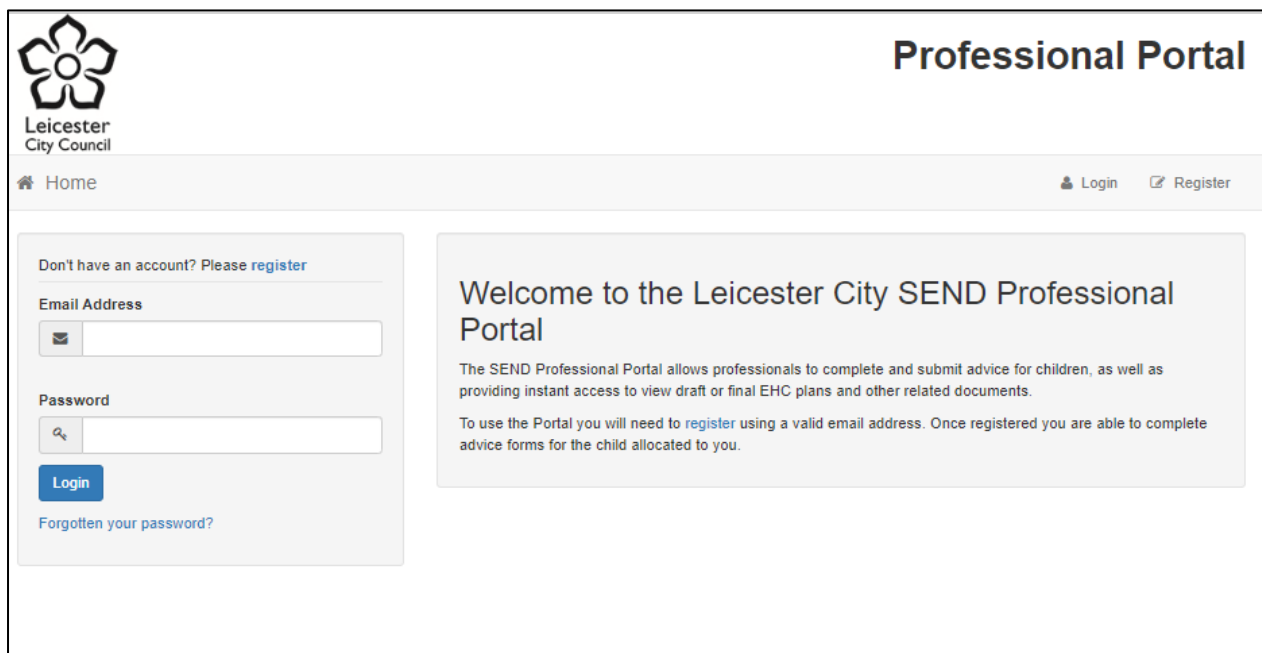


Professional Portal Guidance: How to register for an account and submit requests for Statutory Assessments for an Education, Health and Care Plan (EHCP) and provide professional advice when requested.

## Accessing the Professional Portal

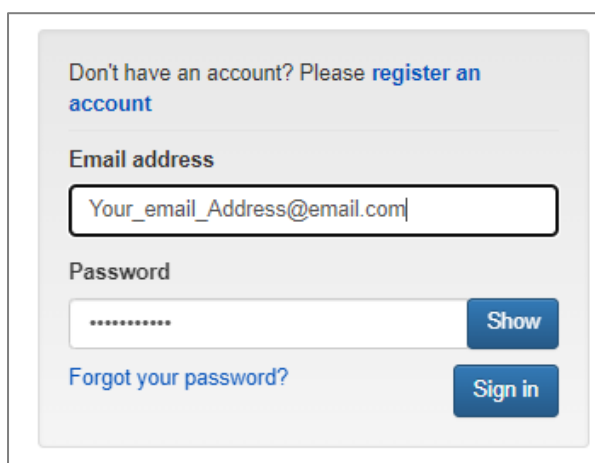
The Professional Portal is an online hub for Professionals working with Leicester City Children and Young People to request or provide Advice for a Statutory Assessment for an EHCP.

To access the Professional Portal, please visit [https://ems.leicester.gov.uk/ProfessionalPortal\\_LIVE/](https://ems.leicester.gov.uk/ProfessionalPortal_LIVE/)



The screenshot shows the Leicester City SEND Professional Portal login page. At the top left is the Leicester City Council logo. The page title is "Professional Portal". Below the logo is a "Home" link. On the right side, there are "Login" and "Register" links. The main content area is divided into two sections. On the left is a login form with the text "Don't have an account? Please [register](#)". It has fields for "Email Address" and "Password", a "Login" button, and a "Forgotten your password?" link. On the right is a welcome message: "Welcome to the Leicester City SEND Professional Portal". Below this, it states: "The SEND Professional Portal allows professionals to complete and submit advice for children, as well as providing instant access to view draft or final EHC plans and other related documents. To use the Portal you will need to [register](#) using a valid email address. Once registered you are able to complete advice forms for the child allocated to you."

If you have used this service previously to access other services, you should already have an account. Please login using your email address and password to access the portal. If you have forgotten your password, please follow the **Forgot your password?** link and follow the on-screen prompts.

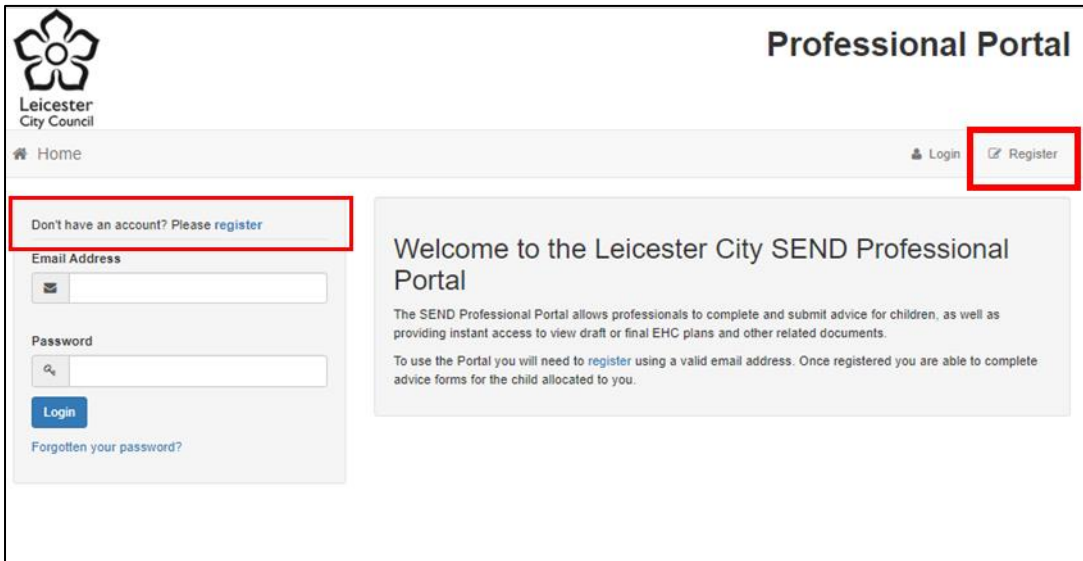


This is a close-up of the login form. It features the text "Don't have an account? Please [register an account](#)". Below this is the "Email address" field with the placeholder text "Your\_email\_Address@email.com". The "Password" field is masked with dots and has a "Show" button next to it. At the bottom, there is a "Forgot your password?" link and a "Sign in" button.

If you have not used this service previously, you will need to **register an account**.

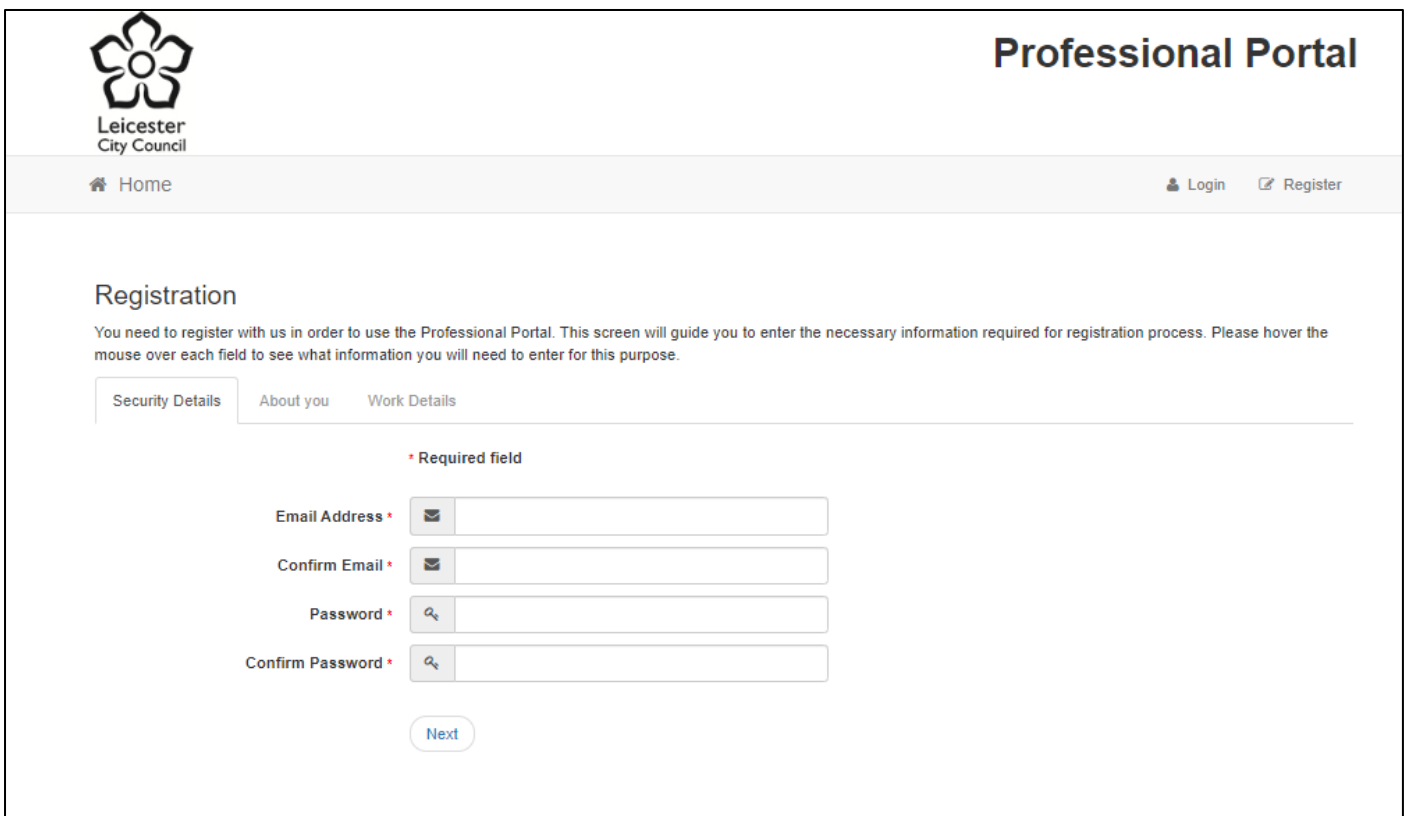
## Registering for an account

To register for an account, please click on one of the register prompts on-screen found above the sign in window or on the top right of the page. Please note that you will need an email address to access this service.



The screenshot shows the Professional Portal registration page. At the top left is the Leicester City Council logo. The page title is "Professional Portal". In the top right corner, there are "Login" and "Register" links, with the "Register" link highlighted by a red box. On the left side, there is a registration form with a "Don't have an account? Please register" prompt, also highlighted by a red box. The form includes fields for "Email Address" and "Password", a "Login" button, and a "Forgotten your password?" link. On the right side, there is a "Welcome to the Leicester City SEND Professional Portal" message, explaining that the portal allows professionals to complete and submit advice for children, and that users need to register using a valid email address to complete advice forms.

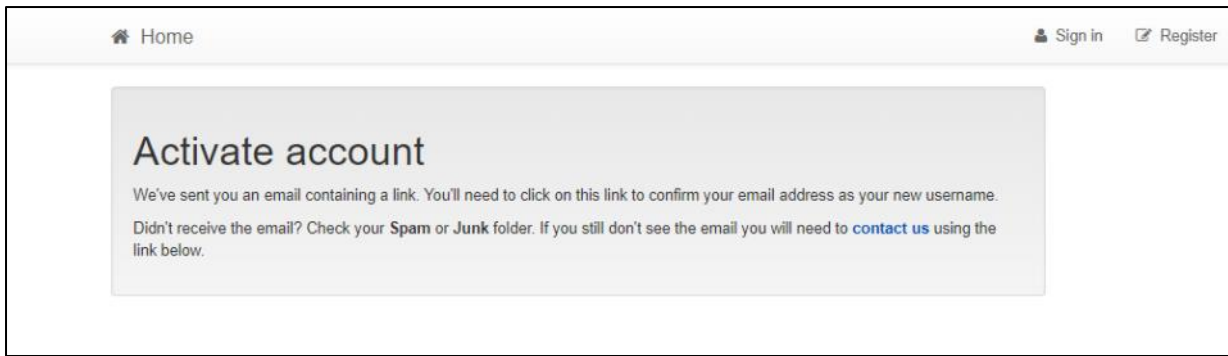
On the next screen, please follow the on-screen prompts and complete the form to create your account. Required fields are marked with a red asterisk \*.



The screenshot shows the Professional Portal registration form. At the top left is the Leicester City Council logo. The page title is "Professional Portal". In the top right corner, there are "Login" and "Register" links. The main heading is "Registration". Below the heading, there is a message: "You need to register with us in order to use the Professional Portal. 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." There are three tabs: "Security Details", "About you", and "Work Details". Below the tabs, there is a "Required field" section with four input fields: "Email Address \*", "Confirm Email \*", "Password \*", and "Confirm Password \*". Each field has a small icon to its left. At the bottom of the form, there is a "Next" button.

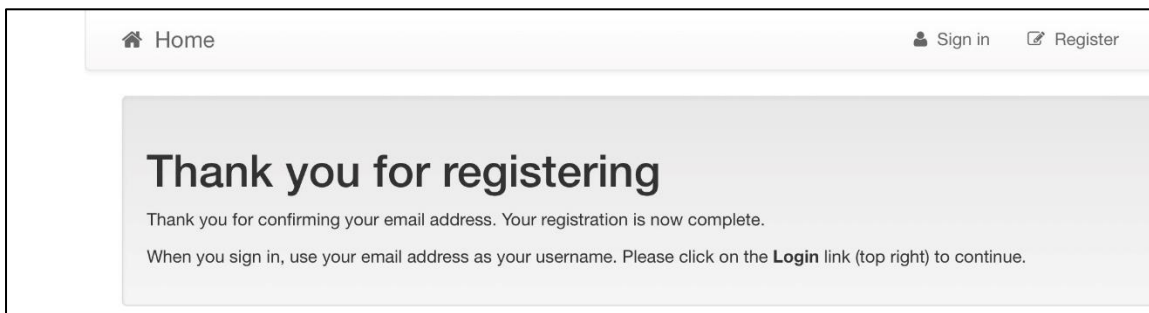
Once you have completed all the required fields, please click **Submit** at the bottom of the screen to create your account.

The following screen will appear requesting for you to activate your account.



We'll send you an email with a link to activate your account. You'll need to click on the link to confirm your email address as your new username. Didn't receive the email? Check your **Spam** or **Junk** folder. If you still don't see the email you will need to **contact us**.

Once you have clicked on the activation link in the email, the following page will load in your browser confirming that your account has been successfully created.



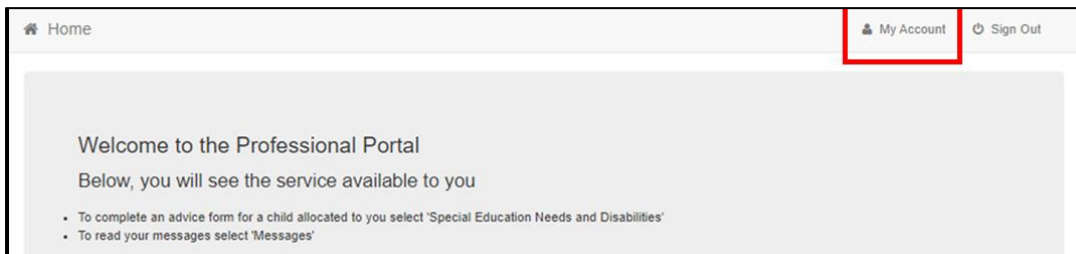
- Please click on **Sign in** to continue.
- Enter your email address and password and click **Submit** to access the portal.

A screenshot of a login form. At the top, it says 'Don't have an account? Please [register an account](#)'. Below this are two input fields: 'Email address' with the placeholder text 'Your\_email\_Address@email.com' and 'Password' with a masked password '.....'. To the right of the password field is a blue 'Show' button. Below the password field is a blue link 'Forgot your password?' and a blue 'Sign in' button.

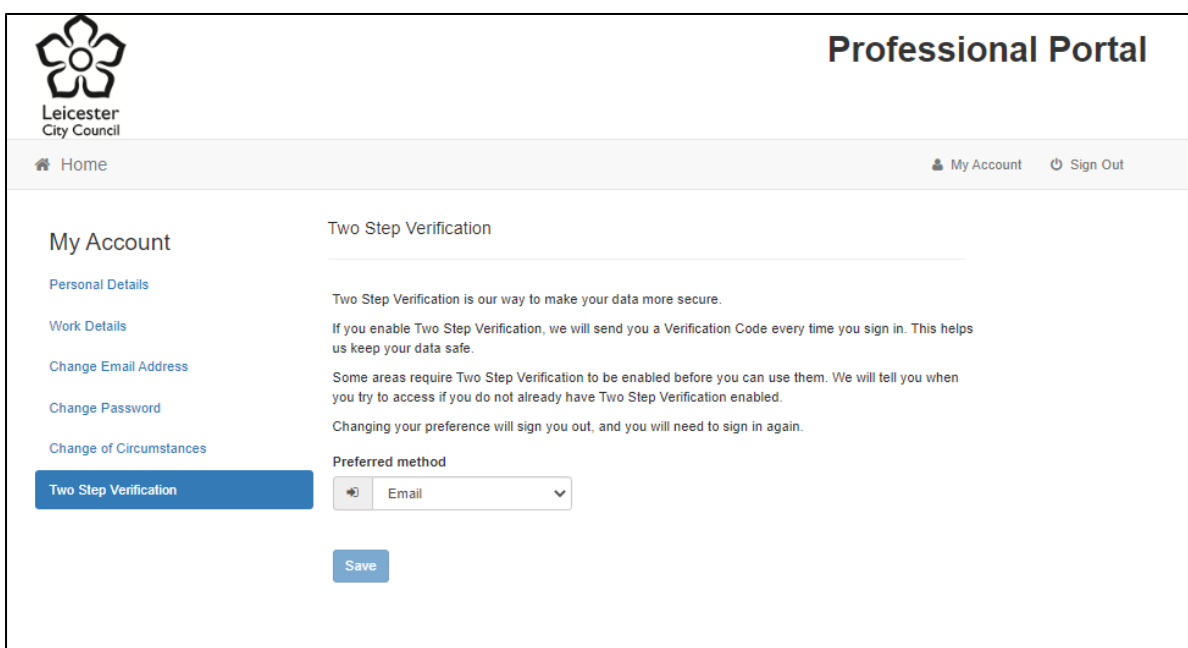
## Turn on Two Step Verification

To access the Special Educational Needs and Disabilities section of the portal, you will need to enable Two Step Verification. This means that we will send you a verification code every time you sign in. This helps us keep data safe and your account secure.

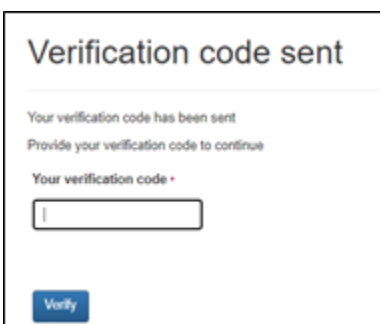
- Once you have logged in and are on the home page, click on **My Account**



- On the My account screen, select Two step verification from the options on the left-hand side.



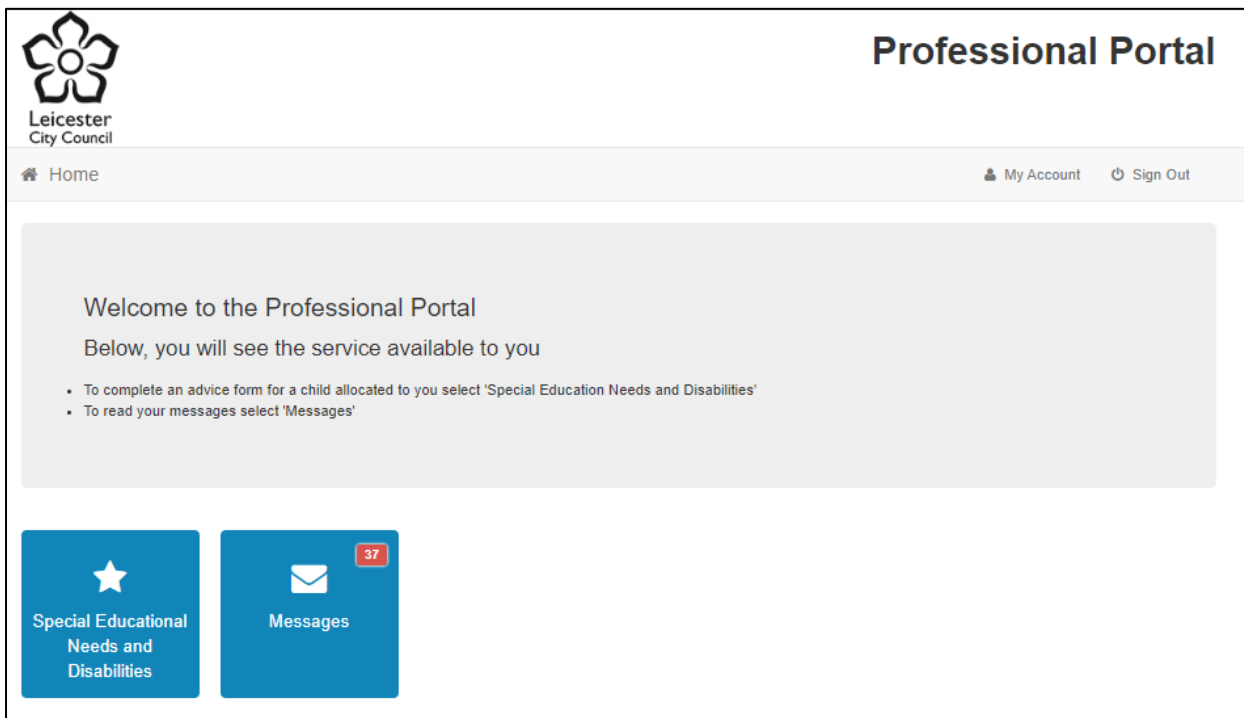
- Click on the drop-down menu and select Email for your **Preferred method**.
- Click **Save** to continue.
- You will be logged out of the Professional Portal to save these changes and returned to the Sign In screen.
- Please sign in again, then enter the Verification code that will be sent to your email address, click **Verify** to continue. It may take a few moments for a verification code to arrive in your inbox.



## Submitting a request for a Statutory Assessment

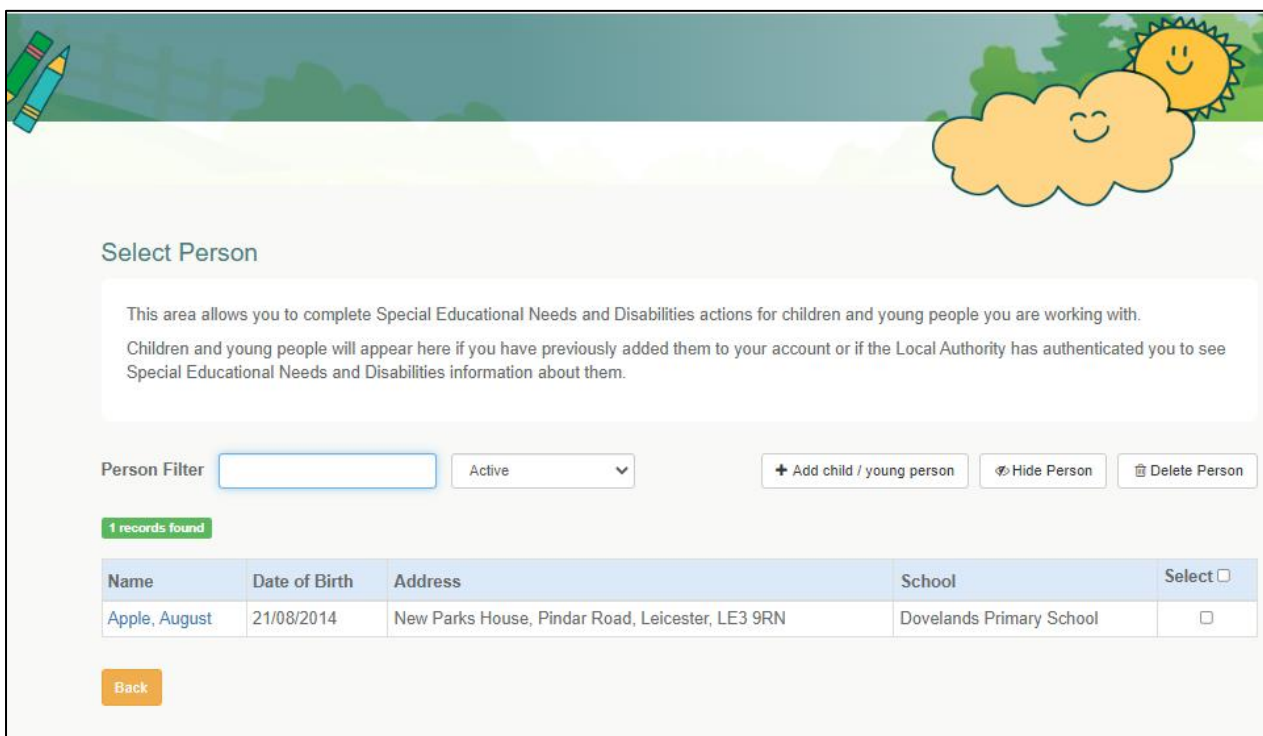
Please follow these steps to make a request for a Statutory Assessment:

- Once logged into the portal, click on the button for Special educational needs and disabilities.



The screenshot shows the Professional Portal interface. At the top left is the Leicester City Council logo. The title 'Professional Portal' is on the top right. Below the title are links for 'Home', 'My Account', and 'Sign Out'. A central message reads: 'Welcome to the Professional Portal. Below, you will see the service available to you'. It lists two instructions: 'To complete an advice form for a child allocated to you select 'Special Educational Needs and Disabilities'' and 'To read your messages select 'Messages''. At the bottom, there are two blue buttons: 'Special Educational Needs and Disabilities' with a star icon, and 'Messages' with an envelope icon and a red notification bubble showing '37'.

- The select person screen will open:



The screenshot shows the 'Select Person' screen. It has a decorative header with a sun and clouds. The main heading is 'Select Person'. Below it is a text box explaining that this area allows users to complete Special Educational Needs and Disabilities actions for children and young people. It states that children and young people will appear here if they have been previously added to the account or if the Local Authority has authenticated the user. Below the text is a 'Person Filter' section with an input field, a dropdown menu set to 'Active', and three buttons: '+ Add child / young person', 'Hide Person', and 'Delete Person'. A green notification bubble says '1 records found'. Below this is a table with the following data:

Name	Date of Birth	Address	School	Select
Apple, August	21/08/2014	New Parks House, Pindar Road, Leicester, LE3 9RN	Dovelands Primary School	<input type="checkbox"/>

At the bottom left of the table area is an orange 'Back' button.

- If you have previously used the Professional Portal, or have been allocated students, they will already be available to select. Select your student to be taken through to the Statutory Assessment Progress page.
- If you haven't used this service previously or need to add a child / young person, please click on **Add child / young person** and follow the on-screen prompts.

## Statutory Assessment Progress Page

Once you have selected or added a child / young person, you will be presented with the following screen. From here you can start a request for a Statutory Assessment or view a request that has been made by a parent.

Professional Request for Statutory EHC Assessment

Start

- To make a request, please click **Start** on the Professional Request for Statutory EHC Assessment to launch the request form.

## Completing the request for Statutory Assessment form

There are 8 steps to completing this form, please read each question carefully and answer with as much detail as possible.

- First, you will need to confirm your work details, click **Select** to confirm the role you wish to complete this form as.

Work Details

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

SEN Co-ordinator

Organisation Name  
Babington Academy

Address  
Babington Academy, 151 Strasbourg Drive, Leicester, LE4 0SZ

Work Phone  
0116 454 1929

Mobile Number

Select

- Progress through each step, please enter your responses to each question and click on **Save and continue** to move onto the next step.

- Once you have reached **Step 6**, you will be able to upload documents to provide us with further information about the child/ young person’s needs and educational aspirations, attainment etc.. Please included a description in the provided field to let us know what you are uploading.
- To upload more documents, please click on **Add more**.

Step 1 Work Details ✓ Step 2 Academic progress ✓ Step 3 SEN needs ✓ Step 4 Action taken ✓ Step 5 Over 18s ✓ Step 6 Documentation ▾ Step 7 Discussed with ▶ Step 8 Summary ▶

Please upload relevant documentation here. To add further documents, click 'Add More' below. Don't forget to click the 'Upload' button alongside each file.

File description  
Please select

File description where not listed above  
There is a limit of 30000 characters. 30000 remaining

Upload document

- 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:

Add More

Back Save & Continue

- Upon reaching **Step 7**, please ensure you provide all available contact details for the Child’s parent, carer or person with parental responsibility. If you are completing this form for a Young Person who is 16+, please ensure you also provide contact details for them.
- Please use the Add More button to add multiple contacts.

Name of parent (or person with parental responsibility) or the young person (16+)

\*Address, phone number, and email address. Please indicate the best way to be contacted  
There is a limit of 30000 characters. 30000 remaining

Date of discussion  
dd/mm/yyyy

Add More

**Step 8** gives you a summary of your request and a chance to review your responses on the form. Should you need to go back to update an answer, please use **Back** button at the bottom of the page then use the **Steps** at the top of the page to navigate through the form.

I confirm that I am submitting this form with the knowledge and permission of the person (or his/her parents/guardians) to whom it relates. All information I have provided as part of this form is correct to the best of my knowledge.

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.

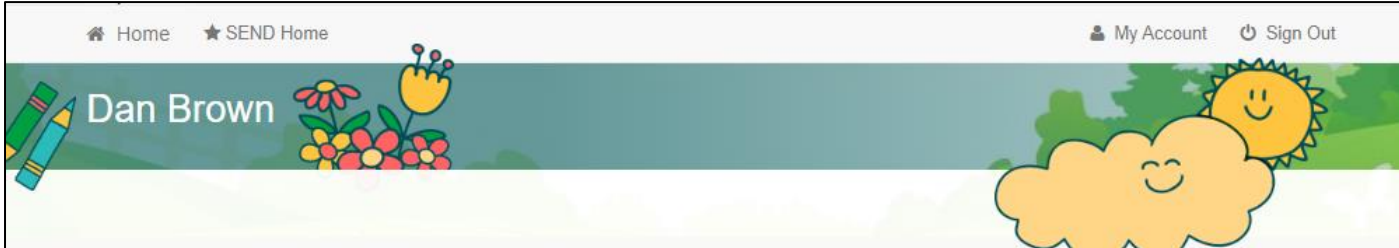
I agree

[Back](#) [Submit](#)

Once you are ready to submit your request, please scroll down that page, read through and accept the Declaration along with the Terms and Conditions then Click **Submit** at the bottom of the page.

The next screen will confirm that your request has been submitted. Click on **Finish** to return the Statutory Assessment Progress Page.

[Home](#) [SEND Home](#) [My Account](#) [Sign Out](#)

 Dan Brown

### Form Submitted

Thank you for submitting Professional Request for Statutory EHC Assessment for Dan Brown. The Local Authority will be in contact with you in the future regarding this.

[Finish](#)



## Viewing the progress of your request

You can view the progress of your request via the Statutory Assessment Progress Page. To view this page, click on the button for Special educational needs and disabilities on the home page select the child/young person who you have submitted a request for.

**Dan Brown**

Search...

**Request**   **Assessment**   **EHC Plan**   **EHCP Reviews**

**What happens now?**  
The local authority will consider whether to undertake a statutory assessment of education, health and care (EHC) needs. This can last up to 6 weeks. The step ends with a decision as to whether to assess.

### Information we collect at this stage

As part of the Request 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

Professional Request for Statutory EHC Assessment Submitted by you      Submitted on 01/06/2022 <a href="#">Edit</a>	<a href="#">View Details</a>
Professional Request for Statutory EHC Assessment	<a href="#">Start</a>

The timeline at the top of the page indicates which stage you are at with a description of what is happening with your request. Below this, you will find the information that has been collected at this stage including your request for assessment.

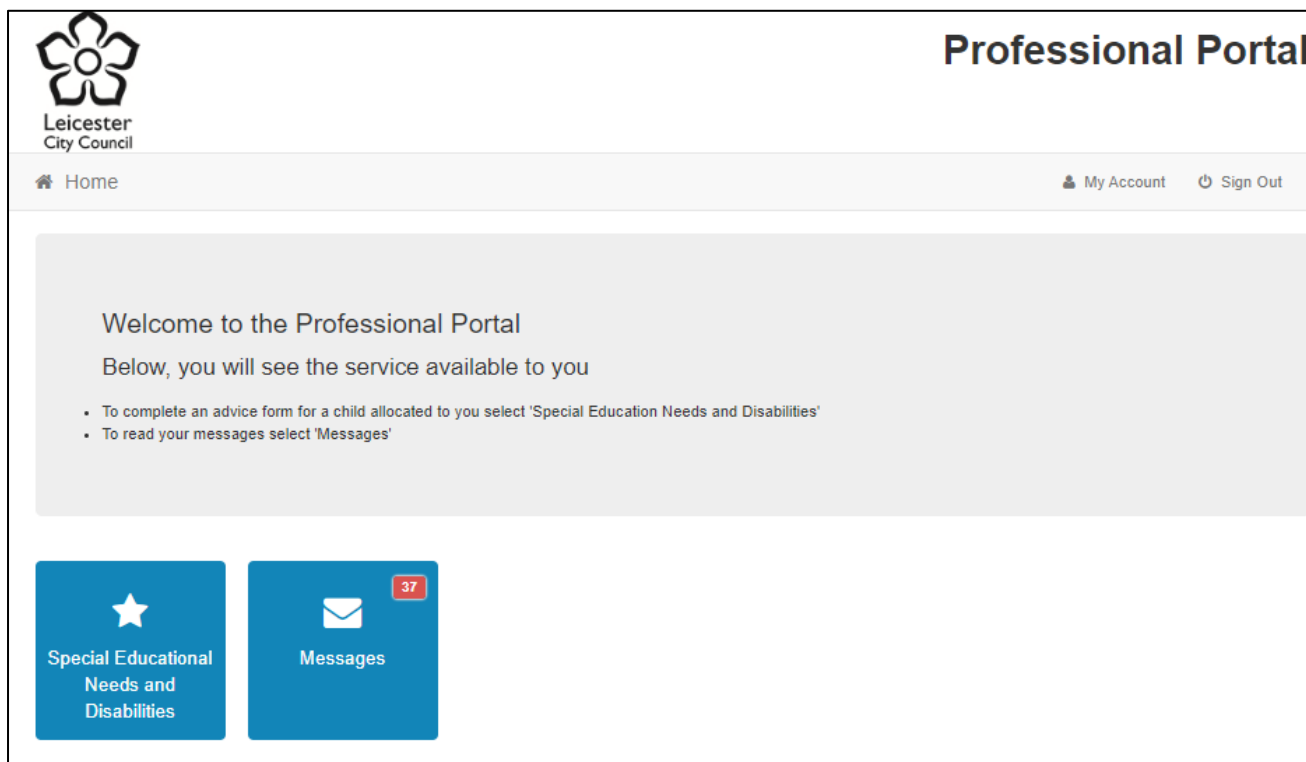
If you need to add any additional information to your request, please click on the **Edit** button on your submitted form.

## How to complete requests for Professional Advice

As part of the Statutory Assessment process, Professionals will be requested by the service to submit information (Advice) for the child/young person being assessed. Professionals requested to submit information will receive a message via the Professional Portal with the request and an email informing them to log into the professional portal to view a message.

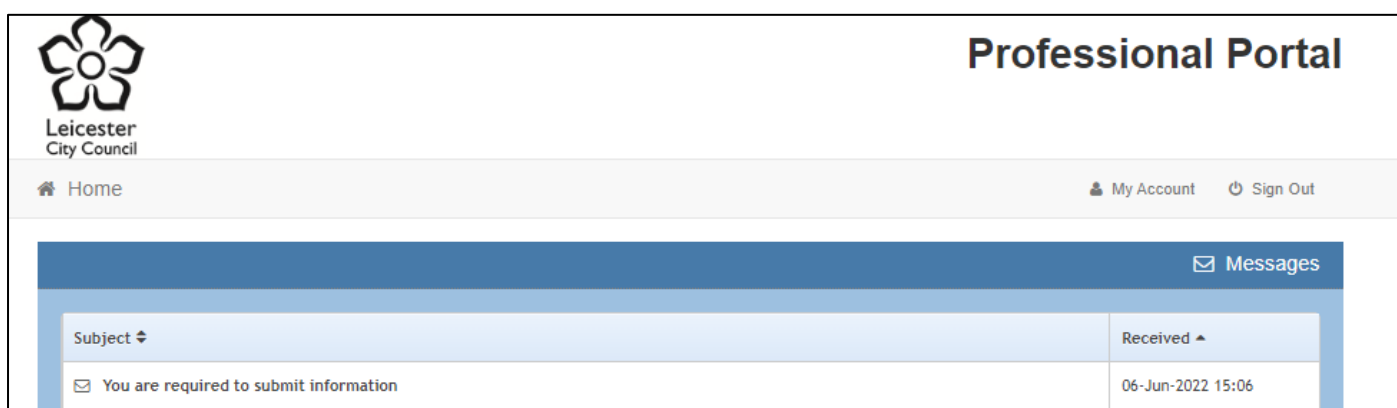
To view the request:

- First, log in to the Professional Portal [https://ems.leicester.gov.uk/ProfessionalPortal\\_LIVE/](https://ems.leicester.gov.uk/ProfessionalPortal_LIVE/)



The screenshot shows the Professional Portal home page. At the top left is the Leicester City Council logo. The page title is "Professional Portal". Below the header, there are navigation links for "Home", "My Account", and "Sign Out". The main content area features a welcome message: "Welcome to the Professional Portal. Below, you will see the service available to you". Two instructions are listed: "To complete an advice form for a child allocated to you select 'Special Educational Needs and Disabilities'" and "To read your messages select 'Messages'". At the bottom, there are two blue buttons: "Special Educational Needs and Disabilities" with a star icon, and "Messages" with an envelope icon and a red notification badge showing "37".

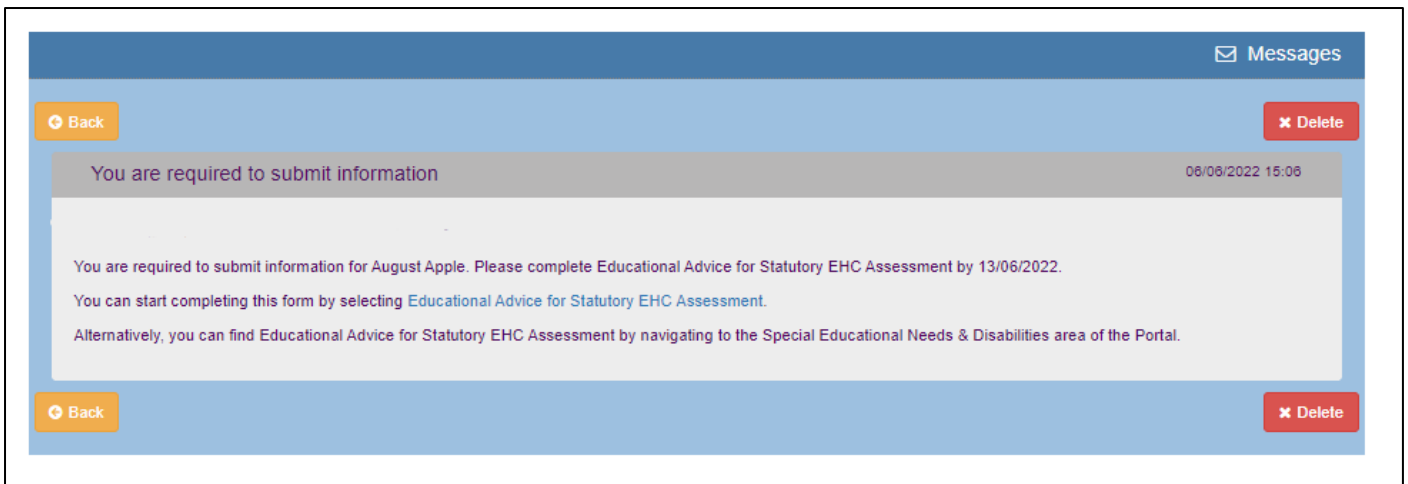
- Once logged in, click on the Messages box to view all received messages.



The screenshot shows the Professional Portal Messages page. At the top left is the Leicester City Council logo. The page title is "Professional Portal". Below the header, there are navigation links for "Home", "My Account", and "Sign Out". The main content area features a blue header bar with "Messages" and an envelope icon. Below this is a table with two columns: "Subject" and "Received".

Subject	Received
<input checked="" type="checkbox"/> You are required to submit information	06-Jun-2022 15:06

- Click on the message that reads **“You are required to submit information”**



- The Message will open and confirm which child/young person you have been requested to submit information for and a link to the form to complete.
- Click on the name of the form on the message to be taken through to view and complete the form. The form will open in a new tab in your browser.

- Click **Select** to confirm your work details are correct and to continue onto the form.

**August Apple**

Step 1 Work Details | **Step 2 Story** | Step 3 Needs | Step 4 Longer term outcomes | Step 5 Shorter term outcomes | Step 6 Provision | Step 7 Documentation | Step 8 Summary

This section to contain a summary of the professionals' involvement with the child or young person and their family to date and any planned future involvement/intervention

CYP's story (Education)

There is a limit of 30000 characters. 30000 remaining

Back Save & Continue

- There are 8 steps to completing this form, please read each question carefully and answer with as much detail as possible.
- Once you have reached **Step 7**, you will be able to upload documents to provide us with further information about the child/ young person's needs and educational aspirations, attainment etc. Please included a description in the provided field to let us know what you are uploading.
- To upload more documents, please click on **Add more**.

Step 1 Work Details | Step 2 Story | Step 3 Needs | Step 4 Longer term outcomes | Step 5 Shorter term outcomes | Step 6 Provision | **Step 7 Documentation** | Step 8 Summary

Please upload any relevant document if necessary.  
To add further documents, click 'Add More' below.

Document description

There is a limit of 30000 characters. 30000 remaining

Upload document

- 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:

Add More

Back Save & Continue

**Step 8** gives you a summary of your request and a chance to review your responses on the form. Should you need to go back to update an answer, please use **Back** button at the bottom of the page then use the **Steps** at the top of the page to navigate through the form.

I confirm that I am submitting this form with the knowledge and permission of the person (or his/her parents/guardians) to whom it relates. All information I have provided as part of this form is correct to the best of my knowledge.

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

Once you are ready to submit your request, please scroll down that page, read through and accept the Declaration along with the Terms and Conditions then Click **Submit** at the bottom of the page.

The next screen will confirm that your request has been submitted. Click on **Finish** to return the Statutory Assessment Progress Page.

 August Apple

Form Submitted

Thank you for submitting Educational Advice for Statutory EHC Assessment for August Apple. The Local Authority will be in contact with you in the future regarding this.

## Help and Support

If you are experiencing difficulties with the professional portal:

- **For staff and professionals based within Leicester City Council:** Please log a call via the ICT Help and Support Portal under Applications > ONE, DataNet, IO, ONE Youth Justice & AnyComms + > Childrens Systems – Other Requests. [ICT Help and Support \(lcc.local\)](http://ict.helpandsupport.lcc.local)
- **For externally based professionals:** Please drop us an email with your queries to [SES@leicester.gov.uk](mailto:SES@leicester.gov.uk) for assistance.