



Partners logging in to the Children’s Services Portal

This document will guide partners through what they need to do to login to 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

2.1. Secure login – step 1

Enter your **Email** and **Password** and press **Submit** to progress.

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

If you cannot remember your password, please use **Forgotten password?** to go through the password reset function. Please go to [Password reset](#) for more information.

2.2. Secure login – step 2

An email with an 8-digit code from **Children's Services Portal** will arrive in your email inbox. You can either type the code into the **Code** box or copy the code and paste it into the field. Finally, press **Finish** to complete the login process.

Please note, you will receive a brand new 8-digit code each time you initiate the login process.

We have just sent you an email to confirm your account. Please enter the code this contains below.

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

Code

1234 5678

Finish

Cancel

[Please send me a new code](#)

If you delete the email, use **Please send me a new code** and the portal will send another email with a new 8-digit code.

Once the portal has accepted your 8-digit code, you will be presented with the following screen. Use **Return to Home** to you to the home page.

Welcome, Andrew Grant-Soulsby.

You have been successfully logged in. Please use the button below to return to the Children's Services Portal home page.

Return to Home

3. Password reset

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](#).

Use Forgotten password?

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

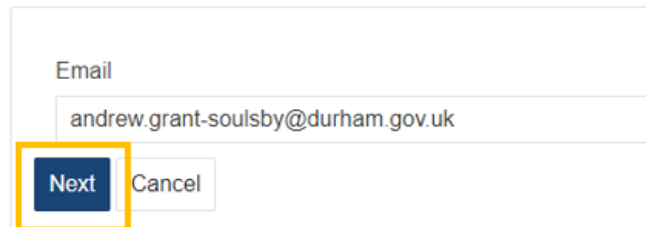
Submit Cancel

[Forgotten password?](#)

3.1. Reset password – step 1

Enter your email address and press **Next**

Reset password - step 1



Email

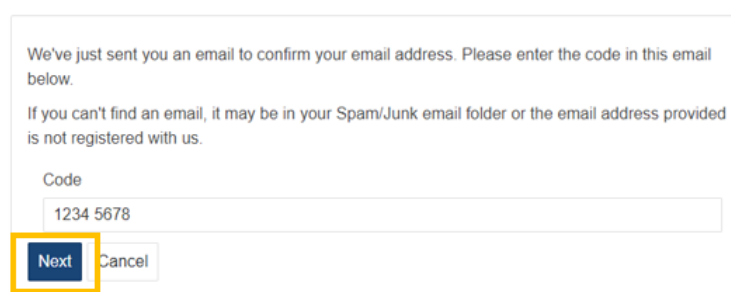
andrew.grant-soulsby@durham.gov.uk

Next Cancel

An 8-digit code will be sent to your registered email address. Enter the code followed by **Next**.

3.2. Reset password – step 2

Reset password - step 2



We've just sent you an email to confirm your email address. Please enter the code in this email below.

If you can't find an email, it may be in your Spam/Junk email folder or the email address provided is not registered with us.

Code

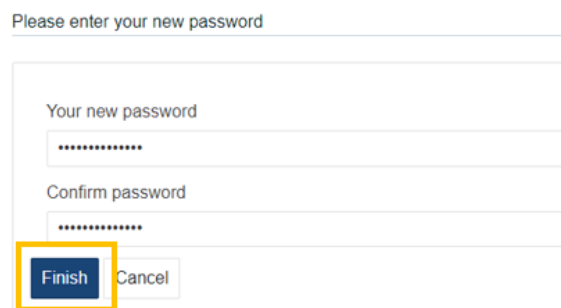
1234 5678

Next Cancel

Enter your new password, ensuring it meets the password policy guidance and press **Finish**

3.3. Reset password – step 3

Reset password - step 3



Please enter your new password

Your new password

Confirm password

Finish Cancel

You will be returned to the login page and be able to restart the login process using your newly created password.

Version control

26 August 2022

1. Brand new guide created