

Accessing the Provider Portal

This document will assist you with logging into the Provider Portal. When you have completed your Early Years registration, we will supply you with a username, starting FE, and a temporary password.

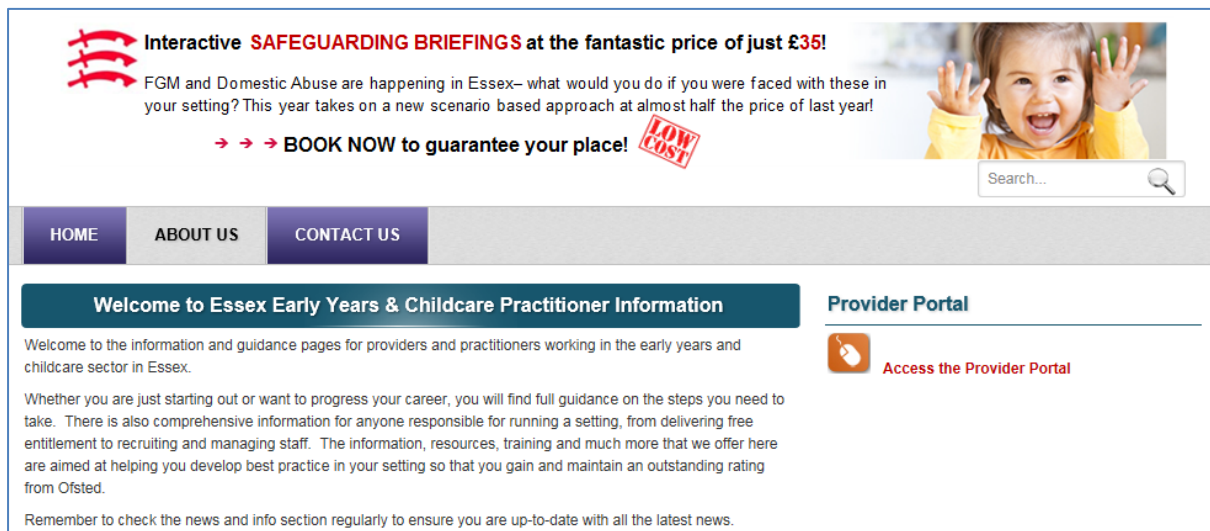
In this guidance we will cover:

1. Logging in for the First Time
2. Forgotten Login Details

Logging in for the First Time

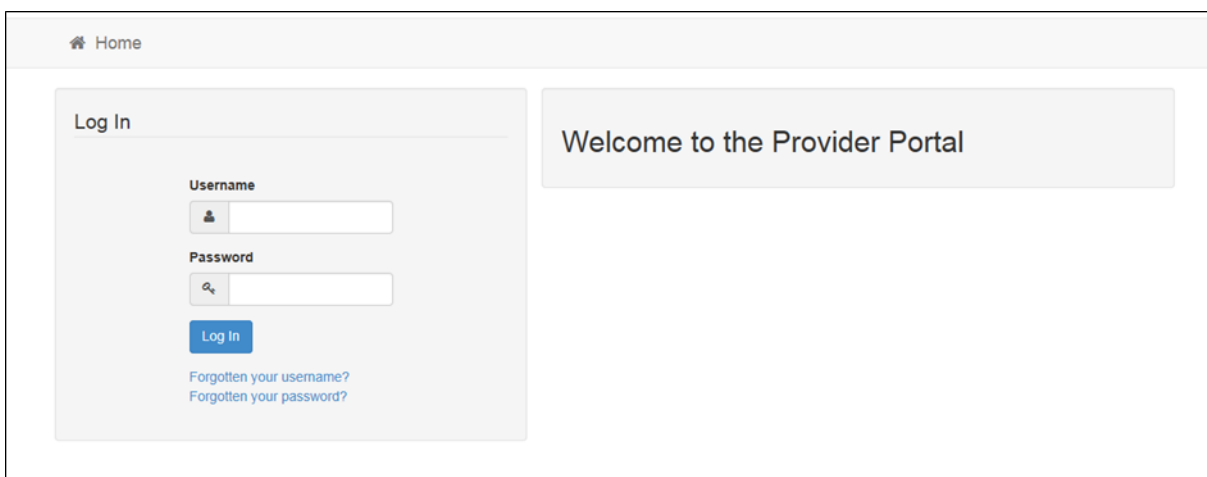
Go to the Early Years and Childcare page of the Essex County Council [website](#).

Click on the link on the right hand side to access the Provider Portal:



The screenshot shows a website banner for 'Interactive SAFEGUARDING BRIEFINGS at the fantastic price of just £35!'. The banner includes a red icon of three curved lines, a photo of a smiling child, and a 'LOW COST' stamp. Below the banner is a navigation menu with 'HOME', 'ABOUT US', and 'CONTACT US' buttons. A search bar is located in the top right corner. Below the navigation menu, there is a 'Welcome to Essex Early Years & Childcare Practitioner Information' section and a 'Provider Portal' section with a button labeled 'Access the Provider Portal'.

You will then see the Login Page of the Provider Portal:



The screenshot shows the login page of the Provider Portal. It features a 'Home' link in the top left corner. The main content area is divided into two sections: a 'Log In' form on the left and a 'Welcome to the Provider Portal' message on the right. The 'Log In' form includes fields for 'Username' and 'Password', a 'Log In' button, and links for 'Forgotten your username?' and 'Forgotten your password?'.

Enter the username and password given to you by Essex County Council and click **Log In**.

You will then see the following message:

Register User

We have sent a confirmation email to your registered email address. The email contains a confirmation link which will bring you back to the main login page. You must use this link to continue with your registration.

The following email will be sent to your registered email address from educationportal@essex.gov.uk:

Thank you for registering with the Provider Portal.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your username and password. After you login you will be able to access the Provider Portal.

https://emsonline.essexcc.gov.uk/ProviderPortal_TEST/Account/Account/ConfirmRegistration/347548_4772c986-743f-47f4-a733-086f9f6cd308

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Provider Portal Administrator

If you have received this email and have not requested a change to your account, please inform the Local Authority.

IMPORTANT - PLEASE DO NOT REPLY TO THIS EMAIL AS IT WILL NOT BE READ.

Should you experience any further problems, please [Click Here](#)

Click on the link in the email to complete your registration. This will take you back to the login screen to re-enter your username and password. You will then be asked to change your password:

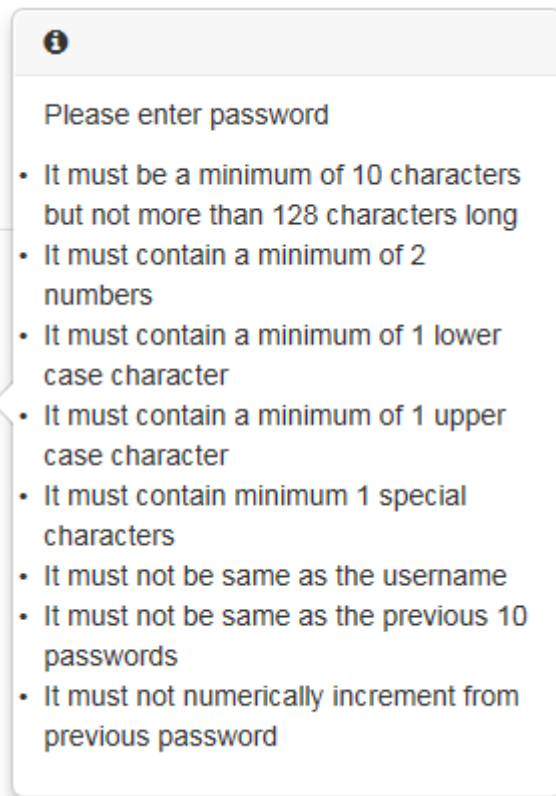
Change Password

Your password must be changed to allow access to the portal.

| | | |
|-------------------------------|--------------------------|---|
| Current password * | <input type="password"/> | <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"><p>i</p><p>Enter your current password</p></div> |
| New password * | <input type="password"/> | |
| Confirm new password * | <input type="password"/> | |

Enter the existing password then choose a new password. Click the Change password button.

Please note: Your new password must meet the following criteria:

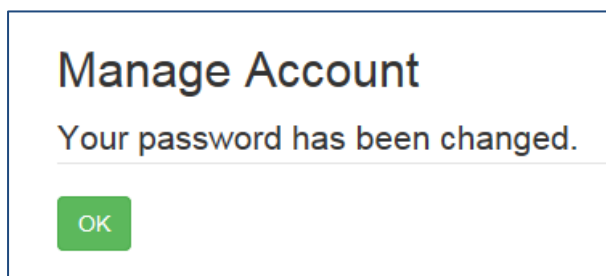


An information dialog box with a grey header containing an information icon. The main content area is white and contains the text "Please enter password" followed by a bulleted list of password requirements. A blue arrow points to the left from the middle of the list.

Please enter password

- It must be a minimum of 10 characters but not more than 128 characters long
- It must contain a minimum of 2 numbers
- It must contain a minimum of 1 lower case character
- It must contain a minimum of 1 upper case character
- It must contain minimum 1 special characters
- It must not be same as the username
- It must not be same as the previous 10 passwords
- It must not numerically increment from previous password

Once complete you will see the following message:



A dialog box with a white background and a blue border. It features the title "Manage Account" in bold, followed by the message "Your password has been changed." and a green "OK" button at the bottom left.

Manage Account

Your password has been changed.

OK

Click OK to move onto the choosing your secret answer:

Security Details

Please choose a secret question and provide an answer

Secret Question *

Secret Answer *

Save

Add the answer to the Secret Question and click Save.

Please remember this information as you will need it every time you log in.

Your registration is now complete and you will see the following message:

Security Details

Your secret question and answer have now been registered.

Continue

Click Continue to enter the Provider Portal.

Forgotten Login Details

If you cannot remember your password please click on the Forgotten your password link from the login screen:

Log In

Username

Password

Log In

[Forgotten your username?](#)
[Forgotten your password?](#)

You will then be taken to the following screen:

Forgotten Password

To reset your password enter the requested account details

| | | |
|---------------|----------------------|--|
| Username | <input type="text"/> | <div>i Please enter your username</div> |
| Email Address | <input type="text"/> | |

Enter your details and click Submit.

You will then see the following message:

Email Sent

An email has been sent to your registered email address, please follow the instructions we've sent.

Didn't receive the email? Check your spam folder for an email us. If you still don't see the email please try again.

You will receive the following email from educationportal@essex.gov.uk:

You have chosen to reset your password, to enable you to login to the Provider Portal.

In order to complete this process, you must choose a new password using the Link below.

Please click on the link below and login to reset it:

https://emsonline.essexcc.gov.uk/ProviderPortal_TEST/Account/Account/ConfirmForgottenPassword/347548_c9c69949-c0d6-4e3b-adb9-2aade3f383f2

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Temporary Password: VOiWXYt+

Provider Portal Administrator

If you have received this email and have not requested a change to your account, please inform the Local Authority.

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Note the Temporary Password given and click on the link to be taken to the Login screen.

Enter your username and the Temporary Password and click Log In.

You will be taken to the following screen to change your password:

Change Password

Your password must be changed to allow access to the portal.

| | | |
|------------------------|--------------------------|---|
| Current password * | <input type="password"/> | <div>i Enter your current password</div> |
| New password * | <input type="password"/> | |
| Confirm new password * | <input type="password"/> | |

Add the temporary password to the Current Password box and choose a new password that meets the criteria given. Click Change password.

You will then receive the following email:

Your password has been successfully reset.

Provider Portal Administrator

If you have received this email and have not requested a change to your account, please inform the Local Authority.

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Should you experience any further problems, please [Click Here](#)

Now you will be asked to enter your Secret Answer that you provided when registering for the Portal.

If you cannot remember your Secret Answer please click on the Forgotten your secret answer? link.

Secret Question

Please provide the answer to your secret question

Secret Question

Secret Answer *

[Forgotten your secret answer?](#)

You will be taken to the following page:

Forgotten Secret Question

To reset your secret question enter the requested account details

Username *

Email Address *

i
Please enter your username

Enter your details and click Submit.

You will receive the following email:

You have requested to reset your secret answer, to enable you to log in to the Provider Portal.

In order to complete this process, you must choose a new secret question and answer using the link below.

Please click on the link below and login to reset it:

https://emsonline.essexcc.gov.uk/ProviderPortal_TEST/Account/Account/ConfirmForgottenSecretAnswer/347548_805defe5-c8fc-432b-8f6d-0c82ddff8dfb

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Provider Portal Administrator

If you have received this email and have not requested a change to your account, please inform the Local Authority.

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Should you experience any further problems, please [Click Here](#)

Click on the link in the email to set a new Secret Answer.

You will be asked to enter your username and password again, following which you will be taken to the following screen:

Security Details

Please choose a secret question and provide an answer

Secret Question *

Secret Answer *

Enter your Secret Answer and click Save.