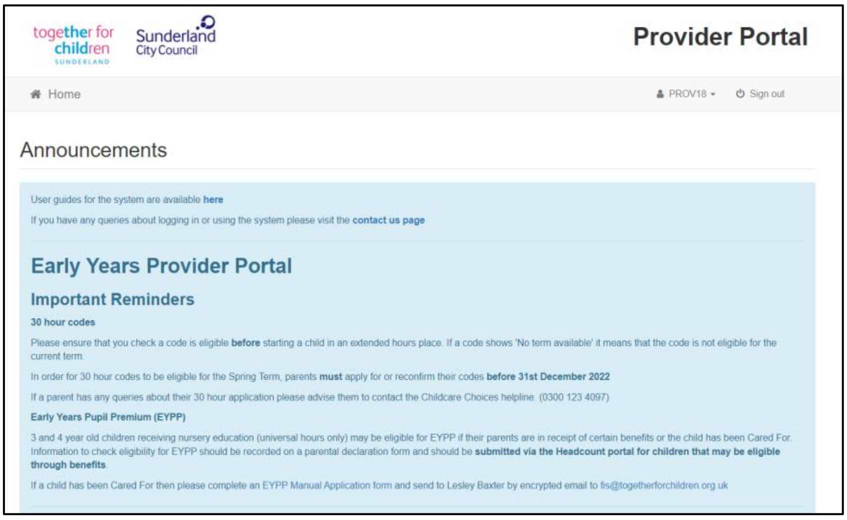
REFERENCE GUIDE:

Better Start Portal Users

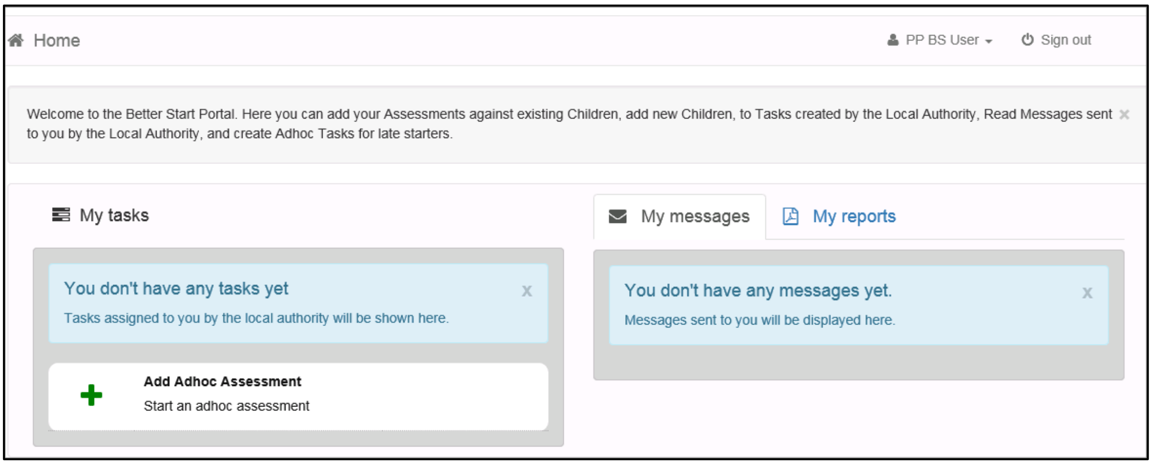
Section 1 Homepage Navigation → Section 2 Messages → Section 3 Tasks → Section 4 Submissions → Section 5 Reports → Appendix 1 Logging In

SECTION 1 – NAVIGATION

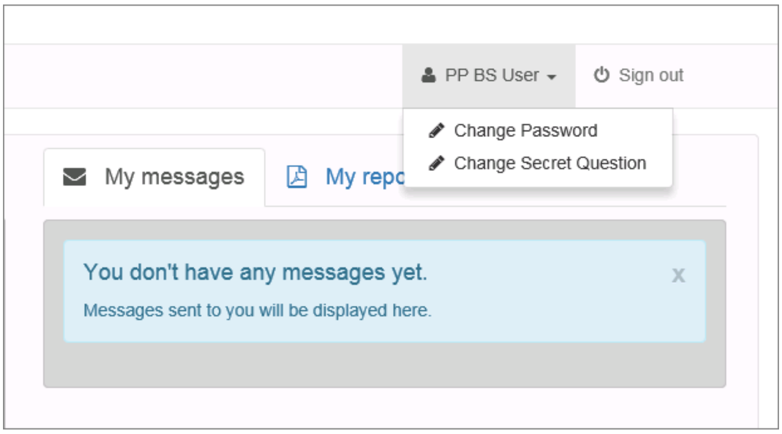
The **Announcements** screen will be visible at every Log In, please read these carefully; select Continue to proceed to the Homepage. You may need to scroll to the bottom of the page to see the **Continue** button.



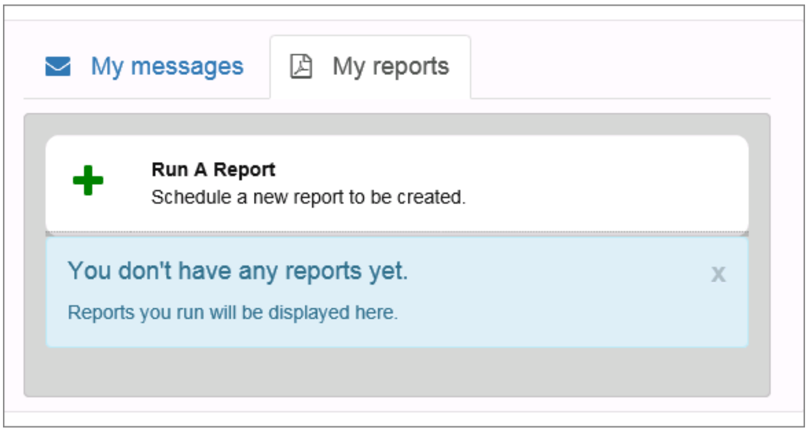
On the initial **Log In** you may not have any **Tasks** to complete or **Messages** to read – the image below shows an empty new user's page.



Selecting your name (Top Right of the screen), brings up a menu where you can change your own **Password** or **Secret Question**, and **Sign Out** securely.



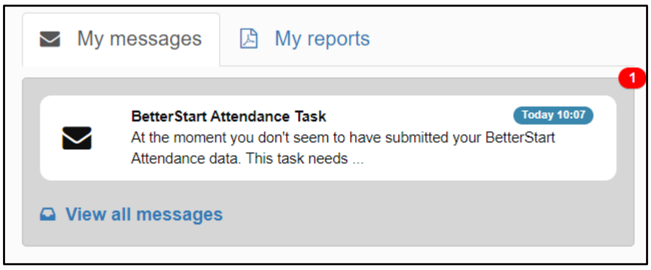
Selecting **My reports** displays a menu where you can access any reports that have been provided.



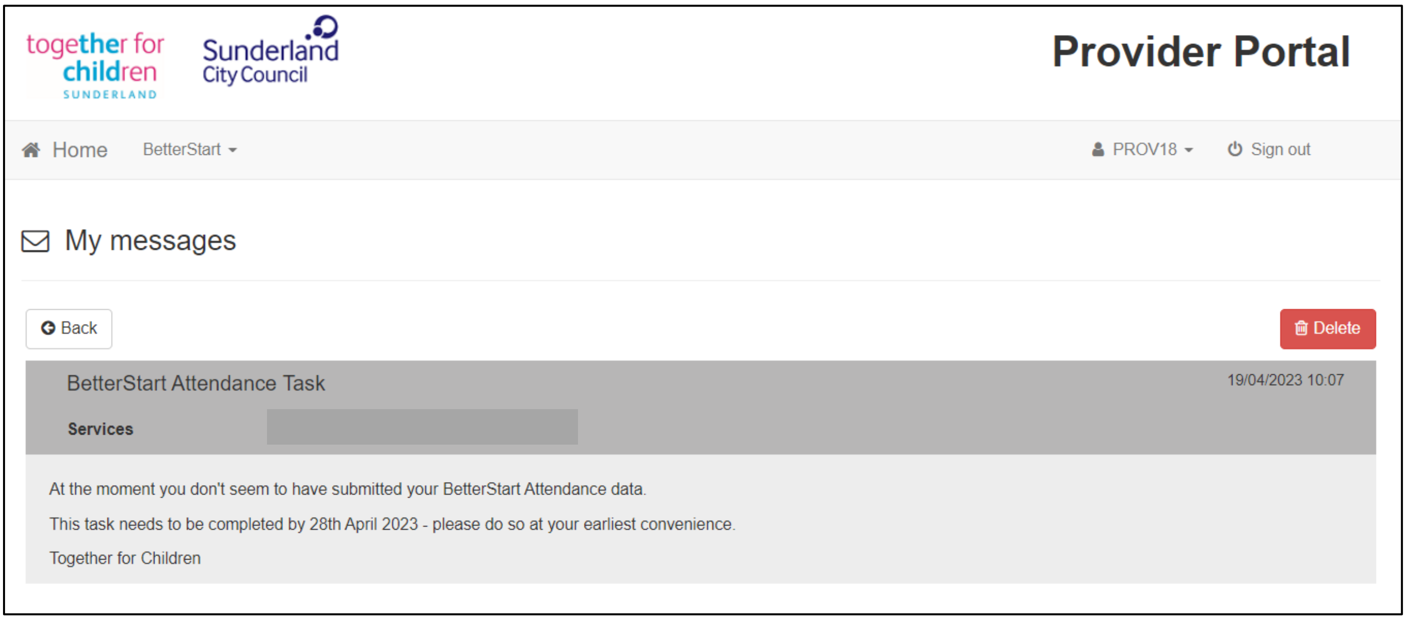
Note: If this page is empty, no reports have been run.

SECTION 2 – MESSAGES

If a **Message** has been issued to your provision, all relevant users will receive an email informing them to **Log In**. Once you **Log In** to the Better Start Portal you will see the **Message** on your **Homepage**.



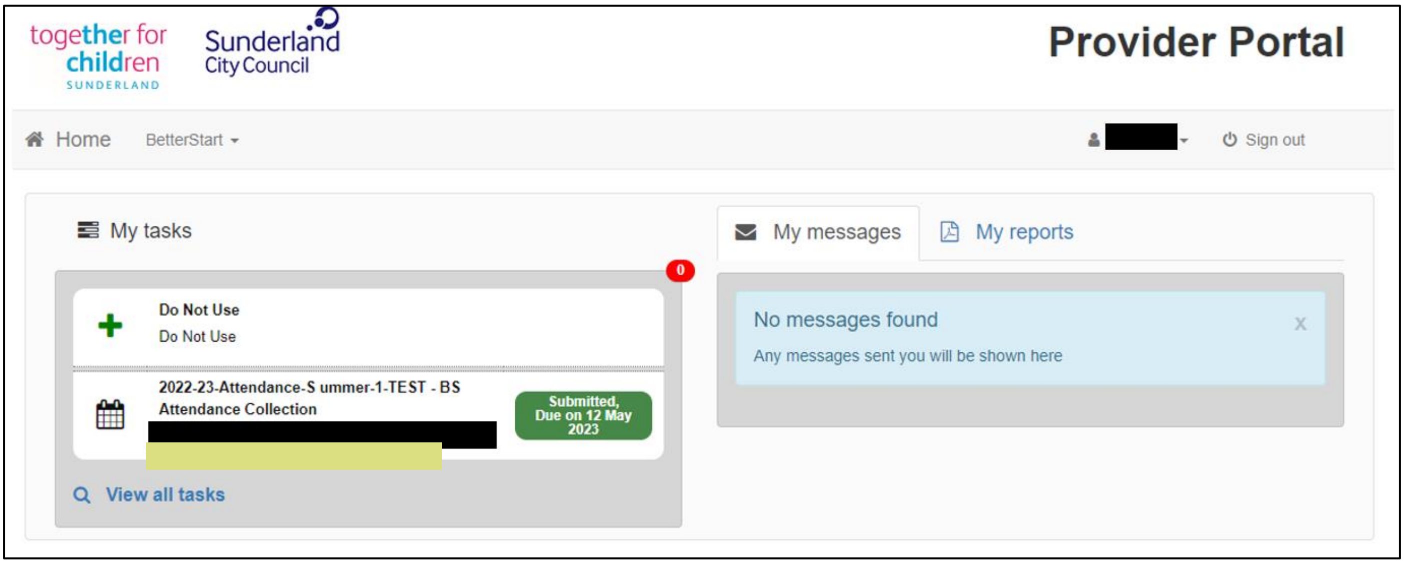
Selecting a **Message** in the list allows you to read and; if required, delete this message.



Note: You do not have to delete messages, they will stay in **My messages** and show that you have read them by the icon changing to . The red icon shows how many Tasks or Messages are outstanding.

SECTION 3 – TASKS

When a Better Start task has been issued to your provision, all relevant users will receive an email informing them to **Log In.** Once you **Log In** to the Better Start Portal you will see the task on your **Homepage** under **My tasks**.



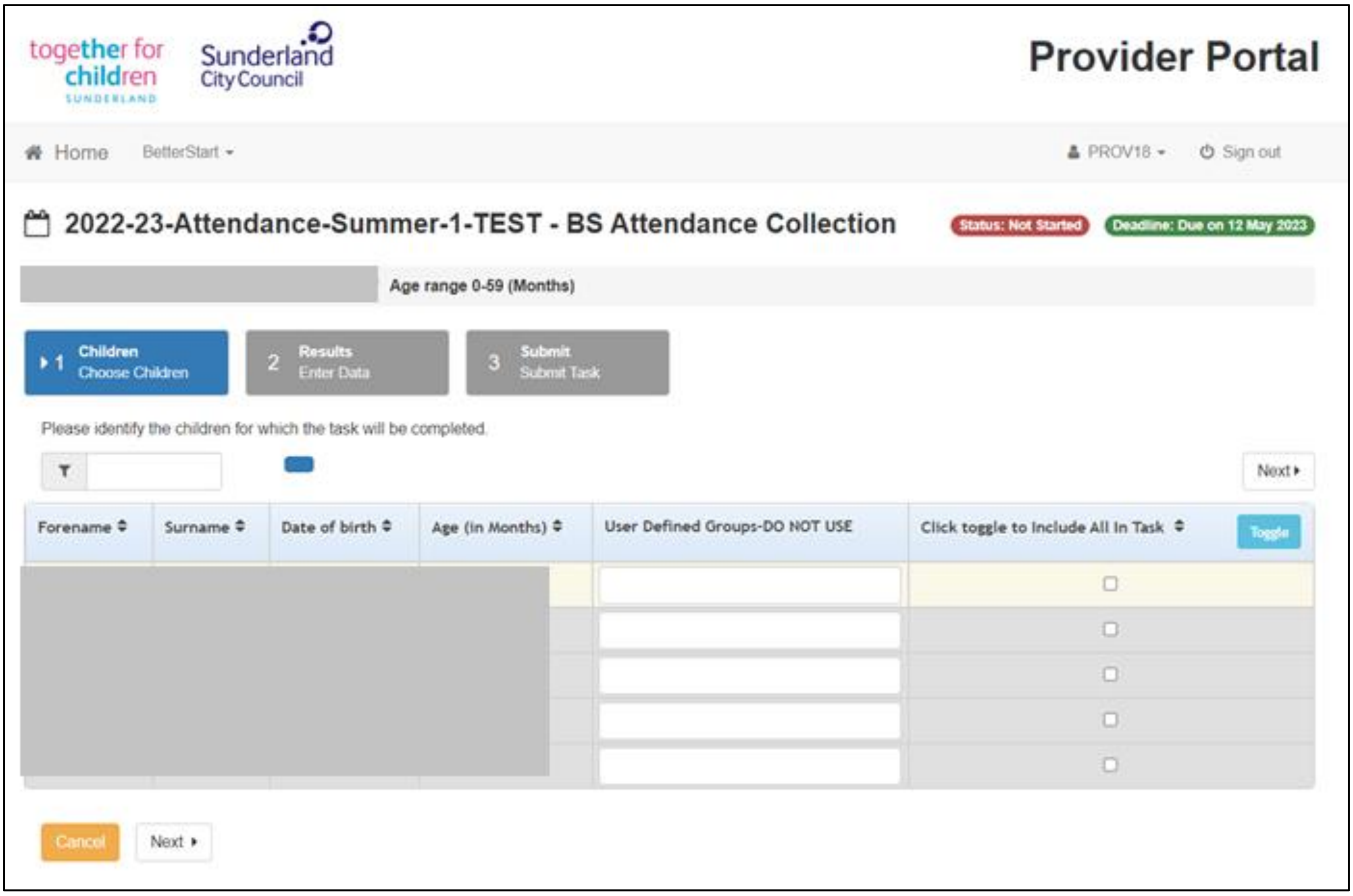
The task has a **Due Date** shown in the lozenge. The colour and information on this lozenge changes to show the **status.** It will change to **Amber** then **Red** the nearer it gets to the **Due Date** changing to **Grey** when the **Due Date** expires – see examples below.

Note: Selecting an expired Task allows you to look at historic information.

Selecting a **task** opens the task.

together for children
SUNDERLAND

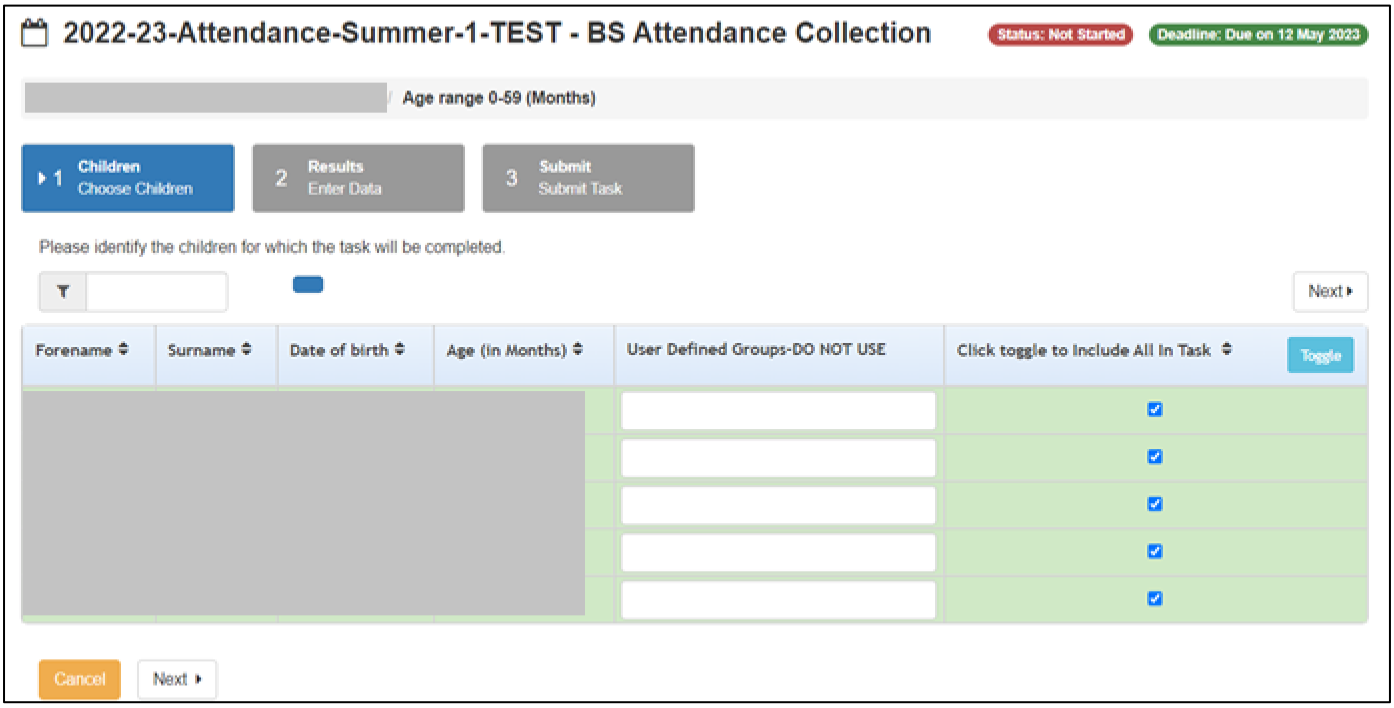
A **task** may contain existing children or be empty depending if you have any children on your current Headcount or not. Children will only appear if they are funded.



If no children are listed, this may mean that you do not have any currently funded children. However, if you believe there should be children on your Headcount, please contact the Early Years Team immediately.

together for
children
SUNDERLAND

Children in your setting need to be selected by either clicking in the check box or pressing **Toggle**, which selects every child on the page.

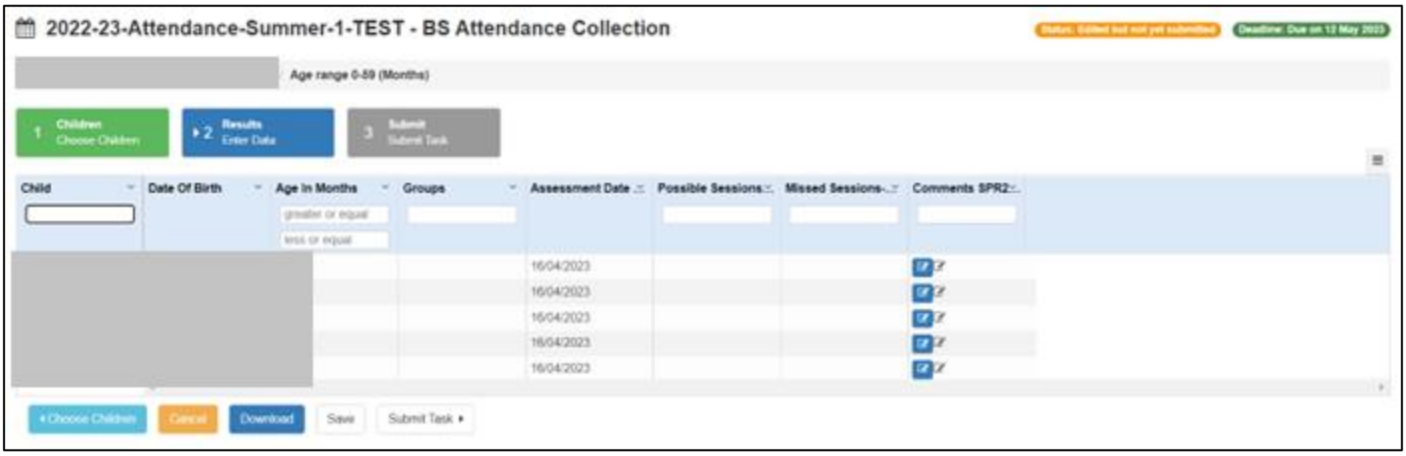


Once you have selected all children, select 

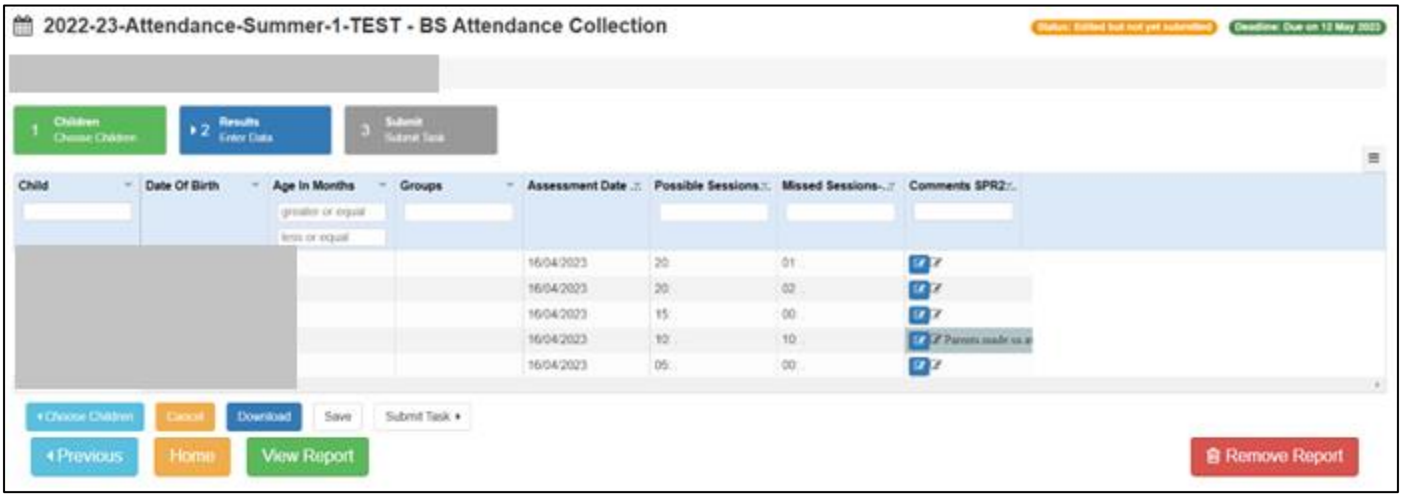
On this screen, you input data in the **Possible Sessions** and **Missed Sessions** columns.
For each child, please record the number of **Possible Sessions** that they could have attended the term.

Then, for each child, please record the number of **Missed Sessions** for the term.

You have the option to give any further information, such as an explanation for the missed sessions, by clicking and adding a free text comment.



A completed task may look like this:



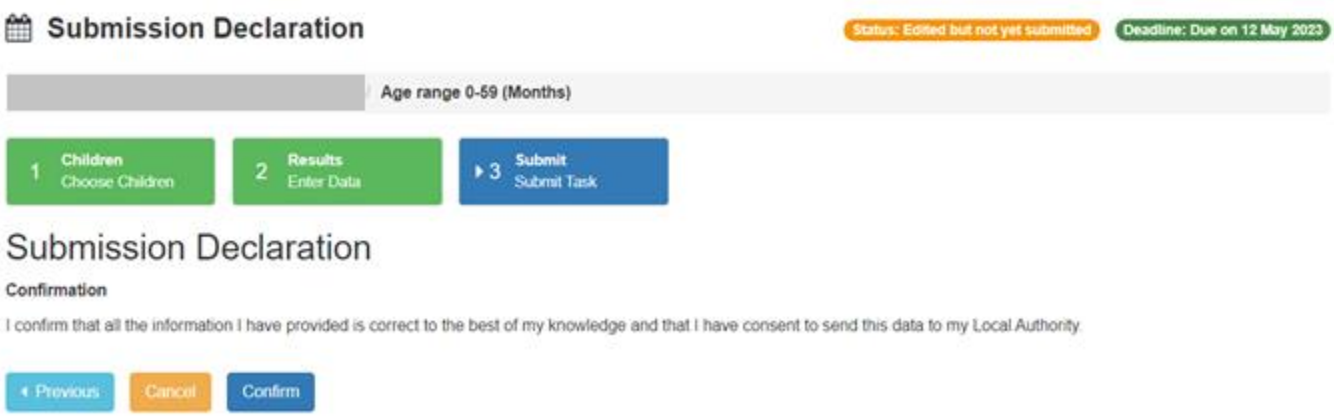
When you are happy that the information entered is accurate and correct, press **SAVE** and then press **Submit Task**.

Please note: If you do not press Save, and you need to then change any data on this screen after submitting the task, you will have to re-enter ALL data.

putting
the child first

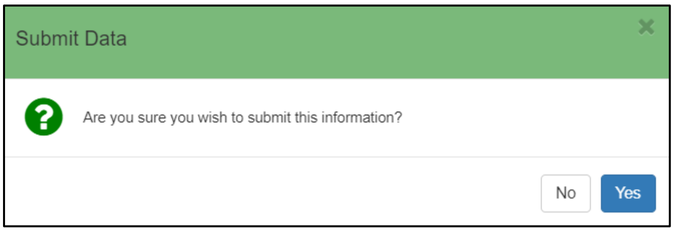
SECTION 4 - SUBMISSION

You will now be presented with this screen:

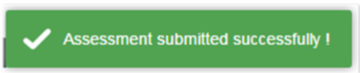


Click **Confirm** after reading the **Submission Declaration**.

You will be presented with this confirmation message:



Select **Yes**.



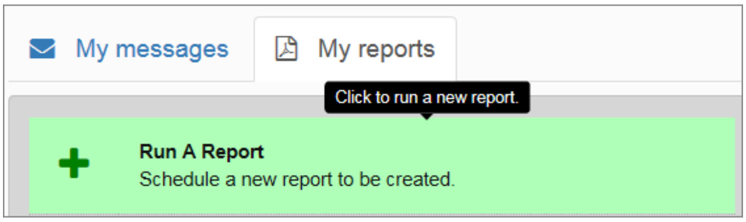
You now MUST check for errors by running a report.

The next section will explain how to do this.

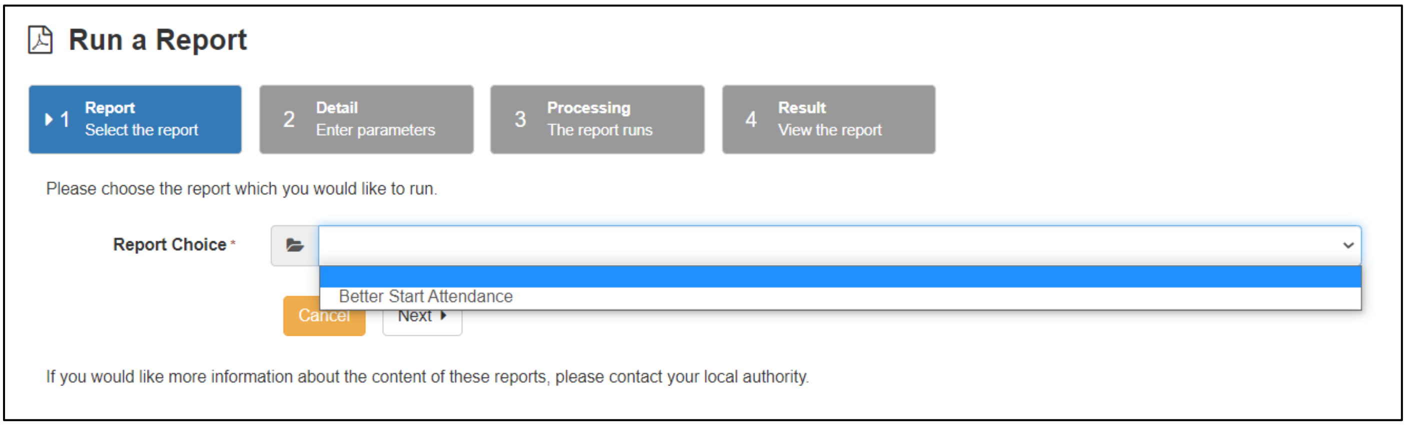
Note: If required, you can amend the data submitted in this task up to the deadline date. After that time, the **Task** becomes read only.

SECTION 5 – REPORTS

You can run a report by clicking on **My reports** and then **Run A Report.**



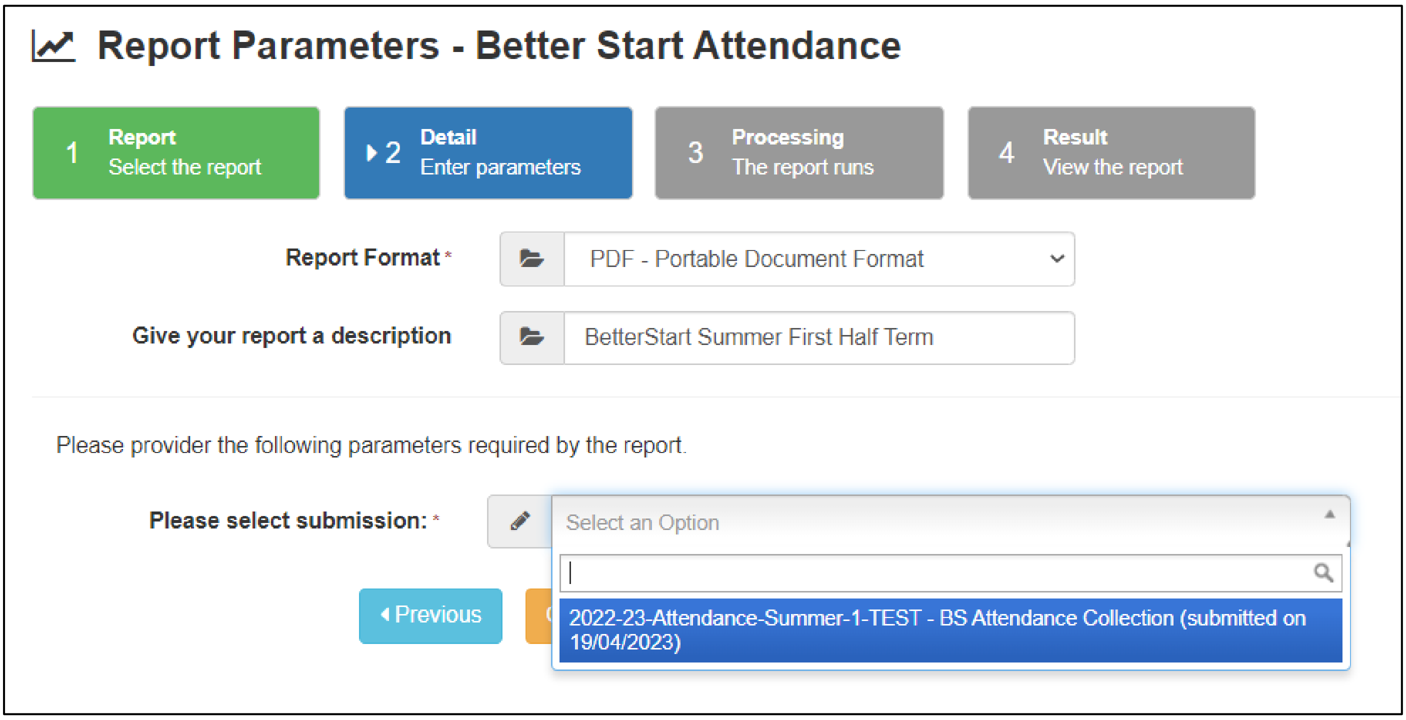
Choose **Better Start Attendance** report and press **Next.**



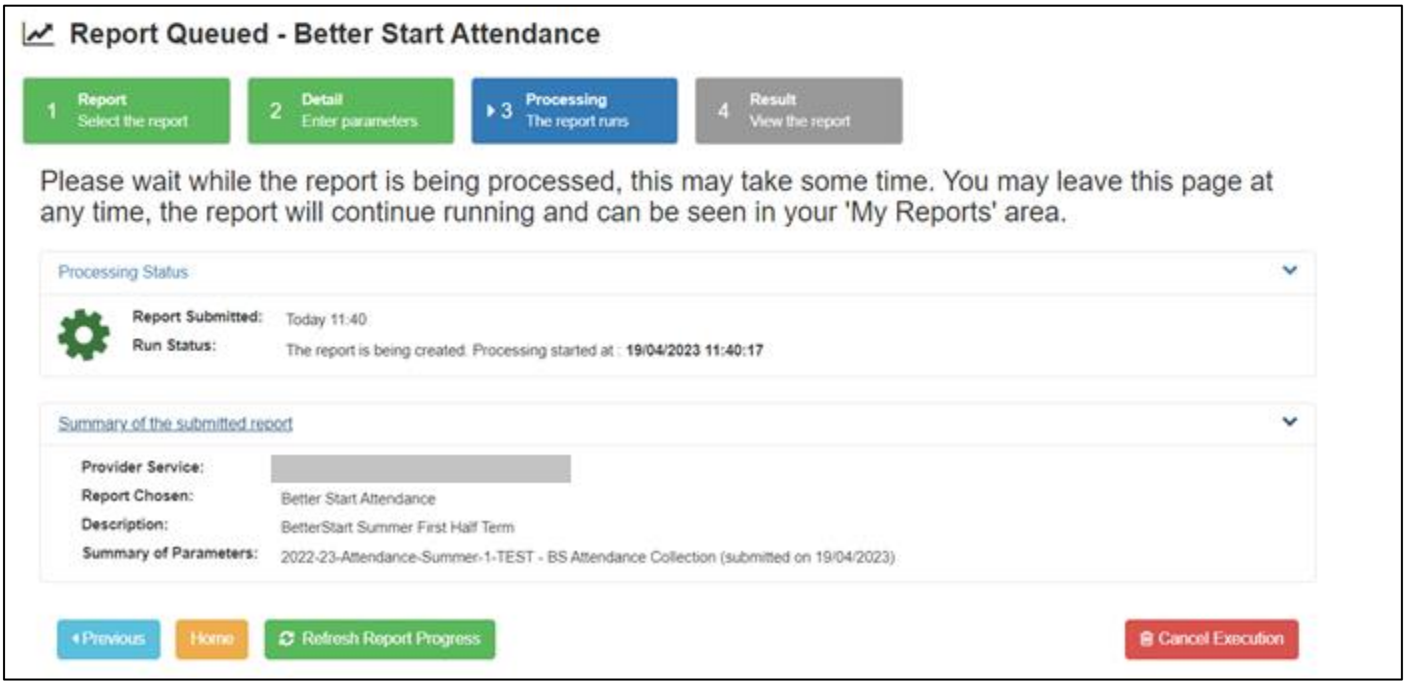
Select the required **Report Format** (we recommend PDF and will be using that format for the purpose of this guide.) Enter a **Description** for your **Report** to help you identify it later.

From the **Please select submission** dropdown, select the **Attendance task** that you have just completed.

Then press **Next.**

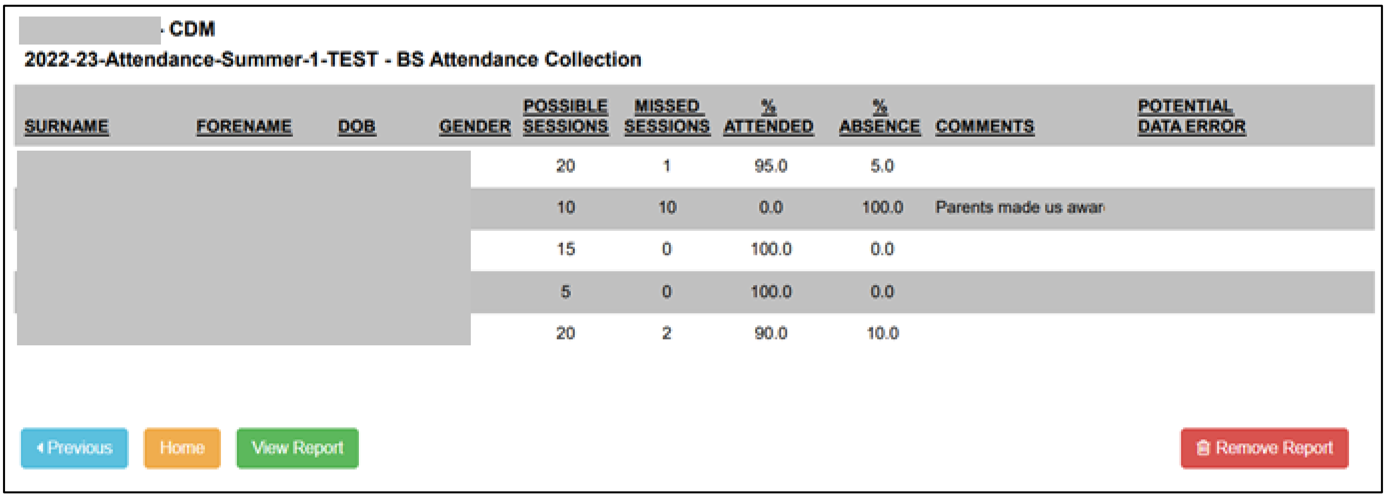


The **Report** will be queued and ready shortly.



Upon completion you can select View Report to see the contents.

Reports will open in a separate window and will look similar to this:



- CDM

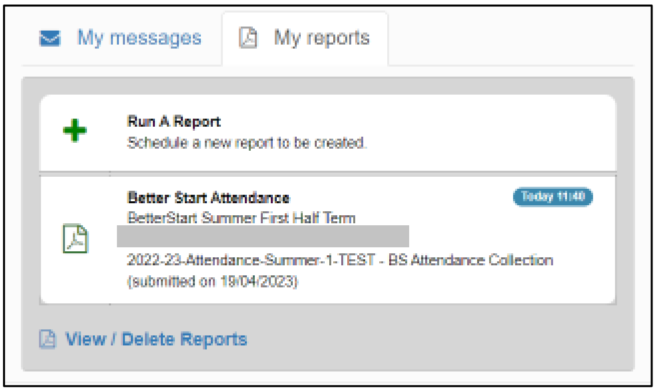
2022-23-Attendance-Summer-1-TEST - BS Attendance Collection

SURNAME	FORENAME	DOB	GENDER	POSSIBLE SESSIONS	MISSED SESSIONS	% ATTENDED	% ABSENCE	COMMENTS	POTENTIAL DATA ERROR
				20	1	95.0	5.0		
				10	10	0.0	100.0	Parents made us awar	
				15	0	100.0	0.0		
				5	0	100.0	0.0		
				20	2	90.0	10.0		

Please carefully check the end column, **Potential Data Error**. **If an error is displayed, please check your submission**. You can return to the task, amend the data entered, and resubmit. Then, run the report again to verify that the potential data error no longer exists.

If there are no errors, the task is now complete.

Reports can be viewed by selecting them from the **My Reports** tab on the **Home Page**.



They can be viewed by selecting the **Report** or deleted by selecting View / Delete Reports

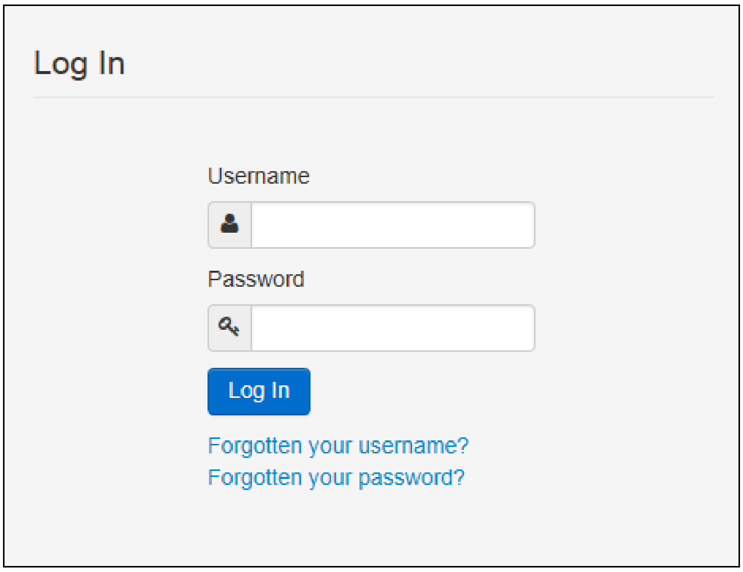
APPENDIX 1: REGISTRATION AND FIRST LOG IN

Log In to the Provider Portal, either with the web address provided in your email or by clicking on the following:

https://emsonline.sunderland.gov.uk/ProviderPortal/Account/Account/Login

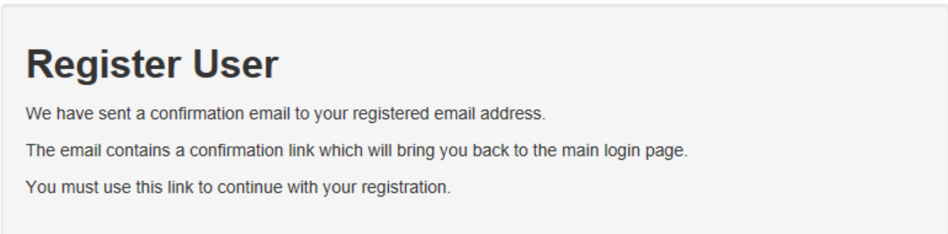
Alternatively, you can scan the QR code below:

Complete the **Username** and **Password** fields in the **Log In** box; then select **Log In**.



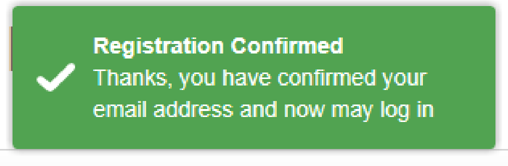
Note: If you cannot remember either your Username or Password you can select the links below the Log In button and follow the instructions.

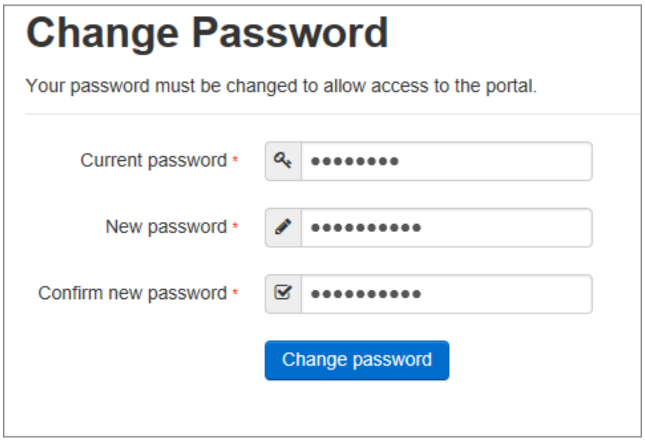
The first time you **Log In** you will be redirected to an information page, you will receive an email with a confirmation Web Address, this is to ensure security.



Each subsequent Log In to the Headcount Portal you will be directed to the Homepage as detailed in Section 2.

After following the Web Address link sent in the confirmation email, you will see the confirmation message displayed.



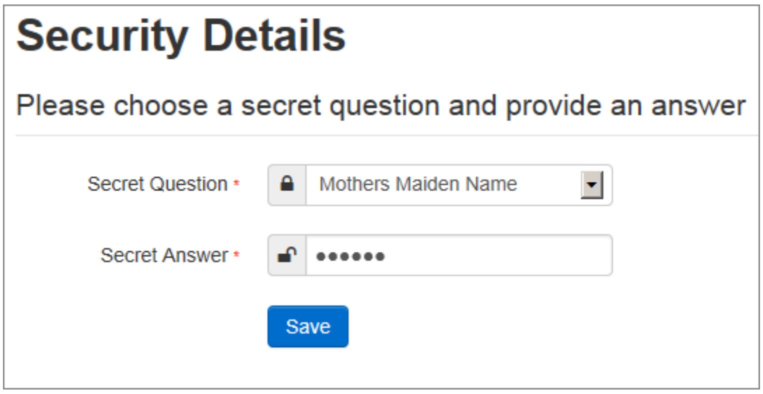


During this Log In you will be prompted to **Change Password** to a memorable one, this must contain at least 8 characters; and must contain:
Upper Case, Lower Case, a Special Character and Two Numbers. E.g. **Password01@**

Please do not use **Password01@** as your new password this is only an example.

Complete:
Current password
New password
Confirm new password fields, and select

At the **Security Details** prompt select a **Secret Question** and provide a **Secret Answer**; then select



Congratulations, you have now successfully logged in for the first time and will have access to the **Better Start Portal**.

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