



Portal Back Office Handbook

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>Carer's Portal Attributes</p> <p>The Data Processing Rules for Portal submissions have been amended to prevent some carers attributes being selected as 'Don't Import' against any base. The change greys out this option for the attributes below:</p> <ul style="list-style-type: none"> ■ Carer Address Details - Portals ■ Carer Details – Portals ■ Surname ■ Forename ■ Gender ■ Carer Relationship ■ Parental Responsibility <p>If any of the fields above was set to 'Don't Import' in 3.70 release, they will change to 'Always put in conflict' when 3.71 is installed.</p> <p>This change is so the correct information is available for the carer matching and conflict process in Portal Back Office</p> <p>For more information see Data Processing Rules on page 12</p>
Summer 2019	3.69	<p>Managing Carers</p> <p>A set of data processing rules has been created to manage Carer data submitted from the portals.</p> <p>For more information see:</p> <p>Data Processing Rules on page 12</p> <p>Carers with Conflicts page 13</p> <p>Importing Carers with new 'Relationship Type' page 14</p>
Spring 2019	3.68	<p>Add a New Carer</p> <p>Carer Date of Birth, NI Number and NASS number has been added to the Add New Carer screen. This data can be amended prior to saving and validation has been added to prevent adding a Carer with a duplicate NI number.</p> <p>For more information see Adding a New Carer page 14</p>

02 | Introduction to Portal Back Office

One Self Service Overview

The One Self Service solutions enable Local Authorities to collect information from the public and partner organisations. Data collected is incorporated into the One database using data-matching. Prior to loading into the appropriate One module, the child that is the subject of each application must be matched to an existing student.

Details of children and, where appropriate, parents and carers, are submitted from the portals and imported into One. An attempt is made to automatically match the children with existing students in One.

Information from the general public is collected via the One Citizen Self Service portal and information from providers and schools is collected via the One Provider Self Service portal.

Citizen Self Service Portal

The Citizen Self Service portal enables parents and carers to apply for school places, free school meals, two year old funding and home to school transport via the web. It also enables school staff members, governors and members of the general public to apply for training courses. The submitted applications are validated and securely processed into the relevant One module. Local Authority staff can interactively match information supplied via the portal to data already held in the Capita One database.

NOTE: Applications for school places will continue to use the A & T Online matching process and, therefore, a child that is the subject of a school place application will not appear in the portal back office application.
Applications for training courses are processed using Training Manager v4 (Back Office) and not via the portal back office application.

More Information:

Configuring and Using the One Citizen Self Service Portal handbook, One Two Year Old Funding Citizen Portal handbook, One Free School Meals Citizen Portal handbook and Transport Online Handbook available from the [One Publications](#) website.

Provider Self Service Portal

The Provider Self Service portal enables information from providers and schools to be automatically captured, validated and securely processed into One.

Headcount

Early Years Headcount uses the Provider Self Service portal. It enables Local Authorities to coordinate the collection of information on child headcount and funded hours from nurseries and registered child minders. It also enables partner organisations, such as nurseries and children's centres to assist parents with applications for funded early education for two year old children. It uses the Portal Back Office to match incoming student information with those who already exist in the One database.

Better Start

One Better Start uses the Provider Self Service portal. It enables the Local Authority to collect and analyse progress, developmental and attainment data for 0-5 year olds directly from the providers. It uses the Portal Back Office to match incoming student information with existing details in the One database.

NOTE: The Provider portal also enables users with a One login account, mapped to a base to create course applications on behalf of colleagues at their base. Such applications are processed using Training Manager v4 (Back Office) and not via the portal back office application.

More Information:

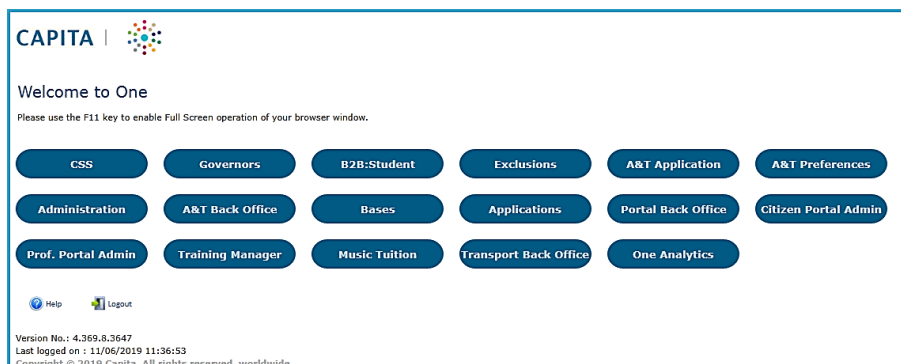
One Early Years Headcount Provider Portal handbook, One Better Start Assessment Provider Portal handbook and One Two Year Old Funding Provider Portal handbook are available from the [One Publications](#) website.

Portal Back Office Overview

The Portal Back Office application enables the Local Authority to identify and process children who are not automatically matched. It is used to:

- add new children to the One database.
- match new children with existing children on the One database.
- reject new children.
- resolve conflicts e.g. changes to name, address, or date of birth.
- manage Carers.

The Portal Back Office is accessed from the One v4 Online **Home** page. The Welcome page displays the modules according to your LA's licences.



Click the **Portal Back Office** button to display the **Incoming Students** page.

Using this Handbook

This handbook is intended for One portal administrators. It describes the suspense processing and matching processes performed at the Local Authority.

More Information:

Deploying and Configuring the One Citizen Self Service Portal for Local Authorities and *Deploying and Configuring the One Provider Self Service Portal for Local Authorities* technical guides available from the [One Publications](#) website.

Configuring and Using the One Citizen Self Service Portal handbook, available from the [One Publications](#) website.

Permissions

Users of the Portal Back Office must be set up in the One v4 Client with a user name and email address. In order to process applications in the Portal Back Office, users must also be members of a group with appropriate permissions set for the following main business processes:

- Portal Conflict Management.
- Portal LA Data Processing.

Permissions are maintained in the v4 Client.

More Information:

Deploying and Configuring the One Citizen Self Service Portal for Local Authorities and *Deploying and Configuring the One Provider Self Service Portal for Local Authorities* technical guides, available from the [One Publications](#) website.

03 | Managing Incoming Students

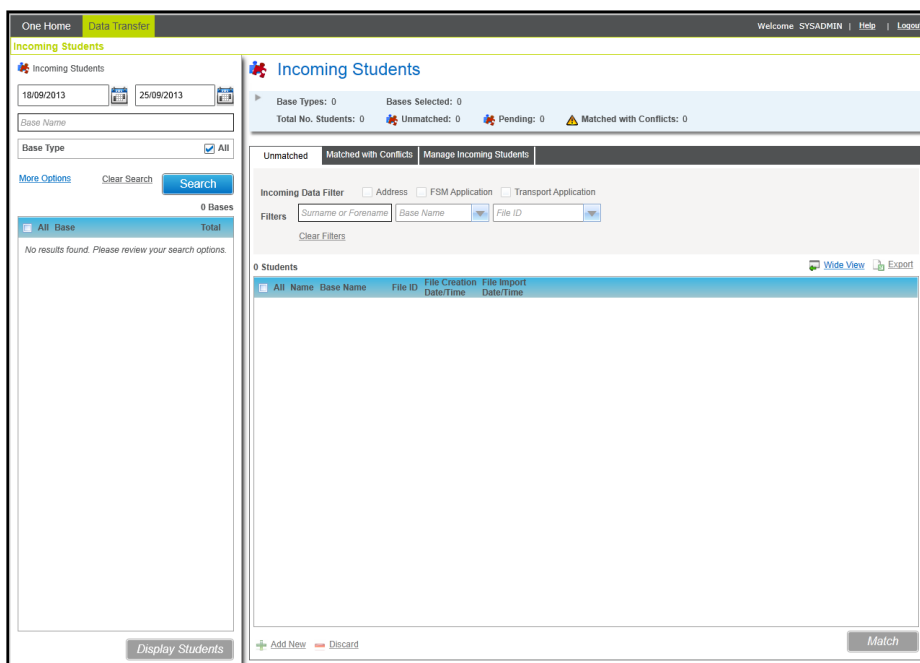
Introduction to Managing Incoming Students

The Portal Back Office application enables the Local Authority to identify and process children who are not automatically matched. It is used to:

- Match new children with existing children on the One database.
- Add new children to the One database.
- Reject unmatched children.
- Resolve conflicts e.g. changes to name, address, or date of birth.

To access the Portal Back Office, click the **Portal Back Office** button on the v4 Online **Home** page.

It provides a search facility and enables you to view and process the incoming student records.



Portal Specific Bases

The Citizen Self Service portal requires the creation of dummy bases (one for each type of application) in order for the application data to be imported into One. These should be created as v4 B2B:Student Bases and configured for use by the Citizen portal.

More information:

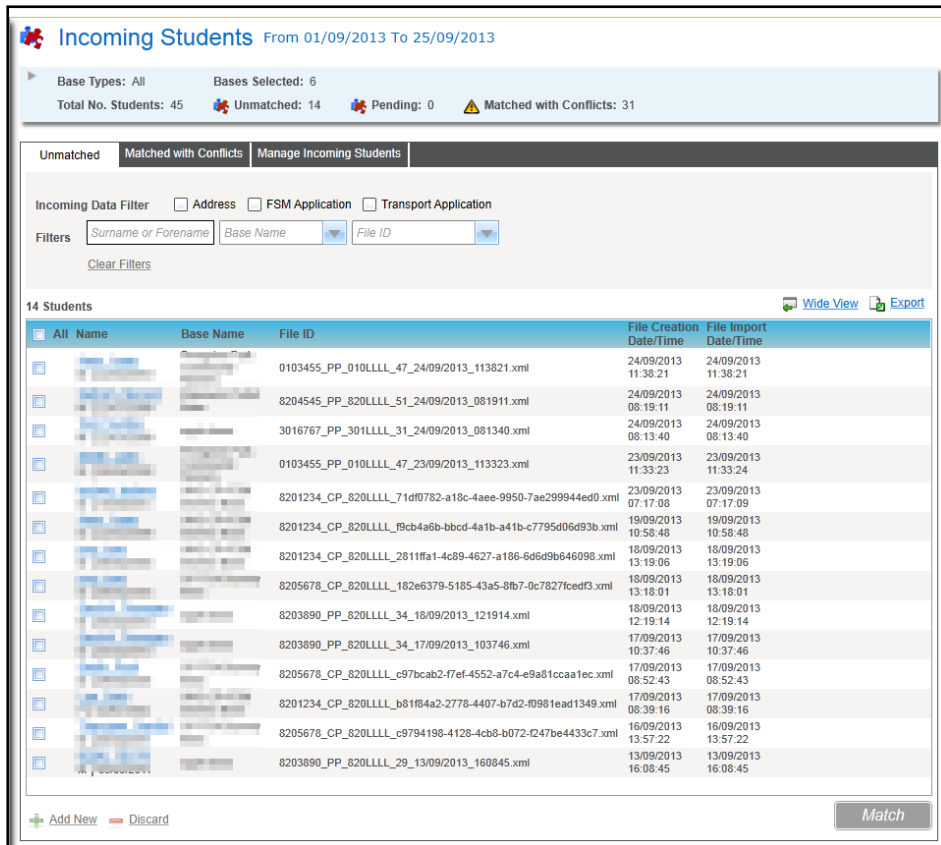
Creating "Dummy" Bases for FSM and Transport Applications topic in the *Configuring the v4 Client for Citizen Self Service Portals* chapter of the *Deploying and Configuring the One Citizen Portal for Local Authorities* handbook, available from the [One Publications](#) website.

Viewing Incoming Students

The **Incoming Students** search is used to limit the incoming students to a particular Base or Base Type.

<input checked="" type="checkbox"/>	All	Base	Total
<input checked="" type="checkbox"/>		Unmatched: 4 Pending: 0 Matched with Conflicts: 0	4
<input checked="" type="checkbox"/>		Unmatched: 3 Pending: 0 Matched with Conflicts: 0	3
<input checked="" type="checkbox"/>		Unmatched: 2 Pending: 0 Matched with Conflicts: 1	3
<input checked="" type="checkbox"/>		Unmatched: 1 Pending: 0 Matched with Conflicts: 0	1
<input checked="" type="checkbox"/>		Unmatched: 0 Pending: 0 Matched with Conflicts: 2	2
<input checked="" type="checkbox"/>		Unmatched: 4 Pending: 0 Matched with Conflicts: 28	32

1. Enter the file dates for **Incoming Students** records that you wish to view.
2. Enter one or more characters of the **Base Name**, if required.
3. Select **All Base Types** or alternatively, click the **More Options** link to display **More Search Options** and select the required **Base Types**.
4. Click the **Search** button to display a list of matching bases with students who are **Unmatched** or **Matched with Conflicts**.
5. Select one or more bases in the list or select the **All** check box.
6. Click the **Display Students** button to display a list of students on the **Incoming Students** page with the **Total Number of Students**, the number of **Unmatched**, **Pending** or **Matched with Conflicts**.



Matching Unmatched Students

The **Unmatched** tab lists the students that have not been matched with a student in One. To match these students:

1. Select the **Unmatched** tab.
2. Select one or more **Incoming Data Filters**, if required.
3. Enter a **Filter**, if required:
 - Enter one or more characters of **Surname** or **Forename**.
 - Select a **Base Name**.
 - Select a **File ID**.
4. Select a **Student** from the list.
5. Click the **Match** button to display the **Possible Matches** dialog listing all possible matches for this student.
6. Enter search parameters, if required, and click the **Search** button.

Managing Incoming Students

Possible Matches for: Admin, Person (M) - 102, 102, 102, 102, 102, 102

Student Name or Unique Pupil Number: Student ID: NCY:

DOB: (dd/mm/yyyy) Gender: Postcode: Active Students only Include Name History

Base Name, URN or School No.

Filter Base Suggestions Clear Search Search

102 Students matching "All, Active People, Include Name History"

All	Rank	Student Name	Chosen Name	Given Name	Middle Name	UPN	Base Name	Student Id	Postcode	NCY
<input type="checkbox"/>										7
<input type="checkbox"/>										9
<input type="checkbox"/>										9
<input type="checkbox"/>										12
<input type="checkbox"/>										8
<input type="checkbox"/>										5
<input type="checkbox"/>										2
<input type="checkbox"/>										5

Close Select

7. Select the required student from the list of possible matches and click the **Select** button.

If you are certain that none of the Possible Matches already in the database are records for the student, then you should add them as a new student.

Adding New Students

Incoming students that are not matched can be added to the One database.

1. Select the **Unmatched** tab.
2. Select one or more students in the list.

Incoming Students From 01/09/2013 To 25/09/2013

Base Types: All Bases Selected: 1
Total No. Students: 3 Unmatched: 2 Pending: 0 Matched with Conflicts: 1

Unmatched | Matched with Conflicts | Manage Incoming Students

Incoming Data Filter Address FSM Application Transport Application

Filters Surname or Forename Base Name File ID

Clear Filters

2 Students Wide View Export

All	Name	Base Name	File ID	File Creation Date/Time	File Import Date/Time
<input type="checkbox"/>				24/09/2013 11:38:21	24/09/2013 11:38:21
<input checked="" type="checkbox"/>				23/09/2013 11:33:23	23/09/2013 11:33:24

Add New Discard Match

3. Click the **Add New** button to display the **Add Unmatched Students** dialog with the message: Selected Unmatched Students will be added to the database, do you wish to continue?
4. Click the **Yes** button.

Discarding Unmatched Students

To discard an unmatched student:

1. Select the **Unmatched** tab.
2. Select one or more students in the list.
3. Click the **Discard** button to display the message:
Do you wish to discard the selected students?
4. Click the **Yes** button.

Resolving Data Conflicts

If an incoming student is matched with an existing student in One, but there are differences with some of the data, these conflicts can be resolved by either accepting, rejecting or discarding the change.

The screenshot shows the 'Incoming Students' interface for the period from 01/09/2013 to 25/09/2013. It displays summary statistics: Total No. Students: 3, Unmatched: 2, Pending: 0, and Matched with Conflicts: 1. The 'Matched with Conflicts' tab is active, showing a list of 1 student with data conflicts. The table below shows the details of this student.

Name	UPN	Base Name	NCY	Reg. Grp	File ID	File Creation Date/Time	File Import Date/Time
Community Nurseries		Community Nurseries			0103455_PP_010LLLLL_47_24/09/2013_113821.xml	24/09/2013 11:38:21	24/09/2013 11:38:21

1. Select the **Matched with Conflicts** tab to display a list of **Students** with data conflicts.
2. Select one or more **Data Conflict Filters**, if required:
Names, Address, SEN, Leavers, Exclusions or **Looked After**.
3. Select an additional **Filter**, if required:
 - **Surname or Forename.**
 - **Base Name.**
 - **NCY.**
 - **Reg Group.**
 - **File ID.**
4. Select a student in the list to display **Conflicting Items** on the **Manage Data Conflicts** dialog.

Managing Incoming Students

Tabs are displayed in red for data groups where there are data conflicts.

NOTE: Although Portal Back Office uses the same screens as B2B:Student, not all the conflict data items, Exclusions and School History for example, that are currently processed by B2B are processed by Portal Back Office. Although these tabs may be displayed, they are not currently used by the portals.

- For each conflicting item, select the required check box to **Accept**, **Reject** or **Discard** the change.

Alternatively, click the **Accept All Latest** button to accept all the changes or click the **Accept All LA Values** button to discard all the changes.

- Click the **Apply** button.

Managing Incoming Student Files

The **Manage Incoming Students** tab lists the files that contain students that are either unmatched or matched with conflicts. It enables you to export the data to a .csv, .xls or .htm file and to clear the students from these tabs.

If required, click the **Wide View** button to hide the search panel.

To filter the list of files, select a **File ID**, **File Creation Date/Time**, **File Import Date/Time** or **Base Name**.

Clearing Students from Matched with Conflicts

To clear students from the **Matched with Conflicts** tab:

1. Select one or more files.
2. Click the **Clear Conflicts** button to display a message informing you of the number of students that are Matched with Conflicts for the selected files
3. Click the **Yes** button to clear these students.

Clearing Students from Unmatched and Matched with Conflicts

To clear students from both the **Unmatched** and **Matched with Conflicts** tab:

1. Select the required file in the list.
2. Click the **Clear Students and Conflicts** link to display a message informing you of the number of students that are Unmatched and Matched with Conflicts for the selected files.
3. Click the **Yes** button to clear the students from both tabs.

Exporting the Data

To export the data:

1. Click the **Export** button to display the **Save As** dialog.
2. Enter a file name and type.
3. Click the **Save** button.

04 | Managing Incoming Carers

Local authorities do not always want carer data that comes from schools and may only process data from portal applications. Details of carers are submitted from the portals and imported into One.

Data Processing Rules

The data processing rules (DPR) must be configured to manage the data from different sources, e.g. B2B and Portals.

B2B DPR includes Carers Data imported via the Portal. This allows the local authority admin staff to configure which carers attributes are put into conflict during the 'Matching with Conflict' process, which items are accept /reject or discarded, e.g. Title, Surname, Forename, Gender, DOB, NI, NASS, Relationship, and Responsibility.

The Data Processing Rules for Portal submissions have been updated to prevent the selection of 'Don't Import' for specific carers attributes against any Base selected. This option will be greyed out as shown in graphic below.

Data Groups / Items	Always Import	Always put in Conflict	Import if Null else put in Conflict	Don't Import
Carer Contact Details - B2B	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carer Details - B2B	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carer Address Details - PORTALS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carer Contact Details - PORTALS	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carer Details - PORTALS	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forename	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Surname	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Title	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date Of Birth	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gender	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carer Relationship	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parental Responsibility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Insurance Number	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NASS Number	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The specified attributes are:

- Carer Address Details - Portals
- Carer Details – Portals
- Surname
- Forename
- Gender
- Carer Relationship
- Parental Responsibility

If any of the fields mentioned above was previously set to 'Don't Import' they will be changed to 'Always put in conflict' when 3.71 is installed.

The values selected in the Data Processing Rules pane will default for every base that has the data processing rules set for the Items below:

- Carer Address Details: This will be set the same as previous carer address setting.
- Carer Contact Details: The Contact details will be set the same as previous carer contact details setting.
- Carer Details: The settings for each item should all be set to the previous carer details setting.

The rules applied in B2B DPR are reflected on the matching conflict user interface screen in the Portal BackOffice. This is to prevent any confusion on which set of rules have been applied.

Carers with Conflicts

Incoming data for a Carers tab on the Manage Data Conflict screen in Portal Back Office has been split into four sub-tabs as follow: **Identifiers**, **Relationships**, **Contact Details**, and **Addresses**.

Each of these tabs will show which items are in conflict in accordance to the configuration set in B2B data processing rules.

All tabs that has a conflict on must be actioned in order to activate 'Apply' button.

The screenshot shows the 'Manage Data Conflicts' interface for 'Incoming Students'. The main header includes a warning icon, the title 'Manage Data Conflicts', and a reference number '9567708'. Below this, there are fields for 'Base No: 820 4152', 'Base Name: Test base12', 'Base Contact: Base Contact unknown', 'Telephone: No telephone number recorded', and 'Email address not known'. A navigation bar contains tabs for 'Identifiers (0)', 'Basic Details (0)', 'Address (0)', 'Ethnicity (0)', 'Exclusions (0)', 'Looked After (0)', 'School History (0)', 'SEN Needs (0)', 'Family (0)', and 'Carers'. The 'Conflicting Items' section shows 'Unmatched Carers (0)' and 'Matched with Conflicts (9)'. Under 'Matched with Conflicts', there are sub-tabs for 'Identifiers (6)', 'Relationships (2)', 'Contact Details (0)', and 'Addresses (1)'. The 'Addresses' tab is selected, displaying a table with columns: Title, Given Name, Family Name, Middle Name, Gender, Relationship, Parental Responsibility, and Contact Order. Below the table, the 'Mapped Incoming Carers' section shows a record for 'Name: Mr jija mata' with 'File Creation Date/Time: 05/06/2019 09:54:59' and 'Data Conflicts: 6'. A 'Reason: Conflict' is noted. Below this, there are fields for 'Title: Mr', 'Surname: mata', 'Forename: jija', 'Gender: Male', 'DOB: 12/12/1982', and 'NI Number: AC333333B'. To the right of these fields are checkboxes for 'Accept', 'Discard', and 'Reject'. At the bottom of the interface, there are buttons for 'Accept All LA Values', 'Cancel/Reset', and 'Apply'.

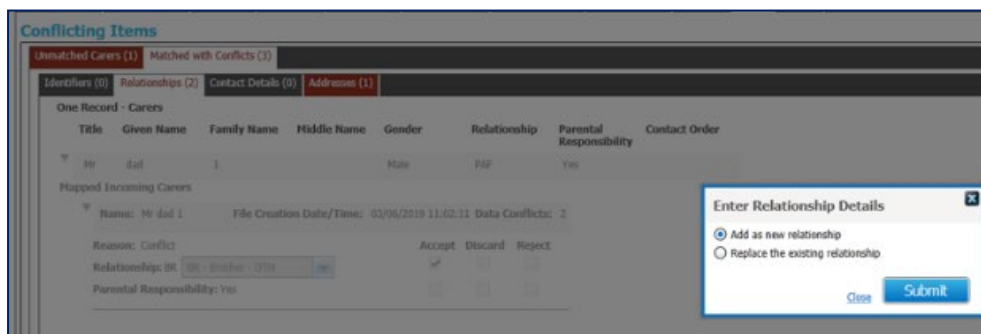
Importing Carers with new 'Relationship Type'

Importing Carers with new relationship type can be controlled to prevent multiple records from being created in One for the said Carer who is already recorded against the Child.

To set this control the data processing rule for 'Carer Relationship' must be set to:

'Always Put In Conflict'.

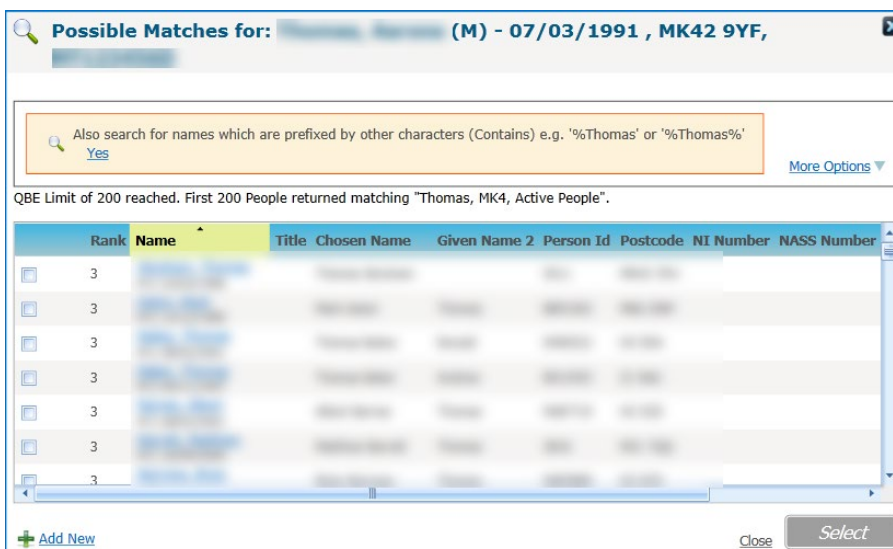
With the data processing rule being configured, a popup message will appear when a Carer(s), who is already recorded in One against a Child is being imported via the Portal with a new relationship type is matched. The message allows admin staff to select if the incoming relationship type should replace the existing relationship, or to be added as a new relationship.



Adding a New Carer

A Carer can appear on the **Conflict** tab of an incoming Child, who may need to be added to the One database which is done as follows:

1. Select the Carer
2. Select the **Match** button to display possible matches.



3. Click **Add New** button.

The following screen will display the new fields below that have been added to the **Add New Person** screen as shown in the graphic below:

- Carer Date of Birth
- NI Number
- NASS Number

The screenshot shows a web form titled "Add New Person: [Name] (Male)". The form is divided into several sections:

- Person Details:**
 - Title: Dr (dropdown)
 - Given Name: [Text Box]
 - Family Name: [Text Box]
 - Given Name 2: Given Name 2 (dropdown)
 - NI Number: [Text Box]
 - DOB: 07/03/1991 (calendar icon)
 - Address: [Text Box]
- Person ID:** [Text Box]
- Chosen Given Name:** Chosen Given Name (dropdown)
- Chosen Family Name:** Chosen Family Name (dropdown)
- Gender:** Male (dropdown)
- NASS Number:** NASS Number (text box)

At the bottom right, there are "Close" and "Save" buttons. Navigation links at the top right include "Back to Manage Data Conflicts" and "Back to Possible Matches".

A validation has been added to prevents adding a carer with a duplicate NI number when **Save** is selected.



Clicking the **Ok** button will return you to the **Add New Person** screen where the data can be amended before saving.

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