

Worcestershire Adults Portals Guide

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What is the Worcestershire Adults Portal?

The Worcestershire Adults Portal is a system used to allow users to submit referrals safely and securely. The portal's primary role is to receive enquiries and referrals into Adult Services

How the Portal Works

The user completes an online form and submits it to Here2Help and Adult Social Care. Users will be asked to register for a unique account which allows them to view submitted forms and receive feedback about their referrals.

The login credentials for the Worcestershire Adults Portal and the Worcestershire Children First Referral Portal are the same, you only need to register for one of the two.

Accessing the Portal

The portal will be accessed via the Worcestershire Adult Social Care website.

Follow the instructions on the webpages to access the relevant referral form for who you are and your referral needs.

https://www.worcestershire.gov.uk/info/20635/contact_the_adult_social_care_team

Register for an Account

When in a form you will be presented with the options to login or register.
New users to the portal will need to register for an account.

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

[Login or Register](#)

New users
If you're new to Worcestershire Portals, sign up for an account here

[Register for new account](#)

Click register for new account, all fields with a red star next to it are mandatory fields and need completing, those without a red star are optional.

If you are setting up this account as a professional, you will be asked for different details, tick the box next to "Is this account being used in a professional capacity?"

Resident Registration screen

Register a new account - step 1

Forename *

Surname *

Is this account being used in a professional capacity?

Property name

House number or name

Street *

Area

Town/City *

County

Postcode *

[Next](#) [Cancel](#)

Professional Registration Screen

Register a new account - step 1

Forename *

Surname *

Is this account being used in a professional capacity?

Role *

for example, social worker, doctor, etc

Organisation *

Property name

House number or name

Street *

Area

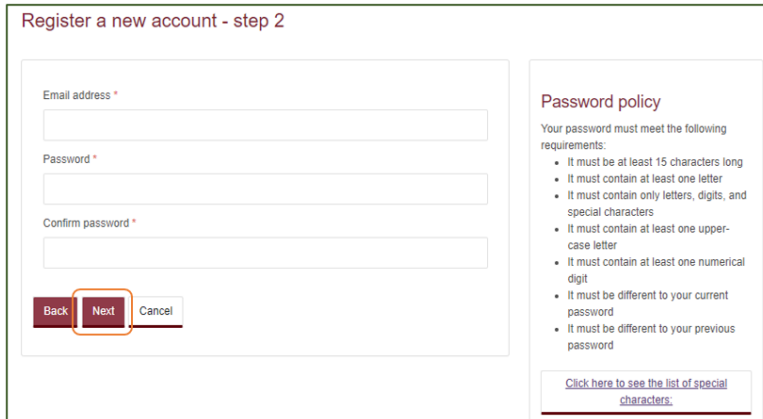
Town/City *

County

Postcode *

[Next](#) [Cancel](#)

Click on Next to proceed after you have entered the required information



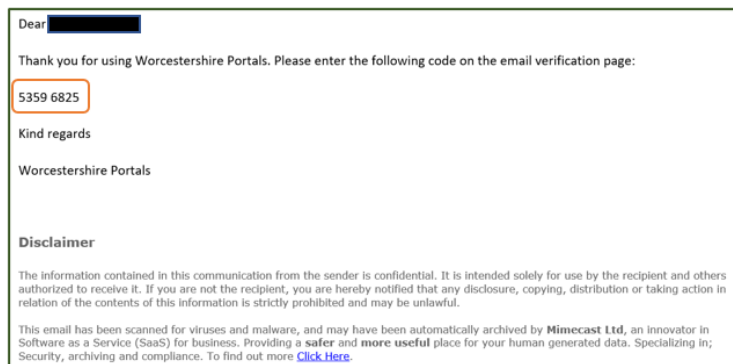
Email address – this will be your username, log in codes and referral feedback will be sent to this email address. **You must enter your email address correctly. If it is not entered correctly you will not receive log in codes.**

Password – follow the secure password guidance on the right side of the page. If your password does not meet the criteria you will be asked to amend it before you can proceed. You will be sent a code to your email address; you should use this code to validate your new account.

Click on **Next** to continue to Step 3

You will receive an email with a verification code, enter the code in the email into the box on screen and click on **Next** to complete the registration process

If the code has not been received, please check your “junk” folder, failing that click on “Please send me a new code”



Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the back button below if you would like to change your email address and try again or Please send me a new code if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code *

Back Next Cancel

[Please send me a new code](#)

Completing a Referral

If you are accessing the portal through the Worcestershire Adults Social Care website then you will be presented with the form ready to complete.

https://www.worcestershire.gov.uk/info/20635/contact_the_adult_social_care_team

If you are already on the Portal, click on Portal Home and then the relevant buttons to navigate through to the different options to launch the referral form.

The Form

The example below is for a Resident Referral however, the process is very similar for all different referral options.

The below screen is the start of all forms, When the below screen is presented, click on **Next**

Home / Adult Social Care / Portal Home

1 How does this tool work? How does this tool work?

2 Your Details

3 Person's Details

4 Current Situation

5 Supporting Documentation

6 Submit

Use the numbered menu items on the left or use the **Next** and **Previous** options to move through the pages.

Don't use the Browser 'Back' button

Questions

You DO NOT need to answer every question, you need only complete what is relevant.

Select the option(s) that best suit your response

This symbol * indicates that the question is mandatory and must be answered in order to continue.

Save the Form

Use the **Save for Later** option to Save the form to return to at any time.

Print the Form

Use the **Print** option to Print a copy of the form if required.

Next

Print Save for later Close Cancel

Please complete all required questions. Mandatory questions are signified by a red *



Please note: You won't be able to proceed through the form until all the Mandatory Questions are completed

If you try to proceed with a Mandatory Question unanswered the question will be highlighted to you

If you are not already logged into the Portal you will be asked to login or Register. Follow the **Logging into the Portal** or the **Register for an Account** steps within this guide.

If you are already logged in, your details will be presented instead of the login or Register section.

Worcestershire County Council [Home](#) | [My Account](#) | [Recover a form](#)

**HERE 2 HELP
WORCESTERSHIRE**

[Home](#) / [Adult Social Care](#) / [Portal Home](#)

1 [How does this tool work?](#)
 2 [Consent](#)
3 [Person Making Referral](#)
 4 [Details of Person being referred](#)
 5 [Current Situation](#)
 6 [Supporting Documentation](#)
 7 [Submit](#)

Person Making Referral

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

[Login or Register](#)

Date of Birth

Address

House number or name

Postcode *

[Find address](#)

Preferred Contact Method * Telephone Email

[← Previous](#) [Next →](#)

[Print](#) [Save for later](#) [Close](#) [Cancel](#)

Click on **Next** to Progress

Continue through the form completing all required questions and click on **Next** to progress through the screens.

You will be able to:

- Print: Prints the form in PDF format
- Save for Later: Forms are saved for 30 days and can be continued at a later date. See the guidance section **Accessing Previously Saved Referrals**
- Close: Close the referral, if logged in the changes will be saved, if not logged in, all changes will be lost.
- Cancel: Cancels the referral
- Upload/attached a document to the referral, see guidance section **Attaching / Uploading a document to support your Referral**

When all questions have been completed - Submit to the Local Authority

On clicking Submit to the Local Authority you will be presented with a screen to confirm

Creating a PDF of your Referral

You are able to create a PDF of your referral, this might be useful for your own records. You will be able to access previous referrals under Your Name (found top right of the Portal)

During the Referral Process you will see a bar of options at the bottom of the screen.

Click on **Create PDF**

You will be prompted to save the assessment at the same time. **Click on OK**

You will see a message to confirm you have saved the form for 30 days.

You will be able to access the saved form by click on Your Name found in the top right corner of the portal

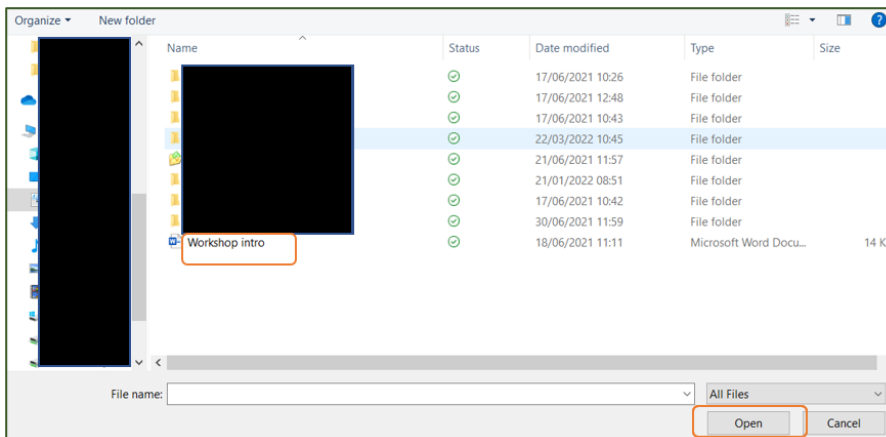
Attaching / Uploading a document to support your Referral

Supporting documentation can be attached to referrals.

Within each of the referral forms, before submitting to the Local Authority there will be an opportunity to attach supporting documentation

Click on **Upload Document**

You will be presented with the File Browser to locate the file to attach



Locate your file and click on Open

You will know the file has attached correctly by it appearing within the Referral form

If the document doesn't attach please try again.

Attached other documents or click on **Next** to progress through the Referral form

Logging into the Portal

There are two ways to navigate to the login screen:

Option1 Accessing Login Screen via a Form

When you are completing a referral form and presented with the below message asking to **Login or Register**.

Click on **Login or Register**, this will take you to the Login Page

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

Login or Register

Option2 via My Account

When you enter the portal website you will see buttons appear on the top right, Home, My Account and Recover a form. Click on **My Account** to present the Login page

Worcestershire County Council
Home [My Account](#) [Recover a form](#)

Login Screen

The login page is presented

Enter your email address used in registration and your password, then click on **Submit**

Secure login - step 1

New to Worcestershire Portals? [Register for an account here](#) or use the button below.
 Already using Worcestershire Portals? Sign in below.

Existing users

Email

Please enter your email address

Password

Please enter your password

For additional security, we will confirm your account by sending an authentication code to your email address.

Submit

Cancel

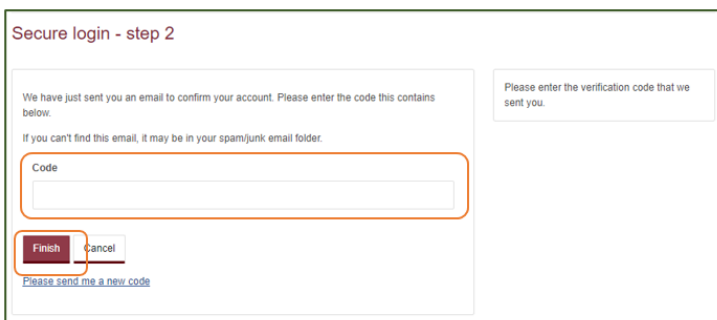
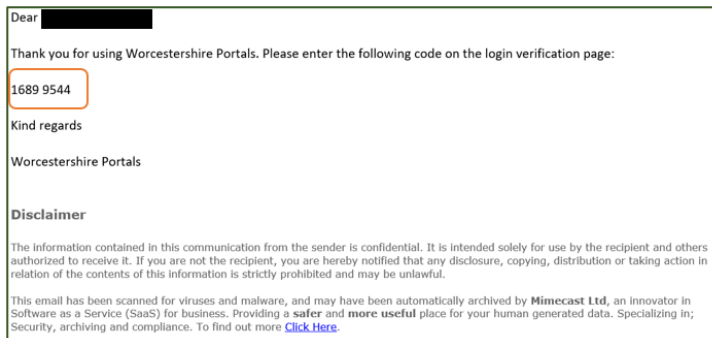
[Forgotten password?](#)

New users

If you're new to Worcestershire Portals, sign up for an account here

Register for new account

You will now receive an email with a verification code, enter the code found in the email into the box provided on screen



Click on **Finish** to complete the login

My Account Route > You will be presented with your **Account Dashboard**

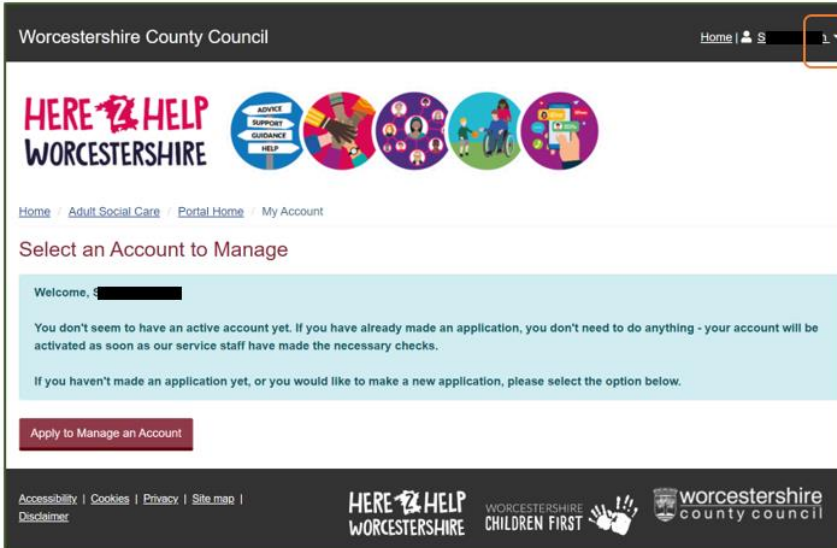
Via a Form Route > You will be returned to where you left off in the form.

Portal Account Dashboard

You will be presented with a message asking to Apply to Manage an Account.

This is for a part of the Portal that is not yet being launched. So please ignore this message.

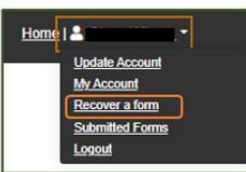
To Access Previous Portal Activity click on the arrow next to your name in the top right corner of your screen.



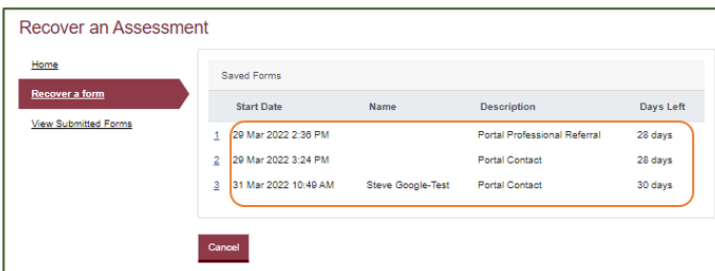
Accessing Previously Saved Referrals

Referral forms can be saved and returned to later, they are saved for 30 days.

You can access a Previously Saved Referrals by clicking on your name found top right of the screen and then **Recover a form**



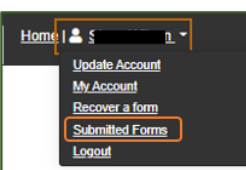
Saved forms will appear in a list, click on the form to open and progress.



Viewing Previously Submitted Referrals

Once you have submitted a Referral, you can return and view it.

You can access a Previously Submitted Referral by clicking on your name found top right of the screen and then **Submitted Forms**





Previously completed Referrals will appear in a list, click on the form to open as a PDF to view the content.

[Home](#) / [Adult Social Care](#) / [Portal Home](#) / Submitted Forms

Submitted Forms

Recently Submitted Forms (Last 30 Days)

Details	Name	Date	Response	Unique Reference
Portal Contact		29 Mar 2022	No response posted	LL-OR-XBT1-71B17T

[Cancel](#)

Forgotten Passwords

Within the login screen click on **Forgotten password?**

Secure login - step 1

New to Worcestershire Portals? [Register for an account here](#) or use the button below.
Already using Worcestershire Portals? Sign in below.

Existing users

Email

Please enter your email address

Password

Please enter your password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

New users

If you're new to Worcestershire Portals, sign up for an account here

Enter your email address used to register then click on **Next**

Reset password - step 1

Email

Please enter your email address and we will email you a code to allow you to reset your password.

You will now receive an email with a verification code, enter the code found in the email into the box provided on screen

Dear [REDACTED]

Thank you for using Worcestershire Portals. Please enter the following code on the email verification page:

Kind regards

Worcestershire Portals

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

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Reset password - step 2

We've just sent you an email to confirm your email address. Please enter the code in this email below.

If you can't find an email, it may be in your Spam/Junk email folder or the email address provided is not registered with us.

Code

Next Cancel

Please enter the verification code that we emailed to you

Choose a new password and confirm, then click on **Finish**

Reset password - step 3

Please enter your new password

Your new password

Confirm password

Finish Cancel

Password Policy

Your password must meet the following requirements:

- It must be at least 15 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must be different to your current password
- It must be different to your previous password

[Click here to see the list of special characters.](#)

Password Reset Confirmation

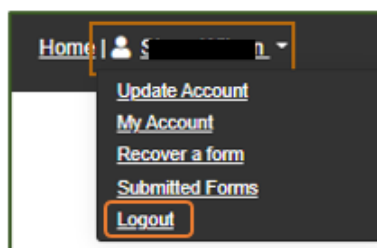
Your password has been changed. Press OK to return to the login page.

OK

Click **OK** to completed password reset.

Logging out

Click on your name on the top right and then Logout



Additional Support

If you need further support or have technical difficulties, please get in touch with the support team who would be happy to help you further.

Email: WorcestershireAdultsPortalSupport@worcestershire.gov.uk