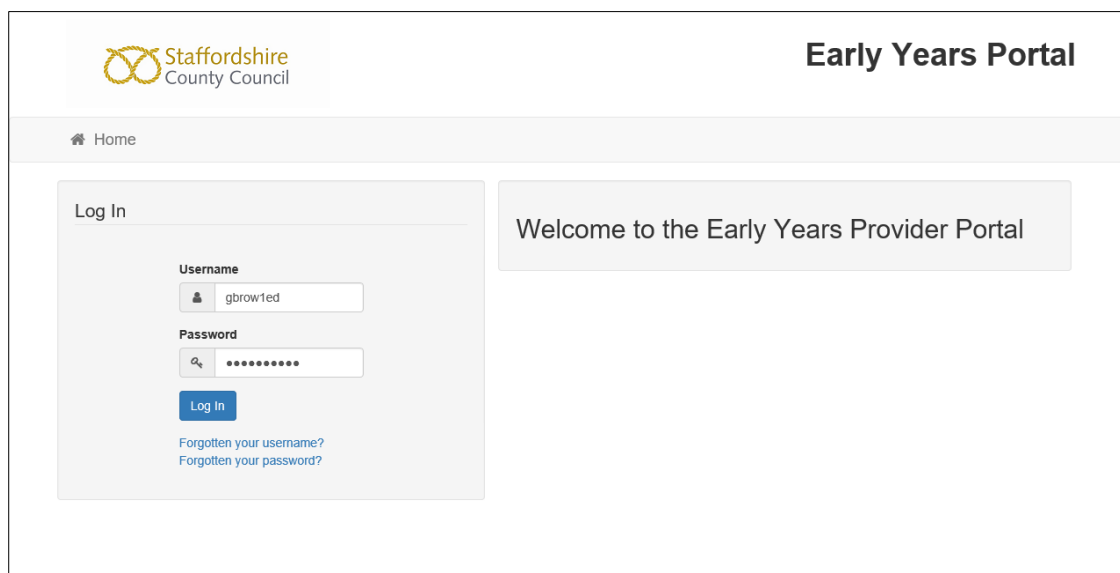**Staffordshire County Council**

one

Logging in to the Provider Portal

The following link will take you to the Provider Portal login page:

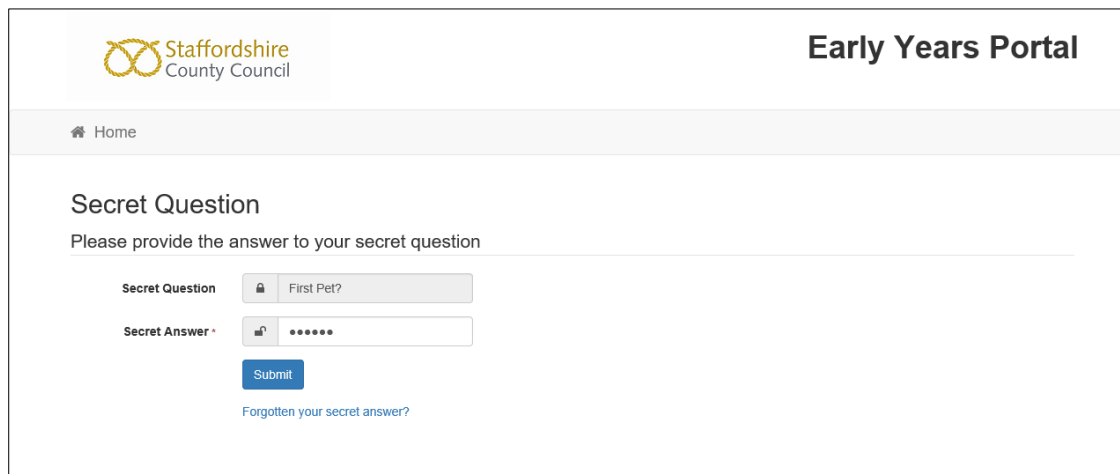https://ems.staffordshire.gov.uk/CCSProviderPortal_LIVE/Account/Account/Login

Log in with the details supplied by the Local Authority. (If you are already a Provider Portal user, this will be your usual Username and Password).

Please Note: If this is the first time you have logged in, you will be sent a registration email. In the email will be a link, which you need to click on to activate your registration.

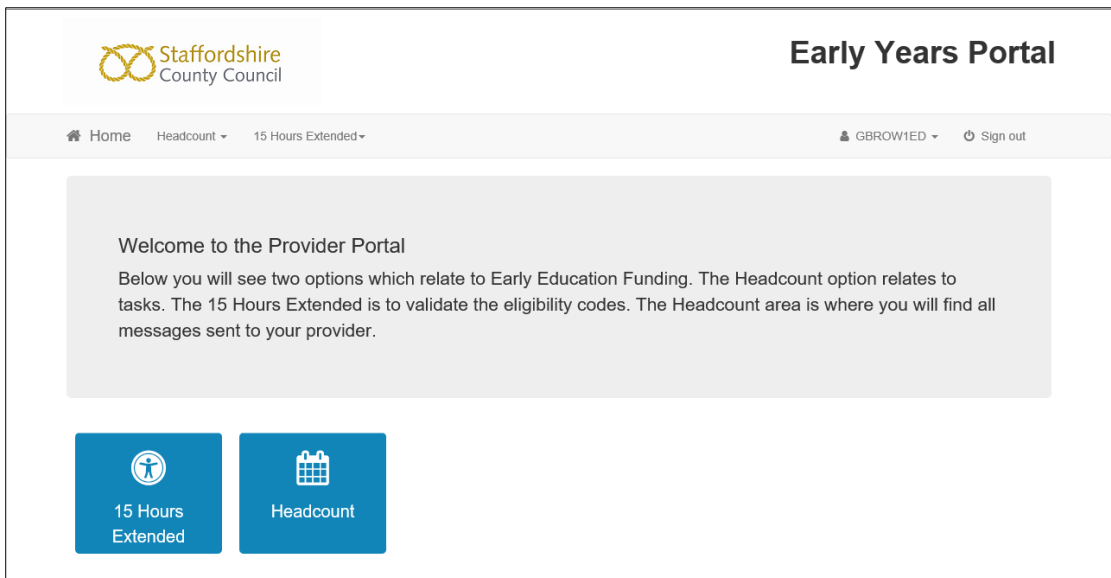You will then be asked to set up a Secret Question.

Portal Options

The Home screen will present you with two options.
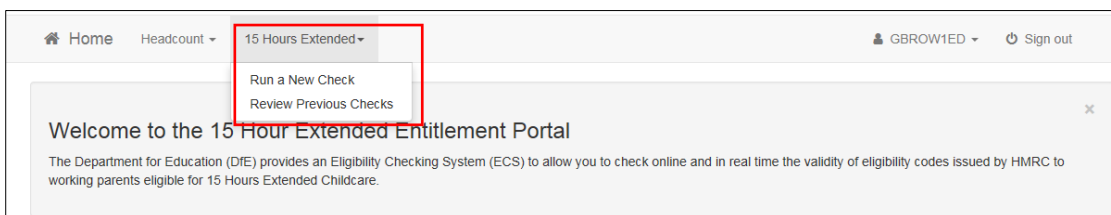
The Headcount Button will allow you access to:

- Headcount Tasks
- Messages.

The 15 Hours Extended Button will give you access to:

- The 15 Hour Extended Eligibility Checker (Run a New Check)
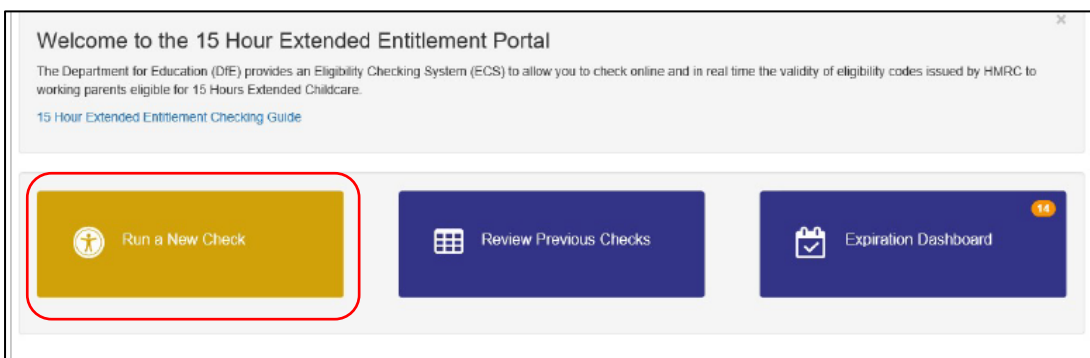- Lists of checks already completed (Review Previous Checks)

The two options can also be accessed from the 15 Hours Extended drop-down menu:

Running a New Check

Click on the button highlighted below to run a new eligibility check.

As you start typing the portal will bring up any children meeting criteria. You can click on 'view details' next to the child's name to check this is the correct child. This will open a new window – once details are confirmed you can choose 'close'.

If the child is not found, click here to go to the **Child not found using the Search function - Ad Hoc Checks** section.

Child found using the Search Function – Existing Child Checks

Once you have found the Child in question, select their record by clicking on that row. This will populate the checker with the information you have.

You will need to complete the information for the Parent's National Insurance Number and Parent's Eligibility Code.

Please Note: The Eligibility Code is unique to each child. Hence, twins would each have their own unique Eligibility Code. The code may also be linked to the National Insurance number of the parent who applied via the HMRC website.

When all information has been added, you can click Run Check.

The Eligibility Result is then displayed.

If the result of the check is Eligible, the checker will give you details of the eligibility dates for each child including when their Grace Period will end.

If the result is not eligible then you will see the message below

Click 'Run a new check' to run the check for another child.

Child not found using the Search function – Ah Hoc Checks

If the child is new to your setting and/or not found using the search through child name, you can perform an "Ad-Hoc Check" by typing in all the required details manually.

Type in the Child's Forename and Surname

Click 'Child not found'

You will be asked to confirm if you want to add a new child – choose 'OK'

This will unlock all cells for completion. When added you are able to choose 'run check'

If the result of the check is Eligible, the checker will give you details of the eligibility dates for each child including when their Grace Period will end.

Reviewing details of checks that have been completed

Click on the button highlighted below to Review Previous Checks.

Existing Children (Children selected by searching) will appear in the Existing Child Checks section.

Ad-Hoc Checks (New children or those where details were all entered manually) will appear in the Ad-Hoc Checks section.

The screen contains a filter allowing you to search / filter results.

You can filter by any keyword on screen including:

- Name
- Eligibility
- National Insurance Number
- Any Date including Date of Birth

Warning!   Please be careful when filtering using dates. The screen will filter using any date on screen, not just the Date of Birth. E.g. Typing 01/01 will show any children born on 1st January but will also show any children who became eligible on 1st January. It is recommended that you include the Year in any filter using a date.