SEND professional portal guidance for educational settings and SENCOs

Contents

If you need help, please contact Ealing Education ICT by email
EalingEducationICT@ealing.gov.uk

To access the SEND Professional portal, you are required to download a free app called **2FA Authenticator**.

About **2FA Authenticator app**

This app is only 2MB and does **not** retain your personal information or any other sensitive information.

The app provides a second form of verification, a six-digit secure passcode, this will be required each time you sign in, do not delete the app or the code.

Download 2FA Authenticator app

To download 2FA Authenticator:

- Open the **App Store** or the **Play Store** app
- Type **2FA Auth** in the search.
- Select the **2FA Authenticator (2FAS)** app with a red badge and three white lines.
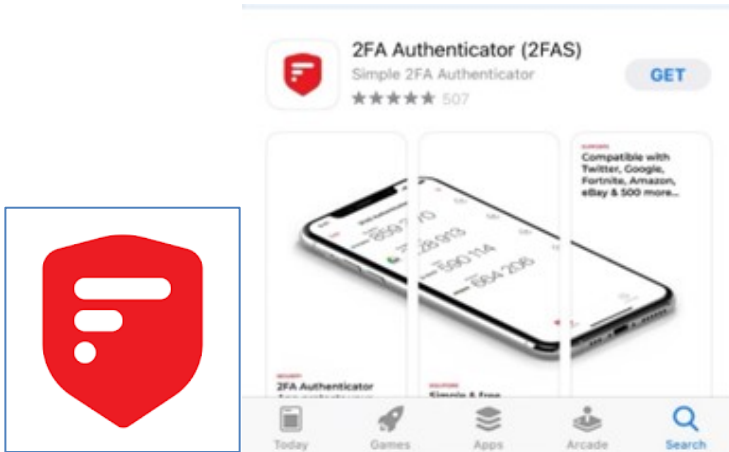

- Install the app.

Log in details

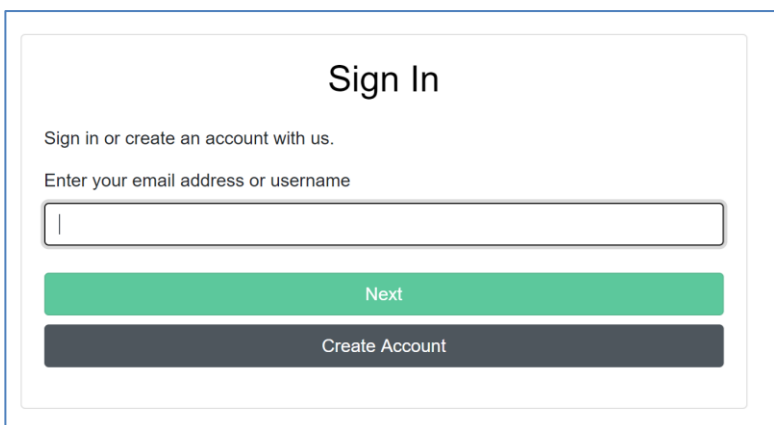Only **Microsoft Edge, Google Chrome** and **Safari** are compatible with the portal.

An email with the subject **SEND Professional Portal** will be sent from EalingEducationICT@ealing.gov.uk containing your username and temporary password.

Copy and paste the URL: https://synergyweb.ealing.gov.uk/Synergy/Gateway/ into the browser search bar.

You may want to add this URL to your favourites, click on the Star icon with the plus sign
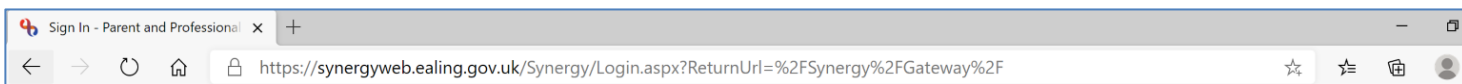
On the **Sign In** screen, enter **username,** click **Next**

Enter your temporary password, select **Sign In**.

Sign in

Enter your password

••••••••••

Change User   Forgot Password   Sign In

Enter a new password using the requirements shown

Reset password

New Password *

⊙

Password fails requirements

Confirm Password *

Please confirm your password

Requirements:
- Alpha character ✔
- Uppercase character ✔
- Numeric character ✘
- Special character ✘
- 10 characters ✘
- Not username ✔
- Not last 10 passwords ⚠

Change Password

Select **OK**

2FA Enrolment

Your Local Authority has mandated that Two-Factor Authentication (2FA) is enabled on your user account. Please complete Two-Factor Authentication setup in order to sign in.

You can find out more about Two-Factor Authentication using the help button below.

Help ▾   OK

On reaching this screen, open the 2FA app to scan the QR code

2FA Enrolment

You can set up two-factor authentication (2FA) for your account using the below QR code:

Steps:
1. Open your chosen 2FA app
2. Add a new account
3. Scan the QR code to add the account
4. You will see that the account has been added with a rotating code.
5. Click "Next"

If you can't scan the QR code, please click *Reveal Secret* below. This will display the secret that you can enter into your 2FA app.
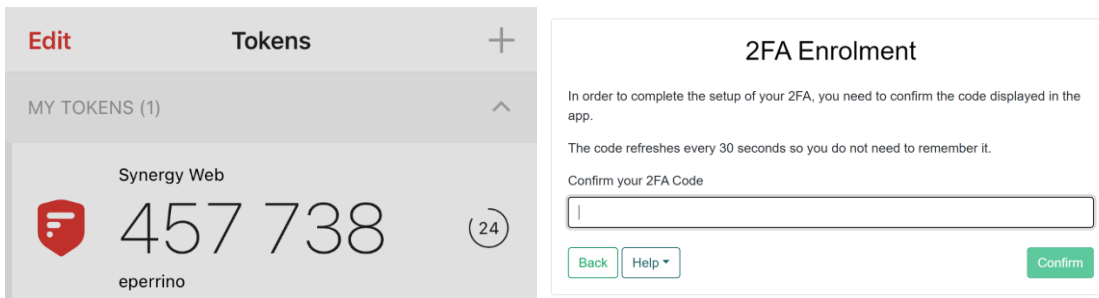
Help ▾   Reveal Secret   Next

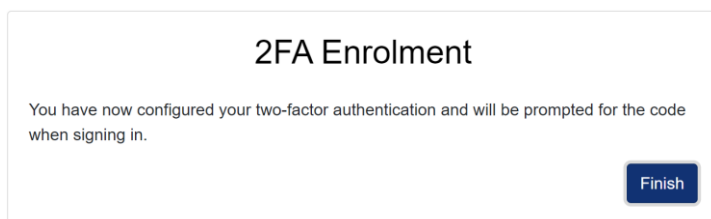Once in the app, select the red circle with the plus sign located on the top right hand side.
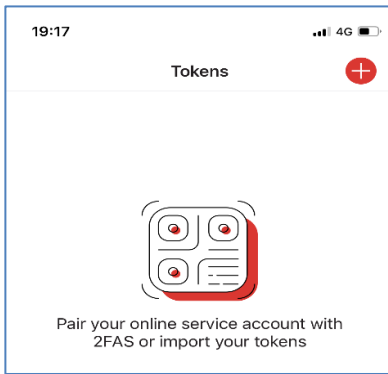
Select **Scan QR Code**.
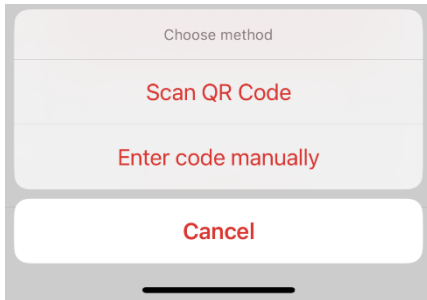
Enter the 6 digit code into the portal immediately and select **Confirm**. You must enter the code within 30 seconds. Your **username** is visible below the 6 digit code.
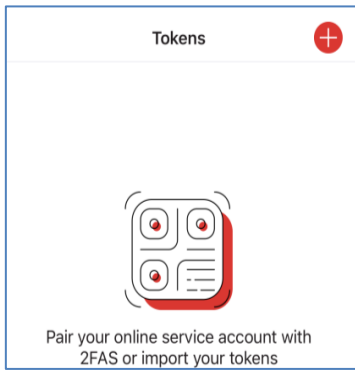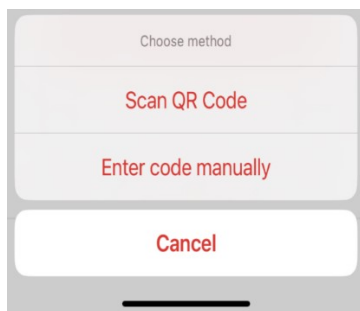

Select **Finish**.

If you need help please contact Ealing Education ICT via email
EalingEducationICT@ealing.gov.uk

I have downloaded the 2FAS authentication app it says service list is empty.

Go into the app, select the + sign and select scan QR code.

Log into the SEND Professional Portal using your **username** and temporary password and select **Scan QR code** to gain access.

I have a new phone, how do I set up the security authentication?

Your account will need to be reset. Email EalingEducationICT@ealing.gov.uk to advise them you have a new phone. They will reset your account to enable you to scan the QR code.

I forgot my password; how can it be reset?

You can get a password on the portal if you have logged in within the last 55 days. To do this, sign in select **Next** then select **forgot password**. You should receive a token to your email.

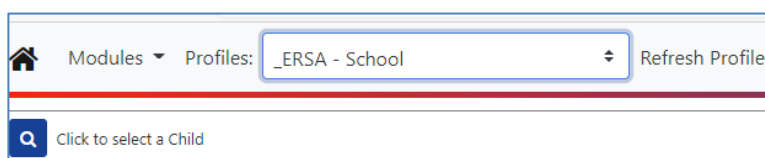If you have not logged in to your account yet, we would need to reset this for you.

Please email EalingEducationICT@ealing.gov.uk.to to advise us of this.

Do log in to the SEND Professional Portal regularly.

Search for a child/young person's record

From the main page select the magnifying glass icon with the **Click to select a Child** in the top left corner,

Enter the child/young person's details ie Forename and Surname or DOB, and select **Search**. If you are completing an App B you will have the PID number which you can use to search on.

If you cannot find the record, you can search using partial name details ie for William Test type Forename: Will% and Surname: Tes%

This may provide multiple options, select the record you wish to complete an ERSA or Appendix B for.

Complete an ERSA

To complete an ERSA select the **Profiles** dropdown menu to **ERSA – School**. Adding information into an ERSA or Appendix B is a similar process, the next sections in this guide walk through how to update the ERSA. You must submit the ERSA form first and if a decision to an assessment is agreed by SENAS you will be asked to submit further advice called Appendix B.

Add advice in the ERSA

Within the ERSA there are multiple tabs to complete. The tab you are is highlighted in blue, example below shows the Checklist tab.

Within the tab there are multiple sections. To edit details select edit located on the left hand side of the blue bar.

Select **edit** to enter information in each section

Once you select **edit** the section will change colour indicating which areas can be amended. Once you complete the section select **update** to save your work.

Professional contacts – GP contact and Social Care Involvement

GP and social care details are mandatory. The ERSA will not be progressed without these.

If the child/young person is **not known** to social care, select **No**. If they are known, select **Yes** and complete each section.

Checklist for Referrer - School	**Professional Contacts**	Child/Young Person Details	Parent/Carer Details	Achievements and Progress	Special Educational Needs
▾	▾	▾	▾	▾	▾

Child/Young Person Views	Professional Involvement	Documents	Parent Consent	Submit ERSA
▾	▾	▾	▾	▾

Pupil Alert flag set

GP Details	edit

GP Forename	GP Forename Test	GP Surname	GP Surname Test
GP Practice Name	GP Practice Test	GP Full Address	GP Full Address Test
GP Postcode	GP Postcode Test	GP Telephone	GP Telephone Test

Social Care Details	update cancel

Is the Child/Young Person known to Social Services?	◉ Yes ○ No	How is the Child known to Social Services? (Please select an applicable answer if the previous question has an answer of Yes)	
	Clear Is the Child/Young Person known to Social Services? Selection		Child/Young person a 'child in need' (CiN)
			Child/Young Person on the Child Protection Register (CP)
			Looked After Child (LAC)
Social Worker Title	Mandatory field	Social Worker Forename	Mandatory field
Social Worker Surname	Mandatory field	Organisation/Authority Name	Mandatory field

Professional Involvement

Complete all the professional team involvement by selecting Yes or No. Professional name and team details can be added into the **If other, provide organisation/service/team name – specify all teams** section box.

Parent and young person views

The parent/ carer details now contain the new co-produced parent views. The Child/ young person views tab also includes a co-produced child view. These questions can aid parents, if families wish to submit their own views as part of the ERSA.

Separate documents can be attached in the documents section.

To complete an ERSA, select each box above and complete the sections inside. Edit and update each section as required.
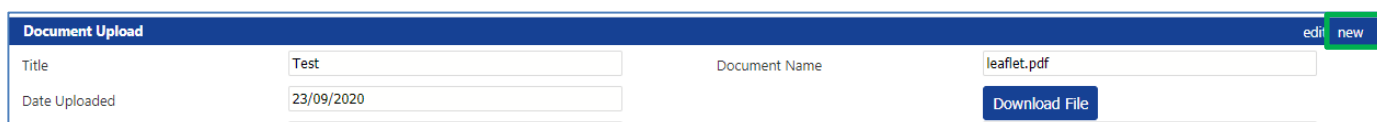
Upload PDF documents

You can only upload PDFs, where the file size is less than 3mb

To attach documents as part of the ERSA or App B select the **Documents** section.
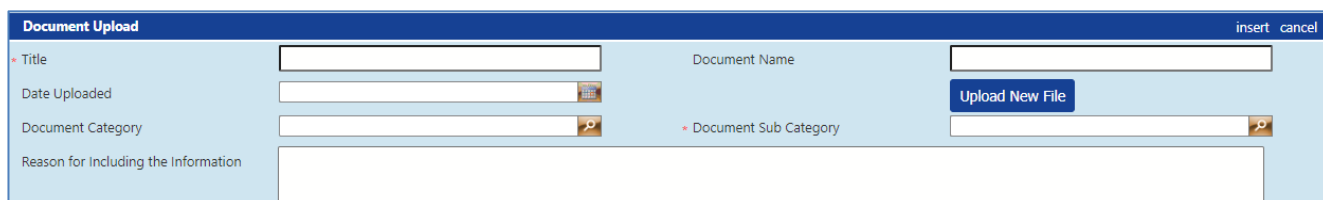
To add a document, select **new**.
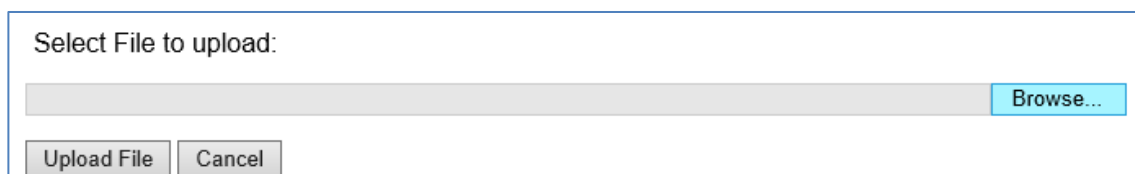
Enter the document title. In the **Documents category** box select **SEND Portal**

In the **Documents Sub Category** box select ERSA documents.

Select **upload new file**.
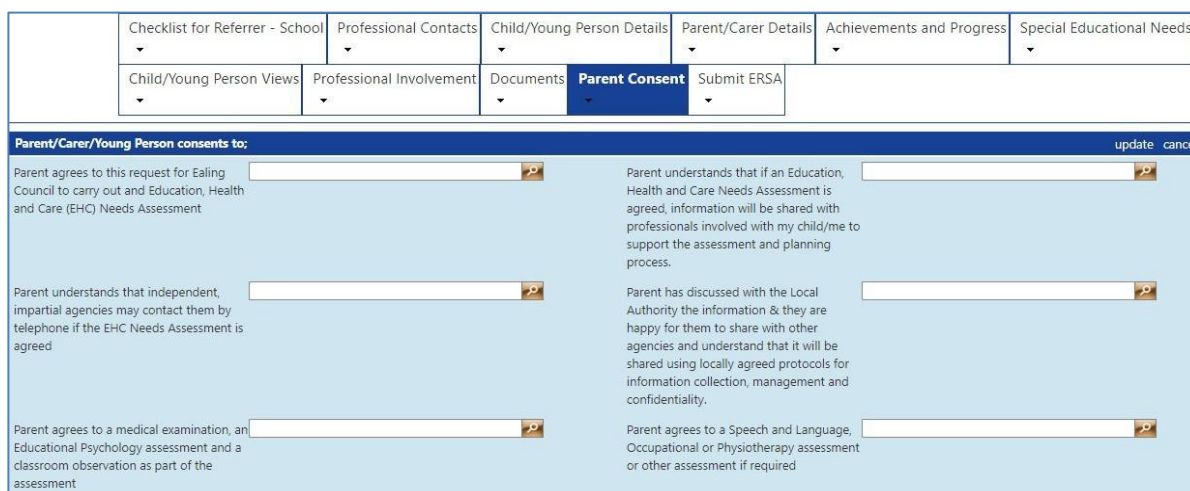
Select **Browse** and choose which documents you want to add from your computer, select **Open** then **upload file**. Once this is done save your progress by selecting **insert.**

Parental consent

Before submitting an ERSA, you will need to obtain parental consent. Please fill in all mandatory fields with the parent present indicating that they agree with the information being submitted.

Obtain parent signature

Parents can add their name as a digital signature. We recommended you either print this page and ask parent to sign the printout or upload the consent form you currently use as part of the ERSA.

Optional	edit
Parent agrees for the Local Authority to share their contact details with Ealing's independent impartial family services	○ Yes ○ No

Note	edit
Please note that confidentiality will be broken when there are safeguarding concerns	☐

Parental Consent	edit
Name: (By typing in your name, we accept this as your lawful signature:) [ ]	Date of Parent / Carer Signature [ ]

Section Checklist	edit
Parent Consent - Section Complete	○ Yes ○ No

Parent portal communication preference

You can enter parents preferred communication method to contribute to EHC assessment.

nts	Parent Consent ▼	**Parent / YP Portal & Communication** ▼	Submit ERSA ▼

This will include the option to use the email, letter, and Parent portal. See guidance on signposting to the Parent and young person's portal.

Parent / Carer or Young person's contribution		edit
Who will be contributing on a EHC Assessment?	Parent	If it's the Parent or Carer who is contributing to the EHC Assessment, please name them: Test

Parent / Carer / Young Person Communication Method		update cancel
Specify how the Parent, Carer or Young person would like to contribute to a EHC Assessment	Parent Portal ▼ ^(Email / Letter / Parent Portal)	Please supply the Parent / Carer or Young Person Email address used for the Parent Portal [ ]

Preview the ERSA

To preview the ERSA before submitting select **run report** and from the dropdown use **ERSA VNOV22 (Preview).** You will be asked to open the PDF. If any sections have not been filled in you will see text in red stating which section needs updating.

Education Request for Statutory Assessment (ERSA)

Achievements & Progress Section not Completed Document History Section not Completed Child/Young Person Views Section not Completed Special Educational Needs Section not Completed Parent/YP Checkbox Section not Completed Professional Contacts Section not Completed Child/YP Details Section not Completed Parent Consent Section not Completed

Referrer Details

This request was completed with the consent of the family and/or young person:

Referrer's Name	
Job Title	SENCO

Submit the ERSA to SENAS

Run Report

*Report	ERSA - (Preview) School ⌄
	ERSA - (Preview) School
	Parent/Carer/Young Person Consent Form (Please Pr
	ERSA Cancelled
*Format	ERSA - School (VNOV22)
	ERSA - School (VNOV22) (Preview)
* = mandatory field	

run report   cancel

Before submitting, tick that you have covered every section of the ERSA. Go to the **Submit ERSA** tab**, run report**, from the dropdown select **ERSA – NOV 22** then select **run report.**

Checklist for Referrer - School ⌄	Professional Contacts ⌄	Child/Young Person Details ⌄	Parent/Carer Details ⌄	Achievements and Progress ⌄	Special Educational Needs ⌄
Child/Young Person Views ⌄	Professional Involvement ⌄	Documents ⌄	Parent Consent ⌄	**Submit ERSA** ⌄	

Section Checklist   edit

Checklist for Referrer - Section Complete ● Yes ○ No	Professional Contacts - Section Complete ● Yes ○ No
Child/Young Person Details - Section Complete ○ Yes ○ No	Parent/Carer Details - Section Complete ○ Yes ○ No
Achievements and Progress - Section Complete ○ Yes ○ No	Special Educational Needs - Section Complete ● Yes ○ No
Child/Young Person Views - Section Complete ○ Yes ○ No	Professional Involvement - Section Complete ○ Yes ○ No
Document History - Section Complete ○ Yes ○ No	Parent Consent - Section Complete ○ Yes ○ No

Submit ERSA   run report   edit

Report Saved pop-up window confirms the report was saved in **Documents** tab.

Report Saved

ERSA - School (VNOV22) ERSA-School(VNOV22) 16032023153516 saved to Document History

ok

Check the ERSA has been uploaded

Select the **Documents** tab and scroll to the **Documents list** section

If you can see the **ERSA – School (VNOV22) ERSA** line with the submitters name on the right, the ERSA has been uploaded. You should receive confirmation of receipt within 3 days. If you do not then email ERSA@ealing.gov.uk

Start an Appendix B (SENCO Advice)

Appendix B and professional reports can be added by selecting the **profile** tab and the relevant report from the drop-down menu.

Add an outcome

The outcome section is available at the end of every professional report. To read all outcomes added by various professionals double click on the outcome title from the left column. SENCO's may wish to add an outcome but this is not compulsory.

Section E-H2 Outcomes & Provision Required to Meet Outcomes List		Page 1 of 2 delete refresh
Outcome	**How will progress be monitored?**	**Outcome Type and Team**
for test to be able to regulate his emptions and reduce his violent out...	Termly	Social Care - H1
Test will accurately verbally describe the sequence of events in a non-f...	Termly- up to 45 minutes per term	SLT - Comms
Test will identify and communicate his feelings to familiar adults in sch...	3x a week for 20-30 minutes	SLT - Comms
Test will identify and practice emotional regulation strategies he can u...	10 direct hours per year	SLT - Comms
test		
iuusegfg	termly/ annual review	EP - C&L
to be able to run	termly	SLT - Comms
test will identify and communicate his feelings to familiar adults in sch...	weekly	SLT - Comms
Test_Wednesday20th will be able to demonstrate understanding of 3 f...	Annual review report or attendance at annual review meeting. Reviewi...	SLT - Comms
Develop his social understanding and compliance	delivered on a daily basis	EP - SEMH
12		
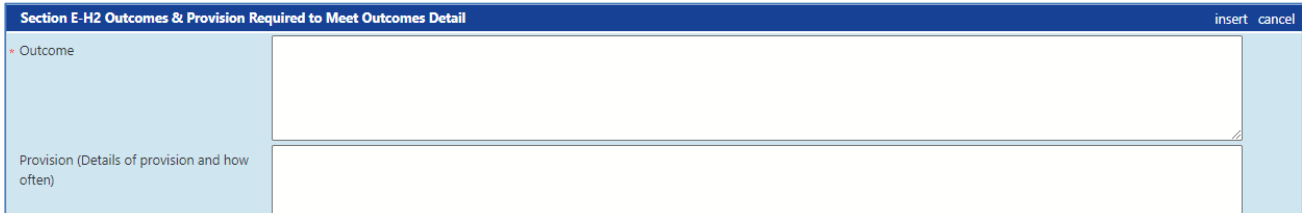
By default, the most recent outcome will display first. To add an outcome, select **new**.

Section E-H2 Outcomes & Provision Required to Meet Outcomes Detail	edit new
Outcome	test will identify and communicate his feelings to familiar adults in school and at home, with visual supports. test will identify and practice emotional regulation strategies he can use in school and at home, to manage his emotions more independently. test will accurately verbally describe the sequence of events in a non-fiction text using his own words in full sentences. test will talk about a communication breakdown using a comic strip conversation, with adult support, and identify appropriate solutions to the problem 75% of the time.

Complete each section and select **insert** to save your outcome.
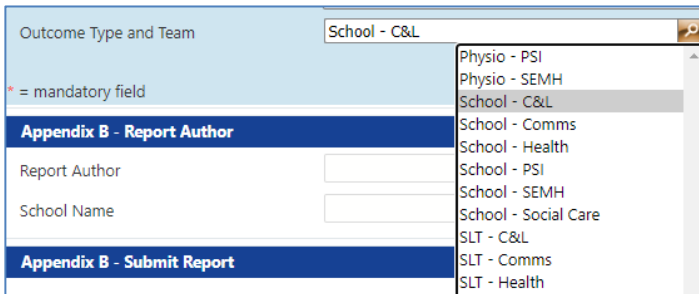
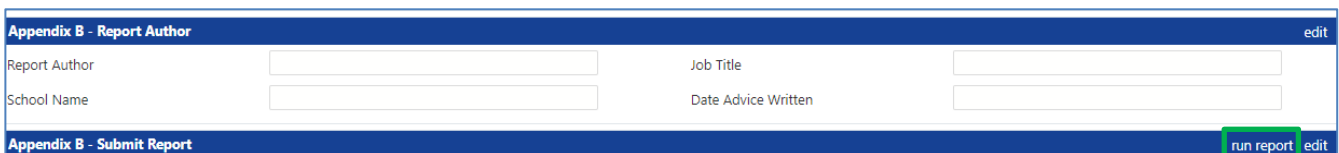| Section E-H2 Outcomes & Provision Required to Meet Outcomes Detail	insert cancel
* Outcome	
Provision (Details of provision and how often)	

When selecting the outcome type/ team a drop-down menu will appear with the relevant agencies. This will indicate who wrote the outcome and who is responsible for it. For example, a cognition and learning outcome from an EP will look like this.
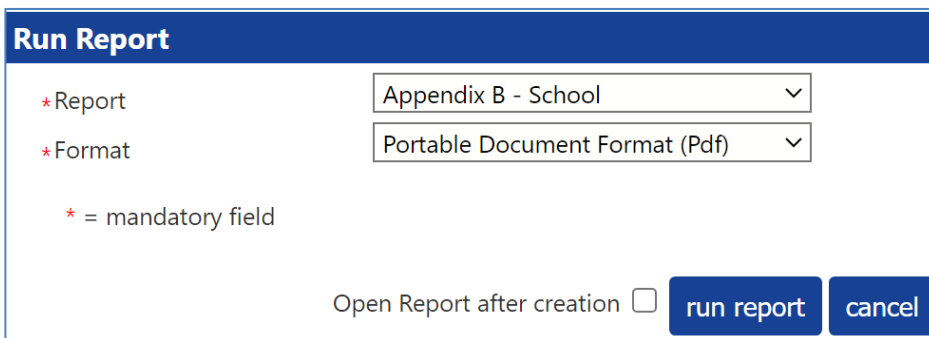
Outcome Type and Team	School - C&L
* = mandatory field	Physio - PSI Physio - SEMH School - C&L School - Comms School - Health School - PSI School - SEMH School - Social Care SLT - C&L SLT - Comms SLT - Health

Appendix B - Report Author

Report Author	
School Name	

Appendix B - Submit Report

Submit Appendix B to SENAS

To submit an Appendix B, complete the **Report Author** section, scroll to the bottom of the page and select **run report**.

Appendix B - Report Author			edit
Report Author		Job Title	
School Name		Date Advice Written	
Appendix B - Submit Report			run report edit

In the pop up box select **Appendix B - School** and select on **run report** button

Run Report

*Report	Appendix B - School
*Format	Portable Document Format (Pdf)

* = mandatory field

Open Report after creation ☐   run report   cancel

A Report Saved box appears letting you know the document has been saved in **Document History**. This means the Appendix B has been submitted into SENAS.

Report Saved

Appendix B - School AppendixB-School 23022023165754 saved to
Document History

ok

To check the document was submitted select the **Documents** tab and view the
Documents list section.

| Appendix B - School Append... | AppendixB-School_2004202... | 20/04/2023 | SEND (Portal) | Appendix B - Headteacher | 20/04/2023 14:49:21 |

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