

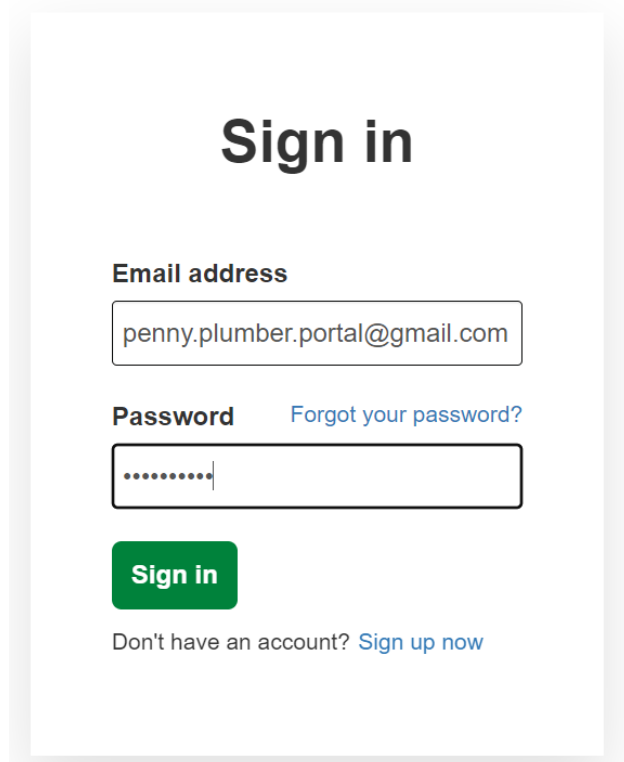


Guidance for Portal Users: How to login to (and out of) your Children's Services Online Account

This is guidance for Portal Users on how to access their Children's Services Online account, once they have received confirmation that their account has been setup and is ready to use.

How to login to your account

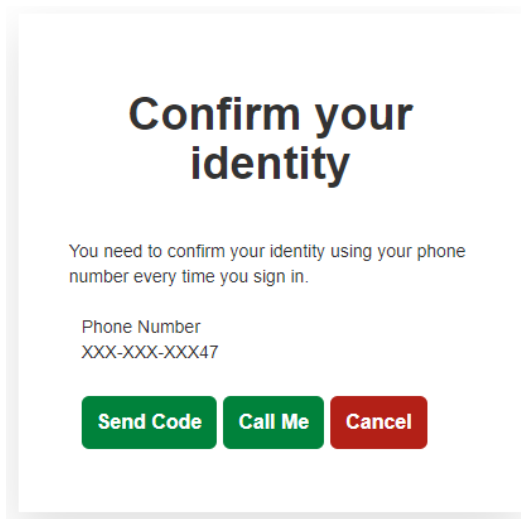
1. Go to the login page. You will find a link on the Norfolk County Council website or in emails you have received telling you to login to your account
2. At the 'Sign in' screen, enter your email address and password, then select 'Sign in'



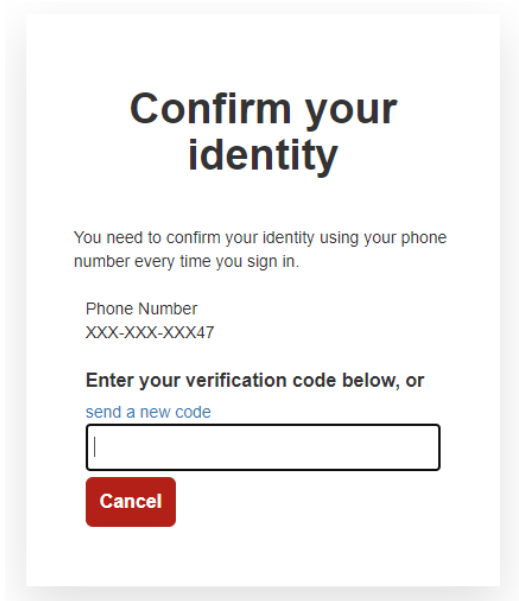
The screenshot shows a 'Sign in' form with the following elements:

- Sign in** (large heading)
- Email address** label above a text input field containing `penny.plumber.portal@gmail.com`
- Password** label above a password input field with masked characters (dots) and a cursor. A [Forgot your password?](#) link is located to the right of the label.
- A green **Sign in** button
- Text below the button: [Don't have an account? Sign up now](#)

3. On the 'Confirm your identity' screen either select 'Send Code' (mobile / SMS text message equipped devices only) or 'Call Me' (landline / mobile devices) depending which type of phone number you have registered on your account:



'Send Code': If you chose 'Send Code', you will be sent an SMS text. Enter the code you have been sent into the verification code field. When you have entered all 6 digits of the code you will be automatically signed in



'Call Me': If you chose 'Call Me', answer the call and follow the instructions, pressing the # key when prompted to. You will then be automatically signed in.

4. If you only have one account, you will be taken straight into the dashboard for that account
5. If you have access to multiple accounts, select the account you wish to access by selecting the name to be taken to that account's dashboard

Select an account to manage

Welcome, Penny QQ Plumber.

Please select the account you would like to access.

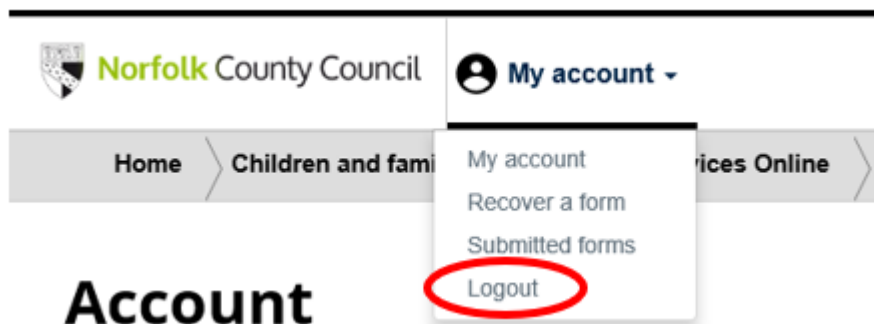
Select an Account

<p>Charlie QQ Cherry 07 Nov 2013</p> <p>View Social Care Dashboard</p>	<p>Pedro QQ Plumber 01 May 2006</p> <p>View Social Care Dashboard</p>
<p>Peter QQ Plumber 04 Feb 1981</p> <p>View Social Care Dashboard</p>	

How to logout of your account

Due to the sensitivity of the information contained within these accounts, it is important to remember to log out of your Children’s Services Online Account whenever you have finished using it or are leaving your device unattended.

1. Logout by selecting your name at the top of the screen and then choosing ‘Logout’ from the dropdown list:



Note: The system will automatically logout after 15 minutes of inactivity. After 10 minutes of inactivity, a 5-minute countdown will be displayed. If you start typing or navigating the account again the timeout will disappear