|  |  |  |
| --- | --- | --- |
| No. | Question | Answer |
|  | I've forgotten my Username or Password | Your username is the email address you originally registered with. If you cannot remember your password, please use the password reset button at the login screen and follow the on-screen instructions. |
|  | My role is not accepted on the registration page. | There is a character limit of this field at the moment which is 50. Please shorten the title to fit this limit for the time being. We will review this at a later date. |
|  | I have not received any training, or:I have forgotten how to do something covered in the training | Our IT department our working on saving the training video online. We will update you with further details as soon as possible. Individual guides and recordings will be made available. |
|  | I'm having difficulty with printing? | At the top left hand side of the page, press file, print page and then print. If using Google Chrome, this is on the top right. Alternatively you can press Ctrl+P. |
|  | I'm getting an error message? | Please report the error message to SEN@bradford.gov.uk |
|  | Is there a way of accessing pupils that you personally haven't added or is it only to view and work on pupils that you have added yourself | You can add any student you are currently working with and submit forms accordingly. We will then authenticate you on our side which in turn will allow you to view all forms submitted for the students you have entered. |
|  | Do you get an email when a portal message is received? | Yes, you will receive an email asking you to log onto the Professional Portal. |
|  | I haven't received my verification code? | Please check your Junk mail folder. If you still have not received it, then please email SEN@bradford.gov.uk |
|  | Will you be adding out of LA Schools? | To be confirmed |
|  | Are we not doing paper forms anymore? | From the 14th, all requests for assessment must be sent through the Portal. We will no longer be accepting paper referrals from that point. |
|  | Will EHCPs that have already been given to a child, be added when they have their annual review? | All cases submitted from the 14th of September 2021 will be on the Portal. Once details around the Annual Review process have been confirmed, they will then be placed on the Portal. This will mean that eventually all EHCP students will be on the portal. There is no fixed date for this as of yet. |
|  | Will we complete annual reviews using this system? Or just requests for EHCPs? | Yes, the Annual review process will be moved to the Portal however, we are still working out the details on this. Please use the current format until further notice. |
|  | Do parents/carers have access to this portal once activated to ensure that they can read the documentation and then be able to give consent?How would parents give consent? | We ask that you work through the document with the parents as you are completing this. To give consent, we would ask that you print a copy of our Information Sharing Permission form and kindly ask the parents to sign this. Please then proceed to scan and upload this to the portal form. |
|  | When this becomes live will we be able to access it using the email address or will it just be by the link? | You will need to use the link sent out by SEN on 10th September.  |
|  | How do I load the attainment data? would a school report work? | You are able to upload the attainment data as an excel sheet/Word Document. |
|  | When you add family details it only allows you to put one family member down. | There is an add more button the bottom right of this section which allows you to enter another parent. |
|  | Will today's work disappear when the portal goes live? I have done it for a child I do need to submit an EHCA for | Yes, unfortunately any information submitted on the Test system will not be available when it goes Live. You will need to re-submit. |
|  | Is there any way of moving through the form without having to complete it in order?  | No, unfortunately you must complete each section before you are able to progress. You can however save and come back to it. |
|  | Can you have multiple staff members on different emails accessing one child's forms?  | Yes, each staff member would be required to register on the portal. They would then need to inform the SEN team who would be able to add them as an authenticated user. They will at this point, be able to view all submitted forms against that child/young person. |
|  | Are we able to save/print a copy of this form for our own records? | You are able to print the summary page at the end by using Ctrl+P or by following the instructions in question 4. |
|  | Is there a way to upload professionals reports that you are submitting as part of EHCA evidence? | Yes you will be able to add reports at certain points within the referral. |
|  | Who do we contact from the 14th when there's issues with the system? | Send an email to sen@bradford.gov.uk and we will get back to you as soon as possible |
|  | Presumably Reviews will be done in a similar fashion, will Head Teachers need access as they will need to sign off on Annual Reviews? Or is that changing? | Annual Reviews will be added at a later date and we will update you at that point |
|  | How do professionals get access to children on their caseload who are undergoing assessment? Can we find them on the database or do we need to be invited by the school or SEN? | We ask for involved professionals as part of the referral process and will use this information to request advice |
|  | Will this be the same link on the 14th? | At the training you accessed the test system. From 14th you need to access the live link. This was sent out on 10th September and will be added to BSO |
|  | If we need other staff to have a link to the portal, how do they get one? | They can register on the portal |
|  | Can we send messages in the message system? It would be helpful as communication can be an issue. | Please continue to send messages via sen@bradford.gov.uk  |
|  | I go on leave after half term and I am planning on submitting the EHCA's I need to beforehand. Will the person covering be able to set up an account and have access to the information I have submitted so that the decision to assess is received by them?  | Yes, they can contact us to confirm they are taking over and ask to be added to the specific records. |
|  | Can I check how date due is calculated - is this manual or automatic and what is classed as day 1? | Day 1 is the day the referral is received and the system calculates the dates from there. |
|  | Could there be a signature consent page created that we print, get parents to sign and then upload? | We have circulated the Information Sharing Permission form and you can use this for parents to sign and then upload it to the referral |
|  | Will requests to place students at your school come through the portal as well? | General consultations will not be processed through the portal at this stage. The only time we will ask for you to confirm you can meet needs through the portal, will be when we have issued a draft EHCP.  |
|  | It would be interesting to see what it would look like for parents and how easy they would find it to navigate. We often have to go through the form in detail with the parents - particularly parents with limited English. | The parental referral is not the same it is simply the parent and child views and aspirations that are collected  |
|  | Will it be possible to access for more than one school? I am SENCO across two schools and need to be able to view children at both. | You will be able to see any children you are involved with regardless of which school they attend. When you submit a referral the young person is added to your account. When you log in you will see a list of children you have been authenticated against. This is not specific to a school however it is specific to a login so if you use 2 logins you will not see all children on one list they will be linked to your login for the specific school |