



# One Early Years DAF Provider Portal Handbook

last updated for the Autumn 2020 release 3.73

Handbook

**CAPITA**

## Copyright

One Early Years DAF Provider Portal Handbook/Autumn 2020 (3.73)/19-10-2020

© Capita Business Services Ltd 2020. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, translated or transmitted without the express written consent of the publisher. Microsoft® and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

[www.capita-one.co.uk](http://www.capita-one.co.uk)

## Contacting Capita Software Support

You can log a call at: <https://support.capitasoftware.com/>

## Providing Feedback on Documentation

We always welcome comments and feedback. If you have any comments, feedback or suggestions please email:

[onepublications@capita.co.uk](mailto:onepublications@capita.co.uk)

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



## Contents

<b>01  Document Change Control</b> .....	<b>5</b>
<b>02  Introduction to the Disability Access Fund Portal</b> .....	<b>6</b>
Overview.....	6
Using this Handbook .....	7
Provider Portal Home Page .....	7
Displaying the Home Page .....	7
Portal Administration .....	8
Setting the Language in Chrome .....	8
Common Functionality.....	8
Customising Text.....	9
Editing Customised Text.....	10
Configuring the Provider Portal.....	11
Using Message Templates .....	12
Editing a Template .....	12
<b>03  Managing Users</b> .....	<b>13</b>
Introduction .....	13
Creating a Portal User Account.....	13
Activating a Portal User Account.....	13
Assigning Permissions.....	14
Permission to Apply for DAF.....	14
Permission to Configure DAF .....	14
Permission to Manage Applications .....	14
Managing User Access.....	15
Granting Access to Providers and Services .....	15
Removing Access from a User.....	16
Logging into the Portal.....	16
Retrieving Your User Name.....	16
Resetting Your Portal Password .....	17
Resetting Your Secret Question.....	17
Setting Up Two Step Verification .....	18
Reviewing Users .....	19
Introduction .....	19
Viewing User Details .....	19
Updating a User Email Address.....	19
Resetting a User Password .....	19
Resetting a User Account.....	20
<b>04  DAF Administration</b> .....	<b>21</b>
Configuring the DAF Portal.....	21
<b>05  Completing a DAF Application</b> .....	<b>22</b>

Introduction .....	22
Creating a New Application.....	23
<b>06  Processing a DAF Application.....</b>	<b>28</b>
Introduction .....	28
Approving a DAF Application .....	28
Rejecting a DAF Application .....	31
<b>07  Updating Student Details in One v4.....</b>	<b>33</b>
Introduction .....	33
Using the Provider Portal to Automatically Update the Student Details.....	33
Manually Recording a DAF Application for a Child in the v4 Client .....	34
<b>08  Making DAF Payments.....</b>	<b>36</b>
Introduction .....	36
Generating DAF Payments.....	36
Generating Individual DAF Payments .....	36
Generating Bulk DAF Payments .....	38
Authorising DAF Payments.....	40
<b>Index.....</b>	<b>42</b>

# 01 | Document Change Control

Date	Release	Description
Autumn 2020	3.73	<p><b>Address Management   Manage Addresses</b></p> <p>New functionality has been added to manage addresses which includes making them active/inactive.</p> <p>When performing an address search, only those marked as <b>Active</b> will be displayed in the search result. If the postcode of an Inactive address is entered, a message stating '<b>No Results</b>' is displayed.</p> <p>In the portal, if an address had already been selected and was made inactive, it will still be displayed against the record.</p> <p><i>For more information see: <b>Manage Addresses and System Administration Handbook</b> on <a href="#">One Publications</a> website.</i></p>
Summer 2020	3.72	<p><b>DAF Application</b></p> <p>A '<b>Show Eligible Children</b>' check box has been added to <b>DAF Application</b> screen. The check box is ticked by default to display a list of eligible children for the selected Provider.</p> <p><i>For more information see <a href="#">Creating a New Application</a> page 23 item 2.c</i></p>
Spring 2020	3.71	<p><b>Add Child – Address</b></p> <p>Building Name has been added to the Address section in 'Disability Access Funding Application' when entering a Child's detail. A Validation check has been implemented against each field below :</p> <ul style="list-style-type: none"> <li>• House Number</li> <li>• House Name</li> <li>• Building Name</li> </ul> <p>A message will appear against each field if all 3 are left blank.</p> <p>For more information see <a href="#">Creating a New Application</a> Page 25</p>
Spring 2018	3.65	<p>When adding a new child for a DAF application, if the name is longer than the field allows, the child needs to be added by the Local Authority via the v4 Client and a message is displayed. The message can be configured in the Provider portal via <b>Administration   Text Customisation</b>.</p> <p>For more information, see <a href="#">Creating a New Application</a> on page 23.</p>

# 02 | Introduction to the Disability Access Fund Portal

## Overview

The Department for Education (DfE) introduced the Disability Access Fund (DAF) in April 2017 to enable Early Years settings to provide increased support for children with disabilities.

Three and four year-old children are eligible for the Disability Access Fund if they meet the following criteria:

- The child is in receipt of the child disability living allowance (DLA).
- The child accesses the funded entitlement at the Early Years provider.

**NOTE:** The three year-old funding period starts on the first day of the payment period following the child's third birthday. The three year-old funding period then includes the following two payment periods.

Providers that take three and four year-old children who are eligible for the Disability Access Fund are entitled to receive an annual payment of £615 per child. The payment is made to a single Early Years setting nominated by the child's parents or carers. The parent or carer needs to complete a DAF declaration form each year and confirm which provider receives the payment.

The parent or carer submits the completed DAF declaration form to the provider so that they can apply for the Disability Access Fund.

If the Local Authority has a licence for the Provider Portal Headcount, Early Years providers can use the Provider portal to make claims for DAF and the Local Authority DAF manager can use the Provider portal to approve or reject DAF applications.

The Student Details record in the One v4 Client is updated with details of the DAF approval.

Local Authorities that are not using Provider Portal Headcount can manually enter details of approved DAF applications in the student details record.

The Local Authority financial approver can generate and authorise DAF payments to the provider using the One v4 Client.

### More Information:

For information regarding configuring the Provider portal, refer to the Technical Guide: *Deploying and Configuring the One Provider Self Service Portal for Local Authorities*.

For information regarding making Early Years payments in the v4 Client, refer to the handbook: *Managing Early Years Payments*.

All documents are available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)).

## Using this Handbook

This handbook is intended for the Early Years team and the DAF administrator at the Local Authority.

The first chapter provides an overview of the Disability Access Fund and the administration functions that are common to all Provider portal modules.

The second chapter covers setting up user accounts, managing user access and assigning permissions.

The third chapter describes the configuration of the DAF application in the Provider portal.

The fourth chapter provides an overview of the processes performed by Early Years providers to create a DAF application.

The fifth chapter describes the process for approving or rejecting a DAF application.

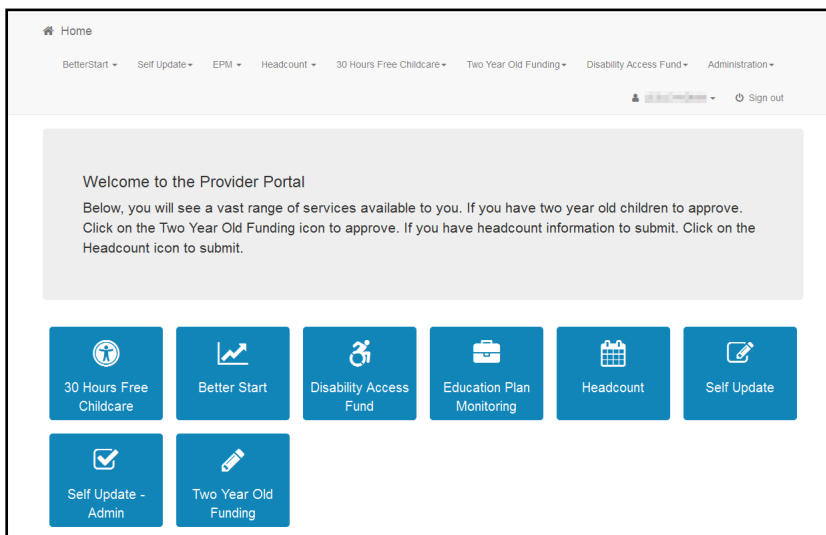
The sixth chapter describes the process in the v4 Client to update the student details record with information about approved DAF applications.

The seventh chapter describes the process in the v4 Client to generate and authorise DAF payments.

## Provider Portal Home Page

### Displaying the Home Page

When a user logs into the Provider portal, if the Local Authority has the Headcount licence and the user is a member of a user group with the required permissions, the **Disability Access Fund** tile and menu route are displayed on the **Provider Portal** home page as shown in the following graphic.



For information about the required permissions, see [Assigning Permissions](#) on page 14.



## Portal Administration

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

- Manage the setup and configuration of the website.
- Manage user access to providers and services.
- Review user details.

The **Disability Access Fund | Administrator** menu route enables the Local Authority DAF administrator to configure the DAF application. For more information, see [Configuring the DAF Portal](#) on page 21.

## 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 <b>Home</b> button to display the <b>Home</b> page
Change Password	Click the drop-down adjacent to the user name and select <b>Change Password</b> . Enter your <b>Current password</b> , <b>New password</b> and <b>Confirm new password</b> . Click the <b>Change password</b> button.
Change Secret Question	Click the drop-down adjacent to the user name and select <b>Change Secret Question</b> . Enter your <b>Current Password</b> , Select a <b>New Secret Question</b> and enter a <b>Secret Answer</b> . Click the <b>Save</b> button. <b>NOTE:</b> 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 <b>Two Step Verification</b> . Select <b>Email</b> from the <b>Preferred method</b> drop-down. Click the <b>Save</b> 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 <b>Two Step Verification</b> . Select <b>No Two Step Verification</b> from the <b>Preferred method</b> drop-down. Click the <b>Save</b> button. You will be signed out and will need to sign in again.
Sign out	Click the <b>Sign Out</b> button adjacent to the user name.

## Customising Text

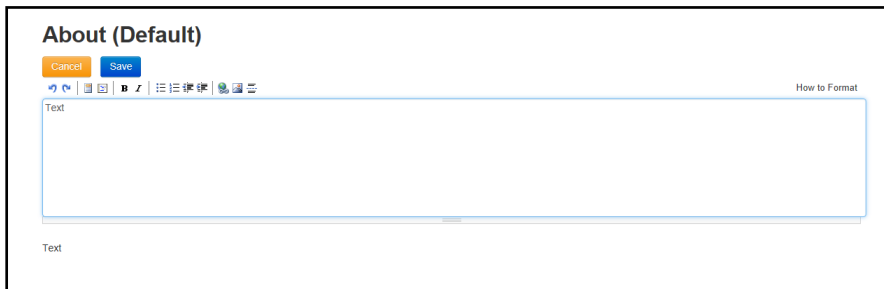
All text, field labels and messages that are displayed on the website can be configured.

Type	Name	Description
Site Notices	Announcements and Welcome Text	Displayed when the user logs into the portal.
	Provider Home Guidance Text	Displayed on the <b>Home</b> page.
	About	Text is displayed when the user clicks the corresponding button at the bottom of each page.
	Contact Us Cookies Policy Privacy Notice Terms and Conditions Version and Licensing Submission Declaration	
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.

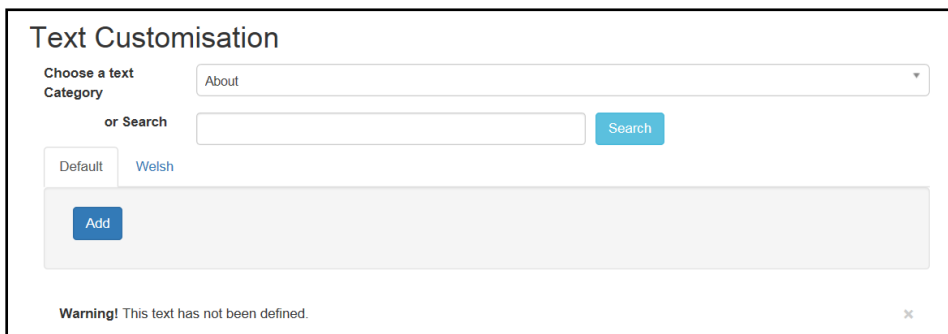
5. Click the **Add** button.



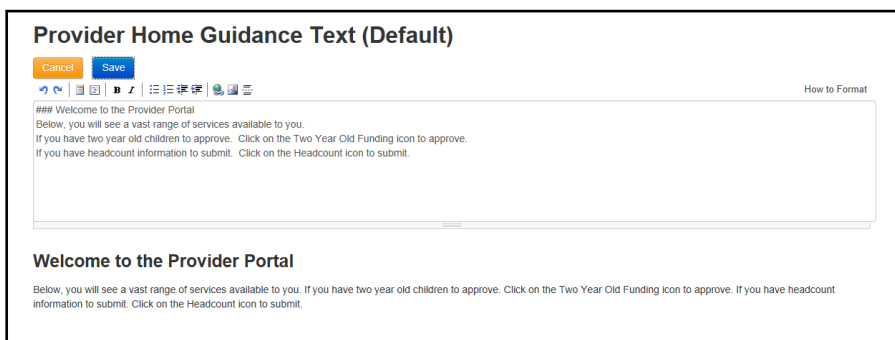
6. Enter required text in the formatting panel. Formatting buttons are provided above the panel.
7. The formatted text is displayed beneath.
8. Click the **Save** button.

## Editing Customised Text

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



5. Make the required changes to the text displayed in the formatting panel. Formatting buttons are provided above the panel.
6. The amended text is displayed beneath.
7. Click the **Save** button.

## Configuring the Provider Portal

1. Select **Administration | Site Setup | Configuration** to display the **Manage Configurations** page.

### Manage Configurations

Configuration Key	Configuration Value	⚠
Include the admin on emails sent	<input type="checkbox"/> OFF	
The from email address used when messages are sent	<input type="text" value="admin@capita.co.uk"/>	
When sending lots of emails, batch them up into groups of this size	<input type="text" value="30"/>	
Maximum messages to show on the home page	<input type="text" value="10"/>	
Is second factor authentication enabled	<input type="checkbox"/> OFF	
Is Mini Profiler enabled	<input checked="" type="checkbox"/> ON	
The Portal url	<input type="text"/>	
Google Analytics tracking id	<input type="text"/>	
Account lockout time span in minutes	<input type="text" value="4"/>	
Maximum failed Verification Code attempts	<input type="text" value="9"/>	
Pop-up message expiry time in seconds	<input type="text" value="16"/>	

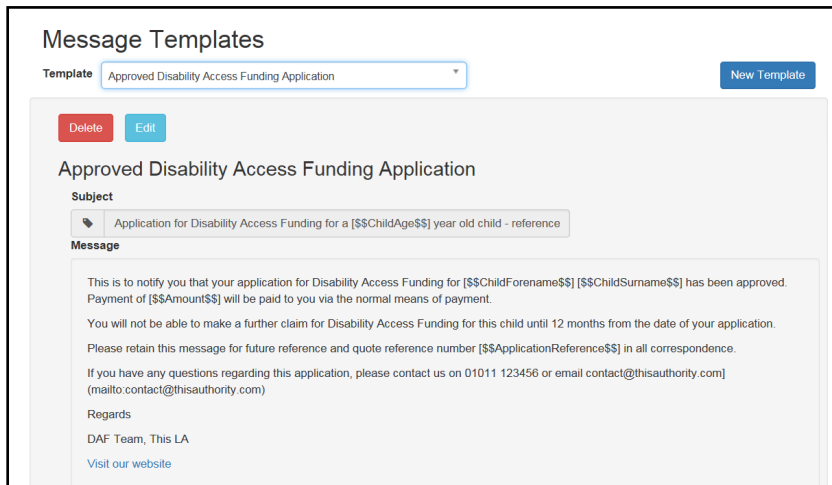
2. For each **Configuration Key**, change the **Configuration Value**, if required:
3. If required, set **Include the admin on emails sent** to **On**.
4. Enter an email address for: **The from email address used when messages are sent**.
5. Enter a number for: **When sending lots of emails batch them up into groups of this size**.
6. Enter the number of **Maximum messages to show on the home page**.
7. If required, set **Is second factor authentication enabled** to **On**.
8. If required, set **Is Mini Profile enabled** to **On**.
9. If required, enter **The Portal url**.
10. If required, enter the **Google Analytics tracking id**.
11. If required, enter the **Account lockout time span in minutes**.
12. If required, enter the **Maximum failed Verification Code attempts**.
13. If required, enter the **Pop-up message expiry time in seconds**.
14. Click the **Save** button.

#### More Information:

For more information regarding portal configuration, refer to the *Technical Guide: **Deploying and Configuring the One Provider Self Service Portal for Local Authorities***, which is available on [One Publications](#)

## Using Message Templates

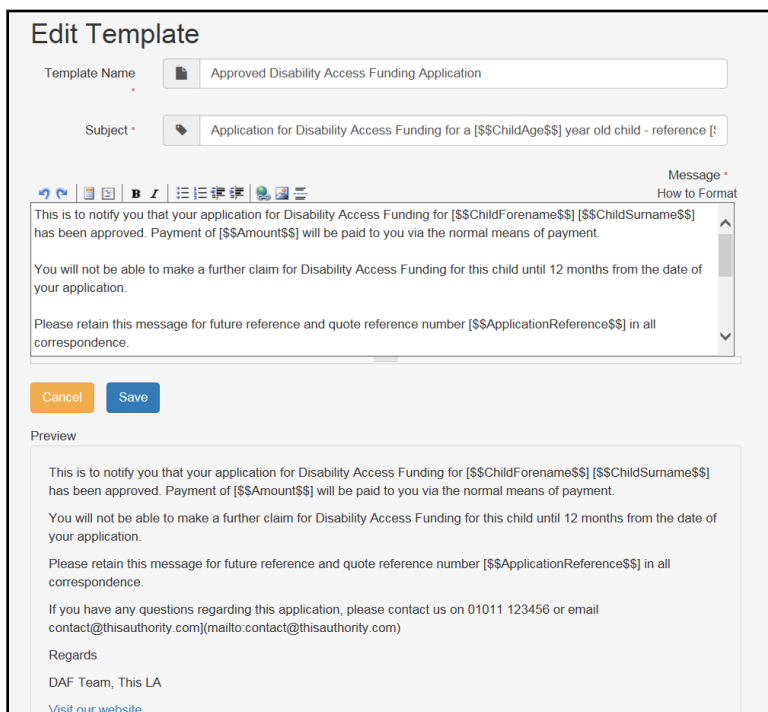
Messages can be composed and sent to one or more users. The message can be free text or can use a pre-defined template.



## Editing a Template

To make changes to a template:

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



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

The amended text is displayed in the **Preview**.

5. Click the **Save** button.

# 03 | Managing Users

## Introduction

**NOTE:** Users are created and user permissions are set up in the v4 Client.

In the Provider portal there are two types of DAF user, Provider users and Local Authority administrators. Provider users can apply for the Disability Access Fund. LA administrators can manage access to providers, configure the portal, approve or reject DAF applications and perform portal administration. Using the One v4 Client, Early Years financial approvers can authorise DAF payments to providers.

User creation is a three stage process.

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

Secondly, the user must be assigned to the correct security group in the v4 Client. Permissions are assigned to a security group in the v4 Client via **Tools | Permissions | User Group Processes**. For more information, see [Assigning Permissions](#) on page 14.

Finally, 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 via the **Manage Access** area.

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

## Creating a Portal User Account

To create a new portal user account, the One 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 Account**.
2. Send the log in details (user name and initial password) to the new user via email.

## 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 [One Publications](#) website

## Assigning Permissions

To access the Disability Access Fund on the Provider portal a user must belong to a user group with permission for one or more of the following business processes:

- Disability Access Fund User
- Disability Access Fund Administrator
- Disability Access Fund Manager.

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

### Permission to Apply for DAF

To apply for the Disability Access Fund, the permission required is **Read-Write** for the business process **Disability Access Fund User** under the **Provider Portal** main business process.

01. Main Processes				
Main Business Processes	Provider Portal			
02. Business Processes				
Name	Read	Read-Write	Read-Write-Delete	Deny
Provider Portal		✗		
Better Start Administrator				✓
Better Start User				✓
Disability Access Fund Administrator				✓
Disability Access Fund User		✓		
Disability Access Funding Manager				✓

### Permission to Configure DAF

To configure the DAF portal via the configuration page, the permission required is **Read-Write** for the business process **Disability Access Fund Administrator** under the **Provider Portal** main business process.

01. Main Processes				
Main Business Processes	Provider Portal			
02. Business Processes				
Name	Read	Read-Write	Read-Write-Delete	Deny
Provider Portal		✗		
Better Start Administrator		✗		
Better Start User		✗		
Disability Access Fund Administrator		✓		
Disability Access Fund User		✓		
Disability Access Funding Manager				✓

### Permission to Manage Applications

To manage applications for the Disability Access Fund, the permission required is **Read-Write** for the business process **Disability Access Funding Manager** under the **Provider Portal** main business process.

01. Main Processes				
Main Business Processes	Provider Portal			
02. Business Processes				
Name	Read	Read-Write	Read-Write-Delete	Deny
Provider Portal		✗		
Better Start Administrator		✗		
Better Start User		✗		
Disability Access Fund Administrator		✓		
Disability Access Fund User		✓		
Disability Access Funding Manager		✓		

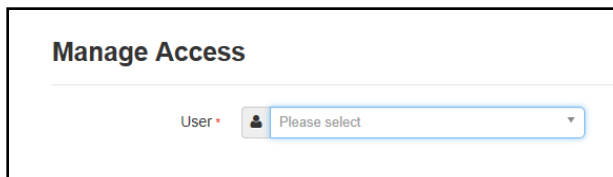
## Managing User Access

### 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.

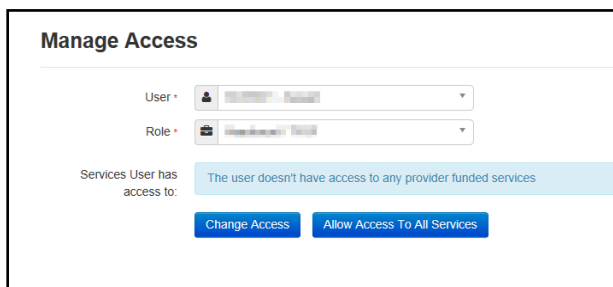
To update access for the selected user:

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



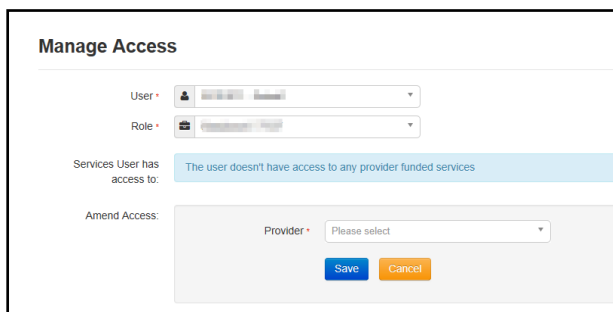
The screenshot shows the 'Manage Access' page with a 'User' dropdown menu set to 'Please select'.

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 set to 'User' and a 'Role' dropdown menu set to 'Role'. 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'.

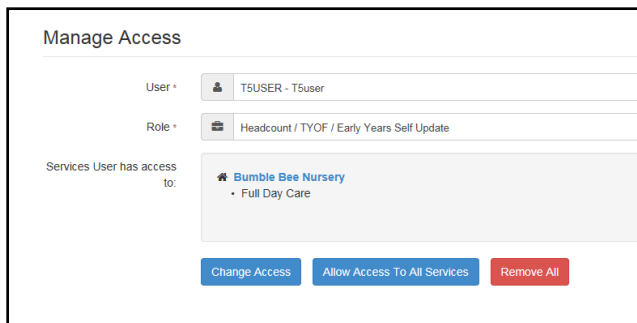
4. Select a **Provider from the drop-down list** to display their services.
5. Select one or more services.
6. Click the **Save** button.



## Removing Access from a User

To remove a user's access to all services:

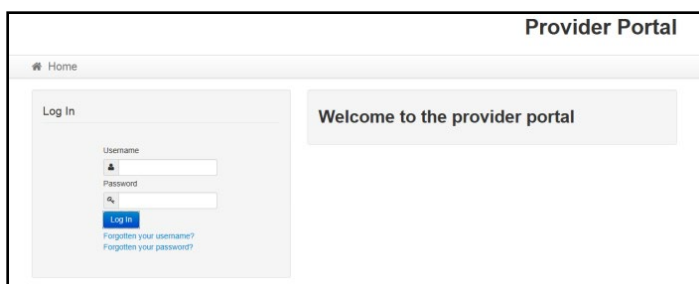
1. Select **Administration | Manage Access** to display the **Manage Access** page.
2. Select a **User** to display a list of services to which they have access.



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

## Logging into the Portal

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



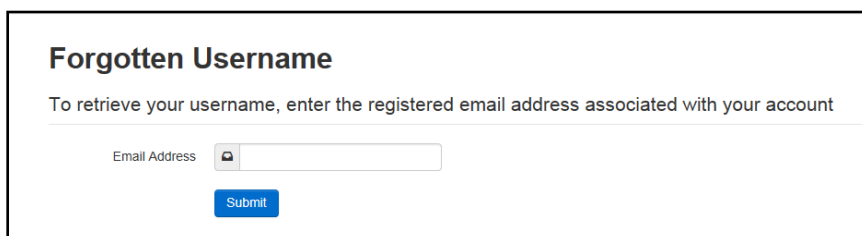
Enter **User name** and **Password** and click the **Log In** button to display the **Secret Question** page.

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

## Retrieving Your User Name

If you forget your user name:

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



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

## Resetting Your Portal Password

To reset your password:

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

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

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

## Resetting Your Secret Question

If you need to reset your secret question:

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

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

### More Information:

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

## Setting Up Two Step Verification

### Introduction

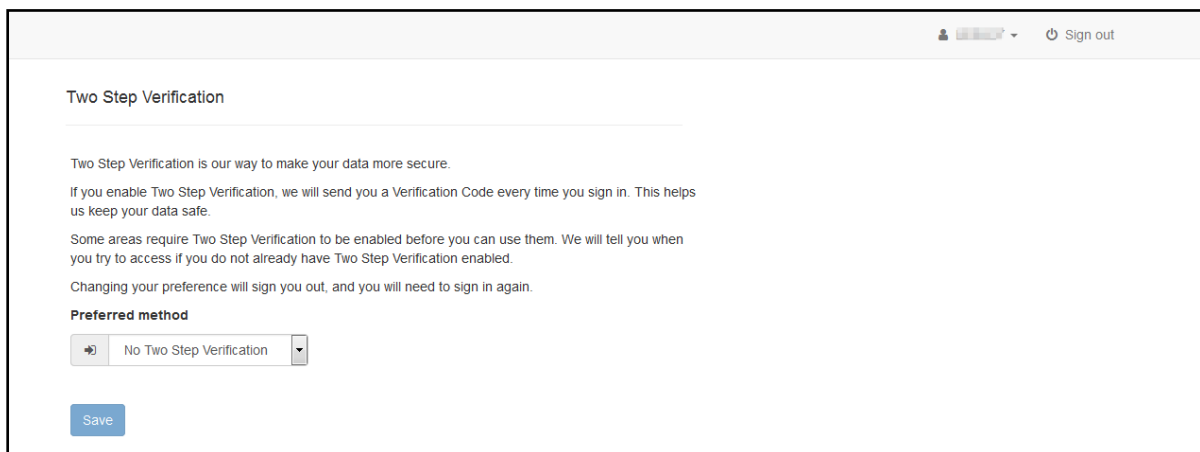
If two step verification is enabled, you will be sent a verification code every time you sign in.

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 it, 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.

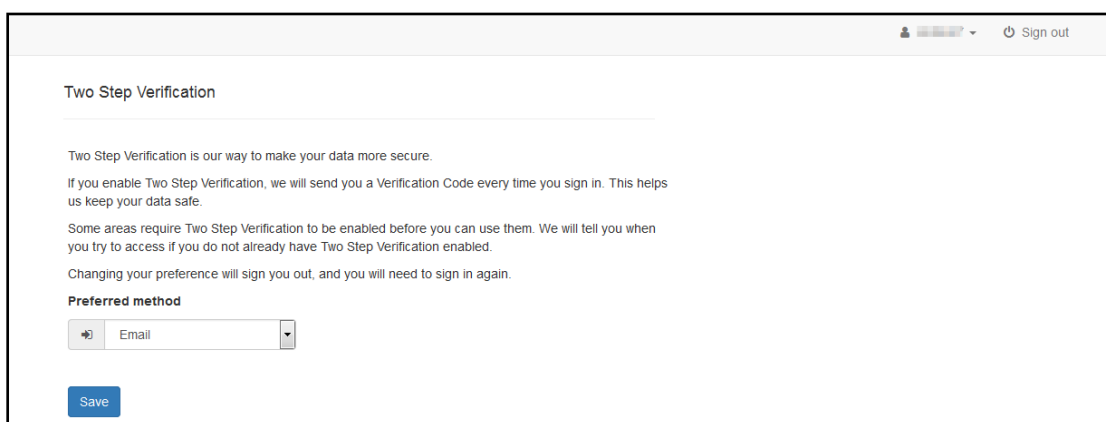
2. To receive a verification code to your registered email address, select **Email** from the **Preferred method** drop-down.
3. Click the **Save** button.

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, identical to the previous one. However, the 'Preferred method' dropdown menu is now set to 'Email'. The 'Save' button remains at the bottom left.

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.

## 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.

The screenshot shows the 'Review Users' interface. At the top, there is a search bar with a 'Name' label and a 'Search' button. Below the search bar, it indicates '42 Records Found'. A table lists users with columns for Username, Description, Active, Registered, Email, Groups, and Action. The table contains two rows: 'TestUser' (Admin user for EPM, Active: ✓, Registered: ✗, Email: Testuser14@onetestsr, Groups: EPMADMIN, Action: Reset Password, Reset Account) and 'VPADM' (vpadm, Active: ✓, Registered: ✓, Email: testuser10@onetestsr, Groups: PP Headcount Adm, Action: Reset Password). At the bottom of the table, there are 'Cancel' and 'Refresh' buttons. The pagination controls show 'Page 5 of 5' and navigation buttons for pages 1, 2, 3, 4, 5, and Next.

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

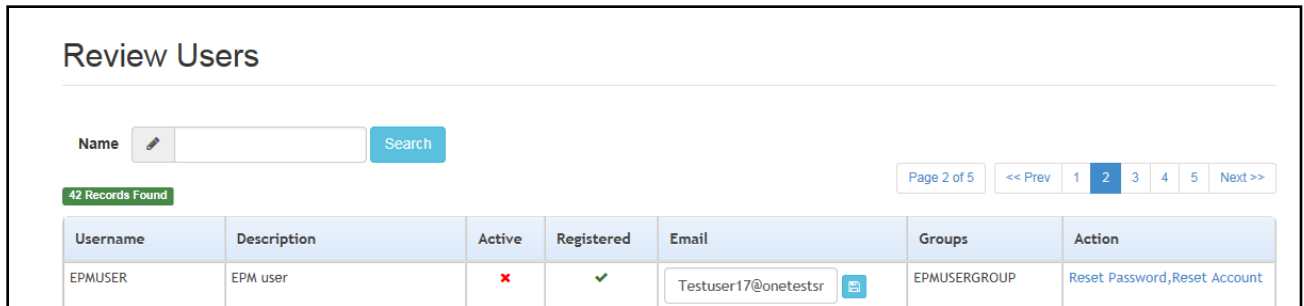
If a user has forgotten their password, to enable them to reset their password:

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:



The screenshot shows the 'Review Users' interface. At the top, there is a search bar with a 'Name' label and a 'Search' button. Below the search bar, it indicates '42 Records Found'. A pagination control shows 'Page 2 of 5' and navigation buttons for 'Prev', '1', '2', '3', '4', '5', and 'Next'. The main content is a table with the following columns: Username, Description, Active, Registered, Email, Groups, and Action. The first row of data shows a user with Username 'EPMUSER', Description 'EPM user', Active status 'x', Registered status '✓', Email 'Testuser17@onetestr', Groups 'EPMUSERGROUP', and Action 'Reset Password, Reset Account'.

Username	Description	Active	Registered	Email	Groups	Action
EPMUSER	EPM user	x	✓	Testuser17@onetestr	EPMUSERGROUP	Reset Password, Reset Account

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

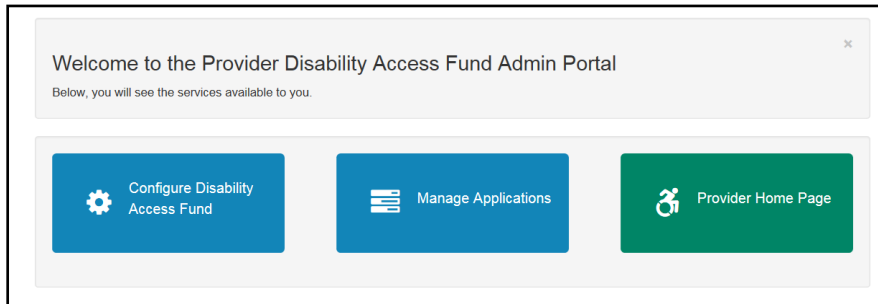
1. Select **Administration | Review User** to display the **Review Users** page.
2. Click the **Reset Account** link.

**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 19

# 04 | DAF Administration

## Configuring the DAF Portal

If the user has permission to configure the DAF portal, the **Disability Access Fund | Configure Disability Access Fund** menu route is displayed on the home page and the **Configure Disability Access Fund** tile is displayed on the **Welcome to the Provider Disability Access Fund Admin Portal** page.



1. Click the **Configure Disability Access Fund** tile on the welcome page to display the **Configure Disability Access Fund** page.

The Local Authority uses the **Configure Disability Access Fund** page to control whether or not providers can access the DAF home page and to configure the application parameters.

2. If required, click the **Show Disability Access Fund** button to change the value.

**NOTE:** *If this value is changed, the user needs to log out and then log in again before the change is applied.*

3. If required, click one or more of the **Application configuration** buttons to change the value.
4. If required, update the list of accepted file extensions used to attach evidence in support of an application.
5. If required, select a new message template to be used when sending a message to inform a provider that the application has been approved or rejected.
6. Click the **Save** button.

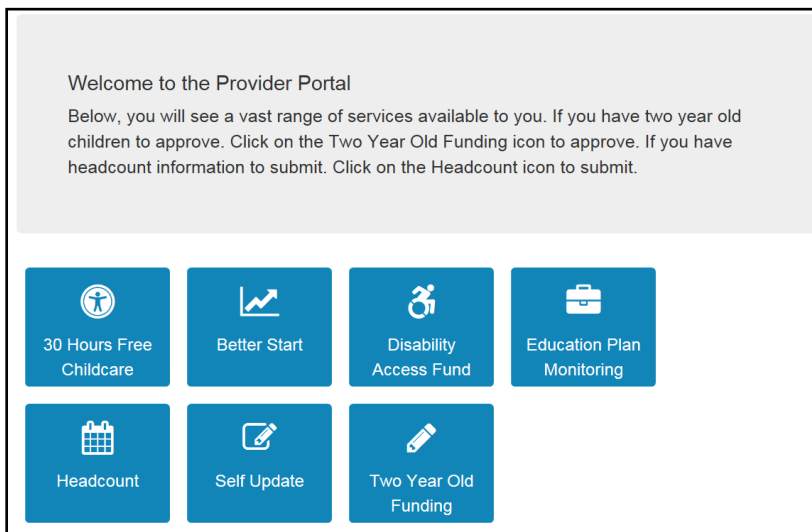
# 05 | Completing a DAF Application

## Introduction

This chapter describes the process that the service provider follows to complete a DAF application for a child attending their service.

If the provider has permission to apply for DAF and the **Show Disability Access Fund** button is set to **ON**, on the configuration page, the **Disability Access Fund** tile is displayed on the Provider home page.

For more information, see [Permission to Apply for DAF](#) on page 14 and [Configuring the DAF Portal](#) on page 21.



When completing a DAF application, the provider can search for children who are known to attend one of their services or, if **Allow DAF applications for new children** is set to **ON** on the **Configure Disability Access Fund** page, they can add a new child.

**NOTE:** Newly added children must be processed via the Portal Back Office before they are displayed on the Headcount portal.

For more information about configuring the DAF portal, see [Configuring the DAF Portal](#) on page 21.

Providers and services are assigned to a user via **Administration | Manage Access**. For more information about granting access, see [Managing User Access](#) on page 15.

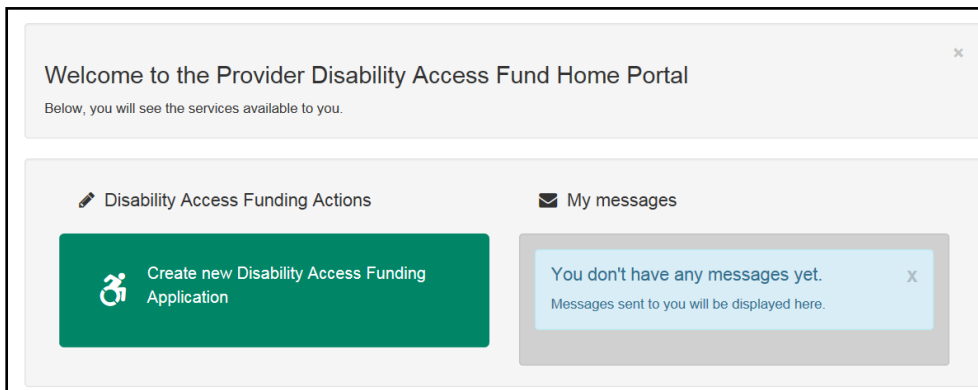
## Creating a New Application

DAF Application screen has been updated with a **Show Eligible Children** check box. The box is ticked by default and displays a list of eligible children for the selected Provider.

To display a list of ineligible children, remove the tick from **Show Eligible Children**.

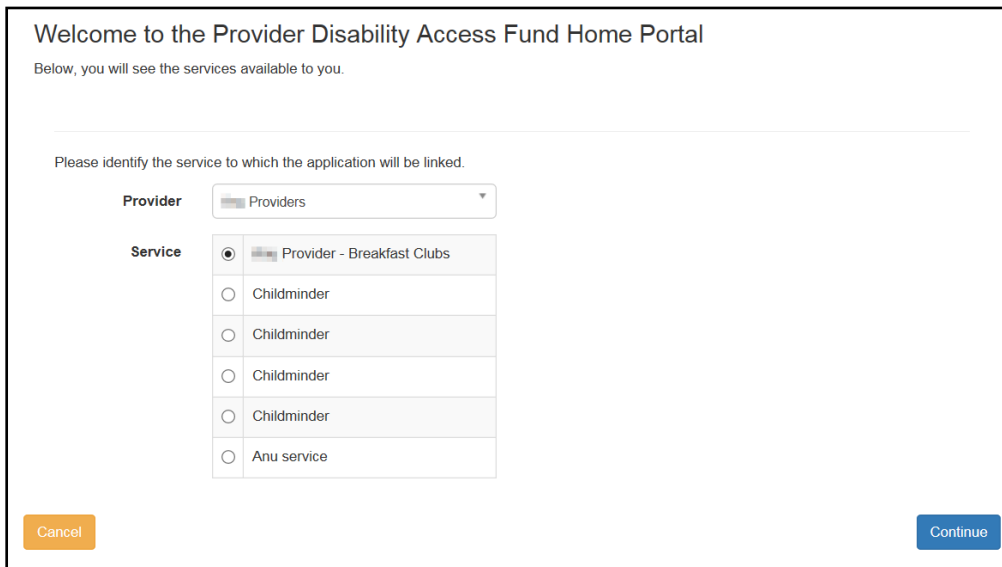
To create a new application:

1. Click the **Disability Access Fund** tile to display the welcome page.



2. Click the **Create new Disability Access Funding Application** button.

If you are associated with more than one provider or service, the following dialog is displayed:



- a. Select the required **Provider** from the drop-down.
- b. Select the radio button for the required **Service**.
- c. Click the **Continue** button to display the **Disability Access Funding Application** page.

A list of eligible children is displayed on screen. To display a list of ineligible children, remove the tick from **Show Eligible Children** tick box.



## Completing a DAF Application

### Disability Access Funding Application

Select a child from the list to continue with the application

Find a Child  Show Eligible Children

	Forename	Surname	Date of Birth	Age Eligibility	DAF Approved Date
<input type="radio"/>	Abbie		03/02/2017	Yes	
<input type="radio"/>	Debbie		24/05/2016	Yes	
<input type="radio"/>	Harvey		30/09/2016	Yes	
<input type="radio"/>	Jason		08/06/2015	Yes	
<input type="radio"/>	Joshua		10/12/2015	Yes	
<input type="radio"/>	Julie		12/10/2015	Yes	
<input type="radio"/>	Meryl		12/10/2015	Yes	
<input type="radio"/>	Rose		22/05/2016	Yes	
<input type="radio"/>	Sammy		01/01/2016	Yes	

**NOTES:** If a child is not eligible or has already been approved, they cannot be selected.

If the required child is not listed, they can be added if the DAF application has been configured to allow applications for new children. For more information, see [Configuring the DAF Portal](#) on page 21.

If the name is longer than the field allows, the child needs to be added by the Local Authority via the v4 Client. A message is displayed. The message can be configured in the Provider portal via **Administration | Text Customisation**. For more information, see [Customising Text](#) on page 9.

Newly added children must be processed via the Portal Back Office before they are displayed on the Headcount portal.

If a Child name is entered in the **Find a Child** field, the list of names will be filtered out to display only the details of that Child.

### Disability Access Funding Application

Select a child from the list to continue with the application

Find a Child  Show Eligible Children

	Forename	Surname	Date of Birth	Age Eligibility	DAF Approved Date
<input type="radio"/>	Debbie		24/05/2016	Yes	

If the tick is removed, a list of ineligible children will be displayed. Replacing the tick will show only the name of the child that was originally entered in the **Find a Child** field. Clear the child's name to display the list of eligible children.

3. Select a child and click the **Continue** button.

Alternatively, to add a new child:

- a. Click the **Add Child** button to display the **Disability Access Funding Application** page. Enter the child details.

The screenshot shows a form titled "Disability Access Funding Application". It contains the following fields and controls:

- Forename \***: Text input field with a pencil icon.
- Surname \***: Text input field with a pencil icon.
- Gender \***: Radio buttons for **Male** and **Female** (selected).
- Date of birth (dd/mm/yyyy) \***: Date picker field.
- Ethnicity \***: Dropdown menu with "Please select" and a person icon.
- First Language \***: Dropdown menu with "Please select" and a speech bubble icon.
- Postcode \***: Text input field with a house icon.
- Buttons**: "Find Address" (blue), "I don't have a Postcode" (text), "Cancel" (orange), and "Continue" (blue).
- Legend**: \* Required field

The address section has been updated to include **Building Name**. A validation check has been implemented against each field mentioned below:

- House Number
- House Name
- Building Name

The screenshot shows three input fields, each with a red border and a validation message:

- House Number \***: Message: "Either House Name, House No or Building Name is required"
- House Name**: Message: "Either House Name, House No or Building Name is required"
- Building Name**: Message: "Either House Name, House No or Building Name is required"

A message will appear against each field if all 3 are left blank and the Continue button is selected.

- b. Click the **Continue** button.

## Completing a DAF Application

Disability Access Funding Application

This is the guidance text for parental agreement, please update me

Parental Agreement  Browse...

I will provide Parental Agreement by post

This is the guidance text for award letter, please update me

DLA Award Letter  Browse...

I will provide DLA Award Letter by post

Details to support your Disability Access Funding claim

Cancel Continue

**NOTE:** The guidance text on this page is configurable by the Local Authority. For more information, see [Editing Customised Text](#) on page 10.

4. If required, click the browse button to attach a **Parental Agreement**.  
Alternatively, select the check box to provide the parental agreement by post.
5. If required, click the browse button to attach a **DLA Award Letter** to the application.  
Alternatively, select the check box to provide the DLA award letter by post.
6. Enter **Details to support your Disability Access Funding claim**.
7. Click the **Continue** button.

Disability Access Funding Application

Below is the summary of Disability Application Funding application

**Child Details**

Name	Ricardo
Gender	Female
Date of Birth	15/08/2014
Address	200, Wilstead Road, Elstow
Ethnicity	OLIB - Libyan
First Language	Maltese

**Application Details**

Provider	Provider
Service Name	Breakfast
Parental Agreement by Post	Yes
DLA Award Letter by Post	Yes
Details to support your Disability Access Funding claim	supporting info

All the DAF details provided by me are correct

Cancel Back Submit

8. Select the **All the DAF details provided by me are correct** check box.

9. Click the **Submit** button to display the **Application submitted** page.

Application submitted

Your application for George King has been submitted. You will be notified of the result of your claim by a message to your provider portal account.

**Application reference number for your information:**  
DAF-1709-AQV1UQF5

The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us at: PO Box 244 Shepherds Bush London E1

[Finish](#)

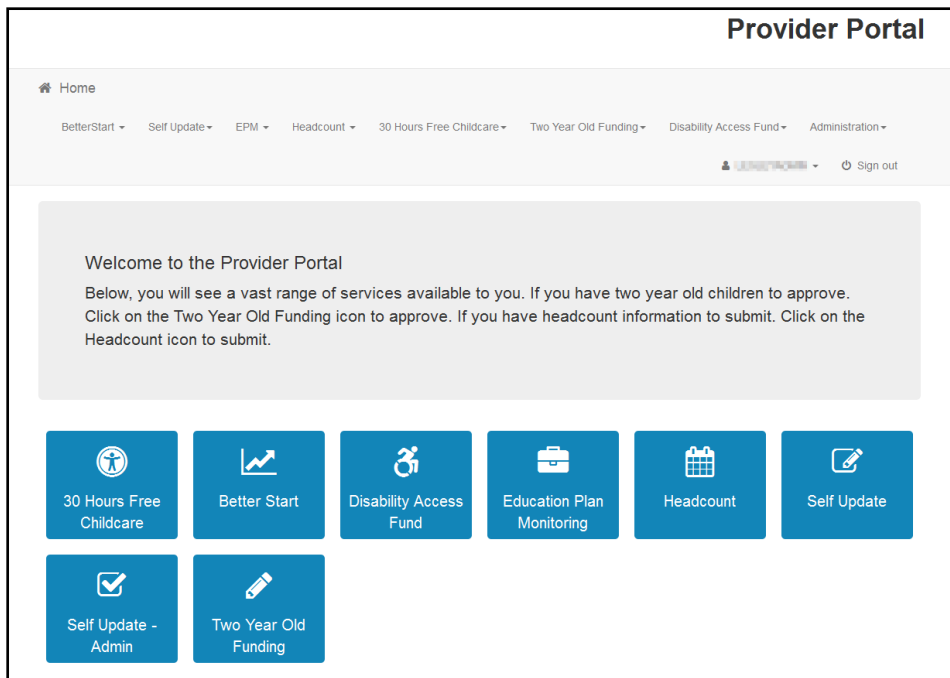
10. Click the **Finish** button.

# 06 | Processing a DAF Application

## Introduction

A Local Authority administrator with permission to manage applications can approve or reject a DAF application. For more information, see [Permission to Manage Applications](#) on page 14.

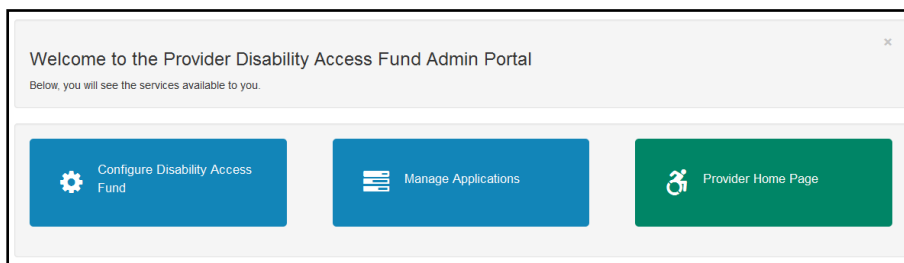
If the **Show Disability Access Fund** button is set to **ON**, on the configuration page, the **Disability Access Fund** tile is displayed on the home page. For more information, see [Configuring the DAF Portal](#) on page 21.



## Approving a DAF Application

1. On the **Home** page, click the **Disability Access Fund** tile to display the Welcome page.

If the Local Authority DAF Administrator has permission to manage applications, the **Manage Applications** tile is displayed on the Welcome page. For more information, see [Permission to Manage Applications](#) on page 14.



2. Click the **Manage Applications** tile to display the **Manage Applications** page.

### Manage Applications

Select the type of tasks you want to view:

All Disability Access Fund Applications  Search

25 Applications found Page 1 of 2 1 2 Next >>

Application Type	Applicant	Child's name	Child's Dob	Submission Date	Application/Placement Reference	Status Show All Tasks <input type="checkbox"/>
Disability Access Fund Clubs	Provider - Breakfast	Test	08-08-2014	18-09-2017	DAF-1709-TCCA06F5	Opened
Disability Access Fund	Providers - Childminder	A Bb	12-08-2014	19-09-2017	DAF-1709-GXDGJTFO	Not Opened
Disability Access Fund	Provider - Breakfast	Rr Rr	12-08-2014	19-09-2017	DAF-1709-EM3TOGF1	Opened
Disability Access Fund Clubs	Provider - Breakfast	A1 B1	12-08-2014	19-09-2017	DAF-1709-YZV4H5F8	Opened

- To search for an application, enter a **Child's name** or **Application/Placement Reference** and click the **Search** button.

### Manage Applications

Select the type of tasks you want to view:

All Disability Access Fund Applications  Search

1 Applications found

Application Type	Applicant	Child's name	Child's Dob	Submission Date	Application/Placement Reference	Status Show All Tasks <input type="checkbox"/>
Disability Access Fund	vp3 vp3_ser	George King	20-09-2013	20-09-2017	DAF-1709-AQV1UQF5	Not Opened

- Click the **Applicant** link to display the **Application Details** page.

### Application Details

Application Details

**Application Reference** DAF-1709-AQV1UQF5 **Opened**  
**Last Action** 20/09/2017 12:06:00 Application State Set To Opened

**Provider Details**

**Task Created** 20/09/2017 11:47:07  
**User** [redacted] publications4@onetestsmtp.co.uk  
**Provider Address** vp3 F est@w3.com  
**Service Name** vp3\_ser

**Child Details**

**Name** George King  
**Gender** Male  
**Date of Birth** 20/09/2013  
**Address** 12, Home Farm, [redacted]

**Application History**

**Information provided to support application**

**Message**

Approval

Evidence submitted in support of this application has been checked and meets requirements for payment of DAF. DAF has not been paid in the current and previous two terms for this Child and the Provider.

[Back](#) [Approve](#) [Reject](#) [Add Note](#)

- If required, click the **Application History** link to display a list of actions linked to the application.

### Application History

These actions are linked to the application:

Date	User	Action	Application Note / Further Information
29/09/2017 15:13:05	[redacted]	Application State Set To Opened	
29/09/2017 15:14:28	[redacted]	Note Added	<input type="text" value="Note for file Approved as I have seen the upload"/>

## Processing a DAF Application

- If required, click the **Information provided to support application** link to display a list of files attached to the application.
- If required, click the **Add Note** button to display the **Add Note To Application** page.

Add Note To Application

Application Details

Application Reference DAF-1709-AQV1UQF5 Opened  
Last Action 20/09/2017 12:06:00 Application State Set To Opened

Provider Details

Child Details

Application Note

This text will be added in the history of the application. It will be visible to other administrators. It will not be visible to the applicant.

Cancel Save

- Enter a note to be added to the application. This will be visible to other administrators but not to the applicant.
  - Click the **Save** button.
- Select the **Approval** check box.

Application Details

Application Details

Application Reference DAF-1709-AQV1UQF5 Opened  
Last Action 20/09/2017 12:06:00 Application State Set To Opened

Provider Details

Task Created 20/09/2017 11:47:07  
User  
Provider vp3  
Address est@vp3.com publications4@onetestsmtg.co.uk  
Service Name vp3\_ser

Child Details

Name George King  
Gender Male  
Date of Birth 20/09/2013  
Address 12, Home Farm, London, Greater London, UK

Application History

Information provided to support application

Message Supporting information  Approval

Evidence submitted in support of this application has been checked and meets requirements for payment of DAF. DAF has not been paid in the current and previous two terms for this Child and the Provider.

Back Approve Reject Add Note

**NOTE:** The **Message** displayed in **Information provided to support application**, is entered by the provider when the application is created.

- Click the **Approve** button to display the **Approve Application** page.

Approve Application

Application Details

Application Reference DAF-1709-AQV1UQF5 Opened

Last Action 20/09/2017 13:58:22 Note Added

Provider Details

Child Details

Application Note

Include a private note explaining the reason for the approval ?

Cancel Approve

10. If required, select the check box to include a private note (not visible to the applicant).
11. Click the **Approve** button to display a confirmation message.
12. Click the **OK** button.

## Rejecting a DAF Application

1. On the **Home** page, click the **Disability Access Fund** tile to display the Welcome page.

If the Local Authority DAF Administrator has permission to manage applications, the **Manage Applications** tile is displayed on the Welcome page. **For more information**, see [Permission to Manage Applications](#) on page 14.

Welcome to the Provider Disability Access Fund Admin Portal

Below, you will see the services available to you.

Configure Disability Access Fund Manage Applications Provider Home Page

2. Click the **Manage Applications** tile to display the **Manage Applications** page.

Manage Applications

Select the type of tasks you want to view:

All Disability Access Fund Applications  Search

25 Applications found Page 1 of 2 1 2 Next >>

Application Type	Applicant	Child's name	Child's Dob	Submission Date	Application/Placement Reference	Status
Disability Access Fund Clubs	Provider - Breakfast	Test	08-08-2014	18-09-2017	DAF-1709-TCCA06F5	Opened
Disability Access Fund Providers - Childminder		A Bb	12-08-2014	19-09-2017	DAF-1709-GXDGJTFO	Not Opened
Disability Access Fund Clubs	Provider - Breakfast	Rr Rr	12-08-2014	19-09-2017	DAF-1709-EM3TOGF1	Opened
Disability Access Fund Clubs	Provider - Breakfast	A1 B1	12-08-2014	19-09-2017	DAF-1709-YZV4H5F8	Opened

3. To search for an application, enter a **Child's name** or **Application/Placement Reference** and click the **Search** button.

Manage Applications

Select the type of tasks you want to view:

All Disability Access Fund Applications  Search

1 Applications found

Application Type	Applicant	Child's name	Child's Dob	Submission Date	Application/Placement Reference	Status
Disability Access Fund	vp3 vp3_ser	George King	20-09-2013	20-09-2017	DAF-1709-AQV1UQF5	Not Opened



## Processing a DAF Application

- Click the **Applicant** link to display the **Application Details** page.

### Application Details

Application Details

**Application Reference** DAF-1709-AQV1UQF5 **Opened**  
**Last Action** 20/09/2017 12:06:00 Application State Set To Opened

Provider Details

**Task Created** 20/09/2017 11:47:07  
**User** [Redacted] publications4@onetestsmp.co.uk  
**Provider** vp3 F est@vr3.com  
**Address**  
**Service Name** vp3\_ser

Child Details

**Name** George King  
**Gender** Male  
**Date of Birth** 20/09/2013  
**Address** 12, Home Farm, [Redacted]

Application History

Information provided to support application

**Message** Supporting information

Approval

Evidence submitted in support of this application has been checked and meets requirements for payment of DAF. DAF has not been paid in the current and previous two terms for this Child and the Provider.

[Back](#) [Approve](#) [Reject](#) [Add Note](#)

- Click the **Reject** button to display the **Reject Application** page.

### Reject Application

Application Details

**Application Type** DAF  
**Application Reference** DAF-1709-C1N8K9F4 **Opened**  
**Last Action** 29/09/2017 15:14:28 [Redacted] Note Added

Provider Details

Child Details

Application Note  
Include a private note explaining the reason for the rejection ?

Message To Applicant  
Include a message explaining the reason for the rejection ?

[Cancel](#) [Reject](#)

- If required, select the check box to add a private **Application Note** explaining the reason for the rejection. This will not be visible to the applicant.
- If required, select the check box to include a **Message To Applicant** explaining the reason for the rejection.
- Click the **Reject** button.

# 07 | Updating Student Details in One v4

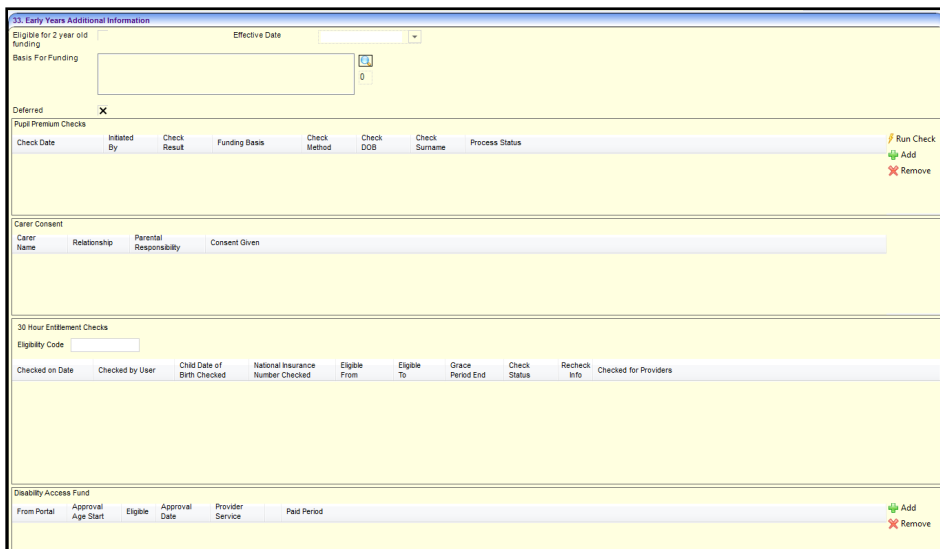
## Introduction

Local Authorities with a Provider Portal Headcount licence can use the Provider portal to approve DAF applications and the student details record is automatically updated in the v4 Client. For more information, see [Using the Provider Portal to Automatically Update the Student Details](#) on page 33.

Local Authorities not using the Provider Portal Headcount module can manually enter details of approved DAF applications into the v4 Client. For more information, see [Manually Recording a DAF Application for a Child in the v4 Client](#) on page 34.

## Using the Provider Portal to Automatically Update the Student Details

When a DAF entitlement check is performed in the Provider portal for a child with a student record in the One v4 Client, the details automatically update the child’s record.



The **Disability Access Fund** sub panel on the **Student Details | Early Years Additional Information** panel is updated with the following read-only information:

- **From Portal** check box is selected (ticked).
- **Approval Age Start**
- **Eligible** check box
- **Approval Date**
- **Provider Service**
- **Paid Period.**

**NOTE:** There can be up to 2 rows in the **Disability Access Fund** grid for the child; one for age 3 and one for age 4.

## Manually Recording a DAF Application for a Child in the v4 Client

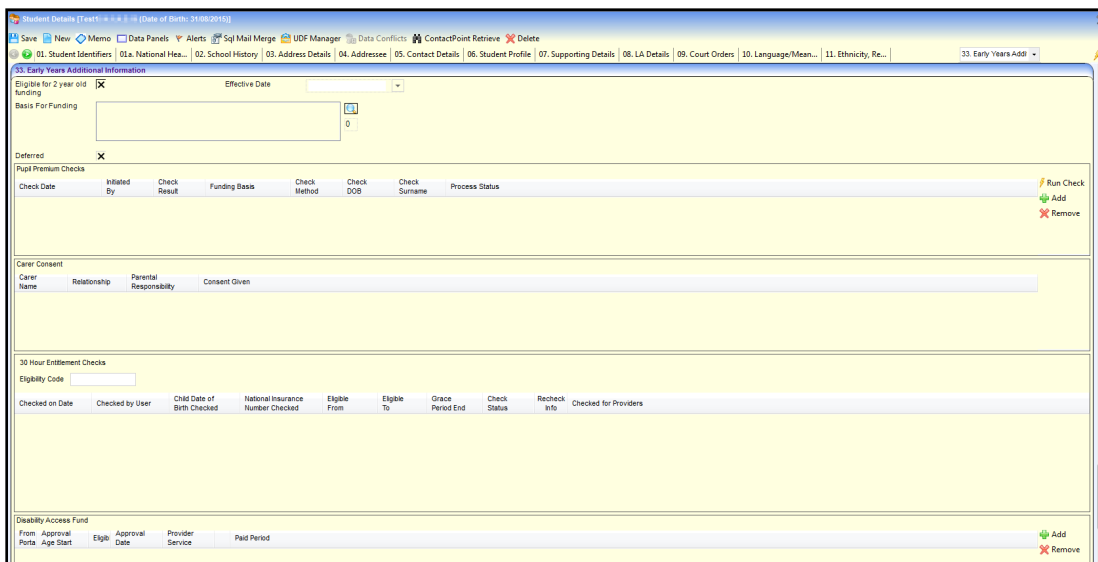
Local Authorities that are not using the Provider Portal Headcount can enter details of approved DAF applications manually in the v4 Client to enable the generation and authorisation of payments to Early Years providers.

1. Select **Focus | People | Students** to display the **Student Enquiry** page.

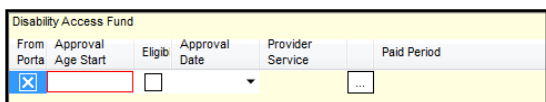
2. Enter search criteria and click the search button to display matching students.

Person ID	Flags	Family Name	Given Name	Chosen Family Name	Chosen Given Name	Given Name 2	Gender	Date of Birth	Postcode	UPN	SEN	Base	NCY
9097131		2.2.1	Test5	2.2.1	Test5		Female	01/09/2014			S	Green Abbey School	-2

3. Highlight the required student and click the **Open In New Window** button to display the **Student Details** page.
4. Select the **Early Years Additional Information** panel.



5. Click the **Add** button on the **Disability Access Fund** sub-panel.



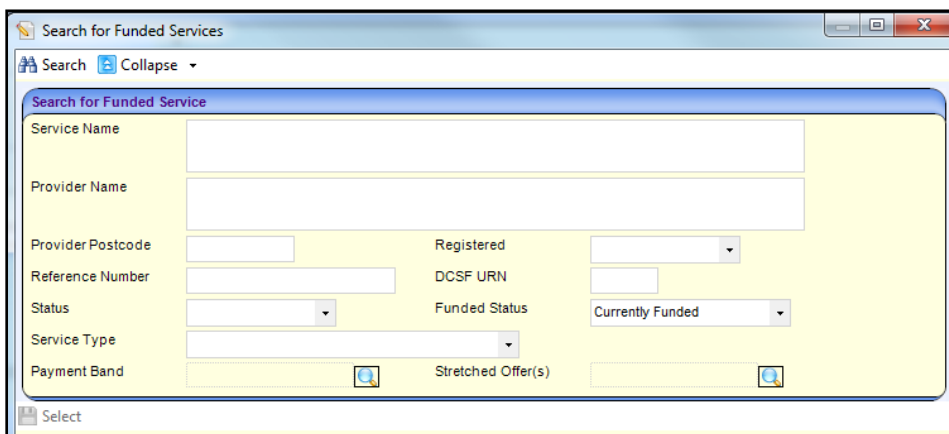
6. The **From Portal** check box is disabled and displays a cross.

7. Enter either 3 or 4 in the **Approval Age Start**.

8. Select the **Eligible** check box to display a tick.

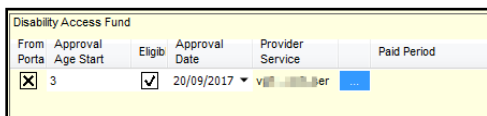
9. Select an **Approval Date**.

10. Click the **Provider Service** browse button to display the **Search for Funded Services** dialog.



11. Search for the required funded service.

12. Highlight the required service and click the **Select** button.



13. Click the **Save** button.

**NOTE:** There can be up to 2 rows in the **Disability Access Fund** grid for the child, one for age 3 and one for age 4.

# 08 | Making DAF Payments

## Introduction

When the student details have been updated in the v4 Client to record DAF eligibility, a payment can be generated.

DAF eligibility is displayed on the **Children** panel via **Focus | Early Years | Search for Funded Services** using the following fields:

- **DAF Approval Date** is the date that the DAF application was approved.
- **DAF Eligible** is a read-only check box that displays a tick if the child is eligible.
- **DAF Status** is set to GEN if the payment has been generated and AUTH if the payment has been authorised.
- **DAF Paid On** is the date that the DAF payment was made.

Age on 31/12/2017	Surname	Forename	Actual Weeks Period	Actual Hours Week	Actual Hours Period	Universe Pay Hours Week	Universe Pay Hours Period	Pay Total Amount	DAF Approval Date	DAF Eligible	DAF Status	DAF Paid On
3	Reject		15	0	0	0	0	0.00	27/09/2017	<input checked="" type="checkbox"/>	AUTH	29/09/2017
4	Shivnarine		15	0	0	0	0	0.00		<input type="checkbox"/>		
2	Eypp		15	0	0	0	0	0.00		<input type="checkbox"/>		
3	Add		15	0	0	0	0	0.00	05/10/2017	<input checked="" type="checkbox"/>		
3	New		15	0	0	0	0	0.00	29/09/2017	<input checked="" type="checkbox"/>	AUTH	29/09/2017
4	Aaron		15	0	0	0	0	0.00		<input type="checkbox"/>		
3	Darren		15	0	0	0	0	0.00	29/09/2017	<input checked="" type="checkbox"/>	AUTH	29/09/2017
4	Carl		15	0	0	0	0	0.00	28/09/2017	<input checked="" type="checkbox"/>		
3	Brian		15	0	0	0	0	0.00	29/09/2017	<input checked="" type="checkbox"/>	AUTH	29/09/2017
2	Stuart		15	0	0	0	0	0.00		<input type="checkbox"/>		
3	Glenn		15	0	0	0	0	0.00		<input type="checkbox"/>		
3	Ricardo		15	0	0	0	0	0.00		<input type="checkbox"/>		
3	Viv		15	0	0	0	0	0.00		<input type="checkbox"/>		
3	Enalation		15	0	0	0	0	0.00		<input type="checkbox"/>		

Total Number of Children listed at the Service 15      The Total Number of Children currently at the Service 0

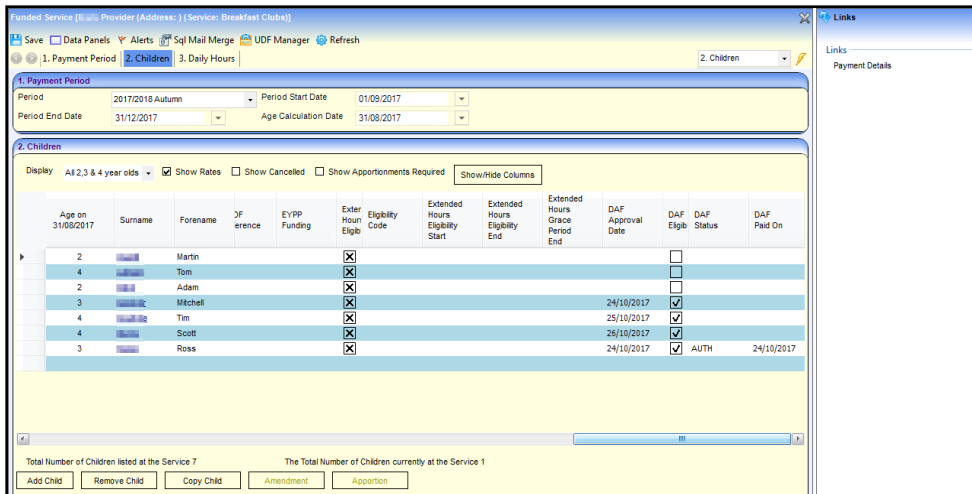
Buttons: Add Child, Remove Child, Copy Child, Amendment, Apportion

## Generating DAF Payments

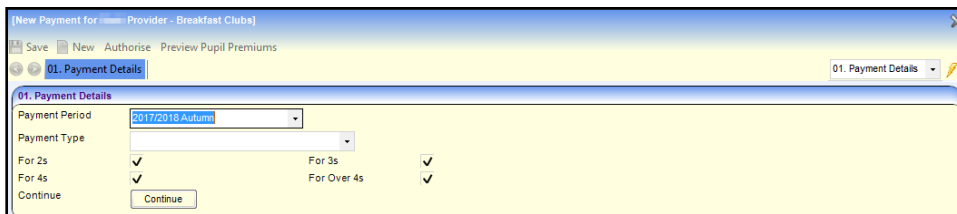
### Generating Individual DAF Payments

When a child has been approved for DAF, an individual payment can be made to the funded service.

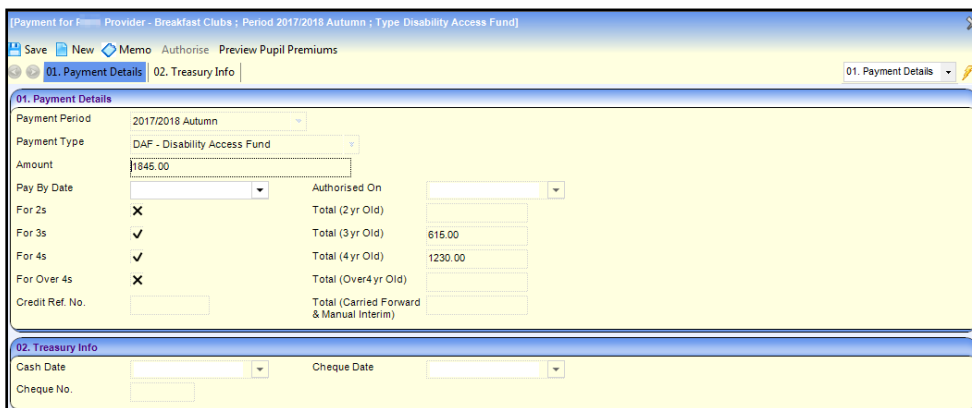
1. Select **Focus | Early Years | Search for Funded Services** to display the **Search for Funded Services** page.
2. Enter the required search criteria and click the **Search** button to display a list of matching services.
3. Select the required service and click the **Open in New Window** page to display the **Funded Service** page.



4. Click the **Payment Details** link to display the **Payment Details** page.
5. Click the **New** button to display the **New Payment** page.



6. Select **DAF - Disability Access Fund** from the **Payment Type** drop-down and click the **Continue** button to display the **Payment Details**.



7. Click the **Save** button to generate the payment and display the **Payment Breakdown**.

## Making DAF Payments

## Generating Bulk DAF Payments

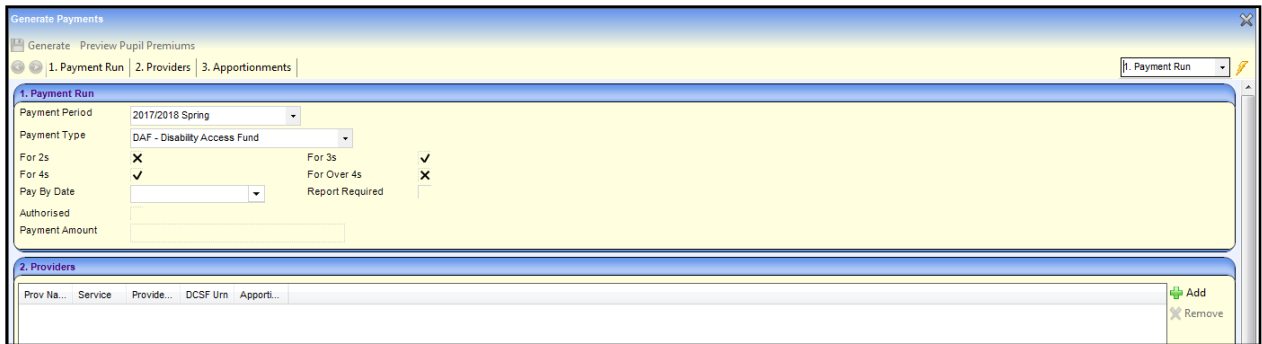
A bulk DAF payment can be generated for one or more providers against 3 and 4 year-old children.

1. Select **Focus | Early Years | Generate Payments** to display the **Payment Run Enquiry** page.

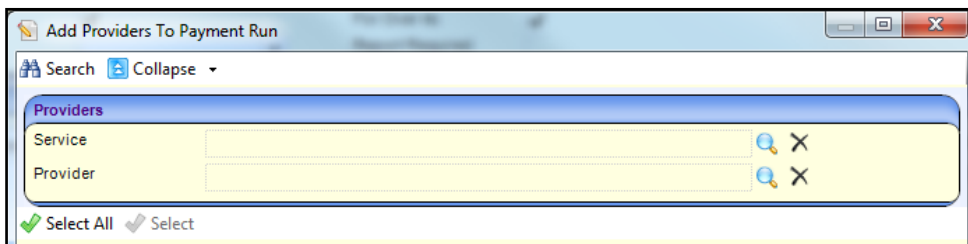
2. Click the **New** button to display the **Generate Payments** page.
3. Select a **Payment Period**.
4. Select **DAF - Disability Access Fund** from the **Payment Type** drop-down list to automatically update the age ranges selected.

The **For 3s** and **For 4s** check boxes are selected (ticked) and disabled. The **For 2s** and **For Over 4s** check boxes are de-selected (cross) and disabled.

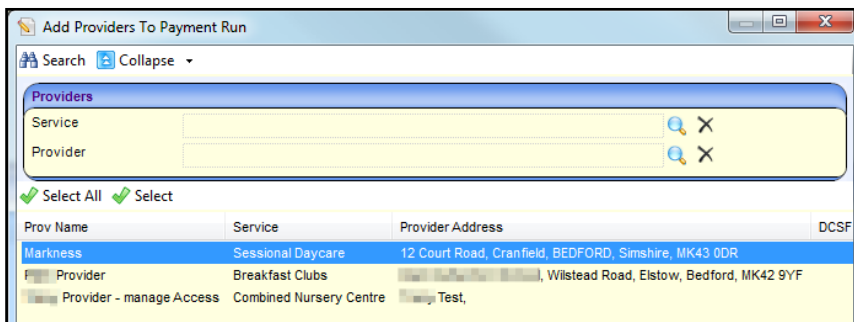
5. If you require the pre-defined Payment Schedule Report to be produced when the payments are generated, select the **Report Required** check box to display a tick.
6. Select the providers:



- a. In the **Providers** panel, click the **Add** button to display the **Add Providers To Payment Run** dialog.



- b. If required, click the browse button to select a **Service** or a **Provider**.
- c. Click the **Search** button to list the providers who have outstanding DAF payments for the selected **Payment Period**.



- d. Click on the required provider or click **Select All** to select the whole list.
  - e. Click the **Select** button to display the selected providers on the **Generate Payments** page.
7. Click the **Generate** button.



## Authorising DAF Payments

After generating a DAF payment it must be authorised before the payment is made.

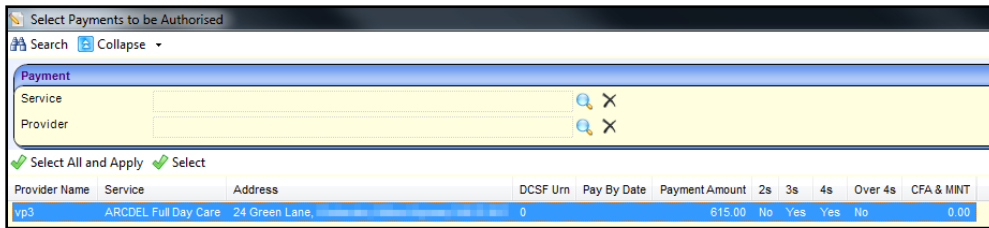
1. Select **Focus | Early Years | Authorise Payments** to display the **Payment Authorisation Enquiry** page.

2. Click the **New** button to display the **New Authorisation** page.

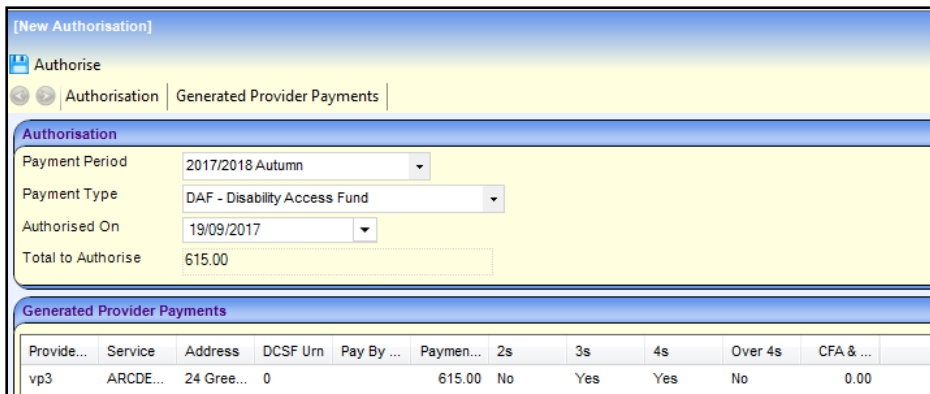
3. Select a **Payment Period**.
4. Select **DAF - Disability Access Fund** from the **Payment Type** drop-down.
5. Select an **Authorised On** date.

6. Click the **Add** button to display the **Select Payments to be Authorised** window.

7. If required, click the browse button to select a **Service** or a **Provider**.
8. Click the **Search** button to list the providers who have DAF payments that have been generated but not authorised for the selected **Payment Period**.



9. Click the **Select** button to select the highlighted payment or the **Select All and Apply** button to select all of the listed payments.
10. Selected payments are displayed on the **Generated Provider Payments** panel. The **Total to Authorise** displays the total of all payments included.



11. Click the **Authorise** button to authorise the payment and display the **Authorisation** page.

## Index

administration.....	8
application	
approve.....	28
reject.....	31
configuration - DAF.....	21
configure text.....	9
current users .....	19
DAF payments	
authorise.....	41
generate .....	39
email update.....	19
home page .....	7
manage configurations .....	11
message templates .....	12
new application.....	23
password reset.....	17, 19
permissions .....	14
portal logging in .....	16
portal user account.....	13
portal user account activation .....	13
registered users.....	19
reset inactive account.....	20
secret question reset .....	17
student details	
update automatically .....	33
update manually.....	34
text customisation.....	9
two step verification .....	18
user access .....	15, 16
user funded services.....	15
user name retrieval.....	16