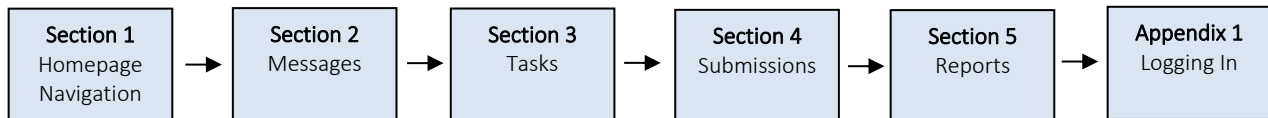


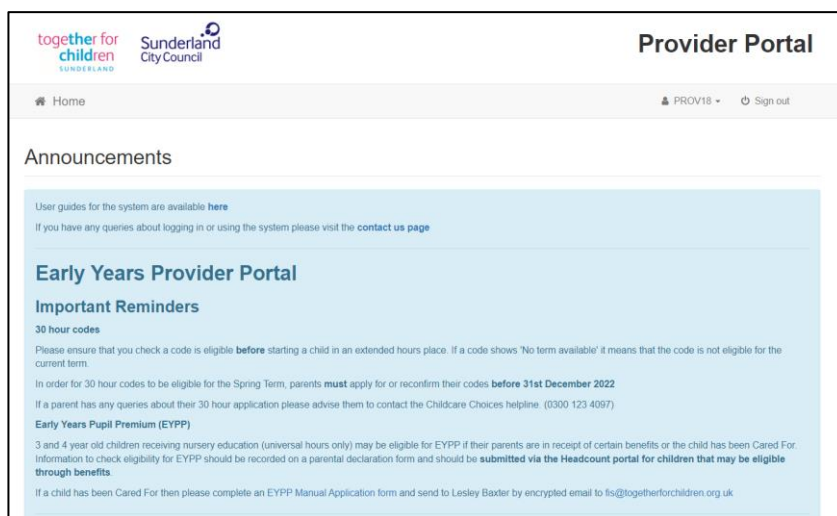
REFERENCE GUIDE:

Better Start Portal Users

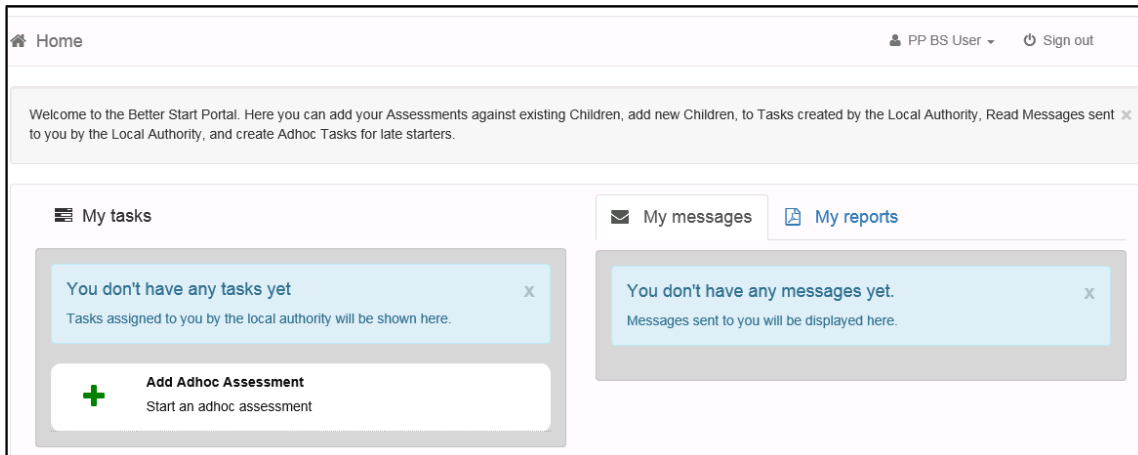


SECTION 1 – NAVIGATION

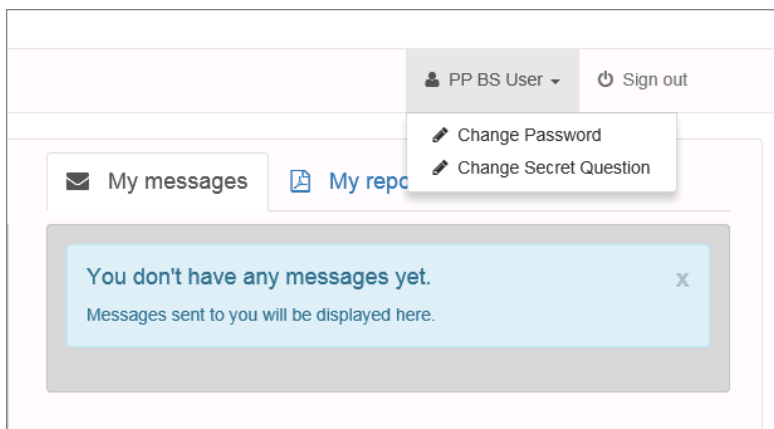
The **Announcements** screen will be visible at every Log In, please read these carefully; select [Continue](#) to proceed to the Homepage. You may need to scroll to the bottom of the page to see the **Continue** button.



On the initial **Log In** you may not have any **Tasks** to complete or **Messages** to read – the image below shows an empty new user's page.



Selecting your name (Top Right of the screen), brings up a menu where you can change your own **Password** or **Secret Question**, and **Sign Out** securely.



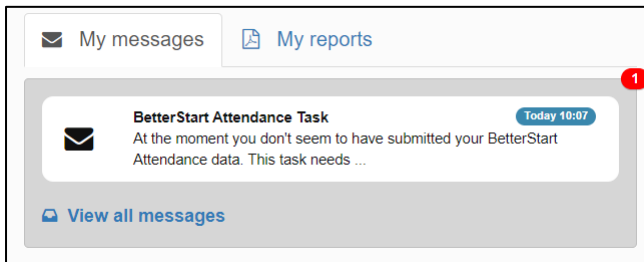
Selecting **My reports** displays a menu where you can access any reports that have been provided.

The screenshot shows a web interface with two tabs: 'My messages' and 'My reports'. The 'My reports' tab is active. Inside the tab, there is a button labeled 'Run A Report' with a green plus icon and the text 'Schedule a new report to be created.' Below this, a light blue message box contains the text 'You don't have any reports yet.' and 'Reports you run will be displayed here.' with a close button 'x'.

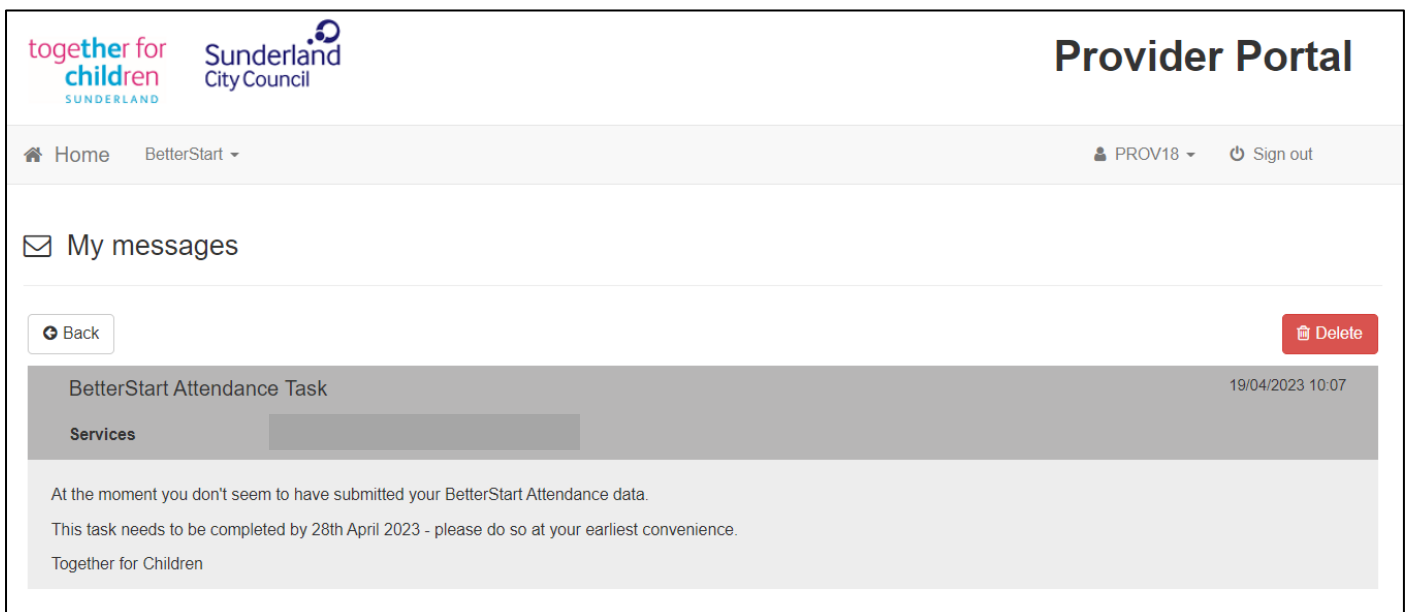
Note: If this page is empty, no reports have been run.




SECTION 2 – MESSAGES

If a **Message** has been issued to your provision, all relevant users will receive an email informing them to **Log In**. Once you **Log In** to the Better Start Portal you will see the **Message** on your **Homepage**.



Selecting a **Message** in the list allows you to read and; if required, delete this message.



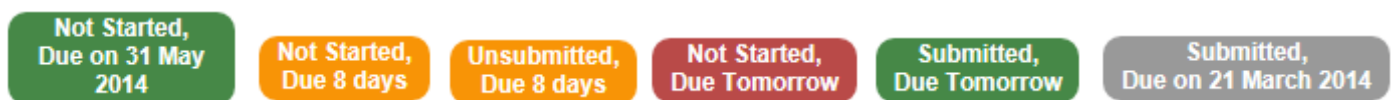
Note: You do not have to delete messages, they will stay in **My messages** and show that you have read them by the  icon changing to . The red  icon shows how many Tasks or Messages are outstanding.

SECTION 3 – TASKS

When a Better Start task has been issued to your provision, all relevant users will receive an email informing them to **Log In**. Once you **Log In** to the Better Start Portal you will see the task on your **Homepage** under **My tasks**.

The screenshot shows the 'Provider Portal' interface. At the top left are the logos for 'together for children SUNDERLAND' and 'Sunderland City Council'. The page title is 'Provider Portal'. Below the header, there are navigation links for 'Home' and 'BetterStart', and a user profile icon with a 'Sign out' button. The main content area is divided into three sections: 'My tasks', 'My messages', and 'My reports'. The 'My tasks' section contains a list of tasks. The first task is 'Do Not Use' with a green plus icon. The second task is '2022-23-Attendance-Summer-1-TEST - BS Attendance Collection' with a calendar icon and a green lozenge indicating it is 'Submitted, Due on 12 May 2023'. A red notification bubble with the number '0' is visible above the task list. The 'My messages' section shows a blue notification box stating 'No messages found' and 'Any messages sent you will be shown here'. A 'View all tasks' link is located at the bottom of the task list.

The task has a **Due Date** shown in the lozenge. The colour and information on this lozenge changes to show the **status**. It will change to **Amber** then **Red** the nearer it gets to the **Due Date** changing to **Grey** when the **Due Date** expires – see examples below.



Note: Selecting an expired Task allows you to look at historic information.


Selecting a **task** opens the task.

A **task** may contain existing children or be empty depending if you have any children on your current Headcount or not. Children will only appear if they are funded.

The screenshot shows the 'Provider Portal' interface for a task titled '2022-23-Attendance-Summer-1-TEST - BS Attendance Collection'. The task status is 'Not Started' and the deadline is 'Due on 12 May 2023'. The user is logged in as 'PROV18'. The interface includes a navigation menu with 'Home' and 'BetterStart', and a breadcrumb trail. The main content area shows the task title and a filter for 'Age range 0-59 (Months)'. There are three steps: '1 Children Choose Children', '2 Results Enter Data', and '3 Submit Submit Task'. A search bar is present with a 'Next' button. Below the search bar is a table with columns: 'Forename', 'Surname', 'Date of birth', 'Age (in Months)', 'User Defined Groups-DO NOT USE', and 'Click toggle to Include All in Task'. The table is currently empty, and a 'Toggle' button is visible. At the bottom, there are 'Cancel' and 'Next' buttons.

If no children are listed, this may mean that you do not have any currently funded children. However, if you believe there should be children on your Headcount, please contact the Early Years Team immediately.

Children in your setting need to be selected by either clicking in the check box or pressing **Toggle**, which selects every child on the page.


2022-23-Attendance-Summer-1-TEST - BS Attendance Collection

Status: Not Started
Deadline: Due on 12 May 2023

1
Children
Choose Children

2
Results
Enter Data

3
Submit
Submit Task

Please identify the children for which the task will be completed.

Next ▶

Forename ↕	Surname ↕	Date of birth ↕	Age (in Months) ↕	User Defined Groups-DO NOT USE	Click toggle to Include All In Task ↕	Toggle
				<input type="text"/>	<input checked="" type="checkbox"/>	
				<input type="text"/>	<input checked="" type="checkbox"/>	
				<input type="text"/>	<input checked="" type="checkbox"/>	
				<input type="text"/>	<input checked="" type="checkbox"/>	
				<input type="text"/>	<input checked="" type="checkbox"/>	


Cancel
Next ▶

Once you have selected all children, select Next ▶

On this screen, you input data in the **Possible Sessions** and **Missed Sessions** columns.

For each child, please record the number of **Possible Sessions** that they could have attended the term.

Then, for each child, please record the number of **Missed Sessions** for the term.

You have the option to give any further information, such as an explanation for the missed sessions, by clicking  and adding a free text comment.

A completed task may look like this:

When you are happy that the information entered is accurate and correct, press **SAVE** and then press **Submit Task**.

Please note: If you do not press Save, and you need to then change any data on this screen after submitting the task, you will have to re-enter ALL data.

SECTION 4 - SUBMISSION

You will now be presented with this screen:

Submission Declaration Status: Edited but not yet submitted Deadline: Due on 12 May 2023

Age range 0-59 (Months)

1 Children Choose Children | 2 Results Enter Data | 3 Submit Submit Task

Submission Declaration

Confirmation

I confirm that all the information I have provided is correct to the best of my knowledge and that I have consent to send this data to my Local Authority.

[← Previous](#) [Cancel](#) [Confirm](#)

Click **Confirm** after reading the **Submission Declaration**.

You will be presented with this confirmation message:

Submit Data

Are you sure you wish to submit this information?

Select **Yes**.

✓ Assessment submitted successfully !

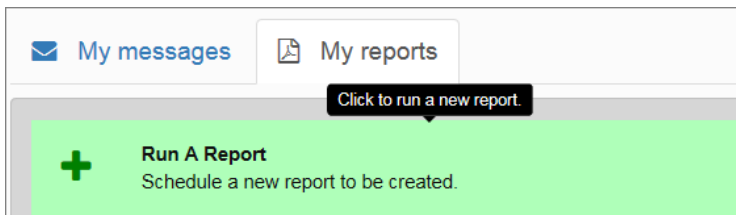
You now MUST check for errors by running a report.

The next section will explain how to do this.

Note: If required, you can amend the data submitted in this task up to the deadline date. After that time, the **Task** becomes read only.

SECTION 5 – REPORTS

You can run a report by clicking on **My reports** and then **Run A Report**.



Choose **Better Start Attendance** report and press **Next**.

Run a Report

- Report**
Select the report
- Detail
Enter parameters
- Processing
The report runs
- Result
View the report

Please choose the report which you would like to run.

Report Choice *

If you would like more information about the content of these reports, please contact your local authority.

Select the required **Report Format** (we recommend PDF and will be using that format for the purpose of this guide.) Enter a **Description** for your **Report** to help you identify it later.

From the **Please select submission** dropdown, select the **Attendance task** that you have just completed.

Then press **Next**.

Report Parameters - Better Start Attendance



1 **Report**
Select the report

2 **Detail**
Enter parameters


3 **Processing**
The report runs

4 **Result**
View the report

Report Format *



 PDF - Portable Document Format 

Give your report a description


 BetterStart Summer First Half Term

Please provide the following parameters required by the report.

Please select submission: *

 Select an Option 

2022-23-Attendance-Summer-1-TEST - BS Attendance Collection (submitted on 19/04/2023)


 Previous

The **Report** will be queued and ready shortly.

Report Queued - Better Start Attendance

1 Report
Select the report 2 Detail
Enter parameters 3 Processing
The report runs 4 Result
View the report

Please wait while the report is being processed, this may take some time. You may leave this page at any time, the report will continue running and can be seen in your 'My Reports' area.

Processing Status 

Report Submitted: Today 11:40
Run Status: The report is being created. Processing started at : 19/04/2023 11:40:17

Summary of the submitted report

Provider Service: [REDACTED]
Report Chosen: Better Start Attendance
Description: BetterStart Summer First Half Term
Summary of Parameters: 2022-23-Attendance-Summer-1-TEST - BS Attendance Collection (submitted on 19/04/2023)

[← Previous](#) [Home](#) [Refresh Report Progress](#) [Cancel Execution](#)

Upon completion you can select [View Report](#) to see the contents.

The report has completed processing and can be viewed by clicking on the link below.

Processing Status 

Report Submitted: Today 11:40
Run Status: The report ran at 19/04/2023 11:40:17

Summary of the submitted report

Provider Service: [REDACTED]
Report Chosen: Better Start Attendance
Description: BetterStart Summer First Half Term
Summary of Parameters: 2022-23-Attendance-Summer-1-TEST - BS Attendance Collection (submitted on 19/04/2023)

[← Previous](#) [Home](#) [View Report](#) [Remove Report](#)

Reports will open in a separate window and will look similar to this:

CDM
2022-23-Attendance-Summer-1-TEST - BS Attendance Collection

SURNAME	FORENAME	DOB	GENDER	POSSIBLE SESSIONS	MISSED SESSIONS	% ATTENDED	% ABSENCE	COMMENTS	POTENTIAL DATA ERROR
				20	1	95.0	5.0		
				10	10	0.0	100.0	Parents made us aware	
				15	0	100.0	0.0		
				5	0	100.0	0.0		
				20	2	90.0	10.0		

[← Previous](#)
[Home](#)
[View Report](#)
[Remove Report](#)


Please carefully check the end column, **Potential Data Error**. **If an error is displayed, please check your submission**. You can return to the task, amend the data entered, and resubmit. Then, run the report again to verify that the potential data error no longer exists.

If there are no errors, the task is now complete.

Reports can be viewed by selecting them from the **My Reports** tab on the **Home Page**.

[My messages](#)
[My reports](#)

+ Run A Report
Schedule a new report to be created.

Better Start Attendance Today 11:40
BetterStart Summer First Half Term

 2022-23-Attendance-Summer-1-TEST - BS Attendance Collection
 (submitted on 19/04/2023)

[View / Delete Reports](#)

They can be viewed by selecting the **Report** or deleted by selecting [View / Delete Reports](#)

APPENDIX 1: REGISTRATION AND FIRST LOG IN

Log In to the Provider Portal, either with the web address provided in your email or by clicking on the following:

<https://emsonline.sunderland.gov.uk/ProviderPortal/Account/Account/Login>

Alternatively, you can scan the QR code below:



Complete the **Username** and **Password** fields in the **Log In** box; then select **Log In**.

Log In

Username

Password

[Log In](#)

[Forgotten your username?](#)
[Forgotten your password?](#)

Note: If you cannot remember either your Username or Password you can select the links below the Log In button and follow the instructions.

The first time you **Log In** you will be redirected to an information page, you will receive an email with a confirmation Web Address, this is to ensure security.

Register User

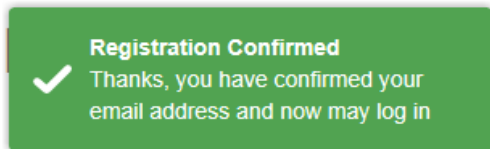
We have sent a confirmation email to your registered email address.

The email contains a confirmation link which will bring you back to the main login page.

You must use this link to continue with your registration.

Each subsequent Log In to the Headcount Portal you will be directed to the Homepage as detailed in Section 2.

After following the Web Address link sent in the confirmation email, you will see the confirmation message displayed.



Change Password

Your password must be changed to allow access to the portal.

Current password *

New password *

Confirm new password *

During this Log In you will be prompted to **Change Password** to a memorable one, this must contain at least 8 characters; and must contain: Upper Case, Lower Case, a Special Character and Two Numbers. E.g. **Password01@**

Please do not use **Password01@** as your new password this is only an example.

Complete:
Current password
New password
Confirm new password fields, and select

At the **Security Details** prompt select a **Secret Question** and provide a **Secret Answer**; then select

Security Details

Please choose a secret question and provide an answer

Secret Question *

Secret Answer *

Congratulations, you have now successfully logged in for the first time and will have access to the **Better Start Portal**.

End of document