

Accessing and Using the School Portal

Accessing the School Portal

To access the School Portal, you will need to activate your user profile. You will have been sent an email from Leicester City Council with your username, password and a link to the School Portal

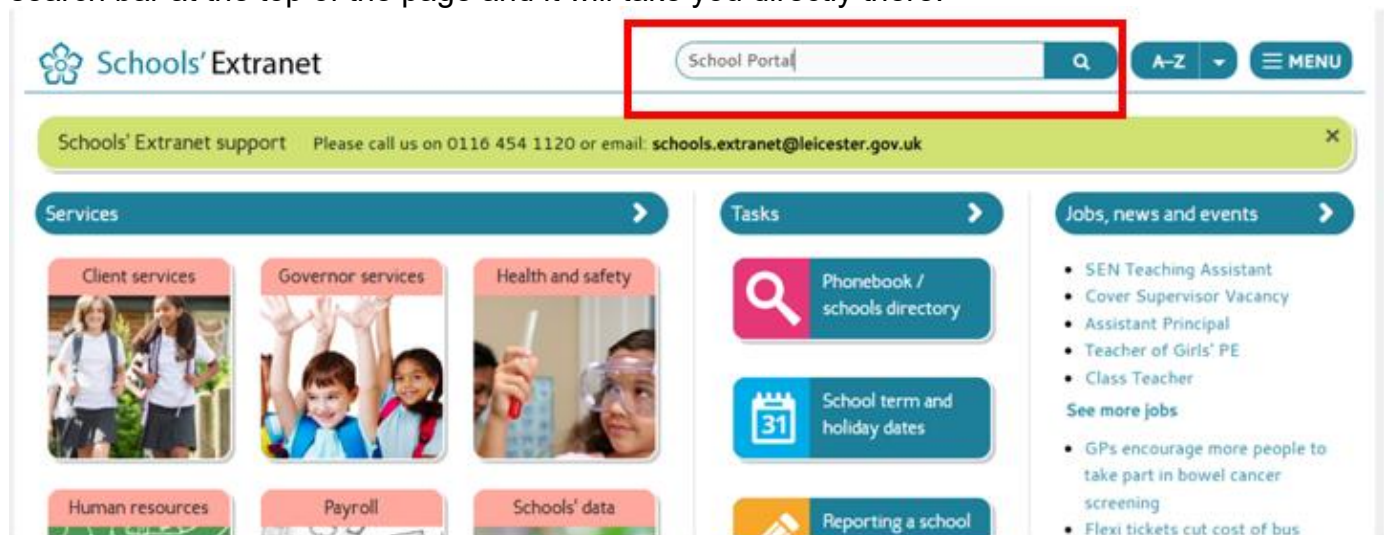
If you do not have an email with your login details, contact us at:

QualityInclusion@leicester.gov.uk

Only one person from each school or setting needs the initial sign-up details. This person will be set up as an administrator for the School Portal and will be able to add additional staff members as users. The benefit of this is that all users will be able to view the school's applications.

Accessing the portal via the Extranet

To access the School Portal login page via the Schools' Extranet, just type in School Portal in the search bar at the top of the page and it will take you directly there.



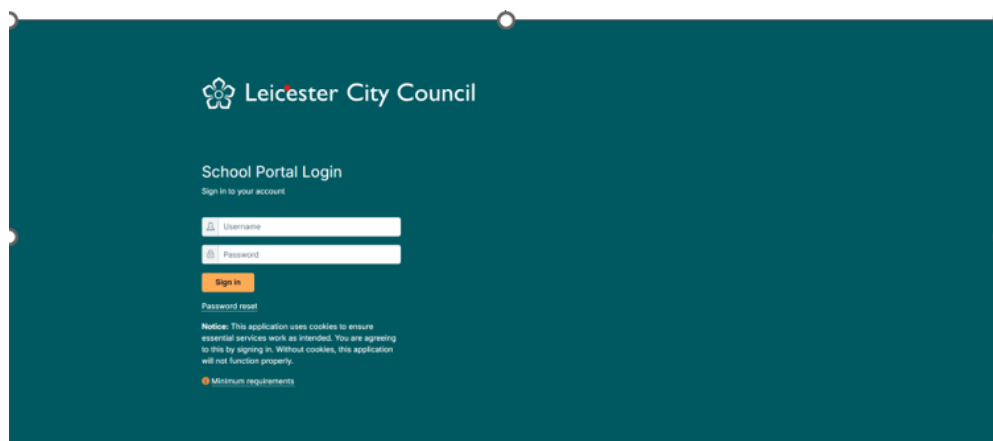
The screenshot shows the 'Schools' Extranet' website. At the top, there is a search bar containing the text 'School Portal', which is highlighted with a red rectangular box. To the right of the search bar are buttons for 'A-Z', a dropdown arrow, and 'MENU'. Below the search bar is a green banner with the text 'Schools' Extranet support Please call us on 0116 454 1120 or email: schools.extranet@leicester.gov.uk. The main content area is divided into three columns: 'Services', 'Tasks', and 'Jobs, news and events'. The 'Services' column includes links for Client services, Governor services, Health and safety, Human resources, Payroll, and Schools' data. The 'Tasks' column includes links for Phonebook / schools directory, School term and holiday dates, and Reporting a school. The 'Jobs, news and events' column lists several job roles: SEN Teaching Assistant, Cover Supervisor Vacancy, Assistant Principal, Teacher of Girls' PE, and Class Teacher. There is also a 'See more jobs' link and a list of news items: 'GPs encourage more people to take part in bowel cancer screening' and 'Flexi tickets cut cost of bus'.

Initial Sign in / Activation process

To activate your School Portal account, follow the link provided in the email containing your login details, or access the portal via the extranet as shown previously.

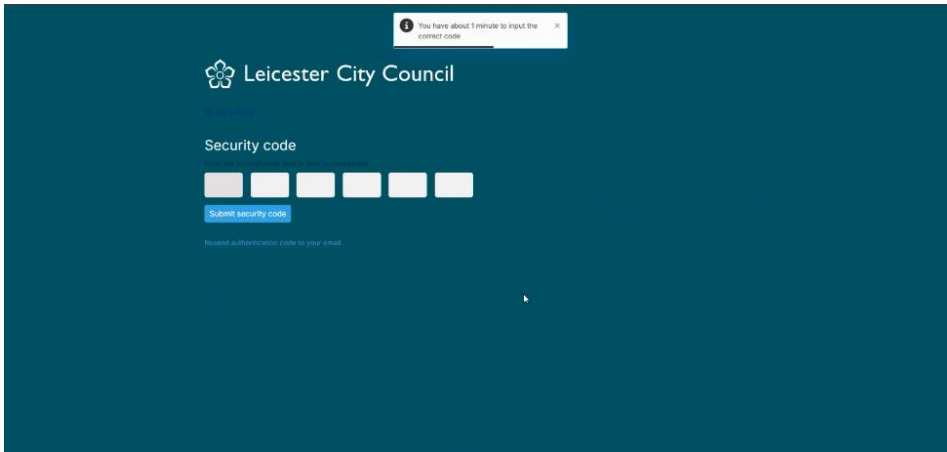
You will be taken to the screen shown here, where you will need to enter your username, which is your email address, and the password provided in your sign-up email.

Please note that you can continue using this password, or you can choose to create your own which we will go over later in the video.



The screenshot shows the 'School Portal Login' page. At the top, there is the Leicester City Council logo and the text 'Leicester City Council'. Below this is the heading 'School Portal Login' and the sub-heading 'Sign in to your account'. There are two input fields: 'Username' and 'Password'. Below the 'Password' field is an orange 'Sign in' button. Underneath the button is a 'Password reset' link. At the bottom, there is a note: 'Notice: This application uses cookies to ensure essential services work as intended. You are agreeing to this by signing in. Without cookies, this application will not function properly.' and a link for 'Minimum requirements'.

Once you have entered your username and password, you will be asked to verify who you are, by entering a code that will be sent to your e-mail address:

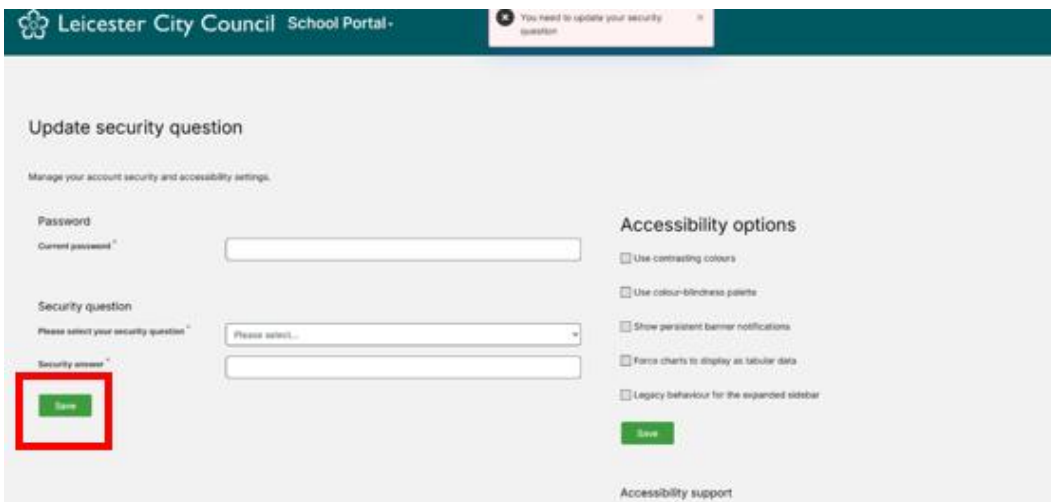


Please note that you only have 5 minutes to complete the verification before it times out. If it does time out, or you do not receive an email, you will have an option on the screen to ask for the code to be re-sent.

Set your Security Question

You will now be asked to set a security question which will be used if you ever need to reset your password.

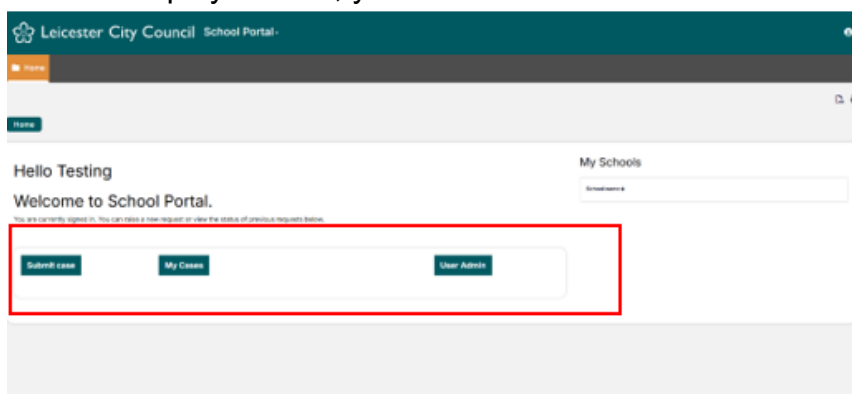
To do this, select an option from the drop-down menu and then type in your answer in the box below:



Once you have picked a security question and answer, click on the “Save” button.

Navigating the School Portal

Once you have set your security password, you will be taken to your portal home page which you can see displayed here, you will see a set of action buttons from left to right:



1. Submit case - when you click on this button you will be directed to the “New case” screen, from where you will be able to create a new referral.
2. My Cases – this button allows you to see all the cases you have raised and their current status / progress.
3. User admin – this button will only be clickable for users who have “Admin” permissions (for all other users this button will be greyed out) – from this screen users with Admin permissions will be able to add / delete and amend users details on the portal, they will also be able to reset passwords from this tab.

New Applications (Submit case)

When you click the button to submit a case, you will be presented with a list of all case types that you are able to raise:

The screenshot shows the 'New Service Request' page with the following categories:

- SEND forms:** Remote Service ID as Link (Remote Services) #, Best Endeavours and Reasonable Adjustments, SEND services referral, Physical Intervention Record, Part-time timetable alternative provision notification to LA, Additional Funding, Send transport and PTB.
- School-changes:** Remote Service ID as Link (Remote Services) #, School Closure, Planned School Closure Notification, Education Welfare Service.
- Early-Years:** Remote Service ID as Link (Remote Services) #, Early Years Census, Childcare Provider Profile, Stretched and Extended Entitlement Notification.

Below the screenshot are three callout boxes:

- SEND-forms**
- School-changes**
- Early-Years**

You can see that the options have been grouped. The list of forms on the left are for applications and referrals related to SEND, the middle section is for schools to notify the LA of changes such as school closures and to refer to the Education Welfare Service, and the section on the right is related to Early Years provision.

You will need to select the relevant case type from the list which will then open the requested online form for you to complete and submit.

The only change to these forms from the previous system is that as you move through each of the pages, they will save automatically and will no longer time out.

My cases

This screen will display all the cases that you have raised, these will be presented as a list under the search fields.

The screenshot shows the 'My Cases' page with the following search fields:

- Service case ref:
- Case Type:
- Service Name:
- Case status:

Below the search form is a table with the following data:

Service case ref #	Case Type #	Service Name #	Case submitted #	Current activity #	Case status #
EDU-SENED-ADF1023	Additional Funding	Additional Funding	-	-	Completed
EDU-SENED-BERA1021	Best Endeavours and Reasonable Adjustments	Best Endeavours and Reasonable Adjustments	Mon, 16 Mar 2026 13:31 pm	-	Completed
EDU-SENED-PTT1030	Part-time timetable alternative provision notification to LA	Part-time timetable alternative provision notification to LA	-	Form Submitted	Abandoned
EDU-SENED-PTT1033	Part-time timetable alternative provision notification to LA	Part-time timetable alternative provision notification to LA	Mon, 23 Mar 2026 13:39 pm	Case Officers Notification	Active

At the top of the page there are a set of search fields to help you find cases quickly using various criteria – you do not need to complete all fields to search for a case.

If you look the list of cases shown here, you will see that one of them is in grey and the other is in blue:

Service case ref #	Case Type #	Service Name #	Case submitted #	Current activity #	Case status #
EDU-SENED-REF1052	SEND services referral	SEND services referral	Mon, 13 Apr 2026 14:58 pm	Review details on the case in caseviewer	Active
EDU-SENED-PIR1022	Physical Intervention Record	Physical Intervention Record		Form Submitted	Active

If the case is in grey, then this indicates that it has been submitted and therefore no changes can be made. If a case is currently blue, that means that it has not yet been submitted and you are still able to edit it.

If you click on the reference number of an active case, you will be taken directly to the last section of the application you were working on, allowing you to continue completing the form without returning to the beginning. You will, of course, still be able to navigate between pages to review your form before submission.

User Admin – Amending user details (Editing Users)

Only users with enabled permissions will be able to see this screen. This screen will display the details of all users in your school, including if they have admin permissions and if their account is locked, to amend user details, click on the edit button on the left-hand side of the users e-mail address:

Email address #	First Name #	Last Name #	Job Title #	Mobile number #	Is Admin? #	Lock status #
stewartlyons.test+104@gmail.com	Tester	Testing	Deputy Headteacher	-	Yes	Unlocked
testerccemail+devtestbobbuid@gmail.com	devtestbobbuid	devtestbobbuid	Other	-	Yes	Unlocked
testerccemail+devtbob@gmail.com	devtbob	devtbob	Class Teacher	-	Yes	Unlocked
stewartlyons.test+120@gmail.com	Testing	NewUser	Other	07777000000	Yes	Unlocked
stewartlyons.test+121@gmail.com	Testing	Testing	Headteacher	-	Yes	Unlocked

This will display the user information fields:

Edit User

Email address #
Testing@leis.test

First Name #
Test

Last Name #
Test

Job Title #
Other

Mobile number
[Empty field]

Lock status #
Unlocked

School(s)
Select: [Green] [Green]
 Overdale Infant School
 Overdale Junior School
 Overdale Pre-School
 Saint Martin's Catholic Infirmary Academy

Submit

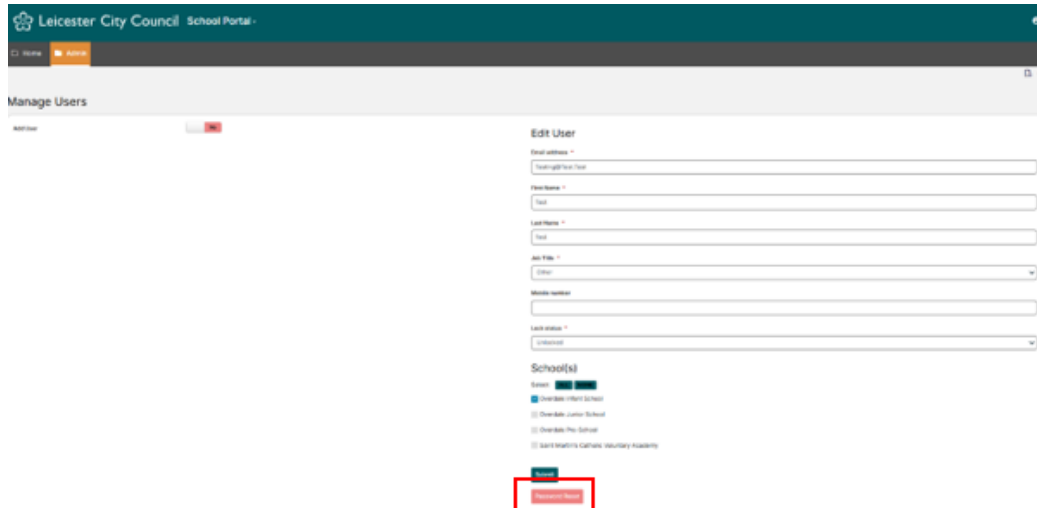
Feedback form

From here you can amend user details, simply amend the details displayed in the fields, and click “Submit”.

You must remember to click “Submit” or changes will not be saved.

User Admin – Reset user password

Admin can also reset the user password from this screen by clicking the “Re-set password” button at the bottom of the page.

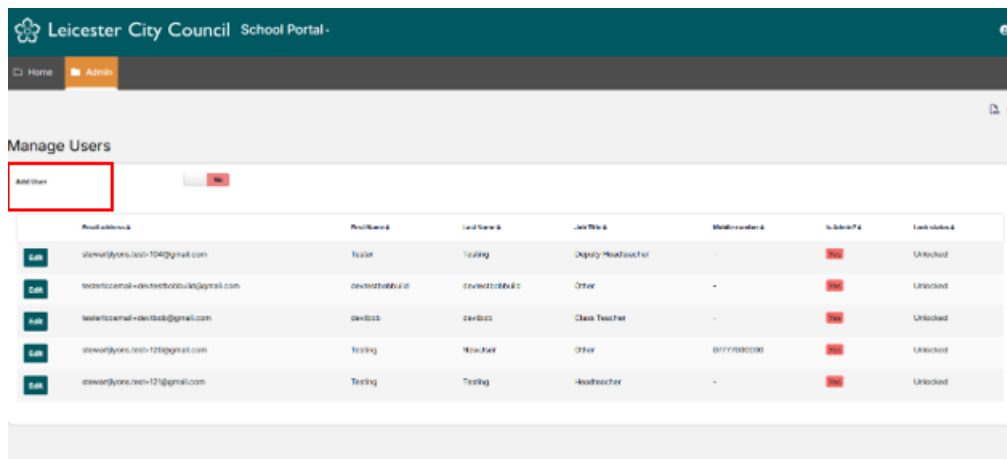


The screenshot shows the 'Edit User' form in the Leicester City Council School Portal. The form contains the following fields: Email address (text), First Name (text), Last Name (text), Job Title (text), Job Title (dropdown menu), Mobile number (text), and Lock status (dropdown menu). Below these fields is a 'School(s)' section with a list of schools: Leicestershire School, Leicestershire School, Leicestershire School, and Leicestershire School. At the bottom of the form, there is a 'Submit' button and a 'Re-set password' button, which is highlighted with a red box.

When you click the re-set password button you will be asked to confirm, and then a random password will be generated and e-mailed to the user.

User Admin – Add new user (Managing users)

You can also add / create a new user from the User Admin screen, simply click on the “Add user” button in the top left of the screen:



The screenshot shows the 'Manage Users' screen in the Leicester City Council School Portal. The 'Add User' button is highlighted with a red box. Below the button is a table listing existing users. The table has the following columns: Email address, First Name, Last Name, Job Title, Mobile number, Lock status, and Lock status.

Email address	First Name	Last Name	Job Title	Mobile number	Lock status	Lock status
stewart@leics.tcsd-104@gmail.com	Isabel	Isabel	Deputy Headteacher	-	Yes	Unlocked
leicestercouncil-devtest0001@gmail.com	devtest0001	devtest0001	Other	-	Yes	Unlocked
leicestercouncil-devtest@gmail.com	devtest	devtest	Class Teacher	-	Yes	Unlocked
stewart@leics.tcsd-120@gmail.com	Testing	Headteacher	Other	01777000000	Yes	Unlocked
stewart@leics.tcsd-121@gmail.com	Testing	Testing	Headteacher	-	Yes	Unlocked

The “New user” screen will display, complete the fields to create the user, you can also specify if this new user has “Admin” permissions from this screen:

The screenshot shows the 'Manage Users' interface. At the top, there is a header for 'Leicester City Council School Portal' with a 'Home' button and an 'Admin' button. Below the header, the title 'Manage Users' is displayed. The form contains the following elements:

- A green status indicator.
- Input fields for 'First Name *' and 'Last Name *'.
- A dropdown menu for 'Job Title *' with the placeholder text 'Please select...'.
- An input field for 'Mobile Number'.
- A checkbox labeled 'Is Admin?' with a red 'No' button next to it.
- A section titled 'School(s)' with a 'Select' dropdown and a list of schools: Overdale Infant School, Overdale Junior School, Overdale Pre-School, and St. Martin's Catholic Voluntary Academy.
- A 'Submit' button at the bottom left.

Once you have completed all the necessary fields, click “Submit” and the new user profile will be created / live.