



One Self Update Provider Portal

last updated for the Spring 2020 release

Handbook

CAPITA

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01 | Document Change Control

Date	Release	Description
Spring 2020	3.71	<p>Filtering Providers</p> <p>The Provider – Self Update screen consists of 3 new filters, which are:</p> <ul style="list-style-type: none"> • Show Non-Funded Services and Show Funded Services. <p>These filters allow admin staff to display a list of funded or non-funded Providers.</p> <ul style="list-style-type: none"> • Show only closed Providers <p>This filter allows SUPP Admin staff to filter Providers who are active and inactive by using the 'Show only closed Providers' filter.</p> <p>Services - Self Update</p> <p>A new column titled Funded has been added to the Services - Self Update screen. This shows if a Service is funded or not by displaying 'Yes' or 'No' against each service.</p> <p>For more information see Filtering Providers page no. 27</p>

Date	Release	Description
Autumn 2019	3.70	<p>File Upload</p> <ul style="list-style-type: none"> File Upload is a new functionality in the software. With this functionality (and based on configuration options set by the local authority) Providers have the option to upload file(s) against their service(s) and send them to their local authority For more information see File Upload to Local Authority on page 56 and Managing Uploaded Files page 59 A new permission has been introduced that controls whether users / groups can access the Provider Self Update Portal Admin File Upload tile. The new permission is called 'Self Update File Upload'. For more information see SUPP Administration Access page 17 Local authority staff (with appropriate permissions) can manage the files that have been uploaded by providers and choose whether to view them, delete them or link them as a linked document against the services record in the v4 client via Focus Early Years Search for Service Provision Service Details Linked Documents. For more information see Managing Providers Uploaded Files on page 41 Local authority staff, through a few numbers of configuration options can control whether providers have the ability to upload files or not. If they are allowed, then the authority can specify which file type extensions, the number of files that can be uploaded per service in one submission (between 1 and 5) and whether providers can delete the files they have uploaded. For more information see Managing and Configuring File Upload on page 40
Apr 2019	3.68	<p>Manage Access - Audit log</p> <p>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. For more information see Audit Log page 15</p>

Date	Release	Description
Autumn 2018	3.67	<p>Guidance Notes</p> <p>Guidance Notes can now be configured for Travel, Costs and Availability found in the Text Customisation screen under Self Update Guidance group.</p> <p>For more information, see Guidance Notes on page</p>
		<p>Comments for Local Authority</p> <p>Entries made by Providers in the Comments for Local Authority field is now recognised as a Change</p> <p>For more information see Approving Provider Updates on page 35</p>
		<p>School Pickups</p> <p>Local Authorities can configure school pickups to display the relevant bases list to a provider.</p> <p>For more information, see Changes to school pickups on page 83.</p>
		<p>Offers Extended Childcare</p> <p>Extended Hours Ceases from in Provider Portal have been changed to reflect the option chosen in v4 Client.</p> <p>For more information, see Updating Service Basic Details on page 68.</p>
		<p>EY Census Staff Qualifications have been re-organised to reflect the lowest to highest qualification as defined in the EY Census guide.</p> <p>For more information, the <i>Statutory Early Years Census Handbook</i> is available on the One Publications website.</p>

02 | Introduction to the Self Update Provider Portal

Overview

The Self Update Provider Portal (SUPP) enables Early Years providers to view the information that is stored about them and their services in One Early Years v4. Providers can use the portal to add missing information or update incorrect information.

Local Authorities can view the changes submitted by Early Years providers. They can approve, reject or change the submissions before updating the One v4 Client.

Using this Handbook

This handbook is intended for the use of Local Authority administrators using the Self Update portal to view and approve the changes submitted by providers.

The first chapter gives an overview of the Self Update portal and any changes made for the current release.

The second chapter describes the Provider portal administration functions including managing user accounts.

The third chapter covers the administration functions in the Self Update portal including the processing of provider self-updates.

The fourth chapter gives an overview of the functionality used by providers to view and update their details.

More Information: *Deploying and Configuring the One Provider Self Service Portal for Local Authorities* technical guide available on the [One Publications](#) website.

03 | Administering the Provider Portal

Introduction

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

- Manage the setup and configuration of the website.
- Manage user accounts and access to provider details.

More Information: *Deploying and Configuring the One Provider Self Service Portal for Local Authorities* technical guide available on the [One Publications](#) website.

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. 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. 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.

Function	Description
Sign out	Click the Sign Out button adjacent to the user name.

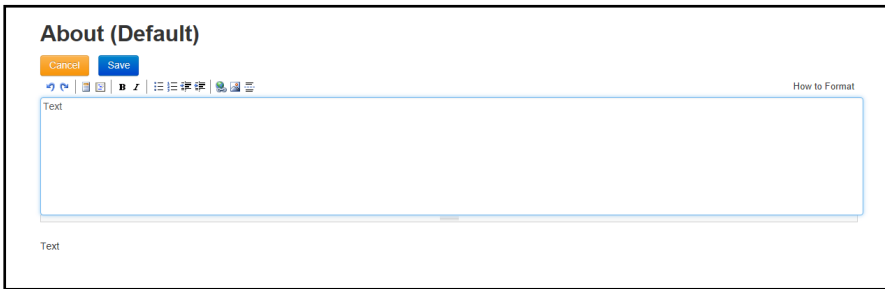
All text, field labels and messages that are displayed on the website can be configured.

Type	Name	Description
Site Notices	Announcements and Welcome Text	Displayed when the user logs into the portal.
	Provider Home Guidance Text	Displayed on the Home page.
	About Contact Us Cookies Policy Privacy Notice Terms and Conditions Version and Licensing Submission Declaration	Text is displayed when the user clicks the corresponding button at the bottom of each page.
Text Resources		Field labels, user messages and tooltips (text displayed when a user hovers the mouse over a field).
Address	Address Registration	Guidance text displayed for address fields.
Module specific		Guidance text and other text displayed on module-specific pages.
Email		Text for standard emails and messages relating to managing user accounts.
Message	Message Report Sent Body	Text for the message to be sent to a portal user when a new report is available to view. NB. Not used in Training Manager.
Report		Guidance text for reports.
Site Titles	Site Title	Displayed at the top right-hand side of every page.
Tooltip	Tooltip for New Password	Displayed when user sets up a new password.

1. Select **Administration | Text Customisation** to display the **Text Customisation** page.

2. From the **Choose a text category** drop-down, select the category of text to be configured.
3. Alternatively, enter search criteria, click the **Search** button and select the text.

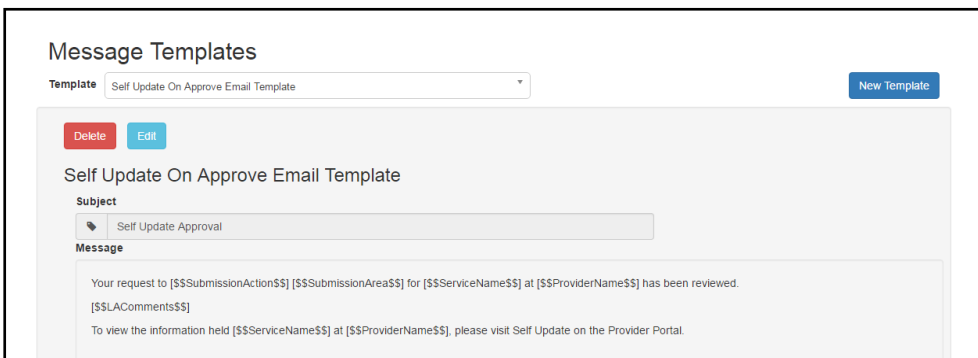
4. Select the **Default** or **Welsh** tab to determine the text language.
5. Click the **Add** button.



6. Enter required text in the formatting panel. Formatting buttons are provided above the panel.
7. The formatted text is displayed beneath.
8. Click the **Save** button.

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.

The screenshot shows the 'Edit Template' interface. At the top, there are two input fields: 'Template Name' with the value 'Self Update On Submit Email Template' and 'Subject' with the value 'Self Update Submission'. Below these is a rich text editor for the 'Message' field. The message content is: 'A request to [\$\$\$SubmissionAction\$\$\$] [\$\$\$SubmissionArea\$\$\$] has been submitted to [\$\$\$ServiceName\$\$\$] at [\$\$\$ProviderName\$\$\$]. [\$\$\$ProviderComments\$\$\$] Services can be accessed through Self Update.' The editor has a toolbar with icons for undo, redo, bold, italic, link, unlink, bulleted list, numbered list, indent, and outdent. Below the editor are 'Cancel' and 'Save' buttons. At the bottom, there is a 'Preview' section showing the rendered email content: 'A request to [\$\$\$SubmissionAction\$\$\$] [\$\$\$SubmissionArea\$\$\$] has been submitted to [\$\$\$ServiceName\$\$\$] at [\$\$\$ProviderName\$\$\$]. [\$\$\$ProviderComments\$\$\$] Services can be accessed through Self Update.'

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.

Managing User Accounts

The association of permission roles to a user account in the v4 Client enables access to the Self Update Provider Portal (SUPP). The permissions associated with the role control user access to business processes. For information about permissions, see [Permissions](#) on page 17.

The services that a user can access are managed in the Provider portal by selecting **Manage Access** from the **Administration** menu.

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.

Setting up User Accounts in the v4 Client

To set up a new user account in the One v4 Client:

1. Create a user account.
2. Create a user group.
3. Associate the user account to the user group.
4. Assign business processes to the user group.
5. Assign access rights. For more information, see [Assigning Access to Business Processes](#) on page 17.

More Information: *Managing Users in v4* chapter in the *One System – Managing Users, Groups & Permissions* handbook available on the [One Publications](#) website.

Setting Up Two Step Verification

Introduction

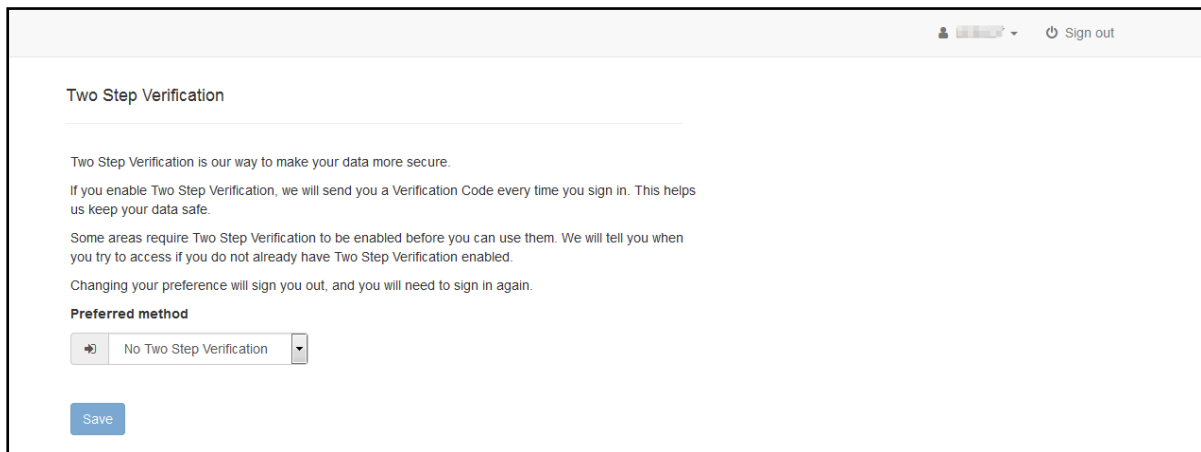
If two step verification is enabled, you will be sent a verification code every time you sign in.

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.



The screenshot shows the 'Two Step Verification' configuration page. At the top right, there is a user profile icon and a 'Sign out' button. The main heading is 'Two Step Verification'. Below the heading, there is explanatory text: 'Two Step Verification is our way to make your data more secure. If you enable Two Step Verification, we will send you a Verification Code every time you sign in. This helps us keep your data safe. Some areas require Two Step Verification to be enabled before you can use them. We will tell you when you try to access if you do not already have Two Step Verification enabled. Changing your preference will sign you out, and you will need to sign in again.' Under the heading 'Preferred method', there is a dropdown menu currently set to 'No Two Step Verification'. A 'Save' button is located at the bottom left of the form area.

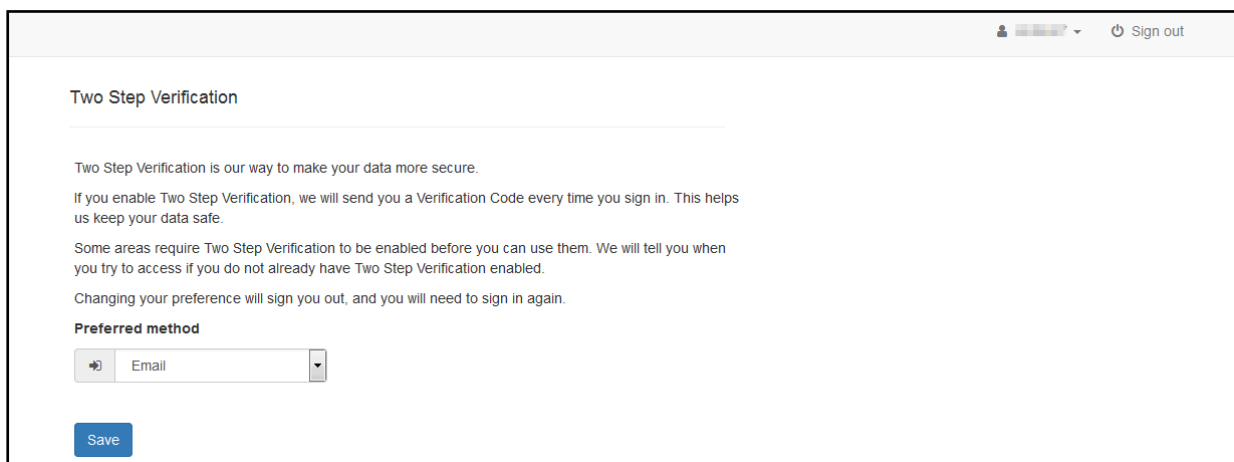
2. To receive a verification code to your registered email address, select **Email** from the **Preferred method** drop-down.
3. Click the **Save** button.

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.



The screenshot shows the 'Two Step Verification' configuration page. At the top right, there is a user profile icon and a 'Sign out' button. The main heading is 'Two Step Verification'. Below the heading, there is explanatory text: 'Two Step Verification is our way to make your data more secure. If you enable Two Step Verification, we will send you a Verification Code every time you sign in. This helps us keep your data safe. Some areas require Two Step Verification to be enabled before you can use them. We will tell you when you try to access if you do not already have Two Step Verification enabled. Changing your preference will sign you out, and you will need to sign in again.' Under the heading 'Preferred method', there is a dropdown menu currently set to 'Email'. A 'Save' button is located at the bottom left of the form area.

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.

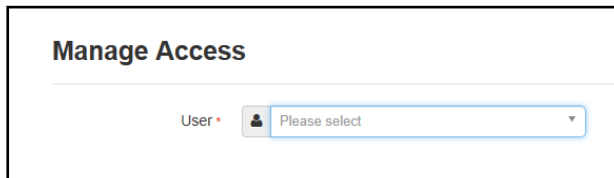
Managing User Access

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.

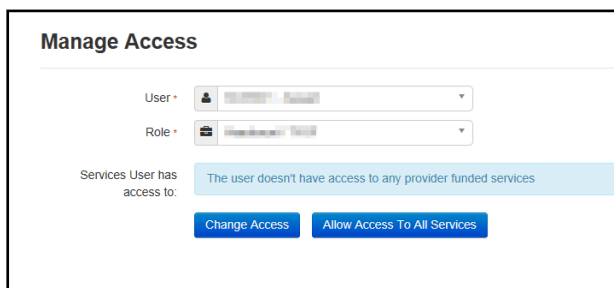
To update access for the selected user:

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



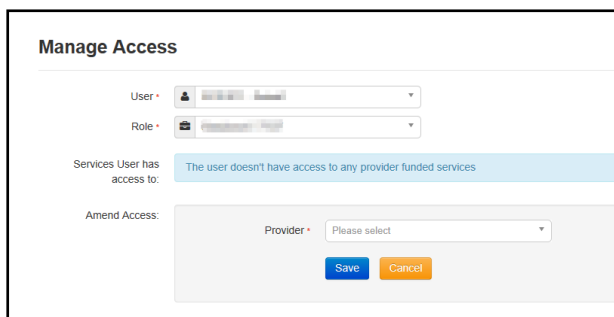
The screenshot shows the 'Manage Access' page with a 'User' dropdown menu set to 'Please select'.

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



The screenshot shows the 'Manage Access' page with a 'User' dropdown menu and a 'Role' dropdown menu. Below the dropdowns, a message states: 'The user doesn't have access to any provider funded services'. There are two buttons: 'Change Access' and 'Allow Access To All Services'.

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



The screenshot shows the 'Amend Access' panel with a 'Provider' dropdown menu set to 'Please select'. There are two buttons: 'Save' and 'Cancel'.

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

For the Self Update portal there are two separate levels of access:

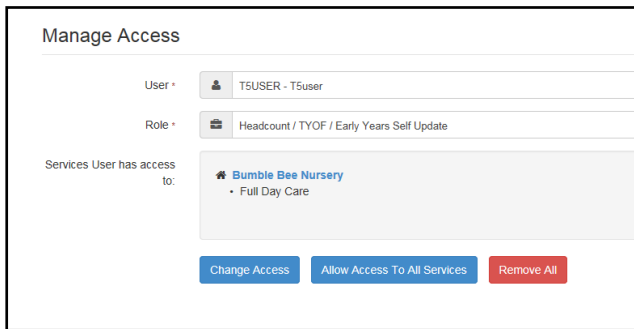
- Providers who need to have access to their services.
- Local Authority Early Years administrators who need to have access to all providers for SUPP management.

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_ACCESS = 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

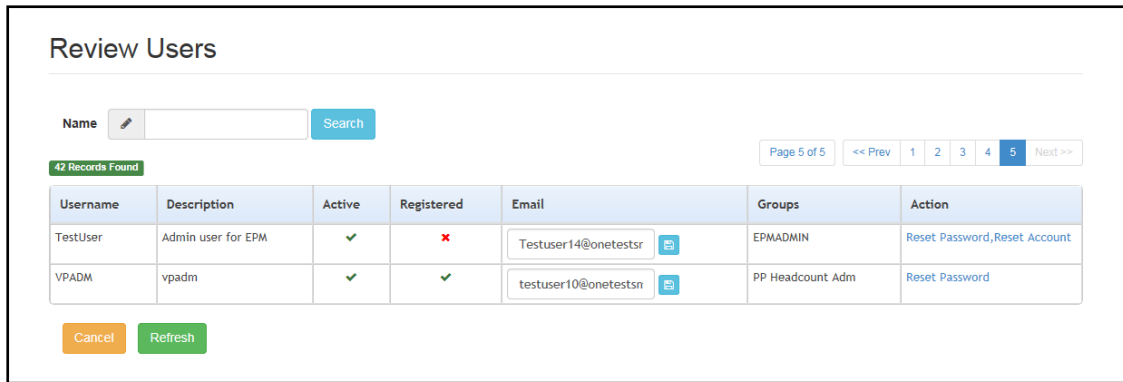
Introduction

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

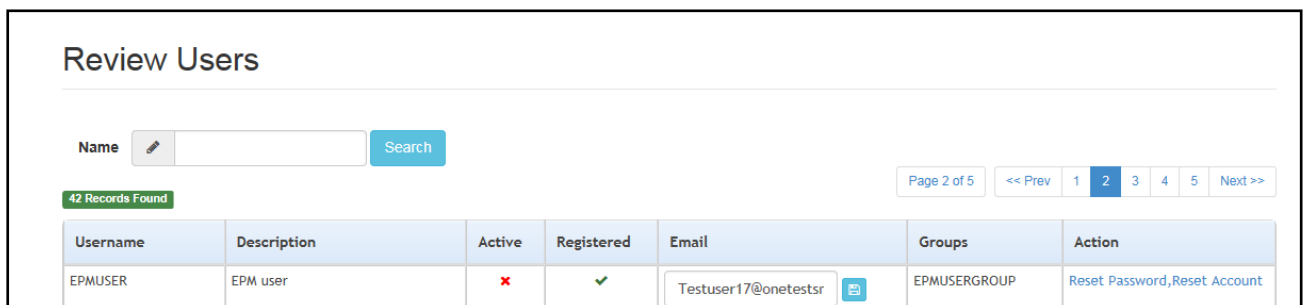
If a user has forgotten their password, to enable them to reset their password:

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 16

Permissions

Assigning Access to Business Processes

Access is granted to a user group in the One v4 Client:

1. Select **Tools | Permissions | User Group Processes**.
2. Search for the required user group.
3. Highlight the required user group and click the **Select** button.
4. Select **Provider Portal** from the **Main Business Processes** drop-down.
5. Assign the required access to the **Business Processes** for the Self Update Provider portal:

Portal Administration Access

To access the **Administration** menu route to manage user accounts and site setup, **Read/Write** access must be assigned to the **General Site Administrator** business process as shown in the following graphic:

01. Main Processes				
Main Business Processes	Provider Portal			
02. Business Processes				
Name	Read	Read-Write	Read-Write-Delete	Deny
Provider Portal		✗		
General Site Administrator		✓		

SUPP Administration Access

To administer the Self Update Provider portal, **Read/Write** access must be assigned to the following business processes:

- Self Update Administration
- Self Update Early Years

as shown in the following graphic:

01. Main Processes				
Main Business Processes	Provider Portal			
02. Business Processes				
Name	Read	Read-Write	Read-Write-Delete	Deny
Provider Portal		✗		
Self Update				✓
Self Update Administration		✓		
Self Update Early Years		✓		
Self Update File Upload				✓

File Upload permission controls whether users / groups can access the **Provider Self Update Portal |Admin | File Upload** tile. The permission is called: **'Self Update File Upload'**

To administer File Update on Self Update Provider portal, **Read/Write** access must be assigned to the following business process:

- Self Update Administration
- Self Update Early Years
- Self Update File Upload

as shown in graphic below.

Administering the Provider Portal

01. Main Processes				
Main Business Processes	Provider Portal			
02. Business Processes				
Name	Read	Read-Write	Read-Write-Delete	Deny
Provider Portal				
Self Update				
Self Update Administration				
Self Update Early Years				
Self Update File Upload				

Provider Access

To view and update their details, a provider must be assigned Read/Write access to the following business processes:

- Self Update
- Self Update Early Years

as shown in the following graphic:

01. Main Processes				
Main Business Processes	Provider Portal			
02. Business Processes				
Name	Read	Read-Write	Read-Write-Delete	Deny
Provider Portal				
Self Update				
Self Update Administration				
Self Update Early Years				
Self Update File Upload				

Functionality	Main Business Process	Business Process	Read	Read-Write	Read-Write-Delete
Portal Administration	Provider Portal	General Site Administrator			
Self Update Administration Provider Portal		Self Update Administration			
		Self Update Early Years			
		Self Update File Upload			
Self Update Provider User	Provider Portal	Self Update			
		Self Update Early Years			

Guidance Notes

Guidance notes can be added to the top of the Provider Self Update screens so that Local Authority administrators can give instructions to help providers when they are submitting changes for approval.

The screenshot shows the 'Availability and Capacity' section of the 'Bumble Bee Nursery - Full Day Care' self-update screen. The 'Guidance Notes' section is highlighted, showing a 'Service Availability Guidance' header. Below this, there are three fields: 'Number of weeks open' with a text input field, 'When service is available' with a dropdown menu currently set to 'None selected', and 'Comments for Local Authority' with a large text area. At the bottom left is a 'Back' button and at the bottom right is a 'Submit' button.

Local Authority can now configure Guidance notes in areas such as Travel, Availability and capacity, Travel and Cost as follow:

1. On the Home Page, select : Administration | Text Customisation
2. Select the dropdown arrow next to Choose a text Category.
3. Scroll down and select the following under Self Update Guidance

Updating Guidance Notes

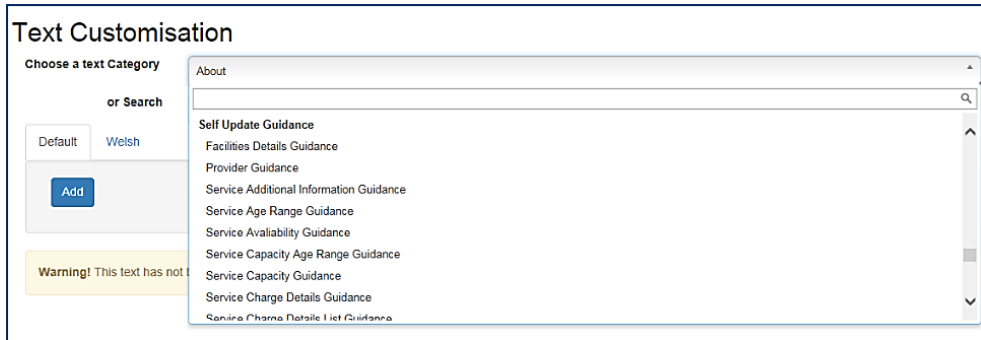
Guidance notes are configured for each screen using the text customisation facility. If no text is saved, the **Guidance Notes** header is not displayed.

4. Select **Administration | Site Setup | Text Customisation** to display the **Text Customisation** page.

The screenshot shows the 'Text Customisation' page. It features a 'Select Text' dropdown menu currently set to 'About'. Below the dropdown are two tabs: 'Default' and 'Welsh'. An 'Add' button is located below the tabs. At the bottom of the page, there is a warning message: 'Warning! This text has not been defined.' with a close button (X).

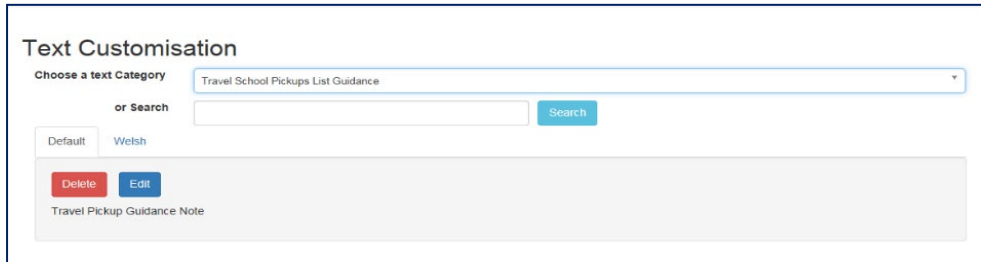
5. Click the drop-down to display a list of available text that can be customised.
6. Scroll to the required list of screens e.g. **Self Update Guidance**.

Administering the Provider Portal



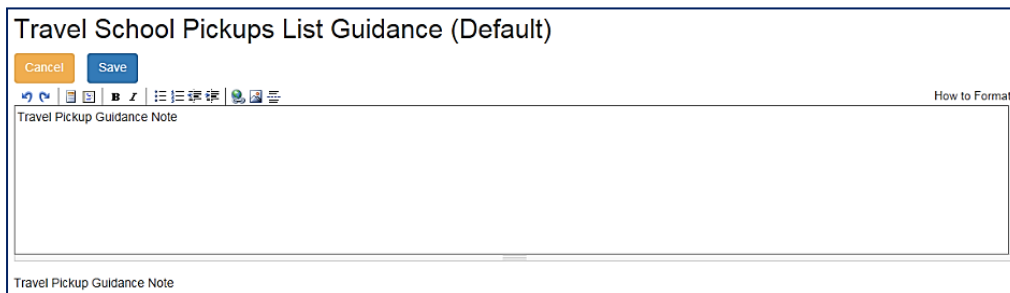
The screenshot shows the 'Text Customisation' interface. On the left, there are tabs for 'Default' and 'Welsh', and an 'Add' button. A yellow warning box states 'Warning! This text has not...'. The main area is a search box with 'About' entered. Below the search box is a list of categories: 'Self Update Guidance', 'Facilities Details Guidance', 'Provider Guidance', 'Service Additional Information Guidance', 'Service Age Range Guidance', 'Service Availability Guidance', 'Service Capacity Age Range Guidance', 'Service Capacity Guidance', 'Service Charge Details Guidance', and 'Service Charge Details List Guidance'.

7. Select the required screen.



The screenshot shows the 'Text Customisation' interface with 'Travel School Pickups List Guidance' selected in the search box. Below the search box, there are 'Delete' and 'Edit' buttons. The text 'Travel Pickup Guidance Note' is visible below the buttons.

8. Click the **Edit** button.



The screenshot shows the 'Travel School Pickups List Guidance (Default)' edit screen. It features a 'Cancel' button and a 'Save' button. Below these is a rich text editor with a toolbar and a text area containing 'Travel Pickup Guidance Note'. A 'How to Format' link is visible in the top right corner.

9. Make the required changes and click the **Save** button.

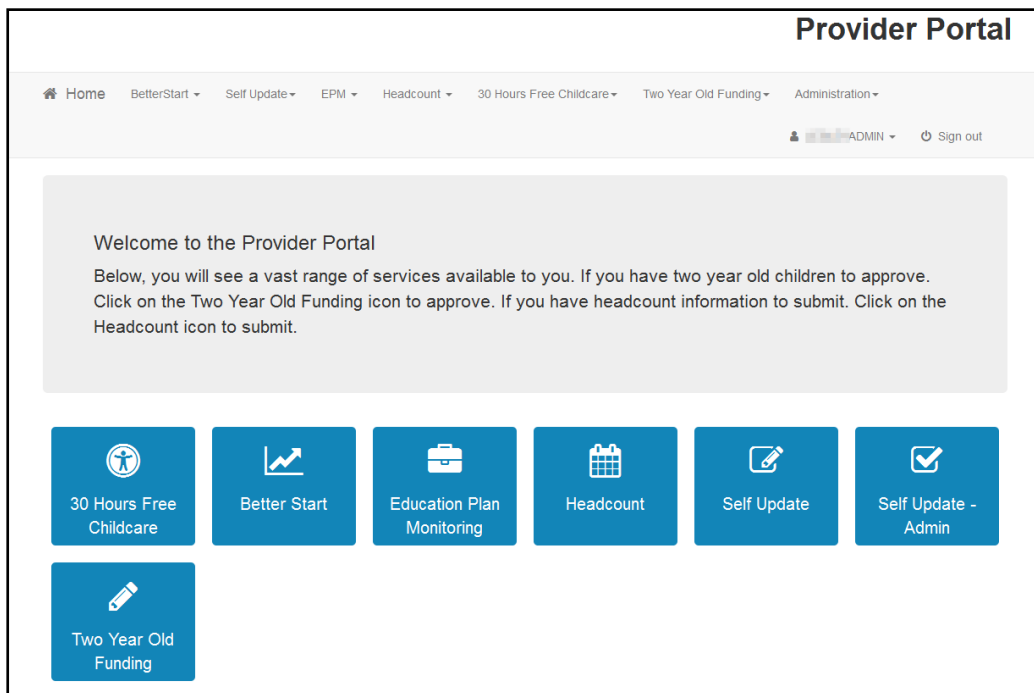
*Note: Guidance notes can be added in **Text Customisation** | **Self Update Guidance for Availability and Capacity, Travel, Cost and Facilities.***

04 | Administering the Self Update Provider Portal

Introduction

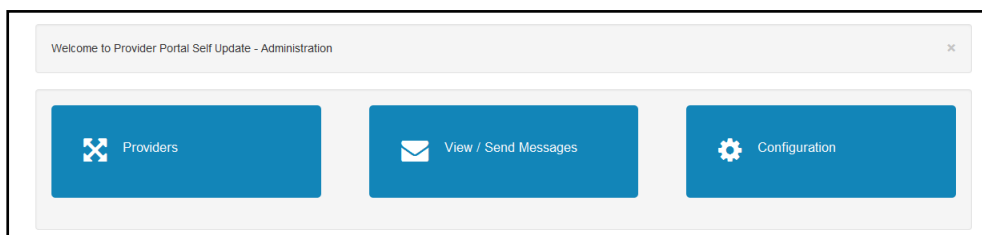
The SUPP administrator can configure the Self Update portal and manage changes to service details submitted by providers.

The Self Update administration area is accessed from the Provider portal home page.



NOTE: The options and menu routes displayed on the home page are subject to permissions. For more information, see [Permissions](#) on page 17.

Click the **Self Update - Admin** tile to display the **Self Update - Administration** page.



This page gives access to:

- Configure the Self Update portal. For more information, see [Configuring the Self Update Portal](#) on page 22.
- Manage changes submitted by providers. For more information, see [Managing Provider Self Updates](#) on page 27.
- Create and send messages to providers. For more information, see [Sending Messages](#) on page 43.

Configuring the Self Update Portal

The **Self Update - General Configuration** page is accessed by clicking the **Configuration** tile on the **Self Update - Administration** page.

Self Update - General Configuration		
Configuration Key	Configuration Value	⚠
Availability And Capacity	<input checked="" type="checkbox"/> ON	
Consent	<input checked="" type="checkbox"/> ON	
Travel	<input checked="" type="checkbox"/> ON	
Costs	<input checked="" type="checkbox"/> ON	
Facilities	<input checked="" type="checkbox"/> ON	
Additional Information	<input checked="" type="checkbox"/> ON	
Review Additional Information Submissions	<input checked="" type="checkbox"/> ON	
Manage Additional Information	Manage Additional Information	
Show Early Years Census	<input checked="" type="checkbox"/> ON	
Review Early Years Census Submissions	<input checked="" type="checkbox"/> ON	
Email address for submission notifications	<input type="text" value="SelfUpdateAdminEmail@SelfUpdate.com"/>	
The self update email address	<input type="text" value="SelfUpdateEmail@SelfUpdate.com"/>	
Enable email notifications upon Provider submission	<input checked="" type="checkbox"/> ON	
Enable email notifications upon Local Authority approval	<input checked="" type="checkbox"/> ON	
Enable provider users to add services	<input checked="" type="checkbox"/> ON	
Run a Scheduled Notification Task	<input checked="" type="checkbox"/> ON	
Send email notifications if there are provider updates awaiting approval	<input type="checkbox"/> OFF	
Send email notifications if there are provider updates awaiting approval ONLY IF new updates have been submitted since the last email	<input checked="" type="checkbox"/> ON	

This page enables the Local Authority to specify:

- Which information can be viewed and updated via the portal. The following information can be viewed and updated by providers if the **Configuration Value** is set to **ON**:
 - **Availability and Capacity:** This includes opening dates and times, age ranges, capacity, waiting list and vacancy information.
 - **Consent:** This includes consent to share information about the service.
 - **Travel:** This includes parking spaces, own transport and school pickups.
 - **Costs:** This includes service charges and sibling discount.
 - **Facilities:** The facilities supported by the provider.
 - **Additional Information:** Additional information about the service.
- Whether or not the Local Authority can review the additional information submitted by the provider and approve or discard them. If this is set to **OFF**, the additional information submitted by the provider updates the database directly.
- Which additional information can be viewed and updated by providers. Click the **Manage Additional Information** link to display the **Additional Information - Visibility Configuration for Providers** page. For more information, see [Managing Additional Information](#) on page 24.

- Whether or not the provider can view and update their Early Years Census information via the portal and the Local Authority can view and send a reminder message to providers who have not submitted their census.
- Whether or not the Local Authority can review the census information submitted by the provider and approve or discard the changes. If this is set to **OFF**, the census information submitted by the provider updates the database directly.
- The email address used to receive submission notifications.
- The email address used to send feedback.
- Whether or not email notifications will be sent to the configured email address every time a provider makes a submission.
- Whether or not providers can add a new service for approval.
- Whether or not a scheduled task is run to send the email notifications. For more information, see [Configuring a Scheduled Notification Task](#) on page 25.

Updating the General Configuration

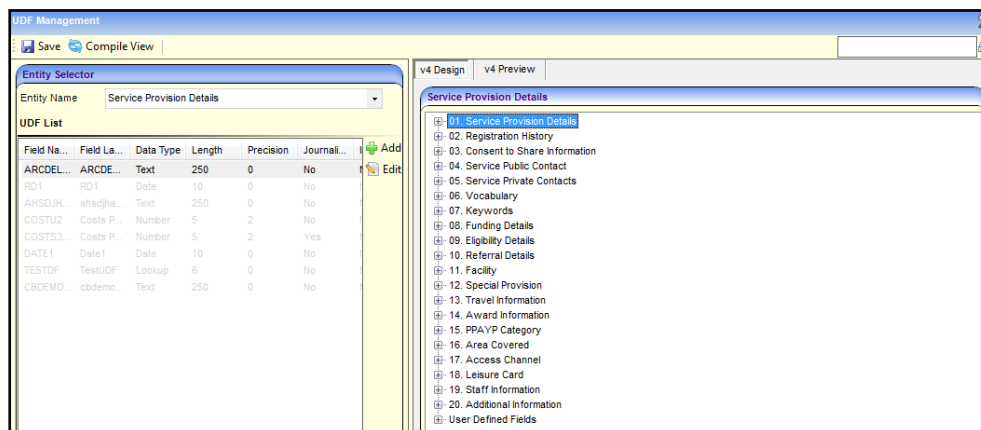
Each **Configuration Key** has a **Configuration Value** which can be updated. If the **Configuration Value** is a button, it can be set to **ON** or **OFF**.

To update the **Configuration Value**:

1. Select **Configuration** from the **Self-Update | Admin Self-Update** menu to display the **Self-Update - General Configuration** page.
2. If required, click the **Configuration Value** button, adjacent to the required **Configuration Key** to change the value.
3. If required and **Enable email notifications upon Provider submission** is set to **ON** or **Run a Scheduled Notification Task** is set to **ON**, enter an email address in the **Email address for submission notifications** field.
4. Enter an email address in **The self update email address** field. This is the email address used as the **From** address to send email feedback to both the LA and the provider, e.g. this address is used to send an email to the LA when a provider submits a change to their details and is the address used to send an email to the provider when the LA approves a change. For more information, see [Updating Service Details](#) on page 67 and [Approving Provider Updates](#) on page 35.
5. Click the **Save** button.

Managing Additional Information

Additional information is defined using UDFs (User Defined Fields) in the One v4 Client via **Tools | Administration | UDF Management**. A UDF must be defined under **Service Provision Details | Additional Information** for the **Configuration Key** to be displayed in the Self Update portal.



More Information: *Common Functionality (v4 Client)* handbook and *Managing UDFs* reference guide available on the [One Publications](#) website.

The Local Authority configures the Self Update portal to determine which additional information to display to providers.

1. Select **Configuration** from the **Self-Update | Admin Self-Update** menu to display the **Self-Update - General Configuration** page.
2. Click the **Manage Additional Information** link to display the **Additional Information - Visibility Configuration for Providers** page.

Configuration Key	Configuration Value
Costs Per Half Day - 2YR	<input checked="" type="checkbox"/> ON
Date1	<input checked="" type="checkbox"/> ON

Back Save

NOTE: The **Configuration Keys** that are displayed are the UDFs that are defined for the **Service Provision Details | Additional Information** panel in the One v4 Client via **Tools | Administration | UDF Management**.

3. If required, click the **Configuration Value** button, adjacent to the required **Configuration Key** to change the value. If the **Configuration Value** is set to **ON**, the information is displayed to providers.
4. Click the **Save** button.

NOTE: At least one **Configuration Value** must be set to **ON**. If all values are set to **OFF** the changes cannot be saved.

Configuring a Scheduled Notification Task

The Local Authority can choose to configure the portal to run a scheduled task in the background. The scheduled task is triggered at a specified time to send an email to the configured email address if any provider updates have been submitted and are awaiting approval. It can be configured to either send email notifications whenever there are provider updates awaiting approval or to only send email notifications if new updates have been submitted since the last email.

If required, the Local Authority can configure the portal to run the scheduled task instead of sending an email every time a provider submits a single page. Alternatively, the LA can configure the portal to also send email notifications upon provider submission.

An implementation task automatically sets up the scheduled task as defined in the following graphic. The Local Authority can change the configuration of the task in the One v4 Client via **Tools | Administration | Schedule Task**.

More Information: *v4 Scheduled Tasks* technical guide available on the [One Publications](#) website.

To configure the portal to run a scheduled notification task:

1. Select **Configuration** from the **Self-Update | Admin Self-Update** menu to display the **Self-Update - General Configuration** page.

Administering the Self Update Provider Portal

Self Update - General Configuration		
Configuration Key	Configuration Value	⚠
Availability And Capacity	<input checked="" type="checkbox"/> ON	
Consent	<input checked="" type="checkbox"/> ON	
Travel	<input checked="" type="checkbox"/> ON	
Costs	<input checked="" type="checkbox"/> ON	
Facilities	<input checked="" type="checkbox"/> ON	
Additional Information	<input checked="" type="checkbox"/> ON	
Review Additional Information Submissions	<input checked="" type="checkbox"/> ON	
Manage Additional Information	Manage Additional Information	
Show Early Years Census	<input checked="" type="checkbox"/> ON	
Review Early Years Census Submissions	<input checked="" type="checkbox"/> ON	
Email address for submission notifications	<input type="text" value="SelfUpdateAdminEmail@SelfUpdate.com"/>	
The self update email address	<input type="text" value="SelfUpdateEmail@SelfUpdate.com"/>	
Enable email notifications upon Provider submission	<input checked="" type="checkbox"/> ON	
Enable email notifications upon Local Authority approval	<input checked="" type="checkbox"/> ON	
Enable provider users to add services	<input checked="" type="checkbox"/> ON	
Run a Scheduled Notification Task	<input type="checkbox"/> OFF	

- Set the **Configuration Value** adjacent to **Run a Scheduled Notification Task** to **ON**. The **Configuration Value** of **Send email notifications if there are provider updates awaiting approval** is initially set to **ON**.

Self Update - General Configuration		
Configuration Key	Configuration Value	⚠
Availability And Capacity	<input checked="" type="checkbox"/> ON	
Consent	<input checked="" type="checkbox"/> ON	
Travel	<input checked="" type="checkbox"/> ON	
Costs	<input checked="" type="checkbox"/> ON	
Facilities	<input checked="" type="checkbox"/> ON	
Additional Information	<input checked="" type="checkbox"/> ON	
Review Additional Information Submissions	<input checked="" type="checkbox"/> ON	
Manage Additional Information	Manage Additional Information	
Show Early Years Census	<input checked="" type="checkbox"/> ON	
Review Early Years Census Submissions	<input checked="" type="checkbox"/> ON	
Email address for submission notifications	<input type="text" value="SelfUpdateAdminEmail@SelfUpdate.com"/>	
The self update email address	<input type="text" value="SelfUpdateEmail@SelfUpdate.com"/>	
Enable email notifications upon Provider submission	<input checked="" type="checkbox"/> ON	
Enable email notifications upon Local Authority approval	<input checked="" type="checkbox"/> ON	
Enable provider users to add services	<input checked="" type="checkbox"/> ON	
Run a Scheduled Notification Task	<input checked="" type="checkbox"/> ON	
Send email notifications if there are provider updates awaiting approval	<input checked="" type="checkbox"/> ON	
Send email notifications if there are provider updates awaiting approval ONLY IF new updates have been submitted since the last email	<input type="checkbox"/> OFF	

- If required, set **Send email notifications if there are provider updates awaiting approval ONLY if new updates have been submitted since the last email** to **ON**.
- If required, set **Enable email notifications upon Provider submissions** to **OFF**.
- Click the **Save** button.

Sending Email Notifications

If **Run a Scheduled Notification Task** is set to **ON**, an email is sent to the email address specified in the **Email address for submission notifications** field.

The format of the email notification sent is as follows:

Subject: SUPP - notification of submitted Provider updates requiring approval.

You have requested to be notified if there are provider updates awaiting approval [and new updates have been submitted since the last email].

At [time] on [date], there are [nnn] providers awaiting approval.

[nnn] pages from [nnn] providers have been submitted since the previous update.

NOTE: The statement, [and new updates have been submitted since the last email], is omitted from the notification if **Send email notifications if there are provider updates awaiting approval** is set to **On**.

Managing Provider Self Updates

The **Providers - Self Update** page is accessed by clicking the **Providers** tile on the **Self Update - Administration** page. It is used by the Local Authority to view changes submitted by providers using the Self Update portal and decide how to action them. For each of the submissions, the LA can approve, reject, edit or overwrite the changes.

Filtering Providers

The **Provider – Self Update** page allows SUPP Admin staff to filter Providers who are active and inactive by using the **'Show only closed Providers'** filter. By default the screen will display:

- Active Providers
- Providers with future opening date.
- Providers who are Active with no Services.

To display a list of closed Providers, remove the tick in **'Has Changes'** and place a tick in **'Show only Closed provider'**. Click Search button.

Note: This filter is only available to SUPP Admin Users. SUPP Users will only see Active Providers and Services.

Funded & Non Funded Providers

Providers who are funded or non-funded can be listed by using the filters of **'Show Non-Funded Services'** and **'Show Funded Services'**. Both filters are displayed as ticked boxes by default.

Providers - Self Update

▼

Has Changes

Show only closed providers

Show funded providers

Show non funded providers

Q Search

Provider Name ↕	Census Information	Email	Changes
▶ Early Years Penetration Provider			

Administering the Self Update Provider Portal

SUPP Admin staff can view a list of funded Providers by removing the tick in **'Has Changes'** and **'Show non funded providers'**. Click the search button to display the list.

Providers - Self Update

Has Changes Show only closed providers Show funded providers Show non funded providers

Provider Name	Census Information	Email	Changes
> Early Years Penetration Provider			
> Providers			
> L Provider1			
> Provider2			
> Special School			
> Lower School			

To view both funded and non-funded providers, remove the tick from the **'Has Changes'** box.

The **Service – Self Update** screen has been updated to display a **'Funded'** field. This shows if the Service is funded or not by displaying 'Yes' or 'No' against each service.

Services - Self Update

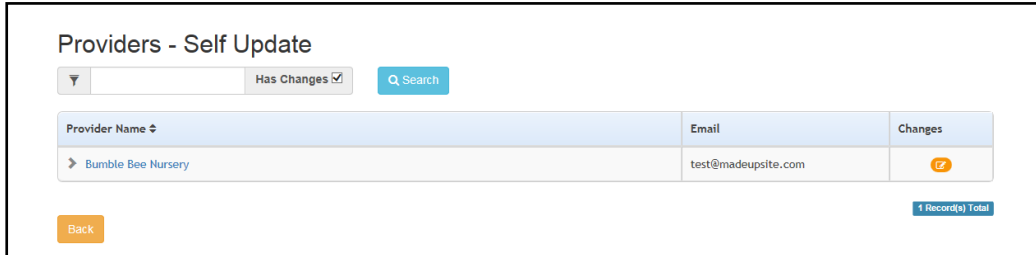
Self Update /

Service Name	Service Type	Funded ?	Start Date	End Date	FID Type	Changes	Action
> <input type="text"/>	Extended Play Group	Yes	26/03/2001		ECD		
> <input type="text"/> - Childminder	Childminder	No	28/01/2015		ECD		
> <input type="text"/> - Childminder	Childminder	No	28/01/2015		ECD		

Viewing Provider Self Updates

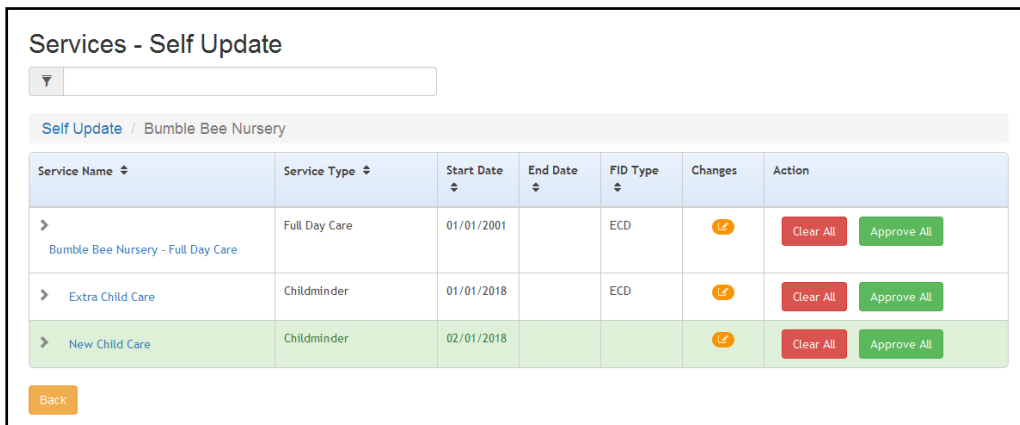
To view the changes submitted by providers:

1. Select **Admin Home** from the **Self Update** menu to display the **Self Update - Administration** page.
2. Click the **Providers** button to display the **Providers - Self Update** page with a list of providers to which you have access.



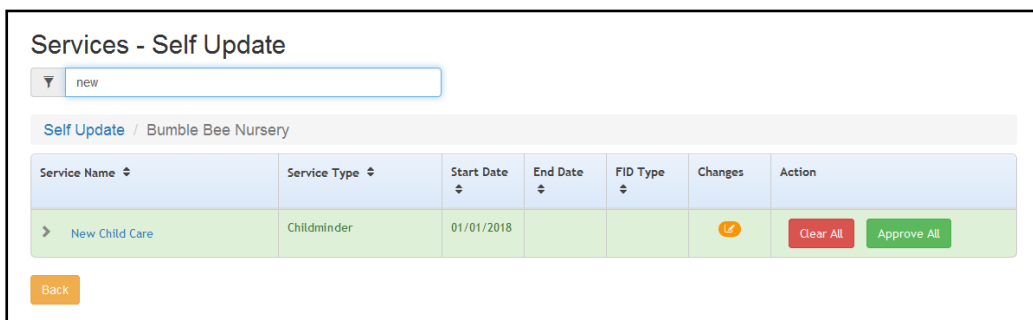
The **Has Changes** check box is automatically selected to display only the providers who have submitted changes. The **Pending changes** icon is displayed in the **Changes** column.

3. If required, enter one or more characters into the search and click the **Search** button to filter the list of providers.
4. Click the required **Provider Name** link to display the **Services - Self Update** page with a list of services at this provider.



The **Pending changes** icon is displayed in the **Changes** column if there are changes for this service.

5. If required, enter one or more characters into the search to automatically filter the list of services.



- Click the required **Service Name** link to display the **Self Update** page with the **Service Details** tab displayed.

The screenshot shows the 'Service Details' tab for 'Bumble Bee Nursery - Full Day Care'. The page is split into two columns: 'Current Values' and 'Values to be approved'. The 'Current Values' column shows the current data, and the 'Values to be approved' column shows the data submitted by the provider. A 'Pending changes' icon (a red circle with a white lightning bolt) is visible next to the 'Address' field in the 'Current Values' column, indicating that the provider has submitted changes that are not yet approved. The 'Address' field in the 'Values to be approved' column shows a highlighted address: 'Church Hall, Church Street, ...'. At the bottom of the form, there are three buttons: 'Back' (orange), 'Clear' (red), and 'Approve' (green).

The **Current Values** column displays the values currently held in One. The **Values to be approved** column displays the values submitted by the provider. Changes are highlighted, and the **Pending changes** icon is displayed next to the field.

The **Pending changes** icon is displayed on the tab if changes to that information are pending approval. The following graphic shows changes pending on the **Consent** tab:

The screenshot shows the 'Consent' tab for 'Provider - manage Access / Service 1'. The page has three tabs: 'Basic Details', 'Consent', and 'Availability and Capacity'. The 'Consent' tab is selected and highlighted with a 'Pending changes' icon (a red circle with a white lightning bolt), indicating that there are changes to the consent information that are pending approval.

- If required, select the **Consent** tab to view changes to the consent to share information about the service.

Self Update / Bumble Bee Nursery / Bumble Bee Nursery - Full Day Care

Service Details | Consent | Availability and Capacity

Guidance Notes
Service Consent Guidance

Current Values	Values to be approved
Consent to publish details to FID <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Reason for not publishing details <input type="checkbox"/>	<input type="checkbox"/>
Consent to share cost details <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Consent to share telephone numbers <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Consent to share address details <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Consent to be contacted by email <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Consent to be contacted by telephone <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Consent to be contacted by post <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Signature provided <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
Comments for Local Authority <input type="text" value="None"/>	
Comments for Provider <input type="text"/>	

Back Clear Approve

8. If required, select the **Availability and Capacity** tab to view changes to the opening dates, availability, age ranges, capacity and vacancies.

The following graphic shows that there are pending changes to the **Opening Dates** information. The opening date that has changed is highlighted and the pending changes icon is displayed in the **Changes** column.

Self Update / Bumble Bee Nursery / Bumble Bee Nursery - Full Day Care / Availability and Capacity

Opening Dates | Availability | Age Range | Capacity Details | Vacancies

Description	Start Date	End Date	Pending Change	Clear	Changes
Migrated Data	10/11/2004	10/11/2004			
Summer Holidays	18/07/2016	02/09/2016	Create	Clear All	<input checked="" type="checkbox"/>

Back

To view changes to the opening dates:

- a. Ensure that the **Opening Dates** tab is selected.
- b. Click the link on the **Description** to display the details.

Administering the Self Update Provider Portal

Opening Dates Opening Times Opening Times Exceptions

Guidance Notes
Service Opening Dates Guidance

Current Values	Values to be approved
Description *	Summer Holidays
Start Date *	18/07/2016
End Date	02/09/2016
Comments for Local Authority	
Comments for Provider	

If there are any changes to **Opening Times** or **Opening Times Exceptions**, the pending changes icon is displayed on the tab.

- c. Select the required tab to view the changes.

Description	Week day	Start Time	End Time	Vacancies	Pending Change	Clear	Changes
	MON	08:00	18:00	4	Create		

- d. Click the link for the required change to display **Current Values** and **Values to be approved**.

Current Values	Values to be approved
Week Day *	MON
Start Time (HH:MM 24 Hour) *	08:00
End Time (HH:MM 24 Hour) *	18:00
Capacity	20
Vacancies	4
Description	
Comments for Local Authority	
Comments for Provider	

To view changes to the availability of the service, select the **Availability** tab.

Self Update / Bumble Bee Nursery / Bumble Bee Nursery - Full Day Care / Availability and Capacity

Opening Dates Availability Age Range Capacity Details Vacancies

Guidance Notes
Service Availability Guidance

	Current Values	Values to be approved
Number of weeks open	<input type="text"/>	<input type="text" value="50"/>
When service is available	<input type="text" value="None selected"/>	<input type="text" value="All Year"/>
Comments for Local Authority	<input type="text" value="None"/>	
Comments for Provider	<input type="text"/>	

Back Clear Approve

To view changes to the minimum and maximum ages and funding at the service, select the **Age Range** tab.

Self Update / Bumble Bee Nursery / Bumble Bee Nursery - Full Day Care / Availability and Capacity

Opening Dates Availability Age Range Capacity Details Vacancies

Guidance Notes
Service Age Range Guidance

	Current Values	Values to be approved
Minimum Age Years	<input type="text"/>	<input type="text" value="2"/>
Minimum Age Months	<input type="text"/>	<input type="text" value="4"/>
Maximum Age Years	<input type="text"/>	<input type="text" value="5"/>
Maximum Age Months	<input type="text"/>	<input type="text" value="0"/>
2 Year Old Funding	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3 Year Old Funding	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4 Year Old Funding	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Comments for Local Authority	<input type="text" value="None"/>	
Comments for Provider	<input type="text"/>	

Back Clear Approve

To view changes to the capacity, vacancy and waiting list information for the service, select the **Capacity Details** tab.

Administering the Self Update Provider Portal

Self Update / Bumble Bee Nursery / Bumble Bee Nursery - Full Day Care / Availability and Capacity / Capacity

Capacity Details | Age List

Guidance Notes
Service Capacity Guidance

	Current Values	Values to be approved
Capacity Date	01/01/2001	01/01/2001
Vacancy Date		
Waiting List Date	19/03/2004	19/03/2014
Comments for Local Authority	None	
Comments for Provider		

Back Clear Approve

To display changes to capacity information for one or more age ranges, select the **Age List** tab.

Self Update / Bumble Bee Nursery / Bumble Bee Nursery - Full Day Care / Availability and Capacity / Capacity

Capacity Details | Age List

Age Range	Waiting List	Vacancies	Capacity	Pending Change	Clear	Changes
Age 3	5		20	Create	Clear All	

Back

If there are any changes for a particular **Age Range**, the pending changes icon is displayed in the **Changes** column. To display the changes, click the **Age Range** link.

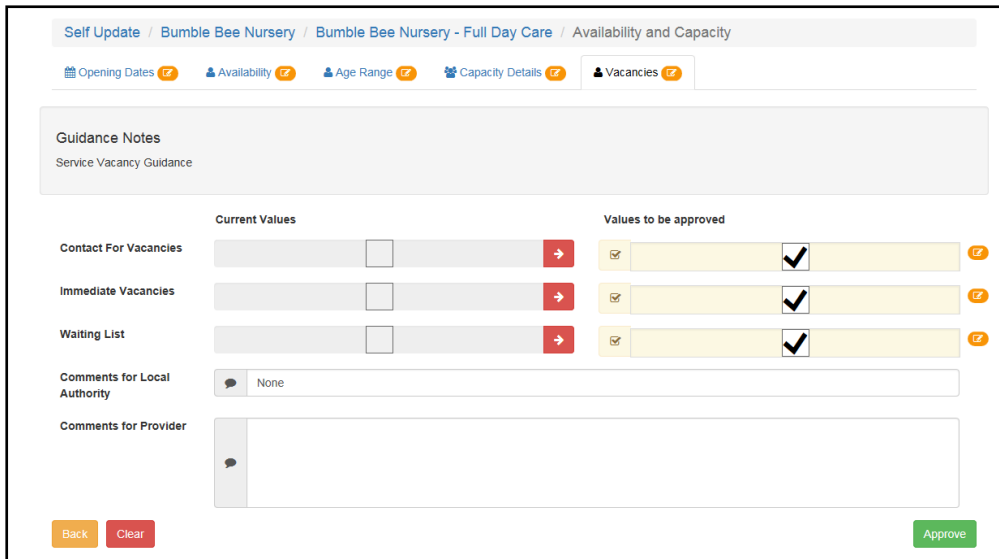
Self Update / Bumble Bee Nursery / Bumble Bee Nursery - Full Day Care / Availability and Capacity / Capacity / Age 3

Guidance Notes
Service Capacity Age Range Guidance

	Current Values	Values to be approved
Age Range		Age 3
Waiting List		5
Vacancies		
Capacity		20
Comments for Local Authority	None	
Comments for Provider		

Back Clear Approve

To view changes to the vacancies at the service, select the **Vacancies** tab.



Approving Provider Updates

Changes submitted by providers need to be approved by the Local Authority before the One database is updated. The Local Authority can approve all changes made by a provider or can approve the changes on each tab page individually.

If email feedback is enabled on the **Self Update - General Configuration** page, an email is sent to the registered email addresses of all Provider portal users who have made a submission. The From email address for the email is set via **The self update email address** option. For more information, see [Configuring the Self Update Portal](#) on page 22.

The email contains the following information:

Your request to [*Create/Update/Delete*] [*Submission area e.g. Consent*] for [*Service name*] at [*Provider name*] has been reviewed.

[*Comments for Provider*]

To view the information held [*Service name*] at [*Provider name*], please visit Self Update on the Provider Portal.

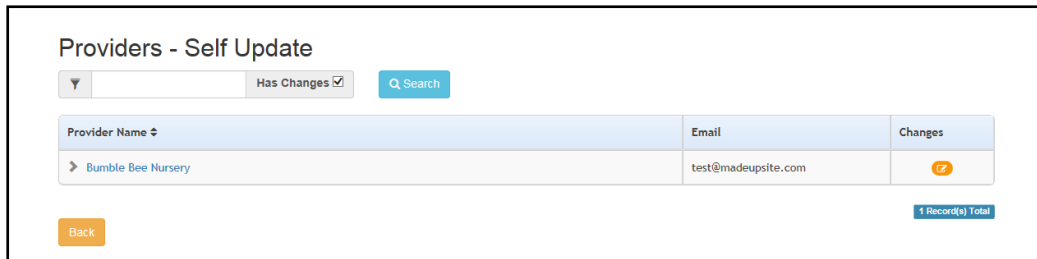
NOTE: The details in italics vary depending on the type of submission and area of Early Years being changed. The email subject, content and layout can be changed on the **Self Update On Approve Email Template** page via **Provider Portal | Administration | Site Setup | Message Templates**. For more information, see [Message Templates](#) on page 11.

Approving All Changes

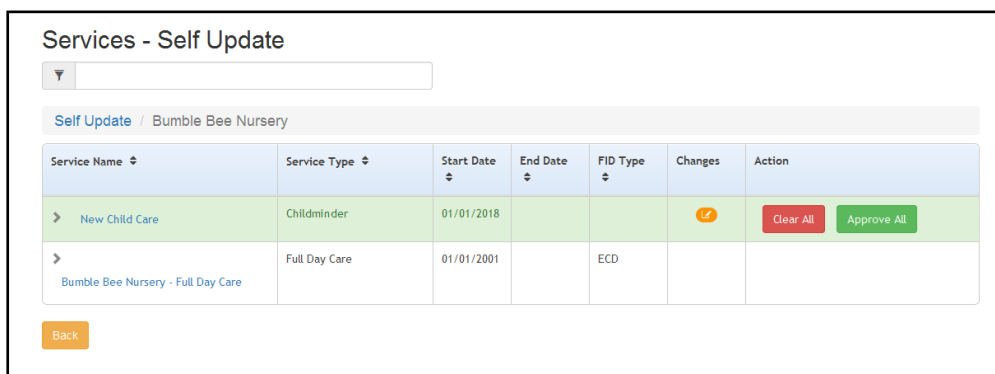
To approve all changes for a service:

1. Select **Admin Home** from the **Self Update** menu to display the **Self Update - Administration** page.
2. Click the **Providers** button to display the **Providers - Self Update** page with a list of providers to which you have access.

Administering the Self Update Provider Portal



3. The **Has Changes** check box is automatically selected to display only the providers who have submitted changes. The **Pending changes** icon is displayed in the **Changes** column.
4. If required, enter one or more characters into the search and click the **Search** button to filter the list of providers.
5. Click the required **Provider Name** link to display the **Services - Self Update** page with a list of services at this provider.



6. Click the **Approve All** button.

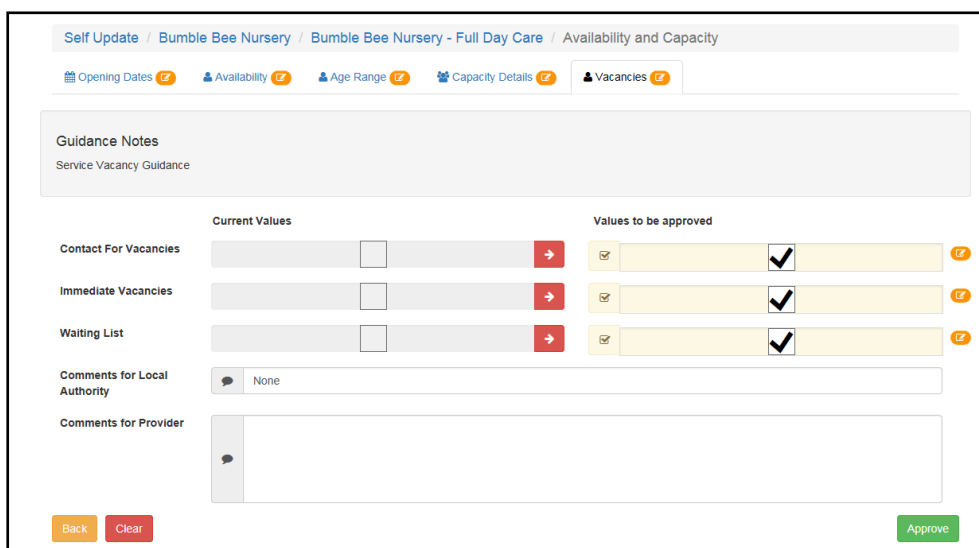
Approving Individual Changes

To approve the changes made on each tab page individually:

1. View the updates submitted by a provider. For more information, see [Viewing Provider Self Updates](#) on page 29.

The **pending changes** icon is displayed on a tab if changes to that information are pending approval.

2. Select the required tab.



The fields highlighted in the **Values to be approved** column are changes submitted by the provider.

NOTE: If the provider has submitted a new address for the service which is not on the One database, the address is flagged as **New**. This address must be added to the One database via the v4 Client before the change can be approved.

3. If required, click the arrow adjacent to the **Current Value** to overwrite one or more changes with the current value in the One database. For more information, see [Overwriting Provider Updates](#) on page 37.
4. To approve the changes and update the value in the One database, click the **Approve** button.

NOTE: If the provider has deselected the **Offers Extended Childcare** check box and extended hours have been recorded for the current term, when this change is approved it only affects the next term with no extended hours recorded. If there is no future term defined, the following message is displayed: *Either remove the extended hours within the <Term Name> or define the future period.*

Overwriting Provider Updates

The Local Authority can overwrite the values submitted by the provider with those currently held in the One database. Alternatively, you can clear all the changes on that tab.

To overwrite provider updates:

1. View the changes submitted by a provider. For more information, see [Viewing Provider Self Updates](#) on page 29.

The screenshot shows the 'Availability and Capacity' page for 'Bumble Bee Nursery - Full Day Care' in 'Summer'. It features a navigation bar with 'Opening Dates', 'Opening Times', and 'Opening Times Exceptions'. Below this is a 'Guidance Notes' section. The main content area is split into two columns: 'Current Values' and 'Values to be approved'. The 'Current Values' column has greyed-out input fields for 'Description', 'Start Date', and 'End Date', each with a red arrow icon. The 'Values to be approved' column has yellow highlighted input fields for 'Description' (containing 'Summer'), 'Start Date' (containing '24/07/2017'), and 'End Date' (containing '25/08/2017'), each with an orange edit icon. There are also text areas for 'Comments for Local Authority' and 'Comments for Provider'. At the bottom, there are 'Back', 'Clear All', and 'Approve' buttons.

2. Click the arrow adjacent to the **Current Value** to overwrite the value in the **Value to be approved** column.
Alternatively, to clear all changes on the tab, click the **Clear All** button.
3. To approve the remaining changes, if any, click the **Approve** button.

Editing Provider Updates

The Local Authority can edit the information before approving the changes.

1. View the updates submitted by a provider. For more information, see [Viewing Provider Self Updates](#) on page 29.

2. If required, make changes to the information in the **Values to be approved** column.
3. If required, select a different address for the service:
 - a. Click the **Select** button to display the **Search Addresses** dialog.

- b. Enter search criteria and click the **Find Address** button to display a list of matching addresses.
- c. Select the required address.

Alternatively, if the required address is not found, click the **Show Full Address** link to display the address fields and enter the address manually.

NOTE: A new address must be added to the One database via the v4 Client before the change can be approved.

4. To approve the changes and update the **Current Values** column, click the **Approve** button.

Rejecting Provider Updates

The Local Authority can reject all changes made to the service details by a provider and set the values back to the One values. Alternatively, they can reject all changes on a particular tab.

1. Select **Admin Home** from the **Self Update** menu to display the **Self Update - Administration** page.
2. Click the **Providers** button to display the **Providers - Self Update** page with a list of providers to which you have access.

The **Has Changes** check box is automatically selected to display only the providers who have submitted changes.

3. If required, enter one or more characters into the search to automatically filter the list of providers.
4. Click the required **Provider Name** link to display the **Services - Self Update** page with a list of services at this provider.

Service Name	Service Type	Start Date	End Date	FID Type	Changes	Action
Bumble Bee Nursery - Full Day Care	Full Day Care	01/01/2001		ECD		Clear All Approve All
Extra Child Care	Childminder	01/01/2018		ECD		Clear All Approve All
New Child Care	Childminder	02/01/2018				Clear All Approve All

The **Pending changes** icon is displayed in the **Changes** column and the **Clear All** button is displayed in the **Action** column if there are pending changes for this service.

5. To reject all the proposed changes for this service, click the **Clear All** button.

Alternatively, to reject proposed changes on a particular tab:

 - a. Click the **Service Name** link to display the details.
 - b. Select the required tab.

Administering the Self Update Provider Portal

c. Click the **Clear** button to clear the changes.

Managing and Configuring File Upload

Local authorities can manage and configure file upload via the **Provider File Upload Configuration and Management** page which is accessed by clicking the **File Upload** tile on the **Self Update - Administration** page. It is used by the Local Authority to configure the options for Providers to upload file(s) against their services and send them to their local authority.

Provider File Upload Configuration And Management

Configuration Key	Configuration Value	⚠
File Upload Tab	<input type="checkbox"/> ON	
Comma separated list of file extentions accepted for upload	<input type="text" value="pdf, doc, docx, xml, pdf, png, sql, txt"/>	
Maximum number of files allowed per submission	<input type="text" value="2"/>	
Provider can delete uploaded files	<input type="checkbox"/> ON	

Cancel

Save

View/Manage Ad Hoc Uploaded Files

1 new files uploaded since page last accessed

Local authority staff, through a few configuration options can control whether providers will have the ability to upload files or not. If they are allowed, then the authority can specify which file type extensions, the number of files that can be uploaded per service in one submission (between 1 and 5) and whether providers can delete the files they have uploaded or not.

These values can be set as follow:

File Upload Tab

- **ON** = The File Upload tab will be visible to all Providers
- **OFF** = The File Upload tab will not visible to all Providers

Comma Separated List

- Each file extension entered must be separated by a comma to be accepted. Example pdf, doc, docx etc.,

Maximum Number of Files per submission

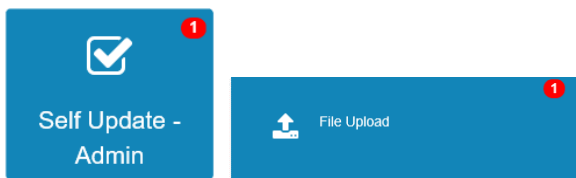
- The maximum value that can be set is 1 - 5.

Provider can delete uploaded files

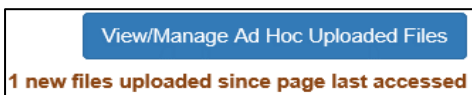
- **ON** = Provider is given the option to delete uploaded files
- **OFF** = The Delete option will not be visible to the Provider on the 'Files previously uploaded to the LA' screen.'

Managing Providers Uploaded Files

Local Authorities are notified when a File has been uploaded by a Provider. This is identified by a number will appear on the **Self Update Admin** tile and **File Upload** tile.



The Uploaded file can then be managed by the authority via the **View/Manage Ad Hoc Uploaded Files** button in the bottom right corner of the **Provider File Upload Configuration and Management** screen. A message of how many new files has been uploaded since the page was last accessed is also displayed. See graphic below.



Local authority staff (with appropriate permissions) can manage the files that have been uploaded by providers and choose whether to view them, delete them or link them as a linked document against the services record in the v4 client via **Focus | Early Years | Search for Service Provision | Service Details | Linked Documents**

The **Ad hoc File Upload Management** screen provides various information and Actions that can be taken with the Uploaded files.

Service Name	File Description	Date	Status	Actions
Early Years Breakfast Club		13/09/2019	Deleted By LA	View Note
Early Years Breakfast Club		16/09/2019	Deleted By Provider	View Note
Early Years Breakfast Club		17/09/2019	Document Uploaded	View, View Note, Link, Delete
Early Years Penetration Dawn til Dusk		12/09/2019	Deleted By LA	View Note
Early Years Penetration Dawn til Dusk		12/09/2019	Unlinked Document	View, View Note, Link, Delete
Early Years Penetration Dawn til Dusk		13/09/2019	Linked Document	View, View Note, Remove Link, Delete

The information that appears in each column are detailed below:

Service Name: This is the name of the Provider Service the Uploaded file is from.

File Description: A description of the file sent.

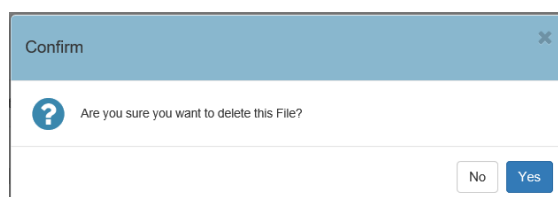
Date: Date the LA received the File.

Status: There are 4 different Status that can be displayed for a file, which are as follow:

- **Document Uploaded:** File received from Provider.
- **Linked Document:** The file received has been Linked to the Service record in v4 Client.
- **Unlinked Document:** The document has been unlinked from the record in v4 Client.
- **Deleted by LA /Deleted by Provider:** This displays which entity deleted the file.

Actions. There are 5 actions as follow:

- **View:** The Uploaded file can be Viewed or downloaded to the Users system.
- **View Note:** This displays any message the Provider may add with the Uploaded file.
- **Link:** This gives the option to link the file to the Service record in v4 Client.
- **Remove Link:** This Unlink the file in v4 Client.
- **Delete:** An uploaded file can be deleted by either the Local Authority or the Provider. A confirmation, popup box will appear when this option is selected as follow:



- If **Yes** is selected a confirmation box will appear to confirm the file was successfully deleted. The Status panel will then display Deleted by LA.

Sending Messages

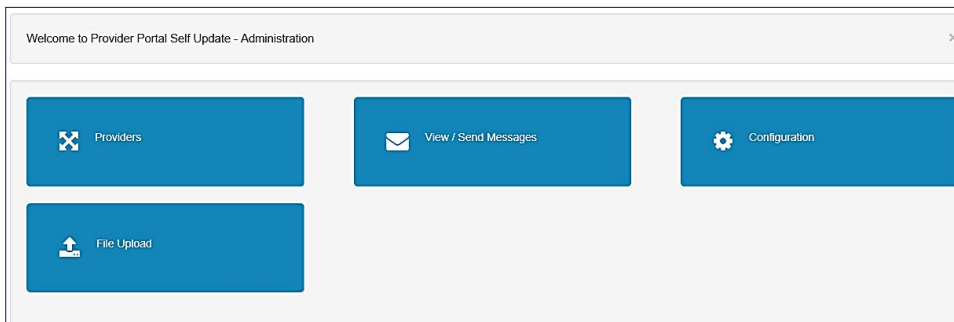
Introduction

The **Self Update | Messages** menu route enables the Local Authority Early Years administrator to compose messages to Self Update users and to view a log of messages sent.

NOTE: A reminder message can be sent to providers who have not submitted their census information. If the local authority has configured the portal so that **Show Early Years Census** is set to **ON**, you can filter the list of providers to display only those that have or have not submitted their census.

For more information about configuring the Self Update portal, see [Configuring the Self Update Portal](#) on page 22.

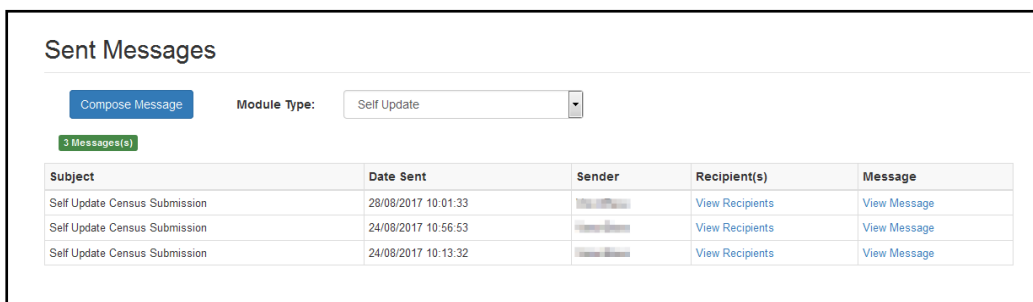
The **View / Send Messages** tile is displayed on the Self Update Administration welcome page.



Viewing Sent Messages

A list of messages sent to Self Update users is displayed when the Early Years administrator clicks the **View / Send Messages** tile or selects **Messages** from the **Self Update** menu.

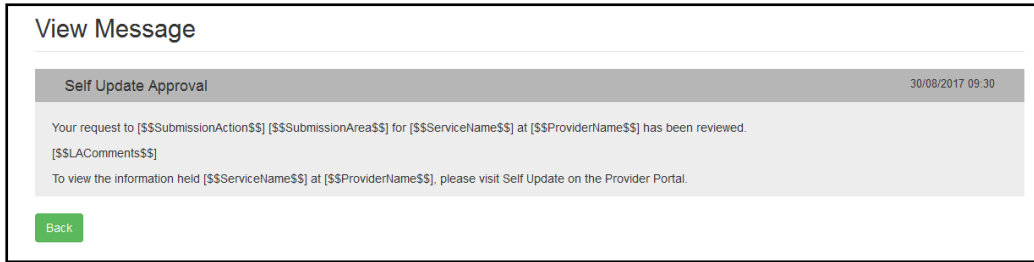
1. Select **Messages** from the **Self Update** menu to display the **Sent Messages** page. The **Module Type** drop-down defaults to **Self Update**.



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



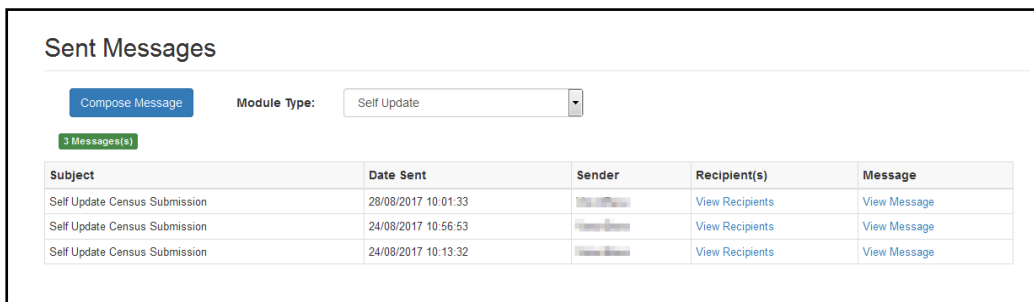
Alternatively, to view the recipients of a message, click the **View Recipients** link to display the **Recipients** page.



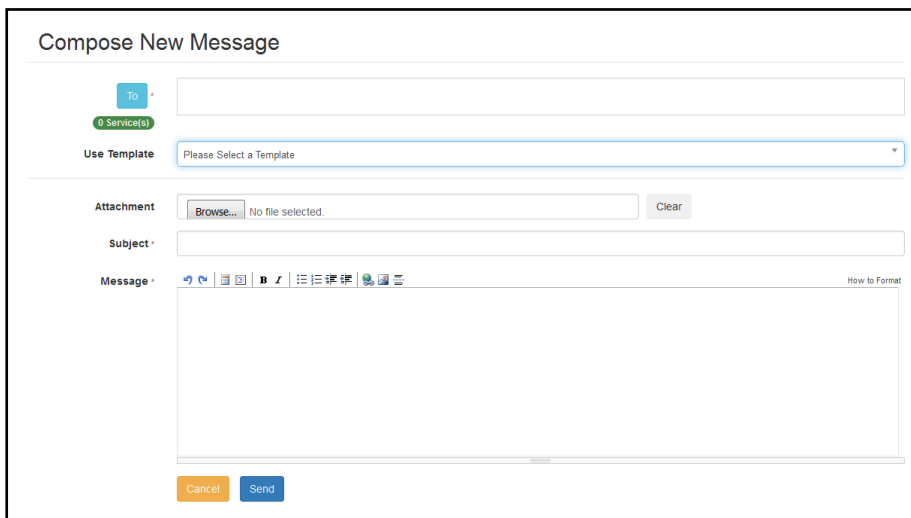
Composing a New Message

To compose and send a new message to a service provider, the Early Years administrator clicks the **View / Send Messages** tile or selects **Messages** from the **Self Update** menu.

1. Select **Messages** from the **Self Update** menu to display the **Sent Messages** page. The **Module Type** drop-down defaults to **Self Update**.



2. Click the **Compose Message** button to display the **Compose New Message** page.



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

Select Message Recipients

Name Search

Search Results **0 Service(s)**

Provider	Service	EY Census Submitted	Funding Type	Service Type
		Please select	Please select	Please select

There are no results to display. X

Add All Remove All

Selected Services **0 Service(s)**

There are no selected services. X

Cancel Clear Continue

NOTE: The **EY Census Submitted** column is only displayed if **Show Early Years Census** is set to **ON** on the **Self Update - General Configuration** page.

- 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 an **EY Census Submitted** status, **Funding Type** or **Service Type** filter.

Select Message Recipients

Name Search Page 1 of 111 1 2 3 4 5 > 111 Next >>

Search Results **1104 Service(s)**

Provider	Service	EY Census Submitted	Funding Type	Service Type	
<input type="checkbox"/>	ARCDEL Provider1	ARCDEL INTG Provider Service	No	Funded (T)	Childminder
<input type="checkbox"/>	ARCDEL Provider1	ARCDEL INTG Service2	No	Funded (T)	Combined Nursery Centre
<input type="checkbox"/>	ARCDEL Provider2	ARCDEL Service1	No	Funded (T)	Breakfast Clubs
<input type="checkbox"/>	Broadmead Lower School	Maintained Nursery Schools/Cla	No	Funded (T)	Maintained Nursery Schools/Cla
<input type="checkbox"/>	Carealot Day Nursery	Weekend Nursery school	No	Funded (T)	Private Nursery School
<input type="checkbox"/>	Church End Lower School	Full Day Care	No	Funded (T)	Full Day Care
<input type="checkbox"/>	Deborah Green Childcare	Dawn til Dusk	No	Funded (T)	Childminder
<input type="checkbox"/>	EY_BASE[9621]	EY_SERVICE[1343]	No	Funded (T)	Childminder
<input type="checkbox"/>	EY_BASE[9621]	EY_SERVICE[1344]	No	Funded (T)	Childminder
<input type="checkbox"/>	EY_BASE[9646]	EY_SERVICE[2696]	No	Funded (T)	Childminder

Add All Remove All

Selected Services **0 Service(s)**

There are no selected services. X

Cancel Clear Continue

NOTES: To send a reminder message to providers who have not submitted their census, select all services for that provider.

If the provider clicks the **No Changes Required** button, the **EY Census Submitted** status is set to **Yes**.

- Select one or more services to display the service name in the **Selected Services** box, or click the **Add All** button to select all of the services found.

Select Message Recipients

Name Search Page 1 of 111 1 2 3 4 5 > 111 Next >>

Search Results 1104 Service(s)

Provider	Service	EY Census Submitted	Funding Type	Service Type
<input checked="" type="checkbox"/> ARCDDEL Provider1	ARCDDEL INTG Provider Service	No	Funded (T)	Childminder
<input checked="" type="checkbox"/> ARCDDEL Provider1	ARCDDEL INTG Service2	No	Funded (T)	Combined Nursery Centre
<input checked="" type="checkbox"/> ARCDDEL Provider2	ARCDDEL Service1	No	Funded (T)	Breakfast Clubs
<input type="checkbox"/> Broadmead Lower School	Maintained Nursery Schools/Cla	No	Funded (T)	Maintained Nursery Schools/Cla
<input type="checkbox"/> Carealot Day Nursery	Weekend Nursery school	No	Funded (T)	Private Nursery School
<input type="checkbox"/> Church End Lower School	Full Day Care	No	Funded (T)	Full Day Care
<input type="checkbox"/> Deborah Green Childcare	Dawn til Dusk	No	Funded (T)	Childminder
<input type="checkbox"/> EY_BASE[9621]	EY_SERVICE[1343]	No	Funded (T)	Childminder
<input type="checkbox"/> EY_BASE[9621]	EY_SERVICE[1344]	No	Funded (T)	Childminder
<input type="checkbox"/> EY_BASE[9646]	EY_SERVICE[2696]	No	Funded (T)	Childminder

Add All Remove All

Selected Services 3 Service(s)

ARCDEL Provider2 - ARCDDEL Service1 ARCDDEL Provider1 - ARCDDEL INTG Service2 ARCDDEL Provider1 - ARCDDEL INTG Provider Service

Cancel Clear Continue

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

Compose New Message

To ARCDEL Provider1 - ARCDDEL INTG Provider Service ARCDDEL Provider1 - ARCDDEL INTG Service2 ARCDDEL Provider2 - ARCDDEL Service1

3 Service(s)

Use Template Please Select a Template

Attachment Browse... No file selected. Clear

Subject

Message How to Format

Cancel Send

- Select a message **Template** to automatically complete the **Subject** and the **Message**. If required, edit the text in these fields.

Compose New Message

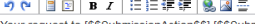
To: ARCDEL Provider1 - ARCDDEL INTG Provider Service ARCDEL Provider1 - ARCDDEL INTG Service2 ARCDEL Provider2 - ARCDDEL Service1
3 Service(s)

Use Template: Self Update On Census Approve Email Template

Attachment: Browse... No file selected. Clear

Subject: Self Update Approval For Census

Message:

 Your request to [\$\$\$SubmissionAction\$\$\$] [\$\$\$SubmissionArea\$\$\$] at [\$\$\$ProviderName\$\$\$] has been reviewed.

[\$\$\$LAComments\$\$\$]

To view the information held at [\$\$\$ProviderName\$\$\$], please visit Self Update on the Provider Portal.

Your request to [\$\$\$SubmissionAction\$\$\$] [\$\$\$SubmissionArea\$\$\$] at [\$\$\$ProviderName\$\$\$] has been reviewed.
 [\$\$\$LAComments\$\$\$]
 To view the information held at [\$\$\$ProviderName\$\$\$], please visit Self Update on the Provider Portal.

Cancel Send

8. If required, click the **Browse** button to select an **Attachment**.
9. Click the **Send** button to send the message and display the **Message Sent** dialog.

Message Sent

Your message has been successfully sent.

OK

10. Click the **OK** button to display the **Sent Messages** page.

Sent Messages

Compose Message Module Type: Self Update

4 Messages(s)

Subject	Date Sent	Sender	Recipient(s)	Message
Self Update Approval	30/08/2017 09:30:02	Admin	View Recipients	View Message
Self Update Census Submission	28/08/2017 10:01:33		View Recipients	View Message
Self Update Census Submission	24/08/2017 10:56:53		View Recipients	View Message
Self Update Census Submission	24/08/2017 10:13:32		View Recipients	View Message

05 | Using the Self Update Provider Portal

Introduction

This chapter describes how the Early Years provider uses the Self-Update portal to view and update the information held about their services in the One v4 Client.

If they are new to the Provider portal, the user needs to activate their user account using the login details sent to them by the One administrator. If they are already a Provider portal user, they can log in as normal.

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.

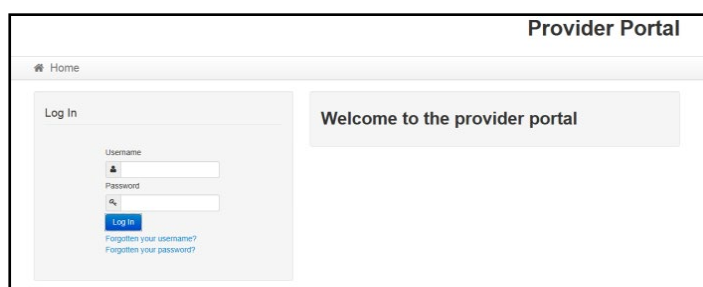
They are prompted to change their password and, if second factor authentication is enabled, to select a secret question and supply an answer.

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.

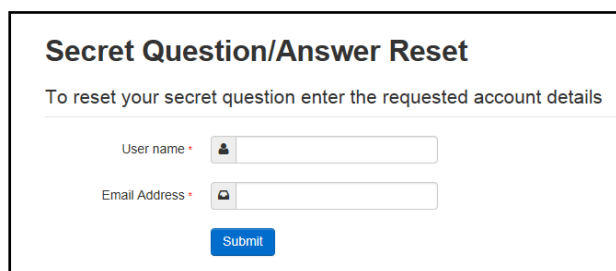
2. Enter your **User name** and registered **Email Address** and click the **Submit** button.
3. If second factor authentication is enabled, enter the **Secret Answer** and click the **Submit** button.

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.

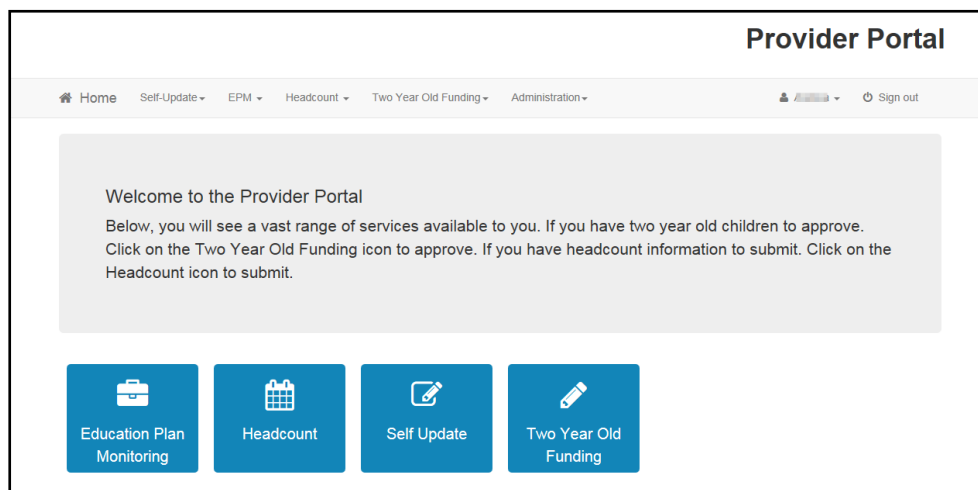


The screenshot shows a form titled "Secret Question/Answer Reset". Below the title is the instruction: "To reset your secret question enter the requested account details". There are two input fields: "User name" with a person icon and "Email Address" with an envelope icon. A blue "Submit" button is located below the email field.

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

Accessing the Self Update Portal

The Provider portal home page gives access to the Self Update portal.



The screenshot shows the "Provider Portal" home page. At the top right is the title "Provider Portal". Below it is a navigation bar with links: Home, Self-Update, EPM, Headcount, Two Year Old Funding, and Administration. On the right of the navigation bar are user profile icons and a "Sign out" link. The main content area has a grey box with the text: "Welcome to the Provider Portal. Below, you will see a vast range of services available to you. If you have two year old children to approve. Click on the Two Year Old Funding icon to approve. If you have headcount information to submit. Click on the Headcount icon to submit." Below this are four blue tiles with icons and labels: "Education Plan Monitoring", "Headcount", "Self Update", and "Two Year Old Funding".

When a provider logs on to the Provider portal, the **Self Update** tile and the **Self Update | Provider Home** menu route are displayed on their Welcome page.

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.

Two Step Verification

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

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

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

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

Preferred method

No Two Step Verification

Save

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

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

Two Step Verification

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

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

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

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

Preferred method

Email

Save

- 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.

Viewing and Updating Census Details

Introduction

The Local Authority runs a routine each year in the v4 Client to generate the Early Years Census and pre-populate the census details. The details can be updated in the v4 Client, or the Early Years provider can update the details themselves using the Self Update portal.

NOTE: For the provider to enter and update the census details, the Local Authority must set the **Show Early Years Census** configuration value to **On** via the configuration screen. For more information, see [Configuring the Self Update Portal](#) on page 22.

Using the Self Update Provider Portal

The Local Authority can send a message via the portal to those providers who have not submitted their census. If there are no changes, the provider clicks the **No Changes Required** button.

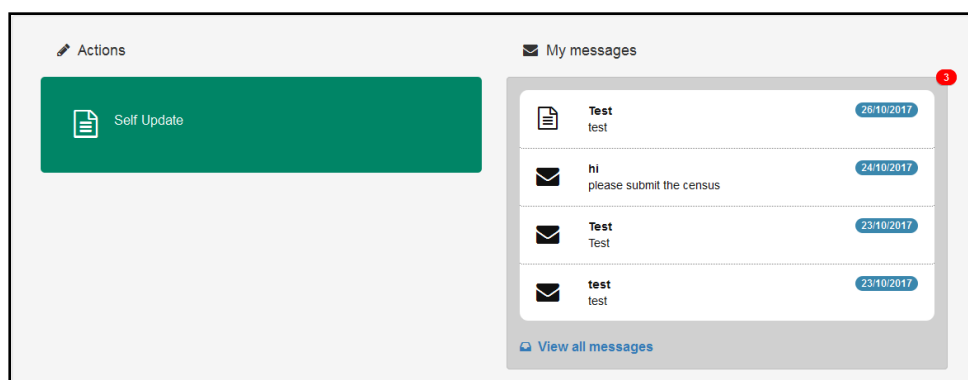
More Information: *Early Years Census Return* reference guide available on the [One Publications](#) website.

The provider can update the following census details using the Self Update portal:

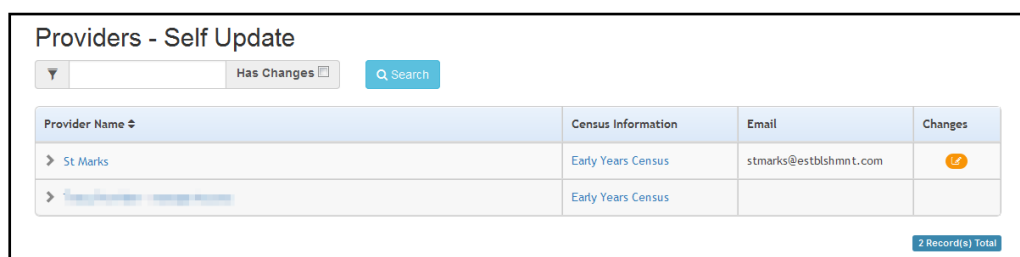
- Availability and opening hours.
- Staff summary details - the number of staff with particular qualifications.
- Summary of children in funded places for each age group.

The provider can save their changes and continue to update the information until they are ready to submit it.

1. Select the **Self Update** tile on the Welcome page to display the available **Actions** and any messages that have been sent from the Local Authority to the provider.



2. Select the **Self Update** action to display the **Providers - Self Update** page with a list of providers to which you have access. For information about managing access to services, see [Managing User Accounts](#) on page 12.



3. If required, enter one or more characters into the search and click the **Search** button.
4. Click the **Early Years Census** link to display the current census details held for the provider.

NOTE: The link is only displayed if the Local Authority has pre-populated the census, the provider has the **Registered for Nursery Education Grant/Fund** check box selected for at least one service in the v4 Client and the **Show Early Years Census** configuration value is set to **On** via the **Self Update - General Configuration** page.

Self Update | St Marks | Early Years Census

Guidance Notes
Early Years Census 2018 Details

Availability and Opening Times

No. of Funding Weeks

No. of Weeks Open

Monday opening time

Monday closing time

Tuesday opening time

Tuesday closing time

Wednesday opening time

Wednesday closing time

Thursday opening time

Thursday closing time

Friday opening time

Friday closing time

Saturday opening time

Saturday closing time

Sunday opening time

Sunday closing time

Continuously Open

Total Staff Information

Total Number of Staff

Level 2 Qualification

Level 3 Qualification - Non-managerial

Level 3 Qualification - Managerial

Qualified Teacher Status

Early Years Professional Status

Early Years Teacher Status

Number of Children By Age

Number of 2 year olds

Number of 3 year olds

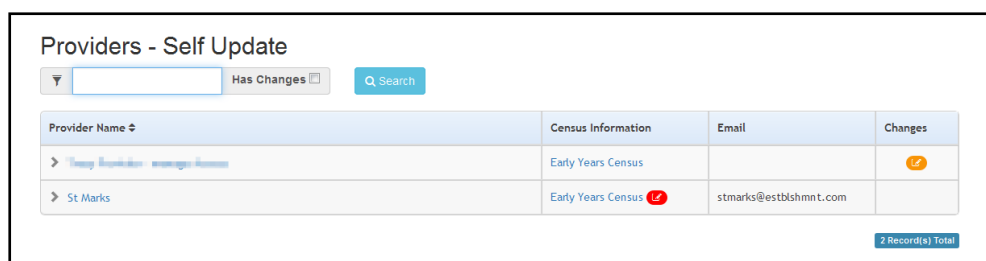
Number of 4 year olds

Comments for Local Authority

Back

5. If required, update the census details.
Alternatively, if no changes are required:
 - a. Click the **No Changes Required** button.
 - b. Click the **Yes** button to confirm.
6. To save the changes without submitting them, click the **Save Draft** button to display the **Providers - Self Update** page with an icon in the **Census Information** column to indicate that the census has been updated but not submitted, as shown in the following graphic:

Using the Self Update Provider Portal



Provider Name	Census Information	Email	Changes
> Therapy Foundation	Early Years Census		Yes
> St Marks	Early Years Census	stmarks@estblshmt.com	Yes

To view the changes and make further updates, click the **Early Years Census** link.

- To submit the changes, click the **Submit** button to display a verification message.
- Click the **Yes** button to confirm.

NOTES: If the provider selects (ticks) the **Continuously Open** check box, any opening and closing times entered are cleared and the fields are disabled.

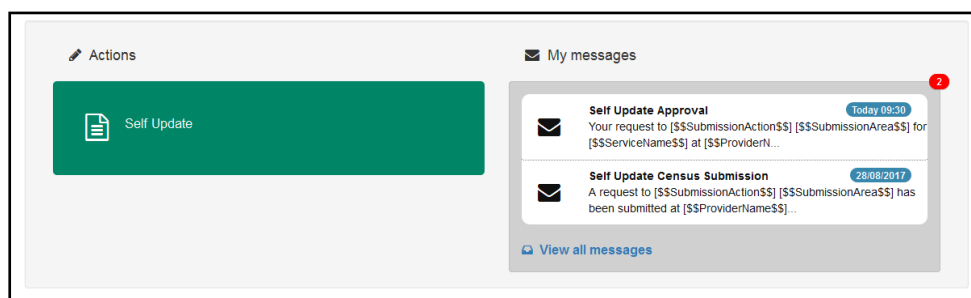
When the provider clicks the **Yes** button to confirm the changes, if the configuration value for **Review Early Years Census Submissions** is set to **On**, the pending changes icon is displayed on the **Providers - Self Update** page and the Local Authority needs to approve the changes. If the configuration value is set to **Off**, the changes are immediately saved in the database.

The provider can make changes to the census details after submitting them as long as the census window is still open (**Show Early Years Census** configuration value is set to **On**).

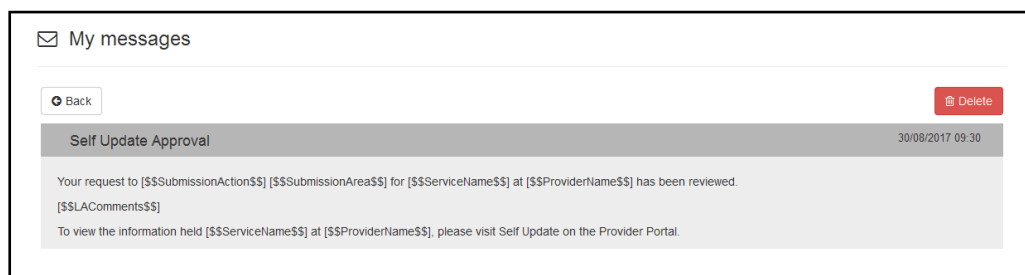
For more information, see [Configuring the Self Update Portal](#) on page 22.

Viewing Sent Messages

When the provider clicks the **Self Update** tile on the Welcome page, any messages sent to them are displayed in the **My Messages** panel.



To view the details, select a message to display the **My Messages** page.



Alternatively, to view a list of messages, click the **View all messages** link.

	Subject	Received
	Self Update Approval	30-Aug-2017 09:30
	Self Update Census Submission	28-Aug-2017 10:01

If required, click a heading to sort the list.

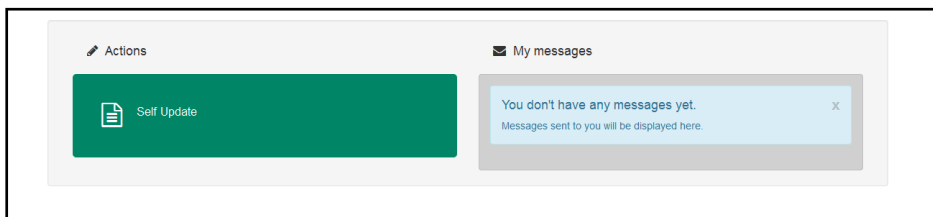
Viewing Service Details

Providers can use the Self Update portal to view the details held about their services. The Local Authority can use the Self Update Configuration page to determine which information is displayed. For more information, see [Configuring the Self Update Portal](#) on page 22.

Viewing Providers and Services

To view the details currently held about your services:

1. Select the **Self Update** tile on the Welcome page to display the available **Actions** and any messages that have been sent.



2. Select the **Self Update** tile to display the **Providers - Self Update** page with a list of providers to which you have access. For information about managing access to services, see [Managing User Accounts](#) on page 12.

NOTE: If you only have access to one provider, the **Services - Self Update** page is displayed with a list of services at that provider.

Provider Name	Census Information	Email	Changes
> St Marks	Early Years Census	stmarks@estblshmnt.com	
> Early Years Census	Early Years Census		

2 Record(s) Total

3. If required, enter one or more characters into the search and click the **Search** button to filter the list.
4. Click the link for the required provider to display the **Services - Self Update** page with a list of services for this provider.

Using the Self Update Provider Portal

Service Name	Service Type	Start Date	End Date	FID Type	Changes	Action
St Marks - Full Day Care	Full Day Care	06/07/2007		ECD		Clear All

NOTE: If the required service is not listed, it can be added by clicking the **Add Service** button. For more information, see [Adding a Service](#) on page 87.

File Upload to Local Authority

Providers can upload and manage file(s) for their services in accordance with the configuration settings by their local authority.

The file(s) are uploaded as follow:

1. On the Provider Self update screen, select the relevant Service to load the Service Details screen.
2. Select the File Upload tab, to launch the Ad Hoc File Upload screen as shown in graphic below.

• You can use this facility to send files to the LA on an ad hoc basis
• The LA will not be made aware of any files, or be able to view/use them, until you press the "Submit" button
• The combined size of files to be uploaded must not be greater than 20Mb

Ad Hoc File Upload
(Please remember to "submit" when you have completed your file uploads)

Self Update / Early Years Penetration Provider / Early Years Breakfast Club

Service Details | Consent | Availability and Capacity | Travel | Costs | Facilities | Additional Information | **File Upload**

Add File | Submit | Cancel

List ad hoc files previously uploaded

A notification is displayed at the top of the screen to the Providers which states as follow:

- You can use this facility to send files to the LA on an ad hoc basis
- The LA will not be made aware of any files, or be able to view/use them, until you press the 'Submit' button
- The combined size of files to be uploaded must not be greater than 20Mb

Sending Ad Hoc Files

The Provider can send the Ad hoc files as follow:

1. Select the **Add File** button to open the **Add/View/Edit File Upload** screen.

2. The Upload New File button allows the Provider to select the designated File to Upload.

Note: The file size must be more than **0 bytes** and less than **20Mb**.

The message displayed below will appear if the file size is 0 bytes.

'Invalid file. The size of file to be uploaded must be greater than 0 bytes.'

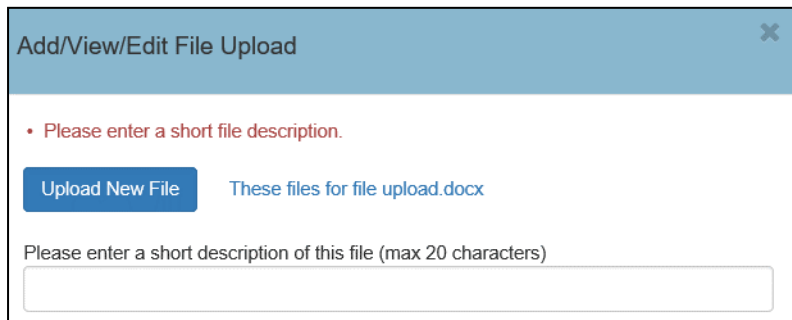
- If the file is 20Mb the message below will appear.

'The combined size of files to be uploaded exceeds max limit of 20Mb.'

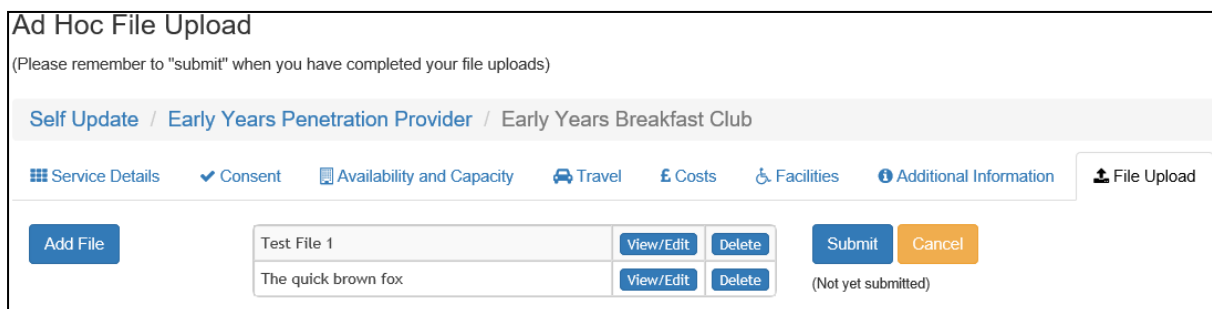
3. A description of the file to be sent must be entered. If this is left blank the message below will appear.

Using the Self Update Provider Portal

'Please enter a short file description'



4. After **Save** is selected it will return to the **Ad Hoc File Upload** screen, where it displays the file(s) selected to Upload.



5. The file(s) can be **View/Edit** before being Submitted. The Delete and Cancel button will remove the file(s) selected for uploading.
6. Click the **Submit** button to Upload the file. A confirmation message will be displayed as shown below.



Managing Uploaded Files

The Provider can view /manage Uploaded file by selecting **List ad hoc files previously uploaded** button, located in the bottom right hand corner of the **Ad Hoc File Upload** screen. This will launch the **Files previously uploaded to the LA** screen shown in graphic below.

Files previously uploaded to the LA
All files that you have uploaded to the LA are shown on this page

Date ▲	File Description	Note to LA	Status	Actions
17/09/2019			Document Uploaded	View Delete
17/09/2019			Document Uploaded	View Delete
16/09/2019			Deleted By Provider	
13/09/2019			Deleted By LA	
13/09/2019			Linked Document	View Delete
13/09/2019			Deleted By LA	
12/09/2019			Unlinked Document	View Delete

The **Files previously uploaded to the LA** screen provides the information below and Actions that can be taken with the Uploaded files.

- Date:** Date the Uploaded file was sent to LA
- File Description:** Description of the file sent
- Note to LA:** The message that was sent to the LA with the Uploaded
- Status:** This shows the latest status of the file.
(Note: The LA screen will display the same Status stages)
- Action:**
- View:** The Provider can view the file that was uploaded.
 - Delete:** The Provider can delete the file that was uploaded.

Viewing Service and Consent Details

NOTE: The **Consent** tab is only displayed if the Local Authority has set the **Configuration Value** to **On** via the **Configuration** page. For more information, see [Configuring the Self Update Portal](#) on page 22.

To view service and consent details for a provider:

1. Select the required provider to view a list of services. For information about using the Self Update Provider Portal to view your services, see [Viewing Providers and Services](#) on page 55
2. Click the link for the required service to display the **Service Details** tab.

The screenshot shows the 'Service Details' page in the Self Update Provider Portal. The breadcrumb trail at the top reads 'Self Update / Provider - manage Access / Service 2'. Below this is a navigation bar with tabs: 'Service Details' (selected), 'Consent', 'Availability and Capacity', 'Travel', 'Costs', 'Facilities', and 'Additional Information'. The main content area is titled 'Guidance Notes' and 'Service Guidance'. It contains a list of fields for service information, each with an edit icon (pencil) and a value: 'Service Name' (Service 2), 'Service Type' (Maintained Nursery Schools/Cla), 'Start Date' (04/01/2016), 'End Date' (empty), 'Registered For Nursery Education Grant / Funding' (checked), 'Email Address' (empty), 'Web Site' (empty), 'Telephone Number' (empty), 'Fax Number' (empty), 'Address' (Mansfield, UK, with a 'Select' button), 'Ofsted Provision Type' (empty), 'Offers Extended Childcare' (checked), 'Details of your 30 hours offer' (empty text area), 'Other Information' (empty text area), and 'Comments for Local Authority' (empty text area). At the bottom left is an orange 'Back' button and at the bottom right is a blue 'Submit' button.

3. If required, select the **Consent** tab to display the consent to share information about the service.

Viewing Availability and Capacity

NOTE: The **Availability and Capacity** tab is only displayed if the Local Authority has set the **Configuration Value** to **On** via the **Configuration** page. For more information, see [Configuring the Self Update Portal](#) on page 22.

To view the current availability and capacity details held for the service:

1. View the basic details for the service and select the **Availability and Capacity** tab. For more information, see [Viewing Service and Consent Details](#) on page 60

2. To view opening dates, click the link for the required record to display the **Opening Dates**, **Opening Times** and **Opening Times Exceptions**.

Using the Self Update Provider Portal

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity / Full Day Care

Opening Dates | Opening Times | Opening Times Exceptions

Guidance Notes
Service Opening Dates Guidance

Description: Full Day Care

Start Date: 06/07/2007

End Date: 06/07/2018

Comments for Local Authority

Back Submit

For more information, see [Viewing Opening Dates, Times and Exceptions](#) on page 64.

- To view the information held about the number of weeks and when the service is available, select the **Availability** tab.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity

Opening Dates | Availability | Age Range | Capacity Details | Vacancies

Guidance Notes
Service Availability Guidance

Number of weeks open: 25

When service is available: All Year, Full Time, Half Term, Lunch Club

Comments for Local Authority

Back Submit

- To view details about the minimum and maximum ages and funding status for each age group at the service, select the **Age Range** tab.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity

Opening Dates | Availability | Age Range | Capacity Details | Vacancies

Guidance Notes
Service Age Range Guidance

Minimum Age Years: 1

Minimum Age Months:

Maximum Age Years: 4

Maximum Age Months:

2 Year Old Funding:

3 Year Old Funding:

4 Year Old Funding:

Comments for Local Authority

Back Submit

- To view numbers on the waiting list, vacancies and capacity for each age range at the service, select the **Capacity Details** tab.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity

Opening Dates Availability Age Range **Capacity Details** Vacancies

Guidance Notes
Service Capacity Guidance

Capacity Date 06/07/2007

Service Age Range

Age Range	Waiting List	Vacancies	Capacity	Pending Change
Age 0	<input type="text" value=""/>	<input type="text" value="12"/>	<input type="text" value="30"/>	
Age 1	<input type="text" value=""/>	<input type="text" value="12"/>	<input type="text" value="30"/>	
Age 2	<input type="text" value=""/>	<input type="text" value="12"/>	<input type="text" value="30"/>	
Age 3	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="30"/>	
Age 4	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="30"/>	
Age 5	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="30"/>	
Age 6	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="30"/>	
Age 7	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="30"/>	
Age 8	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="30"/>	

Comments for Local Authority

Back Submit

- To view the information currently held about whether the service can be contacted for vacancy details, whether there are immediate vacancies and whether there is a waiting list at the service, select the **Vacancies** tab.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity

Opening Dates Availability Age Range Capacity Details **Vacancies**

Guidance Notes
Service Vacancy Guidance

Contact For Vacancies

Immediate Vacancies

Waiting List

Comments for Local Authority

Back Submit

Viewing Opening Dates, Times and Exceptions

To view the information currently held regarding dates and times that the service is open:

1. View the basic details for the service and select the **Availability and Capacity** tab. For more information, see [Viewing Service and Consent Details](#) on page 60

Description	Start Date	End Date	Pending Change	Clear	Changes
Full Day Care	06/07/2007	06/07/2018			

2. Click the required **Description** link to display the **Opening Dates** tab.

3. To view opening times, select the **Opening Times** tab.

Description	Week day	Start Time	End Time	Vacancies	Pending Change	Clear	Changes
Full Day Care	MON	08:30	12:30	12			
	MON	14:00	17:30	12			
Full Day Care	TUE	08:30	12:30	12			
	TUE	14:00	17:30	12			
Full Day Care	WED	08:30	12:30	12			
	WED	14:00	17:30	12			
Full Day Care	THU	08:30	12:30	12			
	THU	14:00	17:30	12			
Full Day Care	FRI	08:30	12:30	12			
	FRI	14:00	17:30	12			

- To view exceptions to opening times, select the **Opening Times Exceptions** tab.

Viewing Travel, Costs and Facilities

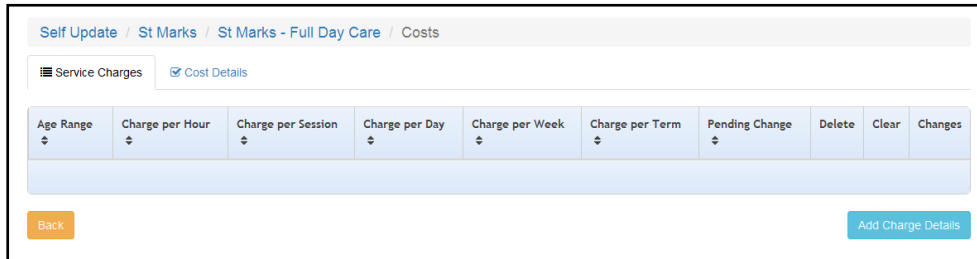
NOTE: The **Travel, Costs and Facilities** tabs are only displayed if the Local Authority has set the **Configuration Value** to **On** via the **Configuration** page. For more information, see [Configuring the Self Update Portal](#) on page 22.

- View the basic details for the service. For more information, see [Viewing Service and Consent Details](#) on page 60
- To view details about parking, own transport and travel information, select the **Travel** tab and ensure that the **Travel Details** sub tab is selected.

- To view information about school pickups, select the **School Pickups** sub tab.

Using the Self Update Provider Portal

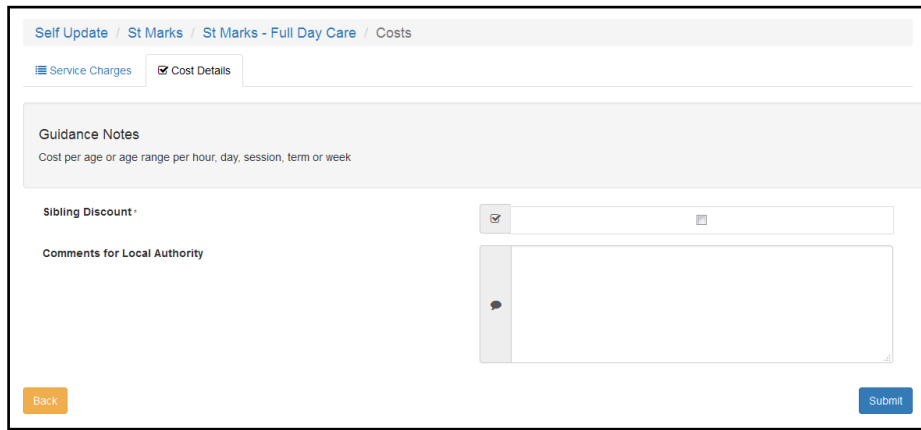
- To view details of service charges, select the **Costs** tab and ensure that the **Service Charges** sub tab is selected.



The screenshot shows the 'Self Update / St Marks / St Marks - Full Day Care / Costs' breadcrumb trail. Below it, there are two tabs: 'Service Charges' (selected) and 'Cost Details'. A table with columns for 'Age Range', 'Charge per Hour', 'Charge per Session', 'Charge per Day', 'Charge per Week', 'Charge per Term', 'Pending Change', 'Delete', 'Clear', and 'Changes' is visible. At the bottom, there are 'Back' and 'Add Charge Details' buttons.

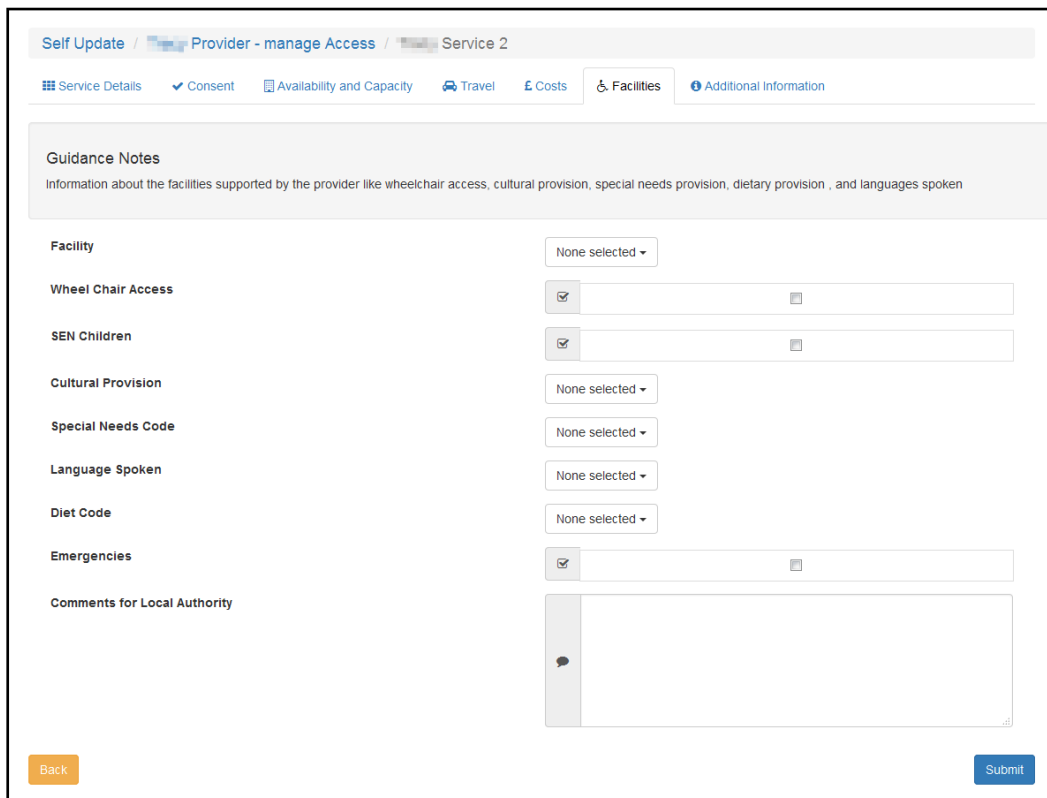
- To view details of costs and **Sibling Discount**:

- Select the **Costs** tab.
- Select the **Cost Details** sub tab.



The screenshot shows the 'Self Update / St Marks / St Marks - Full Day Care / Costs' breadcrumb trail. Below it, there are two tabs: 'Service Charges' and 'Cost Details' (selected). The 'Guidance Notes' section contains the text 'Cost per age or age range per hour, day, session, term or week'. Below this, there is a 'Sibling Discount*' field with a dropdown menu and a 'Comments for Local Authority' text area. At the bottom, there are 'Back' and 'Submit' buttons.

- To view details of the facilities supported by the provider, select the **Facilities** tab.



The screenshot shows the 'Self Update / Provider - manage Access / Service 2' breadcrumb trail. Below it, there are several tabs: 'Service Details', 'Consent', 'Availability and Capacity', 'Travel', 'Costs', 'Facilities' (selected), and 'Additional Information'. The 'Guidance Notes' section contains the text 'Information about the facilities supported by the provider like wheelchair access, cultural provision, special needs provision, dietary provision, and languages spoken'. Below this, there are several fields: 'Facility' (dropdown), 'Wheel Chair Access' (checkbox), 'SEN Children' (checkbox), 'Cultural Provision' (dropdown), 'Special Needs Code' (dropdown), 'Language Spoken' (dropdown), 'Diet Code' (dropdown), 'Emergencies' (checkbox), and 'Comments for Local Authority' text area. At the bottom, there are 'Back' and 'Submit' buttons.

Viewing Additional Information

NOTE: The **Additional Information** tab is only displayed if the Local Authority has set the **Configuration Value** to **ON** via the **Configuration** page. The Local Authority configures the Self Update portal to determine which of the additional information to display to providers. For more information, see [Configuring the Self Update Portal](#) on page 22.

To view additional information for a provider:

1. Select the required provider to view a list of services. For information about using the Self Update Provider Portal to view your services, see [Viewing Providers and Services](#) on page 55.
2. Click the link for the required service to display the **Service Details** tab.
3. Select the **Additional Information** tab to display any additional information defined for the service.

Updating Service Details

Introduction

The provider can use the Self Update portal to make changes to the details that are currently held about their services. After making the required changes, they submit them for approval by the Local Authority.

The Local Authority administrator uses the **Self Update - General Configuration** page to determine which information can be updated. For more information, see [Configuring the Self Update Portal](#) on page 22.

If email feedback is enabled on the **Self Update - General Configuration** page, an email is sent to the specified email address whenever a provider submits a change. The Self Update portal sends the email using the details in **The self update email address** option as the **From** address. For more information, see [Configuring the Self Update Portal](#) on page 22.

The email contains the following information:

A request to *[Create/Update/Delete]* *[Submission area e.g. Service Details]* has been submitted to *[Service name]* at *[Provider name]*.

[Comments for Local Authority]

Services can be accessed through Self Update.

NOTE: The details in italics vary depending on the type of submission and area of Early Years being changed. The email subject, content and layout can be changed on the **Self Update On Submit Email Template** page via **Provider Portal | Administration | Site Setup | Message Templates**. For more information, see [Message Templates](#) on page 11.

Updating Service Basic Details

To make changes to the service details currently held by the Local Authority:

1. View the service details. For more information, see [Viewing Service and Consent Details](#) on page 60

The screenshot shows the 'Service Details' form in the Self Update Provider Portal. The breadcrumb trail is 'Self Update / Provider - manage Access / Service 2'. The navigation menu includes 'Service Details', 'Consent', 'Availability and Capacity', 'Travel', 'Costs', 'Facilities', and 'Additional Information'. The 'Guidance Notes' section is titled 'Service Guidance'. The form fields are as follows:

- Service Name:** Text input field containing 'Service 2'.
- Service Type:** Dropdown menu with 'Maintained Nursery Schools/Cla' selected.
- Start Date:** Date input field containing '04/01/2016'.
- End Date:** Date input field.
- Registered For Nursery Education Grant / Funding:** Checkboxes, with the right one checked.
- Email Address:** Text input field.
- Web Site:** Text input field.
- Telephone Number:** Text input field.
- Fax Number:** Text input field.
- Address:** Address input field with a location pin icon and a 'Select' button. The address 'Truro, UK' is visible.
- Ofsted Provision Type:** Text input field.
- Offers Extended Childcare:** Checkboxes, with the right one checked.
- Details of your 30 hours offer:** Text area.
- Other Information:** Text area.
- Comments for Local Authority:** Text area.

At the bottom left is a 'Back' button and at the bottom right is a 'Submit' button.

2. Make one or more changes to the **Service Details**:
 - a. Enter a **Service Name**, **Start Date** or **End Date**.
 - b. Select a **Service Type** (*Table ID: 0423*).
 - c. Enter one or more of the following contact information:
 - **Email Address**
 - **Web Site** address
 - **Telephone Number**
 - **Fax Number**.
 - d. Click the **Select** button to open the **Address Search** and select an address or add a new address. For more information, see [Selecting an Address](#) on page 70.
 - e. Select or deselect the **Offers Extended Childcare** check box.

NOTE: If extended hours are already recorded for the current term and this check box is deselected, when the change is approved it will only affect future terms with no extended hours recorded.

If no extended hours have been recorded against any funded service in Current term (e.g. Autumn 2018), then the Local Authority / Provider should be able to select Autumn as the term extended hours ceases from.

f. Enter **Details of your 30 hours offer**, **Other Information** and **Comments for Local Authority**.

NOTE: Information recorded in **Details of your 30 hours offer** is exported to FID. The Local Authority can choose to display the information to parents on the FID website.

3. Click the **Submit** button.

The screenshot shows the 'Service Details' form in the Self Update Provider Portal. The breadcrumb trail at the top reads 'Self Update / Provider - manage Access / Service 2'. Below this, there are navigation tabs: 'Service Details' (highlighted with a 'Pending changes' icon), 'Consent', 'Availability and Capacity', 'Travel', 'Costs', 'Facilities', and 'Additional Information'. The form contains the following fields and sections:

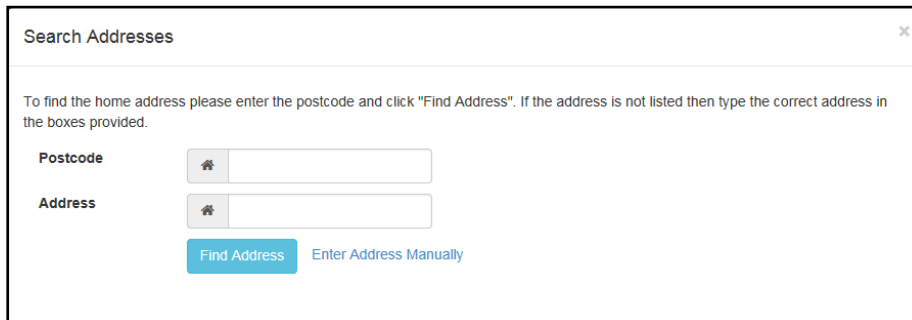
- Guidance Notes:** Service Guidance
- Service Name:** Service 2
- Service Type:** Maintained Nursery Schools/Cla
- Start Date:** 04/01/2016
- End Date:** (empty)
- Registered For Nursery Education Grant / Funding:** (checked)
- Email Address:** service@mail.com (highlighted in yellow)
- Web Site:** (empty)
- Telephone Number:** (empty)
- Fax Number:** (empty)
- Address:** Test, UK. (with a 'Select' button)
- Ofsted Provision Type:** (empty)
- Offers Extended Childcare:** (checked)
- Details of your 30 hours offer:** (text area)
- Other Information:** (text area)
- Comments for Local Authority:** (text area)

At the bottom of the form, there are three buttons: 'Back' (orange), 'Clear' (red), and 'Submit' (blue).

The updated fields are highlighted, and the **Pending changes** icon is displayed on the tab and next to the fields that have been changed. The **Clear** button is displayed to enable the submitted changes to be cleared. For more information, see [Clearing Submitted Changes](#) on page 88.

Selecting an Address

1. Click the **Select** button to display the **Search Addresses** dialog.

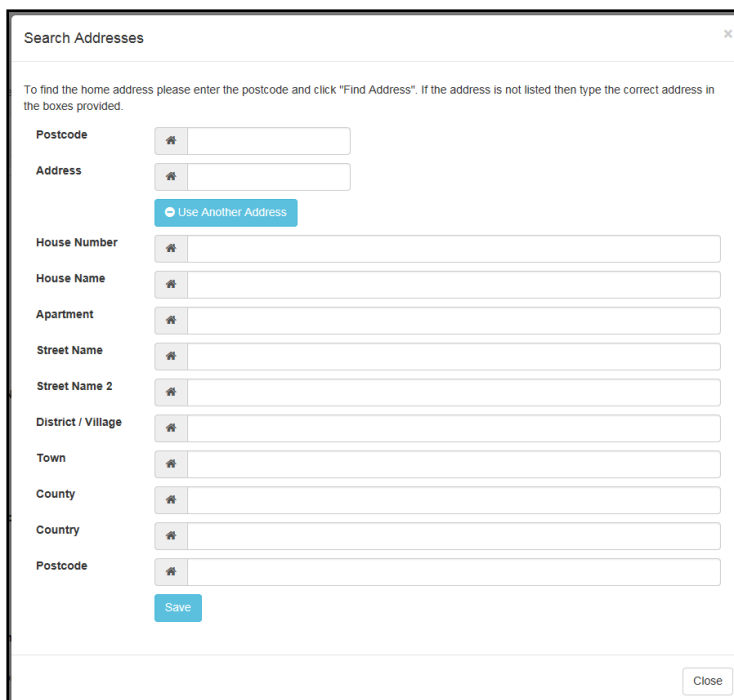


The screenshot shows a dialog box titled "Search Addresses" with a close button (X) in the top right corner. Below the title bar, there is a text instruction: "To find the home address please enter the postcode and click 'Find Address'. If the address is not listed then type the correct address in the boxes provided." Below this instruction, there are two input fields: "Postcode" and "Address", each with a small house icon to its left. Below the input fields, there are two buttons: "Find Address" (highlighted in blue) and "Enter Address Manually".

2. To find an existing address:
 - a. Enter 2 or more characters of the **Postcode** and click the **Find Address** button to list matching addresses.
 - b. Select the required address.

Alternatively, if the required address is not listed:

- a. Click the **Enter Address Manually** button to display the blank address fields.



The screenshot shows the "Search Addresses" dialog box with the "Enter Address Manually" button highlighted in blue. Below the "Postcode" and "Address" fields, there is a button labeled "Use Another Address". Below this button, there are several input fields for manual address entry: "House Number", "House Name", "Apartment", "Street Name", "Street Name 2", "District / Village", "Town", "County", "Country", and "Postcode". Each of these fields has a small house icon to its left. At the bottom of the dialog box, there is a "Save" button (highlighted in blue) and a "Close" button.

- b. Enter the address.
 - c. Click the **Save** button.
- The new address is highlighted on the **Service Details** tab.

Updating Consent Details

The provider can update the details that control the consent to share information about the service by selecting or deselecting the check boxes. They can also add comments.

1. View the service details and select the **Consent** tab to display the details currently held for the service. For more information, see [Viewing Service and Consent Details](#) on page 60

The screenshot shows the 'Consent' tab selected in the provider portal. The breadcrumb trail is 'Self Update / Provider - manage Access / Service 2'. The navigation tabs are 'Service Details', 'Consent', 'Availability and Capacity', 'Travel', 'Costs', 'Facilities', and 'Additional Information'. The 'Consent' tab is active. Below the tabs is a 'Guidance Notes' section with the text 'Service Consent Guidance'. The main content area contains a list of consent items, each with a checkbox and a dropdown menu:

- Consent to publish details to FID
- Reason for not publishing details
- Consent to share cost details
- Consent to share telephone numbers
- Consent to share address details
- Consent to be contacted by email
- Consent to be contacted by telephone
- Consent to be contacted by post
- Signature provided
- Comments for Local Authority

At the bottom left is a 'Back' button and at the bottom right is a 'Submit' button.

2. To change the consent details:
 - a. Select or deselect one or more of the check boxes.
 - b. If required, select a **Reason for not publishing details** from the drop-down list (*Table ID: 1116*).
 - c. If required, enter **Comments for Local Authority**.
3. Click the **Submit** button.

Using the Self Update Provider Portal

Self Update / Provider - manage Access / Service 2

Service Details **Consent** Availability and Capacity Travel Costs Facilities Additional Information

Guidance Notes
Service Consent Guidance

Consent to publish details to FID

Reason for not publishing details

Consent to share cost details

Consent to share telephone numbers

Consent to share address details

Consent to be contacted by email

Consent to be contacted by telephone

Consent to be contacted by post

Signature provided **Pending changes**

Comments for Local Authority

Back Clear Submit

The updated fields are highlighted, and the **Pending changes** icon is displayed on the tab and next to the fields that have been changed. The **Clear** button is displayed to enable the submitted changes to be cleared. For more information, see [Clearing Submitted Changes](#) on page 88.

Updating Availability and Capacity Details

Information about when the service is available, the age ranges accepted, capacity, vacancies and waiting list can be updated by the provider.

When changes are submitted, if email feedback is enabled on the **Self Update General Configuration** page, an email will be sent to the email address specified. For more information, see [Configuring the Self Update Portal](#) on page 22.

Adding a New Opening Date

1. View the basic details for the service and select the **Availability and Capacity** tab. For information about how to view the service details, see 60 page .

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity

Opening Dates Availability Age Range Capacity Details Vacancies

Description	Start Date	End Date	Pending Change	Clear	Changes
Full Day Care	06/07/2007	06/07/2018			

Back Add Opening Date

2. To add a new opening date:
 - a. Click the **Add Opening Date** button to display the **Opening Dates** tab.
 - b. Enter a **Description** and a **Start Date**.
 - c. If required, enter an **End Date**.
 - d. If required, enter **Comments for Local Authority**.

- e. Click the **Submit** button.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity / After School

Opening Dates Pending Changes | Opening Times | Opening Times Exceptions

Guidance Notes
Service Opening Dates Guidance

Description: After School Pending Changes

Start Date: 03/09/2018 Pending Changes

End Date:

Comments for Local Authority:

Back Clear All Submit

The **Pending changes** icon is displayed on the tab and next to the fields that have been changed. The **Clear All** button is displayed to enable the submitted changes for this item and all associated records to be cleared. For more information, see [Clearing All Related Changes](#) on page 89.

3. To add new opening times for the opening date:

- a. Select the **Opening Times** tab.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity / After School

Opening Dates Pending Changes | **Opening Times** | Opening Times Exceptions

Description	Week day	Start Time	End Time	Vacancies	Pending Change	Clear	Changes
Add Opening Time							

Back

- b. Click the **Add Opening Times** button to display the **New** opening times page.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity / After School / New

Guidance Notes
Service Opening Times Guidance

Week Day:

Start Time (HH:MM 24 Hour):

End Time (HH:MM 24 Hour):

Capacity:

Vacancies:

Description:

Comments for Local Authority:

Back Submit

- c. Enter the opening times for this opening date.
- d. Click the **Submit** button.

Using the Self Update Provider Portal

The updated fields are highlighted, and the **Pending changes** icon is displayed on the tab and next to the fields that have been changed. The **Clear** button is displayed to enable the submitted changes to be cleared. For more information, see [Clearing Submitted Changes](#) on page 88.

Description	Week day	Start Time	End Time	Vacancies	Pending Change	Clear	Changes
	MON	15:30	18:30	1	Create	Clear All	

4. If required, add exceptions to the opening times for this opening date:
 - a. Select the **Opening Times Exceptions** tab.

- b. Click the **Add Opening Times Exception** button to display the **New** opening times exceptions page.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity / After School / New

Guidance Notes
Service Opening Times Exceptions Guidance

Week Day ·

Start Time (HH:MM 24 Hour) ·

End Time (HH:MM 24 Hour) ·

Start Date ·

End Date ·

Capacity ·

Vacancies ·

Is Open ·

Description ·

Comments for Local Authority ·

Back Submit

- c. Enter the opening times exceptions for this opening date.
- d. Click the **Submit** button.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity / After School / FRI

Guidance Notes
Service Opening Times Exceptions Guidance

Week Day · ⚠

Start Time (HH:MM 24 Hour) · ⚠

End Time (HH:MM 24 Hour) · ⚠

Start Date · ⚠

End Date · ⚠

Capacity ·

Vacancies ·

Is Open · ⚠

Description ·

Comments for Local Authority ·

Back Clear Submit

The updated fields are highlighted, and the **Pending changes** icon is displayed on the tab and next to the fields that have been changed. The **Clear** button is displayed to enable the submitted changes to be cleared. For more information, see [Clearing Submitted Changes](#) on page 88.

Updating an Existing Opening Date

To update the opening and closing dates, opening times and opening time exceptions for the service:

1. View the basic details for the service and select the **Availability and Capacity** tab. For information about how to view the service details, see [Viewing Service and Consent Details](#) on page 60

Description	Start Date	End Date	Pending Change	Clear	Changes
Full Day Care	06/07/2007	06/07/2018			
After School	03/09/2018		Create	Clear All	

2. To update existing opening dates:
 - a. Click the link on the opening dates description to display the **Opening Dates** tab.

Guidance Notes
Service Opening Dates Guidance

Description: Full Day Care

Start Date: 06/07/2007

End Date: 06/07/2018

Comments for Local Authority

- b. If required, select the **Opening Times** or **Opening Times Exceptions** tab.
- c. Make changes to the current information.
- d. Click the **Submit** button.

Updating the Availability of the Service

To update the information about when the service is open and available:

1. View the basic details for the service and select the **Availability and Capacity** tab. For information about how to view the service details, see [Viewing Service and Consent Details](#) on page 60

To update availability:

- a. Select the **Availability** tab.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity

Opening Dates **Availability** Age Range Capacity Details Vacancies

Guidance Notes
Service Availability Guidance

Number of weeks open

When service is available

Comments for Local Authority

Back Submit

- b. Enter the required information.

- c. Click the **Submit** button.

Updating Age Ranges at the Service

To update the minimum and maximum age range and funding details for the service:

1. View the basic details for the service and select the Availability and Capacity tab.
2. Select the **Age Range** tab.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity

Opening Dates **Availability** **Age Range** Capacity Details Vacancies

Guidance Notes
Service Age Range Guidance

Minimum Age Years

Minimum Age Months

Maximum Age Years

Maximum Age Months

2 Year Old Funding

3 Year Old Funding

4 Year Old Funding

Comments for Local Authority

Back Submit

Using the Self Update Provider Portal

3. Enter the required information.
4. Click the **Submit** button.

Updating the Capacity Details for the Service

To update the capacity information, including the number of vacancies and waiting list numbers for each age range at the service:

1. View the basic details for the service and select the **Availability and Capacity** tab. For more information, see [Viewing Service and Consent Details](#) on page 60.
2. Select the **Capacity Details** tab.

The screenshot displays the 'Capacity Details' tab in the Self Update Provider Portal. The breadcrumb trail shows the path: Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity. The navigation tabs include Opening Dates, Availability, Age Range, Capacity Details (selected), and Vacancies. A Guidance Notes section is present with the title 'Service Capacity Guidance'. The Capacity Date is set to 06/07/2007. The Service Age Range table is as follows:

Age Range	Waiting List	Vacancies	Capacity	Pending Change
Age 0		12	30	
Age 1		12	30	
Age 2		12	30	
Age 3			30	
Age 4			30	
Age 5			30	
Age 6			30	
Age 7			30	
Age 8			30	

Below the table is an 'Add Age Range' button. At the bottom, there is a 'Comments for Local Authority' text area, a 'Back' button, and a 'Submit' button.

3. Make changes to the current information.
4. If required, to add a new age range:
 - a. Click the **Add Age Range** button.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity

Opening Dates Availability Age Range Capacity Details Vacancies

Guidance Notes
Service Capacity Guidance

Capacity Date

Service Age Range

Age Range	Waiting List	Vacancies	Capacity	Pending Change
Age 0	<input type="text"/>	<input type="text" value="12"/>	<input type="text" value="30"/>	
Age 1	<input type="text"/>	<input type="text" value="12"/>	<input type="text" value="30"/>	
Age 2	<input type="text"/>	<input type="text" value="12"/>	<input type="text" value="30"/>	
Age 3	<input type="text"/>	<input type="text"/>	<input type="text" value="30"/>	
Age 4	<input type="text"/>	<input type="text"/>	<input type="text" value="30"/>	
Age 5	<input type="text"/>	<input type="text"/>	<input type="text" value="30"/>	
Age 6	<input type="text"/>	<input type="text"/>	<input type="text" value="30"/>	
Age 7	<input type="text"/>	<input type="text"/>	<input type="text" value="30"/>	
Age 8	<input type="text"/>	<input type="text"/>	<input type="text" value="30"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Create <input type="button" value="Clear"/>

Comments for Local Authority

- b. Select an **Age Range** from the drop-down.
 - c. Enter the capacity details for the new age range.
 - d. Click the **Create** button.
5. Click the **Submit** button.

The updated fields are highlighted, and the **Pending changes** icon is displayed on the tab and next to the fields that have been changed. The **Clear** button is displayed to enable the submitted changes to be cleared. For more information, see [Clearing All Related Changes](#) on page 89.

Updating the Vacancy Details

To update the information about vacancies, including contacting the service about vacancies and whether the service has a waiting list:

1. View the basic details for the service and select the **Availability and Capacity** tab. For more information, see [Viewing Service and Consent Details](#) on page 60.
2. Select the **Vacancies** tab.

Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity

Opening Dates Availability Age Range Capacity Details Vacancies

Guidance Notes
Service Vacancy Guidance

Contact For Vacancies

Immediate Vacancies

Waiting List

Comments for Local Authority

Back Submit

3. If required, select or deselect the check boxes and enter comments.
4. Click the **Submit** button.

The updated fields are highlighted, and the **Pending changes** icon is displayed on the tab and next to the fields that have been changed. The **Clear** button is displayed to enable the submitted changes to be cleared. For more information, see [Clearing Submitted Changes](#) on page 88.

Updating Travel Information

Travel information and details of school pickups for the service are updated via the **Travel** tab.

1. View the basic details for the service and select the **Travel** tab. For information about how to view the service details, see [Viewing Service and Consent Details](#) on page 60.
2. To update details about parking spaces, own transport and travel:
 - a. Select the **Travel Details** sub-tab.

Self Update / St Marks / St Marks - Full Day Care / Travel

Travel Details School Pickups

Guidance Notes
Information about parking spaces, travel, own transport & school pickups

Parking Space

Own Transport

Travel Information

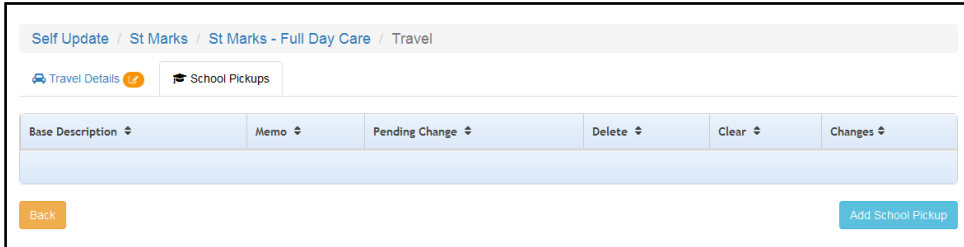
Comments for Local Authority

Back Submit

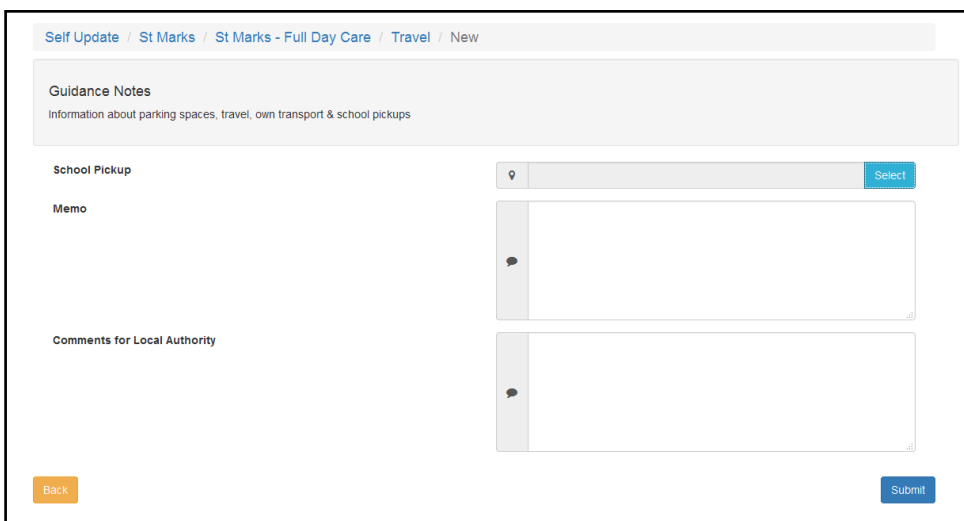
- b. If required, select or deselect the check boxes, enter **Travel Information** and comments.
- c. Click the **Submit** button.

3. To add a new school pickup:

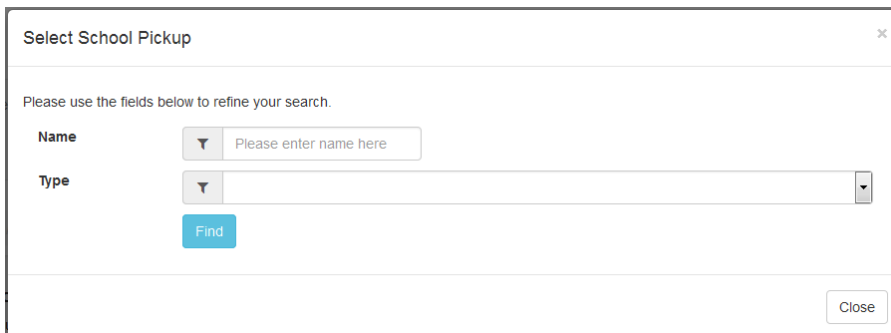
- a. Select the **School Pickups** sub-tab.



- b. Click the **Add School Pickup** button.



- c. Click the **Select** button to display the **Select School Pickup** dialog.



- d. Enter search details for the required school and click the **Find** button.

Using the Self Update Provider Portal

Select School Pickup

Please use the fields below to refine your search.

Name

Type

Name	Type
Church End Lower School	Lower School

e. Select the required school in the list.

Self Update / St Marks / St Marks - Full Day Care / Travel / New

Guidance Notes
Information about parking spaces, travel, own transport & school pickups

School Pickup

Memo

Comments for Local Authority

f. If required, add a **Memo** and comments.

g. Click the **Submit** button.

Self Update / St Marks / St Marks - Full Day Care / Travel / Church End Lower School

Guidance Notes
Information about parking spaces, travel, own transport & school pickups

School Pickup ✓

Memo

Comments for Local Authority

Changes to school pickups

Local authorities have been provided with the ability to set a base or a base group against **School pickups base group** on the General Configuration page.

Bases group can be created to restrict the list of bases the provider will see when selecting school pickups in the following location: **Provider Portal | Self Update | Travel | School Pickups**.

Configuration Key	Configuration Value
Availability And Capacity	<input checked="" type="checkbox"/>
Consent	<input checked="" type="checkbox"/>
Travel	<input checked="" type="checkbox"/>
Costs	<input checked="" type="checkbox"/>
Facilities	<input checked="" type="checkbox"/>
Additional Information	<input checked="" type="checkbox"/>
Review Additional Information Submissions	<input checked="" type="checkbox"/>
Manage Additional Information	Manage Additional Information
Show Early Years Census	<input checked="" type="checkbox"/>
Review Early Years Census Submissions	<input checked="" type="checkbox"/>
Email address for submission notifications	SelfUpdateAdminEmail@SelfUpdate.com
The self update email address	SelfUpdateEmail@SelfUpdate.com
Enable email notifications upon Provider submission	<input type="checkbox"/>
Enable email notifications upon Local Authority approval	<input type="checkbox"/>
Enable provider users to add services	<input checked="" type="checkbox"/>
Run a Scheduled Notification Task	<input checked="" type="checkbox"/>
Send email notifications if there are provider updates awaiting approval	<input type="checkbox"/>
Send email notifications if there are provider updates awaiting approval ONLY if new updates have been submitted since the last email	<input checked="" type="checkbox"/>
School pickups base group	green abbey

The **Add School Pickup button** in the Travel section now displays more information about the base in the returned list.

Select School Pickup

Please use the fields below to refine your search.

Name:

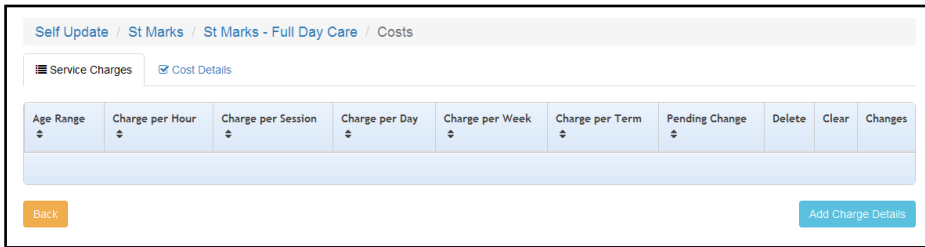
Type:

Name	Type	School Number	Local Authority	Active
Green Abbey School	Secondary	4231	Bedfordshire 97 (820)	Yes

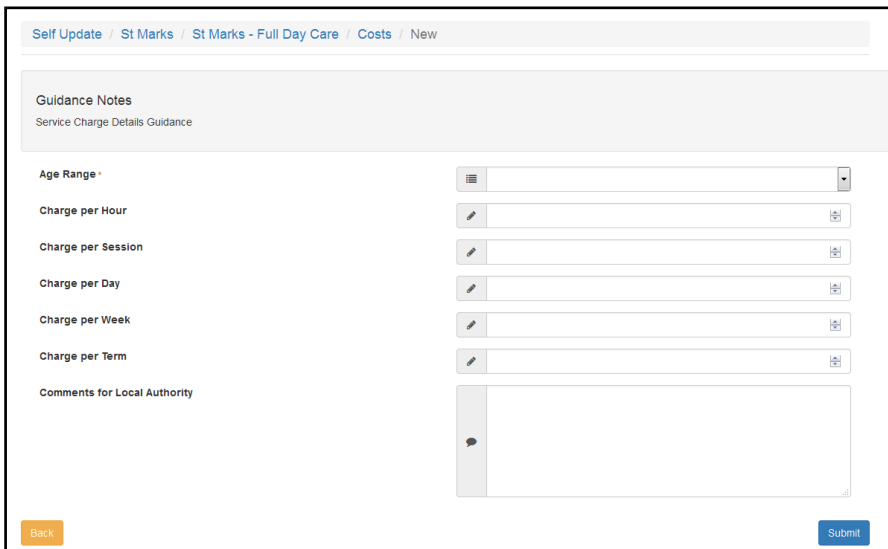
Updating Service Charges

Service charges for each age group are updated via the **Service Charges** sub-tab.

1. Select the required provider to view a list of services. For information about using the Self Update Provider Portal to view your services, see [Viewing Providers and Services](#) on page 55.
2. Click the link for the required service to display the **Service Details** tab.
3. To add new service charges:
 - a. Select the **Costs** tab to display the **Service Charges** sub-tab.



- b. Click the **Add Charge Details** button.



- c. Select an **Age Range** from the drop-down.
 - d. If required, enter charges and comments.
 - e. Click the **Submit** button.
4. To update service charges:
 - a. Select the **Costs** tab to display the **Service Charges** sub-tab.



- b. Select the required **Age Range** to display the details.

- c. Update the required details.
- d. Click the **Submit** button.

Updating Cost Details

Cost details are updated via the **Cost Details** sub-tab.

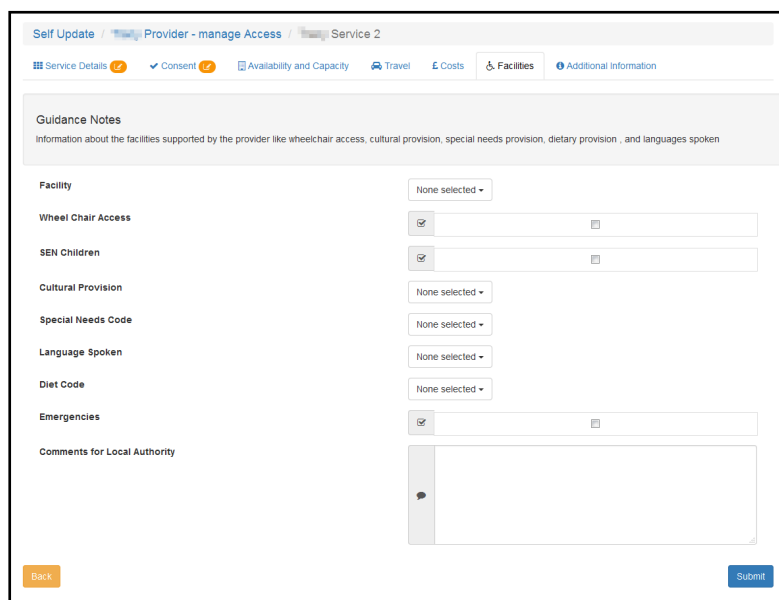
1. Select the required provider to view a list of services. For information about using the Self Update Provider Portal to view your services, see [Viewing Providers and Services](#) on page 55.
2. Click the link for the required service to display the **Service Details** tab.
3. Select the **Costs** tab.
4. Select the **Cost Details** sub-tab.

5. If required, select or deselect the **Sibling Discount** check box and add comments.
6. Click the **Submit** button.

Updating Facilities

The facilities supported at the service are updated via the **Facilities** tab.

1. Select the required provider to view a list of services. For information about using the Self Update Provider Portal to view your services, see [Viewing Providers and Services](#) on page 55.
2. Click the link for the required service to display the **Service Details** tab.
3. Select the **Facilities** tab.

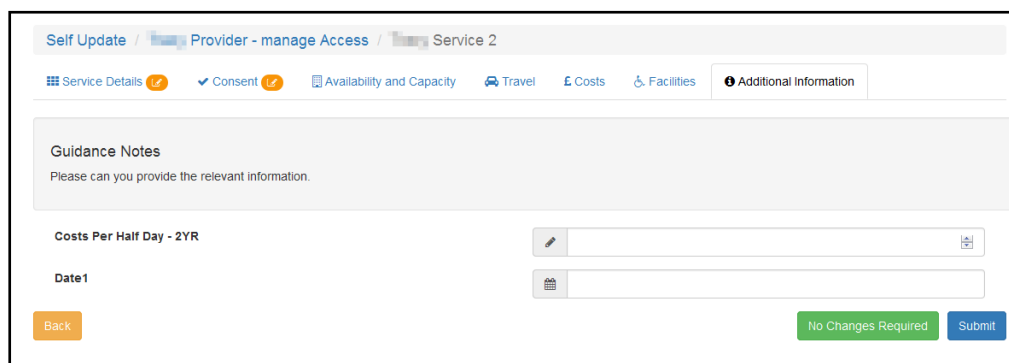


4. If required, select or deselect the check boxes, select from the drop-down lists and enter comments.
5. Click the **Submit** button.

Updating Additional Information

The additional information for the service is updated via the **Additional Information** tab.

1. Select the required provider to view a list of services. For information about using the Self Update Provider Portal to view your services, see [Viewing Providers and Services](#) on page 55.
2. Click the link for the required service to display the **Service Details** tab.
3. Select the **Additional Information** tab.



4. If required, make changes to the information.
5. Click the **Submit** button.

Adding a Service

The ability for providers to add new services is enabled or disabled via the **Self Update - General Configuration** page. If **Enable provider users to add services** is set to **On**, a provider can add a new service. For more information, see [Configuring the Self Update Portal](#) on page 22.

To add a new service:

1. View a list of services for the provider. For information about using the Self Update Provider Portal to view your services, see [Viewing Service Details](#) on page 55.

The screenshot shows the 'Services - Self Update' page for a provider named 'St Marks'. At the top, there is a search bar and a breadcrumb trail: 'Self Update / St Marks'. Below this is a table with the following columns: Service Name, Service Type, Start Date, End Date, FID Type, Changes, and Action. One service is listed: 'St Marks - Full Day Care' with a Service Type of 'Full Day Care', Start Date of '06/07/2007', and FID Type of 'ECD'. There is a 'Clear All' button in the Action column. At the bottom left is a 'Back' button and at the bottom right is an 'Add Service' button.

Service Name	Service Type	Start Date	End Date	FID Type	Changes	Action
St Marks - Full Day Care	Full Day Care	06/07/2007		ECD	2	Clear All

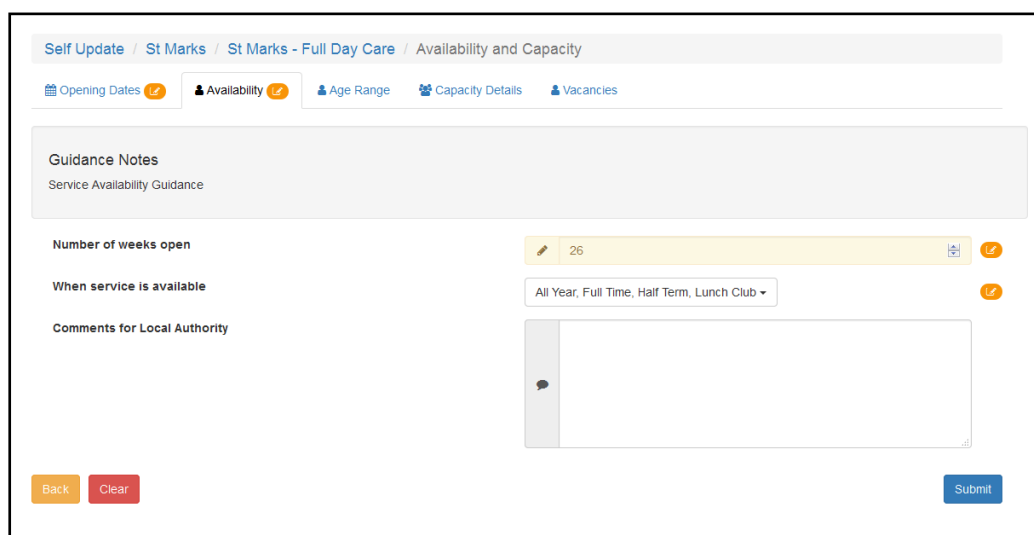
2. Click the **Add Service** button to display the **New Service** page.

The screenshot shows the 'New Service' page. At the top, there is a breadcrumb trail: 'Self Update / Provider - manage Access / New Service'. Below this is a navigation bar with tabs: 'Service Details' (selected), 'Consent', 'Availability and Capacity', 'Travel', 'E Costs', 'Facilities', and 'Additional Information'. The main content area is titled 'Guidance Notes' and 'Service Guidance'. Below this are several input fields with edit icons: Service Name, Service Type (dropdown), Start Date, End Date, Registered For Nursery Education Grant / Funding (checkbox), Email Address, Web Site, Telephone Number, Fax Number, Address (with a 'Select' button), Ofsted Provision Type, Offers Extended Childcare (checkbox), Details of your 30 hours offer (text area), Other Information (text area), and Comments for Local Authority (text area). At the bottom left is a 'Back' button and at the bottom right is a 'Submit' button.

3. Enter a **Service Name**.
4. Enter a **Start Date**.
5. Select **Service Type** (*Table ID: 0423*)
6. If required, select the **Registered For Nursery Education Grant/Fund** check box.
7. If required, enter one or more of the following contact information:
 - **Email Address**
 - **Web Site** address
 - **Telephone Number**
 - **Fax Number**.
8. If required, click the **Select** button to open the **Address Search** and select an address. For more information, see [Selecting an Address](#) on page 70.
9. If required, enter remaining details:
 - **Ofsted Provision Type**
 - **Details of your 30 hours offer**
 - **Other Information**
 - **Comments for Local Authority**.
10. Click the **Submit** button.

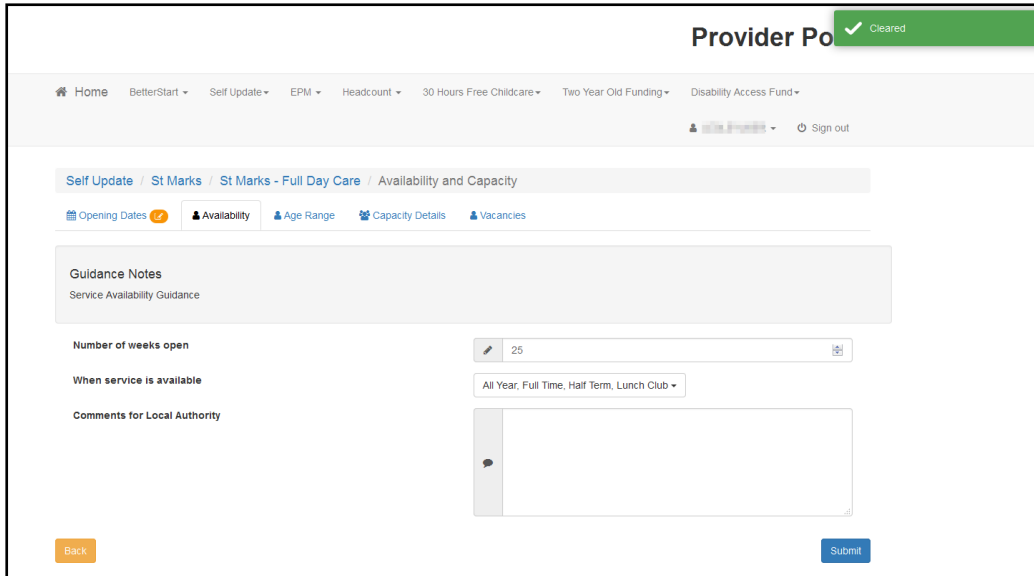
Clearing Submitted Changes

If a provider has submitted changes but the Local Authority has not approved them, they can be cleared.



The screenshot shows the 'Self Update' portal for 'St Marks - Full Day Care' under the 'Availability and Capacity' section. The breadcrumb trail is 'Self Update / St Marks / St Marks - Full Day Care / Availability and Capacity'. There are five tabs: 'Opening Dates' (active), 'Availability', 'Age Range', 'Capacity Details', and 'Vacancies'. Below the tabs is a 'Guidance Notes' section with 'Service Availability Guidance'. The main form has three fields: 'Number of weeks open' (input field with '26'), 'When service is available' (dropdown menu with 'All Year, Full Time, Half Term, Lunch Club'), and 'Comments for Local Authority' (text area). At the bottom left are 'Back' and 'Clear' buttons, and at the bottom right is a 'Submit' button.

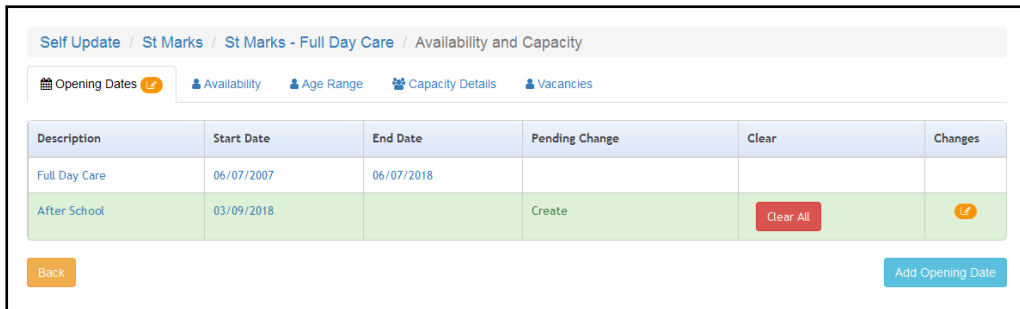
To clear submitted changes and remove the **Pending changes** icon from the tab, click the **Clear** button.



Clearing All Related Changes

If there are pending changes for related records, they can all be cleared at once. For example, to clear all changes for a new opening date:

1. View the availability and capacity details currently held for the service. For more information, see [Viewing Availability and Capacity](#) on page 61.



2. Click the **Clear All** button.

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