



SEND Portal

User Guide – Educational
Psychology

Updated November 2020

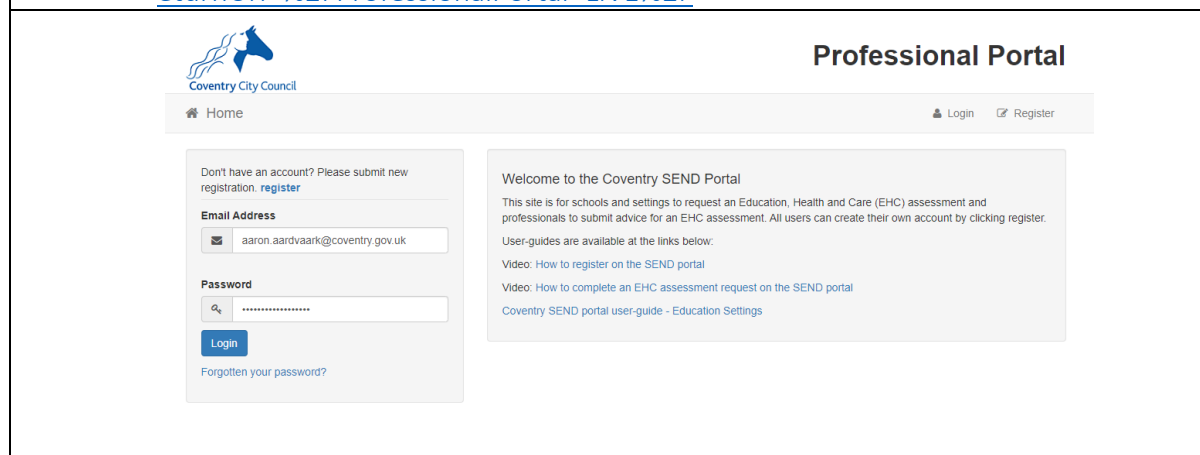
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1 SEND Portal User-Guide (Educational Psychology)

1.1 Registering on the SEND Portal

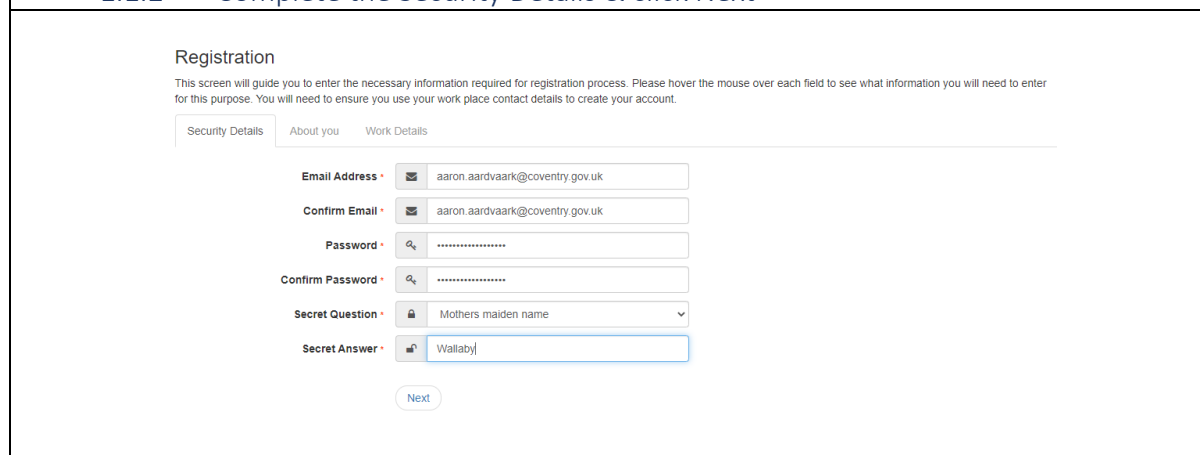
1.1.1 Visit the below URL & click Register

https://emsonline.lea.coventry.sch.uk/ProfessionalPortal_LIVE/Account/Login?ReturnUrl=%2FProfessionalPortal_LIVE%2F



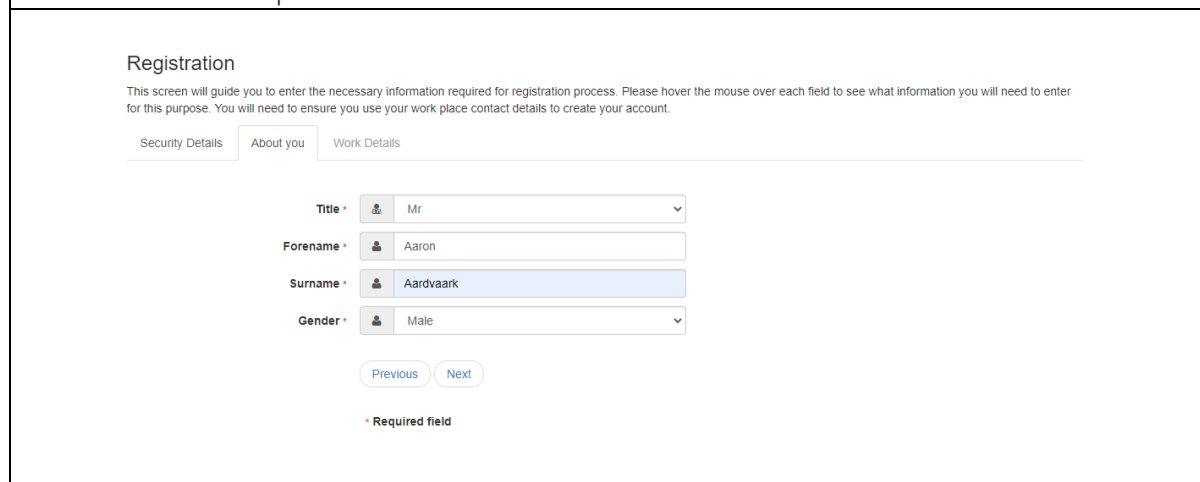
The screenshot shows the Coventry SEND Portal interface. At the top left is the Coventry City Council logo. The page title is "Professional Portal". There are navigation links for "Home", "Login", and "Register". The main content area is split into two columns. The left column contains a registration form with fields for "Email Address" (aaron.aardvaark@coventry.gov.uk) and "Password", a "Login" button, and a link for "Forgotten your password?". The right column contains a welcome message: "Welcome to the Coventry SEND Portal" and instructions for schools and settings to request an EHC assessment. It also lists user-guides and videos available for registration.

1.1.2 Complete the Security Details & click Next



The screenshot shows the "Registration" page with the "Security Details" tab selected. A message states: "This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose. You will need to ensure you use your work place contact details to create your account." The form fields are: "Email Address" (aaron.aardvaark@coventry.gov.uk), "Confirm Email" (aaron.aardvaark@coventry.gov.uk), "Password" (masked), "Confirm Password" (masked), "Secret Question" (Mothers maiden name), and "Secret Answer" (Wallaby). A "Next" button is at the bottom.

1.1.3 Complete the About You details & click Next



The screenshot shows the "Registration" page with the "About you" tab selected. A message states: "This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose. You will need to ensure you use your work place contact details to create your account." The form fields are: "Title" (Mr), "Forename" (Aaron), "Surname" (Aardvaark), and "Gender" (Male). "Previous" and "Next" buttons are at the bottom. A legend indicates that an asterisk (*) denotes a "Required field".

1.1.4 Complete your Work Details & click Submit registration

Registration

This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose. You will need to ensure you use your work place contact details to create your account.

Security Details About you **Work Details**

Professional Role

Organisation Name

To find your work address please enter your postcode and then click Find Address. If your address is not listed, press the 'Enter Address Manually' and type the correct address in the boxes provided

[Use Another Address](#)

House Number

House Name

Building Name

Street Name

District / Village

Town

County

Postcode

Country

Please supply a telephone number where you can be contacted during normal office hours, if necessary.

Mobile Number

Work Phone

If you would like to add another Professional Role to your account, please navigate to "My Account" once you have completed your registration.

[Previous](#)

[Submit Registration](#)

1.1.5 You will then be sent an e-mail to verify your e-mail address, click on the link in the e-mail and return to the log-on screen to enter your user credentials

Professional Portal activation Inbox x

sen@coventry.gov.uk
to me ▾

Dear new portal user,

Thank you for registering with the Coventry SEND Portal.

To activate your account we need you to confirm your email address is valid. To do this, please click on the link below.

https://emsonline.lea.coventry.sch.uk/ProfessionalPortal_LIVE/Account.Mvc/CompleteRegistration/68613_855577e5-e158-4b31-8468-def9f4285be2

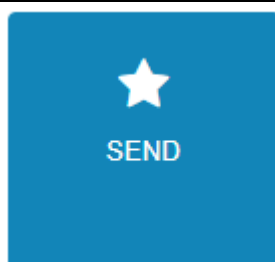
Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

With best wishes,

Coventry STAR team

Important - Please do not reply to this email as this account is not monitored.

1.1.6 Click on Special Educational Needs and Disabilities and you will be taken to a link to Enable Two Step Verification Now – click this link.



[Enable Two Step Verification now](#)

1.1.7 Select e-mail as the preferred method of Two Step Verification, click Save

My Account

- Personal Details
- Work Details
- Change Email Address
- Change Password
- Change Secret Question
- Change of Circumstances
- Two Step Verification**

Two Step Verification

We require all SEND portal users to enable two step verification.

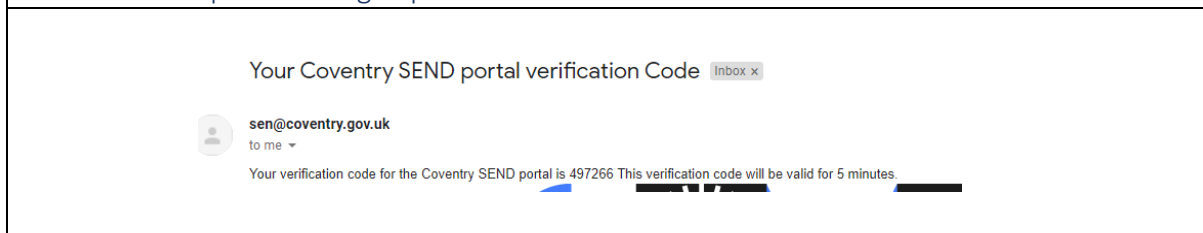
Two Step Verification is our way to make your data more secure.

Please select e-mail in the drop down box below to receive a verification code via e-mail to complete log-in.

The e-mail address used will be the e-mail you provided when you created your account.

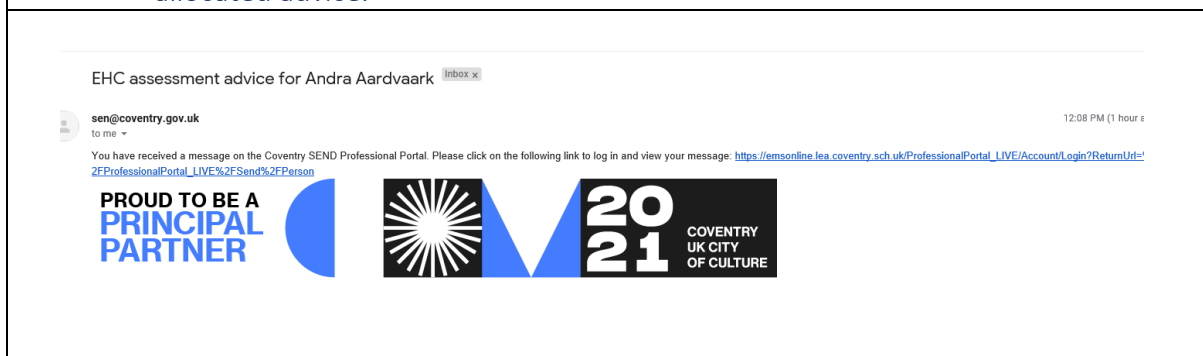
Preferred method

1.1.8 You will then be returned to the log-on screen to log in and begin using the portal. When logging-in, you will receive a verification code via e-mail to complete the log in process.

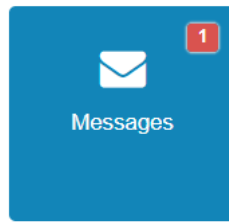


1.2 Completing an Advice form

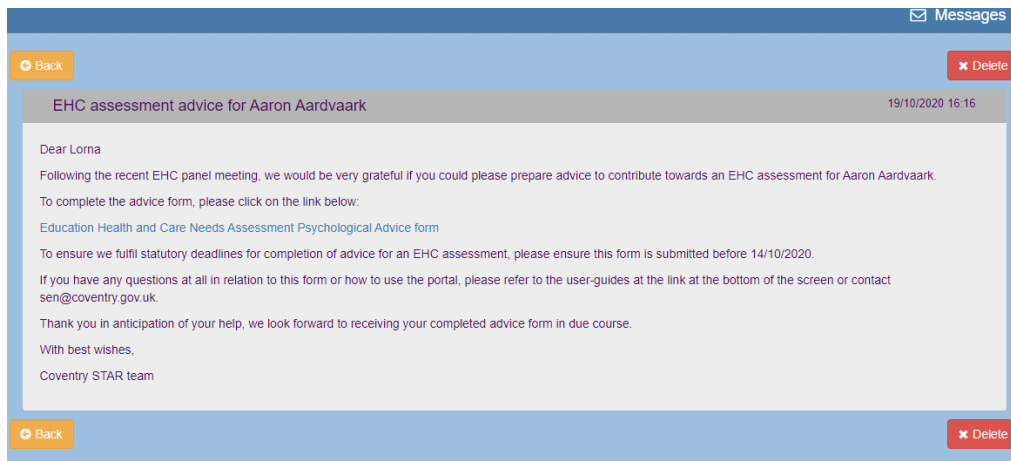
1.2.1 When advice for a child/young person has been allocated to you in the portal, you will receive an e-mail notifying you that you have a portal message. Click on the link in the e-mail to log in to the portal and view details of the allocated advice.



1.2.2 Once logged in, click *Messages* to view your new portal messages



1.2.3 Open up the message and click on the link in the message to start completing the advice form



1.2.4 Select your work profile

Work Details

Please select the Professional Role you would like to complete this form as that you have not yet added to your Professional Portal account, then please select your Professional Role. If your Organisation Name, Work Address, or contact details are not correct, then select My Account then select Work Details to update these details.

Project Manager

Organisation Name
Coventry City Council

Address
1 Friargate, Coventry, CV1 2GN

Work Phone

Mobile Number

Select

1.2.5 Complete the various pages of the form, denoted by the different headings at the top clicking *Save and Continue* to save and move on to the next page.

Step 1 Work Details Step 2 Completed form Step 3 Re-allocate advice Step 4 Summary

Please upload a completed Education Health and Care Needs Assessment Psychological Advice form

- Please ensure that your files 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 by selecting the upload button for the file to be added to the form

Choose file No file chosen

Upload Delete

File Name:

File Type:

File Size:

Save & Continue

1.2.6 If it is the case that you will no longer be completing the advice on behalf of the team and the advice request needs to be re-allocated to another member of the team, please complete Step 3 of the form only.

Step 1 Work Details ✓ Step 2 Completed form ✓ Step 3 Re-allocate advice Step 4 Summary

If the advice request needs to be re-allocated to another team member, please complete this page, click Save & Continue and submit the form.

Is it the case that you will no longer be completing this advice?

Yes

Who should we re-allocate the advice to? (Please include first name and surname)

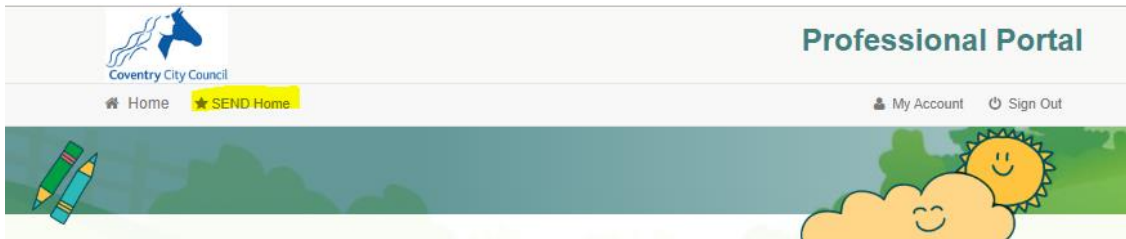
William Wallaby

1.2.7 Once a page has been completed, it's header tab will turn green (see 'Step 1' in the image above) and you can navigate back to that page by clicking on the green header.

1.2.8 At any time, you can move backwards through the form by clicking *Back*.

Back

1.2.9 To exit the form and return to it later, click *SEND Home*



1.2.10 This will take you to a page listing all the children that have been allocated to you on the portal.

The screenshot shows the 'Professional Portal' interface for Coventry City Council. At the top left is the council logo and navigation links for 'Home' and 'SEND Home'. At the top right are links for 'My Account' and 'Sign Out'. A decorative banner features a smiling sun and a cloud. The main heading is 'Select Person'. Below this is an explanatory text box: 'This area allows you to complete Special Educational Needs and Disabilities actions for children and young people you are working with. Children and young people will appear here if you have previously added them to your account or if the Local Authority has authenticated you to see Special Educational Needs and Disabilities information about them.' A 'Person Filter' section includes a search box, a dropdown menu set to 'All', and an '+ Add Person' button. A table lists one person:

Name	Date of Birth	Address	School
Aardvaark, Aaron	01/02/2008	22 Rafferty Adams Way, Coventry, CV6 6JG	Caludon Castle School

A 'Back' button is located at the bottom left of the table area.

1.2.11 To return to the form, click on the child's name to open up the child's basic personal information and click *Continue*

The 'Edit Person' form contains the following fields:

- Forename: Aaron
- Middle Name: (empty)
- Surname: Aardvaark
- Gender: Male
- Date of Birth: 01/02/2008
- Current School: Caludon Castle School, Asholme Road, CV2 5SD
- Ethnicity: BAFR - Black African
- First Language: English
- House Number: 22
- House Name: (empty)
- Building Name: (empty)
- Street Name: Rafferty Adams Way
- District / Village: (empty)
- Town: Coventry
- County: (empty)
- Postcode: CV6 6JG
- Country: Please select

Buttons: 'Cancel' (bottom left), 'Find Address' (bottom center), 'Continue' (bottom right).

1.2.12 Click on *Assessment* at the top of the page and the form you have started will be listed at the top of the form options. To open it up, click *Continue* and the form will open at the last page you were working on.

The screenshot shows a process flow with four stages: Request, Assessment, EHC Plan, and EHCP Reviews. The 'Assessment' stage is highlighted in dark teal. Below the flow, a text box explains the current stage: 'What happens now? The local authority will ask for advice and views about a child or young person's education, health and care (EHC) needs. This step can last up to 16 weeks from the initial request for assessment. The step ends with a decision on whether to issue an EHC Plan.'

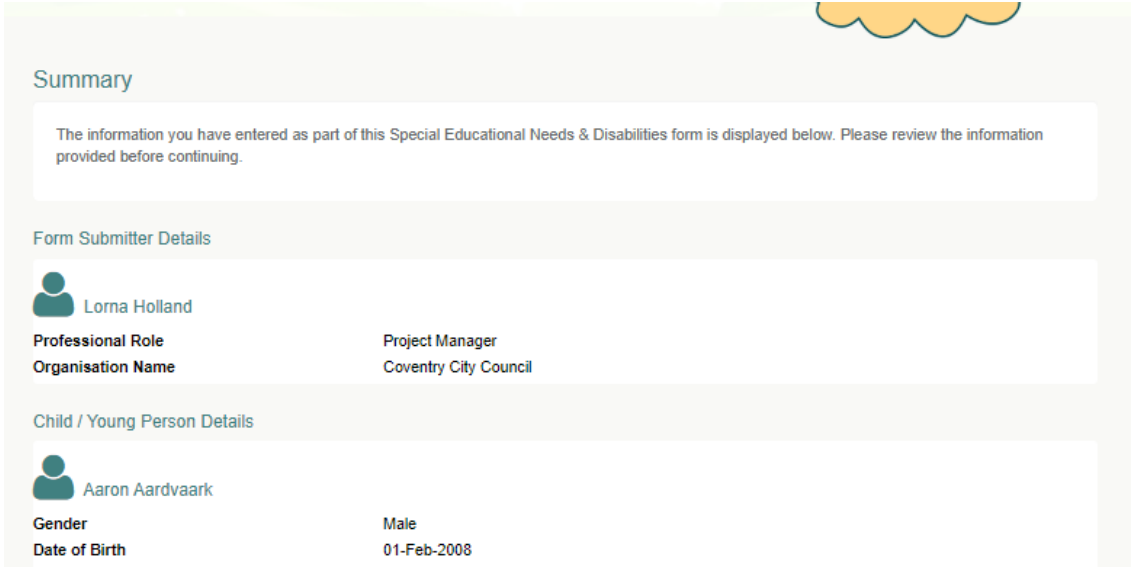
Information we collect at this stage

As part of the Assessment stage, we may need to collect some information from you or others. Below you will see forms relating to this stage, including forms we may need you to complete

Education Health and Care Needs Assessment Psychological Advice form Started by you Delete	Start date 19/10/2020	Continue
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1.3 Submitting the form

1.3.1 Once complete, the form will generate a summary page.




The screenshot shows a 'Summary' page with a decorative orange cloud graphic at the top right. The page is divided into three main sections: a summary message, 'Form Submitter Details', and 'Child / Young Person Details'. The summary message states that the entered information is displayed below for review. The 'Form Submitter Details' section shows a user profile for Lorna Holland, Project Manager at Coventry City Council. The 'Child / Young Person Details' section shows a profile for Aaron Aardvaark, Male, born 01-Feb-2008.


Summary

The information you have entered as part of this Special Educational Needs & Disabilities form is displayed below. Please review the information provided before continuing.

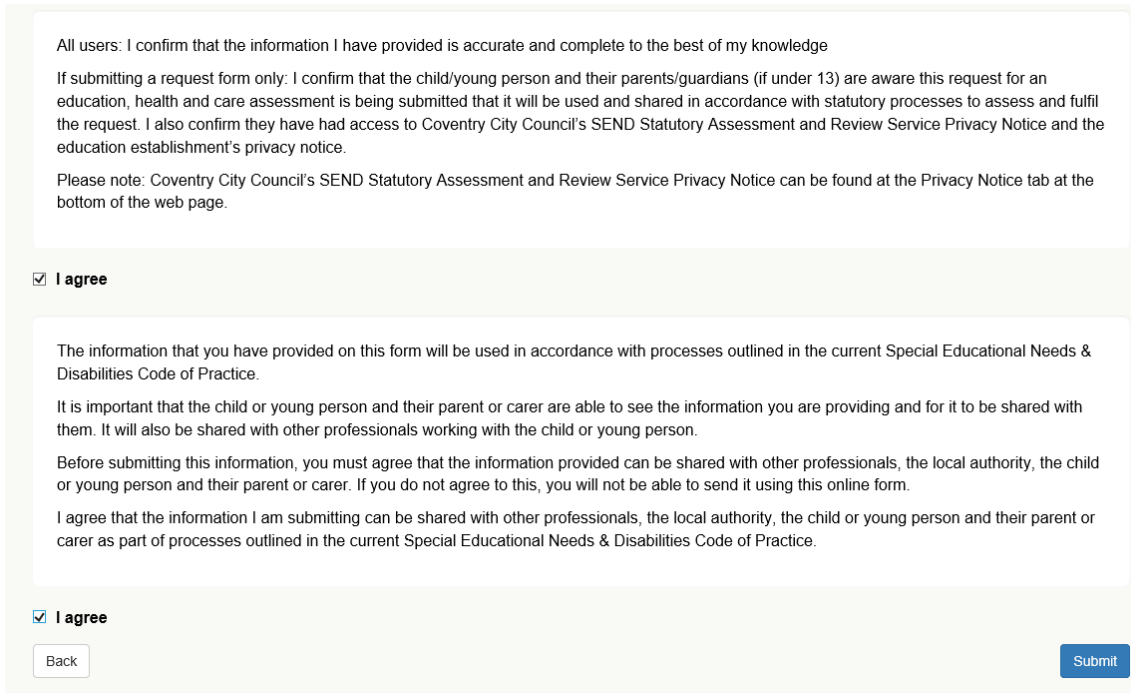
Form Submitter Details

 Lorna Holland
Professional Role Project Manager
Organisation Name Coventry City Council

Child / Young Person Details

 Aaron Aardvaark
Gender Male
Date of Birth 01-Feb-2008

1.3.2 To submit the form, check 'I agree' to the statements listed and click Submit



The screenshot shows the agreement section of the form. It contains several paragraphs of text regarding the accuracy of the information and the sharing of data. There are two 'I agree' checkboxes, both of which are checked. At the bottom, there are 'Back' and 'Submit' buttons.

All users: I confirm that the information I have provided is accurate and complete to the best of my knowledge

If submitting a request form only: I confirm that the child/young person and their parents/guardians (if under 13) are aware this request for an education, health and care assessment is being submitted that it will be used and shared in accordance with statutory processes to assess and fulfil the request. I also confirm they have had access to Coventry City Council's SEND Statutory Assessment and Review Service Privacy Notice and the education establishment's privacy notice.

Please note: Coventry City Council's SEND Statutory Assessment and Review Service Privacy Notice can be found at the Privacy Notice tab at the bottom of the web page.

I agree

The information that you have provided on this form will be used in accordance with processes outlined in the current Special Educational Needs & Disabilities Code of Practice.

It is important that the child or young person and their parent or carer are able to see the information you are providing and for it to be shared with them. It will also be shared with other professionals working with the child or young person.

Before submitting this information, you must agree that the information provided can be shared with other professionals, the local authority, the child or young person and their parent or carer. 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 other professionals, the local authority, the child or young person and their parent or carer as part of processes outlined in the current Special Educational Needs & Disabilities Code of Practice.

I agree