

Sheffield Provider Portal

FREQUENTLY ASKED QUESTIONS

1. Computer Browser & Language Settings

- ❖ **How do I check which Browser, what version I am using and whether I need to download the latest free version of the browser?**

You can check this by visiting www.whatbrowser.org. You must access this from the computer you want to access the Portal on.

If your browser language settings are set to a language that is unsupported, this may cause issues when we validate the data you enter. If you are using English make sure that your Computer and Browser language settings are set to '**English (United Kingdom)**'.

Please ensure that you are using the latest version of your Web Browser and the Browser is compatible with the Portal (see the Sheffield Provider Guidance introduction for The System Requirements).

To change settings on your Computer:

- Click on Start
- Select 'Control Panel'
- Select 'Clock, language, region'
- Select 'Change location'
- In the drop down select 'United Kingdom'

Refer to your Browser help notes for changing languages on your Browser.

- ❖ **I am an Apple Mac user - will I be able to access the portal?**

Yes. Working with an Apple Mac user we found Google Chrome was compatible if the browser and computer language setting was set to 'English (United Kingdom)' this enabled access to the portal.

2. Login on to the Portal

- ❖ **What do I do if I forget my username or my account is locked?**

Please contact us via email to EYFEL.Census@sheffield.gov.uk and we can reset your password or unlock your account. Please note we will only be able to accept changes from your registered email address.

- ❖ **How do I change my password?**

You can change your password by logging in to the portal and following the 'changing your password' procedure.

3. Data Protection / Security

- ❖ **When setting up a new account can my nursery use an email address shared and accessed by a group of people?**

Shared email addresses are not compatible with the operation of the new portal. Every individual in your organisation, who requires access to the portal, will need their own individual email address that can be used for the purpose of the 'Sheffield Provider Portal'. This also adds additional protection from an information security perspective.

- ❖ **What about Data Protection – is the online system secure?**

The information collected is not stored on your computer; you access your provision's data held on the Council's database, you cannot view details of children attending other providers. All the usual security precautions for online systems should be followed, such as choosing a secure password, not writing it down and logging off when finished.

Users must always act in accordance with the Computer Misuse Act 1990 (CMA) and the Data Protection Act 1998 (DPA);

4. Data Quality

- ❖ **Who is responsible for the quality and accuracy of the child data entered into the online portal?**

The person entering the data from your setting is responsible. Please try to ensure that you have the correct child details, funded hours and weeks. Your funding claims are based on the information you supply.

We strongly advise that you check each child's details every term to ensure they are up to date and accurate. The information provided to the LA is held on a central database within the Children Young People & Families Directorate. This information is accessed and used by a wide range of Sheffield City Council Children's Services, for example, Schools Admissions, SEN teams etc. Supplying inaccurate child data e.g. an incorrect address, may have implications for a child and their family in terms accessing other children's services.

It is also your responsibility to check your settings census returns to ensure that these children remain eligible for the forthcoming period.

- ❖ **What happens if I input some data incorrectly?**

Up to the deadline date you can make amendments in the Portal to the data you have submitted.

If you have any concerns about errors made please ensure you contact the **Performance and Analysis Section on 0114 2053428 or 0114 2053415 or Email: EYFEL.Census@sheffield.gov.uk**.

5. Completing the Online Headcount Return

❖ What are tasks?

The main headcount portal tasks relate to your:

- Forecasted hours
- Actuals (1st Headcount)
- Amendments (2nd headcount)

When we issue a task it will be displayed on your setting's home page of the portal. An email is sent to all Portal users email addresses with a deadline date to complete the task.

❖ What happens if I have not completed the task by the deadline date?

Tasks must be completed by the deadline date. If you have any concerns that you will be unable to meet the published deadline date it is essential that you contact the **Performance and Analysis Section on 0114 2053428 or 0114 2053415 or Email: EYFEL.Census@sheffield.gov.uk**.

❖ I don't have any changes to make to my Census; do I still need to submit a task?

Yes. Tasks must still be submitted even if you have no changes/amendments to make to children's weeks or hours.

❖ Can I submit my Task without completing the Early Years Pupil Premium (EYPP) Carer information?

Tasks can only be submitted when you have completed the relevant Carer Details for all 3 and 4 year old children. This enables us to assess a child's eligibility for the EYPP. If you do not have the relevant details you can choose to 'Decline to provide' and you will then be able to submit your Task. We can, however, only assess a child's eligibility for the EYPP when their relevant Carer information has been provided.

❖ Can the LA validate a child's claim for EYPP as a child's parent is sure they should qualify & we haven't received EYPP funding for them?

In order to assess a child's eligibility for EYPP we run a check against information held by the DWP. If information is not held for the child's carer on the DWP database we can't validate them as qualifying for EYPP. We have no other way of assessing a child's eligibility for EYPP, therefore all we can advise is to keep supplying the EYPP information for the child each term for us to validate against the DWP database (which may have been updated in the interim).

❖ How can I check if a child is eligible for EYPP?

You should be able to check a child's EYPP eligibility by looking at your 'Statement of Funded Hours Report' for the term. Any child eligible for EYPP is flagged on this report.

❖ **How do I mark a child as Looked After or Adopted/Fostered under the EYPP criteria?**

To record EYPP for LAC children - you will need to choose 'EYPP- Other than Economic' from the 'Relationship' drop-down menu under 'Carer Details' and enter a dummy NI number of EY123456P in the 'Reference Number' field.

To record EYPP for Adopted/Fostered children - you will need to choose 'EYPP- Other than Economic' from the 'Relationship' drop-down menu under 'Carer Details' and complete the relevant parent/carer details including their NI number.

❖ **I am getting an error message 'The format is invalid' when trying to enter EYPP Carer Details?**

The format of all valid National Insurance (NI) numbers is two prefix letters, 6 numbers and one suffix letter e.g. AB123456C. The format of the National Asylum Support Service (NASS) number is a two digit year, followed by a two digit month, then a 5 digit sequence number e.g. 130756789. It is important to ensure the accuracy of this information as we will be unable to check a child's eligibility for the EYPP if the NI/NASS number is invalid. We strongly recommend you see the Parent/Carer's NI/NASS documentation to validate the reference number provided.

❖ **Can I submit my Task before the deadline date?**

Tasks can be submitted and re-submitted up to and including the deadline date. Tasks can be submitted by different Users if the provision has more than one User set up.

❖ **Will any changes I make be updated so that other 'users' in my setting can see the most recent records?**

Provided that you save the changes they will be made available to other users in your setting. You can also 'submit' information and continue to work on the Task up to the date that the Task expires.

❖ **Why can't I enter the date for a child who started in the previous term?**

We do not accept any Previous Term Adjustments (PTA's) via the portal. If you have any PTA's to claim these must be made via 'Anycomms' using the PTA file within 14 days of the start of a term. **NOTE: We will only accept PTA changes occurring in the last 4 weeks of the previous term.** See [here](#) for more information regarding PTA's.

❖ **Can I claim for a child who is still attending my setting whilst they settle in their reception class?**

No. This would result in a double-funding issue for the child as the school will also claim funding for the child attending in reception.

- ❖ **I have forgotten to update a child's hours on the headcount/add a new child to the headcount & the task has now closed. What can I do?**

Don't worry. You can make any necessary amendments or changes to children's details when the next task is released.

- ❖ **What happens if a child's details are not submitted fully completed?**

Any missing information will impact on your payment for a child. All the information requested supports the validation of your claim.

- ❖ **How do I record my settings variation to the standard weeks on the portal?**

Ensure that you amend the FEL week's field according to your settings variation to the standard weeks.

- ❖ **What do we do if the 'S=Attends Another Setting' box is marked?**

An 'S' in this field indicates that a child is also attending or has been attending another FEL provider during the current term. It does not necessarily indicate that there is a double funding issue. However, we strongly encourage you to have a conversation with the child's parent / carer to confirm the FEL hours they wish to claim at both settings to ensure a double funding claim doesn't arise.

- ❖ **Can I print from the portal?**

Yes. Please refer to the Sheffield Provider Portal guidance document.

6. Two Year Old FEL

- ❖ **Do I always need a 2 year old eligibility reference number for children claiming 2 year old funding?**

Yes. We cannot fund a child for 2 year old FEL unless they have a valid 2 year FEL reference number.

- ❖ **How can I check a child's eligibility for 2 year old funding when a parent just presents with a reference number and no supporting documentation?**

You can check a child's eligibility for 2 year old FEL using the 2 year old eligibility checker on the Portal. Here you can search using the reference number supplied by the parent to see whether the child is eligible. Further information on this can be found in the 'Two Year Old Funding Portal User Guide for Providers', available [here](#).

**** END OF DOCUMENT ****