

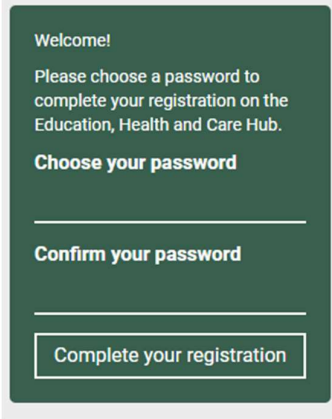
RMBC Guidance for Parents/Carers, Children and Young People to access The IDOX EHCP Hub

As you may be aware RMBC has changed the way that it manages assessments and reviews as part of the EHCP process. We have invested in an online Hub that parents, carers and young people can access to instantly view the process. The benefits of using an online hub are:

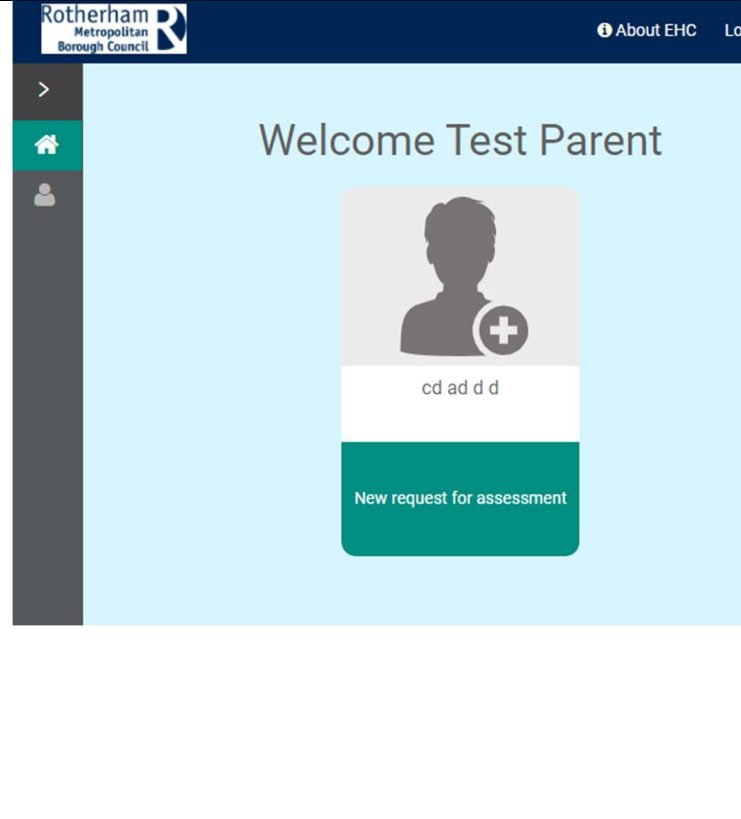
- Ensuring that the child or young person is at the centre of everything we do
- Process and decision transparency: Clear, accessible and timely information
- Easing the administrative burden: Efficient recording and use of information
- A truly collaborative approach to assessment, planning and review: Secure and easy multi-agency working
- Supporting compliance whilst driving practice improvement
- A robust and effective EHCP review process
- A vehicle for cultural change

All partner agencies and individuals involved in the education, health or social care support of a child or young person with, or requesting assessment for an EHCP will be invited to contribute to any reviews or assessments for the child/young person via The Hub.

 Dear Test Parent, You have been invited to register an account on Rotherham's Education, Health and Care (EHC) Hub. You may be a young person that has current involvement with Rotherham's EHCA Team, or you are a parent, carer or guardian of a child/young person that has. This is usually as a result of us having received a request for an EHC assessment either directly from you or an education setting, or it may be that you or your child already has an EHC Plan and we are uploading it onto the Hub. Registering for an account on the hub will enable you to view the progress of your EHC case, provide additional information or advice that you want us to consider as well as view the information provided by others involved. Use the link below (Complete your registration) and you shall be guided through setting up your account. Complete your registration Once your account is successfully registered please use the following link to access the hub:	You will receive an email asking you to join the EHC Hub This one says "Test Parent" but the email you receive will have your full name on it. You must click on the "complete your registration" box the first time you access The Hub For future visits you will only need to access The Hub web address Home EHC Hub (rotherhamcouncil.org.uk)
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 The image shows a registration form with a dark green header. The text inside the header reads: 'Welcome!', 'Please choose a password to complete your registration on the Education, Health and Care Hub.', 'Choose your password', 'Confirm your password', and a button labeled 'Complete your registration'.	You will be asked to create a password. This can be anything. The most secure passwords are those that have a combination of numbers and letters. These should be something that you can remember but that other people may not be able to guess. You must enter a mobile phone number at this point. This is because The Hub contains very sensitive information about children/young people and their families and works on a two part log on, when you log on a one-time passcode (6 digit number) will be sent to the mobile phone and this expires after a time period. This is similar to banking and other secure websites. Nothing is installed on the phone and there are no costs incurred by receiving the text message. There is the option to use a QR code scanner if preferred and OTP can be sent to a landline as a final alternative however this cannot be to a switchboard; it must be a dedicated phone line
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 Education, Health and Care Hub Your registration is complete, please sign in. × Email Password Log in Reset password Request a needs assessment	Once your registration is complete you can log on. Enter your email and password and then you will be prompted to enter the one time passcode (6 digit number sent to your mobile). There is also the option to change a password if needed. This will send a link to the registered email address for you to follow and change the password.
 Education, Health and Care Hub Two Factor Authentication You have previously set up Two Factor Authentication using SMS. Enter the code sent to you by SMS If the code hasn't arrived within 2 minutes, click the Resend code link. Verify code Resend code Request a needs assessment	Once you have successfully entered the username and password you will be sent a text message with the one-time passcode. This will need to be entered before you can access The Hub. This process is repeated every time you log in. Once you have entered the passcode, select "verify code"

	The screen will look similar to the one on the left. The child/YP name and hopefully a picture if we have one will be visible. If you have multiple children with EHCPs or requesting / undergoing assessment, then they will all be shown on this page. You only need the one account, one password etc. There is also the option to request a new needs assessment. This is for any siblings or other children you have parental responsibility for. For example if you have a child with an EHCP and wanted to request assessment for their brother.
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- Once you have set up your account you will receive update emails whenever we add to a current case, for example if we upload a plan for one child and then later another.
- When you log on to The Hub you will be able to see all your details and any outstanding actions.
- Emails sent via The Hub will not contain any personal details or information about the child/young person but will simply notify you that there is new information and ask you to log on.

Further information

- The Local Offer page on the council website has a list of FAQ's that have been added <http://www.rotherhamsendlocaloffer.org.uk/education-health-care-plans/rotherham-ehc-hub-frequently-asked-questions-faqs/1>
- Please explore the above before you contact the EHCA Team but if you are stuck then email only please assent@rotherham.gov.uk, please title your email Hub Enquiry / Help