Provider Portal Reference Guide:

FAQ

Here is our Provider Portal, frequently asked questions page. If you have any questions please read this document as it may answer them.

System Questions

How do I get a login for a new user?

If you have a new member of staff that needs setting up, please email one.support@bolton.gov.uk with the name of the user, their email address, a completed Terms and Conditions form that they and a sponsor have signed and the names of the provider settings they need access too.

We will then contact you via phone to confirm you want this user to be set up. After that we will then email their login details.

I am unable to login. What should I do?

If you have forgotten your username, password or security question answer, please click on ‘I have forgotten my…’ If you then try and login and you are getting an error message saying that your account is locked, please contact Systems Support on 01204 338621.

Can we keep passwords longer than 6 weeks?

Unfortunately the answer is no. Due to security reasons we need the password to change every 6 weeks.

What if a colleague needs access to eligibility checker but not the headcount?

On the T&Cs form that every user signs, you need to select what that user has access to. If you need them to have access to the Headcount, tick Headcount. If you need them to have access to the eligibility checker, tick Eligibility Checker.

How do I reply to a message that has been sent to me?

Unfortunately, there is currently no reply function at the moment. If you receive a message that requires a response, please either ring or email us. If no phone or contact details have been provided in the message, please refer to the ‘Contact Us’ page.

Headcount Questions

How do I remove a child from a headcount task?

Unfortunately, there is not an option to remove a child from a task one they have been added. If there is a child on your task that has left or did not start, please enter 0 in weeks and 0 in hours and also end date the child with the same start date.

Please DO NOT attempt to remove a child by overwriting/replacing there details with a new child details as this can cause errors within the system.

What should I do if I need to make changes after a task has been submitted?

If the task has not gone past its deadline date then you can edit and re-submit the same task. If the task has gone past the deadline date and you need to make some changes, please ring our finance team (01204338609) and request an amendment task.

How will I know when a task is sent to me?

You will receive an email alert when a new task has been sent your provider.

What do we do if a child's hours are split? How many hours should I claim for a child with shared funding?

If a child's funding is split you must enter the number of hours they are claiming, not the full 15 hours otherwise if 2 settings enter 15 hours it will come up on the system as the child being over their maximum hours.

However don't worry if you don't calculate the funding correctly. We will be able to identify children with split funding and work out the correct amount of hours you can claim.

Do I still get funding if a child is absent?

Yes a child still gets funding when absent but if the child is absent for a long period of time and you want to give that place up to someone else then you must notify us of the new starter that has taken up the place and that the funding has stopped for the child on long term absence.

Should the child's start date be the day the child started at the provider or the date the term starts?

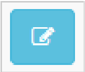
In the task's start date column, please enter the date the child started at the setting, not the beginning of the term. For example, if the term start date was 01/01/2016 and the child started on the 09/01/2016, enter 09/01/2016.

If a child has been at the setting since being a baby, what start date we use?

If a child has been with your setting since that were born or before they were eligible. Enter the date they became eligible/the date funding can start to be claimed for them.

How do we change the spelling of a child?

If you need to change the spelling of a child's name or edit any of their details, click on the button below.

 You will then be able to edit their name, DOB, address, ethnicity and first language.

Do we need to enter a child's 2YO number in?

No, you will not need to enter the 2YO number anymore however you will need to keep the voucher/2YO reference number as we may ask for it at some point.

How do we put children on the headcount who have an address out of the borough?

When you enter a child onto the headcount with an out of borough address, you will probably not be able to find them on the list of addresses. Instead you will need to enter the address manually by clicking on the text below.

Enter Address Manually

Is there a count function to show how many submitted?

No there currently isn't a function to show how many children have been submitted however there are plans for it to be added in the future.

However, you could download the document into Excel and if you look at the last row of data the row number should tell you how many children there are. You will need to delete everything above the headcount first though on the spreadsheet.

What happens if a child starts after the headcount deadline in a term?

If a child starts at your setting after the deadline has passed, you can add the child to your headcount through an amendment task. An amendment task will be sent not long after the Actual task deadline has passed however you can contact Finance as well to let them know.

Are there plans for the system to inform us when a child is eligible for the EYPP?

There are not at the moment however longer term we will be looking at how this can be done.

Eligibility Checker Questions

Rather than the Privacy Notice being read by parents on screen in the setting, are we able to print out so that they can take the copy away once they have completed their application?

No. It is very important that the applicant reads the Privacy Notice before they begin the assisted application.

The applicant needs to read the Privacy Notice before the application begins so that they know how the information they provide will be processed and who it will be shared with. If the applicant is not made aware of the Privacy Notice then it is **against the Principles of the Data Protection Act.**

Can we tell up front if a parent has already done a check?

No, you will not be able to see if an eligibility application has already been completed by the applicant. An applicant can apply for Two Year Old Funding as many times as they want to so a new application will have to be made.

What do we do for out of borough children?

By undertaking an eligibility check through the Provider Portal, children are added to the database held in Bolton Council and will remain in line with the data retention policy. As such we have restricted eligibility checks to Bolton addresses. Out of Borough families who believe that they are eligible for a two year old place can contact their local authority for an eligibility check.

Out of borough children can be added to the headcount form but their address will need to be added manually – please refer to the user guide on how to do this.

Will parents be told that settings can do eligibility checks?

Local authority produced ‘Free childcare for two year olds’ publicity materials let all parents know that checks can be done by children’s centres and ‘approved’ two year old providers. As we roll out the online eligibility checker we will be revising the materials to promote the online checking facilities so parents will be reminded that providers can do checks.