

Help & Guidance for the Online Referral Form

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Accessing the Online Forms

This is the link you will need to access Online Forms:

<https://childrensportallive.hullcc.gov.uk/web/portal/pages/home>

Registering for an Account

The first time you send a form in you will need to register an account, when you get to the relevant part of



the form there will be a link to login or register

On your first time you should click here:

New Users

If you're new to Hull Children, Young People and Families Self Service Hub, sign up for an account here



You will be asked basic details – such as:

- Name (please use the name you are known as professionally)
- Email address (Again please use your professional email address, it must be unique to you and you will need access to this to verify your identity when logging in)
- Password which must meet the following requirements:
 - It must be at least 8 characters long
 - It must contain at least one letter
 - It must contain only letters, digits, and the following special characters: !@#%&*
 - It must start with a letter
 - It must contain at least one upper-case letter
 - It must contain at least one numerical digit
 - It must contain at least one of the following special characters: !@#%&*

- Finally you will be sent a code to your email address so you can verify you are who you say you are; copy and paste this code into the box provided. If you do not receive a code please check your junk mail or double check you have the correct email address.

Subject: Your code for Hull Children, Young People and Families Self Service Hub login

Dear Sarah Test Professional,

Thank you for using Hull Children, Young People and Families Self Service Hub! Please enter the following code on the login verification page:

6339 9159

Kind regards

Hull Children, Young People and Families Self Service Hub Support Team

You are now ready to start completing the rest of the form, the first page is:

Request Details Section


Your details

About you (the person completing the referral)

First Name *	<input type="text" value="Sarah"/>
Last Name *	<input type="text" value="Test Professional"/>
Email *	<input type="text" value="portaltest3@hullcc.gov.uk"/>
Telephone	<input type="text" value="01482616364"/>

This is about you – it will populate with details from your log in – you may have to add your telephone number

Who is this about?

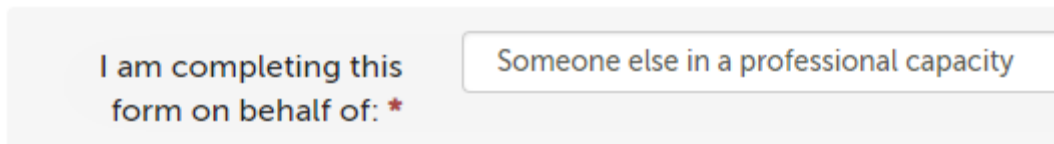
I am completing this form on behalf of: *	<input type="text" value="Someone else in a professional capacity"/>
Your relationship to person *	<input type="text" value="teacher"/>
First Name *	<input type="text" value="portal"/>
Last Name *	<input type="text" value="test"/>
Date of Birth *	<input type="text" value="02-02-2012"/> 
Gender *	<input type="text" value="Male"/>
Ethnicity	<input type="text"/>
Email	<input type="text"/>
Telephone	<input type="text"/>
NHS Number	<input type="text"/>

This is about the child you are making the referral about (if there is more than one family member you will get an opportunity to add further details later)

Filling in the form

- When filling in the “Who is this about?” Section – you should always pick the below option

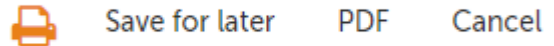
Who is this about?



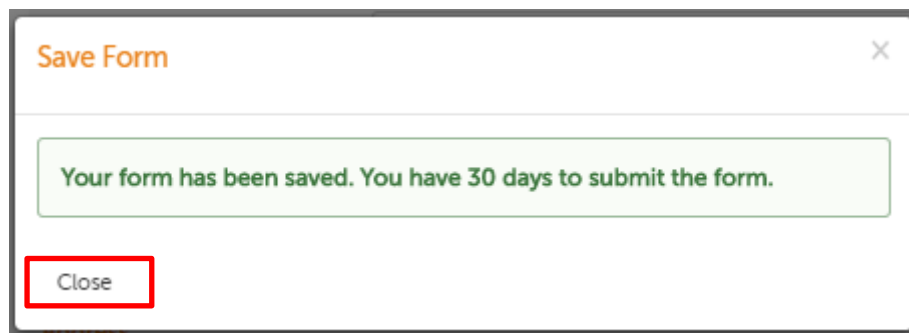
I am completing this form on behalf of: *

Someone else in a professional capacity

- Only questions with * are mandatory (but it is helpful if you fill in others it makes it easier to make accurate decisions about interventions required)
- Remember to save your form regularly if you do not press save or change place within 15 minutes you risk losing your work (this is for data security reasons)



- At the bottom of the page you will find these icons
- Only press cancel if you no longer require the form as this will delete it.
- If you press save for later you will be emailed a link – which you can use to access the form again and complete at a later date (no longer than 30 days) – this is useful if you haven’t yet got family consent.
- Always remember to either print or PDF a version of the form before submitting it to Early Help, as once you have submitted a form you will not be able to access a copy.
- To create a PDF version click on PDF you will then get the following pop up:



- Always click close (this will prompt the creation of the PDF)

Confirmation Emails

When the form is processed within Early Help Services we will send a confirmation email, if you have not received a confirmation email within 48 working hours please contact your Early Help Hub.

North Locality Hub – 01482 828901

East Locality Hub – 01482 708953

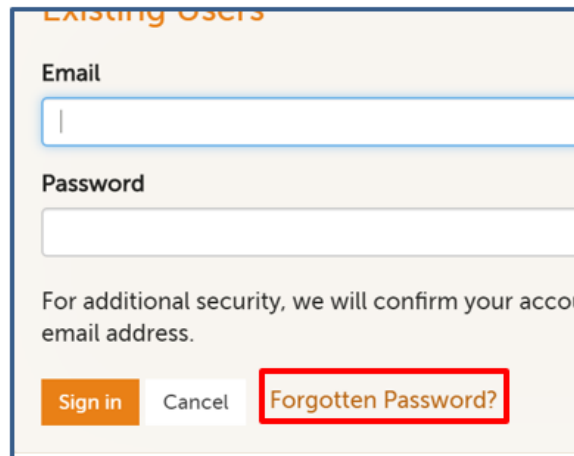
West Locality Hub – 01482 305770

Logging In

When making subsequent visits to the site you will be asked to log in using your email address and the password you set when you registered.

Resetting your password

If you cannot remember your password, there is a forgotten password link to enable you to do this. You will need access to your email account to do this.



The screenshot shows a login form titled "Existing Users". It contains two input fields: "Email" and "Password". Below the fields, there is a message: "For additional security, we will confirm your account email address." At the bottom of the form, there are three buttons: "Sign in" (orange), "Cancel" (white), and "Forgotten Password?" (white with a red border). The "Forgotten Password?" button is highlighted with a red rectangle.

System Not Available

Occasionally the online form will be down for planned maintenance/upgrades.

There has been a problem communicating with the Council systems. Please try again later.

Any downtime is usually scheduled to start at 8.30am and will normally be completed by mid-afternoon, therefore we would advise you to come back and try a little later. Any significant downtime we will communicate this via the website and inform of any alternative arrangements.

How to access technical help?

If you require any technical support using the online form – please email: [Service Desk](#) identify that it is a portal enquiry and include your telephone number and a member of the service desk will call you back. (Please note the service desk is only manned during normal working hours)