



Guidance for Portal Users: How to get access to a new Children's Services Online record

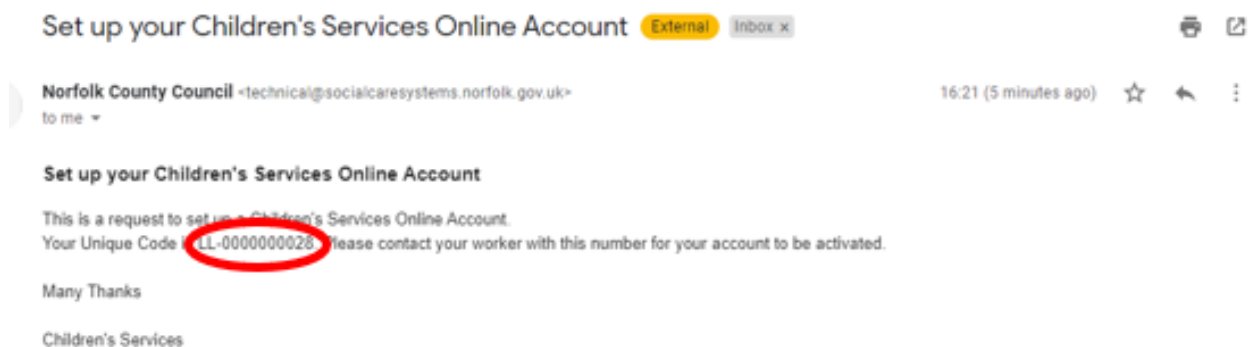
What you need to do when you are invited to have access to the Children's Services Online Portal and/or new records

This guidance will assist you to complete each step to gain access to the Children's Services Online Portal. This includes how to set up your My Norfolk account, if you do not already have one, as this is a requirement in order for you to have access to Children's Services Online

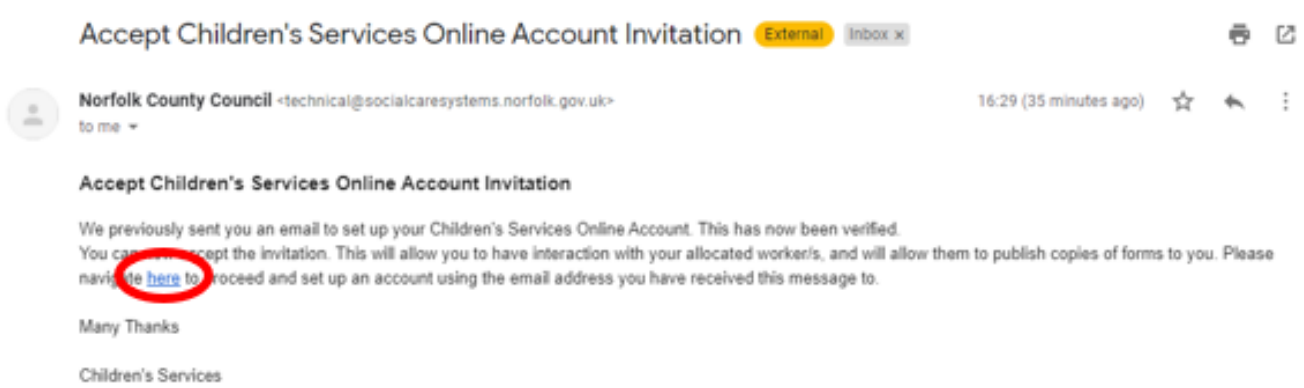
You will need a landline or mobile phone number which has good signal, as this will be used every time you login to Children's Services Online

Note: You may already have a My Norfolk account if you have previously used the Norfolk County Council website to, for example, apply for a scaffolding license or register a birth online

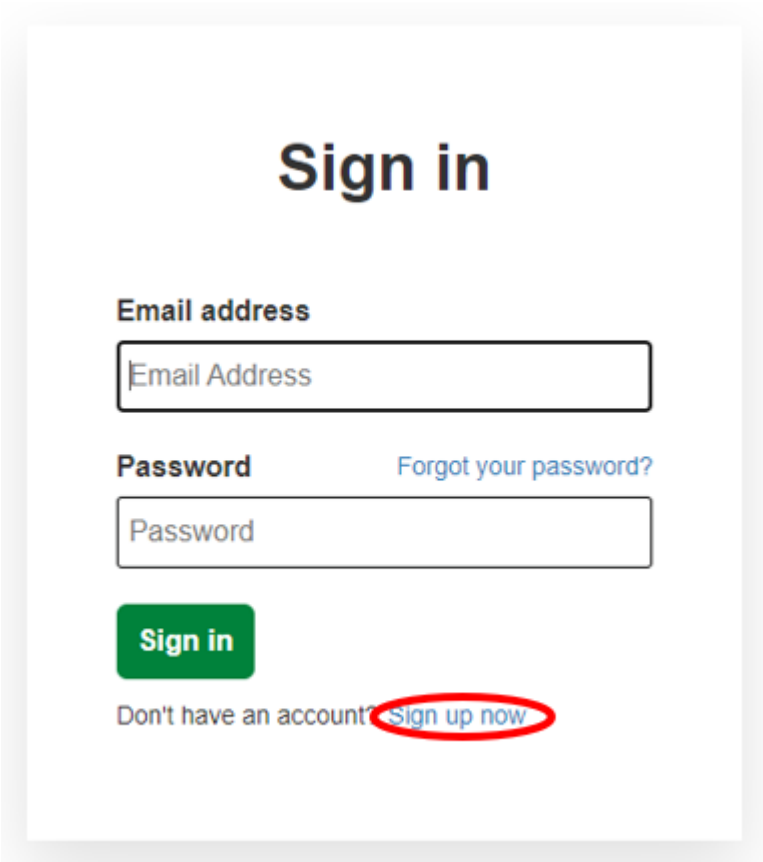
1. You will receive an email to the email address which you have provided to your worker, titled 'Set up your Children's Services Online Account'. **Note: If your worker tells you that you have been sent an email, but you have not yet received it, check your spam folder**
2. The email will contain a unique code. When you receive the email, contact your worker to let them know you have received the email and tell them the unique code



- Next, you will receive an email titled 'Accept Children's Services Online Account Invitation'. **Note: It may take a few days for you to receive this email**
- This email contains a link inviting you to either login to your My Norfolk account or, if you do not already have a My Norfolk account, set one up



- If you already have a My Norfolk account, enter your email address and password and select 'Sign in', then skip to step 14
- If you do not have a My Norfolk account, select 'Sign up now'



- Input you email address and select 'Send verification code'.

Note: You must use the same email address that the previous emails were sent to.

Register

Enter your email address and click 'Send verification code'.

This will send a code to your email address. Enter this code and click 'Verify code'. Then complete the form and click 'Create'.

Email Address

Send verification code

Cancel

Continue

8. Go to your email inbox. You will have received an email titled 'Norfolk County Council account verification code'. The email will contain a 6-digit code. **Note: This email could take a few minutes to arrive. If you can't see it, check your spam folder**

Verify your email address

Thanks for verifying your sgamgee82rf@nsix.org.uk account!

Your code is **195781**

Yours sincerely,
Norfolk County Council B2C Test

This message was sent from an unmonitored email address. Please do not reply to this message.



9. Return to the Registration page and input the code into the 'Verification code' field, then select 'verify code'

Register

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification code

[Verify code](#) [Send new code](#)

10. Your email address has now been verified. Select 'Continue'

Register

Enter your email address and click 'Send verification code'.

This will send a code to your email address. Enter this code and click 'Verify code'. Then complete the form and click 'Create'.

E-mail address verified. You can now continue.

Email Address

11. Complete the 'Given name' (first name) and 'Surname' fields, and input your preferred password in the 'New Password' and 'Confirm New Password' fields, then select 'Create'

Register

Enter your email address and click 'Send verification code'.

This will send a code to your email address. Enter this code and click 'Verify code'. Then complete the form and click 'Create'.

Given Name

Surname

New Password

Confirm New Password

Cancel

Create

12. Input your phone number. **Note: This can be either a landline or mobile phone number, but it needs to have good signal as you will use this number every time you login to the Children's Services Online Portal.** Select either 'Send Code' or 'Call me'

Confirm your identity

You need to confirm your identity using your phone number every time you sign in.

Country Code

Phone Number

Send Code

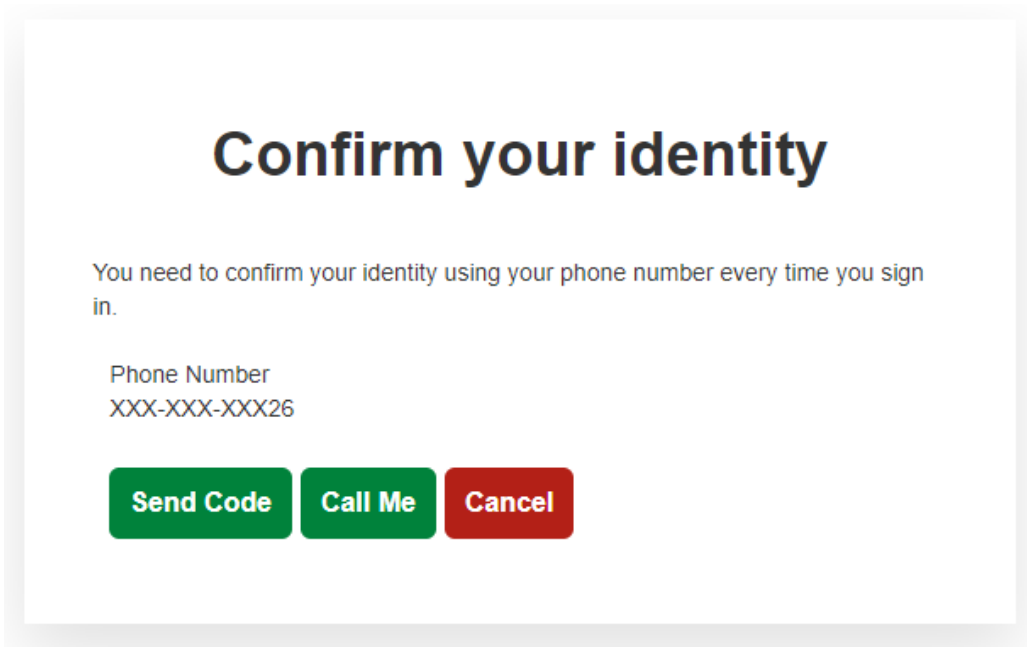
Call Me

Cancel

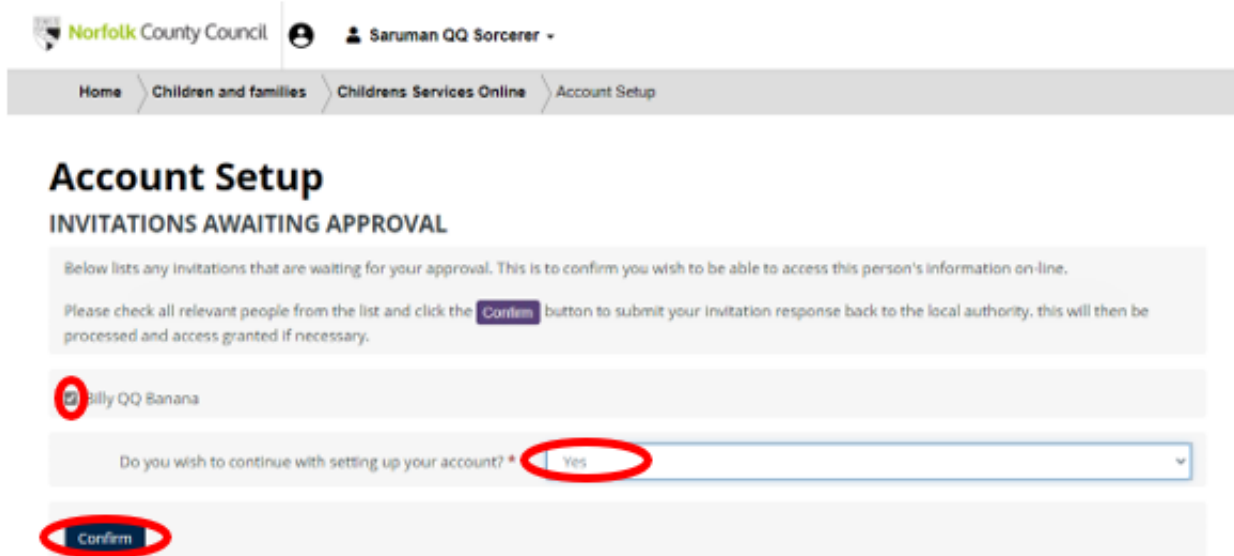
If you select 'Send Code' you will receive an SMS text message containing a 6-digit code which you need to type into the text verification code field which will appear

If you select 'Call me' you will receive a phone call. Answer the call and follow the instructions you are given

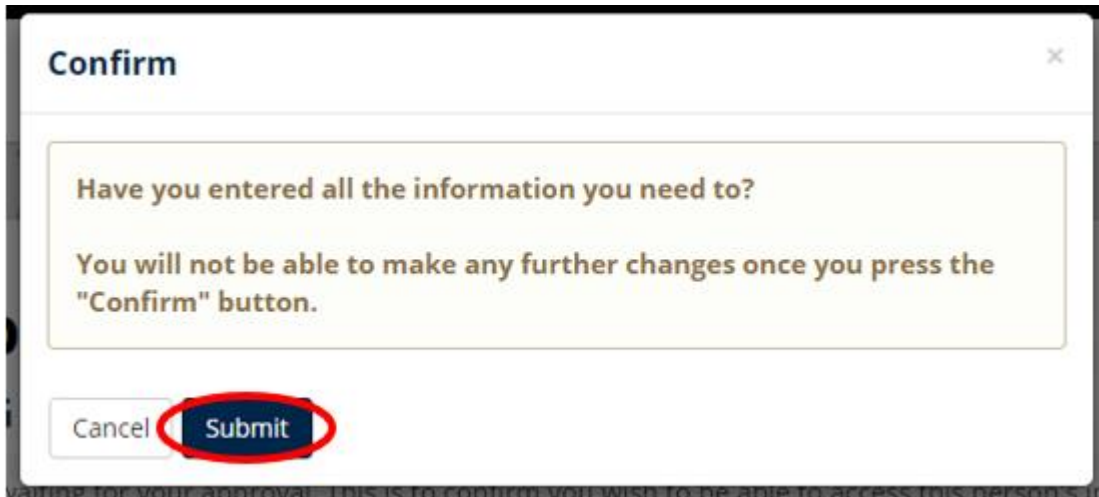
13. You will then be asked to repeat this process in order to confirm your phone number



14. You will be taken to the 'Account setup page. Select the tick box next to the name of the record you are being given access to and then select 'Yes' from the drop-down box and 'Confirm'



15. In the pop up box, select 'Submit'



16. You may now log out of Children's Services Online

NB: When your account has been activated, you will receive an email titled 'New Children's Services Online activation'. This may take a few days. This means that your account is now ready to use. The email will contain a link you can follow to login to your account, using the email address and password that you have set up.