Liquidlogic User Guide

WORCESTERSHIRE
CHILDREN FIRST

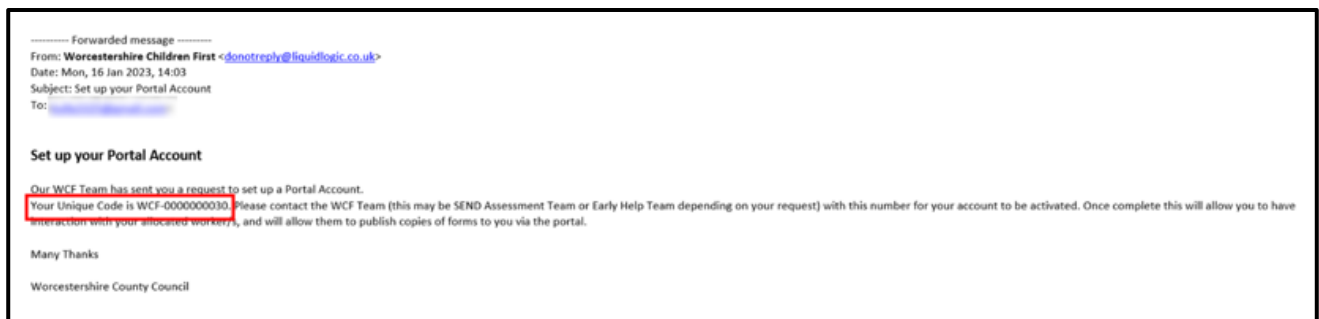# EHCP: Parent Guide to Setting up a Parent Portal Account
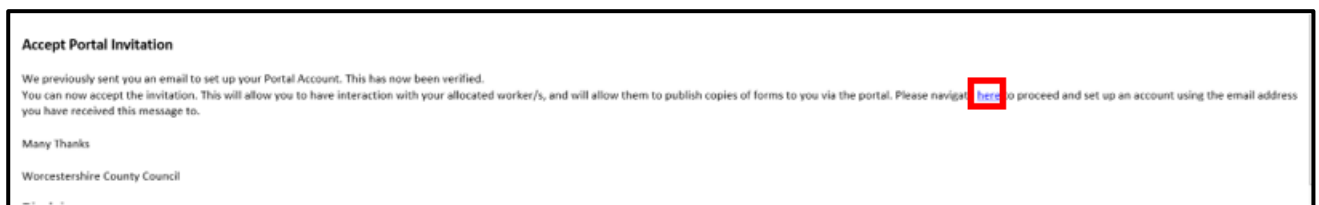
Contents

Liquidlogic User Guide

Introduction

There is now a new Parent Portal that can be used to communicate with the SEND teams at Worcestershire Children First. This will allow parents/young people to send messages and also receive messages and updates when decisions have been made regarding the EHCP Assessment Request process.

An invite will be sent from the SEND Assessment team for the parent/young person to verify their identity and then a request to register the account on the portal. This guide will cover this process.

An email will be sent to the email address used for the request for assessment. It will contain a unique code. This code will need to be quoted when verifying identity. Please contact the SEND team for verification.

---------- Forwarded message ----------
From: **Worcestershire Children First** <donotreply@liquidlogic.co.uk>
Date: Mon, 16 Jan 2023, 14:03
Subject: Set up your Portal Account
To:

Set up your Portal Account

Our WCF Team has sent you a request to set up a Portal Account.
Your Unique Code is WCF-0000000030. Please contact the WCF Team (this may be SEND Assessment Team or Early Help Team depending on your request) with this number for your account to be activated. Once complete this will allow you to have interaction with your allocated worker/s, and will allow them to publish copies of forms to you via the portal.

Many Thanks

Worcestershire County Council

Once verified, another email invitation will be sent to the verified email address. This will be titled **Accept Portal Invitation**. This email will contain a link. Please click on the link to proceed to the account set up screen.

Accept Portal Invitation

We previously sent you an email to set up your Portal Account. This has now been verified.
You can now accept the invitation. This will allow you to have interaction with your allocated worker/s, and will allow them to publish copies of forms to you via the portal. Please navigate here to proceed and set up an account using the email address you have received this message to.

Many Thanks

Worcestershire County Council

If the parent/young person already has an account, then just login as normal. This will be the case if the application for assessment request was submitted online via the new form. If no account is held, then a new account will need to be registered.

Liquidlogic User Guide

New User Registration

An account is needed to use the system. Please register an account.

Click on **Register for new account**

Complete all the details. Any section with a red * is mandatory and has to be completed before the account can be set up. Scroll down the page for all the boxes to be visible.

Do not tick the box 'Is this account being used in a professional capacity'

Click **Next** (at the bottom of the screen)

Liquidlogic User Guide

Add the email address. Please make sure it is spelt correctly as this is how to access into the system in the future.

Add a password that is easily remembered, but not one that is commonly used. It will also need to meet the password criteria (see below) for it to be allowed.

Add the password again in the Confirm Password box. Click **Next**

Email address *

Password *

Confirm password *

Back   Next   Cancel

Password Policy

Password policy

Your password must meet the following requirements:

- It must be at least 15 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must be different to your current password
- It must be different to your previous 8 passwords.

Click here to see the list of special characters:

Liquidlogic User Guide

An email containing a verification code will be sent to the registered email. Please enter the code in the box. The easiest way to do this is by copy and paste, but it can be typed in. Check the number is correct before continuing.

If the email is not received, check spam or junk mail folders.

Once the code is entered and checked, click Next

If the code is not recognised, click on **Please send me a new code link**

The account has now been registered.

Existing Users

Logging In

Existing users only need to login, rather than register.

Enter the **email address registered** and the **password** (see Password Policy above) and then click **Submit**. Click **Forgotten password** to reset.

Liquidlogic User Guide

A code will be sent to the registered email address. This code is for one time use only. A new code will be sent each time you log in.

Add the code and click on **Finish**

Accepting the Invitation

The invitation can now be accepted. **Select the child by ticking the box and then select Yes to continue setting up the account. Click Confirm**

Click **Submit**

An email will now be sent confirming the account activation.

This link can be used to access the portal once the SEND Team have confirmed your account.

Logging Out

Once the account has been set up, log out of the portal. To do this go to the top right-hand corner of the screen and click on the name/person icon. Then click Logout when the menu is displayed.
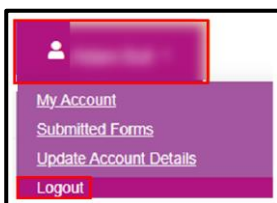
SEND will now activate the EHCP Portal account.

When this has been completed an email will be sent to the registered email address confirming access to the SEND dashboard. This contains the link to the portal for future use.

It is worth adding the link to internet browser favourites or desktop for ease of access.

Once the confirmation has been received, the parent/young person can now log in. Click on the link in the email and log in using the code sent once the email and password have been added. For how to do this, please see Logging In section of this guide.

SEND Dashboard

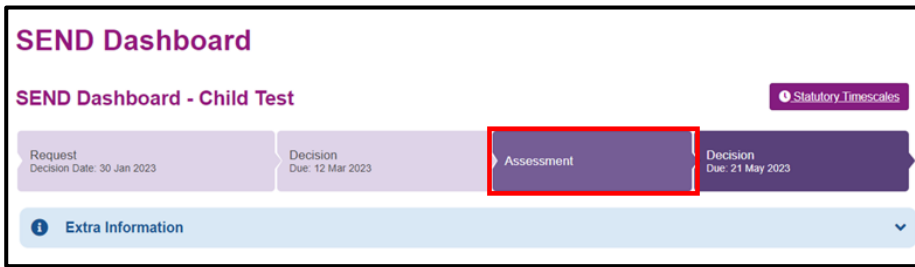Once logged in, the Portal screen will be displayed. Click on SEND Dashboard under the child's name.
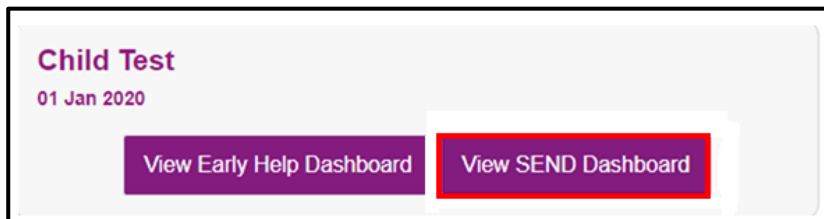
The SEND Dashboard will give details of the Statutory Timescales and the stage at which the case is. It will also give Key Dates, any actions that need to be completed by the parent/young person such as completing forms etc. It will also display any messages and also will display documents such as letters and the draft/final plans if these have been issued. The SEND Caseworker Name will also be displayed.
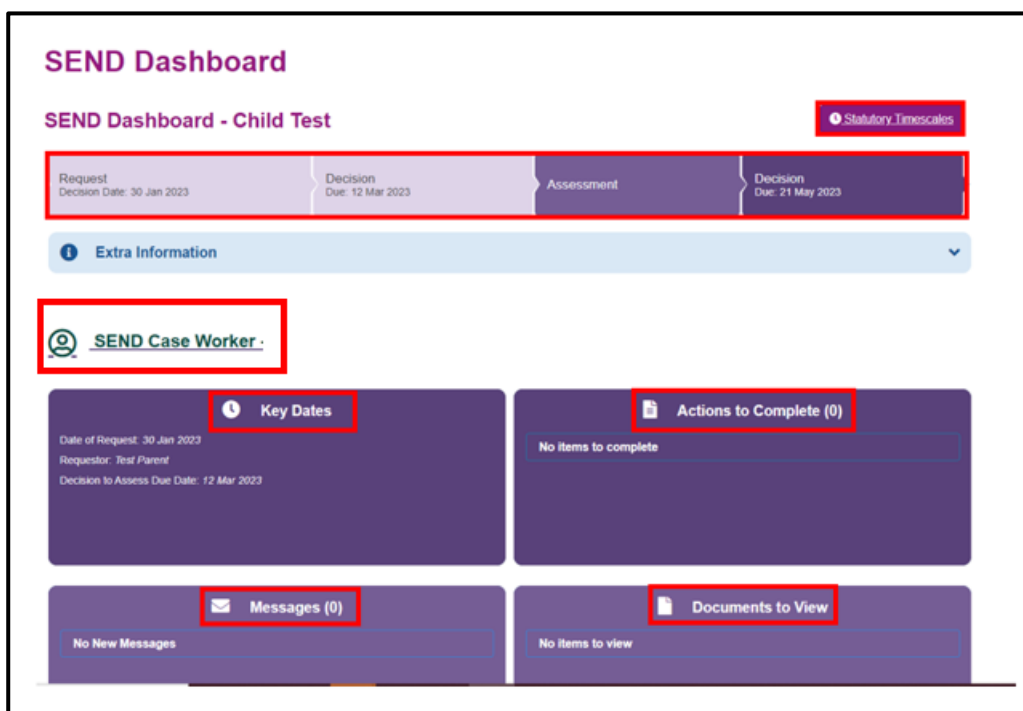
For more information about the current stage, click on **Extra Information.**

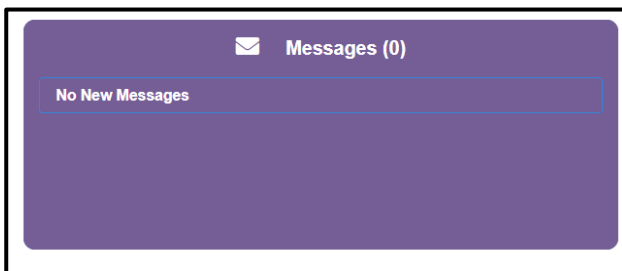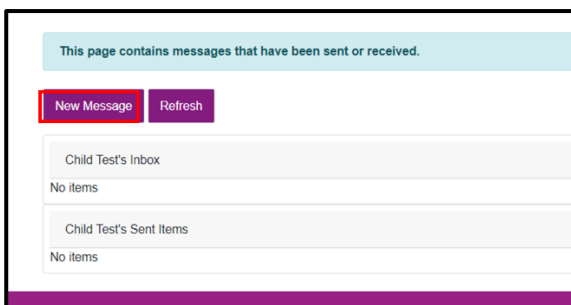The current stage of the request will be displayed in purple:

SEND Dashboard

SEND Dashboard - Child Test

| Request
Decision Date: 30 Jan 2023 | Decision
Due: 12 Mar 2023 | Assessment | Decision
Due: 21 May 2023 |

🕑 Statutory Timescales

ℹ **Extra Information**

Messages

The Parent Portal allows messages to be sent to and received from the allocated caseworker.
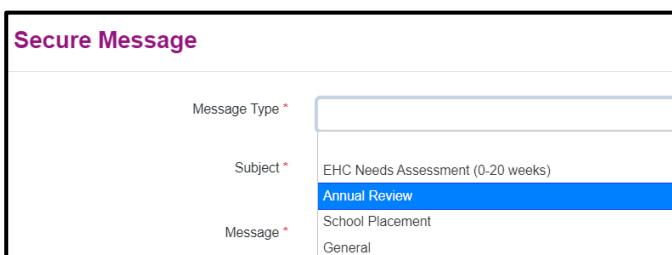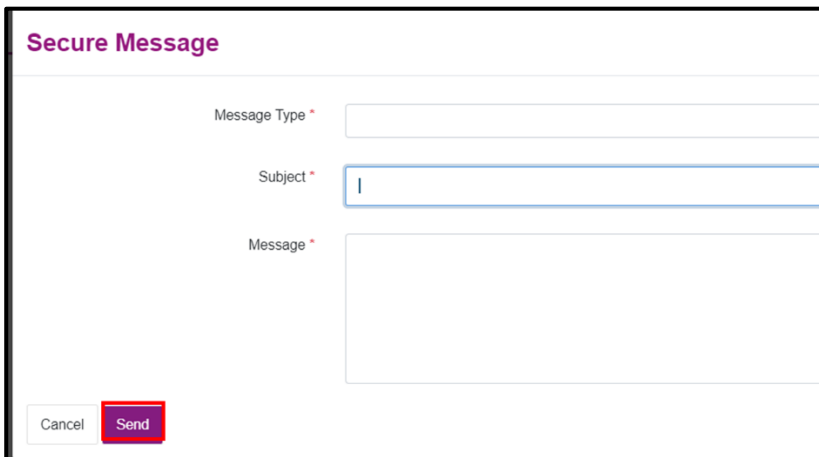
Sending Messages

Click anywhere on the message box.

✉ **Messages (0)**

No New Messages

Click **New Message**

This page contains messages that have been sent or received.

New Message   **Refresh**

Child Test's Inbox
No items

Child Test's Sent Items
No items

Select a **Message Type** from drop down

Secure Message

Message Type *

Subject *

EHC Needs Assessment (0-20 weeks)

Annual Review

School Placement

Message *

General

Liquidlogic User Guide

Add the Subject and then type the message. Click **Send**

The message will be displayed under Sent Items

Inbox and Messages Received

New Messages received will be displayed in the Inbox
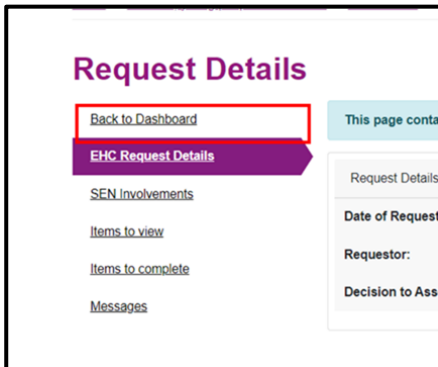

Click on the message to read it.

Replying to Messages

To reply to a message that has been received, click on **Reply**
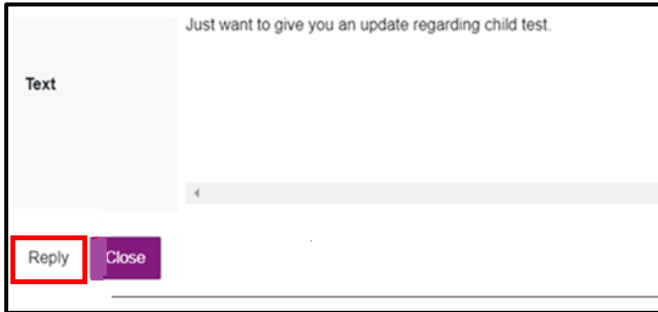
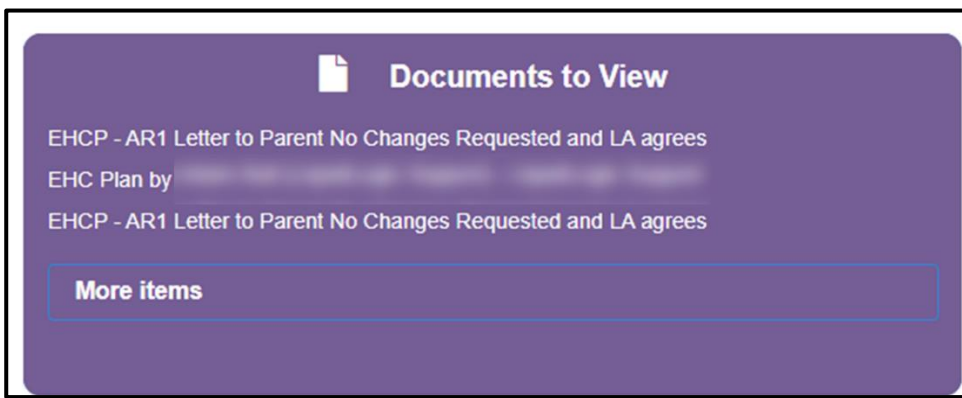To exit the message, just click on the X in the corner of the screen.

Click Return to Dashboard to go back to the main screen.

Documents to View

The SEND teams can send documents to view via the portal. These could include letters and copies of the plan.

Click on the **Documents to View** box**.**

To view the document **click on the description.**

The document will download to the **downloads folder on your device** for you to **view**.

Actions to Complete

The SEND team may send additional forms to complete such as the Parental Preference Form.

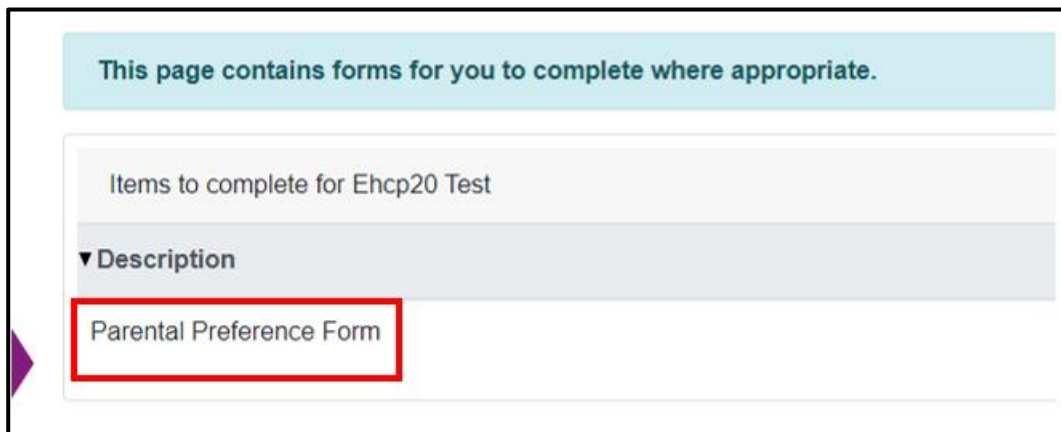To access these forms, click on the **Actions to Complete** box.

Liquidlogic User Guide
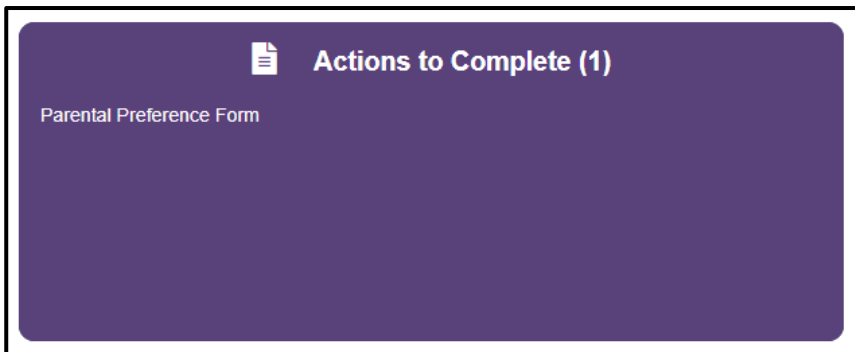
Click on the text to open the form

This page contains forms for you to complete where appropriate.

Items to complete for Ehcp20 Test

▼ Description

Parental Preference Form

Complete the form by following the on-screen instructions and **submit**.

Assessment Form

Please complete the assessment form

1 Parental Preference Form   **Parental Preference Form**

2 Parental Preference Guidance

3 Parental Guidance Continued   Next →

4 Parental Preference Form

5 Supporting Documentation

6 Submit

Print   Save for later   Create PDF   Close