Wirral Borough Council

Provider Portal
TYOF User Guide

Two Year Old Funding Applications and Placements

Contents

Section

1. Background

1.1 Two Year Old Funding (TYOF) is a module within the Wirral Provider Portal which is used for all two year funding applications and accepting placements. This is a direct replacement for the current online process.

1.2 All funded providers will have access to the TYOF module to complete assisted applications and placement notifications.

1.3 If a new member of staff within a setting requires a log in for the Provider Portal, the manager of the setting must email childrenssystemsteam@wirral.gov.uk with the following details:
Forename and surname of employee requiring access
Name of setting
Address of setting
Contact number (work)
Email address of the employee requiring access
(Please note: email must be an individual work address rather than a generic setting email. For instance, daniel@littledinosaurs.com as opposed to enquiries@littledinosaurs.com)

1.4 All portal users have responsibility to inform Wirral Borough Council when access is no longer required to the Provider Portal. Notification of any changes to work location should also be made, for instance if a staff member moves from one setting to another. Changes should be emailed to childrenssystemsteam@wirral.gov.uk

2. Logging on to the TYOF and Navigation

2.1 The username and password used to log in to the Self-Update Portal is the same log in for Headcount and Better Start. For providers who have recently registered, during the first log in a request to change your password will be present.

2.2 If new user access is required please contact childrenssystemsteam@wirral.gov.uk

2.3 To open a new internet browser session, select the browser installed on your machine, ie: Internet Explorer, Google Chrome or Firefox etc
In the search bar located at the top of the screen the Provider Portal address needs to be added:

https://ems.wirral.gov.uk/Provider_Portal_LIVE

2.4 The Provider Portal log in page should now be displayed.

2.5 Please note that Provider Portal log in page will also display any notices such as maintenance or upgrade times. If there are difficulties logging in please check here first for any relevant information.

2.6 Log in: Please now enter your Username and Password. *(All passwords are case sensitive and must follow the following guidelines: a minimum of 10 characters containing at least 1 capital letter, 2 numbers and 1 special character.)*

Once the information is entered please click the 'Log In' button.

2.7 Secret question: Please now enter the answer to your secret question. If this is your first time logging in you will be asked to set this up. Once you have entered this information please click the 'Submit' button.
(If you have forgotten your secret answer please click the link 'Forgotten your secret answer' button.)

2.8 Enable Two Step Verification now: The first pop up message as you log in on the right hand side will alert you to increasing your security. This is optional.

Enable Two Step Verification now
You can increase your security by using Two Step Verification. **Enable now**
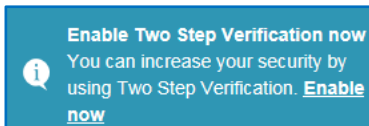
2.9 If you wish to set-up two step verification, please click the 'Enable now' text. The following message will then be displayed.

Two Step Verification

Two Step Verification is our way to make your data more secure.

If you enable Two Step Verification, we will send you a Verification Code every time you sign in. This helps us keep your data safe.

Some areas require Two Step Verification to be enabled before you can use them. We will tell you when you try to access if you do not already have Two Step Verification enabled.

Changing your preference will sign you out, and you will need to sign in again.

Preferred method

No Two Step Verification ▽

Save

The preference for two-step notification is set to 'No Two Step Verification' as default. To enable this added security measure, please click the drop down menu and select 'email'. Enabling this feature will send an email to the registered account at each sign in with a specific code which needs to be entered swiftly before you can access the portal.

Preferred method

Email
No Two Step Verification

Save

(Please note that if you set up this feature each time you sign in a new code will have to be entered to allow access. This has to be entered within a very short time frame.)

2.10 Account information: As you log in, again on the right hand side an information box will appear. This details the last time the account was logged into by the user.

Account Information
You last logged in at:09/07/2018 14:12:06
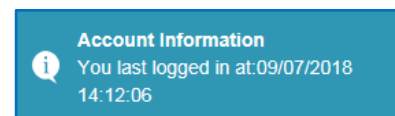
(If the date and time do not reflect the last time you logged into the account this could potentially highlight a security breach. Firstly please change your password and then email childrenssystemsteam@wirral.gov.uk*)*

3. Home Page

3.1 When you log in, any announcements for Better Start, Headcount and Two Year Old Funding will automatically be displayed before the home page is accessed. Please click the 'Continue' button to move onto the home page.
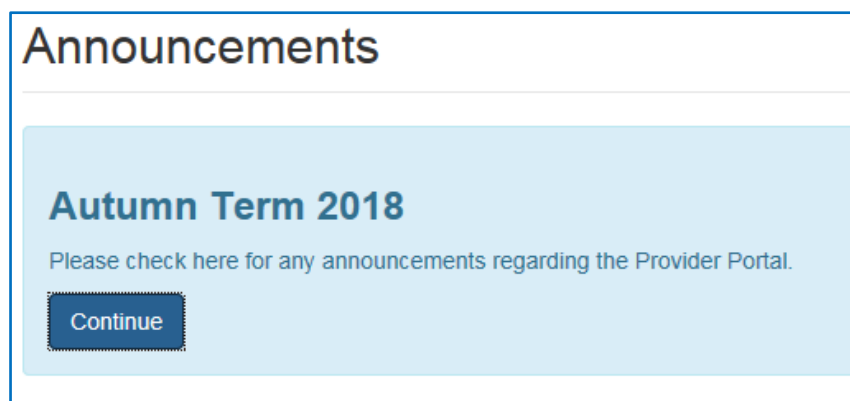

3.2 Once you have logged onto the Provider Portal you will have accessed the portal home page. Tiles will be displayed to show the different areas which can be accessed. Please click the 'Two Year Old Funding' tile.
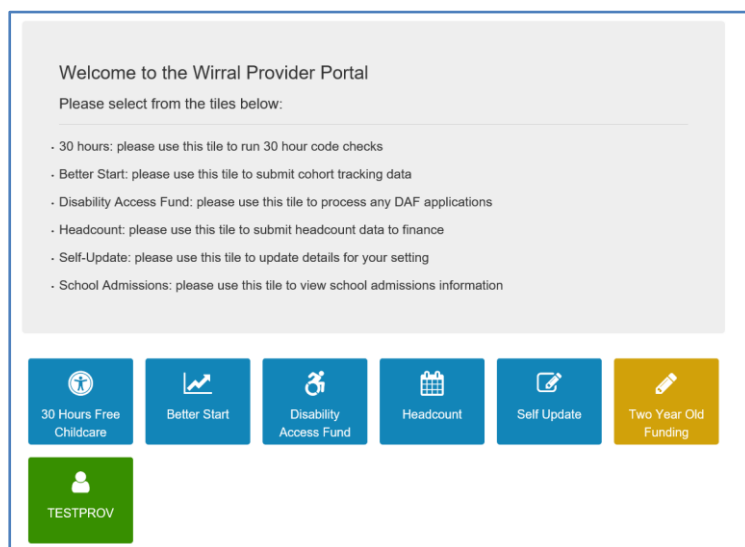

3.3 Once you have clicked the 'Two Year Old Funding' tile you will now be at the TYOF home page. There are now two headings you can access: **'Start an Assisted Application as a provider'**, and **'Start Placement Notification**.
(Please note- some providers will only have access to the 'Start an Assisted Application' heading. This will be the case for school provisions.)
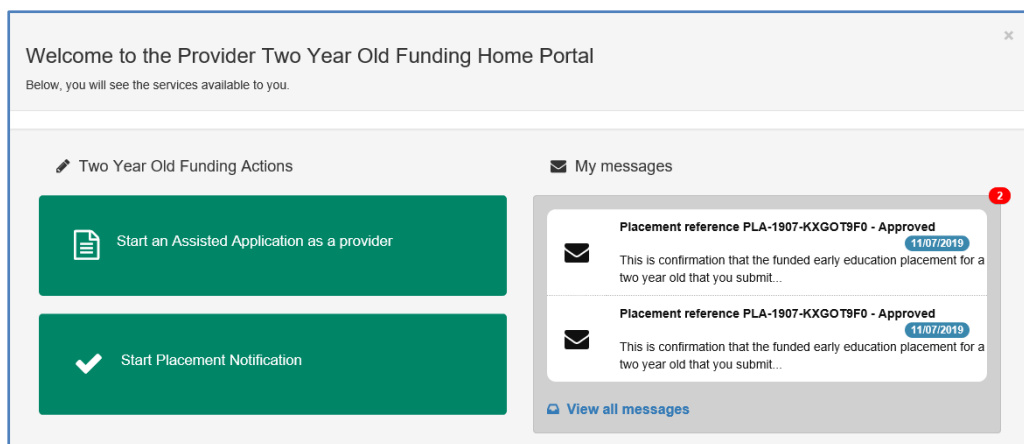
4. Start and Assisted Application

4.1 Please click 'Start an Assisted Application' button to start an application. This will be used to help support parents in making a two year funding application. Please read the data protection notice and click to say that you've read and understood the terms of notice.
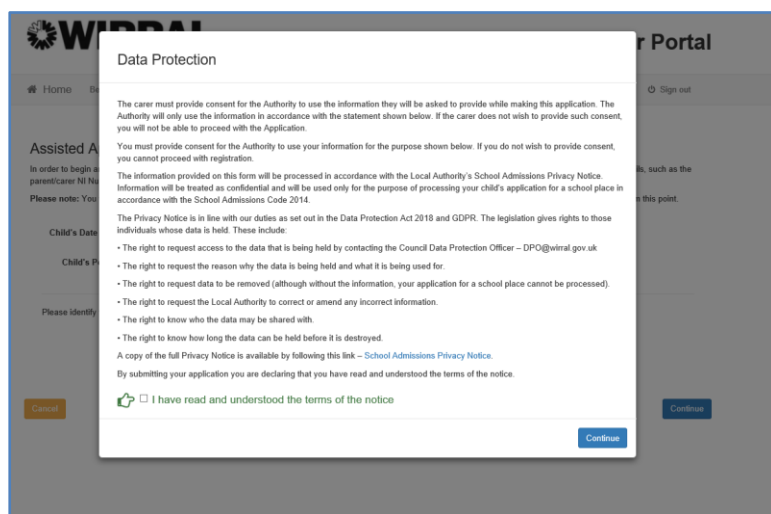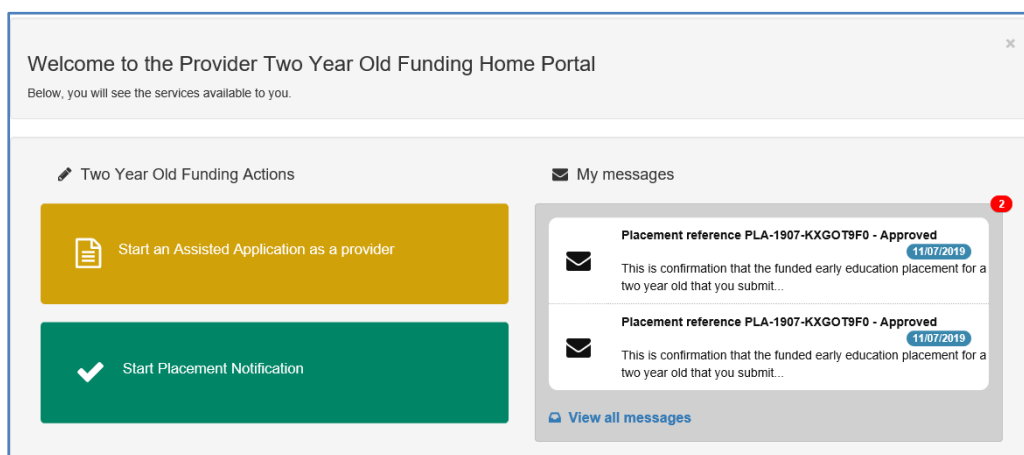
4.2 This will then bring you to the application screen shown below. The service(s) linked to your account will be available to select in the 'service' drop down box.

Assisted Application

In order to begin an assisted application, you will need to obtain the Date of Birth, and current address, of the child that is the subject of the application. Further details, such as the parent/carer NI Number and Date of Birth, may be needed later in order to complete the application.

Please note: You will not be able to change the child's date of birth or postcode later in this process, if you wish to do so you will need to start a new application from this point.

Child's Date of Birth   🛈 The child's date of birth

Child's Postcode   i

Please identify the service to which the application will be linked.

Provider   Test Provider

Service   ● Service

Cancel   Continue

4.3 Input the required information into 'Child's Date of Birth' and 'Child's Postcode' fields. Also select the service from the drop down menu, and click the blue continue button on the right hand side of the screen.

4.4 This will bring you to the 'Add Child' screen. Please insert the required information into each field. When adding the child's address, please first type in the postcode and then use the blue 'Find Address' button. Please then select the correct address from the results provided. If the required address is not present, please click the 'Enter Address Manually' link and type in the correct information. When all required information is added, please click the blue continue button located on the right hand side of the screen,

Add Child

To progress this application, enter the details of the child below

Please note: You cannot change the child's date of birth or postcode from those which you entered on the previous screen. If you have made a mistake then please restart the application.

First name *   🛈 Child's legal forename

Legal Surname *

Gender *   ○ **Male**   ○ **Female**

Date of birth (dd/mm/yyyy) *   20/09/2017

Ethnicity *   Please select

First Language *   Please select

Postcode *   CH423TD

Find Address   I don't have a Postcode

* Required field

Cancel   Continue

To find the home address please enter the postcode and click 'Find Address'. If the address is not listed then type the correct address in the boxes provided. If you do not know the postcode, you can look it up here.

Postcode * 🏠 CH627BW

Find Address   Enter Address Manually

1, Gratrix Road, Bromborough, CH62 7BW
3, Gratrix Road, Bromborough, CH62 7BW
5, Gratrix Road, Bromborough, CH62 7BW
7, Gratrix Road, Bromborough, CH62 7BW
9, Gratrix Road, Bromborough, CH62 7BW

Select

4.5 This will bring you to the 'Enter Applicant Information' screen. Please insert details of parent/carer. Once this has all been input, please click the blue continue button.

Enter applicant Information

To progress this application, enter the details of the applicant below:

Title 👥 Please select ▼

Forename 👤

Surname 👤

Gender ○ Male
○ Female

Relationship 📖 Please select ▼

Parental Responsibility ○ Yes
● No
If the applicant has legal responsibility for this child, select Yes

Address Does the applicant live at the same address as the child ?
○ Yes Rock Ferry Library, 259 Old Chester Road, Birkenhead, CH42 3TD
○ No

Back   Continue

4.6 This will bring you to the 'Claim type' screen. Please then select if this is an **'economic'** or **'non-economic'** application. (Please refer to appendix for criteria.)

Claim type

Here you can apply to receive funding for your two year old.

Economic Claim	Non-economic Claim
Here you can make an application for the applicant based on economic grounds. Most applicants will want this option.	Here you can apply for Two Year Old Funding through non-economic grounds. Applicants for looked after or SEN children should choose this route.
Claim on economic grounds	Claim on non-economic grounds

Back

5. Economic Application

5.1   For 'economic' applications: Please click the 'claim on economic grounds' button. You will then open the page below. Add all information requested for the parent/carer and then click the blue continue button.

5.2   The declaration screen will then be present. Please read this carefully alongside the parent/carer before checking the 'I agree' tick box and then clicking the blue continue button.

5.3   This will bring up the result screen. There will be two possible outcomes from the application. If the application is confirmed, the following screen will be shown. Please also select how the parent/carer would like to receive the confirmation details- by email or printed copy.

5.4   If you select 'Printed Copy' a new window will open. Please click the grey 'Print' button if required.
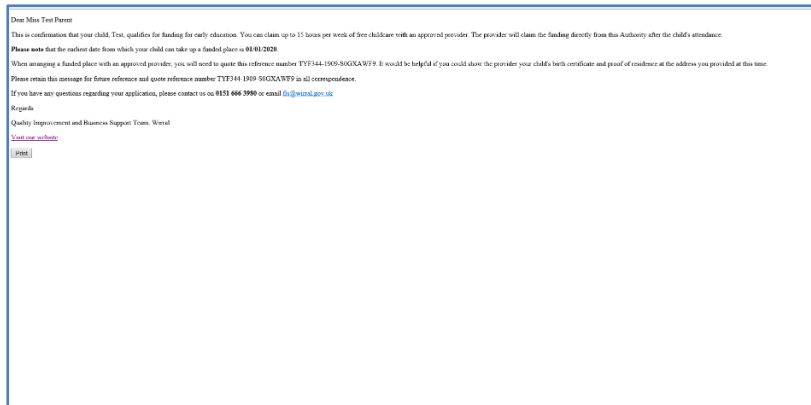
5.5   If you select 'Email' the following dialogue box will appear. Please add parent/carers email address and click 'Send.
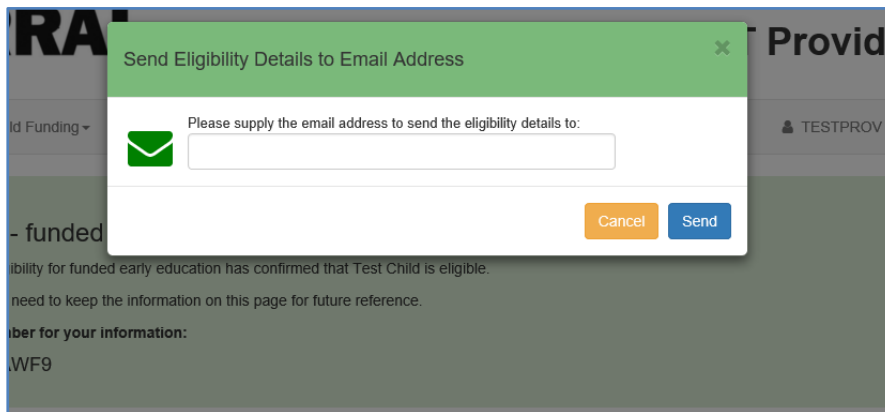
5.6   Once these steps have been completed, click 'Finish' to return to the homepage.

5.7   If the application is not confirmed, the following screen will be shown. In the first instance, review the applicants details for any incorrect inputs. If there are inaccuracies ie: date of birth has been mistyped please click 'Edit Applicant Details' button. This will bring you back to screenshot in 4.5. If all details are in fact correct, please click 'Request Help' button.

5.8   The request help button will show the following screen. Please add any relevant information in the box provided, and toggle the consent button before selecting the blue continue button. Follow steps in 6.5, 6.6 and 6.7

6. Non-Economic Application

6.1 For 'non-economic' applications, please follow steps up to 4.6, and then select the 'claim on non-economic grounds' button.

6.2 The screen below will then be presented. Please select the appropriate criteria for the non-economic application.

6.3 Please note: when selecting criteria, an evidence box will then be available. Please click to 'Add file' for any appropriate evidence by using the grey 'Browse' button. (Multiple files can be uploaded.)

6.4   Once the criteria is selected and evidence uploaded, please also ensure the terms and conditions tick box is highlighted before clicking the blue continue button.

6.5   This will bring you to the contact preferences screen. (Please be aware that dependent on the number of files uploaded, this may take longer than expected.) Select the preferred contact method and add any relevant further information in the box provided, before clicking continue.

6.6   Please insert contact details as requested on the next screen.

6.7   The 'application submitted' screen will then be shown including the reference number. Please click 'finish' to return to the homepage.
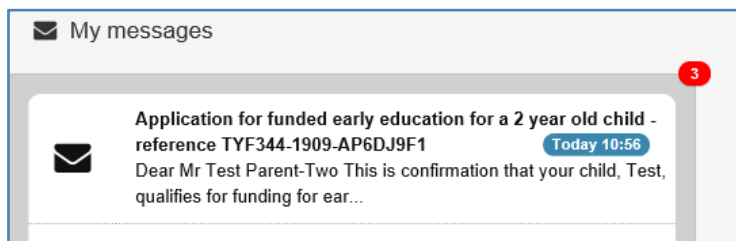
6.8   Once a non-economic application has been reviewed by the Early Years Team, a message will appear in the 'messages inbox'. This can be accessed on the TYOF tile homepage, under 'My messages'.
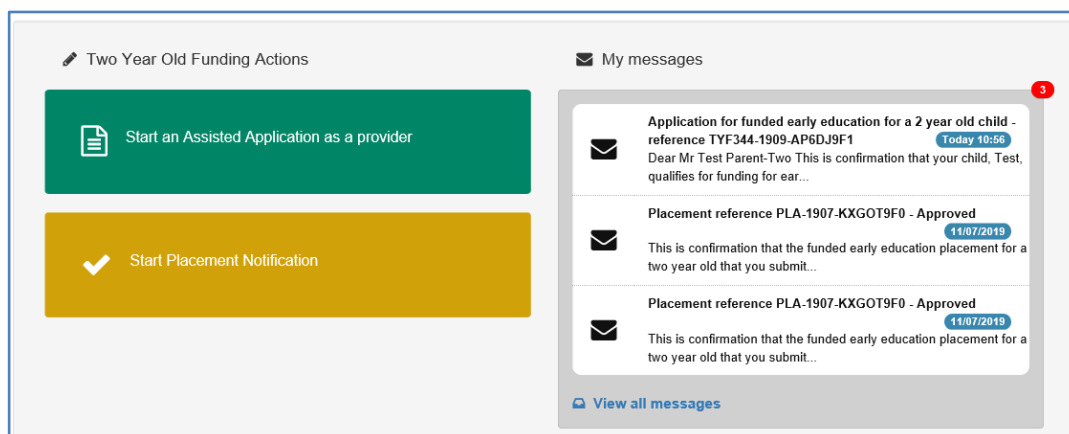

6.9   The message can be opened which will update you on the status of the application. The image shown below highlights a message when an application has been confirmed.
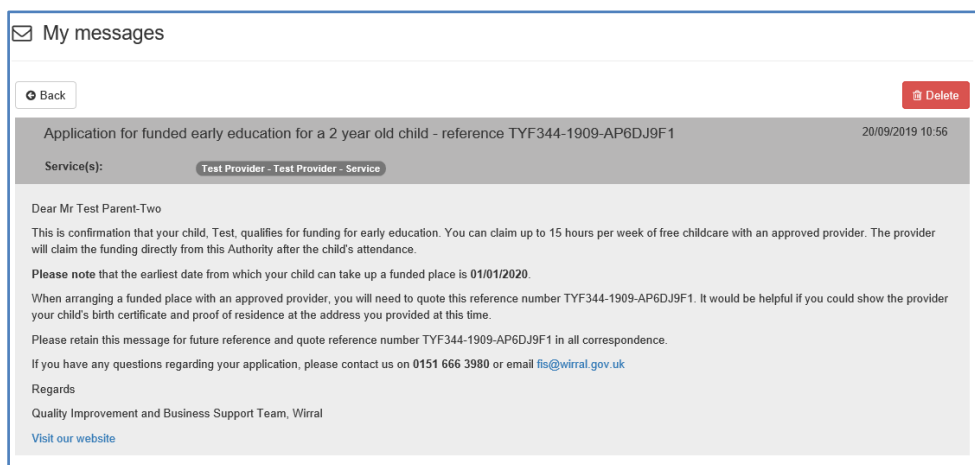
7. Placement Notification

7.1   *(Please note: this will not be relevant for school based providers.)* On the TYOF homepage, please select the 'Start Placement Notification' option.

7.2   This will open the 'Placement notification' screen shown below. Please insert the details including the TYOF application reference (please note: dashes must be included within the reference number.)

Placement Notification

You can notify the Local Authority of funded placements for 2 year old children using this facility.

This placement must relate to a child who is two years old at the start of the funding period in which the proposed placement commences, you will need to provide some details about the child and the Funded Early Education for Two Year Olds application reference number; these details will be validated against those entered when eligibility for early education for two year funding was assessed.

You may find it appropriate to see the child's birth certificate and proof of re_____ctly necessary until you submit a request for funding

		The Funded Early Education for Two Year Olds application reference number
Application Reference *		
Date of Birth *		
Start of placement *		
Surname *		
Forename		

Cancel   Continue

7.3   This will highlight the 'Application Summary' screen. Please ensure the declaration tick box is selected before clicking the blue 'Agree and Continue' button.

Application Summary

Below are the details given by the applicant when they made their application for Funded Early Education for Two Year Olds, please use this information to confirm that the user made this application before proceeding. If the applicant has since moved address then you will get the opportunity to amend their address on the next page.

Application's Details

Application Reference	TYF344-1909-S0GXAWF9
Eligibility Date	01/01/2020

Child's Details

Forename	Test
Surname	Child
Child's Dob	20/09/2017
Postcode	CH42 3TD

Applicant's Details

Forename	Test
Surname	Parent

Declaration

☐ I am satisfied that the proposed funded placement relates to the child for whom this application was approved

Disagree And Exit   Agree And Continue

7.4   Please then confirm address details by clicking the green 'Yes, it is correct' button.

Address Confirmation

Child Details

Name	Test Child
Gender	Male
Date of Birth	20/09/2017
Address	Rock Ferry Library, 259 Old Chester Road, Birkenhead, CH42 3TD

Please confirm that the address shown above is the child's current address ?

Yes, It is correct   No, It is wrong

7.5   This will then bring you to the placement date confirmation screen. Please check these details carefully and select the green 'Yes, it is correct' button.

7.6   The next screen will highlight placement service selection, Please select the correct service linked to your provision. Then click the blue continue button.

7.7   This will bring you to the declaration screen. Please check the details and select the declaration tick box. Before clicking continue.

7.8 The will then show a placement summary screen including all details of the placement. *(Please note: You may not start claiming funded hours until you have received approval for this placement.)* Please click the green finish button to complete the process and bring you back the homepage.

7.9 Placement notification messages will appear on the homepage 'My messages' tab.

8. Appendix 1 – Confirmation Text

Dear Miss Test Parent

This is confirmation that your child, Test, qualifies for funding for early education. You can claim up to 15 hours per week of free childcare with an approved provider. The provider will claim the funding directly from this Authority after the child's attendance.

Please note that the earliest date from which your child can take up a funded place is **01/01/2020**.

When arranging a funded place with an approved provider, you will need to quote this reference number TYF344-1909-S0GXAWF9. It would be helpful if you could show the provider your child's birth certificate and proof of residence at the address you provided at this time.

Please retain this message for future reference and quote reference number TYF344-1909-S0GXAWF9 in all correspondence.

If you have any questions regarding your application, please contact us on **0151 666 3980** or email fis@wirral.gov.uk

Regards

Quality Improvement and Business Support Team, Wirral

Visit our website

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