Coventry Education Services Portal

User Guide

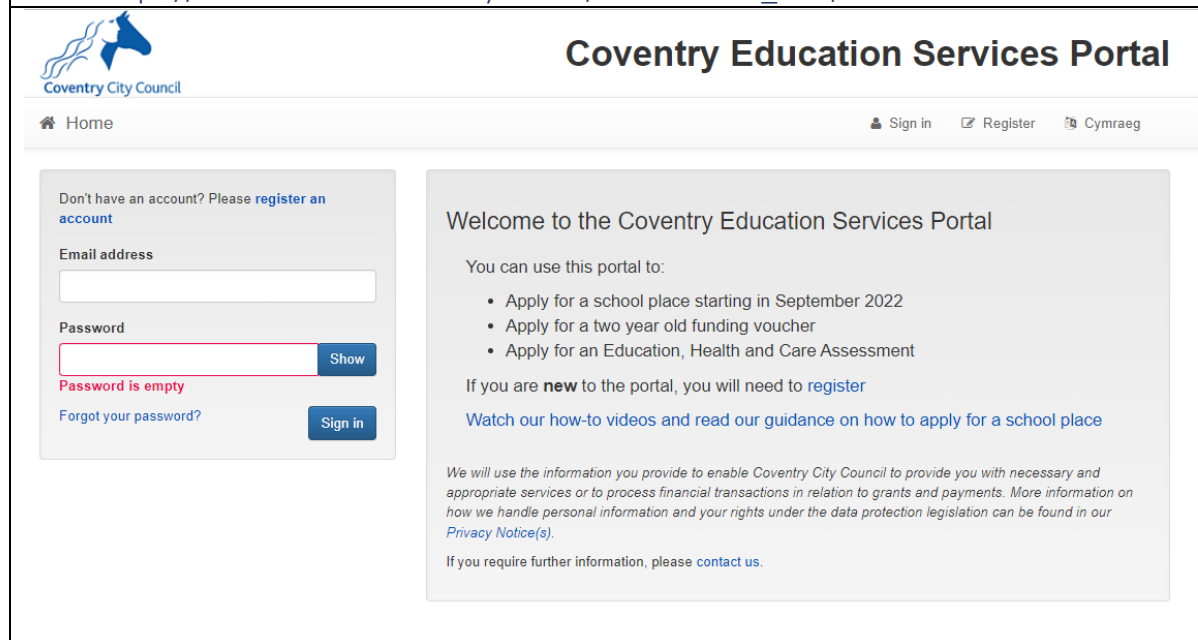Education Health and Care Assessment application form (EHCNA)

Updated July 2022

Click this link for the video guide for submitting a request for an EHC assessment

1 Coventry Education Services Portal User-Guide

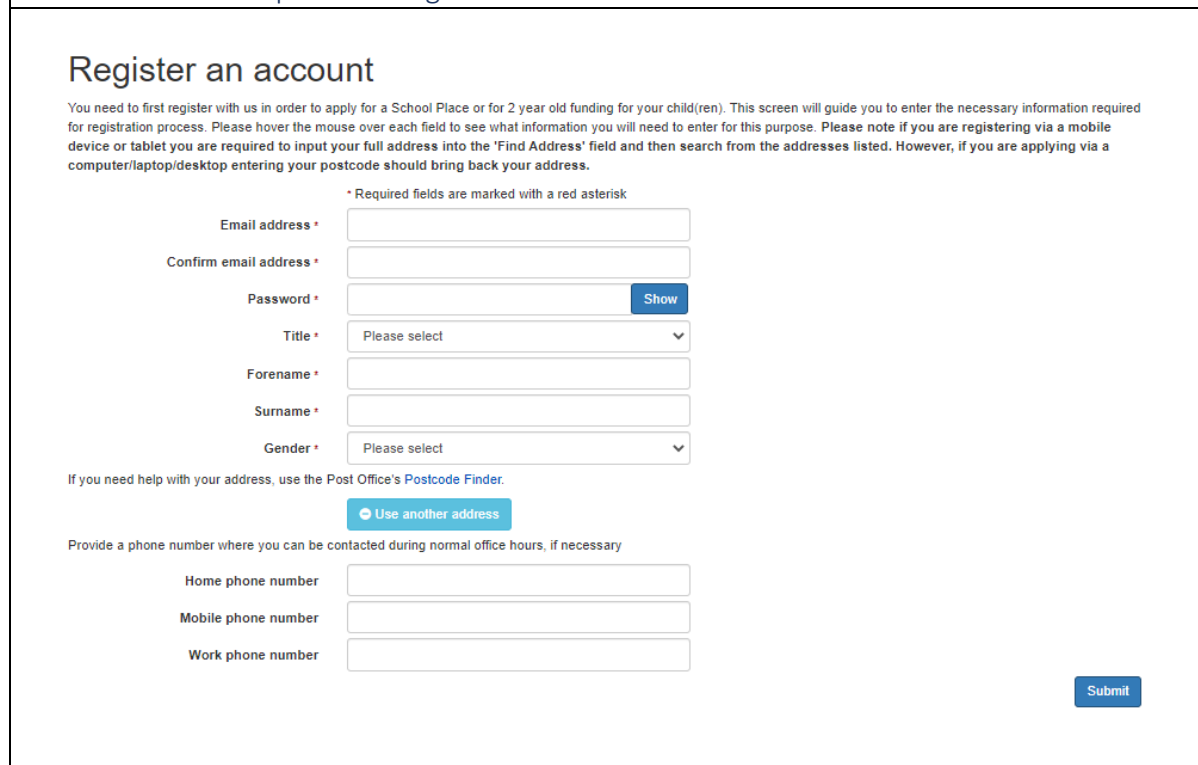## 1.1 Registering on the Coventry Education Services Portal

1.1.1 Visit the below URL & click *Register*

https://emsonline.lea.coventry.sch.uk/CitizenPortal_LIVE/en

1.1.2 Complete the registration details & click *Submit*

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

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.

⭐
EHC Assessment and Review

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*

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.

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*

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

Add child

Forename *	
Middle name	
Surname *	
Gender (as at birth) *	Please select
Date of birth *	dd/mm/yyyy
Current school *	Please select
Relationship to child *	Please select
	Your relationship to this child
Parental responsibility *	○ Yes
	○ No
	Do you have legal responsibility for this child?
	⊖ Use previous address
Find address	Postcode Search

Cancel   Add child

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)	**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.
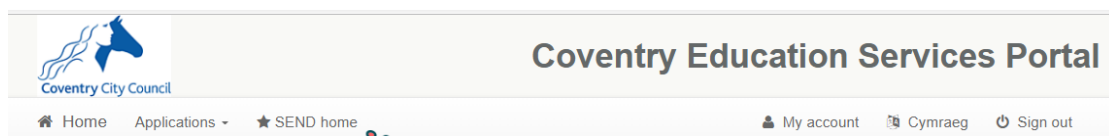>
> Save & Continue
>
> ### 1.3.2 Questions with a red asterix next to them ✱ are mandatory and will need to be completed before you can click *Save and Continue.*
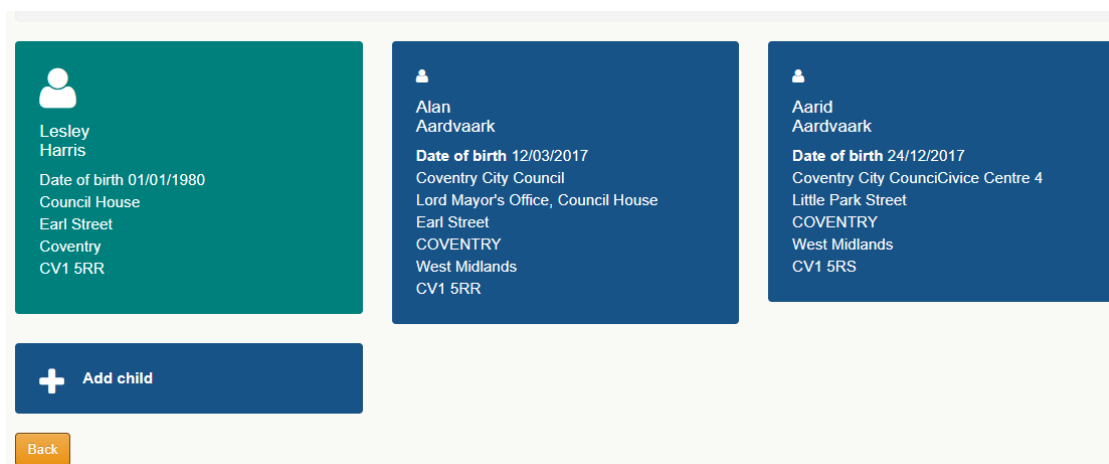>
> ### 1.3.3 At any time, you can move backwards through the from by clicking *Back*
>
> Back
>
> ### 1.3.4 To exit the form and return to it later, click *SEND Home*
>
> **Coventry Education Services Portal**
>
> Coventry City Council
>
> 🏠 Home   Applications ▾   ★ SEND home   ● ↩   👤 My account   📖 Cymraeg   ⏻ Sign out
>
> ### 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.
>
> **Lesley Harris**
> Date of birth 01/01/1980
> Council House
> Earl Street
> Coventry
> CV1 5RR
>
> **Alan Aardvaark**
> Date of birth 12/03/2017
> Coventry City Council
> Lord Mayor's Office, Council House
> Earl Street
> COVENTRY
> West Midlands
> CV1 5RR
>
> **Aarid Aardvaark**
> Date of birth 24/12/2017
> Coventry City CounciCivice Centre 4
> Little Park Street
> COVENTRY
> West Midlands
> CV1 5RS
>
> ➕ Add child
>
> Back
>
> ### 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.

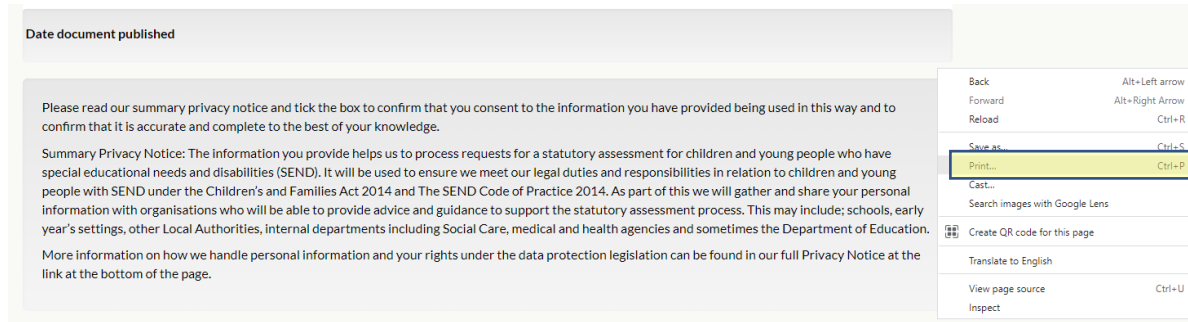### 1.4.2 To submit the form, check 'I agree' to the statements listed and click Submit

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*
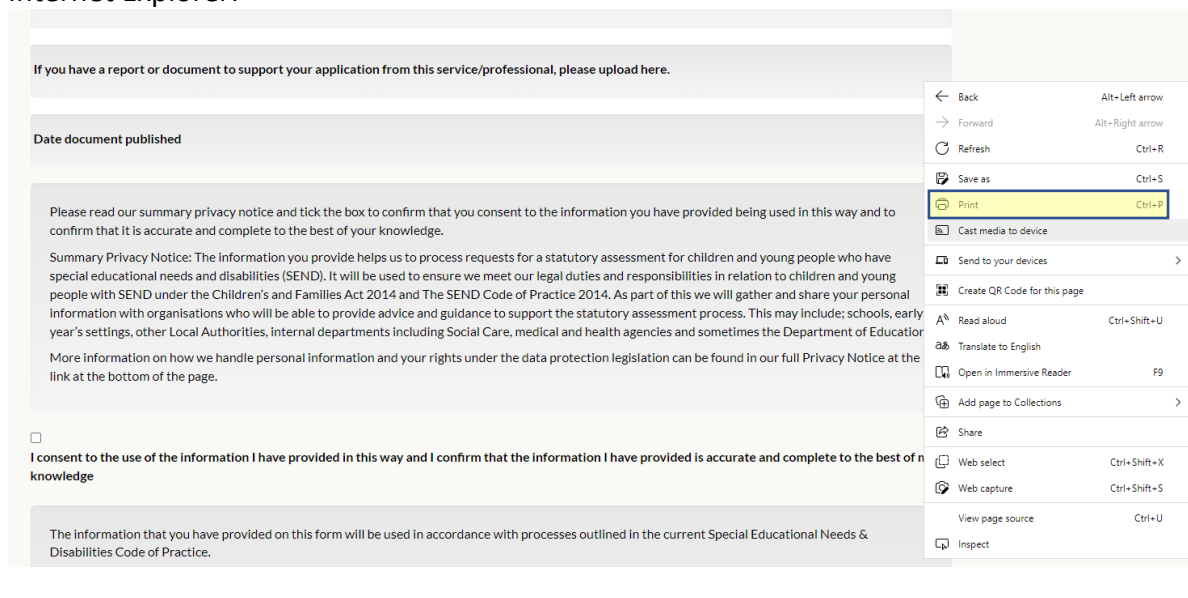
Google Chrome:

Internet Explorer:

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.