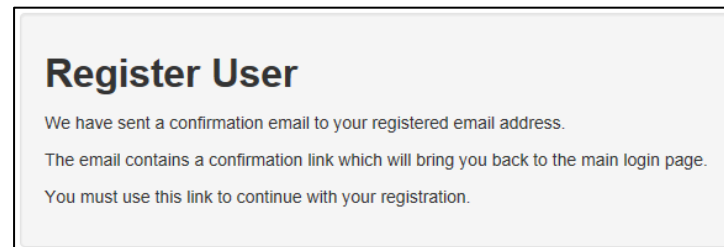


The screenshot shows the login interface of the Suffolk Provider Portal. At the top left, there is a 'Home' link with a house icon. The main content area is divided into two sections. On the left, there is a 'Log In' section with a title 'Log In' and a horizontal line. Below the title, there are two input fields: 'Username' with a person icon and 'Password' with a key icon. A blue 'Log In' button is positioned below the password field. Underneath the button, there are two links: 'Forgotten your username?' and 'Forgotten your password?'. On the right, there is a 'Welcome to the Provider Portal' section with a heading and a paragraph of text explaining the portal's purpose and security requirements.

When logging into the Provider Portal for the first time, you will need to use the username and password emailed to you. Your username will remain the same, but you will be able to change the password to something that you will remember.



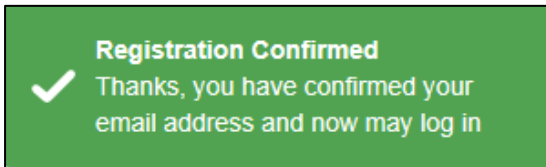
Register User

We have sent a confirmation email to your registered email address.

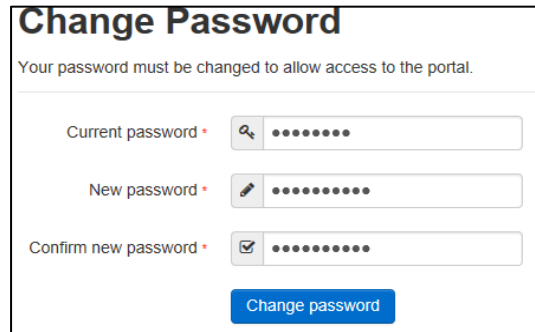
The email contains a confirmation link which will bring you back to the main login page.

You must use this link to continue with your registration.

Once you have logged in using those details, you will be redirected to an information page, and an email will be sent to you with a confirmation link. You should receive this email quickly – check your junk folder if it does not come through to your main email inbox.



After clicking on the link you will be taken back to the Portal and will see a confirmation message displayed.



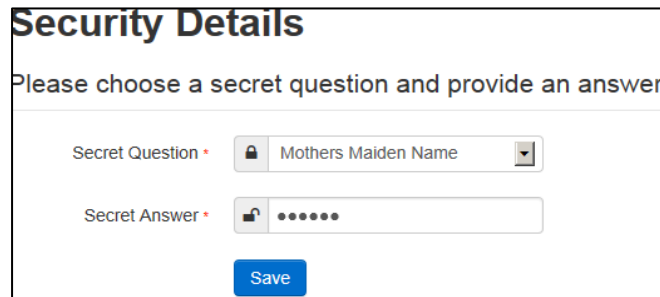
Change Password
Your password must be changed to allow access to the portal.

Current password *

New password *

Confirm new password *

You will now be prompted to change your password. Passwords for the Portal must contain at least 10 characters, but no more than 128. It must also contain a minimum of 2 numbers, 1 lower case letter, 1 upper case letter, and 1 special character.



Security Details
Please choose a secret question and provide an answer

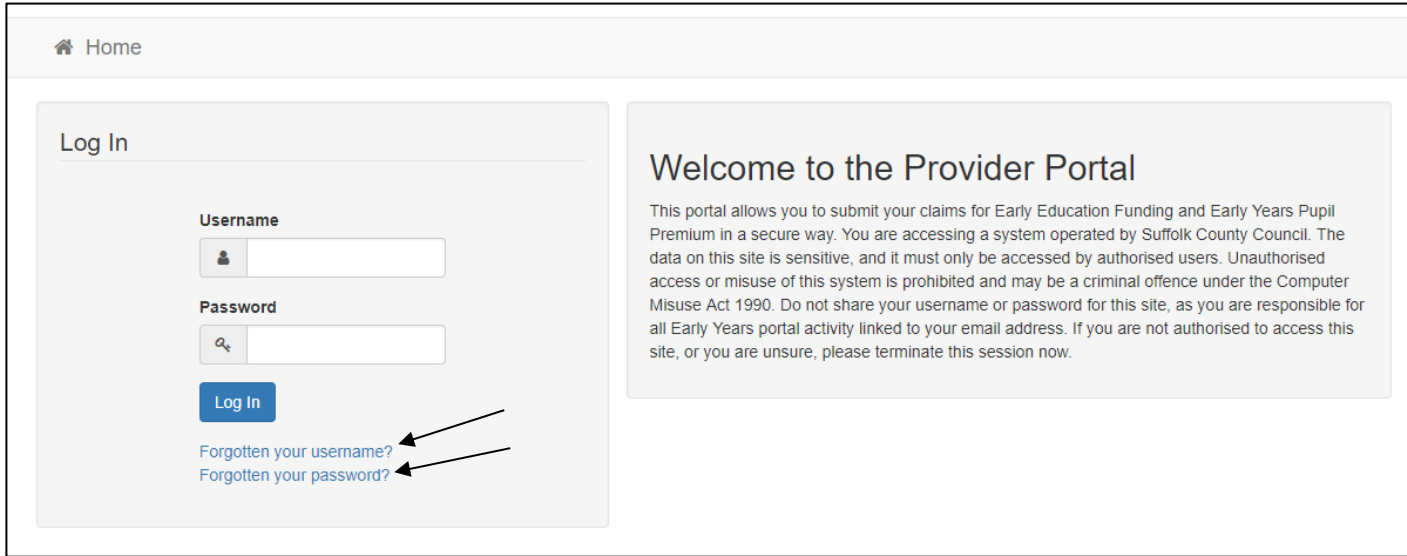
Secret Question *

Secret Answer *

Next, select a secret question and provide an answer.

You are now registered on the Portal – the next time you log in you will be able to use the password that you have just set up.

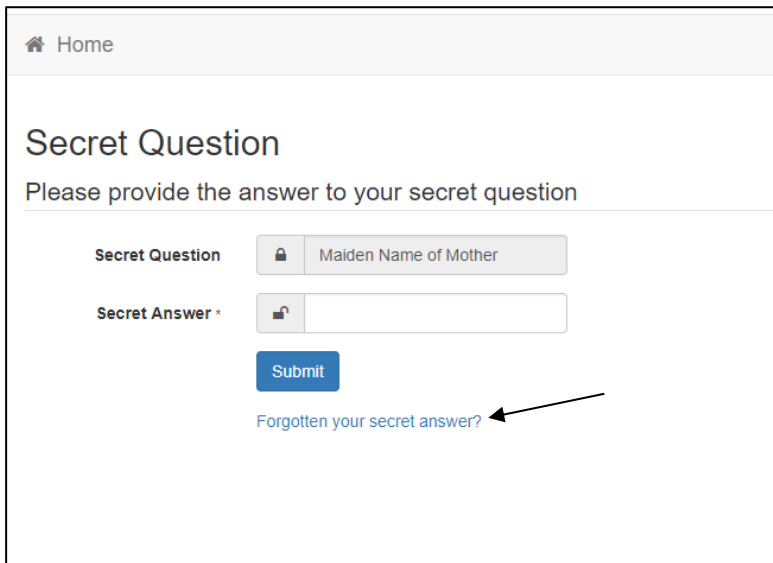
Suffolk Provider Portal Registration, Logging In & Navigation Guidance



The screenshot shows the login page of the Provider Portal. At the top left, there is a 'Home' link with a house icon. The main content area is divided into two sections. On the left, under the heading 'Log In', there are two input fields: 'Username' with a person icon and 'Password' with a magnifying glass icon. Below these fields is a blue 'Log In' button. Underneath the button are two links: 'Forgotten your username?' and 'Forgotten your password?'. Two arrows point from the right towards these links. On the right side of the login form, there is a 'Welcome to the Provider Portal' section with a paragraph of text explaining the portal's purpose and security.

Log into the Provider Portal by entering your registration details (username and the password that you have set).

If you have forgotten your username or password, you can reset them by clicking the relevant button. This will send you an automatic email from the Portal containing instructions for resetting your username/password.



The screenshot shows the 'Secret Question' page. At the top left, there is a 'Home' link with a house icon. The main heading is 'Secret Question'. Below the heading, it says 'Please provide the answer to your secret question'. There are two input fields: 'Secret Question' with a lock icon and the text 'Maiden Name of Mother', and 'Secret Answer' with a lock icon. Below these fields is a blue 'Submit' button. Underneath the button is a link: 'Forgotten your secret answer?'. An arrow points from the right towards this link.

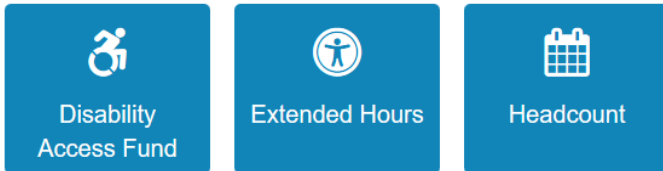
At the Secret Question page, you will need to enter the secret answer that you set up during your original registration process.

If you have forgotten the answer to your secret question, you can reset it by clicking the button and entering your username and email address. This will again send you an automatic email from the Portal containing further instructions.

Please note that your Portal password will need to be changed every 45 days. You will be prompted to change your password when you log in after that amount of time.

Welcome to the Provider Portal

Below, you will see the services available to you.

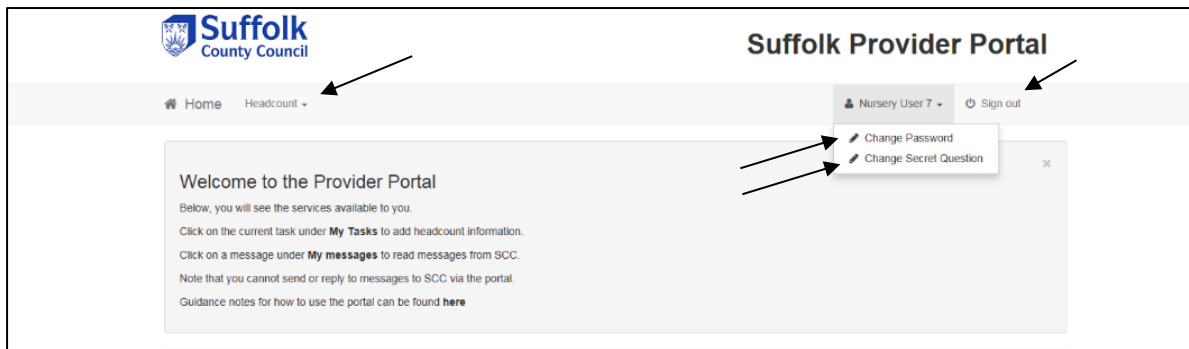


You are now logged into the Provider Portal. From here you can access the functions of the Portal:

Headcount – for claiming funding

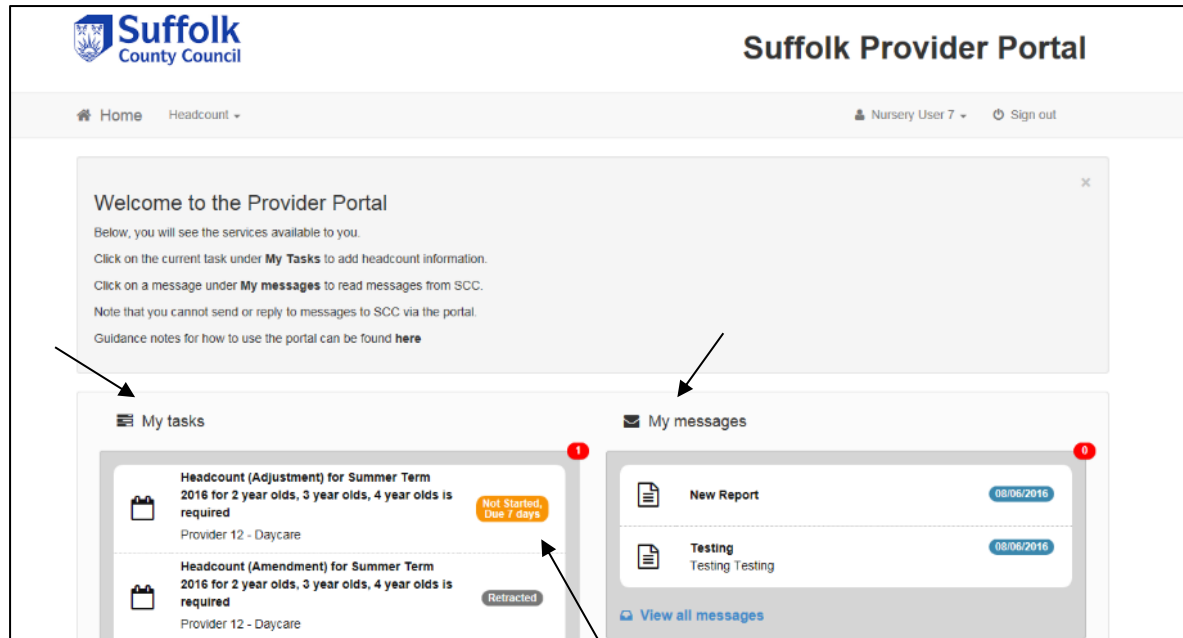
Extended Hours – for checking extended (30) hour eligibility codes

Disability Access Fund – for submitting a claim for the Disability Access Fund



If you need to change your password or secret question, you can do so by clicking your user name in the top toolbar and accessing the dropdown menu.

You also sign out from the toolbar, as well as access all the functions of the Portal.



Click on the Headcount button to access this screen.

You will see any currently open headcount tasks on the left-hand side, under the heading My Tasks.

You will see your messages on the right, under the heading My Messages. Messages that you receive from the Portal could include reminders about open tasks, warnings about possible outages, and your termly and yearly funding statements. You will receive an email letting you know when a new message is available.

The Portal uses a red-orange-green 'traffic light' system in several areas, to make you aware of upcoming deadlines and expiration dates at a glance. This includes the status of headcount tasks as seen above and extended hours eligibility codes – more details on this can be found within the relevant guidance documents.