



# Coventry Education Services Portal

User Guide

Education Health and Care  
Assessment application form  
(EHCNA)

Updated July 2022

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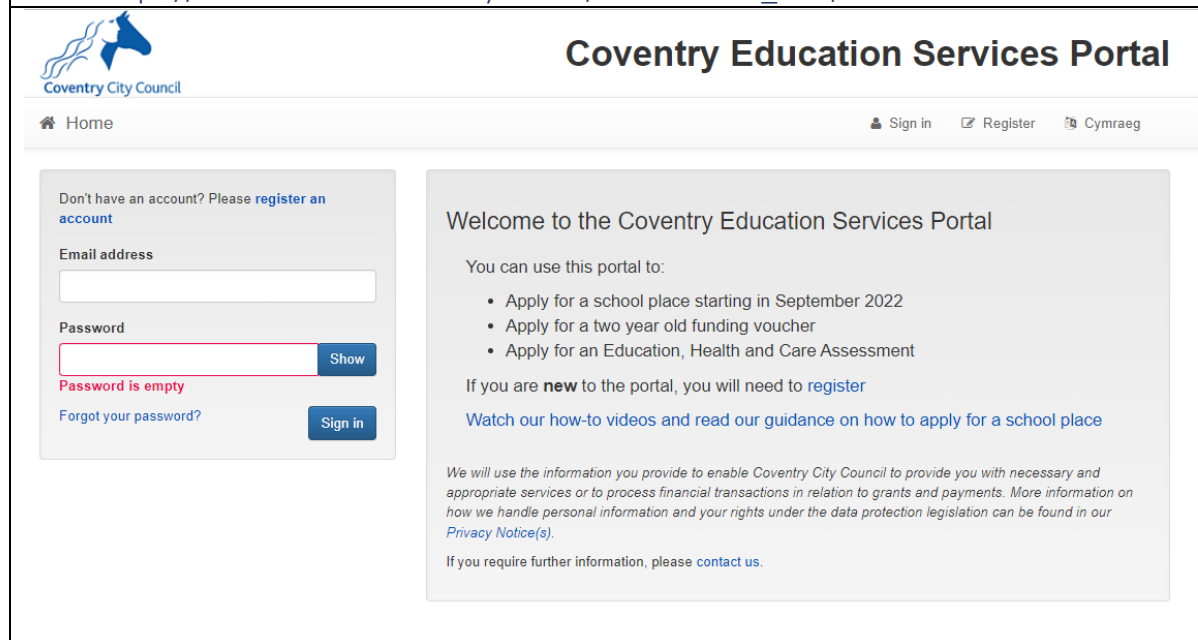
Click [this link](#) for the video guide for submitting a request for an EHC assessment

# 1 Coventry Education Services Portal User-Guide

## 1.1 Registering on the Coventry Education Services Portal

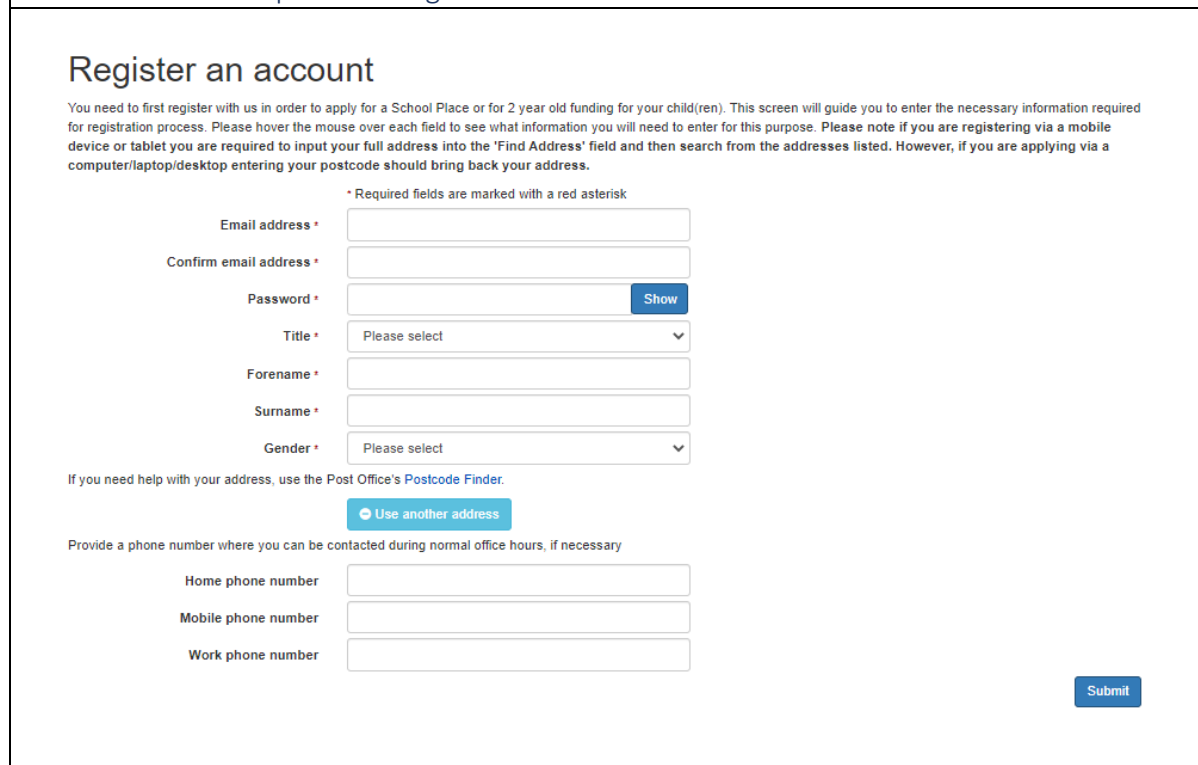
1.1.1 Visit the below URL & click *Register*

[https://emsonline.lea.coventry.sch.uk/CitizenPortal\\_LIVE/en](https://emsonline.lea.coventry.sch.uk/CitizenPortal_LIVE/en)



The screenshot shows the Coventry Education Services Portal homepage. At the top left is the Coventry City Council logo. The main header reads "Coventry Education Services Portal". Navigation links include "Home", "Sign in", "Register", and "Cymraeg". A central box contains a registration form with fields for "Email address" and "Password", a "Show" button, and a "Sign in" button. A message states "Password is empty". To the right, a "Welcome" message lists services: applying for a school place, a funding voucher, and an assessment. It also includes a "register" link for new users and a link to "Watch our how-to videos and read our guidance on how to apply for a school place". A privacy notice and a "contact us" link are at the bottom.

1.1.2 Complete the registration details & click *Submit*



The screenshot shows the "Register an account" form. It includes a heading "Register an account" and an introductory paragraph explaining the registration process. The form fields are: "Email address \*", "Confirm email address \*", "Password \*" (with a "Show" button), "Title \*" (dropdown menu), "Forename \*", "Surname \*", and "Gender \*" (dropdown menu). A note states: "If you need help with your address, use the Post Office's Postcode Finder." Below this is a "Use another address" button. The form also asks for a phone number: "Provide a phone number where you can be contacted during normal office hours, if necessary", with fields for "Home phone number", "Mobile phone number", and "Work phone number". A "Submit" button is located at the bottom right.

1.1.3 You will then be sent an e-mail to verify your e-mail address, click on the link in the e-mail and return to the log-on screen to enter your user credentials

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 password and login.

[https://emsonline.lea.coventry.sch.uk/CitizenPortal\\_TEST/Account.Mvc/CompleteRegistration/77466\\_1505906f-883e-4352-a233-18913e252114](https://emsonline.lea.coventry.sch.uk/CitizenPortal_TEST/Account.Mvc/CompleteRegistration/77466_1505906f-883e-4352-a233-18913e252114)

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

Kind Regards, Portal Administrator

**Important - Please do not reply to this email as this account is not monitored.**

This e-mail and any files transmitted with it are confidential and are intended solely for the use of the addressee. If you have received this e-mail in error, you are requested to contact the sender.

All e-mails are monitored by Coventry City Council's ICT Security, using Mimecast.

The views contained in this e-mail are those of the author and not necessarily those of Coventry City Council.

[← Reply](#) [→ Forward](#)

1.1.4 Click on EHC Assessment *and* Review and you will be taken to a link to Enable Two Step Verification Now – click this link.



## Two Step Verification Area

This area requires two step verification to be enabled before you can access it. Enable two step verification in your account settings before continuing

[Enable Two Step Verification now](#)

### 1.1.5 Select *E-mail* as the preferred method of Two Step Verification, click *Save*

**My account**

- Personal details
- Contact details
- Change email address
- Change password
- Change circumstances
- Two step verification**

**Two step verification**

Two Step Verification is our way to make your data more secure.

If you enable two step verification, we will send you a verification code every time you sign in. This helps us keep your data safe.

Some areas require two step verification to be enabled before you can use them. We will tell you when you try to access if you do not already have two step verification enabled.

Changing your preference will sign you out, and you will need to sign in again.

Preferred method:

1.1.6 You will then be returned to the log-on screen to log in and begin using the portal. When logging-in, you will receive a verification code via e-mail to complete the log in process.

donnotreply@coventry.gov.uk  
To: You

Thu 28/07/2022 13:18

Your verification code is 905163

This e-mail and any files transmitted with it are confidential and are intended solely for the use of the addressee. If you have received this e-mail in error, you are requested to contact the sender.  
All e-mails are monitored by Coventry City Council's ICT Security, using Mimecast.  
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## 1.2 Adding a child/young person to the Coventry Education Services Portal & accessing the forms

### 1.2.1 Click on the *EHC Assessment and Review* tile and click *Add Child*

EHC Assessment and Review

+ Add child

## 1.2.2 Enter the child's details and click *Add Child*

### Add child

Forename \*

Middle name

Surname \*

Gender (as at birth) \*

Date of birth \*

Current school \*

Relationship to child \*

Your relationship to this child

Parental responsibility \*  Yes  
 No

Do you have legal responsibility for this child?

Find address

## 1.2.3 Select the form you wish to complete.

**Request**      **Assessment**      **EHC Plan**      **EHCP Reviews**

**What happens now?**  
We will consider whether to undertake a statutory assessment of Education, Health and Care (EHC) needs. This can take up to 6 weeks. The step ends with a decision as to whether to assess

### Information we collect at this stage

We may need to collect some information from you or others during the request stage

Education, Health and Care Needs Assessment application form (EHCNA)	<input type="button" value="Start"/>
--	--------------------------------------

## 1.3 Completing the form

1.3.1 Complete the form clicking *Save and Continue* to save and move on to the next page.

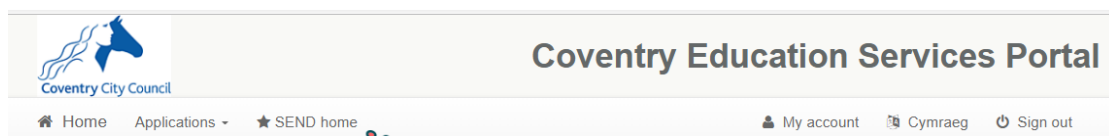
Save & Continue

1.3.2 Questions with a red asterix next to them \* are mandatory and will need to be completed before you can click *Save and Continue*.

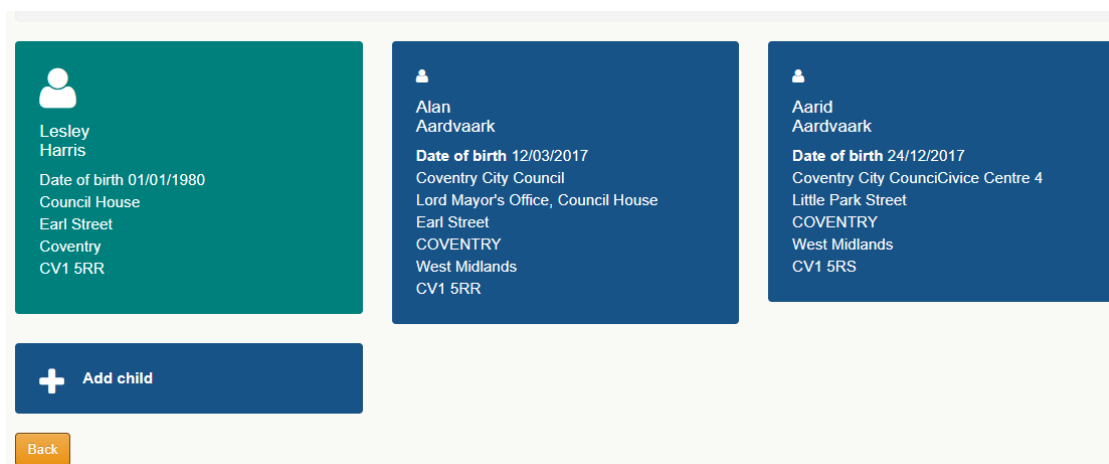
1.3.3 At any time, you can move backwards through the form by clicking *Back*

Back

1.3.4 To exit the form and return to it later, click *SEND Home*



1.3.5 This will take you to a page listing all the children you have added to the portal. Click on the child's name who you were filling out the form for earlier.



1.3.6 The form you have started will be listed at the top of the form options. To open it up, click *Continue* and the form will open at the last page you were working on.

## 1.4 Submitting the form


### 1.4.1 Once complete, the form will generate a summary page.

✓ Step 1 ✓ Step 2 ✓ Step 3 ✓ Step 4 ✓ Step 5 ✓ Step 6 ✓ Step 7 ▾ Step 8


### Summary

Review your details before submitting. Go back to correct any mistakes

#### Form submitter details

 Lesley Harris

#### Child or young person details

 Alan Aardvaark

**Gender** Male  
**Date of birth** 12-Mar-2017  
**Current school**

### 1.4.2 To submit the form, check 'I agree' to the statements listed and click Submit

Please read our summary privacy notice and tick the box to confirm that you consent to the information you have provided being used in this way and to confirm that it is accurate and complete to the best of your knowledge.

Summary Privacy Notice: The information you provide helps us to process requests for a statutory assessment for children and young people who have special educational needs and disabilities (SEND). It will be used to ensure we meet our legal duties and responsibilities in relation to children and young people with SEND under the Children's and Families Act 2014 and The SEND Code of Practice 2014. As part of this we will gather and share your personal information with organisations who will be able to provide advice and guidance to support the statutory assessment process. This may include; schools, early year's settings, other Local Authorities, internal departments including Social Care, medical and health agencies and sometimes the Department of Education. More information on how we handle personal information and your rights under the data protection legislation can be found in our full Privacy Notice at the link at the bottom of the page.

I consent to the use of the information I have provided in this way and I confirm that the information I have provided is accurate and complete to the best of my knowledge

The information that you have provided on this form will be used in accordance with processes outlined in the current Special Educational Needs & Disabilities Code of Practice.

It is important that the people working with you are able to see the information you have provided and for it to be shared with them. They may also share or discuss this information with your child or dependent.

Before submitting this information, you must agree that the information provided can be shared with professionals, the local authority, and your child or dependent. If you do not agree to this, you will not be able to send it using this online form.

I agree that the information I am submitting can be shared with professionals, the local authority and my child or dependent as part of processes outlined in the current Special Educational Needs & Disabilities Code of Practice.

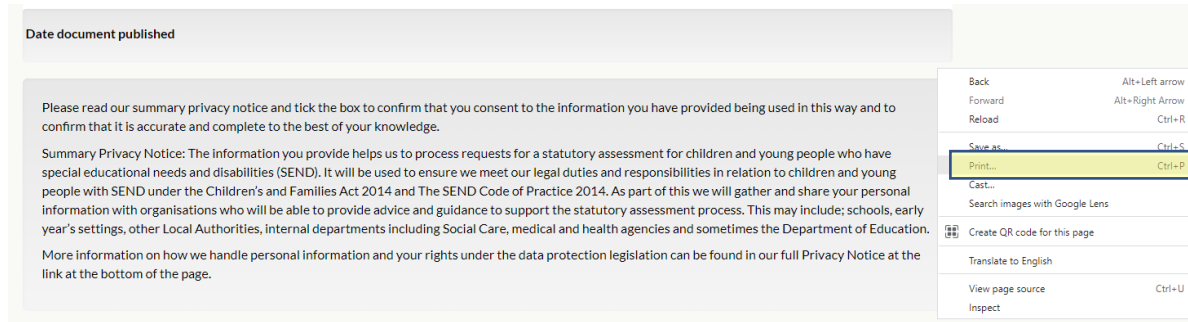
I agree



## 1.5 Printing the completed form

**1.5.1** To print the summary form, print the web page from your browser. *Right click on the summary page and click Print*

### Google Chrome:



**Date document published**

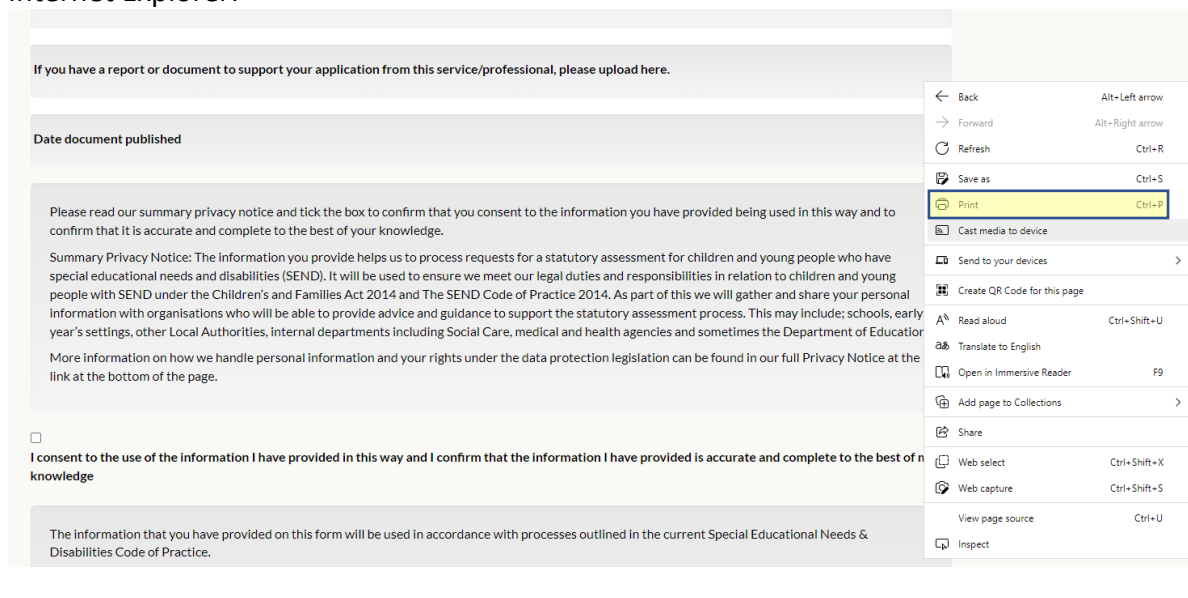
Please read our summary privacy notice and tick the box to confirm that you consent to the information you have provided being used in this way and to confirm that it is accurate and complete to the best of your knowledge.

Summary Privacy Notice: The information you provide helps us to process requests for a statutory assessment for children and young people who have special educational needs and disabilities (SEND). It will be used to ensure we meet our legal duties and responsibilities in relation to children and young people with SEND under the Children's and Families Act 2014 and The SEND Code of Practice 2014. As part of this we will gather and share your personal information with organisations who will be able to provide advice and guidance to support the statutory assessment process. This may include; schools, early year's settings, other Local Authorities, internal departments including Social Care, medical and health agencies and sometimes the Department of Education.

More information on how we handle personal information and your rights under the data protection legislation can be found in our full Privacy Notice at the link at the bottom of the page.

- Back (Alt+Left arrow)
- Forward (Alt+Right Arrow)
- Reload (Ctrl+R)
- Save as (Ctrl+S)
- Print... (Ctrl+P)**
- Cast...
- Search images with Google Lens
- Create QR code for this page
- Translate to English
- View page source (Ctrl+U)
- Inspect

### Internet Explorer:



If you have a report or document to support your application from this service/professional, please upload here.

**Date document published**

Please read our summary privacy notice and tick the box to confirm that you consent to the information you have provided being used in this way and to confirm that it is accurate and complete to the best of your knowledge.

Summary Privacy Notice: The information you provide helps us to process requests for a statutory assessment for children and young people who have special educational needs and disabilities (SEND). It will be used to ensure we meet our legal duties and responsibilities in relation to children and young people with SEND under the Children's and Families Act 2014 and The SEND Code of Practice 2014. As part of this we will gather and share your personal information with organisations who will be able to provide advice and guidance to support the statutory assessment process. This may include; schools, early year's settings, other Local Authorities, internal departments including Social Care, medical and health agencies and sometimes the Department of Education.

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I consent to the use of the information I have provided in this way and I confirm that the information I have provided is accurate and complete to the best of my knowledge

The information that you have provided on this form will be used in accordance with processes outlined in the current Special Educational Needs & Disabilities Code of Practice.

- Back (Alt+Left arrow)
- Forward (Alt+Right arrow)
- Refresh (Ctrl+R)
- Save as (Ctrl+S)
- Print (Ctrl+P)**
- Cast media to device
- Send to your devices
- Create QR Code for this page
- Read aloud (Ctrl+Shift+U)
- Translate to English
- Open in Immersive Reader (F9)
- Add page to Collections
- Share
- Web select (Ctrl+Shift+X)
- Web capture (Ctrl+Shift+S)
- View page source (Ctrl+U)
- Inspect

1.5.2 Print in the normal way. If you would like to print an electronic version, you may wish to utilise a print to pdf functionality.

