

Hertfordshire Early Help Module System

Help Guides for External Partners

A reference guide

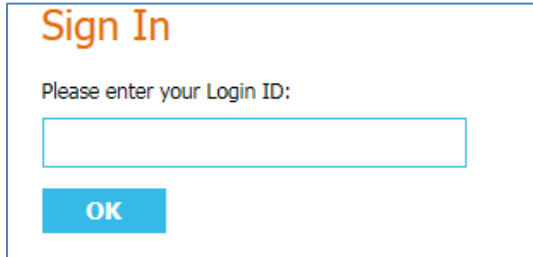
Version V3 – Uploaded:

fscdata@hertfordshire.gov.uk

**Section A- Getting Started on the Hertfordshire Early Help Module
System**

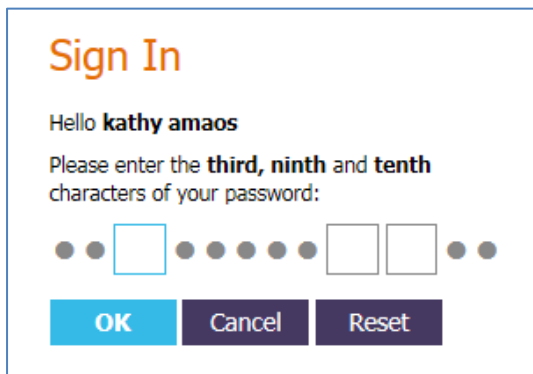
To Login:

Step1 - Enter your **Login ID** (Username first name and surname with space in between e.g. Jane Smith) and click **OK**.



The image shows a 'Sign In' form with the title 'Sign In' in orange. Below the title, it says 'Please enter your Login ID:'. There is a single text input field. Below the input field is a blue button labeled 'OK'.

Step 2 - Enter the **missing characters** of your **password** and click **OK**.



The image shows a 'Sign In' form with the title 'Sign In' in orange. Below the title, it says 'Hello **kathy amaos**'. Below that, it says 'Please enter the **third, ninth and tenth** characters of your password:'. There are three input fields: the first is a single character box, the second is a two-character box, and the third is a single character box. Below the input fields are three buttons: 'OK' (blue), 'Cancel' (dark purple), and 'Reset' (dark purple).

If you have entered your password incorrectly, a message will be displayed requiring you to input your password again.

You will have a number of attempts to log in, however with each incorrect attempt your account will be locked for a period of time. The more attempts you make to login with an incorrect password, the longer the period of time your account is locked out. If you get locked out, you will need to contact fscdata@hertfordshire.gov.uk

Once you have added the generic password you will be prompted to create your own.

Sign In

Your current password has expired

Please enter a new password

And enter it again, here

The password must be at least 8 characters.
 It must contain a mixture of upper and lower case letters.
 It must contain at least 1 numeric digits (0-9).
 It cannot contain your forename or surname.
 It can not be just numbers (12345).
 It can not be the same as your login id.

OK **Cancel**

Tip - choose a password that you can easily remember

Step 3 - When logging in for the first time you will be prompted to enter the answer to secret Question. The answer will be Hertfordshire, county or council – whatever it asks you to type.

Sign In

Hello (User name)

Secret Question: **Please type 'hertfordshire'**

OK **Cancel**

Step 4 - Enter your authentication code (this is sent via your work email address each time you log into the system). Copy and paste the code into the Authentication box and click **OK**.

Sign In

Hello **donna robinson**

Please enter the Authentication Code:

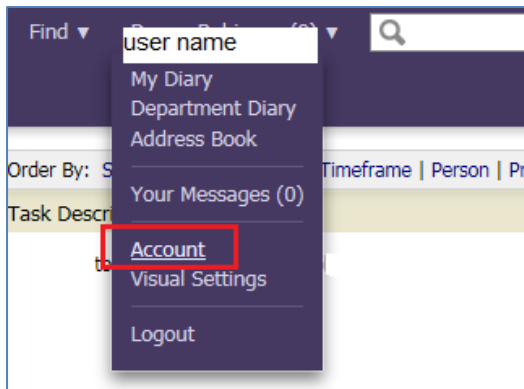
Sign In

Hello **donna robinson**

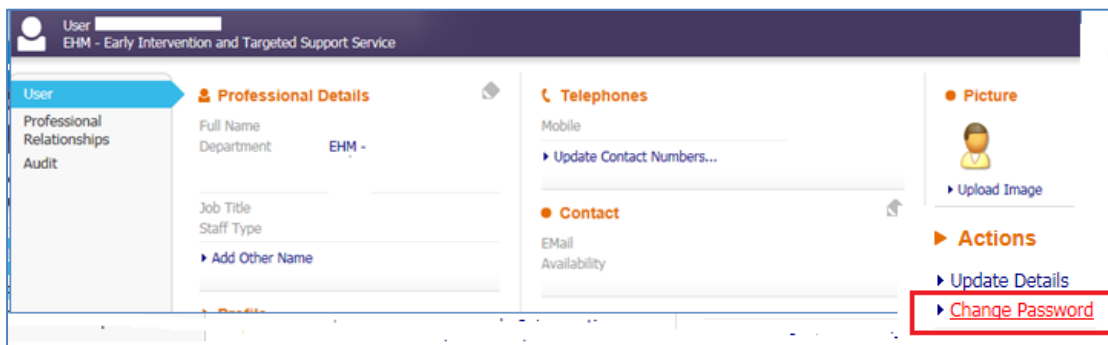
Please enter the Authentication Code:

You will then be taken to your 'Tiles' page – **click** on '**Home**' to be taken to your **Worktray** (where all your cases and tasks are held)

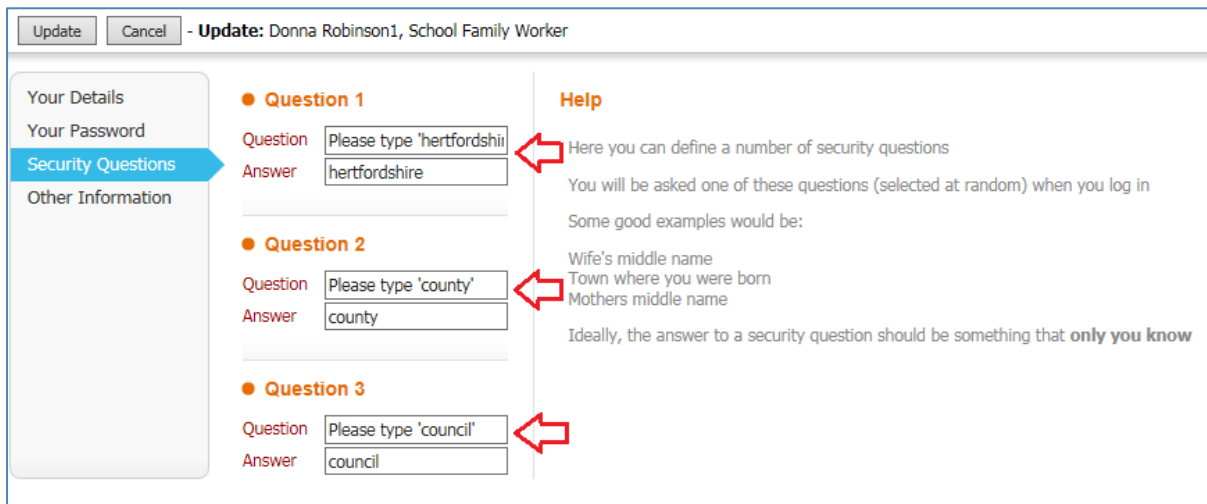
Once you are in the system, click on your name (next to 'find' on your toolbar). From the pick list, click on 'account' to change secret questions



Click to change Password



Change all 3 questions and answers – **NB** the answers are case sensitive



Tip – if adding capitals only use for the first letter, it is easy to forget where you have placed them.

Once you have entered your questions and answers - you need to go the 'Your password' section and enter your password.

Update Cancel - Update: , School Family Worker

Your Details
Your Password
Security Questions
Other Information

● **Current Password**
Current Password

● **New Password**
New Password
Password Confirmation

● **Current Password Expiry**
Expiry Date 30-Nov-2016 10:32

Help

Your password is a secret word or short phrase known only to you. You should not give this password to anyone.

We will only ask you for PART of your password.

The password must be at least 8 characters.

It must contain a mixture of upper and lower case letters.

It must contain at least 1 numeric digits (0-9).

It cannot contain your forename or surname.

It can not be just numbers (12345).

It can not be the same as your login id.

Please note that passwords are **case specific** - ie. "NorthWest42" is different to "northwest42".

If you **click** update before confirming your password – you will get the message below. It will always ask you to enter your password to confirm it's you.

Unable to update record.
The following fields are mandatory/invalid:
Current Password is mandatory