Hertfordshire Early Help Module System

Help Guides for External Partners
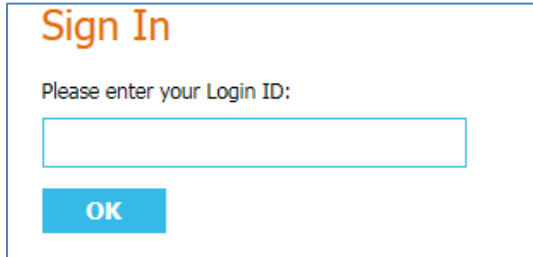
A reference guide

Version V3 – Uploaded:

fscdata@hertfordshire.gov.uk

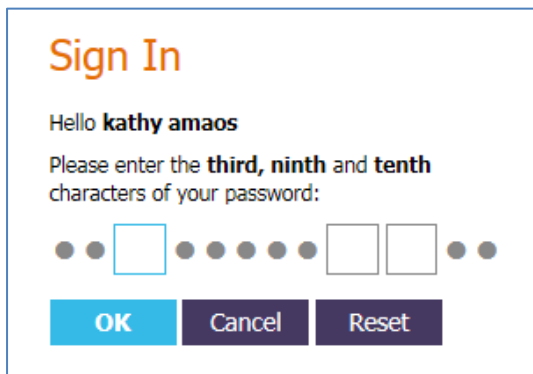**Section A- Getting Started on the Hertfordshire Early Help Module System**

To Login:

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

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

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.

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.

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.**

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)
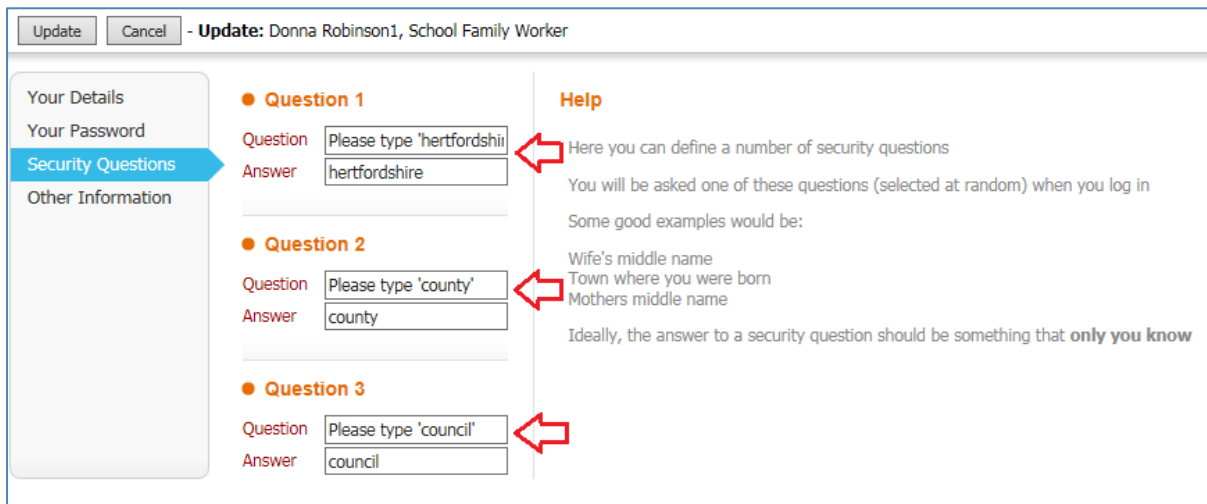
Once you are in the system, click on your name (next to 'find' on your toolbar). From the pick list, click on 'account' to change secret questions
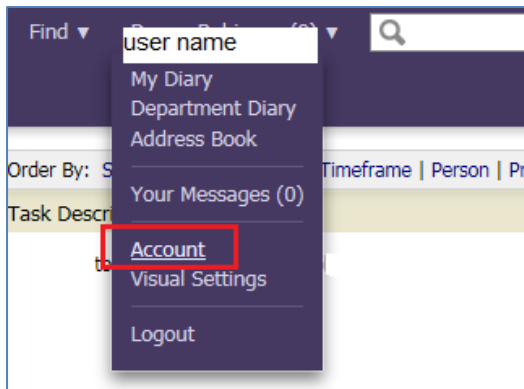
Click to change Password
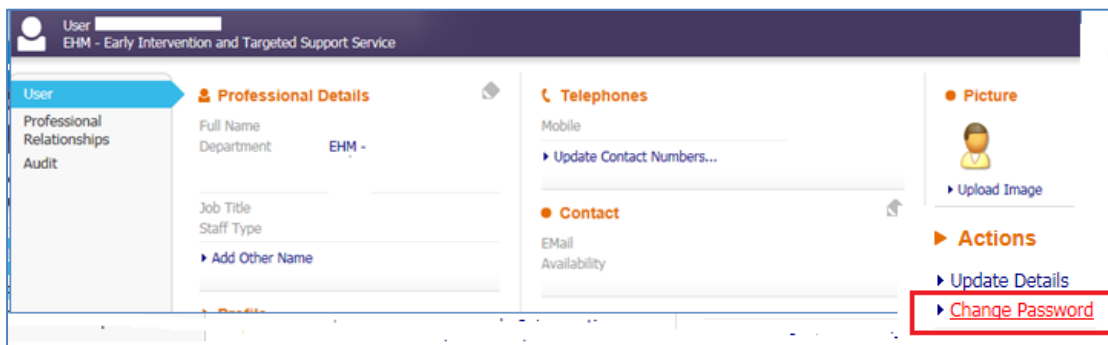
Change all 3 questions and answers – **NB** the answers are case sensitive

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.

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.