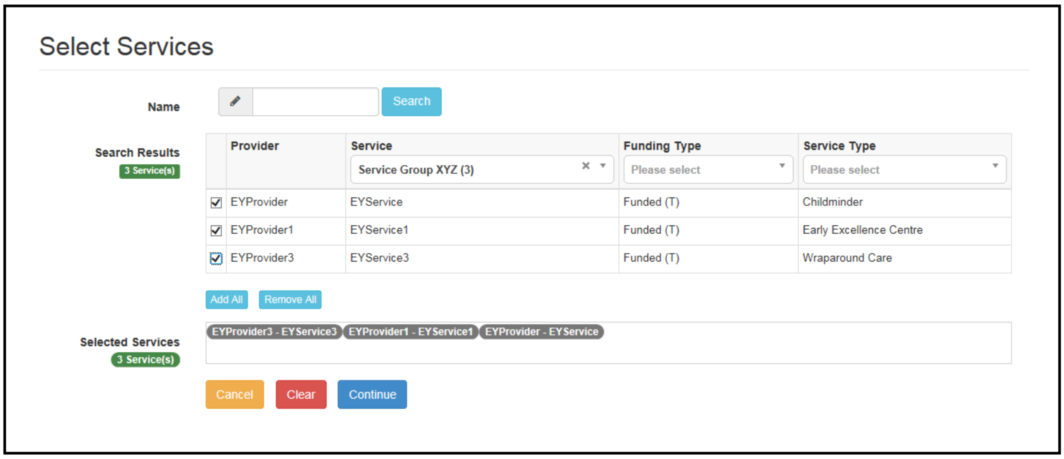

9. If required, enter a partial **Provider** or **Service Name** and click the **Search** button to display matching services.

   Alternatively, select a service group from the **Service** drop-down.

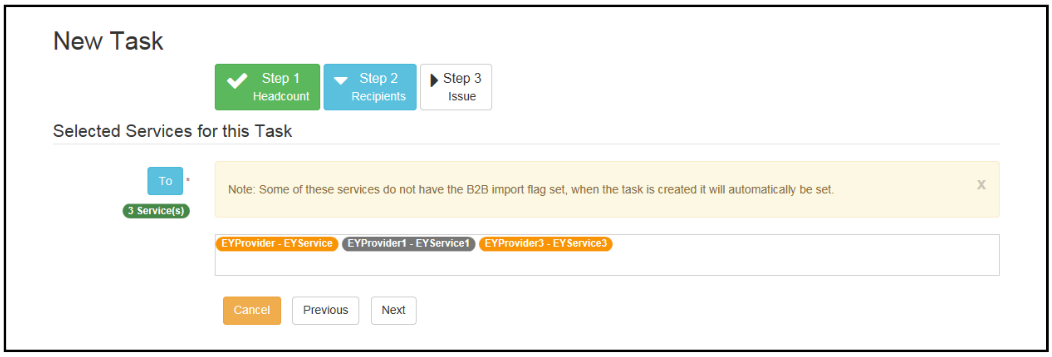
   Refine the search further by applying a **Funding Type** or **Service Type** filter.

   Click the cross button to remove the filter.

10. Select the check box for one or more services or click the **Add All** button to display the services in the **Selected Services** box.

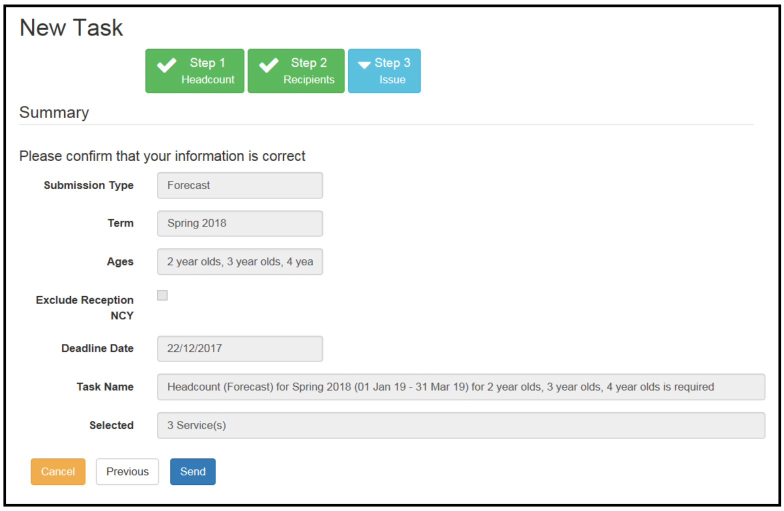



11. Click the **Continue** button to display the **New Task** page with **Selected Services for this Task** displayed.

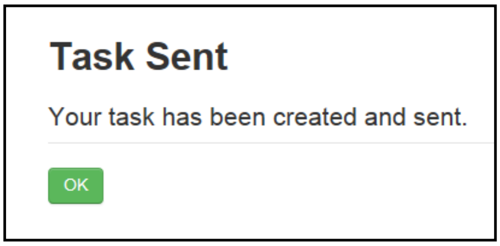



12. Click the **Next** button to display the **Issue** page.

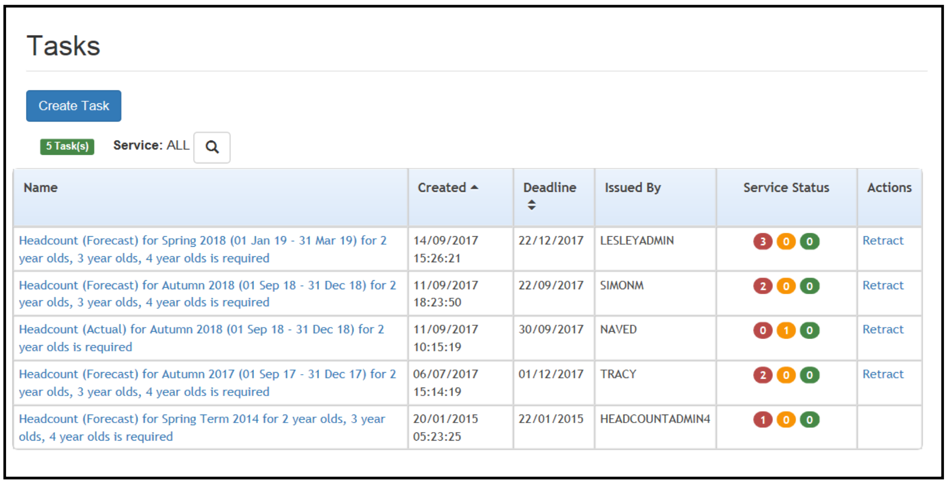
> ***NOTE:*** *An error message is displayed if a required field on a previous step is missing. To complete the field, click the relevant* ***Step*** *button to display that step or alternatively, click the* ***Previous*** *button to display the previous step.*




13. Click the **Send** button to issue the task and display the **Task Sent** dialog.




14. Click the **OK** button to display the **Tasks** page listing the tasks that have been issued.



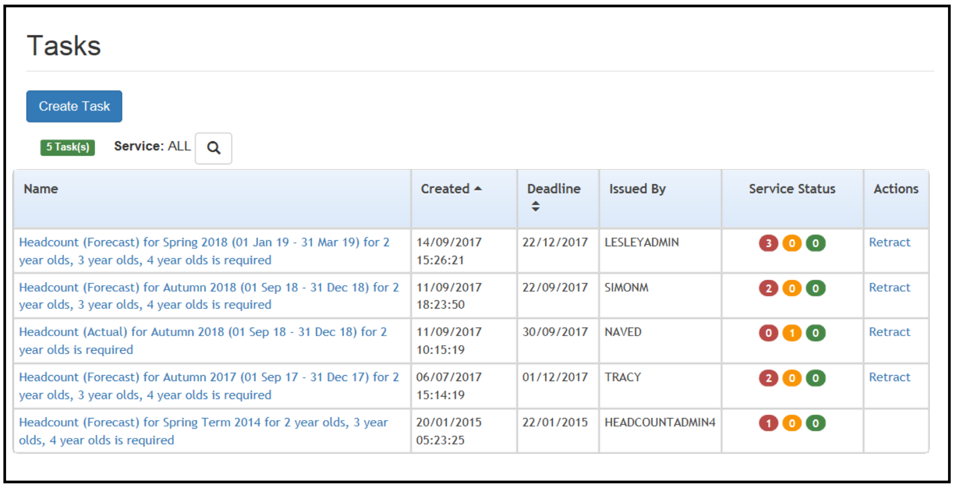

| Name | Created | Deadline | Issued By | Service Status | Actions |
|---|---|---|---|---|---|
| Headcount (Forecast) for Spring 2018 (01 Jan 19 - 31 Mar 19) for 2 year olds, 3 year olds, 4 year olds is required | 14/09/2017 15:26:21 | 22/12/2017 | LESLEYADMIN | 3 0 0 | Retract |
| Headcount (Forecast) for Autumn 2018 (01 Sep 18 - 31 Dec 18) for 2 year olds, 3 year olds, 4 year olds is required | 11/09/2017 18:23:50 | 22/09/2017 | SIMONM | 2 0 0 | Retract |
| Headcount (Actual) for Autumn 2018 (01 Sep 18 - 31 Dec 18) for 2 year olds is required | 11/09/2017 10:15:19 | 30/09/2017 | NAVED | 0 1 0 | Retract |
| Headcount (Forecast) for Autumn 2017 (01 Sep 17 - 31 Dec 17) for 2 year olds, 3 year olds, 4 year olds is required | 06/07/2017 15:14:19 | 01/12/2017 | TRACY | 2 0 0 | Retract |
| Headcount (Forecast) for Spring Term 2014 for 2 year olds, 3 year olds, 4 year olds is required | 20/01/2015 05:23:25 | 22/01/2015 | HEADCOUNTADMIN4 | 1 0 0 | |

# Viewing Issued Tasks

The **Tasks** page displays a list of issued tasks. It enables you to monitor progress made by providers, send messages to providers and to retract a task, if required.

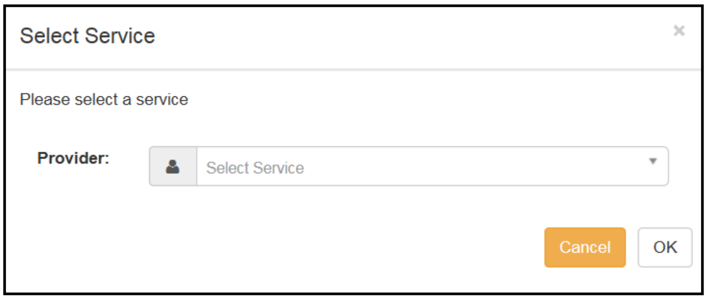
***NOTE:*** *Tasks can only be viewed for active services.*

1. Select **Headcount | Tasks** to display the **Tasks** page.



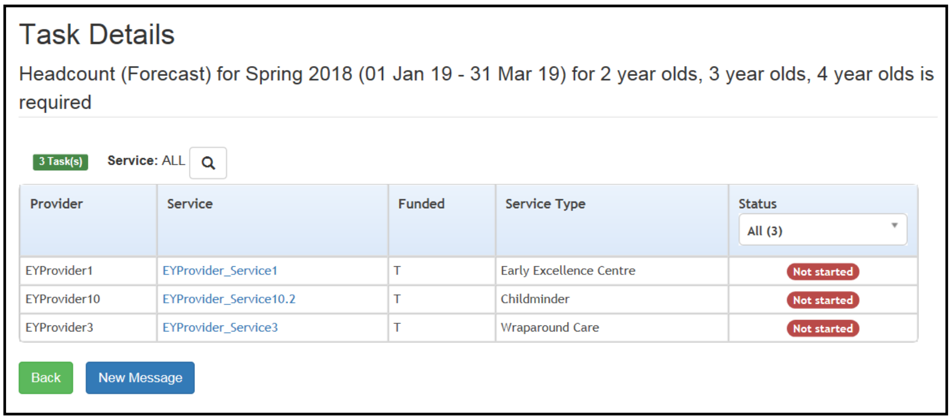

| Name | Created | Deadline | Issued By | Service Status | Actions |
|---|---|---|---|---|---|
| Headcount (Forecast) for Spring 2018 (01 Jan 19 - 31 Mar 19) for 2 year olds, 3 year olds, 4 year olds is required | 14/09/2017 15:26:21 | 22/12/2017 | LESLEYADMIN | 3 0 0 | Retract |
| Headcount (Forecast) for Autumn 2018 (01 Sep 18 - 31 Dec 18) for 2 year olds, 3 year olds, 4 year olds is required | 11/09/2017 18:23:50 | 22/09/2017 | SIMONM | 2 0 0 | Retract |
| Headcount (Actual) for Autumn 2018 (01 Sep 18 - 31 Dec 18) for 2 year olds is required | 11/09/2017 10:15:19 | 30/09/2017 | NAVED | 0 1 0 | Retract |
| Headcount (Forecast) for Autumn 2017 (01 Sep 17 - 31 Dec 17) for 2 year olds, 3 year olds, 4 year olds is required | 06/07/2017 15:14:19 | 01/12/2017 | TRACY | 2 0 0 | Retract |
| Headcount (Forecast) for Spring Term 2014 for 2 year olds, 3 year olds, 4 year olds is required | 20/01/2015 05:23:25 | 22/01/2015 | HEADCOUNTADMIN4 | 1 0 0 | |

2. If required, select a service to display tasks for that service only.
   a. Click the browse button to display the **Select Service** dialog.

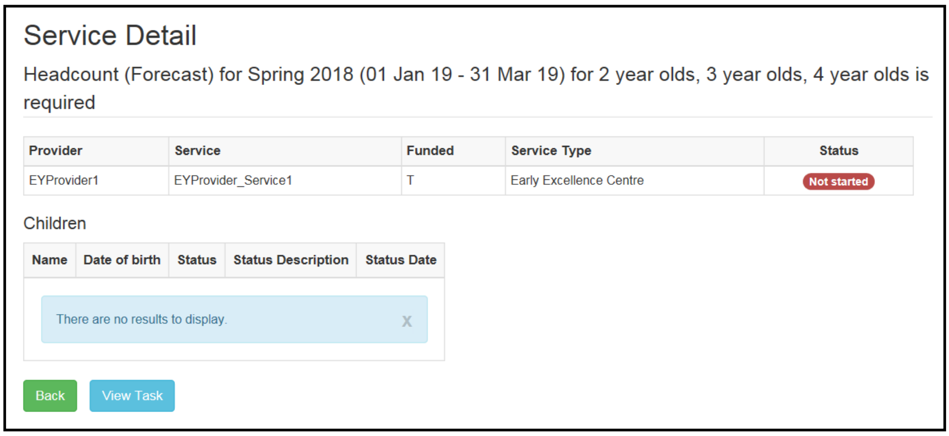



   b. Select a service from the drop-down.
   c. Click the **OK** button.
3. The **Service Status** displays the number of tasks with each status (**Not Submitted** (red), **In Progress** (yellow) or **Completed** (green)**)**.

4. If required, click the task **Name** hyperlink to display the **Task Details** page.




5. If required, click the service hyperlink to display the **Service Detail** page.




6. If required, click the **View Task** button to display the headcount grid.

## Sending a New Message

To send a new message to the service, click the **New Message** button to display the **Compose New Message** page.

**More Information:**
Composing a New Message on page *37*

## Retracting a Task

If required, the task can be retracted. Retracting a task prevents any further action on that task by service providers. Data that was submitted before the task was cancelled, is still imported into One.

1. Click the **Retract** link to display the **Retract task** dialog.
2. Enter a **Reason** for retracting the task.
3. Click the **Retract** button.

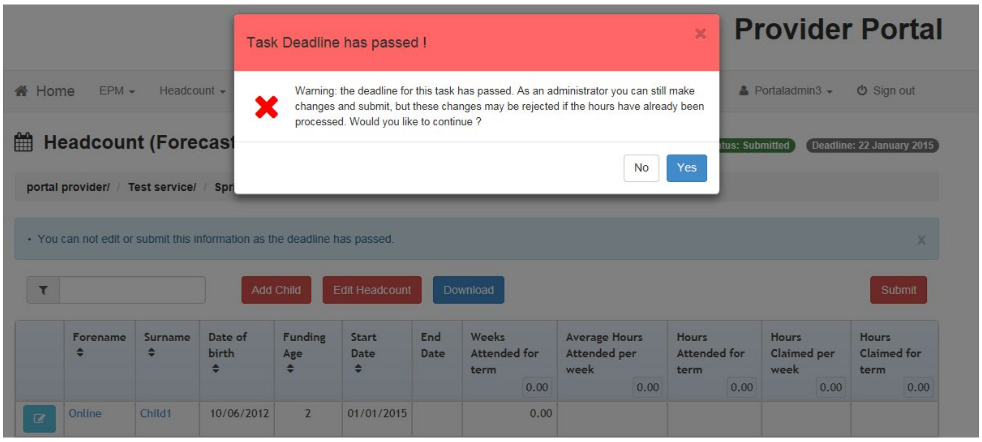
# Editing a Task after the Deadline

A Headcount administrator with both the Headcount User and Headcount Site Administrator business processes enabled, can edit and submit a headcount task after the deadline has passed.

1. View a list of tasks and select the required task. For more information, see Viewing Issued Tasks on page *34*.
2. Click the provider link to display the **Service Details** page.
3. Click the **View Task** button to display the headcount grid.

   The **Add Child**, **Edit Child** and **Submit** buttons are displayed in red.
4. Make the required changes and click the **Submit** button.

   A warning message is displayed.
5. Click the **Yes** button to continue with the changes.




# Removal of a Child from a Headcount Task

In 3.67 release changes were made where, when a Child is removed from funded service or school history the child will also be removed from an associated Headcount task on Provider portal. The following applies in removing a child's headcount task.

- **Removing school history**

  A user should only be able to delete a school history record if there are no entries for the child for any other service for the provider which occur in the same time period.

  | |
  |---|
  | ***Note****: This is applicable for both Funded and non-Funded Services* |

  If hours are not recorded against a child provider against any of the service (a provider can have multiple services) (for funded and non-funded services), during the time period covered by the school history, then school history for the child can be deleted.

- **Funded Service**

  When the child is removed from the Funded Service grid, the child should also get removed from the Head Count task from the same term and service, when next time the head count task is opened.

# 06 | Sending Messages

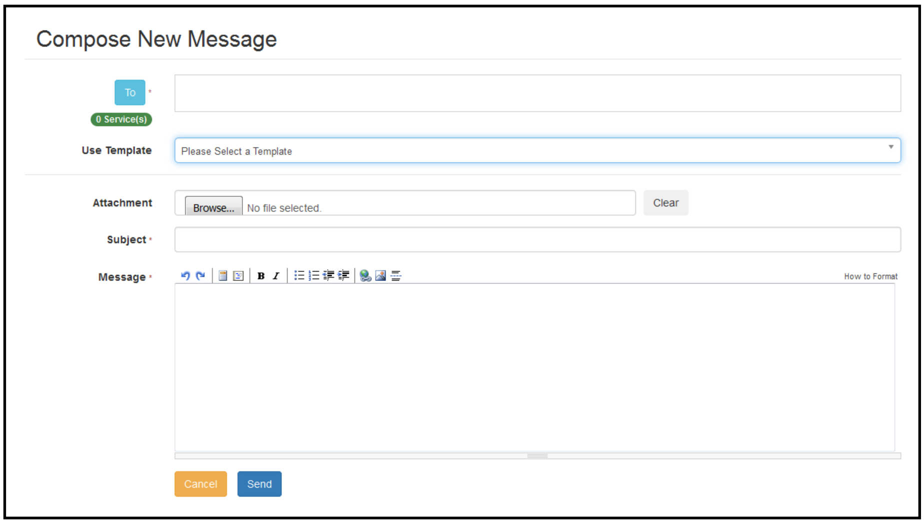
## Introduction

The **Messages** option is used to compose messages to providers or services and to view a log of messages sent. It is selected from the **Headcount** menu.

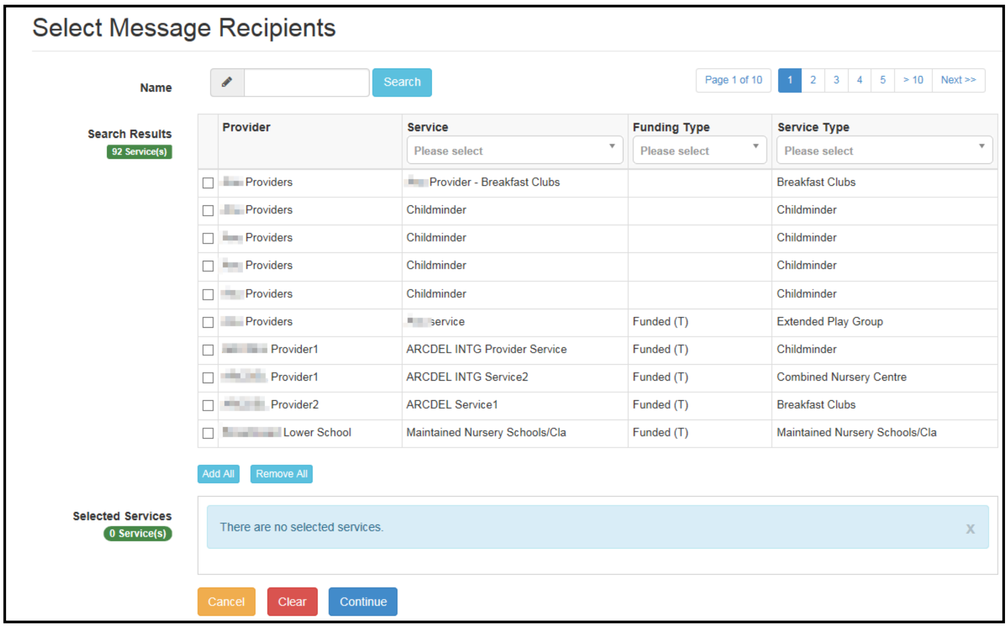
## Composing a New Message

| |
|---|
| ***NOTE:*** *Messages can only be sent to active services.* |

1. Select **Headcount | Messages** and click the **Compose Message** button**.**




2. Click the **To** button to display the **Select Message Recipients** dialog.

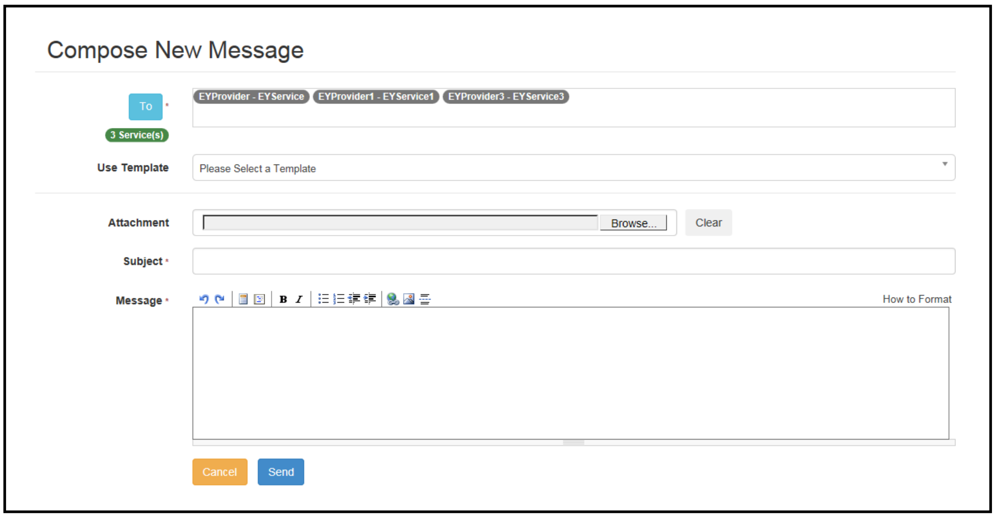


a. Enter a full or partial provider or service **Name** and click the **Search** button to display a list of matching services in the **Search Results**. Alternatively, select a service group from the **Service** drop-down. Refine the search further by applying a **Funding Type** or **Service Type** filter.

b. Select one or more services to display the service name in the **Selected Services** box.

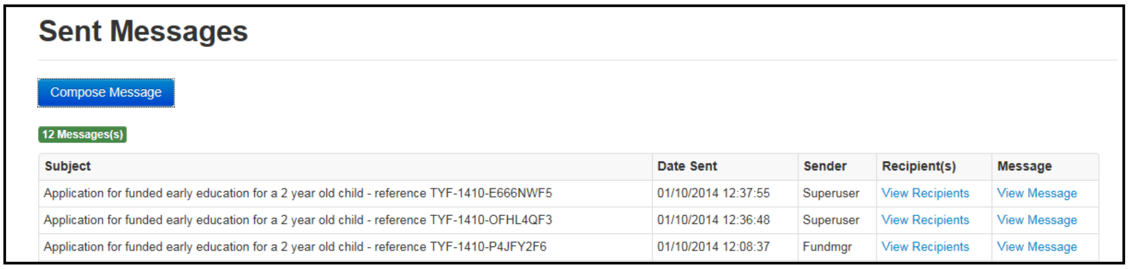
   Alternatively, click the **Add All** button to select all of the services found.

c. After selecting all required recipients, click the **Continue** button to display the **Compose New Message** dialog.




3. Select a message **Template** to automatically complete the **Subject** and the **Message**. If required, edit the text in these fields.
4. If required, click the **Browse** button to select an **Attachment**.
5. Click the **Send** button to display the **Message Sent** dialog.
6. Click the **OK** button to display the **Sent Messages** page.

# Viewing Sent Messages

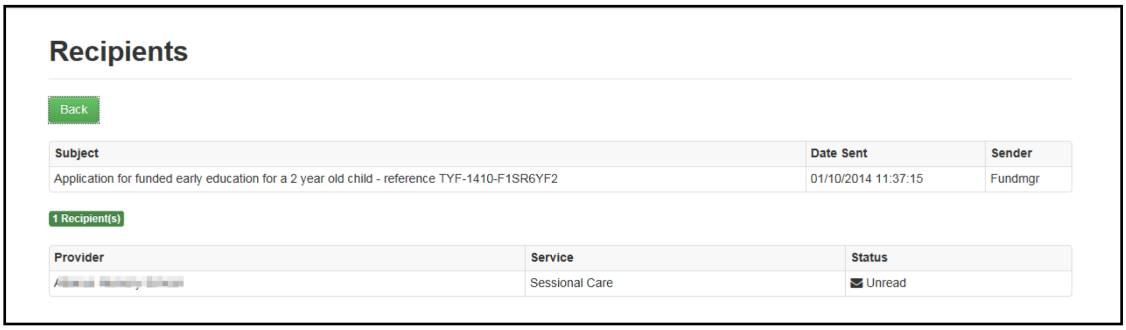



This page is displayed when you click the **OK** button on the **Messages Sent** dialog or select **Headcount | Messages**. The number of **Messages Sent** is displayed and, for each message, the **Subject**, **Date Sent** and **Sender** are displayed.

To view the recipients of a message, click the **View Recipients** link to display the **Recipients** page.

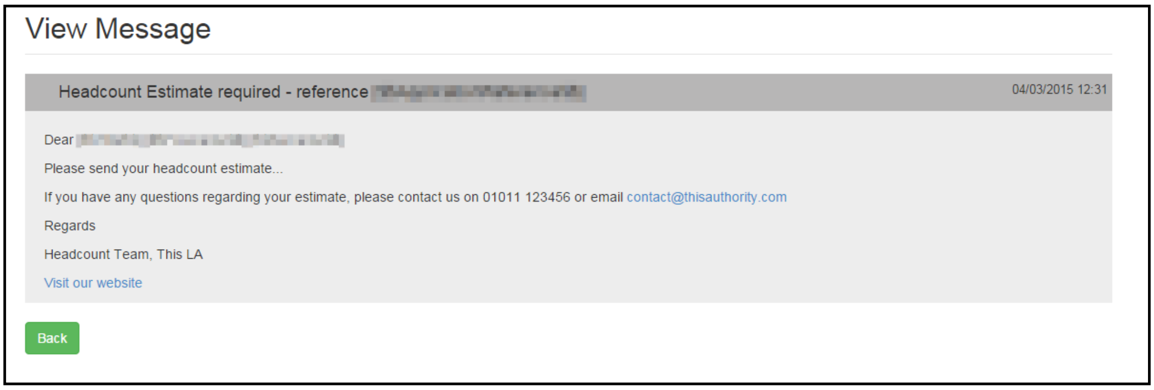
To view the message, click the **View Message** link to display the **View Message** page.

## Viewing Recipients




For each recipient, the **Provider**, **Service** and **Email Address**, the **Status** of the message and the sender's **User** name are displayed.

## Viewing a Message




The **View Message** page is displayed when you click the **View Message** link on the **Sent Messages** page.

# 07 | Managing Imports

## Introduction

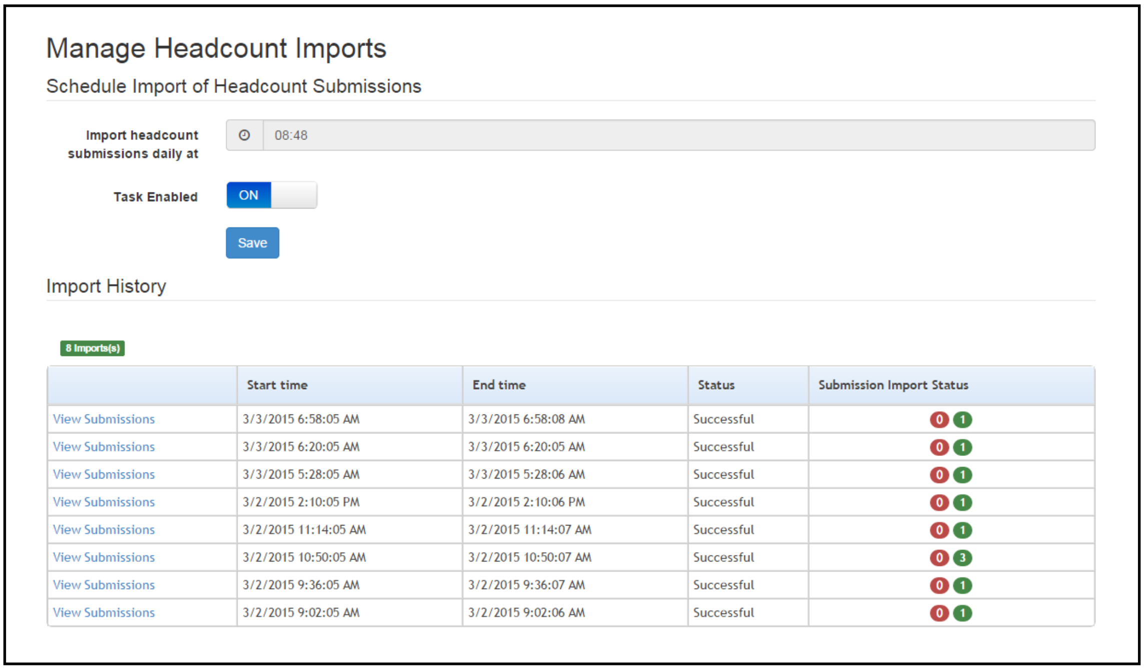
When the Provider Self Service portal is first configured, a scheduled task is set up in One v4 to import headcount information from the Provider portal.

The **Manage Headcount Imports** page is used to enable or disable the task and schedule the import. It is also used to view details of previous imports.

## Updating the Scheduled Import

To change the scheduled time of the import:

1. Select **Headcount | Manage Imports** to display the **Manage Headcount Imports** page.




| | Start time | End time | Status | Submission Import Status |
|---|---|---|---|---|
| View Submissions | 3/3/2015 6:58:05 AM | 3/3/2015 6:58:08 AM | Successful | 0 1 |
| View Submissions | 3/3/2015 6:20:05 AM | 3/3/2015 6:20:05 AM | Successful | 0 1 |
| View Submissions | 3/3/2015 5:28:05 AM | 3/3/2015 5:28:06 AM | Successful | 0 1 |
| View Submissions | 3/2/2015 2:10:05 PM | 3/2/2015 2:10:06 PM | Successful | 0 1 |
| View Submissions | 3/2/2015 11:14:05 AM | 3/2/2015 11:14:07 AM | Successful | 0 1 |
| View Submissions | 3/2/2015 10:50:05 AM | 3/2/2015 10:50:07 AM | Successful | 0 3 |
| View Submissions | 3/2/2015 9:36:05 AM | 3/2/2015 9:36:07 AM | Successful | 0 1 |
| View Submissions | 3/2/2015 9:02:05 AM | 3/2/2015 9:02:06 AM | Successful | 0 1 |

2. Click the **Import headcount submissions daily at**
3. Select a new time.
4. Click the **Save** button.

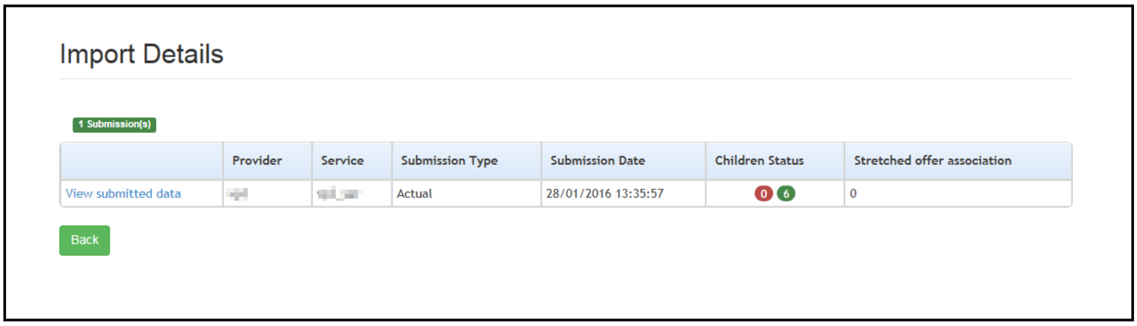
## Enabling/Disabling the Scheduled Import

1. Select **Headcount | Manage Imports** to display the **Manage Headcount Imports** page.
2. Click **Task Enabled** to change the status.
3. Click the **Save** button.

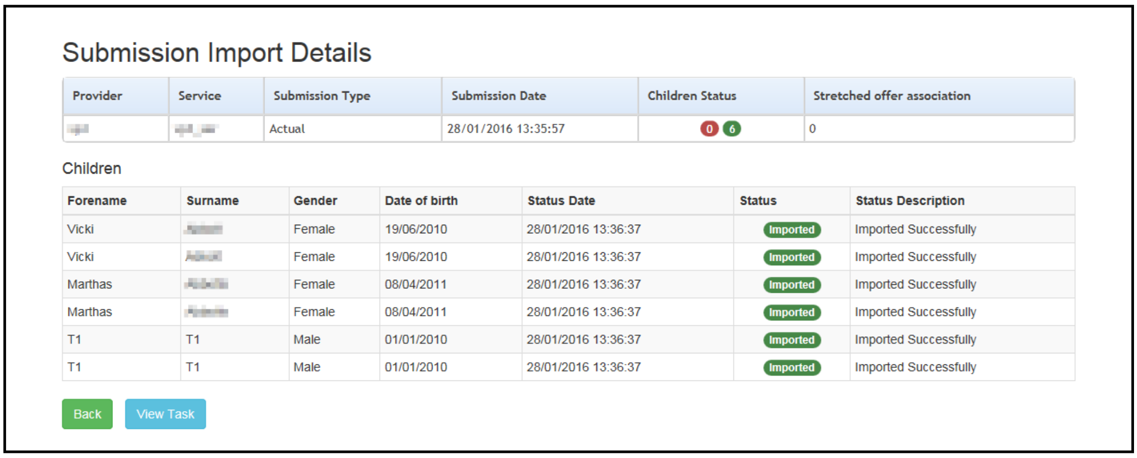
# Viewing Previous Imports

The number of **Previous Imports** and the **Status** of each import is displayed.

To view the **Import Details**, click the **View Submissions** hyperlink.




To view the details of the submitted data, click the **View submitted data** hyperlink.




To view the task details, click the **View Task** button.

# 08 | Managing Reports

## Introduction

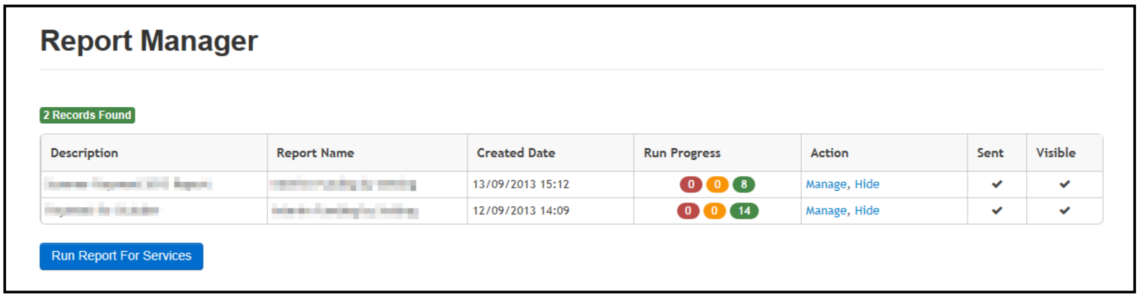
Portal Administrators can create reports based on pre-configured Crystal reports and send them to providers. The **Reports** option is selected from the **Headcount** menu.

## Generating Reports

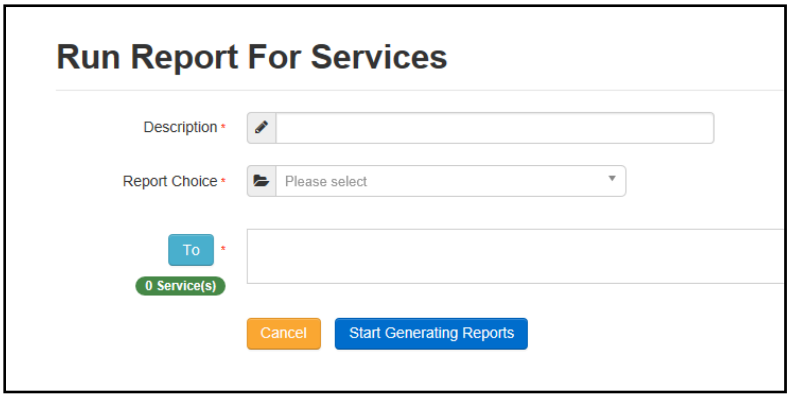
A report can be created based on a pre-configured Crystal report.

> ***NOTES:*** *Reports can only be generated for active services.*
>
> *The service identifier* <u>*must*</u> *be passed to the Crystal Report as a parameter. For a report to be meaningful, it must use the service identifier when formatting the data. This is the only means of ensuring that service providers receive reports containing relevant data.*

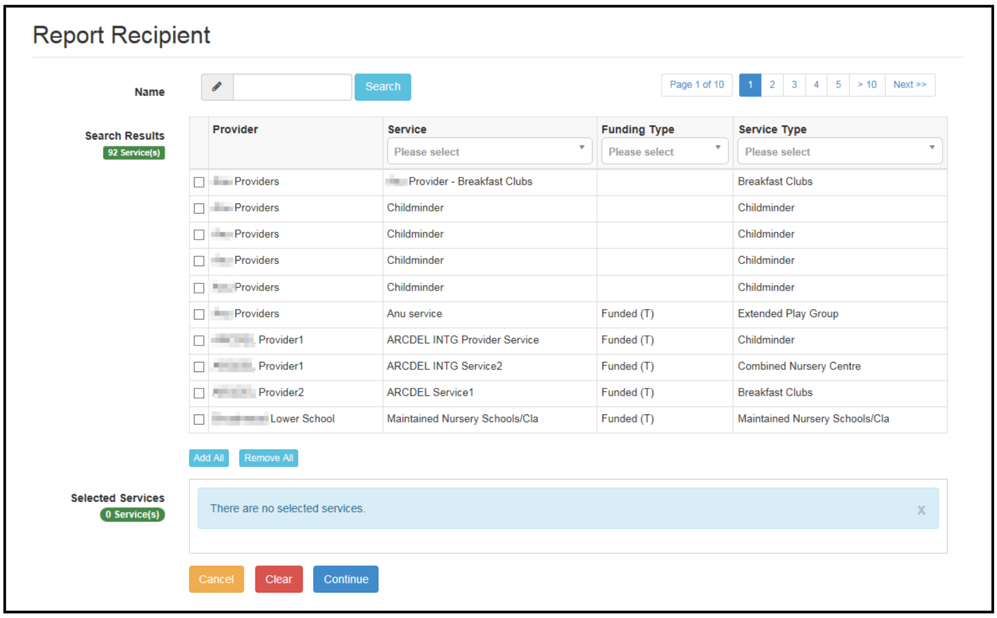
1. Select **Headcount | Reports** to display the **Report Manager** page.



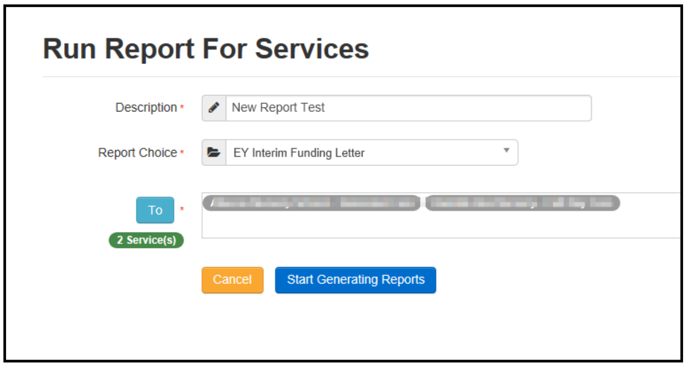

2. Click the **Run Report for Services** button to display the **Run Report for Services** page.



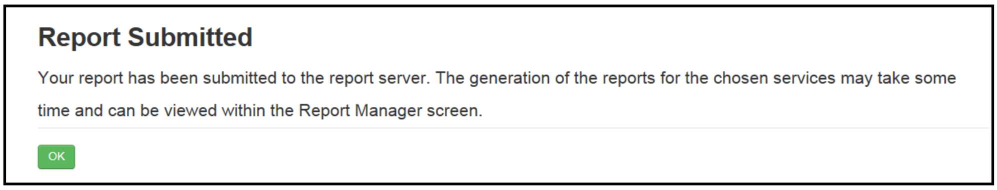

3. Enter a **Description** for the report.
4. Select a **Report Choice**.
5. Click the **To** button to display the **Report Recipient** page.



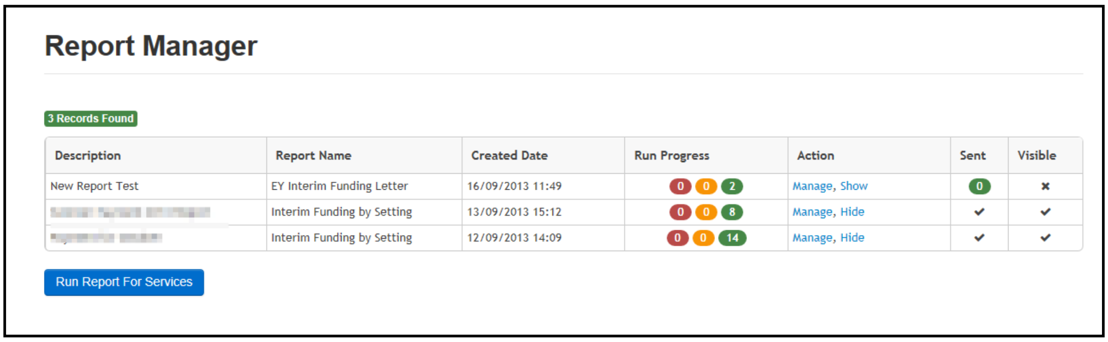

6. If required, enter a partial provider or service **Name** and click the **Search** button to display matching records in the **Search Results**. Alternatively, select a service group from the **Service** drop-down. Refine the search further by applying a **Funding Type** or **Service Type** filter.
7. Select recipients from the **Search Results** by selecting the adjacent check box. Alternatively, click the **Add All** button to select all the displayed services.
8. Click the **Continue** button to display the **Run Report For Services** page.




9. Click the **Start Generating Reports** button to display a confirmation message.
10. Click the **Yes** button to confirm and display the **Report Submitted** page.



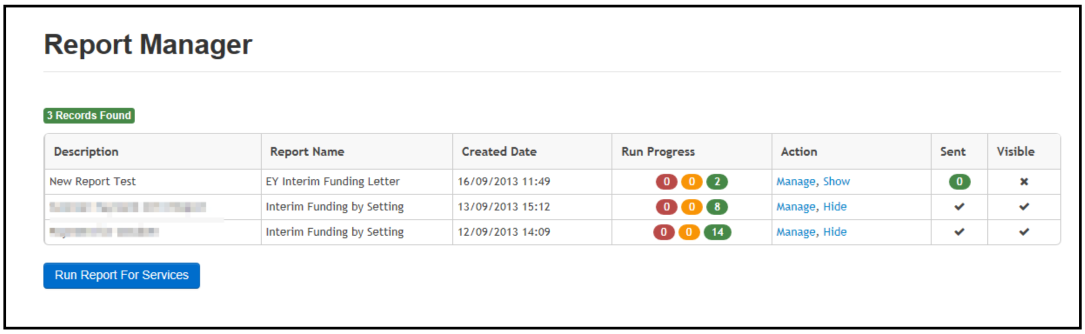

11. Click the **OK** button to display the **Report Manager** page.



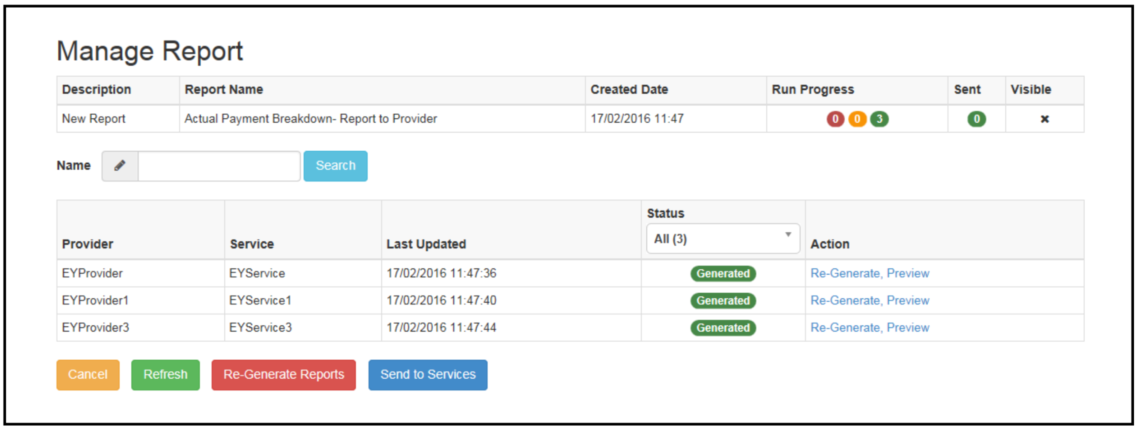

The **Report Manager** page enables you to see the **Run Progress** of a report, whether a report has been **sent** to the provider and to hide a report, if required. It also enables you to manage reports that have been generated.

# Sending a Report

1. Select **Headcount | Reports** to display the **Report Manager** page.

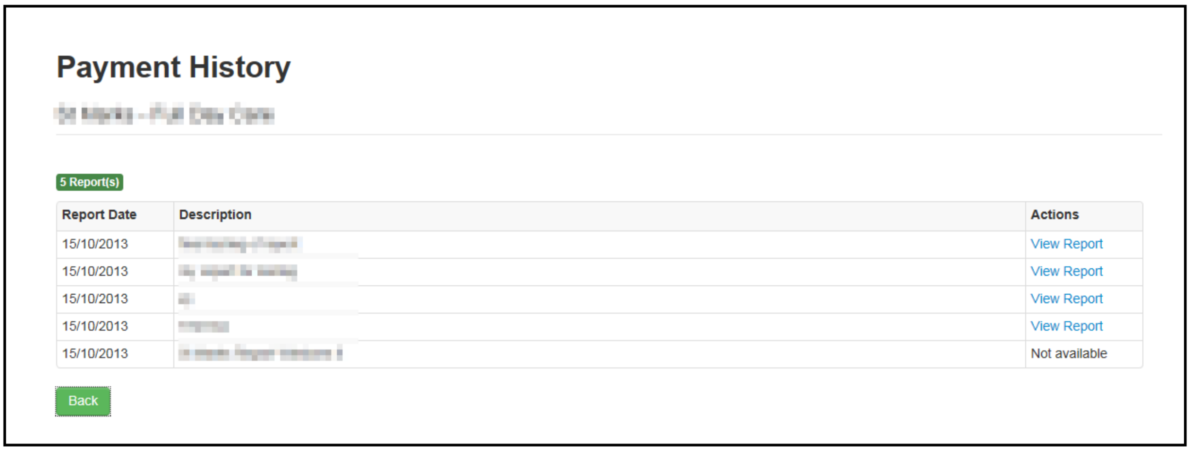



2. Click the **Manage** hyperlink to display the **Manage Report** page with a list of providers and services for which this report has been generated.




3. Click the **Send to Services** button to send an email alert to the registered email address of the listed **Providers**.

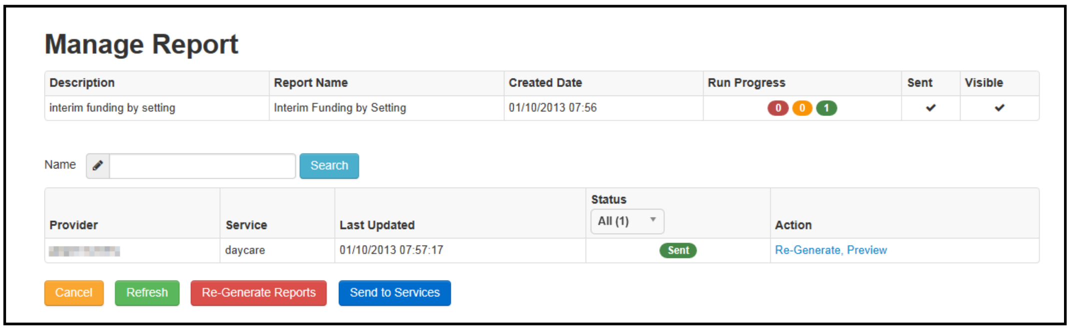
   The Early Years provider (Headcount user) can view the report by selecting the **Headcount | Payment History** menu route and clicking the **View Report** hyperlink.




**More Information:**
[Viewing Payment History](#) on page 47

# Managing Generated Reports

1. Select **Headcount | Reports** to display the **Report Manager** page.
2. Click the **Manage** hyperlink to display the **Manage Report** page with a list of providers and services for which this report has been generated.




3. If required, enter a partial provider or service name and click the **Search** button.
4. If required, select a **Status** to limit the list of providers and services.

## Re-generating a report

To re-generate a report for a service in the list, click the **Re-Generate** link for the required report.

To re-generate reports for all the services in the list, click the **Re-Generate Reports** button.

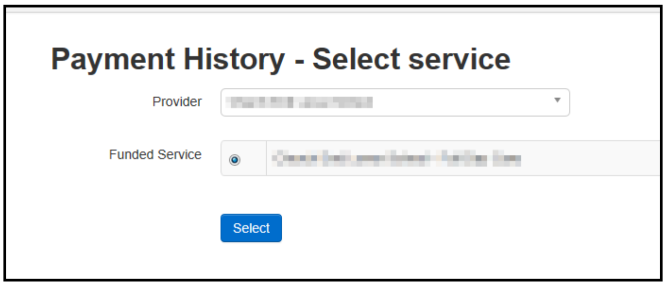
## Previewing a report

To preview a generated report for a service in the list, click the **Preview** button.

# Viewing Payment History

Headcount users and administrators can view the Payment History for the services to which they have access.

1. Select **Headcount | Payment History** to display the **Payment History - Select service** page.




2. Select a **Provider** from the list of providers to which you have access.
3. Select the required **Funded Service** and click the **Select** button to display the **View Payment History** page.

   A list of reports sent to this service is displayed.


4. Click the **View Report** button to display the report.

# 09 | Managing Service Groups

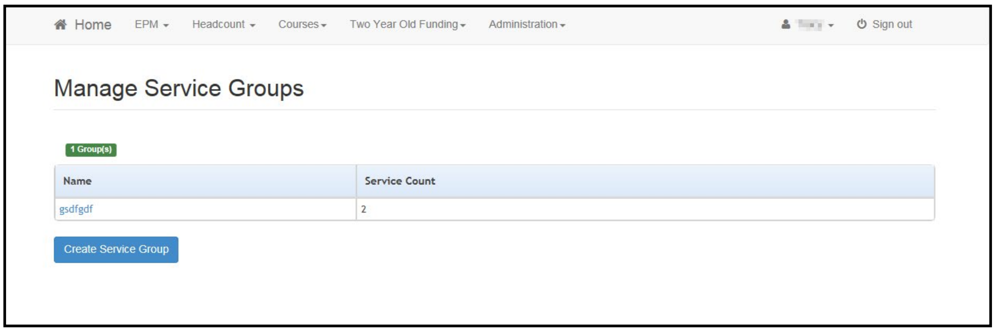
## Introduction

Services can be grouped together to enable you to process several services together when creating tasks, composing messages or generating reports.

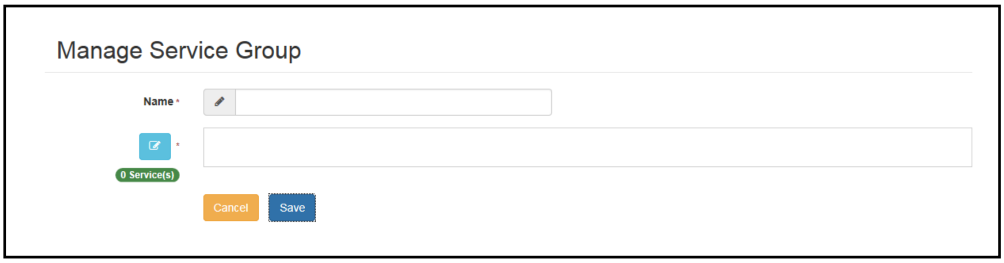
## Creating a Service Group

To create a new service group:

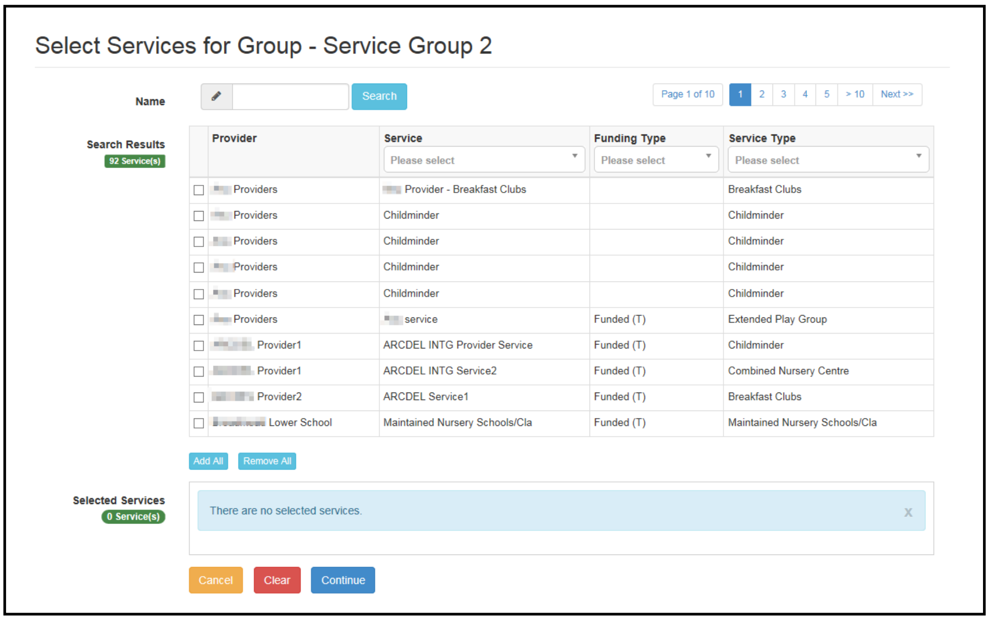
1. Select **Service Groups** from the **Headcount | Administrator** menu to display the **Manage Service Groups** page.




2. Click the **Create Service Group** button to display the **Manage Service Group** page.




3. Enter a **Name**.
4. Click the browse button to display the **Select Services for Group** page.



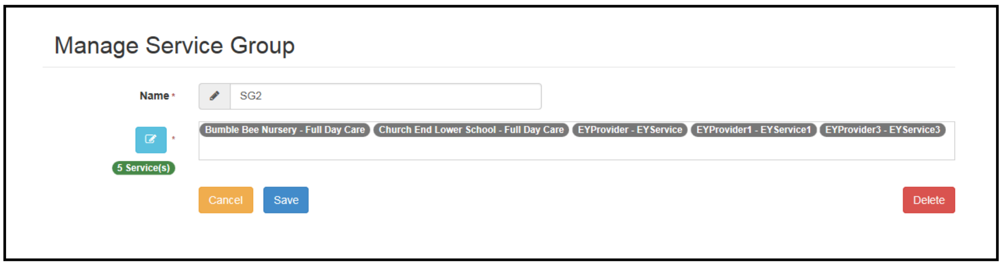

5. If required, to filter the list:
   a. Enter one or more characters of the **Name** and click the **Search** button to display matching services.
   b. Select a **Service**, **Funding Type** or **Service Type** from the drop-downs.
6. Select one or more check boxes adjacent to the required services to add them to the **Selected Services** box.

   Alternatively, click the **Add All** button to add all of the displayed services to the **Selected Services** box.
7. Click the **Continue** button.
8. Click the **Save** button.

# Displaying a Service Group

1. Select **Service Groups** from the **Headcount | Administrator** menu to display the **Manage Service Groups** page showing the **Name** and number of services in each current group.

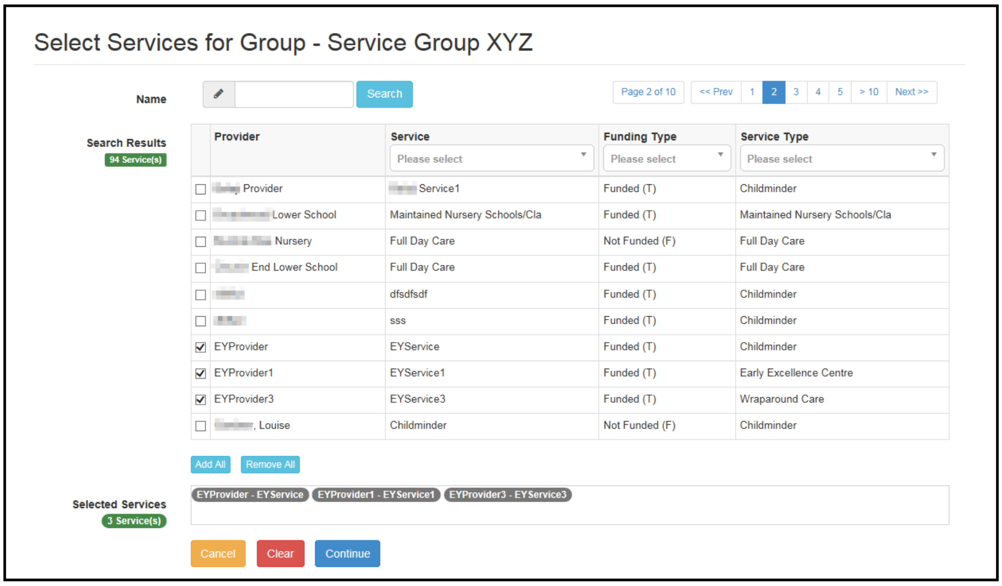

2. Click the **Name** link to display the **Manage Service Group** page with the current list of services in the group.




# Updating a Service Group

To add new services or remove services from a group:

1. Display the required service group. For more information, see [Displaying a Service Group]() on page *50*.
2. Click the browse button adjacent to the list of services to display the **Select Services for Group** page.



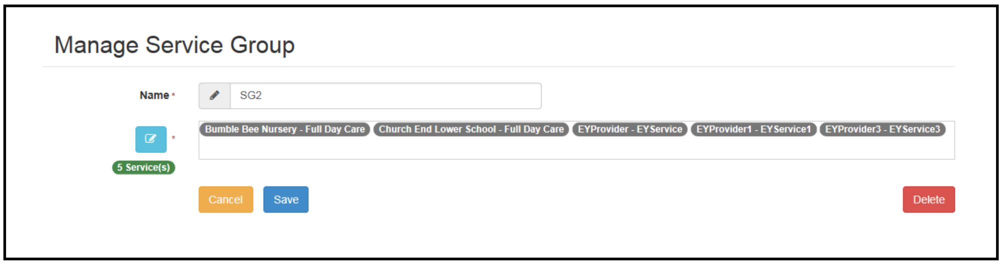

3. To add an additional service to the group:
   a. If required, enter one or more characters of the **Name** and click the **Search** button to display matching services.
   b. You can also filter the list by selecting a **Service**, **Funding Type** or **Service Type** from the drop-downs.
   c. Select one or more check boxes adjacent to the required services to add them to the **Selected Recipients** box.

      Alternatively, click the **Add All** button to add all of the displayed services to the **Selected Services** box.

   Alternatively, to remove a service from the group, deselect the adjacent check box or click the **Remove All** button to remove all selected services.
4. Click the **Continue** button.
5. Click the **Save** button

# Deleting a Service Group

1. Display the required service group. For more information, see Displaying a Service Group on page *50*.

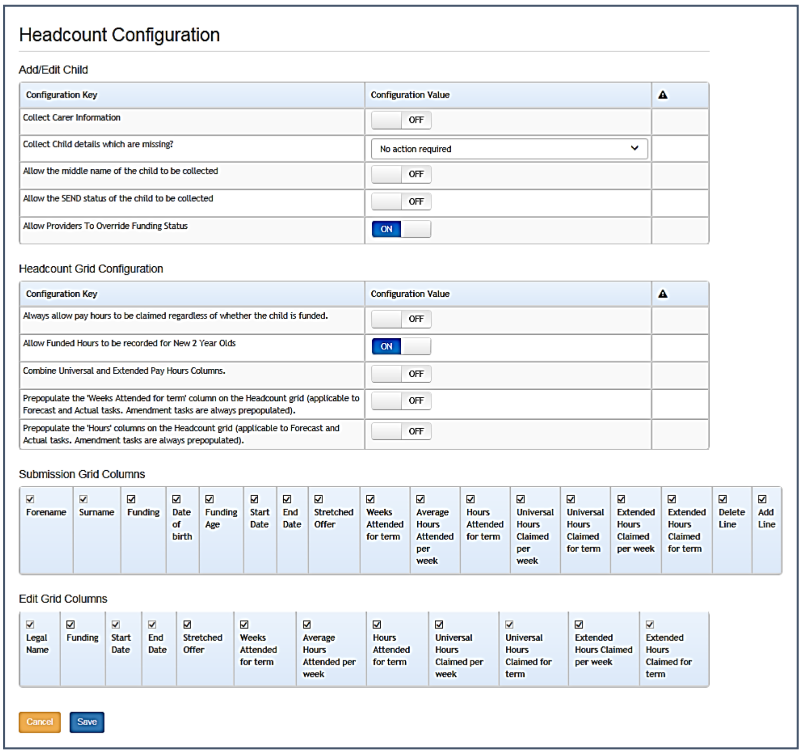



2. Click the **Delete** button to display a confirmation dialog.
3. Click the **Yes** button.

# 10 | Managing Headcount Configuration

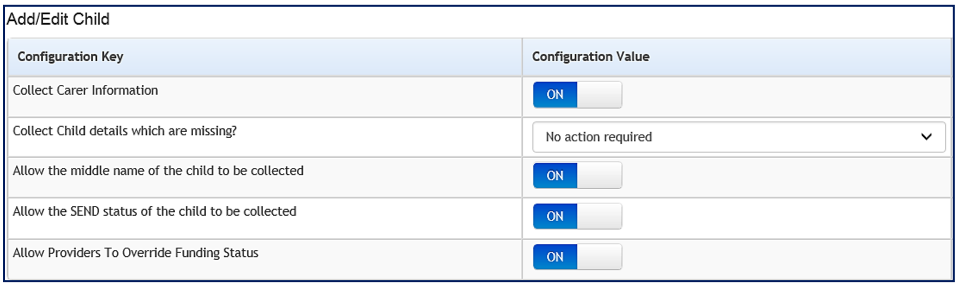
## Headcount Configuration Page

Select **Headcount Configuration** from the **Headcount | Administrator** menu to display the **Headcount Configuration** page.




***Note:*** *The graphic above shows the new configuration keys that were introduced in previous release*.

## Displaying the Add/Edit Child panel

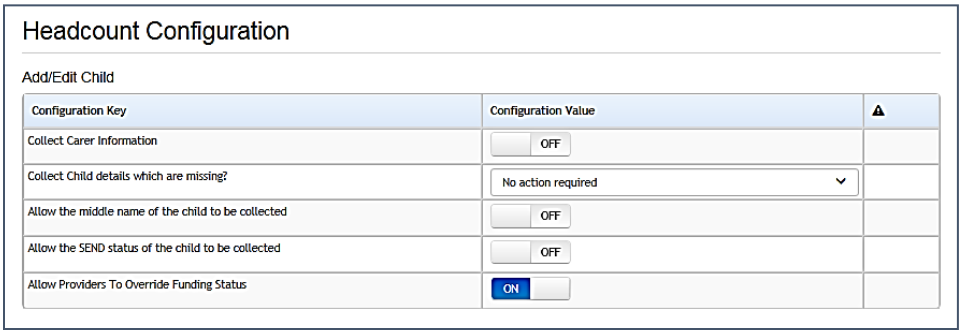



- The **Add/Edit** panel enables the Local Authority to specify whether or not to collect the following headcount information via the Provider portal:
- Carer Information.
- Child Details.
- Middle name of the child.

- SEND status of the child.
- Providers Override Funding Status.

Each **Configuration Key** has a **Configuration Value** set to either **On** (to collect this information) or **Off**, (to not collect this information).

# Updating Add/Edit Child Details




***NOTES:** If **Collect Carer Information** is set to **On**, the headcount cannot be submitted unless carer information is recorded for each 3 or 4 year old child at the setting, or the **Decline to provide** radio button is selected for that child. For more information, see Recording Carer Details on page 22.*
*If the middle name or SEND status is collected via the portal, they are passed through B2B with the other details of the child.*

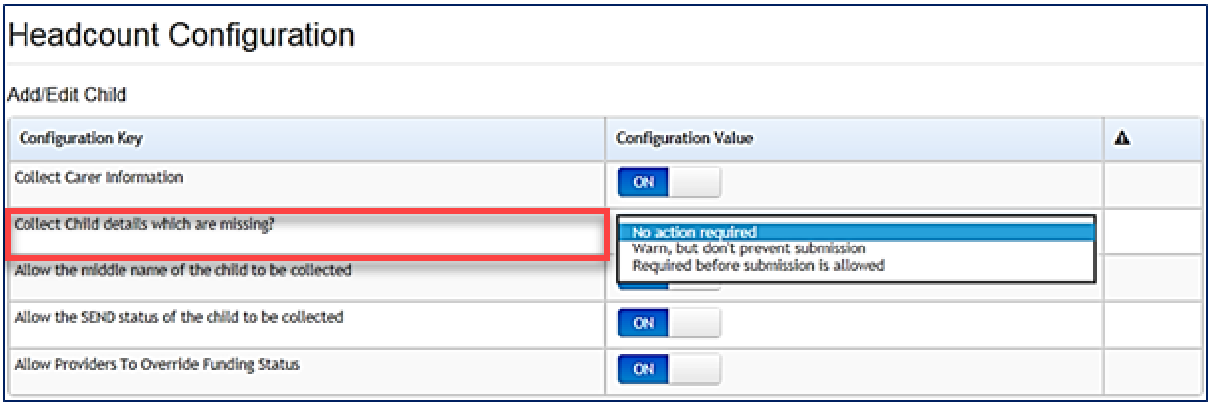
*If **Allow Pay Hours to be claimed regardless of whether child is funded** is set to **On**, all values on the headcount grid are enabled regardless of the child's **Funded Status**.*

To update the **Configuration Value**:

4. Select **Headcount Configuration** from the **Headcount | Administrator** menu to display the **Headcount Configuration** page.
5. Click the **Configuration Value** button adjacent to the required **Configuration Key** to change the value.
6. Click the **Save** button.

# Notification alert for missing data

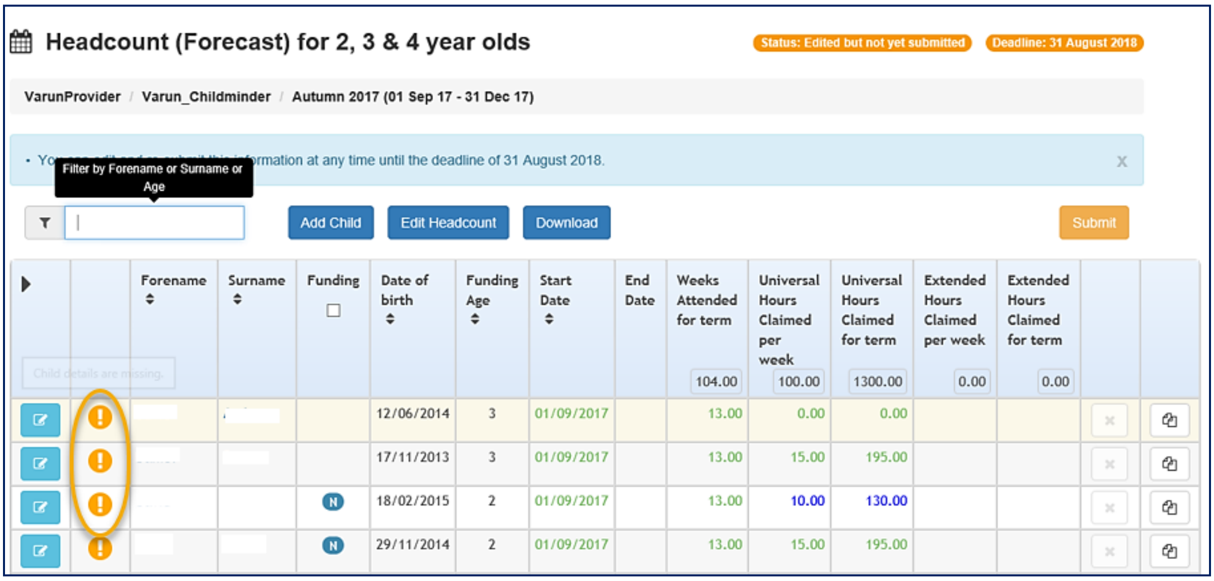
New configuration options have been added to allow the local authorities to define how missing child information should be processed by providers.



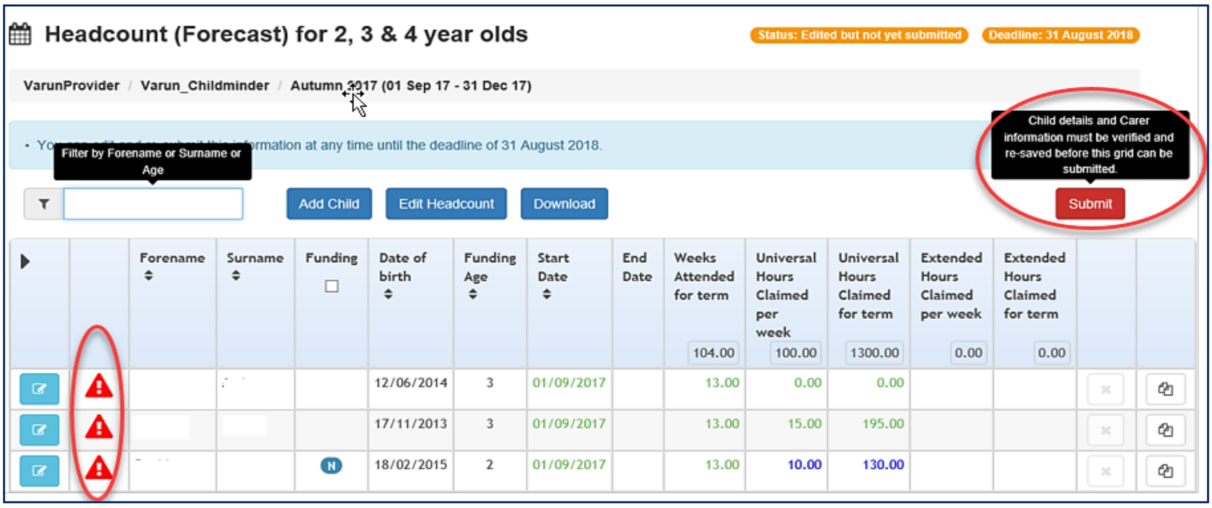

.

The 3 new options are no action, required, and warning which is highlight only.

- **No action required** - is as per the existing functionality. In the Headcount (Forecast) screen, no indicator will be displayed. The Submit button and tooltip will be shown as Blue.
- **Warning** – this option acts as a Warning but the providers can submit headcounts. An Amber indicator will appear in the Headcount (Forecast) screen.




- **Required** - Provider is unable to submit headcount until missing information is supplied. A Red indicator will appear in the Headcount (Forecast) screen.




***Note**: A tooltip will be displayed for both the Red Triangle in the grid and the Submit button, indicating that either Carer or Child details is required before submitting.*

# Displaying the Headcount Grid Configuration

The **Headcount Grid Configuration** panel enables the Local Authority to control the configuration of the headcount grid:

Headcount Grid Configuration

| Configuration Key | Configuration Value | ⚠ |
|---|---|---|
| Always allow pay hours to be claimed regardless of whether the child is funded. | OFF | |
| Allow Funded Hours to be recorded for New 2 Year Olds | ON | |
| Combine Universal and Extended Pay Hours Columns. | OFF | |
| Prepopulate the 'Weeks Attended for term' column on the Headcount grid (applicable to Forecast and Actual tasks. Amendment tasks are always prepopulated). | ON | |
| Prepopulate the 'Hours' columns on the Headcount grid (applicable to Forecast and Actual tasks. Amendment tasks are always prepopulated). | ON | |

If **Allow Pay Hours to be claimed regardless of whether child is funded** is set to **On**, all values on the headcount grid are enabled regardless of the child's **Funded Status**.

If **Combine Universal and Extended Pay Hours Columns** is set to **On** (default), universal and extended columns are combined on the headcount grid. If it is set to **Off**, providers can enter universal and extended hours separately.

If **Prepopulate the 'Weeks Attended for term' column on the Headcount grid (applicable to Forecast and Actual tasks. Amendment tasks are always prepopulated)** is set to **On**, this information is completed on the headcount grid for all services that have this information entered on their v4 **Funded Service** screen when the headcount task is created.

If **Prepopulate the 'Hours' columns on the Headcount grid (applicable to Forecast and Actual tasks. Amendment tasks are always prepopulated)** is set to **On**, this information is completed on the headcount grid for all services that have this information entered on their v4 **Funded Service** screen when the headcount task is created.

# Updating Headcount Grid Configuration

Headcount Grid Configuration

| Configuration Key | Configuration Value | ⚠ |
|---|---|---|
| Always allow pay hours to be claimed regardless of whether the child is funded. | OFF | |
| Allow Funded Hours to be recorded for New 2 Year Olds | ON | |
| Combine Universal and Extended Pay Hours Columns. | OFF | |
| Prepopulate the 'Weeks Attended for term' column on the Headcount grid (applicable to Forecast and Actual tasks. Amendment tasks are always prepopulated). | ON | |
| Prepopulate the 'Hours' columns on the Headcount grid (applicable to Forecast and Actual tasks. Amendment tasks are always prepopulated). | ON | |

***NOTES:*** *If* ***Always allow pay hours to be claimed regardless of whether the child is funded*** *is set to* ***On****, all values on the headcount grid are enabled regardless of the child's* ***Funded Status****.*

To update the **Configuration Value**:

1. Select **Headcount Configuration** from the **Headcount | Administrator** menu to display the **Headcount Configuration** page.
2. Click the **Configuration Value** button adjacent to the required **Configuration Key** to change the value.
3. Click the **Save** button.

# Changes to Headcount Configuration for 2 year old funding

New configuration settings to allow more flexibility and control over when 2 year olds can have funded hours claimed against them and to allow LAs to determine whether providers can amend the Funded Status of 2-year olds.

## Funding Hours in Headcount Grid Configuration

The following rules are applied when setting the funding hours.

**Configuration 1**:
If **Always allow pay hours to be claimed regardless of whether the child is funded** is set to OFF and **Allow Funded Hours to be recorded for New 2 Year Olds** is set to OFF, then the following will occur:

| Child Description | Funding Status | Can enter Universal Hours |
|---|---|---|
| 2 Year old added to the grid by the provider | N | No |
| 2 Year old added to the grid by the system who is TYOF Eligible | 2 | Yes |
| 2 Year old added to the grid by the system who is not TYOF Eligible | N | No |
| 3 or 4 Year old added to the grid by the provider | Blank | Yes |
| 3 or 4 Year old added to the grid by the system | Blank | Yes |
| 2 Year old added to the grid by the provider the admin has set the funding status to ‘. Allow Hours to be claimed' | Tick | Yes |
| 2 Year old added to the grid by the provider the admin has set the funding status to '..Never allow Hours to be claimed' | Cross | No |

**Configuration 2:**
If **Always allow pay hours to be claimed regardless of whether the child is funded** is set to ON and **Allow Funded Hours to be recorded for New 2 Year Olds** is set to Any, then the following will occur:

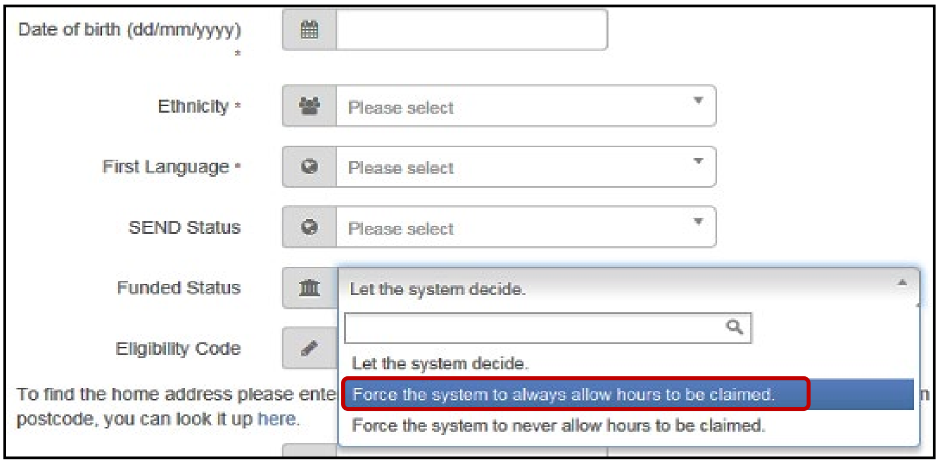
| Child Description | Funding Status | Can enter Universal Hours |
|---|---|---|
| 2 Year old added to the grid by the provider | Blank | Yes |
| 2 Year old added to the grid by the system who is TYOF Eligible | 2 | Yes |
| 2 Year old added to the grid by the system who is not TYOF Eligible | Blank | Yes |
| 3 or 4 Year old added to the grid by the provider | Blank | Yes |
| 3 or 4 Year old added to the grid by the system | Blank | Yes |
| 2 Year old added to the grid by the provider the admin has set the funding status to '..Allow Hours to be claimed' | Tick | Yes |
| 2 Year old added to the grid by the provider the admin has set the funding status to '..Never allow Hours to be claimed' | Cross | No |

**Configuration 3:**

If **Always allow pay hours to be claimed regardless of whether the child is funded** is set to OFF and **Allow Funded Hours to be recorded for New 2 Year Olds** is set to ON, then the following will occur:

| Child Description | Funding Status | Can enter Universal Hours |
|---|---|---|
| 2 Year old added to the grid by the provider | Blank | Yes |
| 2 Year old added to the grid by the system who is TYOF Eligible | 2 | Yes |
| 2 Year old added to the grid by the system who is not TYOF Eligible | N | No |
| 3 or 4 Year old added to the grid by the provider | Blank | Yes |
| 3 or 4 Year old added to the grid by the system | Blank | Yes |
| 2 Year old added to the grid by the provider the admin has set the funding status to '..Allow Hours to be claimed' | Tick | Yes |
| 2 Year old added to the grid by the provider the admin has set the funding status to '..Never allow Hours to be claimed' | Cross | No |

***Note:*** *In the* ***Child Details*** *screen a new option has been added to* ***Funded Status****; this enables local authorities to grant providers the ability to override the funding status should they wish to do so.*

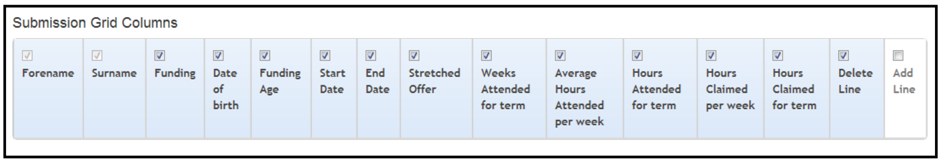



This works in conjunction with the Funding setting in Headcount configuration.

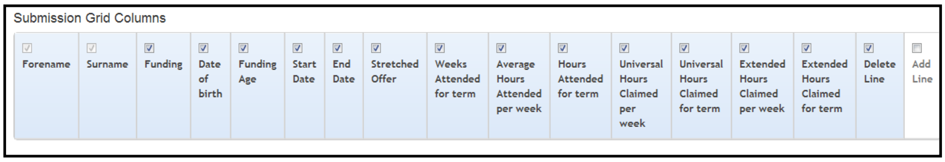
# Displaying Submission Grid Columns

The **Submission Grid Columns** panel is used to specify which columns are displayed and which are hidden when the provider is submitting their headcount. The grid is initially set to display all columns. **Forename** and **Surname** cannot be hidden.

If Combine Universal and Extended Pay Hours Columns is set to On, the panel is displayed at follows:




If Combine Universal and Extended Pay Hours Columns is set to Off, the panel is displayed at follows:




# Updating Submission Grid Columns

The **Submission Grid Columns** panel is used to specify which columns are displayed and which are hidden when the provider is submitting their headcount. The grid is initially set to display all columns. **Forename** and **Surname** cannot be hidden.

To update the grid:

1. Select **Headcount Configuration** from the **Headcount | Administrator** menu to display the **Headcount Configuration** page.
2. Deselect the check boxes for columns that you want to hide and ensure that check boxes are selected for columns that you want to display.
3. Click the **Save** button.

> ***NOTE:*** *If the **Add Line** check box is selected, it enables multiple lines to be recorded for a child. If the **Delete Line** check box is selected, it enables multiple attendance lines to be deleted.*

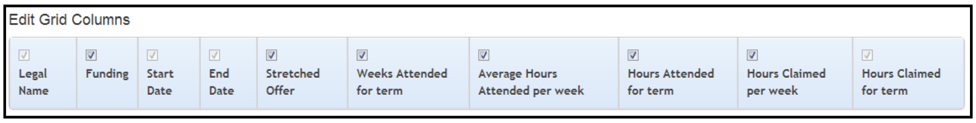
For more information about submitting the headcount, see Executing a Task on page *17*.

# Displaying Edit Grid Columns

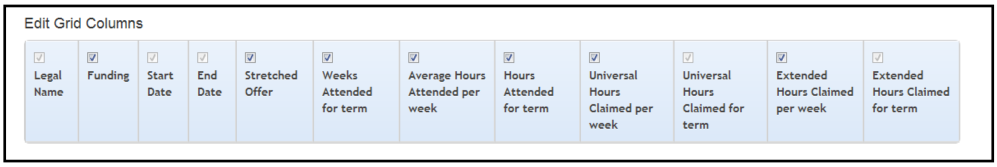
The **Edit Grid Columns** panel is used to specify which columns are displayed on the **Edit Headcount** page. For more information, see Editing the Headcount Information on page *23*.

The grid is initially set to display all columns. **Legal Name**, **Start Date**, **End Date** and **Hours Claimed for term** cannot be hidden.

If Combine Universal and Extended Pay Hours Columns is set to On, the panel is displayed at follows:




If Combine Universal and Extended Pay Hours Columns is set to Off, the panel is displayed at follows:



# Updating Edit Grid Columns

The **Edit Grid Columns** panel is used to specify which columns are displayed on the **Edit Headcount** page. For more information, see Editing the Headcount Information on page *23*.

The grid is initially set to display all columns. **Legal Name**, **Start Date**, **End Date** and **Hours Claimed for term** cannot be hidden.

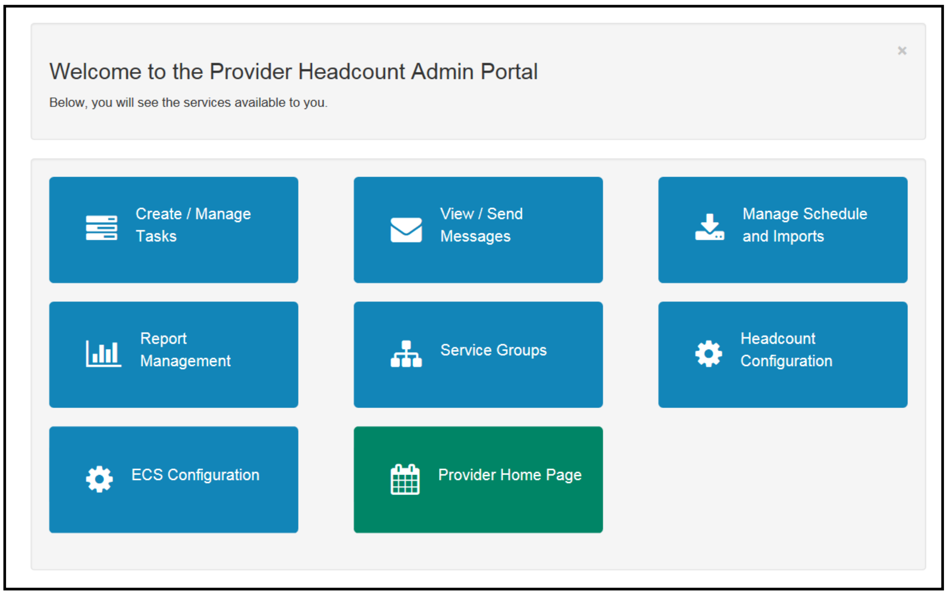
To update the grid:

1. Select **Headcount Configuration** from the **Headcount | Administrator** menu to display the **Headcount Configuration** page.
2. Deselect the check boxes for columns that you do not want to display and ensure that check boxes are selected for columns that you do want to display.
3. Click the **Save** button.

# 11 | Configuring ECS

## Introduction

To perform eligibility checks, the Eligibility Checking System (ECS) must be configured.



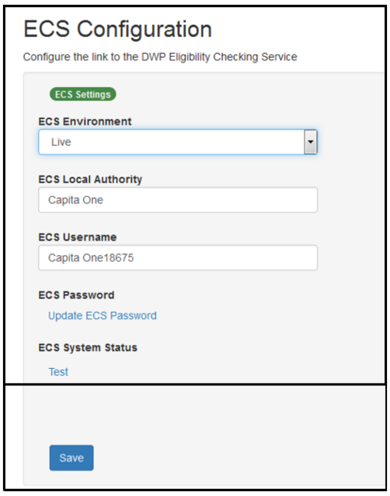

On the **Provider Headcount Admin Portal** home page, click the **ECS Configuration** button to display the **ECS Configuration** page.

## Configuring the Link to the ECS

## ECS Configuration

***NOTE:*** *When using a live environment, the* ***ECS Environment*** *must always be* ***Live****. If using in a test environment, the* ***ECS Environment*** *must be* ***Sandpit****.*

### ECS Settings



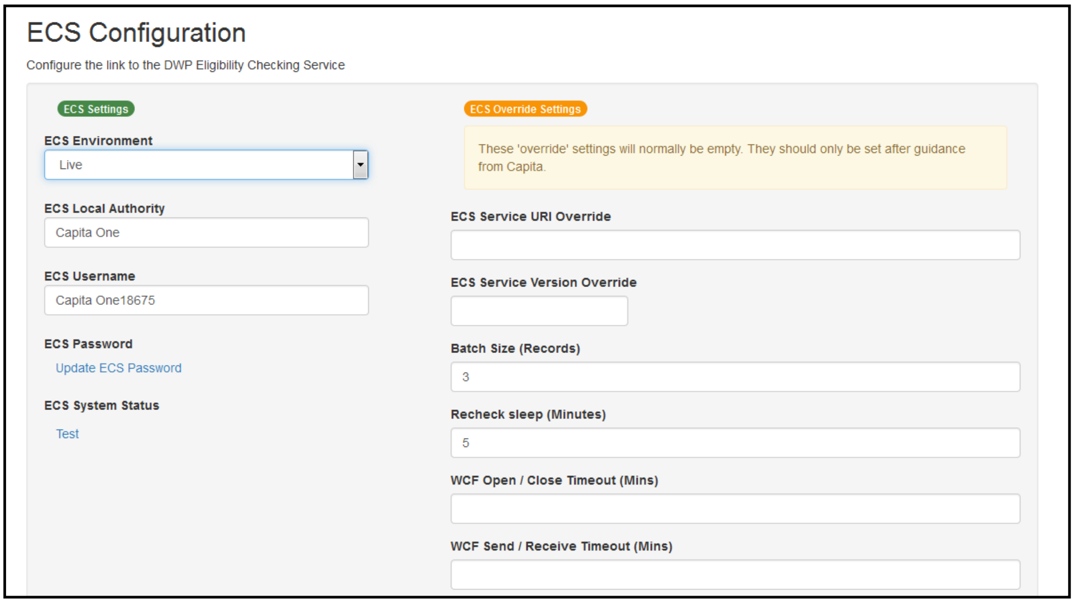
7. From the **ECS Environment** drop-down list select Live.
8. Enter your **ECS Local Authority** value.
9. Enter your **ECS Username**.
10. Click the **Save** button.
11. Click the **Update ECS Password** link to display the password fields.
12. Enter your ECS Account password in both fields.
13. Click the **Save** button.
14. If you have changed the **ECS Environment** value, perform an IIS reset on the Provider Portal web server.

> ***NOTE:*** *Changing the **ECS Environment** affects both Early Years Pupil Premium and 30 Hours Entitlement.*

## ECS Override Settings

If it is necessary to override the default address for connection to the DfE Eligibility Checking Service (ECS), complete the following:

1. Enter the following URL into the **ECS Service URI Override** field.
https://ecs.education.gov.uk/fsm.lawebservice/20170701/OnlineQueryService.svc




> ***NOTE:*** *These setting will normally be empty. They should only be set after guidance from Capita.*

2. Click the **Save** button.
3. Reset the Portal application to reload the changes (either IIS Reset, or re-cycle the Application Pool running the Portal application).

# 12 | Site Setup

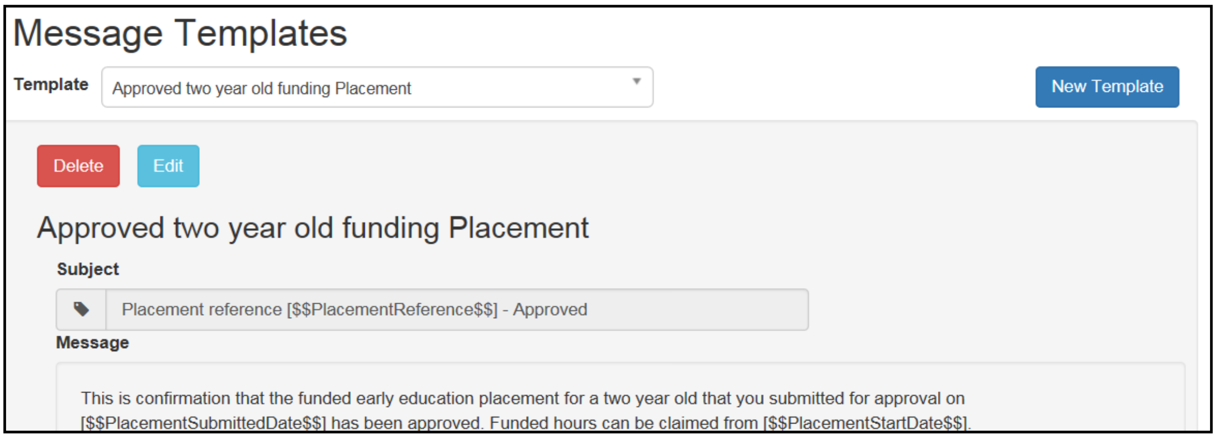
## Introduction

Portal administrators can define message templates, customise the text that is displayed on the website, upload a site logo and manage configuration of the website. The **Site Setup** option is selected from the **Administration** menu.

More Information: *Deploying and Configuring the One Provider Self Service Portal for Local Authorities* available on the One Publications website (www.onepublications.com).

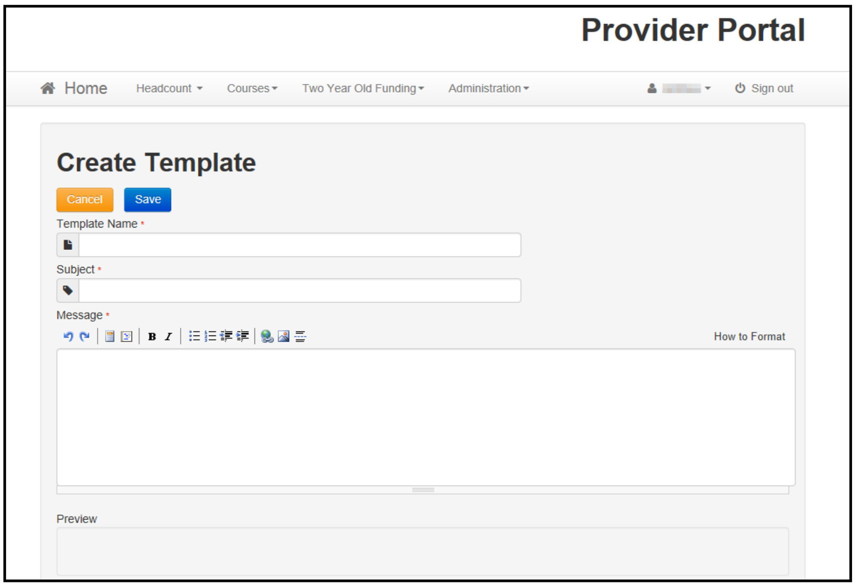
## Managing Message Templates

Messages can be composed and sent to one or more users. The message can be free text or can use a pre-defined template.




To create a new template:

1. Select **Administration | Site Setup | Message Templates** to display the **Message Templates** page.
2. Click the **New Template** button to display the **Create Template** page.



3. Enter a **Template Name**.
4. Enter a template **Subject**.
5. Enter a template **Message**. Formatting buttons are provided above the panel.
6. The message text is displayed in the **Preview**.
7. Click the **Save** button.

# Index