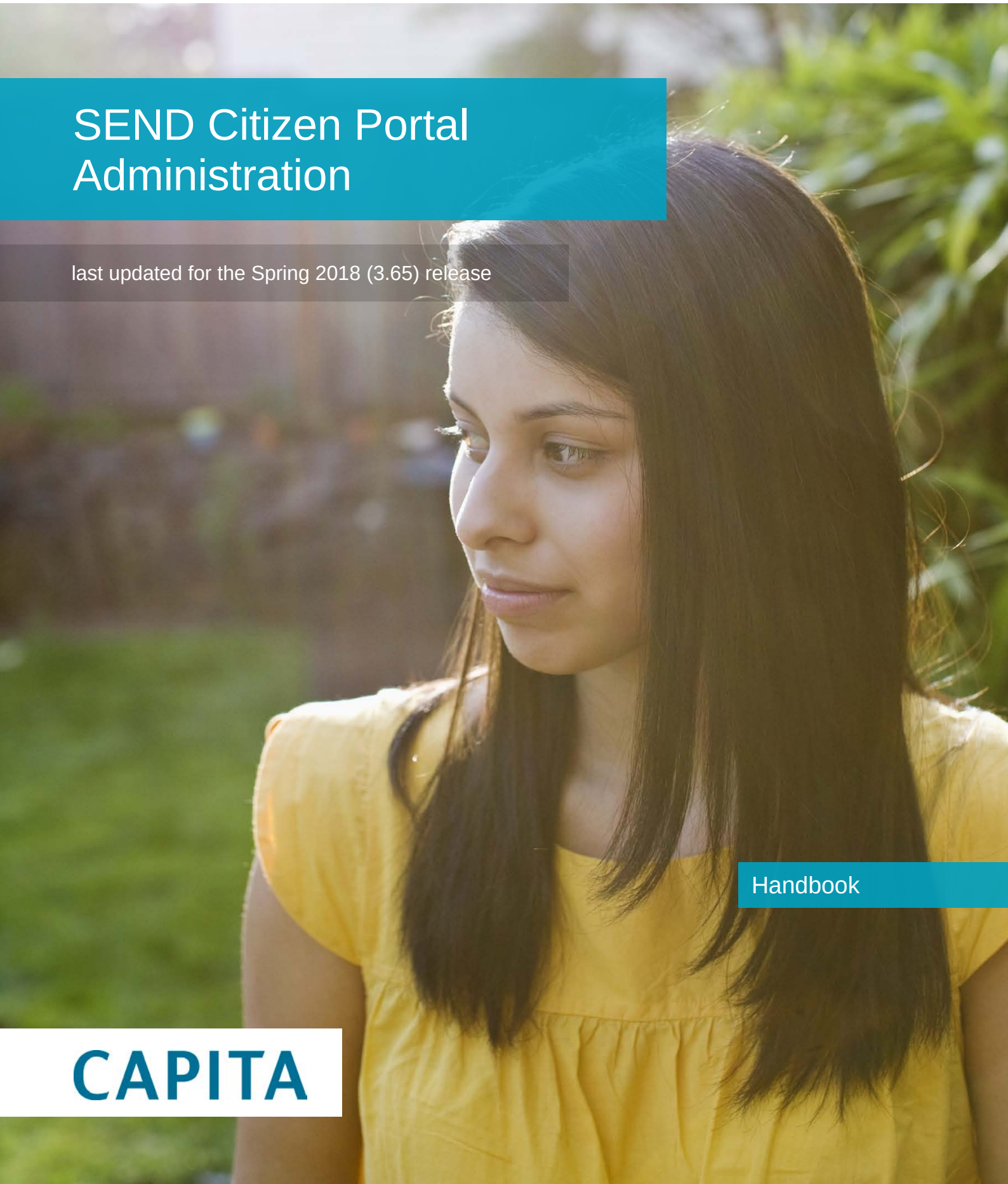
oneeducation

SEND Citizen Portal Administration

last updated for the Spring 2018 (3.65) release



Handbook

CAPITA

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01 | Citizen Self Service Admin

Overview

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

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

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

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

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

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

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

More Information:

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

Using this Handbook

This handbook is intended for One Administrators at the Local Authority. It describes the following administration processes performed by the authority for Special Educational Needs and Disabilities (SEND) in the Citizen Portal:

- The local authority can create forms for a number of different purposes that are visible to the Citizen and Professional portals.
- The local authority can use B2B matching to link the forms to the correct child in the One database.
- The SEND team at the local authority can manage the incoming forms via the One v4 Client.
- Parents, carers and young people can complete the forms and submit the information to the local authority via the Citizen Portal.
- Parents, carers and young people can see a list of all the forms they have completed and submitted.
- The forms are available on the child's chronology when they have been approved on the portal.
- The local authority can create alerts, in the v4 Client, that send Portal messages to Portal users that are authenticated on a child or young person's involvement.

More Information:

The *One SEND Professional Portal* handbook is available on the **One Publications** website via the **Handbooks** link.

Matching Students via One Portal Back Office is available from the **One Publications** website via **Handbooks | One Self Service**.

What's New in this Release?

GDPR

This handbook has been updated to include a chapter about GDPR Administration. For more information, see *Intro to GDPR Administration* on page *23*.

When a user registers to use the Citizen portal, they are asked to agree to the GDPR Consent Statement. They can also withdraw their consent and view their consent history.

02 | Managing Users

Citizen Self Service Portal Administrator

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

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

More Information:

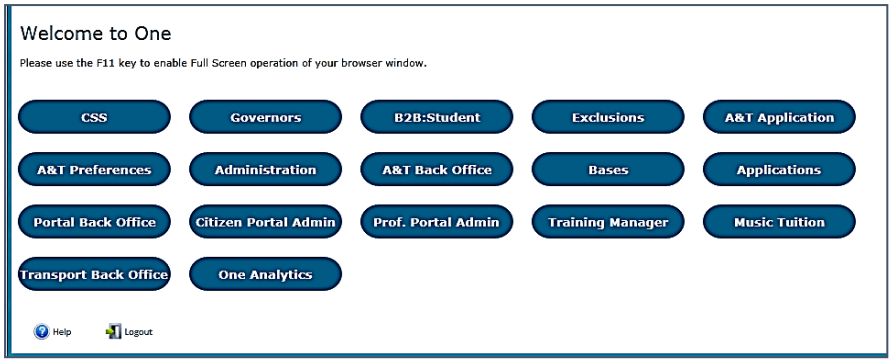
Deploying and Configuring the One Citizen Self Service Portal for Local Authorities technical guide, available from the One Publications website via the Technical link.

Logging in to One v4 Online

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

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

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



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

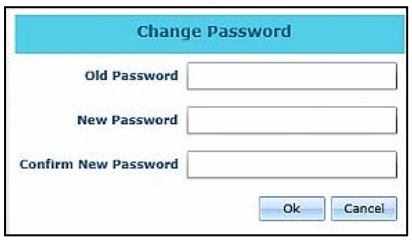
More Information:

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

Changing a Password

To change your password in v4 Online:

1. Click the **Change Password** button on the **Login** screen to display the **Change Password** dialog.



2. On the **Change Password** dialog, enter your **Old Password**.
3. Enter your **New Password**.
4. Enter your new password again in the **Confirm New Password** field.
5. Click the **OK** button.

More Information:

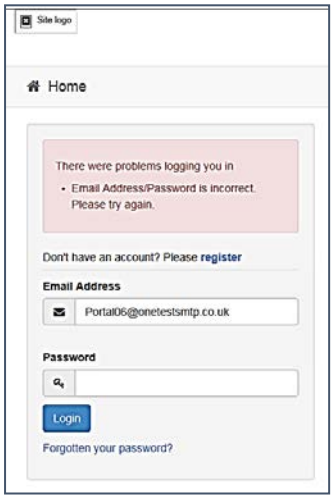
RG_Online_Administration_Login_Logout available from the **One Publications** website via the **Reference Guides** link and **My Account**.

Forgotten Password

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

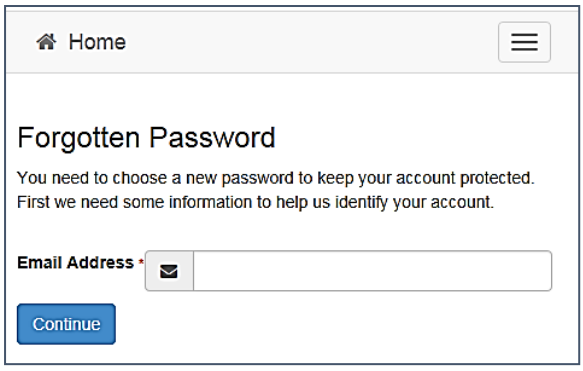
> There were problems logging you in.
>
> Email Address/Password is incorrect.
> Please try again.

Check that you have entered the correct email address.
If you have forgotten your password, it will need to be reset.

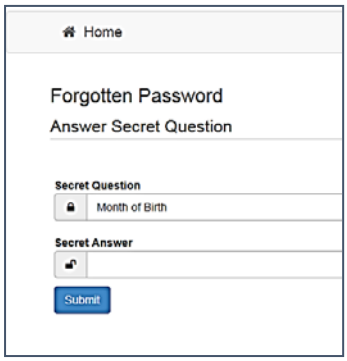


To reset a password:

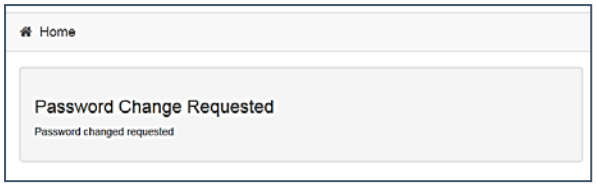
1. Click the **Forgotten your password?** link to display the **Forgotten Password** dialog.



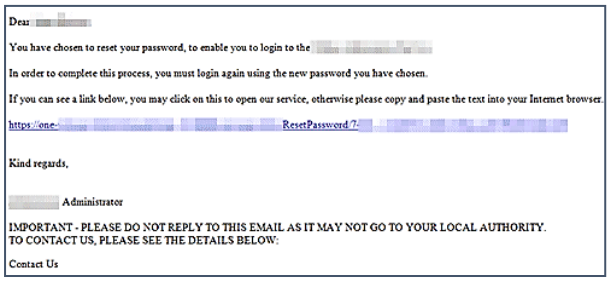
2. Enter your email address, then click the **Continue** button to display the **Secret Question** dialog.



3. Enter the **Secret Answer** you provided when registering, then click the **Submit** button. A message informs you that a password change has been requested.



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



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

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

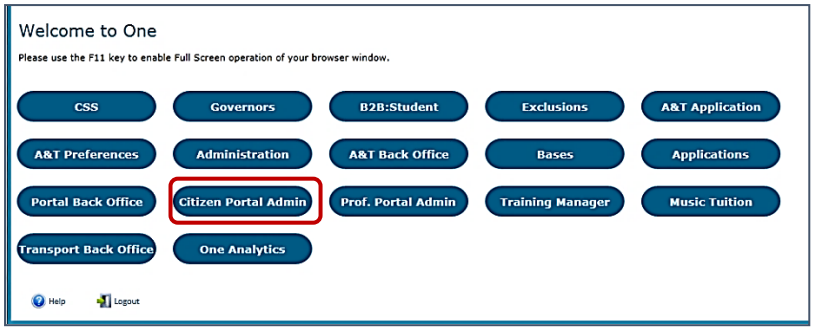
8. Click the **Login** button to log in to the Citizen Portal with your new password.

Logging in to Citizen Portal Admin

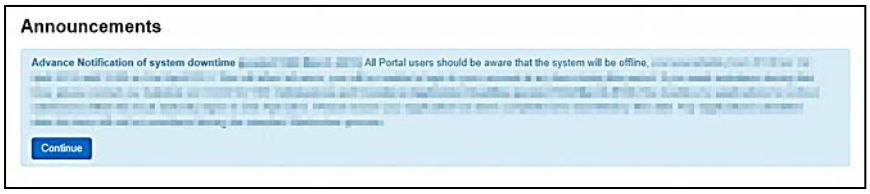
The **Citizen Portal Admin** functionality is available in One v4 Online. To use the Citizen Portal Admin you must have an email address, be set up as a user and belong to a user group in One v4. Your System Administrator will have set up the Citizen One Portal licence key and your permissions via **v4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

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

1. Log in to v4 Online. For more information see Logging in to One v4 Online on page 3.



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



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

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

The Announcements page is edited via Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks.	
Announcements	Placeholder_Title
Announcement Start Date	Placeholder_Forename
Announcements End Date	Placeholder_Surname

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

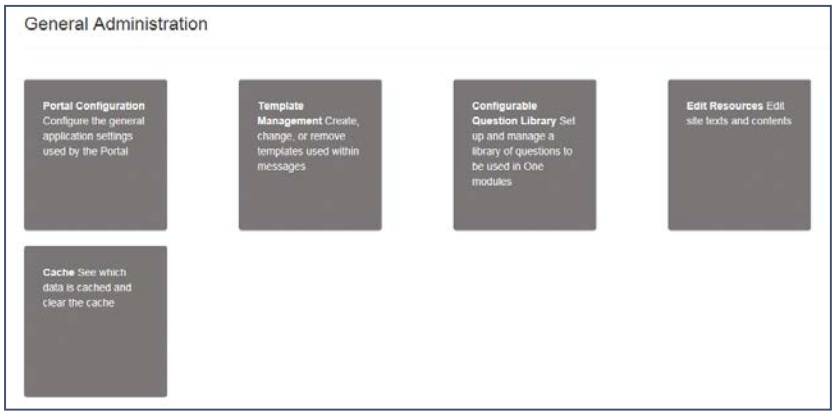
More Information:

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

03 | General Administration

Introduction to General Administration

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



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

- **Portal Configuration** – configure the general application settings used by the portal. For more information, see the following sections:
  - *Portal Configuration* on page *10*.
  - *Configuring the Site Settings* on page *10*.
  - *Configuring Password Settings* on page *10*.
  - *Configuring Application Settings* on page *11*.
  - *Configuring Message Settings* on page *12*.
  - *Configuring Application Type Settings* on page *12*.
  - *Configuring Scheduled Task Settings* on page *13*.
- **Template Management** – create, change or remove templates used within the messages. For more information, see the following sections:
  - *Template Management* on page *13*.
  - *Creating a Template* on page *14*.
  - *Viewing Templates* on page *15*.
  - Editing a Template on page 16.
  - *Deleting a Template* on page *16*.
- **Configurable Question Library** – set up and manage a library of questions to be used in the One A&T module.
- **Edit Resources** – edit site texts and contents. For more information, see the following sections:
  - *Edit Resources* on page *17*.
  - *Editing Resource Descriptions* on page *18*.

- **Cache** – see which data is cached and clear the cache. For more information, see the following section:
  - *Cache* on page *21*.

Portal Configuration

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

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

For more information, see *Configuring the Site Settings* on page *10* and the *Technical Guide - Deploying and Configuring the One Citizen Self Service Portal for Local Authorities*, available on the One Publications website.

More Information:

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

Configuring the Site Settings

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

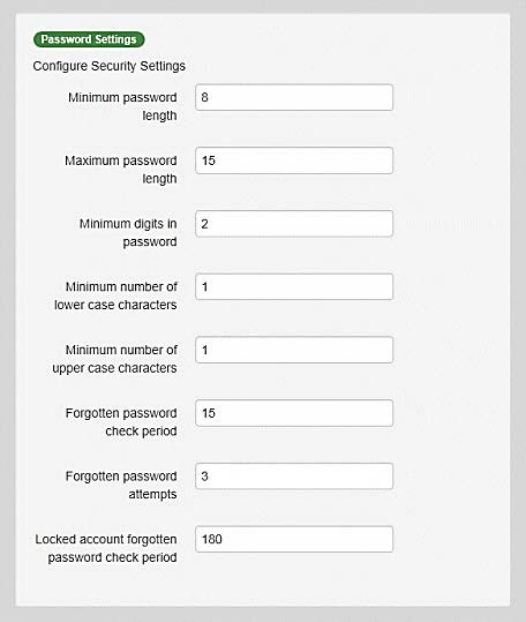
- Password Settings
- ECS Settings (Eligibility Checking Service)
- Application Settings
- Message Settings
- Application Type Settings
- Scheduled Task Settings.

Configuring Password Settings

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

To configure the password security settings:

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



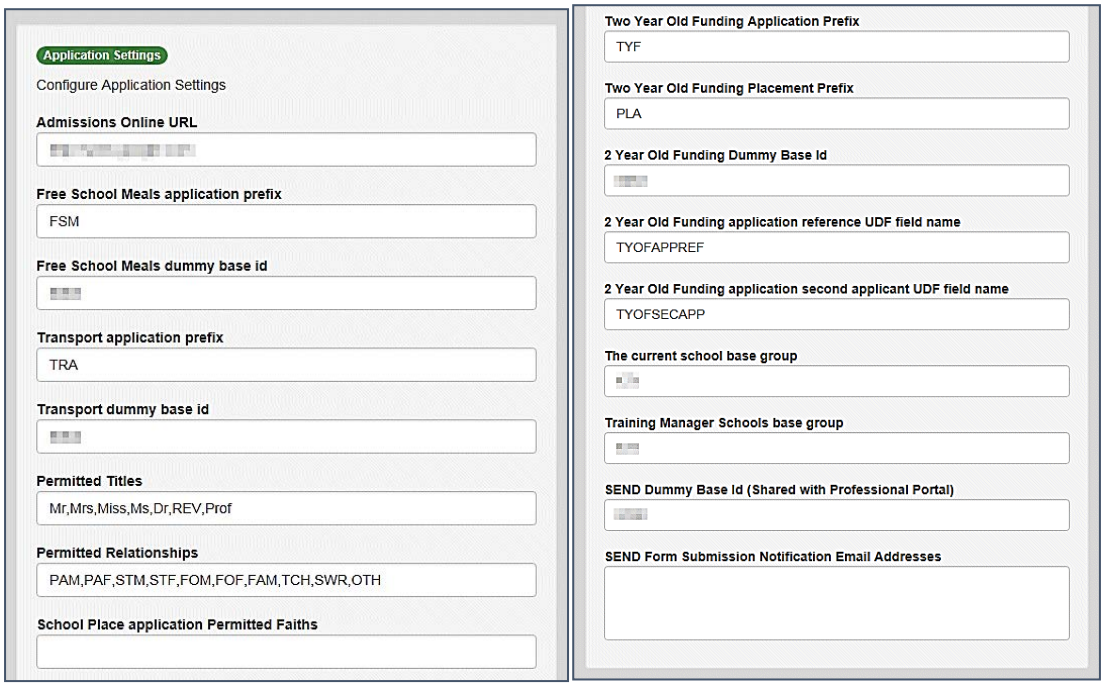
3. Click the **Save** button.

Configuring Application Settings

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

To configure the application settings:

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



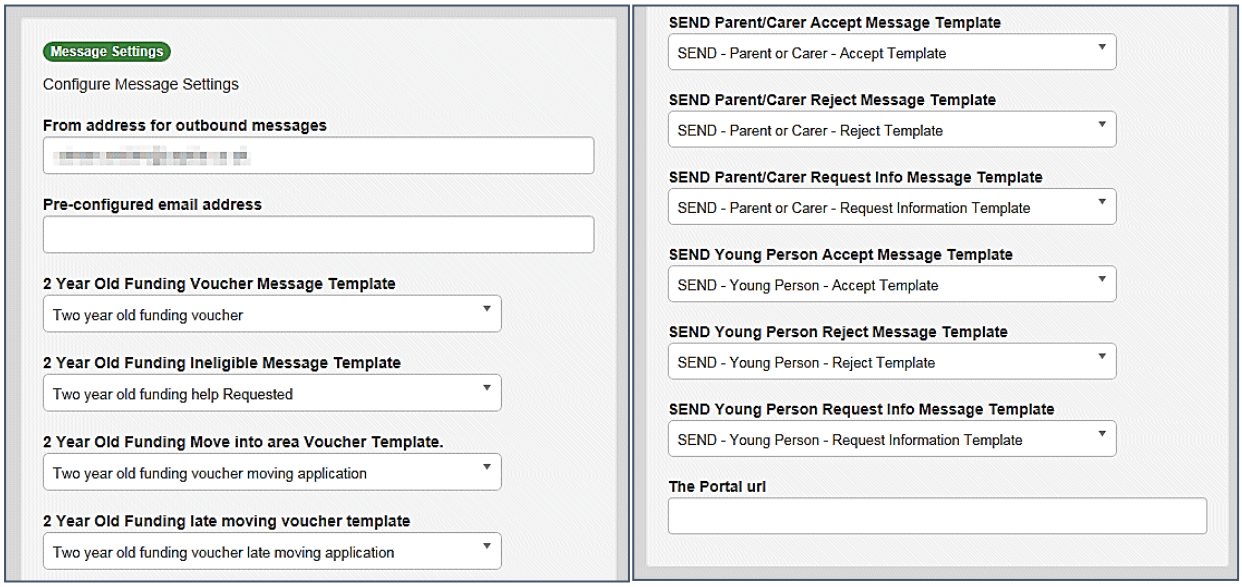
3. Click the **Save** button.

Configuring Message Settings

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

To configure the message settings:

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



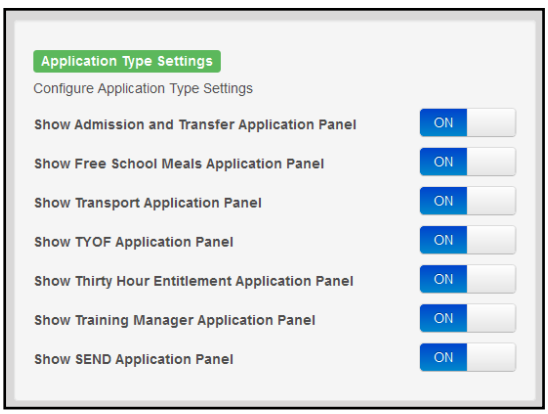
3. Click the **Save** button.

Configuring Application Type Settings

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

To configure the application type settings:

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



3. Click the **Save** button.

Configuring Scheduled Task Settings

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

To configure the scheduled task settings:

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

3. Click the **Save** button.

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

Template Management

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

In **Template Management** you can create, edit or remove templates stored within the portal. Placeholders can be inserted into the subject or the body of the template for the following entities:

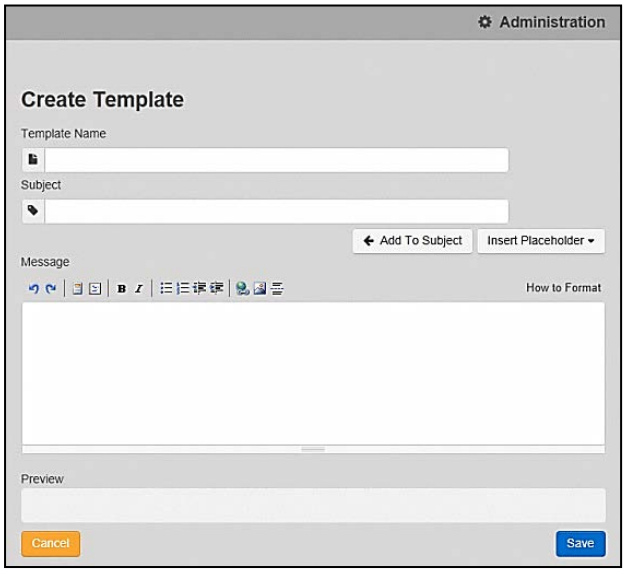
- Title
- Forename
- Surname
- Business Phone
- Mobile Phone
- Home Phone.

The placeholders are edited via Administration | General Administration | Edit Resources | Resource Configuration Title | Administration.	
Title	Placeholder_Title
Forename	Placeholder_Forename
Surname	Placeholder_Surname
Business Phone	Placeholder_BusPhone
Mobile Phone	Placeholder_Mobile
Home Phone	Placeholder_HomePhone

Creating a Template

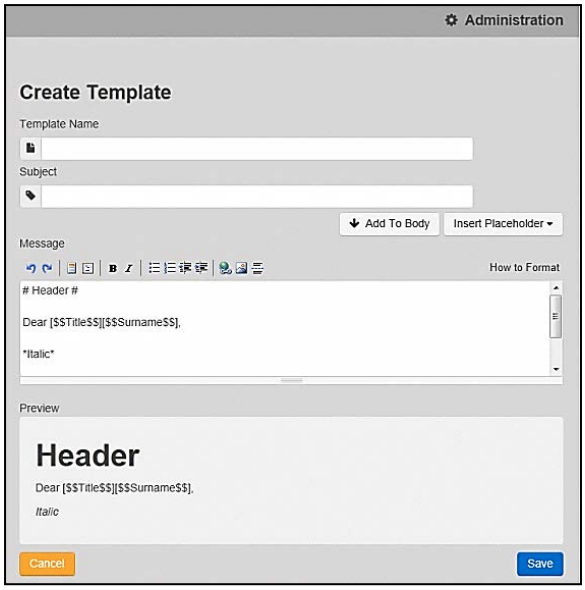
To create a new template:

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



6. Enter your text into the **Message** box. Alternatively click the **Add To Subject** button to change it to **Add To Body**, then choose one of the **Insert Placeholder** options.
7. Use the buttons at the top of the **Message** field to format your message. Your formatted message is displayed in the **Preview** field.

   The buttons apply **Markdown** formatting, a text-to-HTML conversion tool for web writers. For more information, click the **How to Format** button.

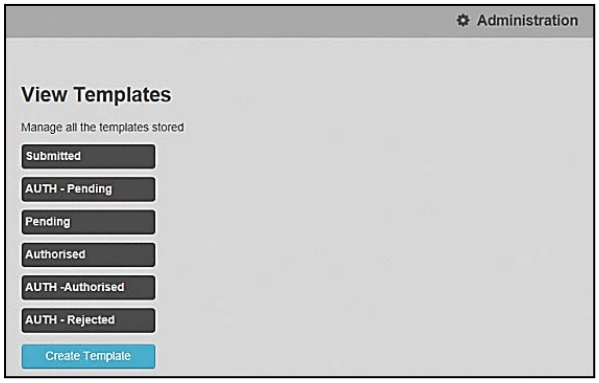


8. Click the **Save** button to close the page and return to the **View Templates** page.

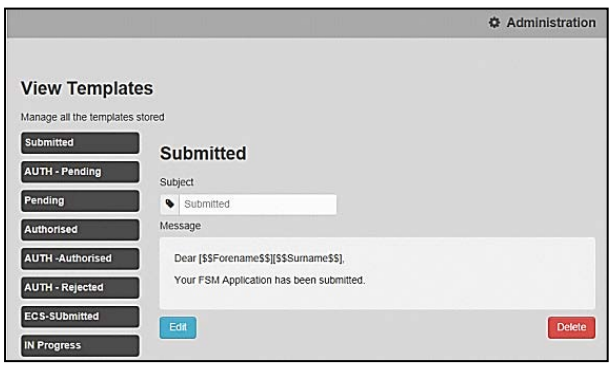
Viewing Templates

To view an existing template:

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



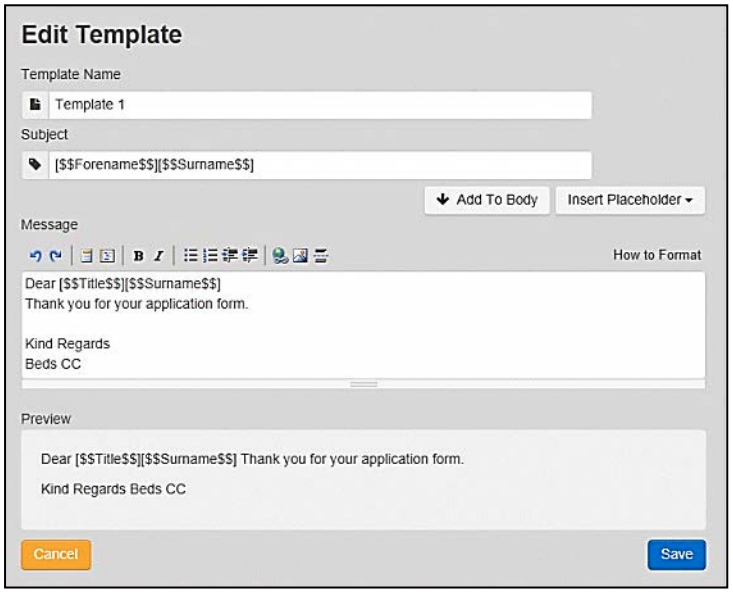
2. Click the template name to display the **Subject** and **Message** that are to be used in the message.



Editing a Template

To edit an existing template:

1. Select One **v4 Online | Citizen Portal Admin | Administration | General Administration | Template Management | View Templates**.
2. Select the required template then click the **Edit** button to display the **Edit Template** dialog.

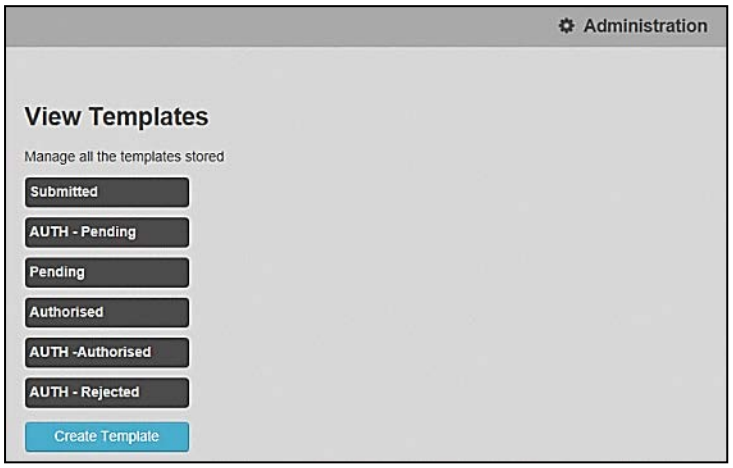


3. Edit the required fields; all of the fields on the **Edit Template** dialog can be edited.
4. Click the **Save** button.

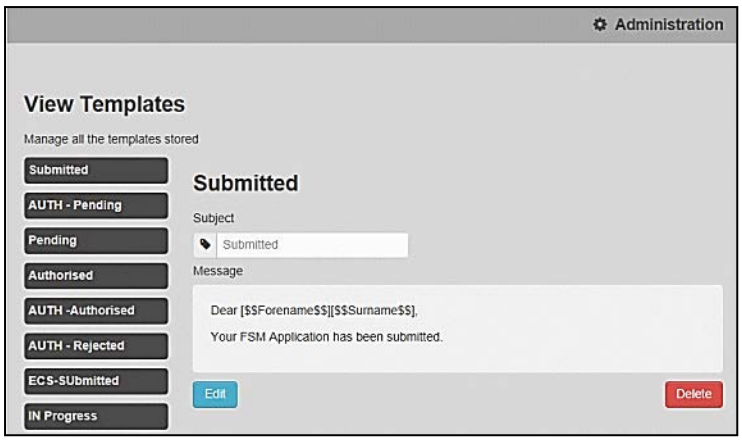
Deleting a Template

To delete an existing template:

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



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



3. Click the **Delete** button to remove the stored template; you must confirm the deletion.

Edit Resources

The **Edit Resources** functionality is accessed via **One v4 Online | Citizen Portal Admin | Administration | General Administration | Edit Resources**. From here you can edit the contents of the portal. The information in the tooltips is stored in the resource descriptions.

The following **Resource Configuration Descriptions** can be edited:

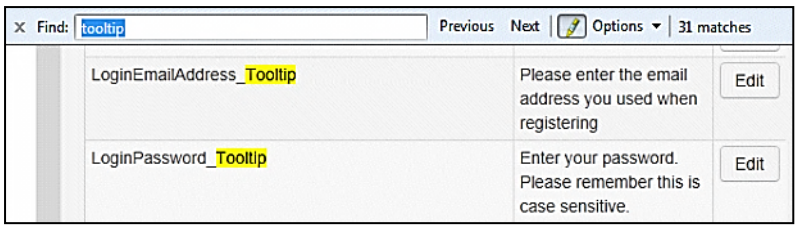
Text Resources

- Account
- Administration
- Admissions
- Citizen Thirty Hours Entitlement
- Free School Meals
- Home
- Home Tiles
- Local Authority
- Messaging
- SEND
- Shared
- Training Manager
- Transport
- Two Year Old Funding.

Markdown

- Text Blocks

To find a particular resource description, open one of the **Resource Configuration Descriptions** then use the **Ctrl + F** keys on your keyboard to display the **Find** dialog. The entered text is highlighted on the page.



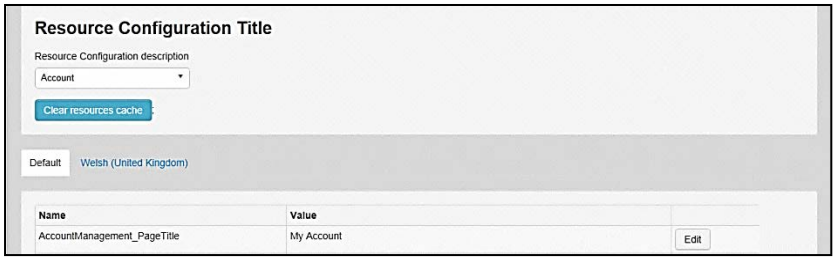
NOTE: *You may need to search through more than one folder. For example, tooltips can be found in most of the resource configuration descriptions***.**

Editing Resource Descriptions

The resource descriptions are individual dialogs that enable you to manage the text that is available to users in many areas of the Citizen Self Service portal. If a **Resource Value** is changed via the **Edit Resource Title** dialog, then the next time a user sees that resource, the text will be updated to reflect the change.

To edit the resource descriptions:

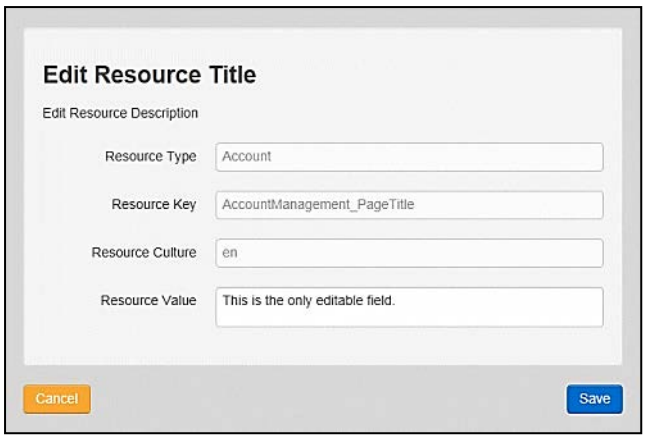
1. Select **Administration | General Administration | Edit Resources** to display the **Resource Configuration Title** page.



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

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

3. Click one of the **Edit** buttons next to a **Value** to display the **Edit Resource Title** dialog.



The following fields are read-only:

- **Resource Type** – the name of the resource configuration title.
- **Resource Key** – the resource database name.
- **Resource Culture** – en (English) or cy-GB (Welsh)

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

Configuring Automatic Emails

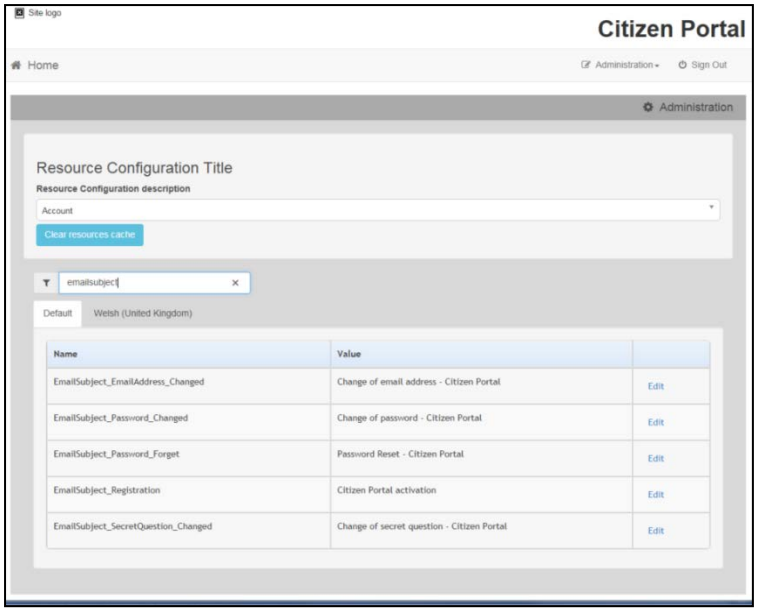
Portal administrators can now configure the text included with automatic emails, sent in response to the following actions in both the One Citizen Portal and the One Professional Portal:

- User indicates that they have forgotten their password.
- User changes their password.
- User changes their email address.
- User changes their secret question.
- Administrator resets a user's password (system sends forgotten password email to user).
- Administrator changes a user's email address (system sends a changed email address confirmation to user).

> **Note:** Different text can be configured for the One Citizen Portal and the One Professional Portal versions of these emails.

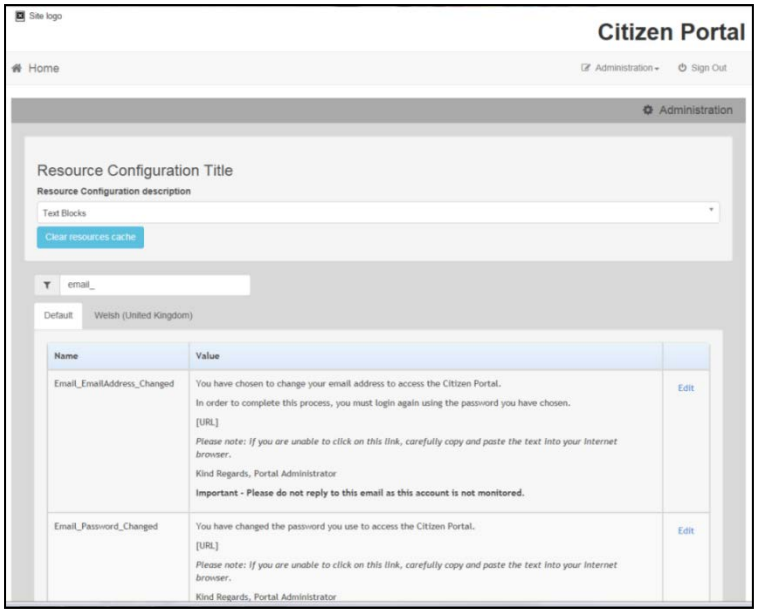
This text can be configured by the portal administrator via **Citizen Portal Administration | Administration | Edit Site Texts | Resource Configuration Title | Text Resources | Account**. Default text has been automatically configured for each.

To configure the subject lines for the different email types, type *emailsubject* into the **Search** box to filter the resource list to display the new configurable email subject items.



To configure the contents for the different email types, select **Citizen Portal Administration | Administration | Edit Site Texts | Resource Configuration Title | Markdown | Text Blocks**. Default text has been automatically configured for each.

Type *email_* into the **Search** box to filter the list to display the new configurable content items for the different email types.



The configurable text block resource names are:

- Email_EmailAddress_Changed
- Email_Password_Changed
- Email_Password_Forget
- Email_Registration
- Email_SecretQuestion_Changed.

Cache

The cache is a temporary storage area used to speed up the retrieval of system information. The One system caches information that can take a long time to retrieve or require a large amount of memory. Sometimes issues can occur if the cached data is not updated when new data is entered into One. For example, a new transfer group has been added in One, but is not displaying in the Citizen portal. Clearing the cache forces a data refresh and displays the new data as expected.

The Cache page enables you to see which data is cached; cached data can be cleared from the system.

To clear the cache:

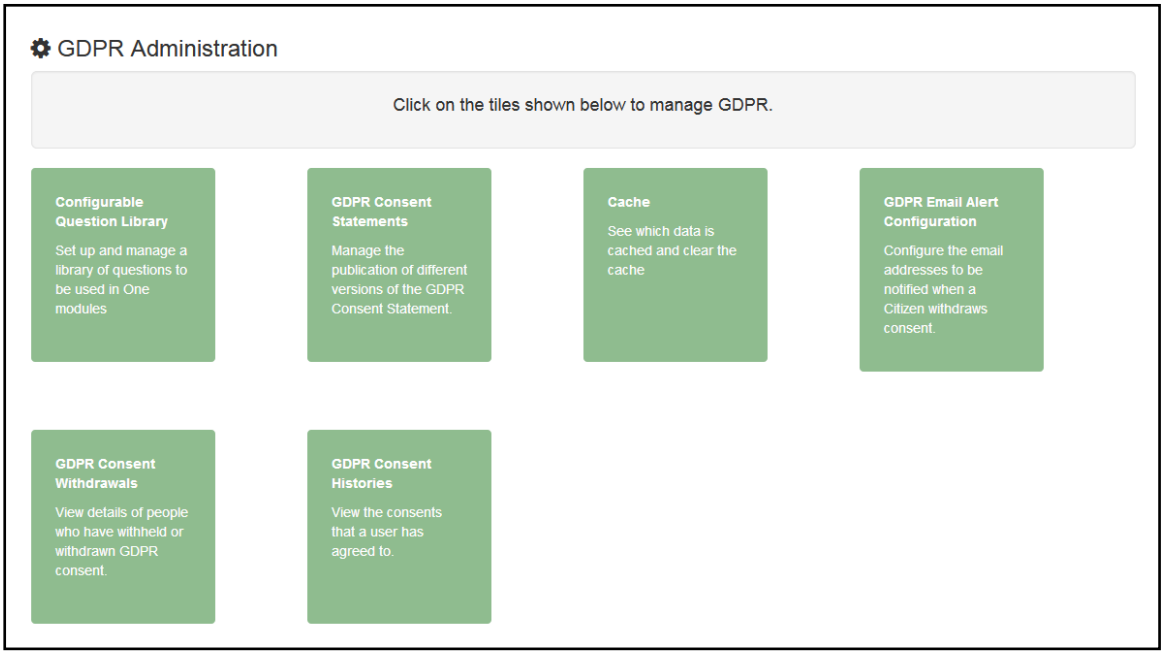
1. Select **Administration | General Administration | Cache** to display the list of cached items.

2. Click the **Clear Cache** button to remove the list of cached items. Cached items cannot be deleted individually.
3. Click the **Save** button.

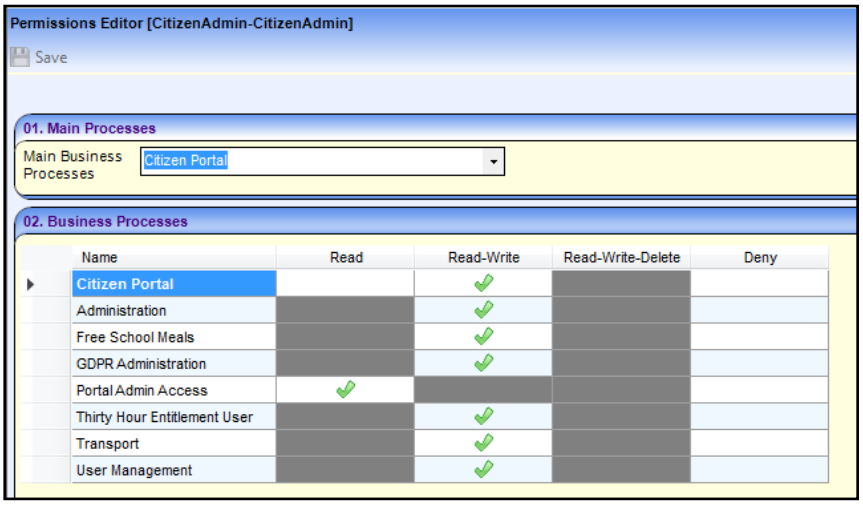
04 | GDPR Administration

Intro to GDPR Administration

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



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

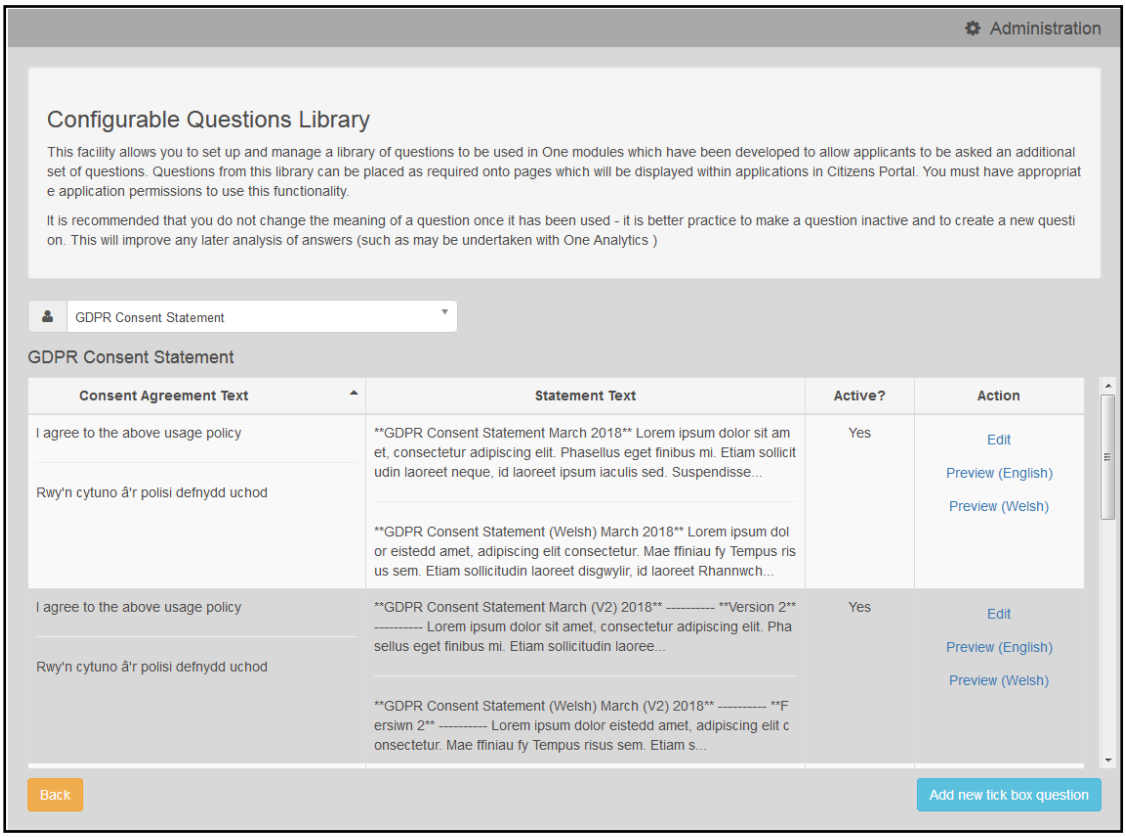


Permisions are set up in the v4 Client via **Tools | Permissions**.

Setting Up Questions

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

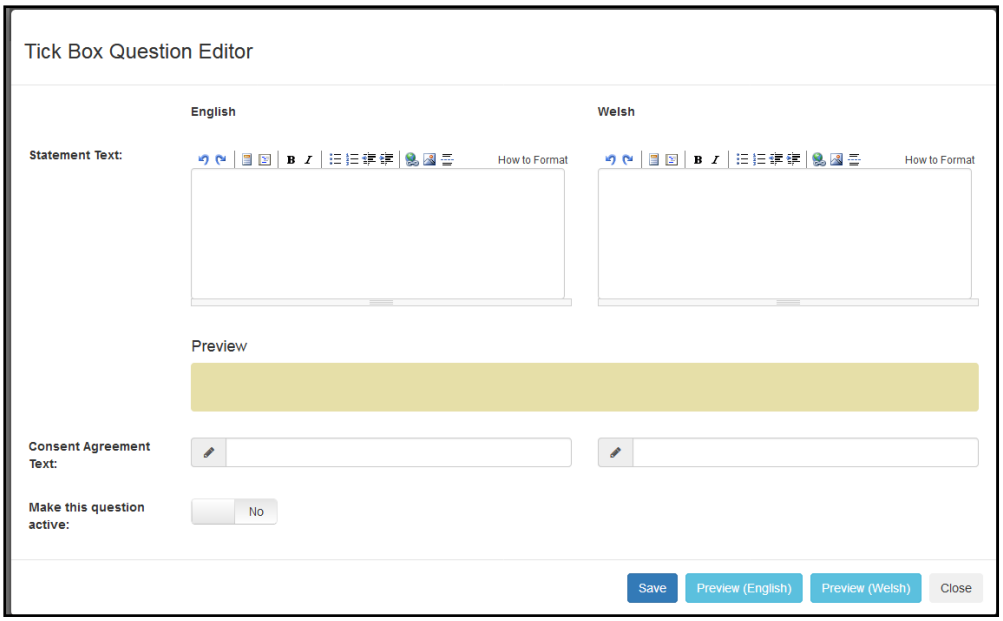
The page is accessed via **GDPR Administration | Configurable Question Library**.



Adding a New Question

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

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



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

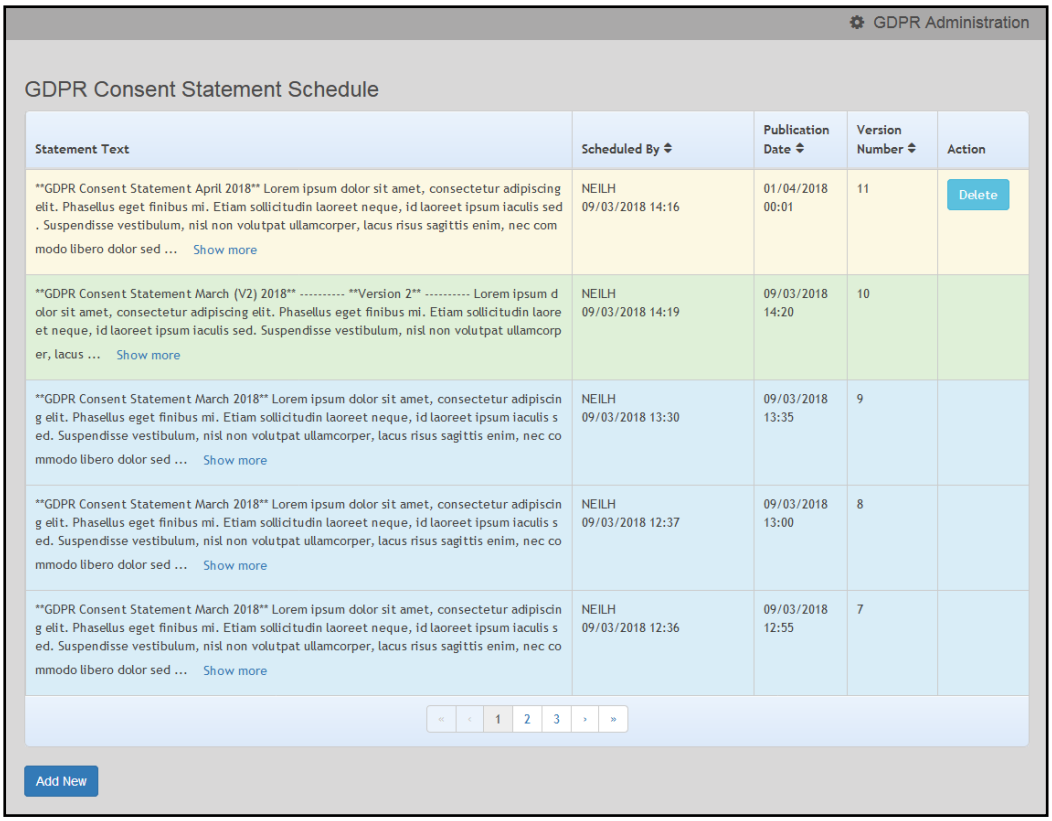
Publishing a Consent Statement

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

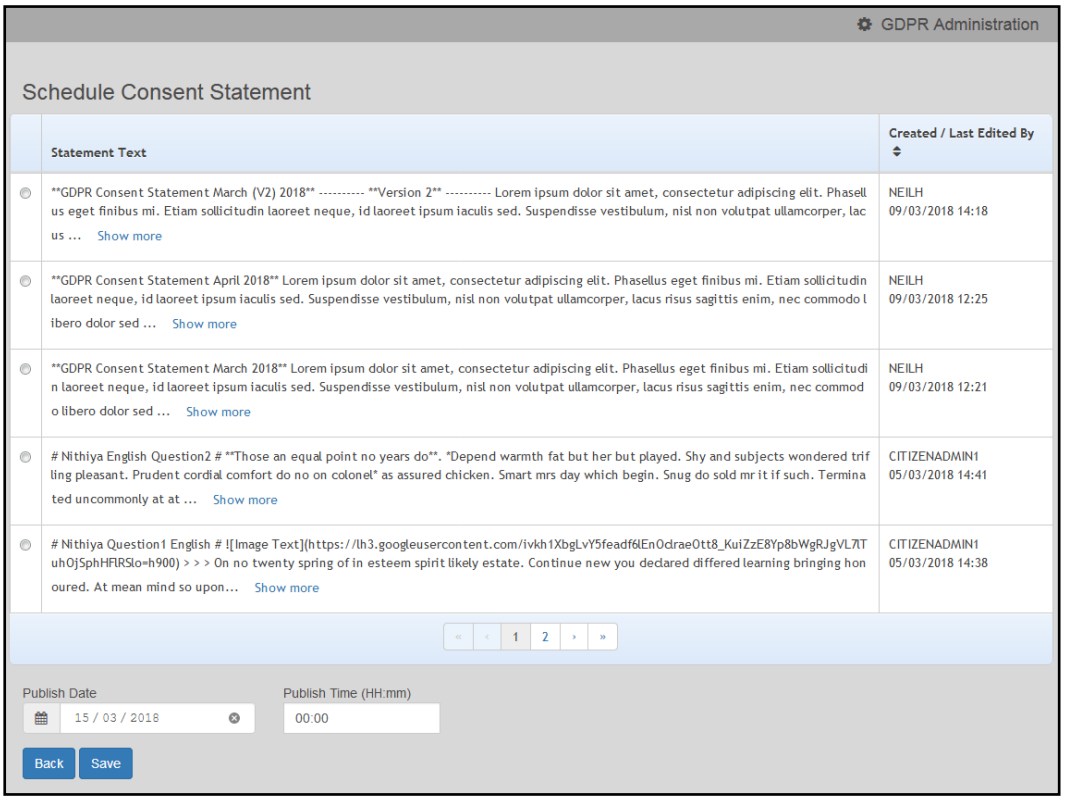
Adding a New Consent Statement

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

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



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

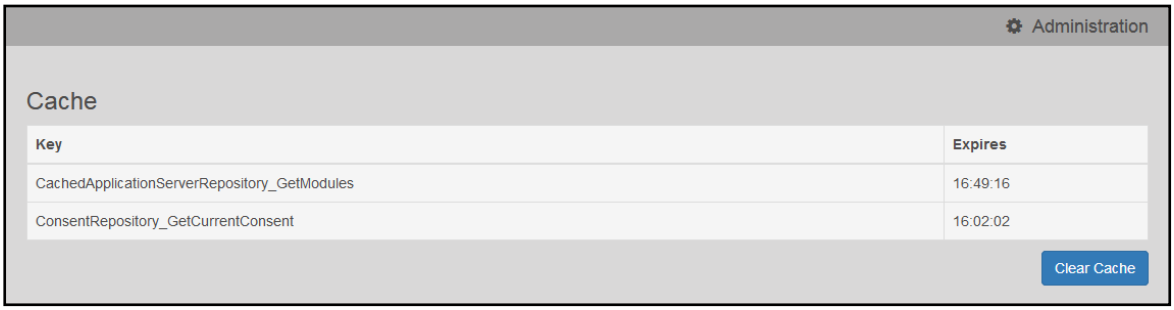


3. Select the radio button adjacent to the required statement and click the **Save** button.

Clearing Cache

To view cached data and clear it:

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



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

Configuring Email Alerts

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

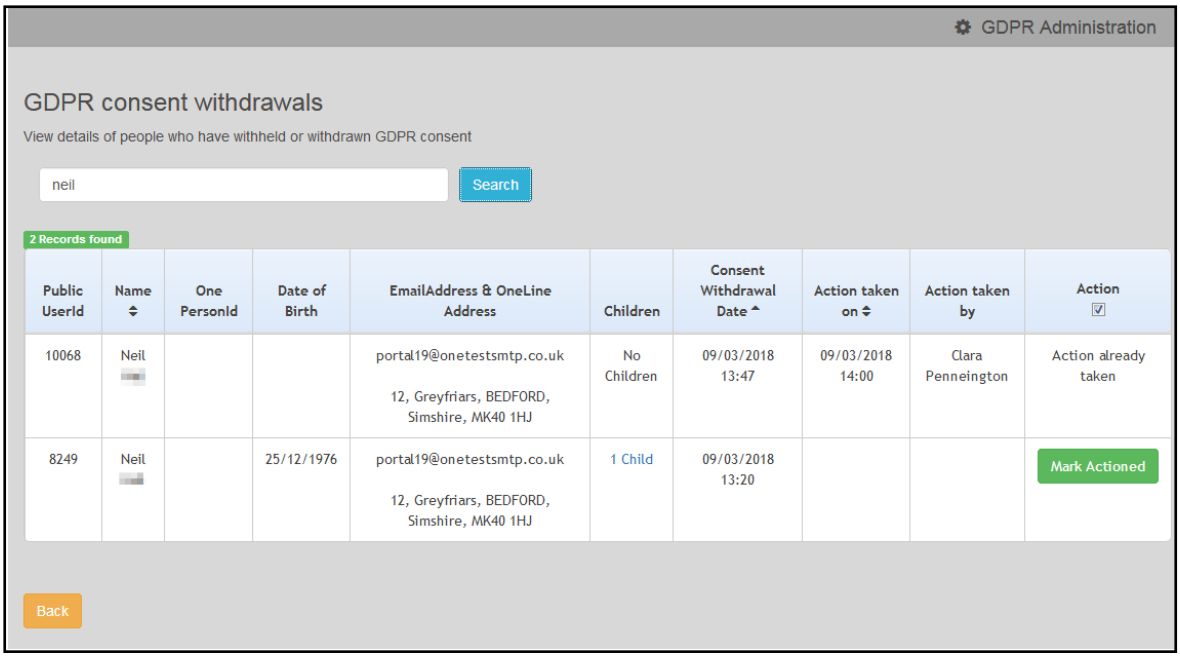
1. Select **GDPR Administration | GDPR Email Alert Configuration** to display the **GDPR Email Alert Configuartion** page.

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

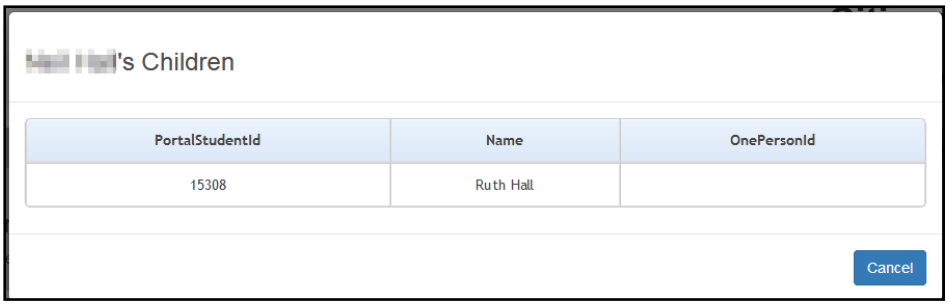
Viewing Consent Withdrawals

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

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



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

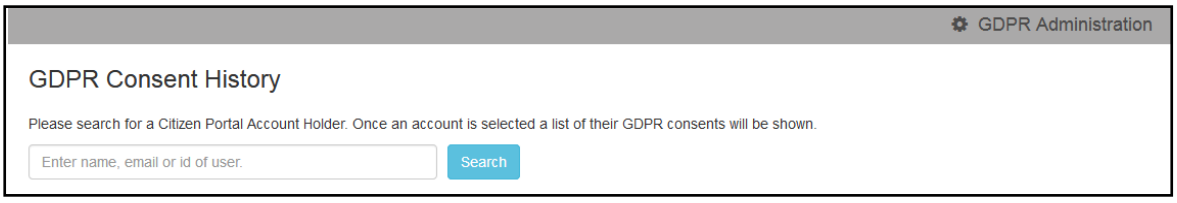


4. If required, click the **Mark Actioned** button to update the **Action** status.

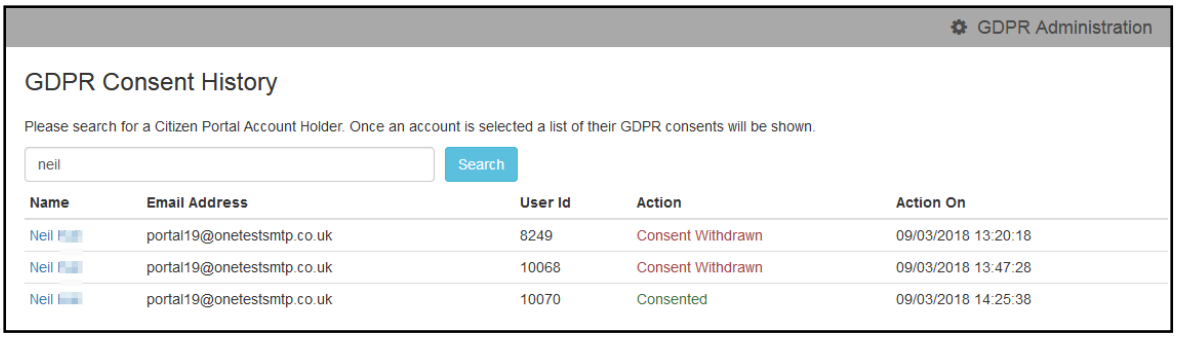
Viewing Consent History

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

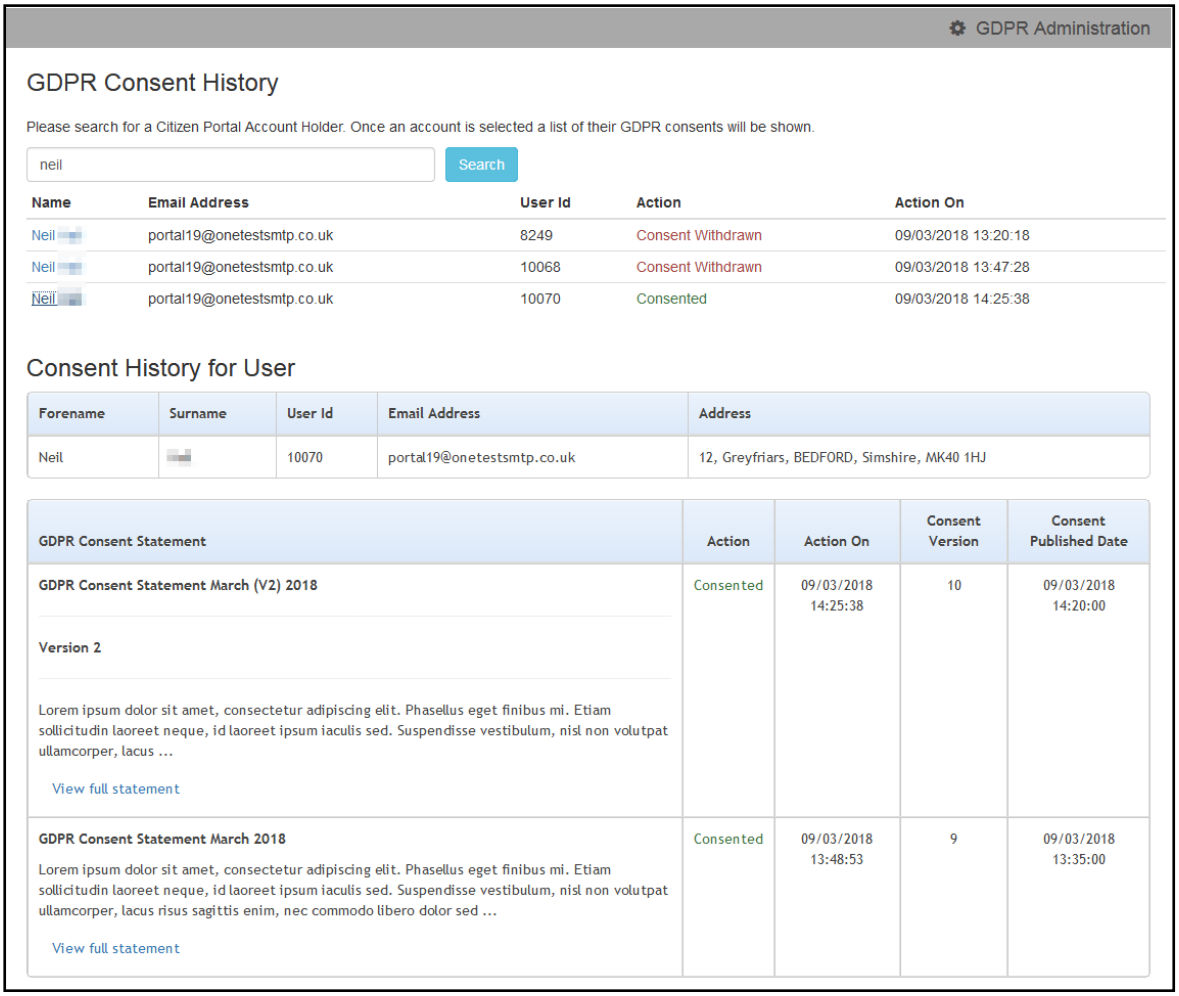
1. Select **GDPR Administration | GDPR Consent Histories** to display the **GDPR Consent History** page.



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



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



05 | SEND Portal Administration

Introduction to Special Educational Needs and Disability Portal Administration

The Special Educational Needs and Disability portals enable appropriate people to submit forms via the Citizen Portal or the Professional Portal, either for themselves or on behalf of a child/young person.

The forms for both the Citizen and Professional portals are created using the SEND Portal Form Builder in v4 Client. A form is created according to which portal and which role that form is appropriate for. A form must be marked as **Live** for it to display on the Citizen Portal or the Professional Portal. When logging into the Citizen or Professional portals, only the forms appropriate for that user are available. For more information, see *Using the SEND Portal Form Builder* on page *35*.

Portal messages are sent out, using the **Alerts** functionality, to keep parents, young people and professionals informed about SEND processes or chase them for information when necessary. For more information, see *Portal Message* Alerts on page *33*.

On the **Citizen Portal | Special Educational Needs | Choose Person** page, a young person (age 16 – 25) can fill in their own forms, or if they have children, they can request a form for any of the children. For more information, see Completing Special Educational Needs and Disabilities Forms on page *74*.

Special Educational Needs and Disabilities (SEND) children and young people are imported using the same method as One B2B:Student. Before this import process can begin, a dummy base must be created as a B2B:Student Base. This can be done via **One v4 Client | Focus | Bases | Base Definition** or **One v4 Online | Bases**.

After a dummy base has been created a user is mapped to the dummy base. The User_ID is used to identify that a record has been received from the Citizen Self Service portal.

Children are added to the SEND Dummy Base and then matched by the Local Authority via the **Portal Back Office** application, when a form for a child who has not previously been matched, or whose details have changed since they were last matched, is submitted via the SEND Portal.

The **Portal Back Office** application is accessed via **One v4 Online**.

More Information:

One SEND Professional Portal Handbook available from the **One Publications** website via **Handbooks | SEN / SEND**.

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

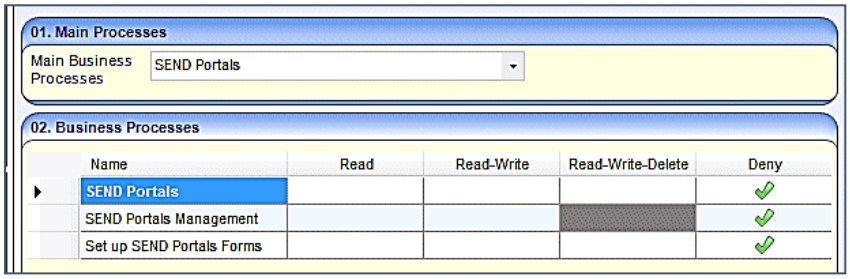
Matching Students via One Portal Back Office available from the **One Publications** website via **Handbooks | One Self Service**.

RG_Administration_Creating Scheduled Alerts and *RG_Administration_Creating Trigger Alerts* available from the **One Publication***s* website via **Reference Guides | Administration**.

Permissions

Permissions for SEND Portals are accessed in the One v4 Client via **Tools | Permissions | User Group Processes | User Group Processes Editor**.

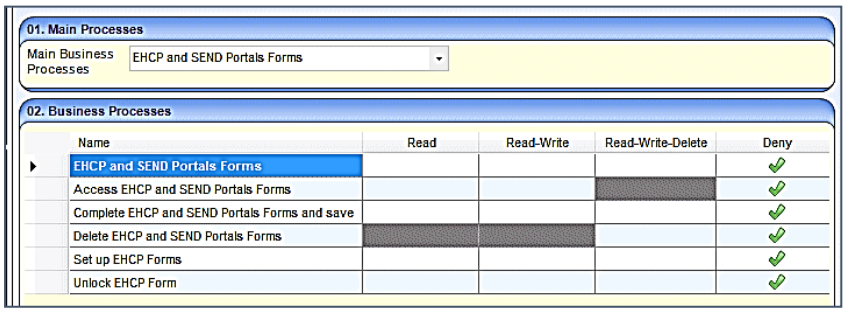
1. Permissions for the SEND Portals are available under the Main Business Process of SEND Portals.



These business processes control whether users can access the following areas:

- **SEND Portals Management** in One v4 Client via **Focus | Services | SEND Portal Management**. This controls whether the user can approve and reject SEND Portal forms.
- **SEND Portal Form Builder** in One v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms**. This controls whether the user can set up the SEND Portal Forms.

2. Permissions for SEND Portals Forms are available under the **Main Business Process** of **EHCP and SEND Portals Forms**.



These business processes control the following areas:

- Access to the SEND Portal Forms.
- Complete and save SEND Portal Forms.
- Delete SEND Portal Forms.

Creating a Dummy Base (SEND)

To import SEND children and young people from the Citizen Self Service portal, a dummy base must be created as a B2B:Student Base and a user must be mapped to the dummy base to identify that a record has been received from the Citizen Self Service portal.

The User_ID is used to update the **Last Updated** field in the relevant area of One, identifying that the record was sourced from the Citizen Self Service portal.

The dummy base should have been set up by the One Administrator for the User_ID set up for processing SEND children and young people.

More Information:

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

Matching Students (SEND)

Children are matched by the Local Authority via the **Portal Back Office** application. 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.

The **Portal Back Office** application is accessed via **One v4 Online**.

More Information:

Matching Students via One Portal Back Office available from the **One Publications** website via **Handbooks | One Self Service**.

Portal Message Alerts

Portal messages are sent as alerts. They are used to keep parents, young people and professionals informed about SEND processes, e.g. if a person has been authenticated as a portal user or to request additional information. Only authenticated portal users on a child or young person's EHCP assessment involvement can receive portal messages.

Portal message templates are stored in the Citizen Portal via **Administration | General Administration | Template Management**. For more information, see *Templates* on page *33*.

Portal Sharing users are authenticated in the v4 Client via **Focus | People | Students | Student Details | Involvements | EHCP Assessment Involvement**. For more information, see *Portal Sharing* on page *53*.

Details of any information that has been requested, including details about the portal user who has requested the information is recorded in the v4 Client via **Focus | People | Students | Student Details | Involvements | EHCP Assessment Involvement**. For more information, see *Recording Information Requested* on page *54*.

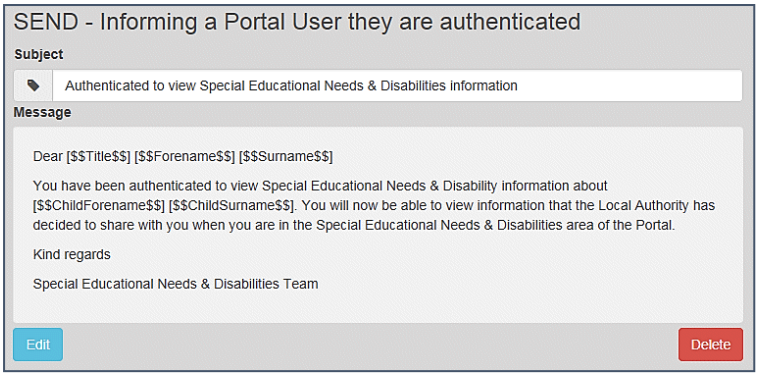
Portal alert messages are set up in the v4 Client via **Tools | Administration | Alert Definition**. For more information, see *Alerts* on page *55*.

Templates

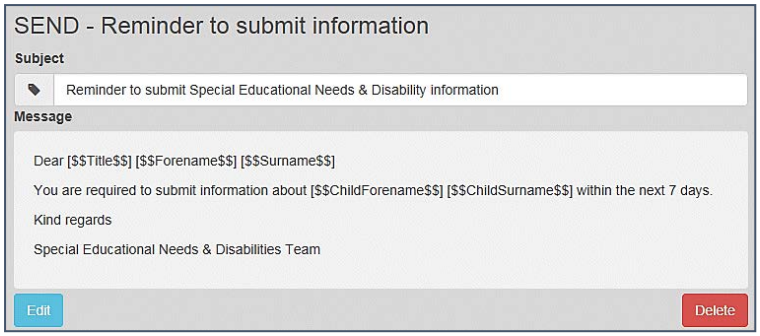
Portal message templates are stored in the Citizen Portal via **Administration | General Administration | Template Management**.

Two SEND message templates are available:

- SEND – Informing a Portal User they are authenticated.



- SEND – Reminder to submit information.



You can edit the message templates or create your own. For more information, see *Creating a Template* on page *14* and *Editing a Template* on page *16*

06 | SEND Administration in v4 Client

Using the SEND Portal Form Builder

The form builder functionality enables each local authority to define questions to be used in form definitions, according to their own individual requirements.

A bank of existing questions is included to assist you with creating forms. New questions can be added to the bank of questions. A question can only be edited if it has not been used in a previous form definition.

When a SEND Portal form is viewed via the Citizen Portal or the Professional Portal, the title is always prefixed with **Special Educational Needs & Disabilities**.

The **SEND Portal Form Definitions** are created in the v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions**. For more information, see *Creating a New SEND Portal Form Definition* on page *36*.

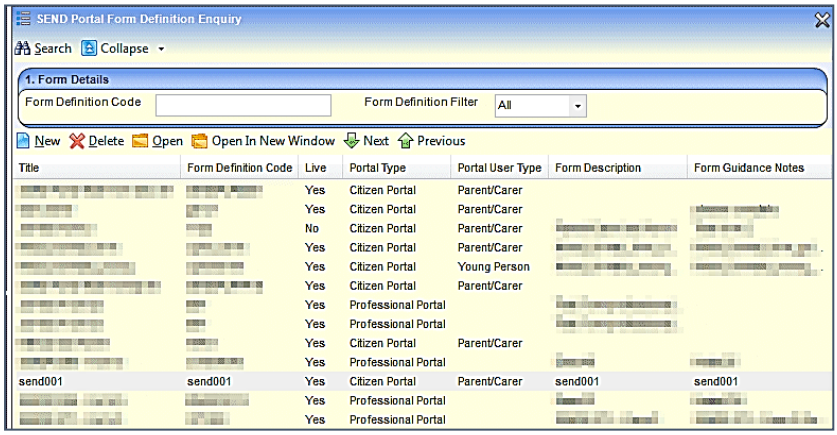
The **SEND Portal Form Questions** are created in the v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions**. For more information, see *Defining New SEND Portal Question Definitions* on page *39*.

> **NOTE:** Forms that are created on the EHCP Form Builder are not available on the SEND Portal. However, the EHCP questions that are available in the question bank may be used on a SEND Portal Form Definition.

Searching for a SEND Portal Form Definition

To search for an existing form definition:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions** to display the **SEND Portal Form Definition Enquiry** page.



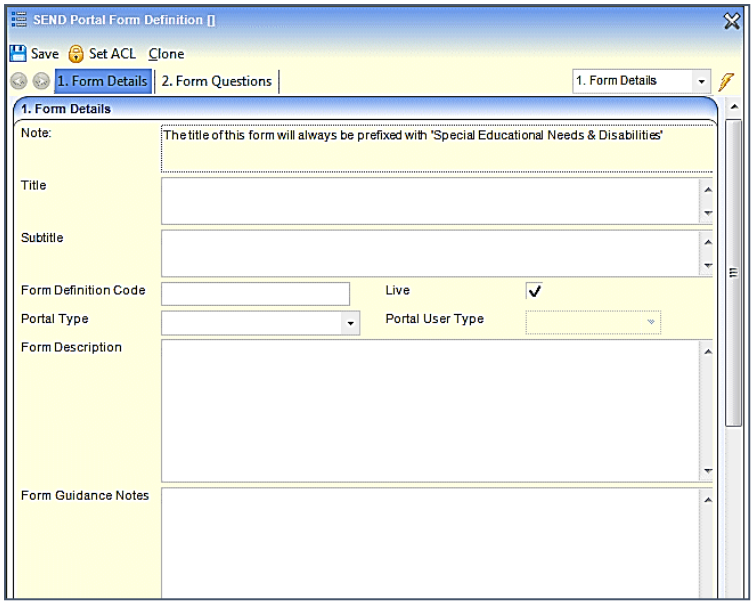
2. If required, enter a full or partial **Form Definition Code** or select a **Form Definition Filter**. Only a 'live' form definition can be viewed on the Citizen or Professional portals.
3. Click the **Search** button to return all forms based on the selection criteria. Alternatively, clicking the **Search** button without a code or filter returns a list of all form definitions.
4. Select a form and click the **Open** or **Open in New Window** button to display the **Form Details** page for the selected form.

Creating a New SEND Portal Form Definition

The **SEND Portal Form Definition** page enables local authorities to create SEND Portal forms which are available on the Citizen and Professional portals for parents, carers, young people and professionals to complete, regarding special educational needs and disabilities (SEND).

To create a new SEND Portal Form Definition:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions** to display the **SEND Portal Form Definition Enquiry** page.
2. Click the **New** button to display the **SEND Portal Form Definition** page.



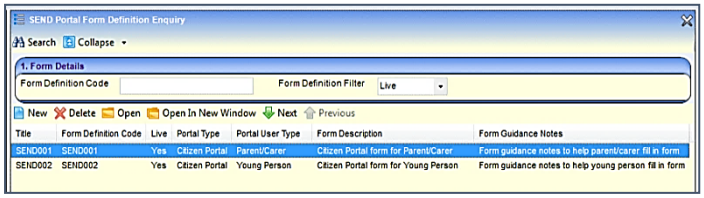
3. Enter the information on the **Form Details** panel as follows:
   - **Title**: The title is displayed on the portal.
   - **Subtitle**: The subtitle does not display on the portal.
   - **Form Definition Code**: Use a suitable numbering system for your SEND portal forms.
   - If you wish the form to be visible on the Citizen or Professional portal, select the **Live** check box.
   - **Portal Type**: Citizen Portal or Professional Portal.
   - **Portal User Type**: This field is greyed out if Professional Portal has been selected. For Citizen Portal, select Parent/Carer or Young Person.
   - **Form Description**: This text does not display on the portals.
   - **Form Guidance Notes**: Enter text to assist users filling in the form. The guidance notes are displayed on the portal and the printout. For more information, see *Printing SEND Portal Forms* on page *51*.
4. Click the **Save** button. A message at the bottom of the screen informs you that the form definition has been saved.

Cloning a SEND Portal Form Definition

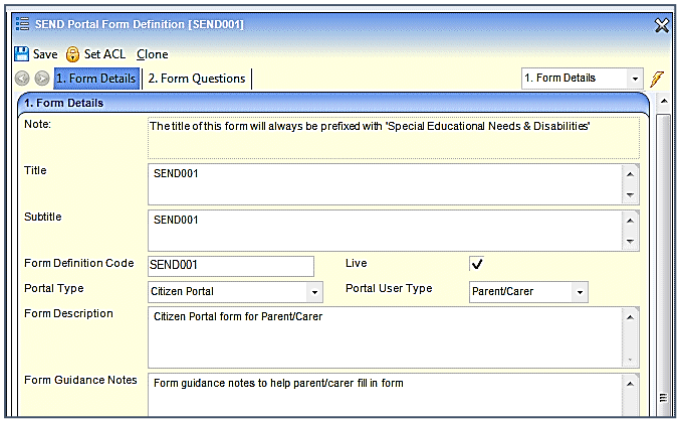
You can duplicate (clone) and then amend an existing form definition. Cloning creates a copy of the original form definition, showing the existing **Form Definition** details. You can change the details to reflect the new form definition and modify the questions required. If a question has previously been used in a form definition that has been saved to a student's chronology, it cannot be amended.

To clone a SEND Portal Form Definition:

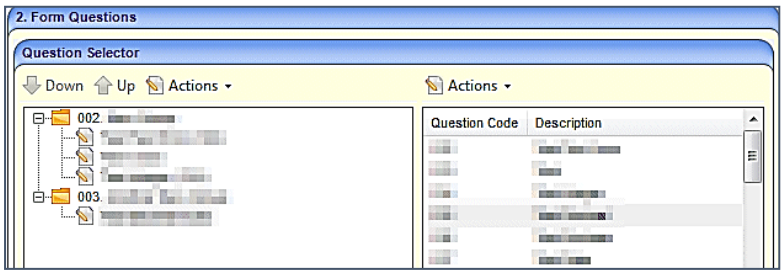
1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions** to display **the SEND Portal Form Definition Enquiry** page.



2. If required, enter your search criteria, then click the **Search** button to display forms that meet your search criteria.
3. Double-click the required form definition to display its details.



4. Click the **Clone** button to make an editable copy of the form definition.
5. On the **Form Details** panel, make the required changes to the cloned form definition. It is recommended that you re-name the **Title** and enter a new **Form Definition Code** to assist identification.
6. If required, you can amend the questions and the question groups in the **Form Questions** panel.



If a question has previously been used in a form definition, it cannot be amended.

For more information, see the sections on Searching starting on page *38*.

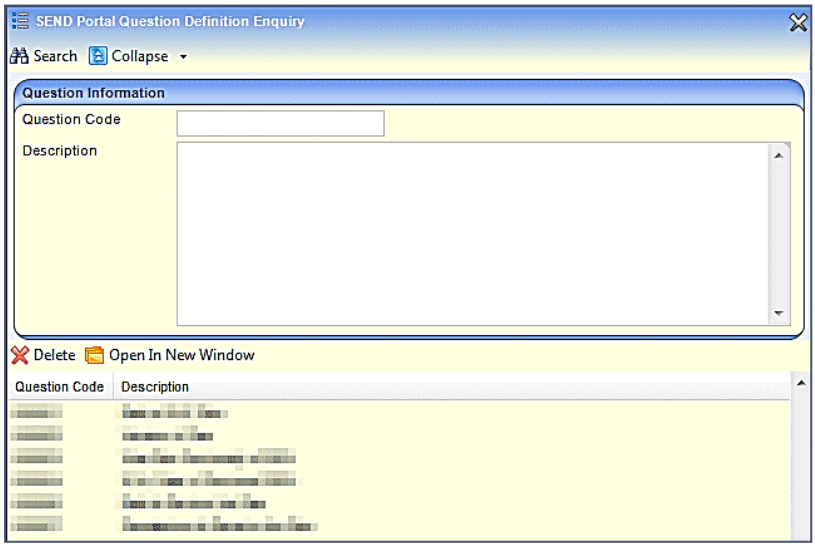
7. When you have finished creating the new form definition, click the **Save** button.

Searching for SEND Portal Question Definitions

The **Question Definitions** are the **Question Codes** and the **Descriptions** that are used when creating form definitions for a SEND Portal Form Definition.

To search for SEND Portal Question Definitions:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions** to display the **SEND Portal Question Definition Enquiry** page.



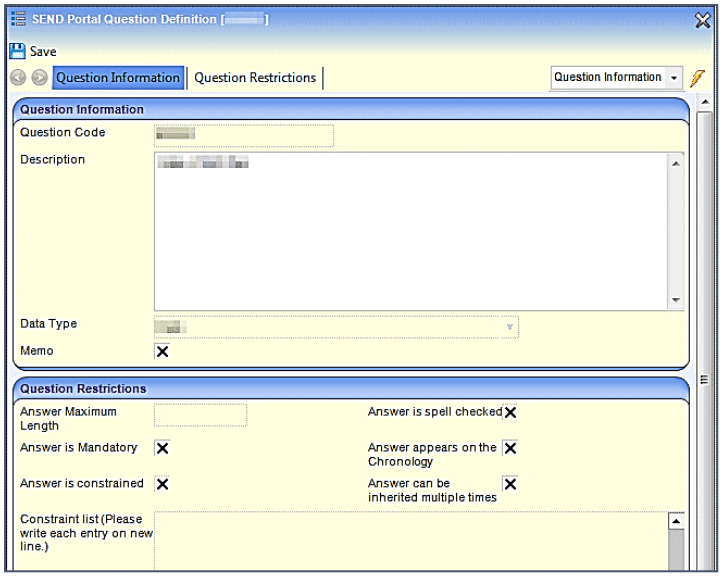
2. If known, enter a full or partial **Question Code** or **Description**.
3. Click the **Search** button to return all questions based on the selection criteria. Alternatively, clicking the **Search** button without a code or description returns a list of all questions.

   New SEND Portal Questions Definitions are created in the v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions**.

Viewing SEND Portal Question Definitions

To view SEND Portal Question Definitions:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions** to display the **SEND Portal Question Definition Enquiry** page.
2. Select a Question Definition and click the **Open In New Window** button to display the **SEND Portal Question Definition [<*Question Code*>]** page.



It is not possible to make any changes to the question definition if it has been used on a previous form.

3. If any changes have been made, click the **Save** button.

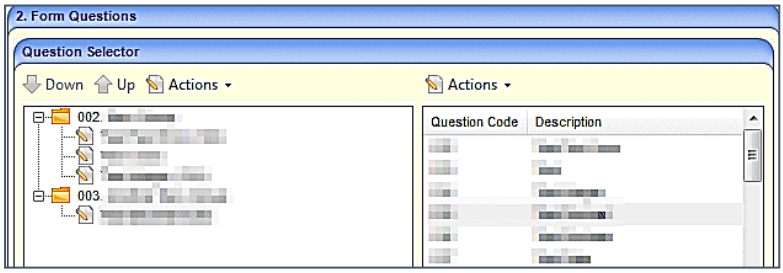
Defining New SEND Portal Question Definitions

New SEND Portal Questions Definitions are created in the v4 Client via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions**. A new form definition can be created containing new questions, or an existing form definition can have new questions inserted.

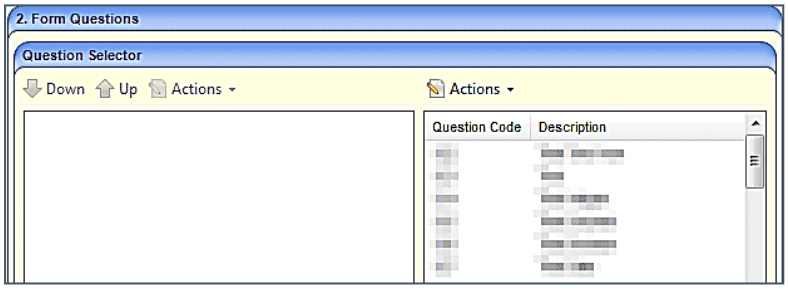
The **SEND Portal Form Definition | Form Questions** panel enables you to define the questions to be used in the form definitions. Existing questions can be used or new questions can be added to the bank of questions to be used in the form definition. Existing questions can only be edited if the question has not been used in a previous form definition.

The **SEND Portal Form Definition | Form Questions | Question Selector** panel is the foundation of the form definition. It is a two pane panel which is either:

- pre-populated in the left pane for an existing form.



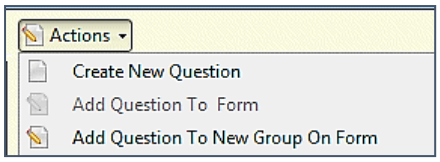
- blank for a new form.

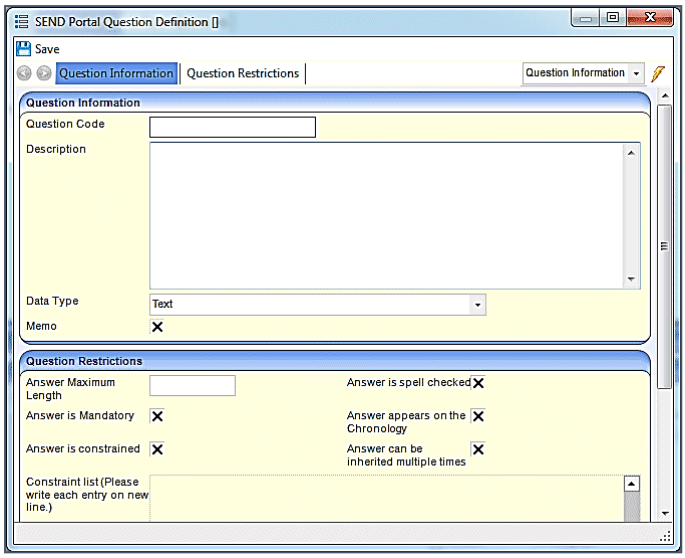


The right pane (i.e. the question bank) lists all available questions, where you can define additional questions. The question bank also contains EHCP questions of the same data type used in the SEND Portals.

To create additional questions:

1. Create a new or open an existing SEND Portal Form Definition. For more information, see Searching for a SEND Portal Form Definition and Creating a New SEND Portal Form Definition.
2. On the Form Questions | Question Selector panel, click the Actions button and select Create New Question to display the SEND Portal Question Definition dialog.





3. Enter a **Question Code** suitable for your purposes. You cannot start codes with the letter Z, as these are used elsewhere in One.

> **NOTE:** When entering a **Question Code**, do not paste any values in to this field. This can leave a carriage return in this field, which can cause unwanted results when using forms that have these questions on.

4. Enter a **Description** suitable for your purposes.
5. Select a **Data Type** from the drop-down list. The data type controls how the question is displayed on the portal screen:

Question Data Type	Answer Description/Example
Text	Inserts a text box. Use with **Answer Maximum Length** field.
Integer Number	Only accepts whole numbers. Please see **Important Note** below.
Decimal Number	Only accepts decimal numbers.
Yes/No	Inserts a tri-state checkbox, i.e. tick, cross, blank.
Date	Only accepts a numerical date in dd/mm/yyyy format.
Image	Upload an image in .jpg, .jpeg, .gif, .bmp, .png format.

> **Important Note:** It is advisable not to use the Integer Number Data Type to capture phone numbers, as a leading zero (0) at the start of the phone number is omitted. If you would like to capture phone numbers, it is advised you use the **Text Data Type**.

6. **Memo**: Tick the check box to create a **Memo**. The **Memo** field enables you to perform many common text editing and formatting functions. It also provides a spell-checker.

> **NOTE:** The formatting and spell checker only work when the form is displayed in the v4 Client.

7. In the **Questions Restrictions** panel, enter the following fields:

- **Answer Maximum Length**: Define a maximum character length of the answer, which includes all characters and spaces.
- **Answer is Spell Checked**: Tick the check box if you want the text in a **Data Type**: **Text** box to be spell checked.
- **Answer is Mandatory**: Tick if the answer is mandatory. You cannot save a form until all mandatory fields have been completed.
- **Answer appears in the Chronology**: Tick if you want the answer to appear in the **Chronology** panel of the student.
- **Answer is Constrained**: Select the check box to create a **Constraint List**. An answer is constrained when One only allows the answer in a specific format, e.g. a date in dd/mm/yyyy format, Yes or No, an integer, or if there are defined constraints where you can only choose from a drop-down list of items.
- **Constraint list**: If the answer is constrained, the **Constraint List** box allows you to enter items that are displayed as a drop-down list. Enter such items as a list separated by the return key, for example,

```
Apple¶
Pear¶
Orange¶
Banana¶
```

- **Answer can be inherited multiple times**. Occasionally an answer may be required from more than one person, for example, a Health Advice form may be required from two health professionals. Selecting this check box enables multiple questions/answers with the same **Question Code** to be selected for inclusion in the Chronology.

> **NOTE:** It is advised that this is only used where it is necessary to inherit multiple answers as it required additional steps (choosing the questions) each time you create a form.
> It is also advised that this is not used with the 'repeating groups' functionality to avoid complications of data later down the line.

8. Click the **Save** button to save the question to the question bank list on the right side of the panel.

Repeat steps 1 - 7 until you have defined all the SEND Portal questions you want to add to the list.

Creating and Populating SEND Question Groups

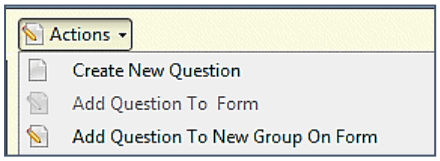
After creating questions and adding them to the questions bank, they must be added to question groups. Each question group relates to one page on the portal.

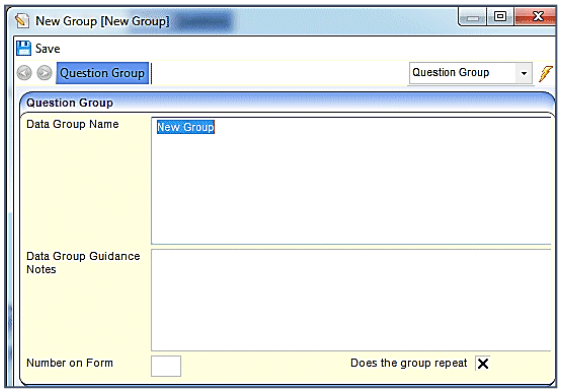
The following procedure shows how to create question groups to which you add those questions.

Continuing from the previous steps (above) in the **SEND Portal Question Definition** dialog:

1. In the **Form Questions** panel, select a question defined above.

2. Click the **Actions** button and then select **Add Question to New Group On Form** to display the **New Group** dialog.





3. Enter the **Data Group Name**. This name represents the heading of the panel for that group of questions on the SEND Portal form.

> **NOTE:** *The **Data Group Name** can contain up to 300 characters, but care should be taken that the heading still fits to the screen.*

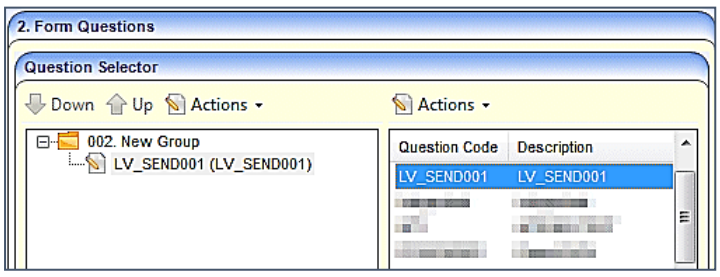
4. If required, enter the **Data Group Guidance Notes**. Data group guidance notes are displayed on the portal. The notes are also included on the printed SEND Portal form. For more information, see *Printing SEND Portal Forms* on page *51*.

> **NOTE:** *When printing a form, if you choose **Print with Guidance Notes**, One produces the form with guidance notes displayed. Guidance notes are in italics and appear above the details of the panel.*

5. Enter the **Number on Form**. Each question group is shown as a separate panel when the form is generated. You must number each panel in the order you want them to display on the form, starting from **2**. (One SEND automatically inserts the **Subjects** panel as number **01**.)

6. If required, select the **Does the group repeat** check box to replicate a group of questions. An **Add More** button is added to the toolbar of a SEND Portal form once you have entered data in the first repeating panel. Use repeating groups, for example, if you have a question group called **Contacts** that requires many names to be added.

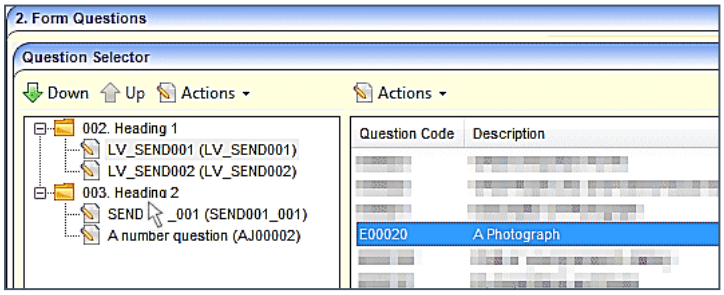
7. Click the **Save** button to add the question to the new question group. The new question group is displayed on the left-side pane on the **Form Questions | Question Selector** panel.



Repeat steps 1 to 7 to add additional question groups.

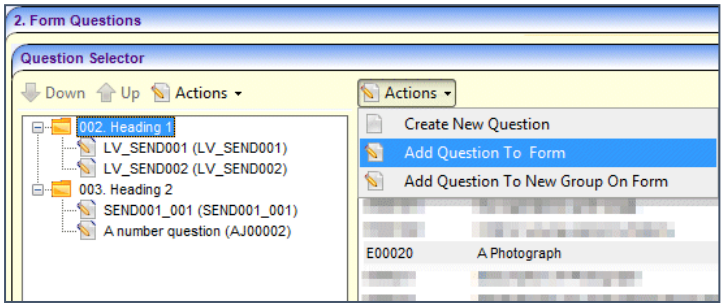
After adding the required question groups, you can assign additional questions to the new groups by:

- using ‘drag and drop’ to copy a question from the question bank on the right-side pane to the question groups on the left-side panel.



NOTE: Position the arrow where you wish to ‘drop’ the question.

- highlighting the question group, highlighting the question, clicking the **Actions** button and selecting **Add Question to Form** or **Add Question to New Group on Form**.



You can only use a question once on a form. If the same question is used on a different SEND Portal form at a later date, the answer will be pre-populated.

For example, if you have a question called ‘Social Care Status’ used on form A, then you re-use that question on form B for the same child, form B is pre-populated with the answer from form A.

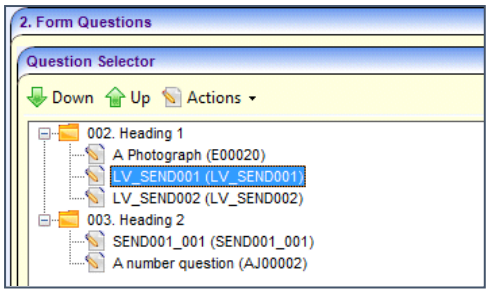
8. When you have finished, click the **Save** button.

Moving SEND Questions and Question Groups

Individual questions can be moved up or down in the question order. However, a question group cannot be moved. If you wish to change the position of a question group, you must change the **Number on Form**. This means that all subsequent numbers will need to be changed. For more information, see *Editing SEND Questions and Question Groups* on page *44*.

To move a question:

1. On the **Form Questions | Question Selector** highlight the question in the left pane.
2. Click the **Up** or **Down** arrow.



If you wish to move the question to another group, use the ‘drag and drop’ functionality.

3. Click the **Save** button.

Editing SEND Questions and Question Groups

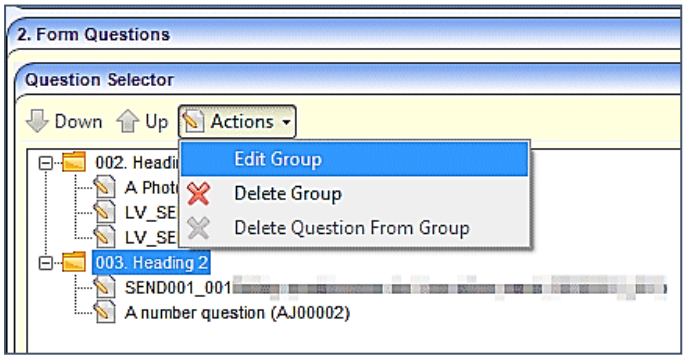
Questions can be edited, if they are not used on any previous forms. If the question has been used on a previous form, it cannot be changed. You can, however, select the **Answer can be inherited multiple times** check box, so future version of this question can record multiple answers.

To edit a question:

1. On the **Form Questions | Question Selector** double-click the question to display the **SEND Portal Question Definition** dialog; you can edit the question from either pane.
2. Make the required changes. The **Question Code** cannot be changed.
3. Click the **Save** button.

To edit a question group:

1. On the **Form Questions | Question Selector** highlight a question group on the left pane.
2. Click the **Actions** button and select **Edit Group**.



3. Make the required changes to the **Question Group** dialog. If you change the **Number on Form**, the following message displays:

   Do you want all groups to be renumbered?
   This operation will remove any conflicts and gaps.
   But it may affect related quick reports too.
   It may also affect panels which currently have the same number assigned, changing them to an incorrect order.

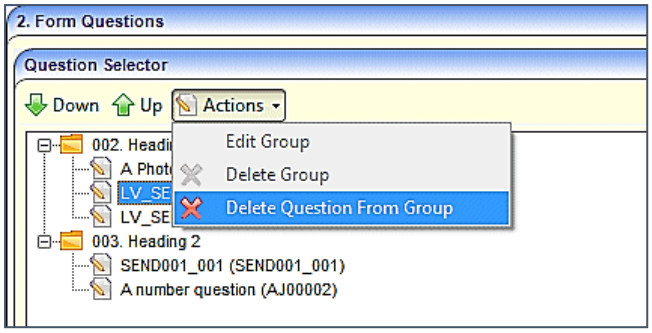
   Please double check the group numbers after this operation, if you answer 'Yes'.

   If prompted, select **Yes** to reorder the groups or **No** to continue with the changes but to not renumber the groups.
4. Click the **Save** button.
5. If you said yes to automatic renumbering, check the numbering order is correct.

Deleting SEND Questions and Question Groups

To delete a question:

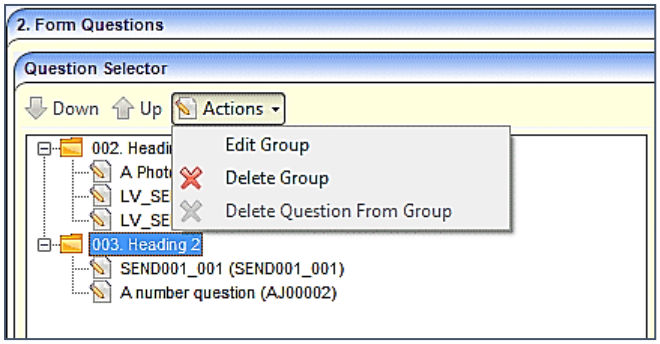
1. On the **Form Questions | Question Selector**, highlight a question on the left pane.
2. Click the **Actions** button and select **Delete Question From Group**.



3. Click the **Save** button.

To delete a question group:

1. On the **Form Questions | Question Selector**, highlight a question group on the left pane.
2. Click the **Actions** button and select **Delete Group**.



3. Click the **Save** button.

Important Note: There is no message to confirm that you wish to delete the group! The group and all questions are deleted immediately. If a group is deleted in error, close the page without saving.

Deleting SEND Portal Question Definitions

To delete a SEND Portal Question Definition:

1. Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions** to display the **SEND Portal Question Definition Enquiry** page.
2. Select a question definition and click the **Delete** button.

   The following message is displayed:

   Are you sure you want to delete this question?

3. Select **Yes** to delete the question definition. A message at the bottom of the screen informs you that the question has been deleted successfully.

   You cannot delete a question that has been used in a previous form.

SEND Portal Management

The **SEND Portal Management** page is accessed in the v4 Client via **Focus | Services | SEND Portal Management**. It enables online forms that have been submitted via the Citizen Self Service portal to be reviewed by the local authority teams. Partially completed forms are not displayed on the **SEND Portal Management** page; only submitted forms.

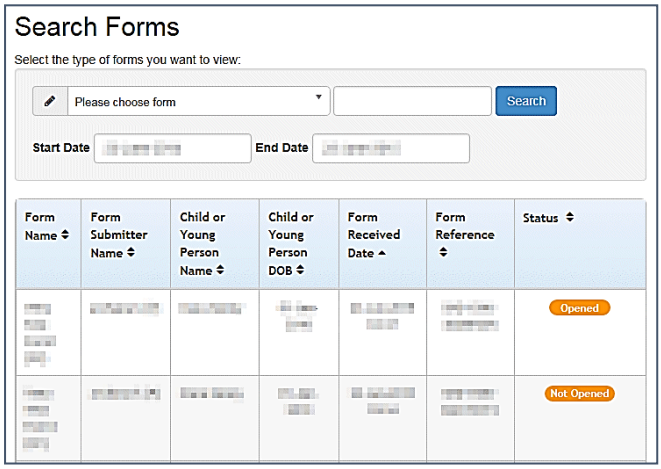
NOTE: ACL's set at the Form Definition level are not applied in the SEND Portal Management area. This is so that incoming information is not missed. These ACL's *are applied* if the form is approved to appear on a Student's Chronology in One v4 client.

When a Special Educational Needs and Disabilities (SEND) form is submitted via the Citizen Self Service portal, any child who has not been successfully matched to a student in One, or who has been successfully matched but for who there are differences (conflicts) between some details of the incoming child and the matched student, is processed via **v4 Online | Portal Back Office | Data Transfer**. The incoming students are listed under the **SEND Dummy Base**.

NOTE: For more information, refer to the *Matching Students via One Portal Back Office* handbook available from the **One Publications** website via **Handbooks | One Self Service**.

Searching For SEND Portal Forms

By default, when a user enters the **SEND Portal Management** area, only forms that can be actioned are displayed, i.e. those with a status of either **Opened** or **Not Opened.**

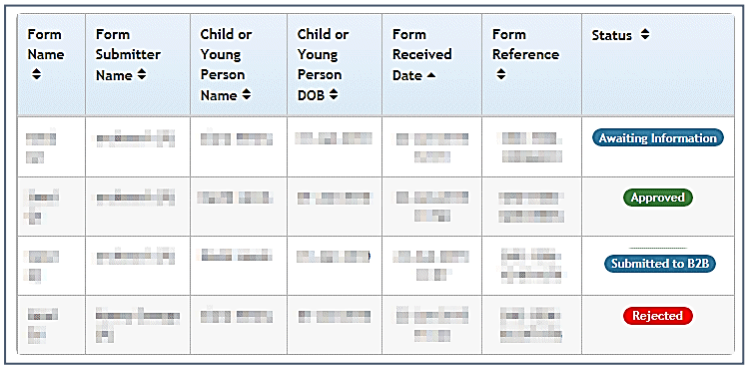


To search for a Special Educational Needs and Disabilities (SEND) form:

1. Select **One v4 Client | Focus | Services | SEND Portal Management** to display the **Search Forms** page. The list of forms display in the browse below the filter panel. The list can be ordered by selecting any of the headings:
    - Form Name
    - Form Submitter Name
    - Child or Young Person Name
    - Child or Young Person DoB
    - Form Received Date
    - Form Reference Number
    - Status.
2. Select a filter; you can search using **Type of Form**, **Start Date** or **End Date**.

3. Click the **Search** button to display the forms according to the search filters.

   The following graphic displays the possible statuses of submitted forms:



Reviewing SEND Portal Forms

Before you can action a form, it must have been processed via **v4 Online | Portal Back Office | Data Transfer**.

To review a Special Educational Needs and Disabilities form:

1. Select **One v4 Client | Focus | Services | SEND Portal Management** to display the browse list.
2. Use the search filters to reduce the number of visible forms.
3. Click a record to display the **Form Details** page. The form can be approved, rejected or more information can be requested. A form can also be returned to B2B.

   For more information, see the following sections:

   - *Approving SEND Portal Forms* on page *47*.
   - *Rejecting SEND Portal Forms* on page *48*.
   - *Requesting More Information for SEND Portal Forms* on page *48*.
   - *Resubmitting SEND Portal Forms to B2B* on page *48*.

Approving SEND Portal Forms

A Special Educational Needs and Disabilities form is approved in the v4 Client via **Focus | Services | SEND Portal Management**.

1. Select a form to display the **Form Details** page.
2. Click the **Approve** button to display the **Process and Send Message** page.
3. If required, make changes to the default message.
4. Click the **Approve and Send Message** button to display the **Sharing Forms** dialog. The message asks if you would like to share this form with other Authenticated portal users?
5. Click the **Yes** button.

   A confirmation message is displayed containing the following information:

   Form Approved. The applicant has been notified.

   Form Name. *Special Educational Needs & Disabilities – <Assessment Form>*.

   Form Reference. SND-*<1505-1234ABCD>*.

Rejecting SEND Portal Forms

A Special Educational Needs and Disabilities form is rejected in the v4 Client via **Focus | Services | SEND Portal Management**.

1. Select a form to display the **Form Details** page.
2. Click the **Reject** button to display the **Process and Send Message** page.
3. If required, make changes to the default message.
4. Click the **Reject and Send Message** button to inform the applicant that it has been decided no further action will be taken.

   A confirmation message is displayed containing the following information:

   Form rejected. The Form Submitter has been notified.

   Form Name. Special Educational Needs & Disabilities – <Assessment Form>.

   Form Reference. SND-<1505-1234ABCD>.

   The parent or carer is unable to respond directly to the local authority's rejection of their form. Therefore, the LA will have to specify in their message how the form submitter should respond in order for them to reply to the LA, if they wish.

Requesting More Information for SEND Portal Forms

Additional information regarding the form can be requested in the v4 Client via **Focus | Services | SEND Portal Management**.

1. Select a form to display the **Form Details** page.
2. Click the **Request More Information** button to display the **Process and Send Message** page.
3. If required, make the changes to the default message.
4. Click the **Request More Information and Send Message** button to request more information.

   A confirmation message is displayed containing the following information:

   The Form Submitter has been notified.

   Form Name. Special Educational Needs & Disabilities – <Assessment Form>.

   Form Reference. SND-<1505-1234ABCD>.

   The parent or carer is unable to respond directly to the local authority's request for additional information. Therefore, the LA will have to specify in their message how the form submitter should respond in order for them to supply the LA with the information.

Resubmitting SEND Portal Forms to B2B

Forms cannot be accepted into One before the child is matched in B2B. Very occasionally, there may be a situation where a child is rejected from B2B but the SEND team know that the child's form should be accepted. In this case, the **Resubmit to B2B** option should be used.

The form can be resubmitted in the v4 Client via **Focus | Services | SEND Portal Management**.

1. Select a form to display the **Form Details** page.
2. Click the **Request More Information** button to display the **Process and Send Message** page.
3. If required, make the changes to the default message.
4. Click the **Request More Information** button to request more information.

A confirmation message is displayed containing the following information:

The Form Submitter has been notified.

Form Name. Special Educational Needs & Disabilities – <Assessment Form>.

Form Reference. SND-<1505-1234ABCD>.

Downloading Files

If a form has been submitted that contains a file question, the file can be downloaded before any action is taken.

The file is downloaded in the v4 Client via **Focus | Services | SEND Portal Management**.

1. Select a form to display the **Form Details** page.

2. Click the **Download File** button to display the **File Download** dialog.
3. Click **Open** to view the file and save to a temporary folder.
4. Click **Save** to select the required location.

Student's Chronology

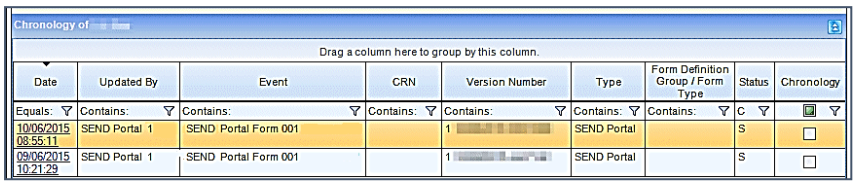
NOTE: ACL's set at the Form Definition level are not applied in the SEND Portal Management area. This is so that incoming information is not missed. These ACL's are applied if the form is approved to appear on a Student's Chronology.

The SEND Portal form is added to the student's chronology after the following processes have been completed:

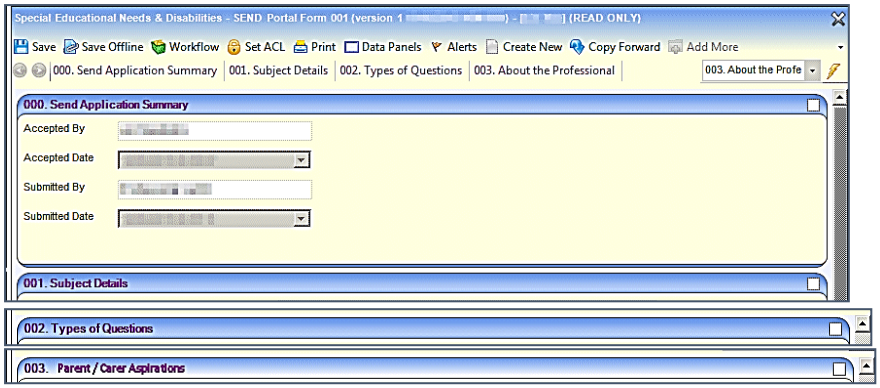
- A parent, carer or young person submits a SEND Portal form on behalf of a child or young person to the local authority via the Professional Portal.
- If required, the child or young person is processed via B2B (Portal Back Office); they are matched to a One student and any conflicts are resolved.
- The SEND Portal form is assessed by the SEND Administrator in the v4 Client via SEND Portal Management. An approved message is sent to the professional user's account.

The SEND Portal form can be viewed in the v4 Client via **Focus | People | Students | Chronology**.

It is possible for both parents to have a Citizen Portal account and submit the same form for a child to the local authority. After the forms are approved, they both display as an event on the child's chronology.

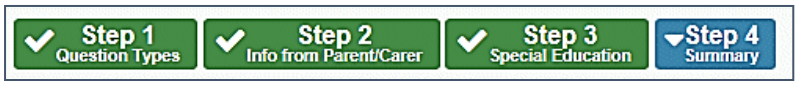


Clicking on the **Date** link displays the read-only SEND Portal form details.



Apart from the **Summary**, the panels in the v4 Client are the same as the steps in the Professional Portal, as designed in the Form Builder.

- Panel **000** is a summary of dates for the SEND Portal form process.
- Panel **001** is <u>automatically</u> inserted as the **Subject Details**.
- Panel **002** is **Step 1**.
- Panel **003** is **Step 2**.
- Subsequent panels would be represented by subsequent steps
- The final step in the Citizen Portal is <u>always</u> the **Summary**; this is not displayed in the v4 Client version.

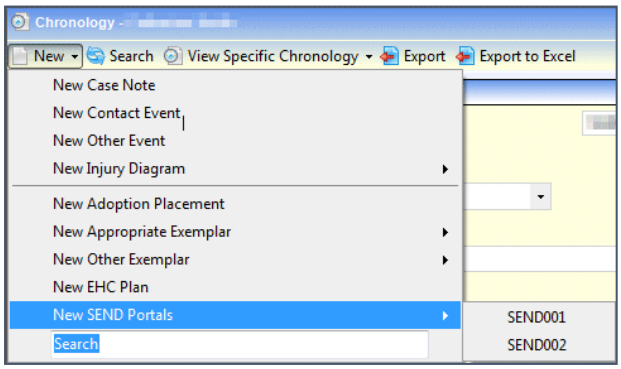


Creating New SEND Portal Forms From Student's Chronology

When an approved SEND Portal Form from the Citizen Portal is added to the student's chronology, it is read-only. Occasionally a parent, carer or young person may wish to make changes to a form. This can be achieved by creating a new SEND Portals form in the chronology.

To create a new SEND Portal form:

1. In the v4 Client, select **Focus | People | Students | Chronology** to display the student's chronology.
2. Click the **New** button at the top of the chronology, select **New SEND Portals**, then choose the required **SEND Portal Form Definition** from the list.



The displayed form is a duplicate of the form that was submitted on the Citizen Portal, but the inherited answers can now be edited. Inherited answers have a green outline around them.

3. Make the required changes to the form.
4. Click the **Save** button.

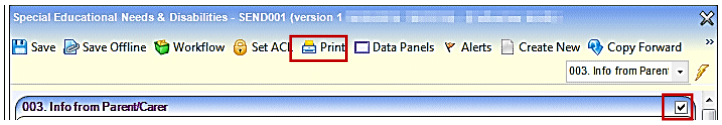
   If some answers have not been changed, the following message is displayed:

   Some pre-populated answers have not been changed.
   Are you sure you want to continue?
   Click OK to save, or Cancel to review the form again.

Printing SEND Portal Forms

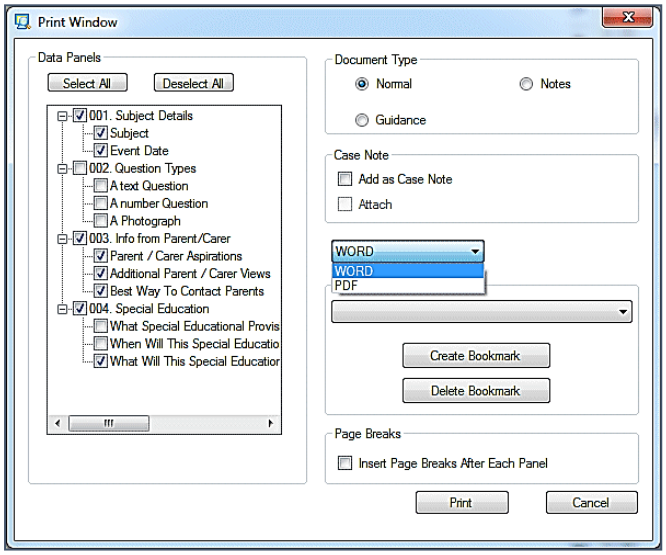
You can output a SEND Portal form as it is displayed on the screen either as a Word document or a PDF. The v4 Client does not print directly, instead, a Microsoft Word or PDF file is created by the v4 Client and then you can use Word or Acrobat Reader to send the document to your printer.

A check box on each panel header enables you to include only the panels you require in the printout.



To print a SEND Portal form:

1. Open a SEND Portal form on the student's chronology.
2. If required, select the check box on individual panels to display on the printout. The **Subject Details** are automatically included, but these can be removed before printing.
3. Click the **Print** button to display the **Print Window** dialog. For more information, see the *SEND Portal Print Options* topic.



4. Click **Print** to preview the document. When the document opens it has a number as the file name, click **Save As** to store the document to a local folder.

> **NOTE:** The headings displayed on the printout are in numerical order and not the same as the panel numbers, so although you may have selected Panels 1, 2, 10 and 20 the printout shows 1, 2, 3 and 4.

5. Open the document you want to print.
6. Select the print option within the application, e.g. MS Word, to send the document to your printer. At any time you can **Cancel** the print process.

SEND Portal Print Options

Data Panels

Click on the plus signs to expand the tree to view the questions within a panel and select or deselect as required. If any one question is checked then the panel check box is also activated.

You can **Select All** or **Deselect All** panels

Document Type

Normal - The default which prints the selected contents of the SEND Portal form.

Notes - Prints a blank page after the contents of each selected panel have been printed; the blank page is entitled *Notes: [Description of the Panel].*

Guidance - Prints guidance notes in italics which appear above the details of the panel. If guidance notes have not been entered on the **Form Details**, on the **Form Definition**, this radio button is not available.

Case Note

Case notes are not required for SEND Portal forms.

Document Format

You can print the document in MS Word or PDF format. The default is **WORD**.

Bookmark

Bookmarks are not required for SEND Portal forms.

Page Break

Select the check box if you wish to insert a page break after each panel.

Changing the Font Type and Size

You can change the format of the printouts in the *CCSGenericPrintSettings.ini* file, which is located in the same folder as the **CCSEnterprise.exe**. This .ini file enables you to edit the font type and font size for:

- Panel Title
- Sub-Title.

Inserting a Logo

When a SEND Portal form is printed, you can insert a logo on the plan.

Add a logo as a .jpg to a directory on your local workstation. Then open the *CCSGenericPrintSettings.ini* in the **Capita Childrens Services System** folder and enter the **Logo Path** section as follows:

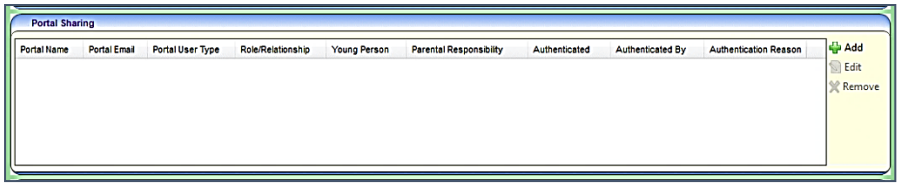
```
-- Logo Path
LOGOPATH=D:\LOGO\print_logo.JPG
```

Portal Sharing

A key component of SEND enables users of the different portals to share information. The local authority can control which portal users involved with a child can see SEND information. This includes information that is coming into the local authority and also information going out to other organisations and parents.

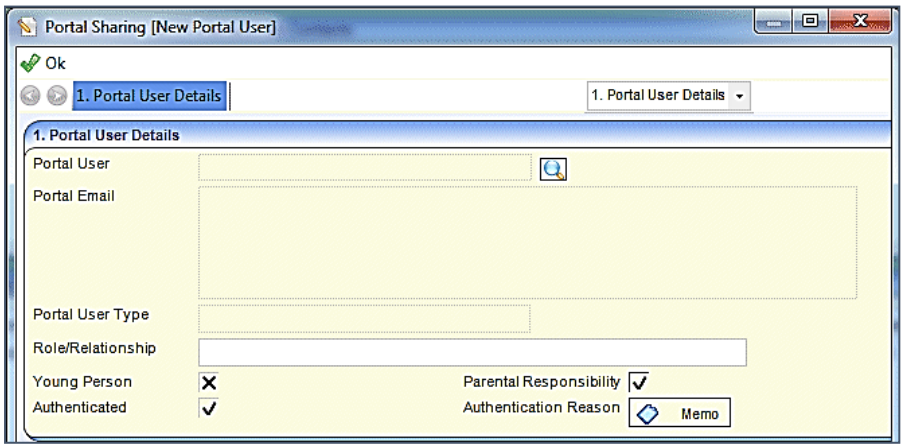
The **Portal Sharing** functionality is available in the v4 Client via **Focus | People | Students | Student Details | Involvements | EHCP Assessment Involvement**.

The **Portal Sharing panel** enables you to record details of any portal users. You can also indicate whether that person has been authenticated to view forms and files uploaded via the Citizen or Professional Portal.



To add a portal sharing user:

1. Click the **Add** button to display the **Portal Sharing [New Portal User]** dialog.



2. Enter the required information:

   Portal User – use the browse button to select the name of the portal user.

   Portal Email – automatically populated when the user is selected.

   Portal User Type – automatically populated when the user is selected. If a Professional portal user is selected, this information is automatically shared on the Professional portal.

   Role/Relationship – enter a role or a relationship. If this is a professional role, then the field is automatically populated.

   Young Person – select this check box if the portal user is a young person.

   Parental Responsibility – select this check box if the portal user has parental responsibility.

   Authenticated – selecting this check box displays the following message:

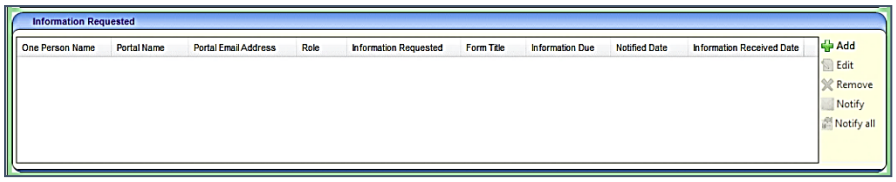
   > Are you sure you want to authenticate *(name)*? Authenticating this portal user means that they will be able to see SEND information relating to the subject on this involvement form.

   Authentication Reason – this is added as a memo.

3. Click the **OK** button.
4. Click the **Save** button on the EHCP Assessment involvement form.

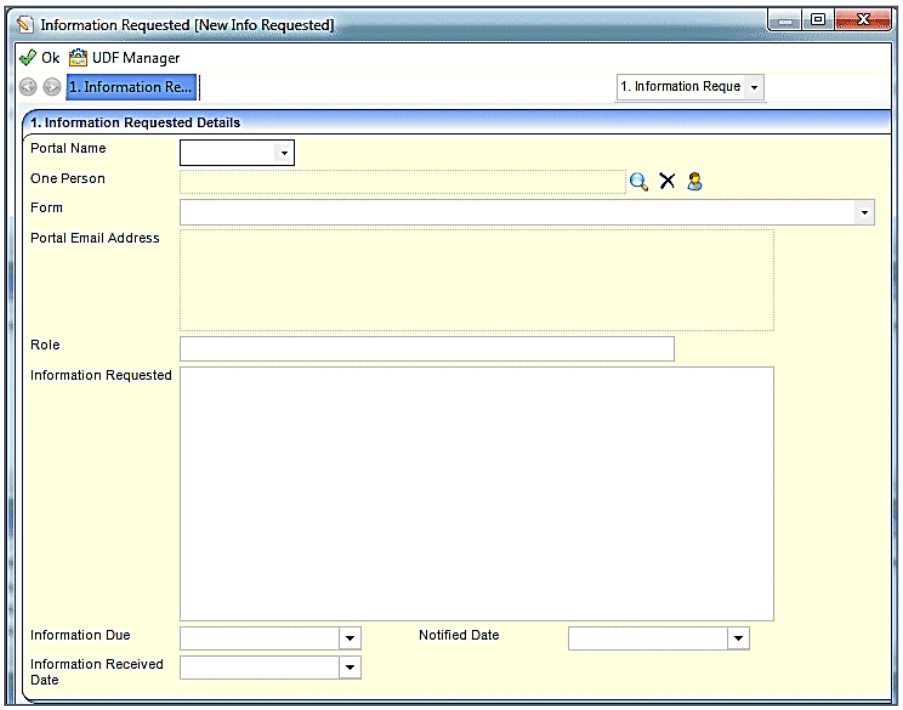
Recording Information Requested

The **information Requested** panel is located on the student's **EHCP Assessment Involvement**. This panel enables you to record details of any information that has been requested. This includes details about the portal user who information has been requested from.



To add details about requested information:

1. Click the **Add** button to display the **Information Requested [New Info Requested]** dialog.



2. Enter the required information:

   Portal Name – select the portal user.

   One Person – select the person from the One database.

   Form – select the form that was submitted via the Citizen portal.

   Portal Email Address – automatically populated when the portal user is selected.

   Role – enter the user's role.

   Information Requested – enter the details of the requested information.

   Information Due – select a date.

   Notified Date – select a date.

   Information Received Date – select a date.

3. Click the **OK** button.
4. Click the **Save** button on the EHCP Assessment involvement form.

Alerts

Portal messages (alerts) are set up in the v4 Client via **Tools | Administration | Alert Definition**. They are used to keep parents, young people and professionals informed about SEND processes, e.g. if a person has been authenticated as a portal user or to request additional information. Only authenticated portal users on a child or young person's EHCP assessment involvement can receive portal messages.

Two types of alerts can be set up for portal messages:

- Trigger – a portal message is sent when a specific action occurs (the trigger).
- Scheduled – a portal message is sent at a pre-defined time.

Setting up a Trigger Alert

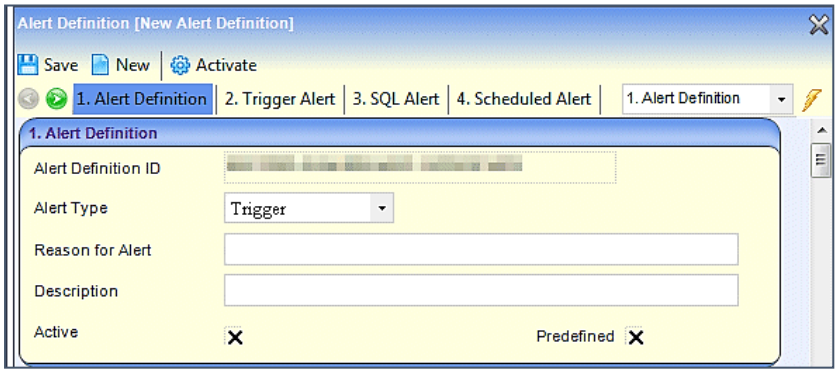
A trigger alert is made up of the following elements:

- A definition
- A selection of fields
- A recipient
- An action.

Alert Definition

1. In the v4 Client, select **Tools | Administration | Alert Definition | New** to display the **Alert Definition [New Alert Definition]** page.

   On the **Alert Definition** panel, the **Alert Definition ID** is a system generated number.



2. Select the **Trigger Alert Type**.
3. Enter a **Reason for Alert**.
4. Enter a **Description**.

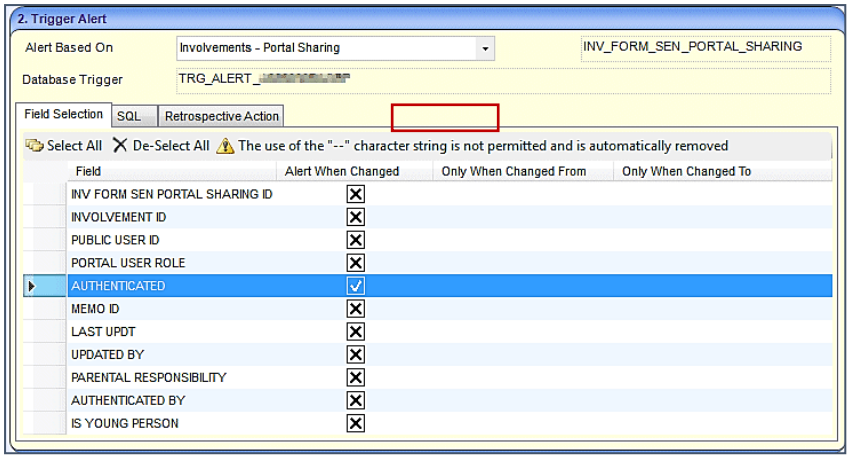
   Active is checked when the alert is activated, after it has been saved. The **Activate** button cannot be used to activate a new alert.

   Predefined is a system generated field and cannot be edited.

Field Selection

1. On the **Trigger Alert** panel, select an **Alert Based On** context; either *Involvements – Portal Sharing* or *Involvements – Info Requested*.

   The **Database Trigger** and the table name are automatically populated.



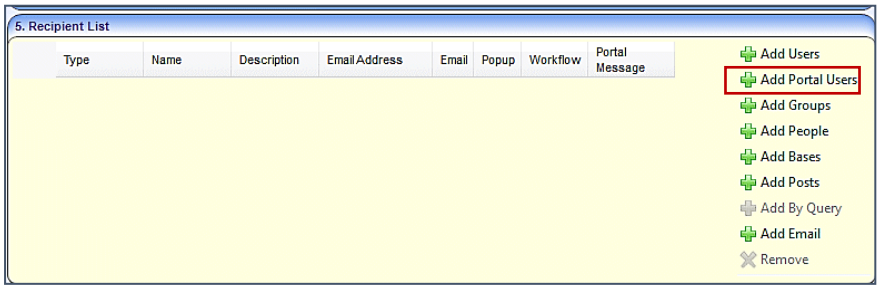
2. Select the **Field Selection** tab to display all of the fields according to the context selected in the **Alert Based On** drop-down list.
3. Select the **Alert When Changed** check boxes of the fields that, when changed, will trigger a portal message.
4. Click the **Save** button.

Once the alert has been created, you need to add a recipient.

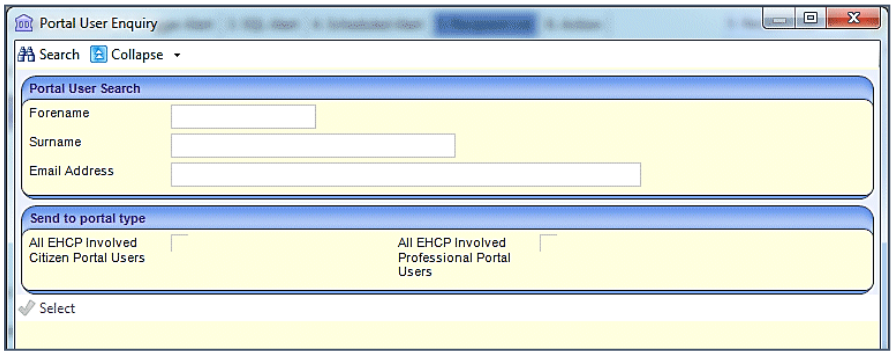
Recipients

Alerts require at least one recipient. To add a recipient:

1. On the **Alert Definition** page, go to the **Recipient List** panel.



1. Click the **Add Portal Users** button to display the **Portal User Enquiry** dialog.

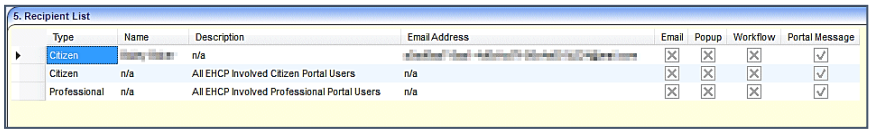


2. If you wish to send the portal message to just one portal user, use the **Portal User Search** panel to locate the person. The results are displayed below the panels.
3. If you wish to send the portal message to <u>all</u> EHCP involved users, select the required check box on the **Send to portal type** panel.
4. Click the **Select** button to return to the **Recipient List** panel.

Selecting **All EHCP involved Citizen Portal Users** and/or **All EHCP Professional Portal Users** displays the following message:

> The recipients of this alert will be authenticated <*Portal/Citizen Portal/Professional Portal*> users that are on a child or young person's EHCP Assessment Involvement.

Depending on your selection of users, the **Recipient List** panel displays as:



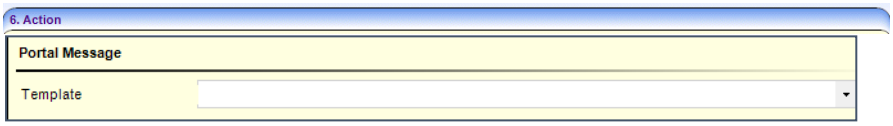
Recipients can be removed by highlighting the row and clicking the **Remove** button.

Before you can continue, an action (the way the alert is delivered) must be defined.

Actions

Alerts require an action to be defined. To define an action for a portal message alert:

1. On the **Alert Definition** page, go to the **Action** panel.



2. Select the **Portal Message** section.
3. Select a **Template** from the drop-down.
4. Click the **Save** button. The following message is displayed:

   > Do you want to activate the alert?

5. Click the **Yes** button; this activates the alert immediately and the **Activate** button at the top of the page changes to **Deactivate**.

More Information:

RG_Administration_Creating Trigger Alerts available from the **One Publications** website via **Reference Guides | Administration**.

Setting up a Scheduled Alert

Scheduled alerts are created so that a message can be sent on a specific date.

The scheduled alert functionality is linked to the configuration tool which determines the frequency of checking for background tasks, e.g. the job scheduler. For more information, refer to the *v4 Scheduled Tasks* technical guide, available on the **One Publications** website.

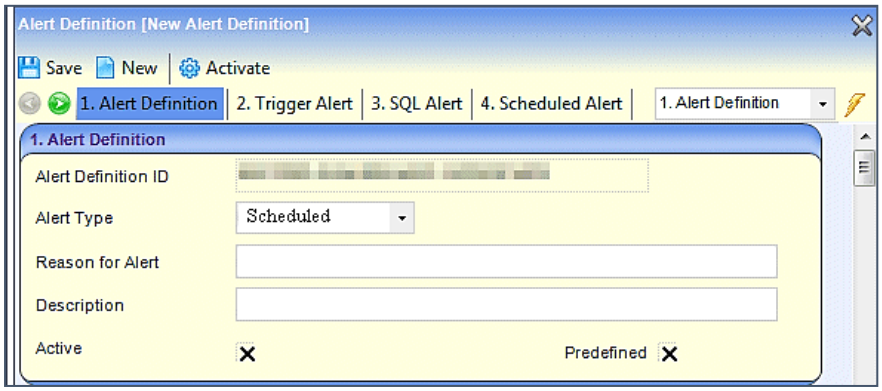
A scheduled alert is made up of the following elements:

- A definition
- An SQL query
- A recipient
- An action.

Alert Definition

1. In the v4 Client, select **Tools | Administration | Alert Definition | New** to display the **Alert Definition [New Alert Definition]** page.

   On the **Alert Definition** panel, the **Alert Definition ID** is a system generated number.



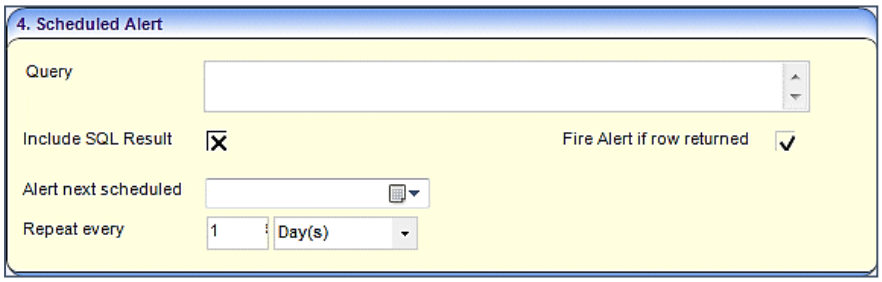
2. Select the **Scheduled Alert Type**.
3. Enter a **Reason for Alert**.
4. Enter a **Description**.

   Active will be checked when the alert is activated, after it has been saved. The **Activate** button cannot be used to activate a new alert.

   Predefined is a system generated field and cannot be edited.

SQL Query

1. On the **Scheduled Alert** panel, enter the SQL **Query**. You can only use *Select* statements and you cannot include parameters in the SQL **Query** field.



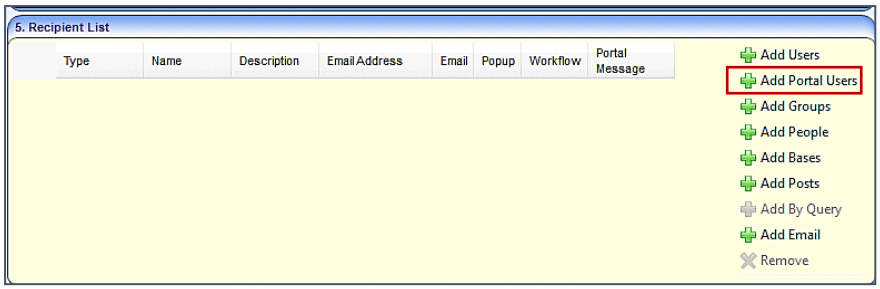
2. If required, select the **Include SQL Result** check box to enable repetition of the SQL message in the output.
3. If you want to fire a message regardless of the values returned, select the **Fire Alert if Row Returned** check box.
4. Enter the date and time for **Alert next scheduled**.
5. Enter a number to **Repeat every** Minute(s), Hour(s), Day(s), Week(s) or Month(s).
6. Click the **Save** button.

   Once the alert has been created, you need to add a recipient.

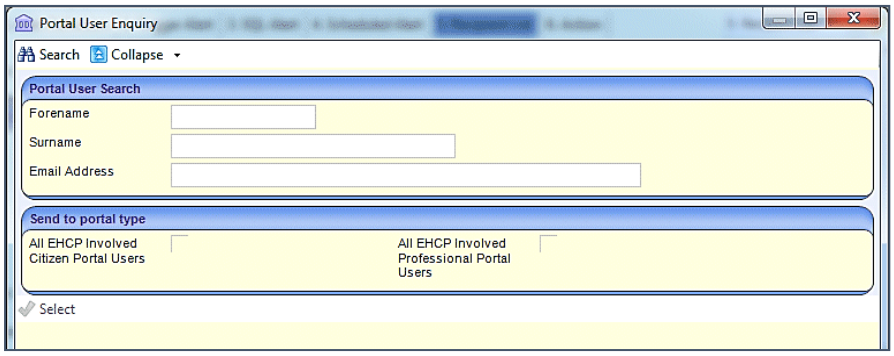
Recipients

Alerts require at least one recipient. To add a recipient:

1. On the **Alert Definition** page, go to the **Recipient List** panel.



2. Click the **Add Portal Users** button to display the **Portal User Enquiry** dialog.

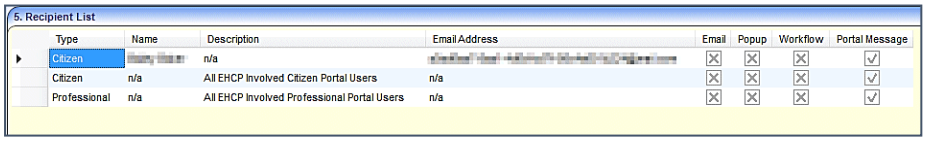


3. If you wish to send the portal message to just one portal user, use the **Portal User Search** panel to locate the person. The results are displayed below the panels.
4. If you wish to send the portal message to <u>all</u> EHCP involved users, select the required check box on the **Send to portal type** panel.
5. Click the **Select** button to return to the **Recipient List** panel.

Selecting **All EHCP involved Citizen Portal Users** and/or **All EHCP Professional Portal Users** displays the following message:

> The recipients of this alert will be authenticated <*Portal/Citizen Portal/Professional Portal*> users that are on a child or young person's EHCP Assessment Involvement.

Depending on your selection of users, the **Recipient List** panel displays as:



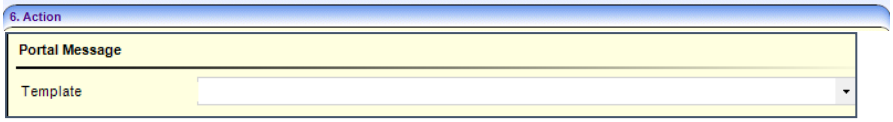
Recipients can be removed by highlighting the row and clicking the **Remove** button.

Before you can continue, an action (the way the alert is delivered) must be defined.

Actions

Alerts require an action to be defined. To define an action for a portal message alert:

1. On the **Alert Definition** page, go to the **Action** panel.



2. Select the **Portal Message** section.

3. Select a **Template** from the drop-down.
4. Click the **Save** button. The following message is displayed:

   Do you want to activate the alert?
5. Click the **Yes** button; this activates the alert immediately and the **Activate** button at the top of the page changes to **Deactivate**.

More Information:

RG_Administration_Creating Scheduled Alerts available from the **One Publications** website via **Reference Guides | Administration**.

07 | Completing SEND Forms

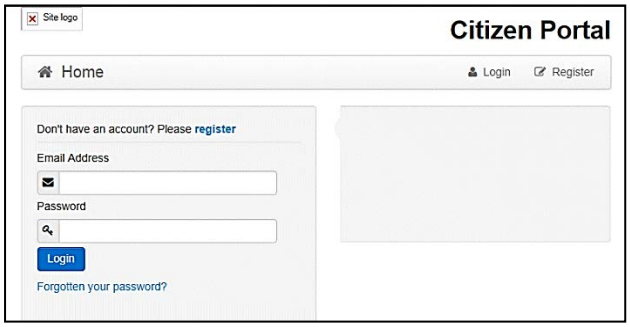
Creating an Account

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

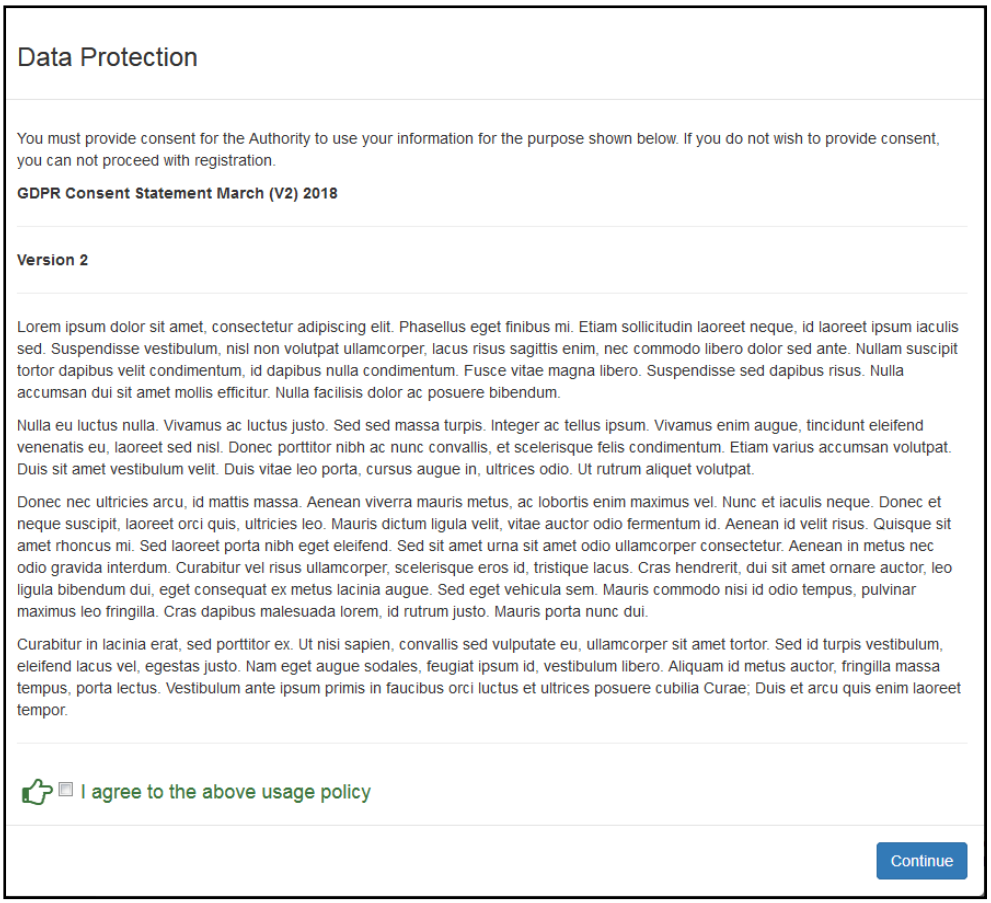
When they register, they will be asked to agree to the GDPR Consent Statement.

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

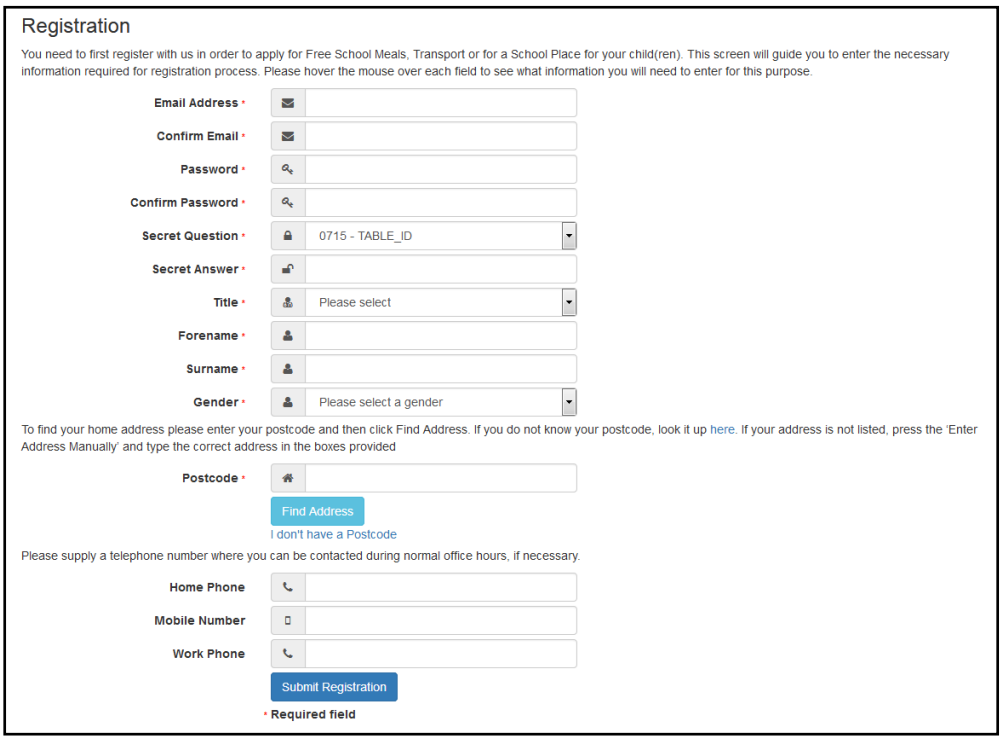
1. Open the URL for the One Citizen Self Service portal, sent by the local authority, in a web browser to display the **Citizen Portal Home** page.



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



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

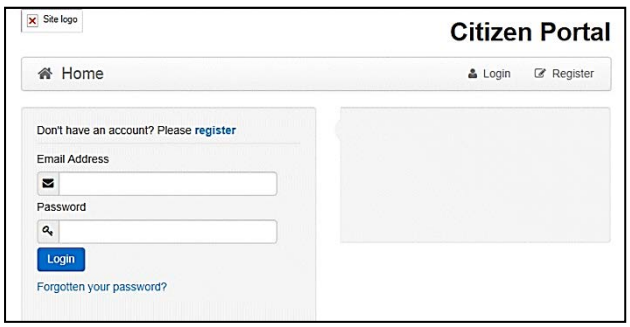


4. Enter the requested security information.
5. Enter a **Postcode**; this is a mandatory field.
6. Click the **Find Address** button or use the on-screen instructions to find your address.
7. The **Home Phone**, **Mobile Number** and **Work Phone** are optional.
8. Click the **Submit Registration**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

Logging in to the Citizen Portal

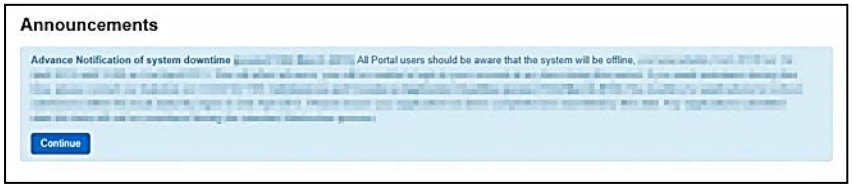
To log in to the Citizen Self Service portal, the parent completes the following procedure:

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



2. Enter the **Email Address** you used to register for the One Citizen Self Service portal.
3. Enter your **Password**.

4. Click the **Login** button to display the **Announcements** page.



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

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

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

Important Note: It is now possible to enable a second verification step to increase your security. For more information, see *Two Step Verification* on page 63.

Two Step Verification

Enabling Two Step Verification

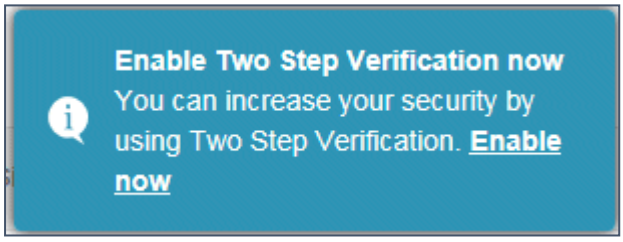
Two step verification is an additional process to increase your security when logging onto the portals. This process is mandatory if you wish to use Special Educational Needs and Disabilities (SEND).

The first time you log onto the Citizen Portal you are given the option to enable the two step verification process. If you try to log onto SEND without enabling the two step verification process, the following message is displayed:

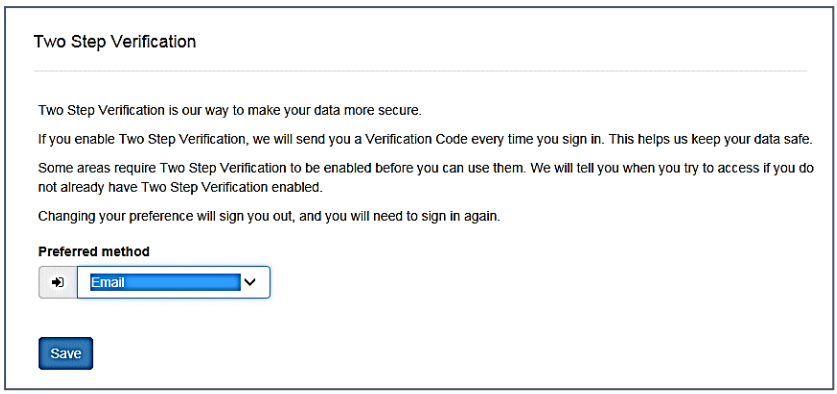
> This area requires Two Step Verification to be enabled before you can access it.
> Please enable this in My Account before continuing.

To set up two step verification:

1. Log onto the One Citizen Self Service portal using the email address and password you used to register.
2. Click the **Login** button to display the **Enable Two Step Verification now** dialog. This dialog is only available for a few seconds. If it disappears, the two step verification process can be enabled via **My Account | Two Step Verification**.

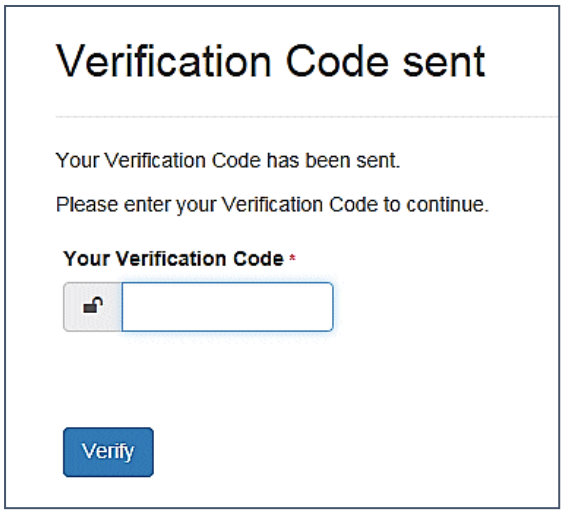


3. Click the **Enable now** link to display the **My Account | Two Step Verification** page.



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

   You will be signed out and will need to sign in again.
6. Log in; this time when you log in, the following dialog is displayed:



7. Locate the email containing your verification code.
8. Copy and paste your verification code into the box.
9. Click the **Verify** button.

   If you enter an incorrect verification code, the following warning is displayed:

   The Verification Code you entered is invalid. Please try again. Codes expire after 5 minutes and are 6 numbers long. If you make 4 incorrect attempts, your account will be locked for 4 minutes before you can sign in again.

Disabling Two Step Verification

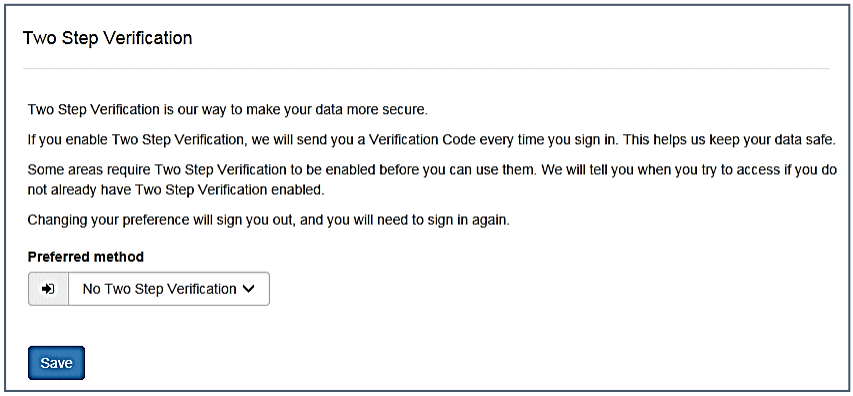
The two step verification process is mandatory for users of Special Educational Needs & Disabilities (SEND) and therefore cannot be disabled. If you try to access the SEND module, the following message is displayed:

> This area requires Two Step Verification to be enabled before you can access it. Please enable this in My Account before continuing.

To disable two step verification in a different module:

1. Log in to the portal for which you want to disable two step verification.

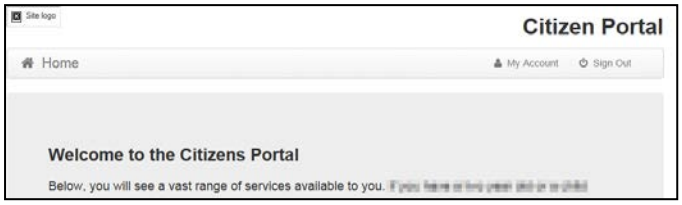
2. Select **My Account | Two Step Verification** to display the **Two Step Verification** page.



3. Select **No Two Step Verification** from the **Preferred** method drop-down.
4. Click the **Save** button.

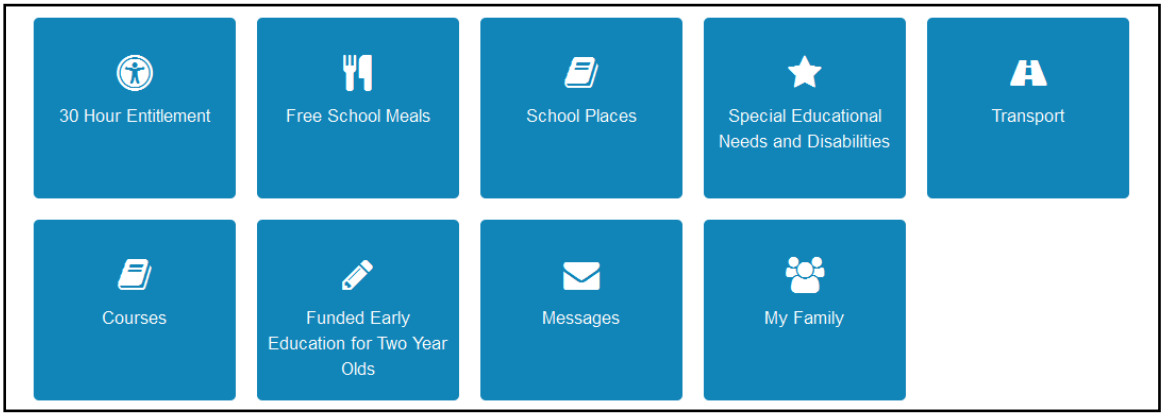
   You will be signed out and will need to sign in again.

Home Page



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

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



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

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

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

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

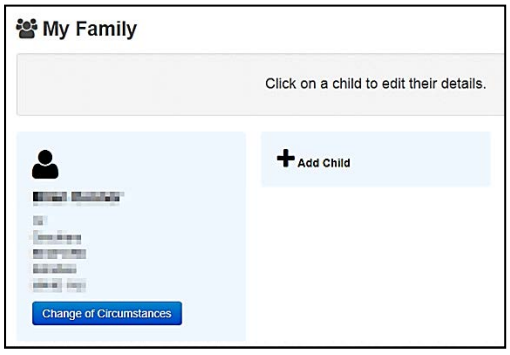
For more information, see *My Account* on page *68*.

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

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

My Family

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



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

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

Click on a child to view or edit their details

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

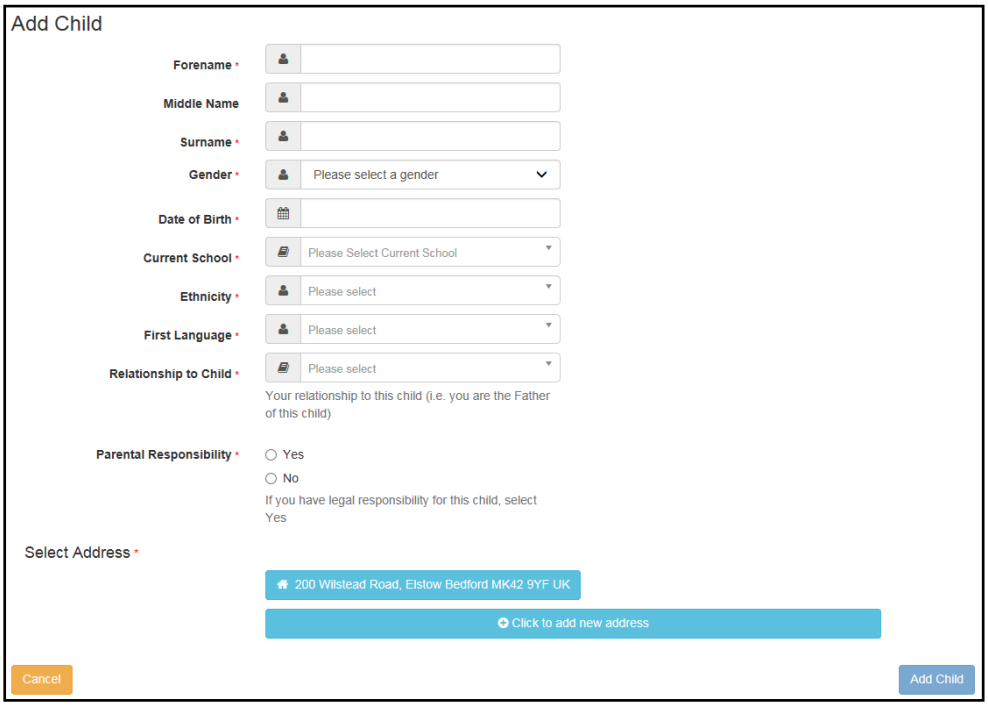
More Information:

For more information, refer to *Adding a Child* on page *67*.

Adding a Child

To add a child to a parent's account:

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



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

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

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

My Account

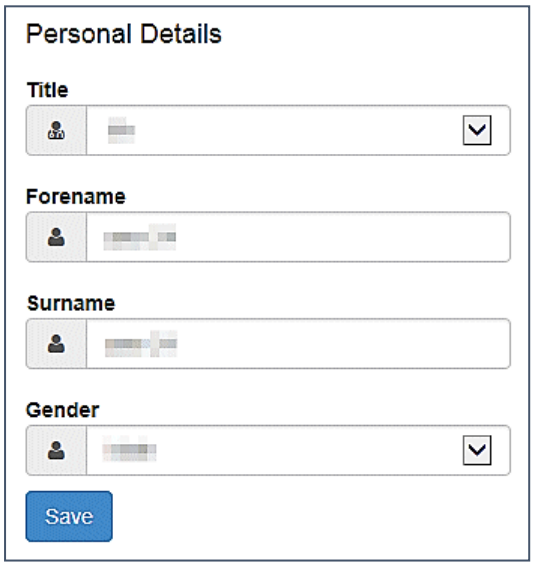
A Citizen Portal user can manage the following details by clicking the **My Account** link on the top of the **Home** page:

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

Personal Details

To add your personal details:

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



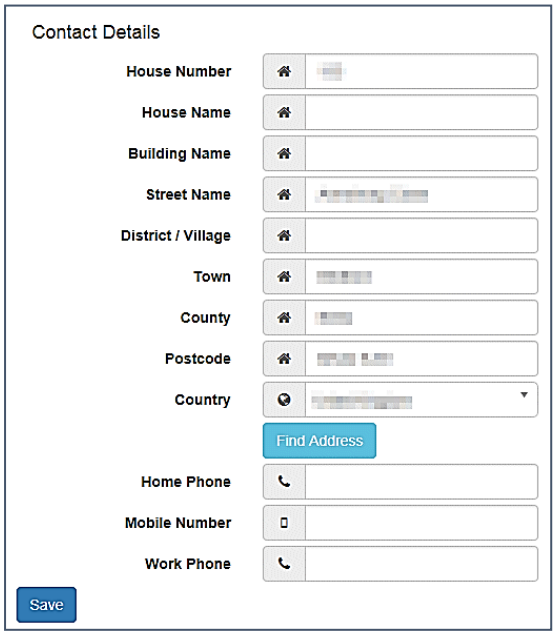
5. Click the **Save** button.

Contact Details

To add your contact details:

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

4. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.



5. Click the **Save** button.

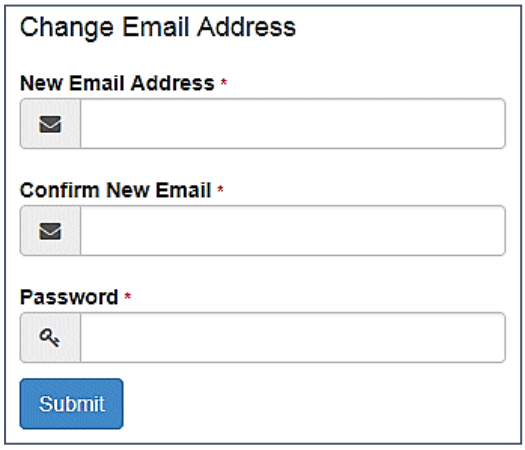
Change Email Address

To change your email address:

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

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

5. Click the **Next** button..
6. Enter information into the fields displayed in the following graphic. Click in a field to display the relevant tooltip.

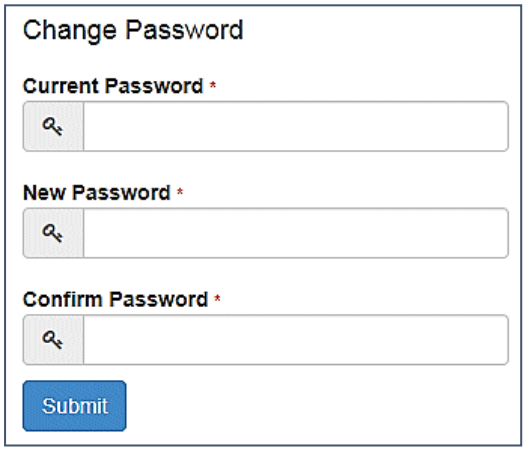


7. Click the **Submit** button.

Change Password

To change your password:

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

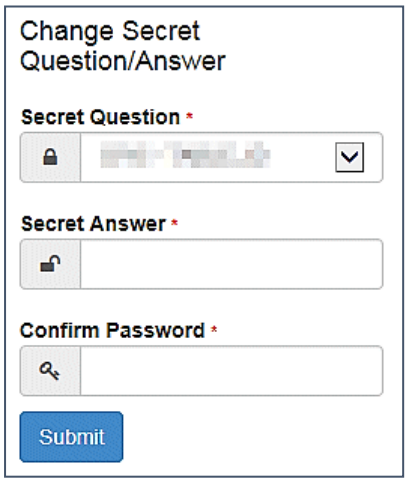


5. Click the **Submit** button.

Change Secret Question

To change your secret question and secret answer:

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



5. Click the **Submit** button.

Change of Circumstances

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

   If you need to record a change to your circumstances, you must contact your local authority.
4. Click Contact us to open an email.
5. Click the **Back** button to return to the **Home** page.

Two Step Verification

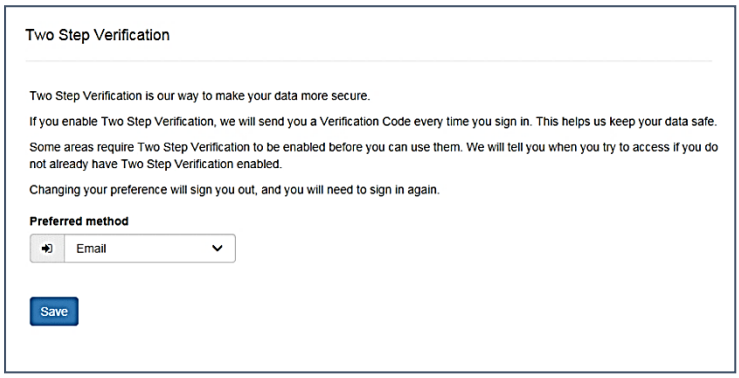
Two step verification is an additional process to increase your security when logging onto the Citizen Portal.

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

Enabling Two Step Verification

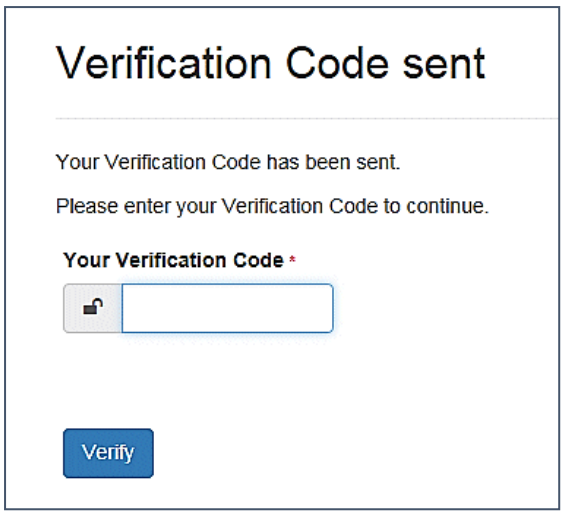
To set up two step verification:

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



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

   You will be signed out and will need to sign in again.
6. Log in; this time when you log in, the following dialog is displayed:



7. Locate the email containing your verification code.
8. Copy and paste your verification code into the box.
9. Click the **Verify** button.

   If you enter an incorrect verification code, the following warning is displayed:

   The Verification Code you entered is invalid. Please try again. Codes expire after 5 minutes and are 6 numbers long. If you make 4 incorrect attempts, your account will be locked for 4 minutes before you can sign in again.

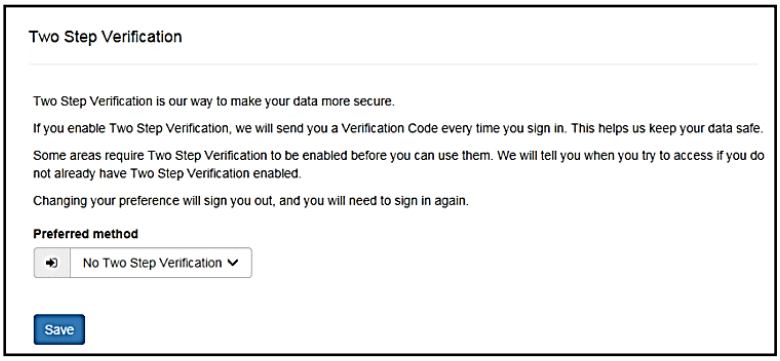
Disabling Two Step Verification

The two step verification process is mandatory for users of Special Educational Needs & Disabilities (SEND) and therefore cannot be disabled. If you try to access the SEND module, the following message is displayed:

> This area requires Two Step Verification to be enabled before you can access it.
> Please enable this in My Account before continuing.

To disable two step verification:

1. Select **My Account | Two Step Verification** to display the **Two Step Verification** page.



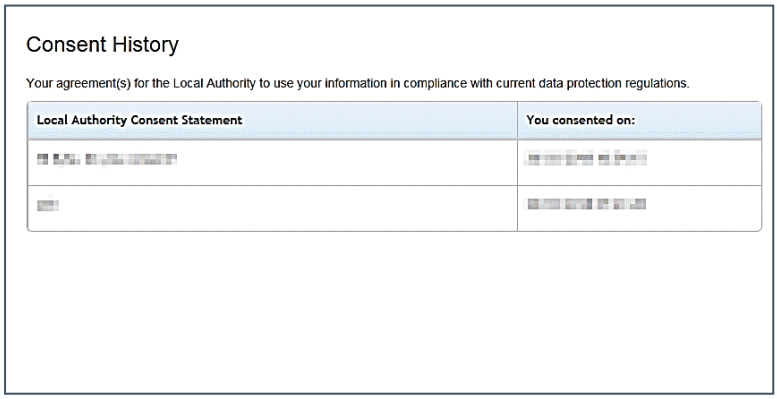
2. Select **No Two Step Verification** from the **Preferred method** drop-down.
3. Click the **Save** button.

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

Consent History

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

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

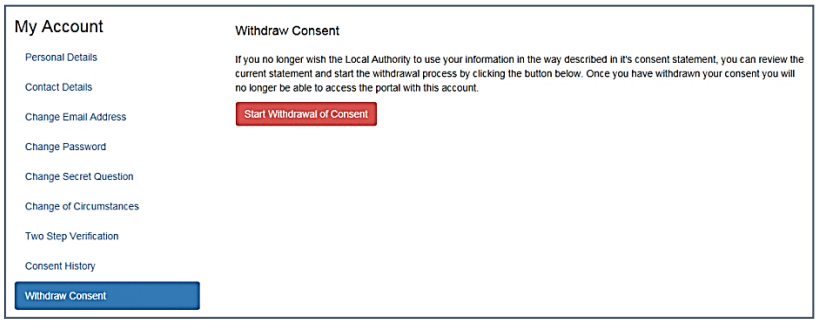


This is a read-only page.

Withdraw Consent

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

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



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

   You have previously agreed to the authority's most recent Data Protection Consent Statement.
   If you wish to withdraw your consent, click the withdraw button below.

6. Click the **Withdraw my consent** button to display the **Decline** dialog.

   This is a final warning that once you have withdrawn your consent for the LA to use your information, you will not be able to access your Citizen Portal account.

7. If you do wish to withdraw your consent, click the **Withdraw my consent** button. The following message is displayed:

You are now being logged out from your Citizen Portal account.

You can no longer use this Citizen Portal account. If you wish to use the Citizen Portal in future to access the authority's services, you will need to register again in the Citizen Portal.

8. Click the **OK** button. The Citizen Portal is closed.

Completing Special Educational Needs and Disabilities Forms

The One Citizen Self Service portal, in conjunction with the One Professional portal, enables local authorities to create flexible special educational needs and disabilities (SEND) form templates which parents, carers, young people and professionals can complete.

Parents, carers and young people can complete forms relating to SEND processes, as defined by the local authority. The forms are submitted to the local authority, who in turn manage the incoming forms via **v4 Client | Focus | Services | SEND Portal Management**.

Forms submitted on the One Citizen Self Service portal or the One Professional portal are available on the child's chronology, once the SEND team has approved them.

More Information:

One SEND Professional Portal Handbook available from the **One Publications** website via **Handbooks | SEN / SEND**.

Completing and Submitting SEND Forms

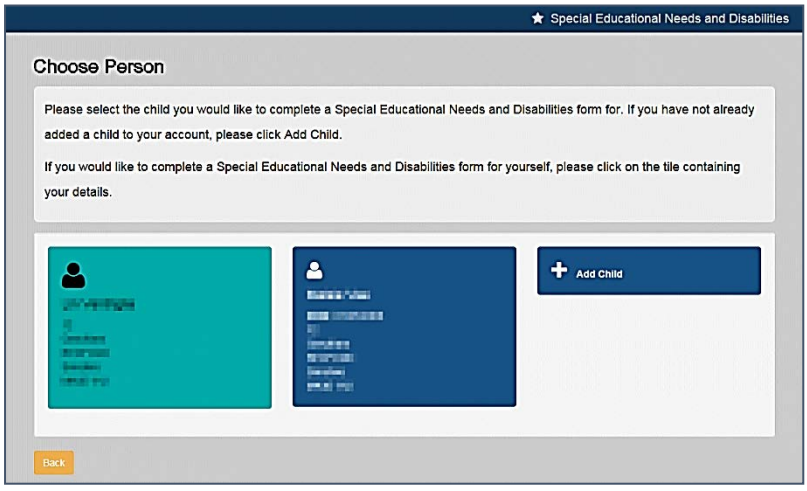
All of the following screens can be edited by the local authority via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Text Resources | SEND**. For more information, see the *Edit Resources* section in the *General Administration* chapter.

It is possible for both parents to have a Citizen Portal account and submit the same form for a child to the local authority. After the forms are approved, they both display as an event on the child's chronology.

To complete a Citizen Portal form, the parent, carer or young person completes the following procedure:

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

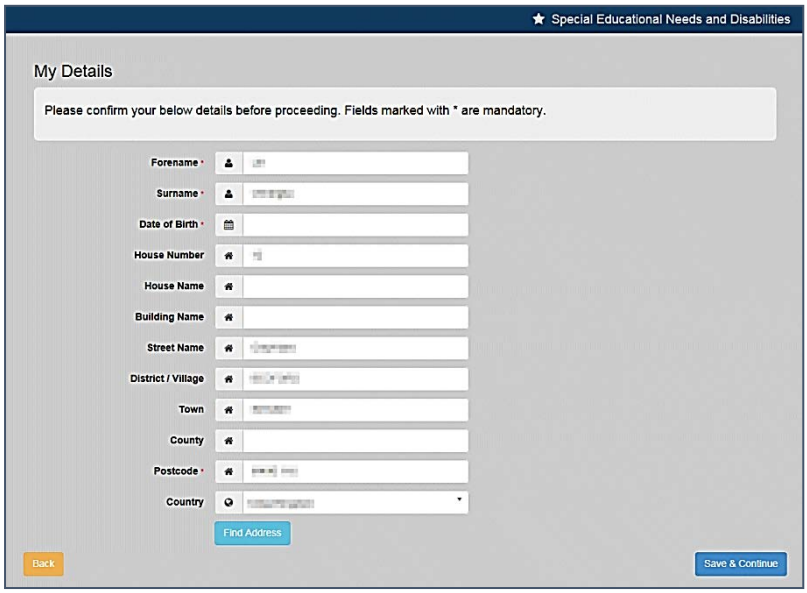
1. Select Citizen Portal | Home | Special Educational Needs and Disabilities to display the Choose Person page.



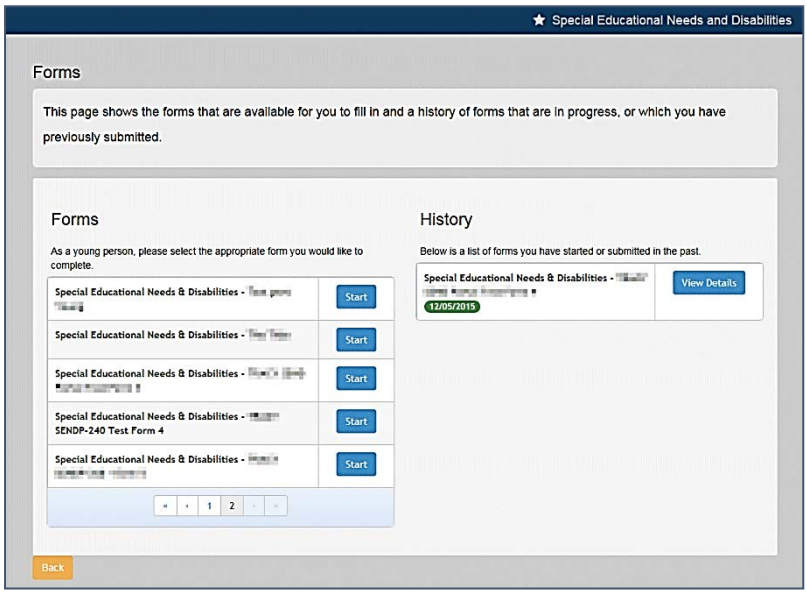
2. Select the child you wish to complete a form for to display the **Forms** page.

   If the child is not listed, click the **Add Child** button. For more information, see *Adding a Child* on page ***Error! Bookmark not defined.***.

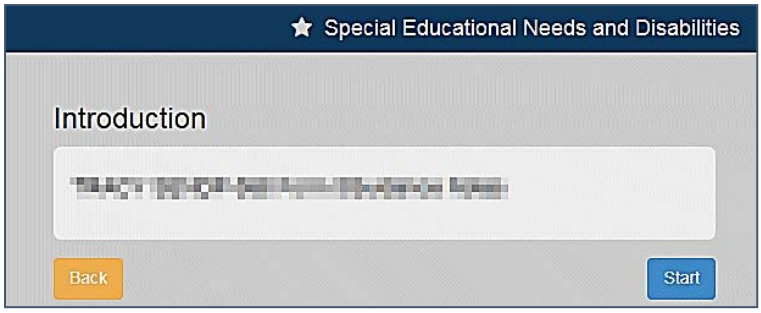
3. To make an application for yourself, select the tile containing your details to display the **My Details** page. Check your details are correct.



4. Click the **Save & Continue** button to display the **Forms** page. The page shows the forms that are available to you to fill in and a history of forms that are in progress, or which you have previously submitted.

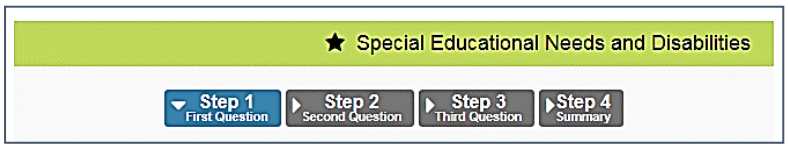


5. Click the **Start** button next to the form that you wish to use to display the **Introduction** page.



If any guidance notes were inserted when creating the form, they are displayed here.

6. Click the **Start** button to display **Step 1** of the form.



The final step is always the **Summary**. The number of steps represents the number of questions created on the form builder. For more information, see *Using the SEND Portal Form Builder* on page 35.

7. Complete all steps, clicking **Save & Continue** at the end of each step.

   If you have files to upload, see Uploading Files on page 1.

8. On the **Summary** page, select the check box to confirm that you have read and agree to the declaration. This declaration is configurable according to the local authority's own processes.

9. Select the next check box to confirm that you have read and agree to the second declaration. This declaration is hard-coded to inform you that the information you have uploaded to the local authority could be shared with other people or professionals who may be working with your child. The declaration is as follows:

   The information that you have put into this form will be used to decide:

   a. whether the local authority agrees with you that an education, health and care needs assessment on your child is required.

   b. if there is agreement to do an assessment, whether your child needs an education health and care plan.

   c. if there is agreement to create an education, health and care plan, what should be in it?

   It is important that the people working with you to answer these questions are able to see the information you are sending in and to share it with each other. They may also share or discuss this information with your child.

   Before sending in this information, you must agree that it is ok to share it with professionals, the local authority and your child. If you do not agree to this, you will not be able to send it using this online form.

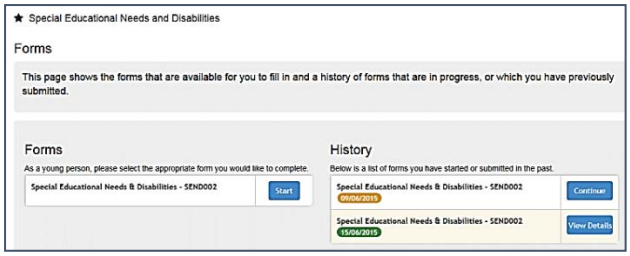
   I agree that the information I am submitting can be shared with professionals, the local authority and my child to decide:

   - whether an assessment is needed
   - whether an education, health and care plan is needed
   - what should be in any plan.

10. Click the **Accept** button to display the **Form Submitted** page. This page informs you that the form has been submitted to the local authority.

Partially completed forms are not displayed on the **SEND Portal Management** page; only submitted forms.

11. Click the **Finish** button to return to the **Home | Forms** page. The form is displayed in the **History** with a date and the status of the form – orange for In Progress and green for Submitted.



12. If required, click the **View Details** button to see the **Form Summary** details.
13. Click the **Continue** button to finish a form and submit it to the local authority.

> **NOTE:** A partially completed form can be updated on the Citizen Portal by the user. Once a form has been submitted and approved, it can only be updated by the local authority on the Chronology.

Uploading Files

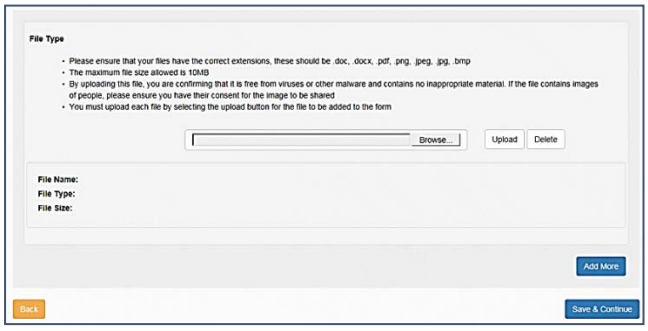
If a form contains a file upload question, a file can be uploaded (one at a time) to the local authority.

The following requirements must be adhered to:

- The files must have the correct extensions; these should be .doc, .docx, .pdf, .png, .jpeg, .jpg, .bmp.
- The maximum file size allowed is 10MB.
- By uploading this file, you are confirming that it is free from viruses or other malware and contains no inappropriate material.
- If the file contains images of people, please ensure you have their consent for the image to be shared.
- You must upload each file separately by selecting the upload button for the file to be added to the form.

To upload a file:

1. Select the required question for a file to be uploaded.



2. Click the **Browse** button to display the **Choose File to Upload** dialog.
3. Select a file.
4. Click the **Upload** button.

When the upload is complete, **File Name**, **File Type** and **File Size** are populated.

5. Click the **Save & Continue** button.

   The **Summary** page displays the details of the uploaded file.

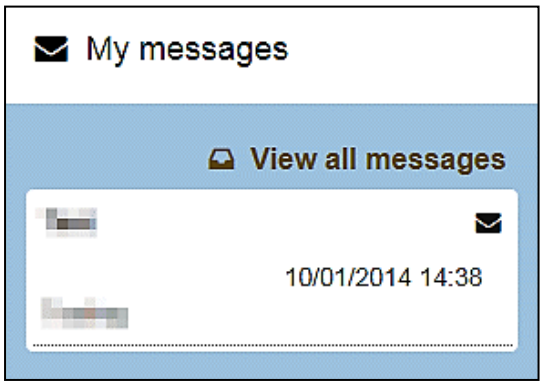
Messages

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

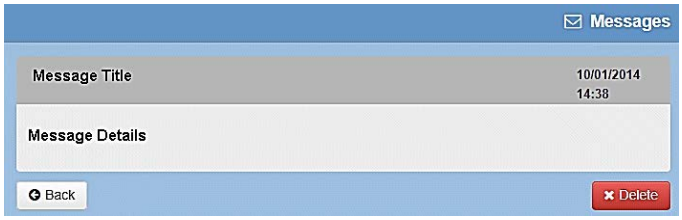
Message details are not sent directly to the Citizen Self Service portal user. A notification is sent to the user's mailbox, informing them that they have a message in their portal account. The user must log in and authenticate with the Citizen Self Service portal, before they can view the message details.

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

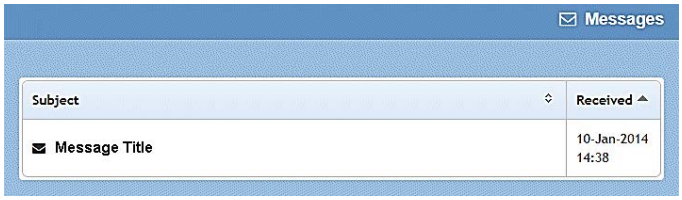
1. Select **Citizen Portal | Home | Messages** to display the **Messages** dialog.



2. Click the individual message to display the contents.



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



08 | Appendix

Frequently Asked Questions

Question:

Why does the *Process for EHC needs assessment and EHC plan development* diagram not show if a child or young person's case has gone to mediation or tribunal, if they are unhappy during the assessment process?

Answer:

This diagram is designed to be a simple snapshot for parents, young people and professionals (Portal users) to understand what stage of the assessment process a particular child or young person is at. As a result, it was designed to be linear with no branches. The percentage of citizens accessing the Portal with mobile devices is very high, so a diagram with no branches makes it easier for them to view without having to scroll excessively sideways to see what stage the child or young person is at.

Keeping the diagram simple also means that there aren't an abundance of business rules which affect it; meaning it is easier for LA staff to understand how what they enter on to a child or young person's involvement form reflects on their diagram.

Question:

I don't know how many files a Citizen or Professional user may want to upload to a Portal form and they can only upload one file per question. What should I do?

Answer:

Using the Form Builder, you can create a **Question Group** which contains only one **File** question. If this question group is set to be a **Repeating Group**, then it is possible for the Portal user to select the **Add More** button which repeats the question group and therefore any questions in the question group. This enables the Portal user to upload multiple files to the form.

Planning the design of forms is essential. For example, a question that will only be answered once (such as a text question asking *Views on how child/young person is doing in education*) should not be in the same question group as a question that may need to be answered multiple times (such as a file question asking for *Include supporting evidence*). This is because if this question group is set to be a repeating group just to cater for the file question, then having the other questions repeat would be redundant and left blank by the Portal user.

Note: Having questions where the answer can be inherited multiple times in repeating question groups can lead to incredibly complex scenarios when creating forms from a child or young person's chronology. Forms should not be designed in this way, as they may not behave as expected.

Question:

How can I share an electronic version of an EHC Plan to authenticated Portal users that are involved with a child or young person?

Answer:

An EHC Plan can be shared electronically using two methods:

1. As the EHC Plan is a legal document, your local authority may want the format of the electronic EHC Plan to look exactly the same as the paper copy. If so, a form can be designed using the **Form Builder** which contains a **File** question. The local authority can then upload a PDF or Word document to that file question and then share that form on the Portal. This enables all authenticated Portal users to download the EHC Plan from the Portal.
2. If the local authority develops an EHC Plan using forms in One (either EHCP forms or SEND Portal forms that are stored on a child or young person's chronology), then this form can be shared. As the content of the form being shared is viewed via the Portal user's browser, it will not look identical to a paper version of the EHC Plan, but the content will be the same.

Question:

Why should I record an **Authentication Reason Memo** for users that are in the **Portal Sharing** panel?

Answer:

This memo has been provided so the local authority can record their decision on whether they will share SEND related information with relevant Portal users. Advice from the DfE in the *Information sharing advice for safeguarding practitioners* document states:

> Information sharing decisions should be recorded whether or not the decision is taken to share. If the decision is to share, reasons should be cited including what information has been shared and with whom, in line with organisational procedures. If the decision is not to share, it is good practice to record the reasons for this decision and discuss them with the requester.

This memo can also be used to record how the local authority proved the Portal user account matches the identity of the person they wish to share information with.

Question:

Why is Two Factor Authentication (2FA) required when Portal users try to access the SEND area?

Answer:

The use of two authentication factors to access a system provides an extra layer of protection; it asks the user that is attempting to login to prove their identity based on more than just their basic login details. As SEND Portal Plus is sharing out information from One via the Citizen Portal and the Professional Portal, 2FA was deemed to be a necessary feature for users to access this area.

Question:

No virus scanning takes place when an LA user uploads or downloads a file to a form. What happens if a form created by the LA, with a malicious file, is shared to Citizen users and Professional users? Will they download the virus?

Answer:

A malicious file would need to have breached the local authority's internal security systems before it can even be uploaded to a form in Capita One. However, if a virus is uploaded to a form which is shared with Portal users, the Citizen users and the Professional users will receive the following message when navigating to the form:

> There was a problem completing the requested action.

This prevents the Portal users from downloading the malicious file.

Note: A virus scan takes place when Portal users are uploading files to forms, preventing them from being able to send a virus to the local authority.

Question:

How do I keep track of which professionals I have requested advice from via letters and emails using timelines and which professionals I have requested advice from using Portal message alerts?

Answer:

It is recognised that there will be a transition period where there will be a mix of people involved in SEND processes using the Portal, and a mix of people still using more traditional methods of communication (e.g. letters).

During this period, it may be necessary to send out duplicate notifications – such as letters using **Timelines** and Portal messages using the **Information Requested** functionality in involvement forms. The benefit of doing this is that a professional receives a Portal message alert instantly, compared to the posted letter asking them to submit advice. As a result, if the professional then submits their advice earlier because they were notified earlier, then this will help local authorities meet their statutory timescales for EHC assessments and plan development.

As a result, local authorities using **Timelines** functionality may find it necessary to check both the **Information Requested** panel on a child or young person's involvement, as well as their timeline, in order to keep track of this process.

Question:

Why is the **Communication Log** not updated when I send a **Portal Message Alert** to an authenticated Portal user?

Answer:

This is because the communication log only allows entries to be recorded against a One Person and Portal message alerts are sent to Portal users.

If functionality like this was to be introduced in the future, local authorities would have to link Portal users to a One Person, so that the system would know which person to store the Portal message communication log entry against.

Question:

How do I automatically put files that are uploaded on to Portal forms in to an external document management system?

Answer:

There is no functionality available to automatically store files uploaded to Portal forms to an external system. However, it is possible for a local authority user to download a file from a form and manually store it outside of the Capita One system.

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