

Logging into the Liquidlogic (SystemC) Portal

What is the Liquidlogic (SystemC) Portal?

The Liquidlogic (SystemC) Portal is a system used to allow professionals to submit referrals safely and securely for a range of children’s services. It is also used to collect feedback from our service users. Please note that users need to self-register specifically for the portal.

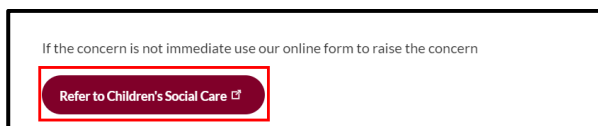
Children’s Social Care – Worcestershire County Council

Click the following link to access the Children’s Social Care referral portal

[Refer to Children’s Social Care | Worcestershire County Council](#)

Click on the **Are you a professional and worried about a child drop down arrow**

Click **Refer to Children’s Social Care** button to open Portal.



Scroll down and click **Referral to Childrens Social Care (level 4)**



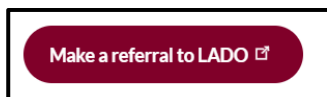
LADO

Click the following link to access the Children’s Social Care referral portal

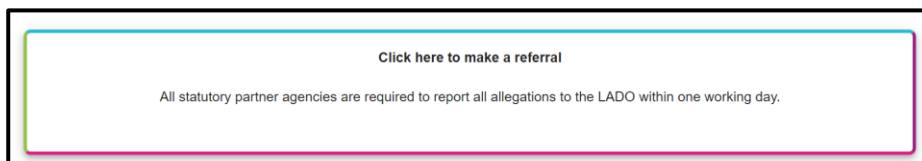
[Refer to Children’s Social Care | Worcestershire County Council](#)

Click on **Are you worried about an adult who works with children**

Scroll down the page to the **Making a Referral** section and click **Make a referral to LADO**



The portal will now be displayed. Scroll down and then click **Make a referral**

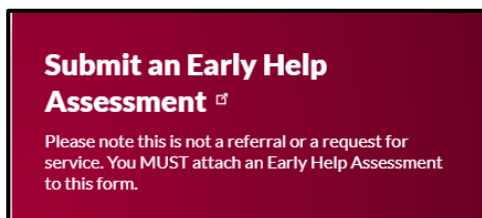


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Early Help – Community Assessments

For submitting Early Help assessments done in the community, click the following link:
[Early Help guidance for families and professionals | Worcestershire County Council](#)

Click **Submit an Early Help Assessment** to send in a community Early Help Assessment.



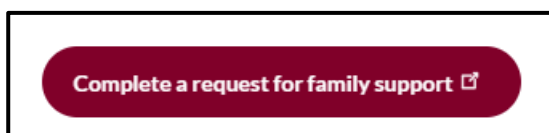
Early Help Referral

For referring to the Early Help teams, please click the following link:
[Early Help family support | Worcestershire County Council](#)

Click **Request services from Early Help Family Support**



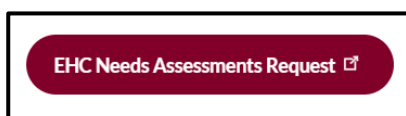
Scroll down the screen and Click **Complete a Request for Family Support** to open the portal referral form.



EHCNA Request (Request for EHCP Assessment)

For requesting an EHCP Assessment, please go to the following link:
[EHCP – Education, Health and Care plans | Worcestershire County Council](#)

Then scroll down the page and click EHC Needs Assessments Request



If you need to submit more than one request, **please log out and in again** before starting new request.

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Logging in or Registering

In the Your Details section of a form it will require you to log in or to register if no account is set up.

Click Login or Register to proceed.

Your Details

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

[Login or Register](#)

Registering for an Account

New users to the portal will need to register for an account.

Click **Register for new account**.

New users

If you're new to Worcestershire Portals, sign up for an account here

[Register for new account](#)

Complete the form. All fields with a red star are mandatory and must be completed to proceed. The details entered here will pre-populate into forms submitted via the portal, so please ensure this information is correct.

If this account is being set up as a professional account, please ensure the box is ticked to say that this account is being used in a professional capacity and use a work email address.

Is this account being used in a professional capacity?

When creating a password it must meet the following criteria:

- **Be at least 12 characters long**
- **Contain at least one letter**
- **Contain only letters, digits and special characters**
- **Contain at least one upper case letter**
- **Contain at least one numerical digit**

For **password resets**, it must be **all of the above plus the following**:

- **Be different from your current password and your previous 8 passwords.**

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Once the account has been set up a code will be sent to the registered email address to verify the account. Please enter this code into the box on the portal.

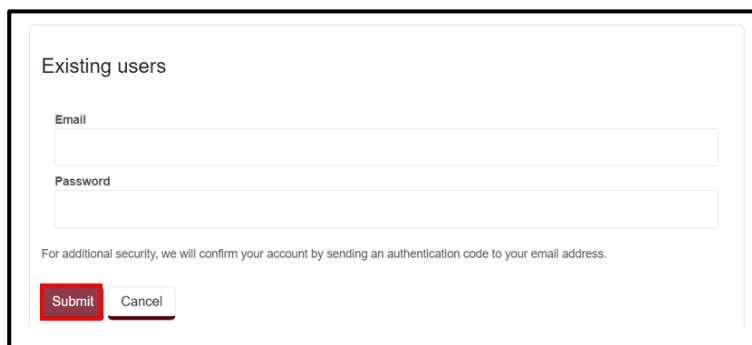
Now the account has been created. The user can now log in (see below).

Some users will have their systems set up to launch a new web page. If this is the case, the new web page should be used, otherwise a time out error will be received. If the time out error occurs, please close all tabs and relaunch the form.

Logging into the Portal

Add the registered email address and the password in the log in screen on the portal page.

Click **Submit**



The screenshot shows a login form titled "Existing users". It contains two input fields: "Email" and "Password". Below the fields is a note: "For additional security, we will confirm your account by sending an authentication code to your email address." At the bottom of the form are two buttons: "Submit" (highlighted in red) and "Cancel".

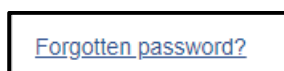
A code will be sent to the email address. Please enter the code in the code field

Please note that codes are time sensitive and only last for 5 minutes. If the code is not used in this time, please click **send me a new code**.

The portal will log the user out after 60 minutes of inactivity. This is a security feature of the portal and is designed to keep information safe. Therefore, it is important to regularly save the form to prevent losing work added.

Forgotten Passwords

If the user has forgotten their password, it can be reset by clicking Forgotten Password. Enter the registered email address and then reset the password once the code/link has been received.



The password cannot be changed by Worcestershire County Council.

Person's Details

This section is for the child/children in the family that need support.

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It is very important to select **Professional** from the drop down list when completing the **I am completing this for as a** section.

Person's Details

For 'Who is this about' please enter the child's details.

Who is this about

I am completing this form as a *

Adding Service Users' Addresses

To enter the service user's address, enter the **postcode** and then click **Find Address**. If the address is found, then it will be displayed in the form or select from a drop down list. If it is not found, then please enter it manually

Address

House number or name

Postcode *

Attaching Documents

Only professional users can attach documents within the portal. Files should not be too large and should be in the following formats only:

- Word Documents
- PDF Files
- Images in jpg/png format only.

Other types of file will not be accepted by the portal.

To upload an attachment, click **Upload Document** and select the file required.

Supporting Documentation

You will only be able to attach the following file types:

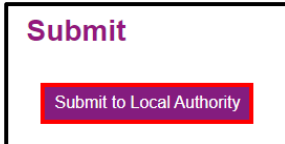
- Word Documents
- PDF Files
- Images (in jpg / jpeg / png format)

We appreciate that you may also want to send additional documents to us to support the EHCNA application, most of these can be submitted with the application, however the size of some documents may be too large to submit. If this is the case (and only in these circumstances), please send the additional information only to senassessmentpsf@worcestershirefirst.org.uk, with the child/young person's name and date of birth.

Attachment

Submitting the Referral

To send the referral to Children’s Services/SEND teams, click on the **Submit to Local Authority** button.



Recover a saved form or view submitted

After saving a form, an email will be sent to the registered email address and can log in again and view the form.

Once logged in (if not already completing the form), click **Recover a form** at the top of the screen.



Forms will be available for the following periods if not edited:

- **EHCNA Requests** **120 days**
- **Children’s Social Services** **15 days**
- **Early Help** **120 days**

If after this time period, the forms have not been edited or submitted they will be deleted from the portal and will have to be completed again as they cannot be retrieved.

If the form is edited and saved again, the time starts again.

Submitted forms can also be viewed in this section. These will remain on the portal for **30 days** so can be accessed and printed during this time if required. After the 30 days, these will be deleted and cannot be retrieved.

For Social Care referrals and Early Help referrals a response from the teams as to the outcome of the referral can also be found here.