



Creating an account on the Children's Services Portal

This document should give you an understanding of what you need to do to create a user account on the Children's Services Portal.

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1. Children's Services Portal home page

From the Children's Service Portal home page go to the **My Account** section.



Welcome to the Children's Services Portal

If you are worried about the safety or wellbeing of a child or young person, [please contact us](#).

2. My account

There are two links on this page – **Register for an account here** and **Register for new account**. Choose either link, they will both take you to the account creation page.

New to Children's Services Portal? [Register for an account here](#) or use the button below.
Already using Children's Services Portal? Sign in below.

The screenshot shows two sections for account management. On the left, under 'Existing users', there are two input fields: 'Email' and 'Password'. On the right, under 'New users', there is a text prompt: 'If you're new to Children's Services Portal, sign up for an account here'. Below this prompt is a blue button with the text 'Register for new account', which is highlighted with a yellow rectangular box.

3. Register for a new account – step 1

Fields marked with asterix are mandatory and must be completed. These include:

- Forename
- Surname
- Role
- Organisation
- Street
- Town
- Post code

Forename *

Surname *

Is this account being used in a professional capacity?

Role *

NB: The address details you add at this stage should be your work address details.

3.1. Register for a new account – step 2

Please enter your work email address and enter a password twice. Press **Next** to proceed.

Email address *

Password *

Confirm password *

Your password must meet the password policy. Guidance on this policy can be found on screen.

Password policy

Your password must meet the following requirements:

- It must be at least 14 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must start with a letter
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous 8 passwords.

3.2. Register for a new account – step 3

An email with an 8 digit code from **Children’s Services Portal** will arrive in your email inbox. Type the code into the **Code** box or copy the code and paste it into the field. Finally, press **Next** to complete the registration process.

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code *

[Please send me a new code](#)

Version control

26 August 2022

1. Brand new guide created.

28 September 2022

2. Update to include sentence regarding address details within the Register for a new account – step 1 section.