

Essex County Council

Accessing the Provider Portal

Contents

Introduction	3
Logging in for the first time.....	3
Forgotten login details.....	6

Introduction

This document will help you to log into the Provider Portal. When you have completed your Early Years registration, we will send you:

- a username
- starting FE
- a temporary password.

In this guidance we will cover:

- logging in for the first time
- forgotten login details

Logging in for the first time

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

Click on the tile on the right-hand side to access the Provider Portal



Essex County Council

Menu

Search...

Early Years and Childcare

Welcome to the Essex Early Years and Childcare website.
Information for all those working in the early years and childcare sector.

Sign-up for EYFS newsletter

EYFS newsletter archive

Provider Portal

Special educational needs and disabilities

Supporting children with special educational needs and disabilities.

Special educational needs and disabilities

<https://eycp.essex.gov.uk/eyfs-newsletter-archive/>

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

Home

Log In

Username

Password

Log In

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

Welcome to the Provider Portal

We have had an upgrade and the portal may look slightly different. Once you have read the Announcements page please click Continue. To restore the menus as before please click on the GREEN tile and tick the Show All Menus box.

If your username or password do not work on the first 2 attempts, please use the "Forgotten Username" or "Forgotten Password" links on the left, otherwise the account may be locked.

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.

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

Change Password

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

Current password *

New password *

Confirm new password *

Change password

Enter your current password

Your new password must meet the following criteria:

- 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 of 1 special character
- it must not be the same as the username
- it must not be the same as the previous 10 passwords
- it must not numerically increment from the previous password

Once complete you will see the following message:

Manage Account

Your password has been changed.

OK

Click OK to move onto the choosing your secret answer.

Add the answer to the Secret Question and click Save

Security Details

Please choose a secret question and provide an answer

Secret Question *

Secret Answer *

Save

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

Your registration is now complete. 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

Go to the login screen and click on the Forgotten your password link.

Log In

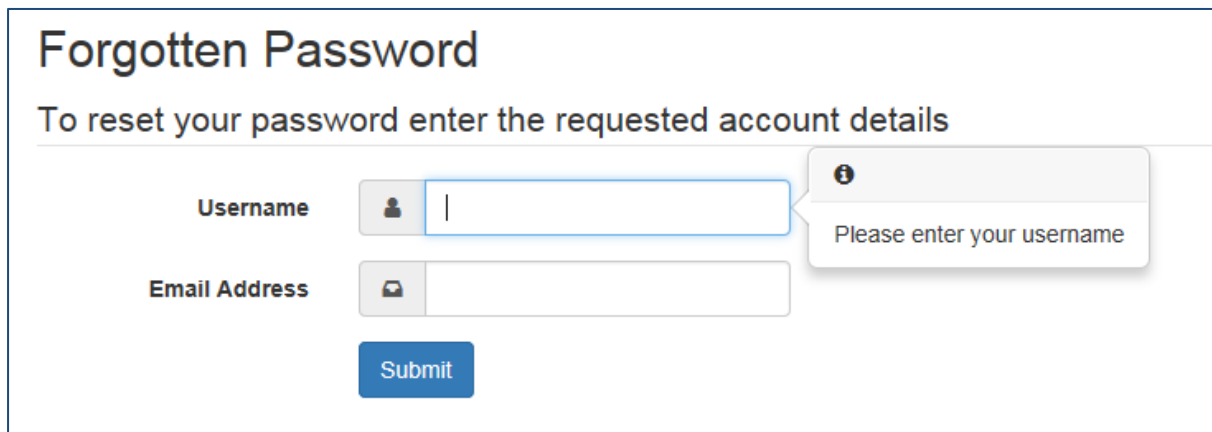
Username

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

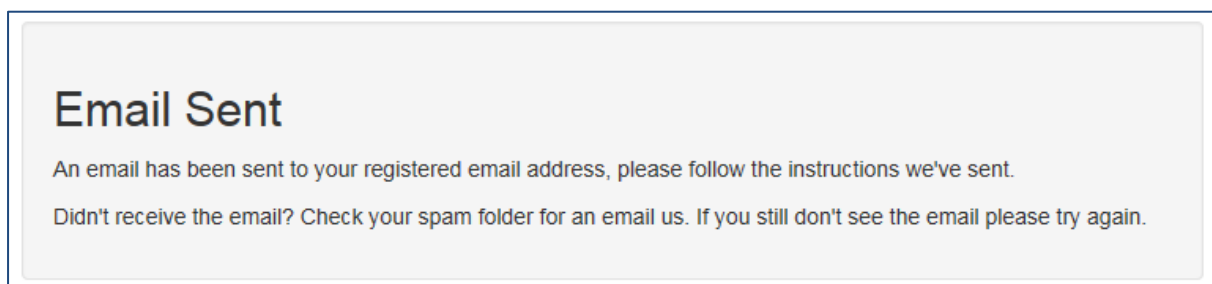
Email Address

Submit

Please enter your username

Enter your details and click Submit.

You will then see the following message:

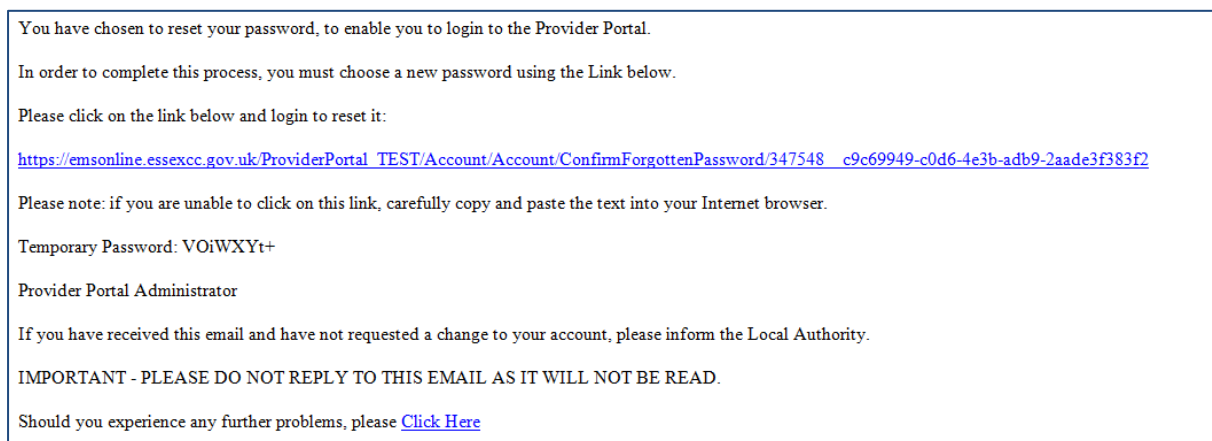


Email Sent

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.

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

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


Note down the temporary password given and click on the link to take you 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> 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.

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

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

Now you will need to enter the Secret Answer that you provided when registering for the Portal.

If you can't remember your secret answer, click on the Forgotten your secret answer? link.

Secret Question

Please provide the answer to your secret question

Secret Question	<input type="text" value="Mothers maiden name*"/>
Secret Answer *	<input type="password"/>

[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 *

Submit

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.

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 set a new secret answer.

You will need to enter your username and password again. Then you will be taken to the following screen:

Security Details

Please choose a secret question and provide an answer

Secret Question *

Secret Answer *

Save

Enter your Secret Answer and click Save.