

# **Hampshire Services Portal User / Organisation Admin Login instructions**



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## Overview

Hampshire Services Portal now uses email address and password to authenticate.

The step-by-step instructions provided below will show you what to expect and walk you through what is required to activate your Hampshire Services Portal account and complete admin tasks within.

To reset your password, click the “forgot password” link on the Services Portal home page.

Please note access requirements are different for your type of organisation.

For Hampshire County Council staff (excluding those staff working in education) your password is set elsewhere and this link will not work for you. Please open your browser and use the ‘Unlock Account/Reset Password’ function on the ‘Connect to Public Services’ tab.

### Sign in to your Services Portal account

<b>Education account holders</b> Your user ID is your email address, and the password you created.  If you do not know your username please contact your school's services portal admin.  If you have forgotten your password please select the “Forgot Password?” link, enter your email address and you will receive an email to reset this.  See the <a href="#">Service Portal user guidance PDF</a> .	<b>Hampshire County Council staff</b> Use your existing Hantsnet ID. E.g. itwtxxx, and your Hantsnet password.  <b>All other users</b> Your user ID is your email address.
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User ID	required
<input type="text"/>	
Password	required
<input type="password"/>	<input type="button" value="Show password"/>
	<a href="#">Forgot password?</a>
<input type="button" value="Sign in"/>	

## Setting up a new user

**Step 1:** Each organisation will have at least one person or multiple persons nominated as the ‘OrgAdmin’. This is a Services Portal role (access requirement). There are separate roles for managing notices with the Public Notices area.

The OrgAdmin role can manage users (add or remove) for their organisation. Please note that it is up to each organisation to monitor their users and update their staff access accordingly.

Please take a moment to familiarise yourself with all the roles and their responsibilities.

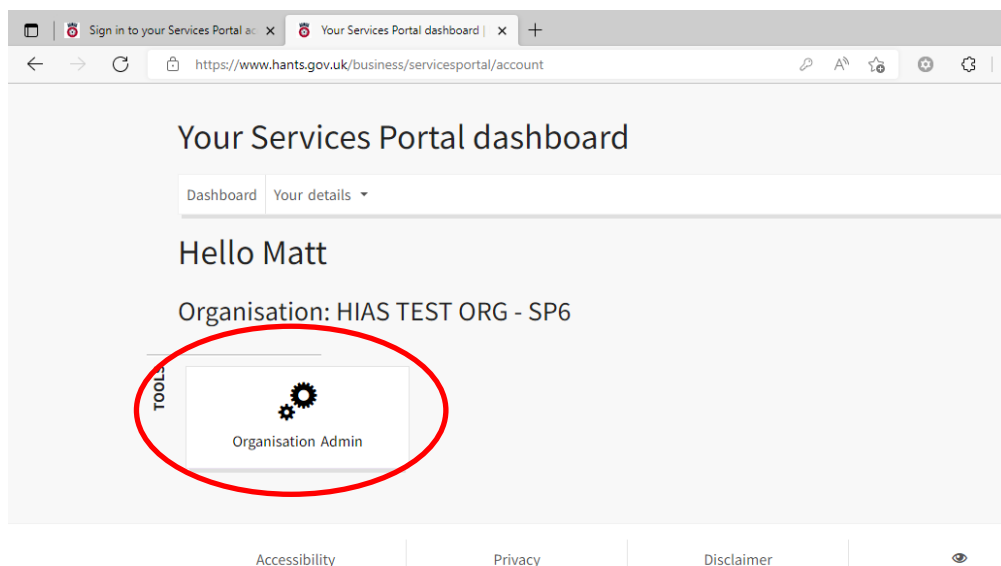
## Services Portal Role

Role	Description
<b>Organisation Admin</b>	<ul style="list-style-type: none"> <li>• Manage users in your Services Portal organisation (invite, delete etc)</li> <li>• Assign Services Portal roles to those users</li> </ul>

## Public Notices Roles

Role	Description
<b>System Administrator</b>	<ul style="list-style-type: none"> <li>• Authorise, cancel and remove any notice</li> <li>• Manage departments.</li> <li>• Manage categories, organisations and subscribers</li> </ul>
<b>Administrator</b>	<ul style="list-style-type: none"> <li>• Authorise, Cancel and remove any notice</li> <li>• Manage departments.</li> </ul>
<b>Authoriser</b>	Authorise notices (only for notices that the author selected them as the authoriser for when creating)
<b>Author</b>	Create and edit notices

To set up a new user each Services Portal Organisation Administrator will need to login to the Hampshire Services Portal and load the “Organisation Admin” tile.



**Step 2:** They will then need to enter the 6 digit code they received to their registered mobile phone number and click continue.

The screenshot shows the 'Your Services Portal dashboard' with a navigation bar containing 'Dashboard' and 'Your details'. Below this is the 'Confirm code' section. A text input field labeled 'Code' contains the number '136259'. To the right of the field is the word 'required'. Below the input field are two buttons: a green 'Continue' button and a grey 'Get new code' button. At the bottom of the dashboard, there are social media icons for Facebook and Twitter under the heading 'Find us on'. A footer contains links for 'Accessibility', 'Privacy', 'Disclaimer', and an eye icon.

**Step 3:** Click the “Register new user” tile.

The screenshot shows the 'Your Services Portal dashboard' with a navigation bar containing 'Dashboard' and 'Your details'. Below this is the 'Organisation administration hub' section. It features three tiles: 'Register new user' (with a person icon and a red circle around it), 'Manage users' (with a group of people icon), and 'Manage roles' (with a clipboard icon).

**Step 4:** Fill out the required user detail fields and click “Send invite”. The user will then receive the Activation email and will need to follow the steps within the “How to activate a Hampshire Services Portal Account” section.

You will now need to assign the correct roles to the user following the steps within “Assigning roles to users” instructions. **Please note: The “Contact Phone” field is not mandatory and is only required for new Hampshire Services Portal administrators.**

## Your Services Portal dashboard

Dashboard Your details ▾

### Register new user

#### User details

First name required



Last name required

Email required

Contact phone

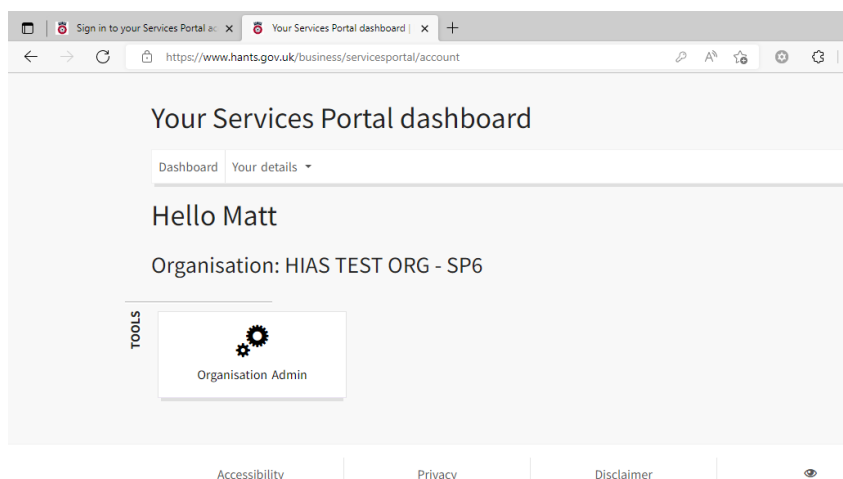
[Send invite](#)

Find us on

## Assigning roles to users.

**Step 1:** The Services Portal Organisation Administrator will need to login to the Hampshire Services Portal and load the “Organisation Admin” tile.



**Step 2:** They will then need to enter the 6 digit code they received to their registered mobile phone number and click continue.

Your Services Portal dashboard

Dashboard Your details ▾

### Confirm code

Code required

Continue

Get new code

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[Accessibility](#) | [Privacy](#) | [Disclaimer](#) | [👁](#)

**Step 3:** Click the “Manage Roles” tile.

Your Services Portal dashboard

Dashboard Your details ▾

### Organisation administration hub

Register new user

Manage users

Manage roles

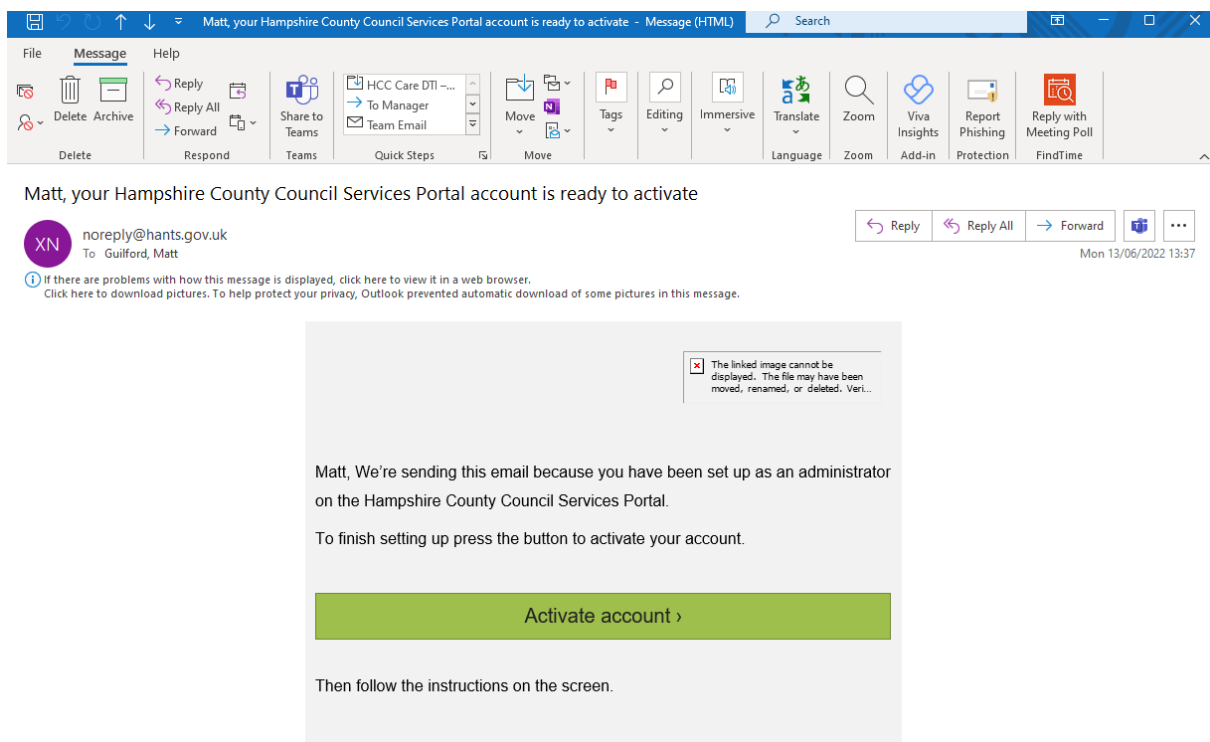
**Step 4:** Click the user whose roles need to be amended, tick the required access options and save. The roles will then be assigned and the user will have access when they next login.

## How to activate a Hampshire Services Portal Account

**Step 1:** You will receive an activation email to your registered email account (see screenshot below). You will need to click the “Activate Account” button included within the email.

The email will be sent from [noreply@hants.gov.uk](mailto:noreply@hants.gov.uk) with the subject “[your name], your Hampshire County Council Services Portal account is ready to activate”.

**Please note:** It is important that you finish setting up your account as soon as you can once you have received your email invitation. The activation link within will be valid for 7 days. If 7 days have passed you can obtain a new link by clicking “Activate account” and then following the instructions on screen.



The screenshot shows an Outlook window with the subject line "Matt, your Hampshire County Council Services Portal account is ready to activate". The sender is "noreply@hants.gov.uk" and the recipient is "Guilford, Matt". The email body contains the following text:

Matt, We're sending this email because you have been set up as an administrator on the Hampshire County Council Services Portal.

To finish setting up press the button to activate your account.

[Activate account >](#)

Then follow the instructions on the screen.



**Step 2:** You will then come to the “Complete set up” screen. On this screen you will need to create a new password (which meets ALL password requirements listed on screen) **and** tick the required checkbox before clicking the “Set password” button.

Sign in to your Services Portal ac x Complete set up | Business and e x

https://www.hants.gov.uk/business/servicesportal/registration?code=dcfb75-3d4b-3d7d-3323-eac23... A

Hampshire County Council Services Search this site Sign in Register

Home > Business, economy and consumers > Services Portal

## Complete set up

Finish setting up your account by creating a password

Email verified ✓

Thanks for verifying your email, you now need to create your password.

**Password requirements**

- ✓ Uppercase letter
- ✓ Number
- ✓ Lowercase letter
- ✓ At least 8 characters

Password required

Avoid using a password from another site or something too obvious like a pet's name. Search Cyber Aware for more details.

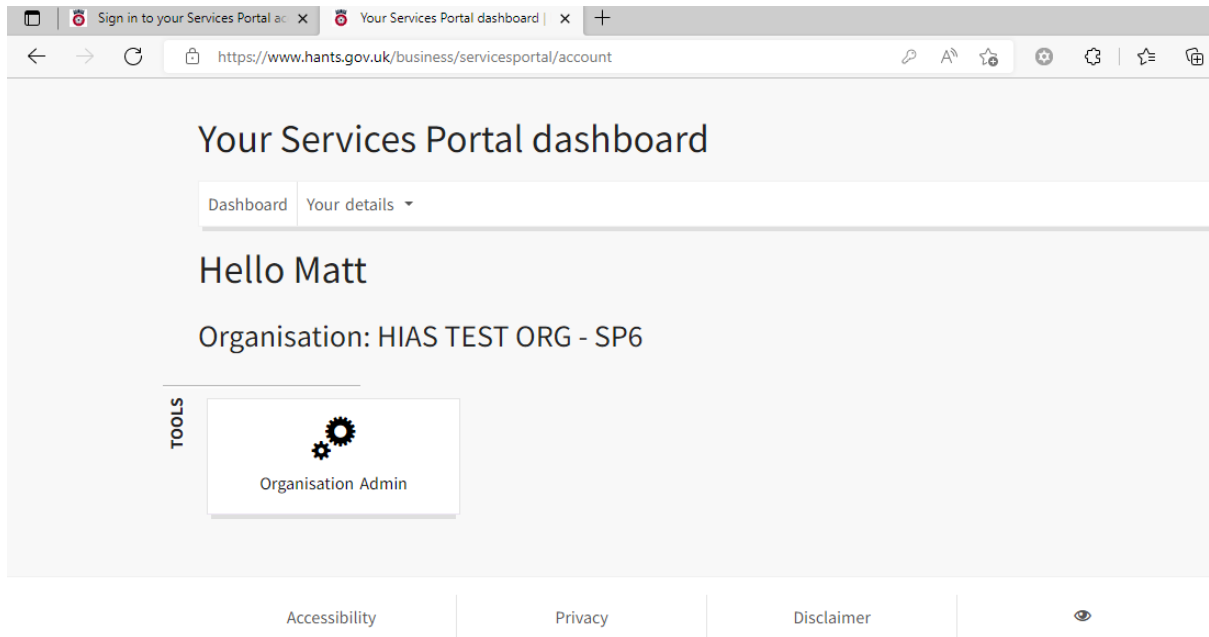
Please tick this box if you agree to us using the information you provide to identify you when you visit Hantsweb and access Hampshire County Council digital services. For more about how we use your information, see our privacy notice. required

[Read More](#)

Find us on

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**Step 3:** You should now be logged into the Hampshire Services Portal with your new credentials (your email address and your password you created in step 2).



## Setting up/ accessing the Organisation Admin tile

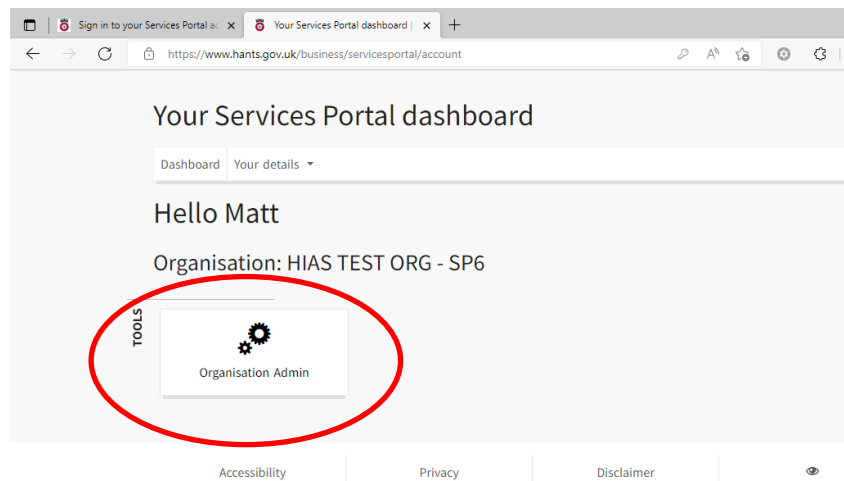
If you are a Hampshire Services Portal Organisation Administrator and use the “Organisation Admin tile” please follow the instructions below to setup your access.

If you are missing any tiles, please speak to your Services Portal OrgAdmin who will be able to assign you the required roles.

For Hampshire County Council staff who have no access to another OrgAdmin within HCC, please use the IT Service Portal and raise a request form to gain access – service catalogue> internal IT> IT Service Portal Admin Request.

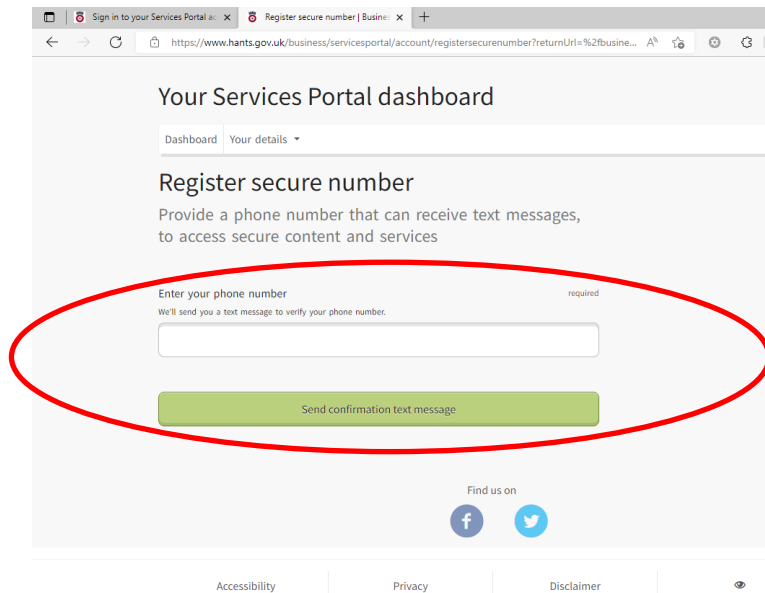
For users outside of Hampshire County Council staff please contact your organisation contact point within HCC.

**Step 1:** Click on the “Organisation Admin” button.

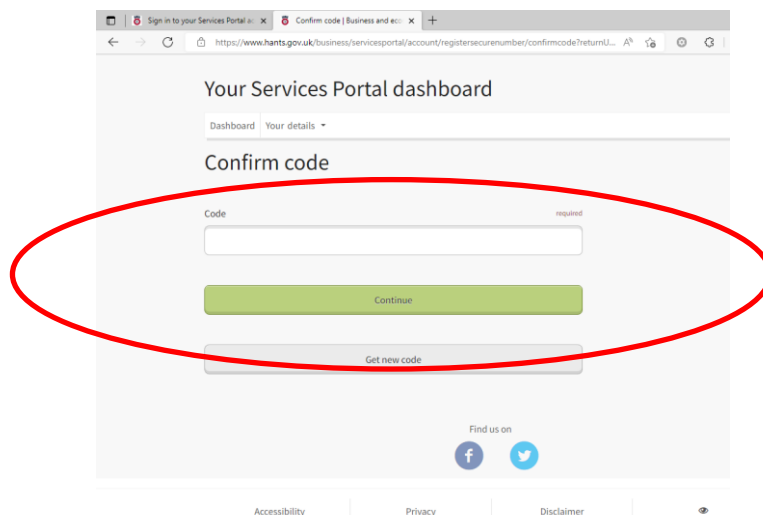


**Step 2:** Enter your mobile phone number and click the “Send confirmation text message” button.

**This number will only be stored against the Hampshire Services Portal and will not be recorded anywhere else. This number will only be used for the purposes of accessing the Hampshire Services Portal.**

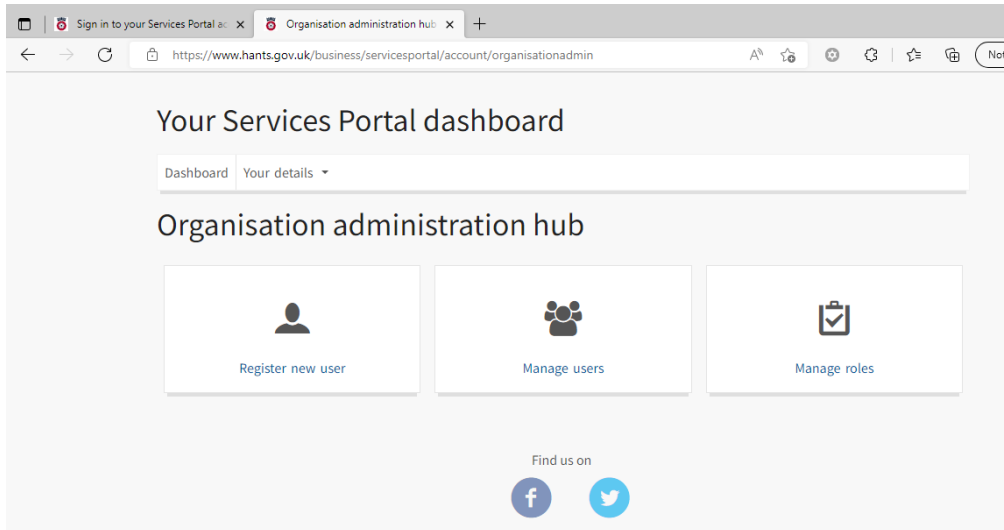


**Step 3:** You will receive a text message on the mobile phone number you just entered. This text will contain a 6 digit one time passcode which you will need to input in to the “Code” box shown on screen. Please then click “Continue”.



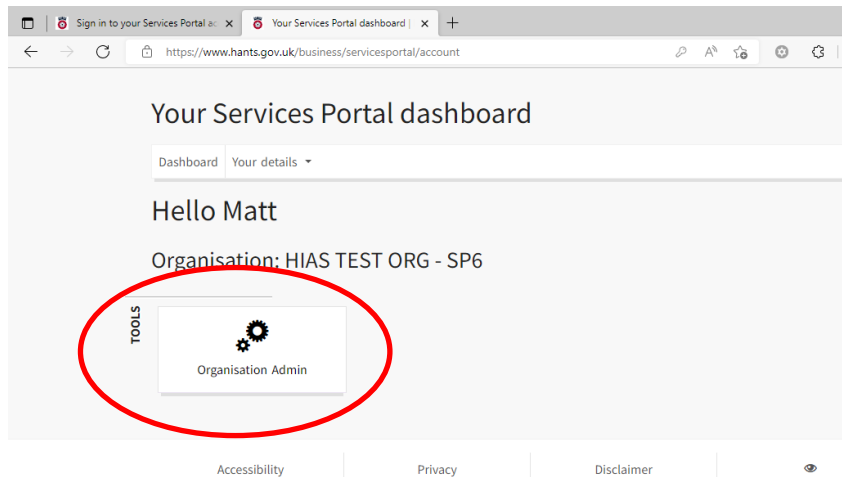
**Step 4:** Once you enter the code you will be logged into Hampshire Services Portal and will be taken to the below admin screen.

**Please note:** When accessing the Organisation Admin tile going forward, you will always be shown the confirm code screen (as seen in step 3) and a text message will automatically be sent to your phone. You will then just need to enter the 6 digit one time passcode in order to access this tile.

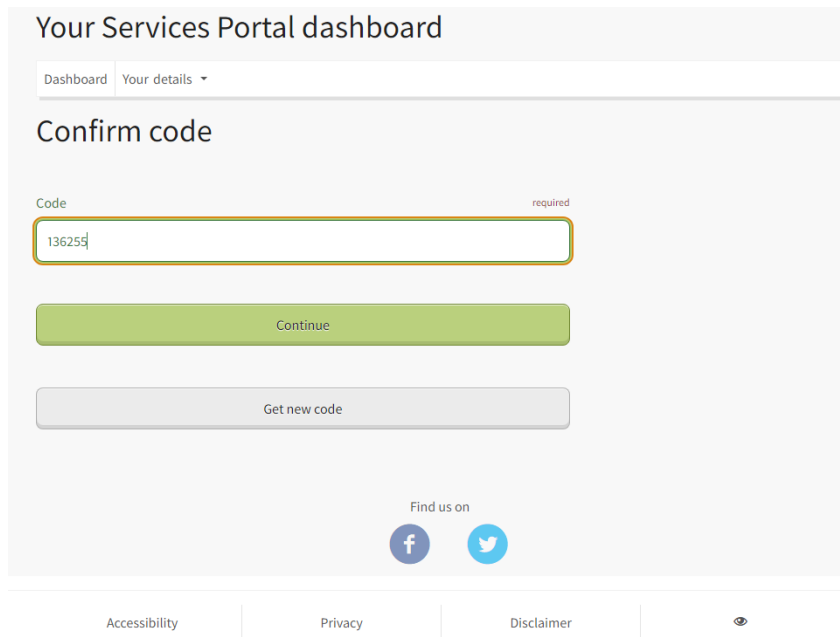


## User hasn't received activation email

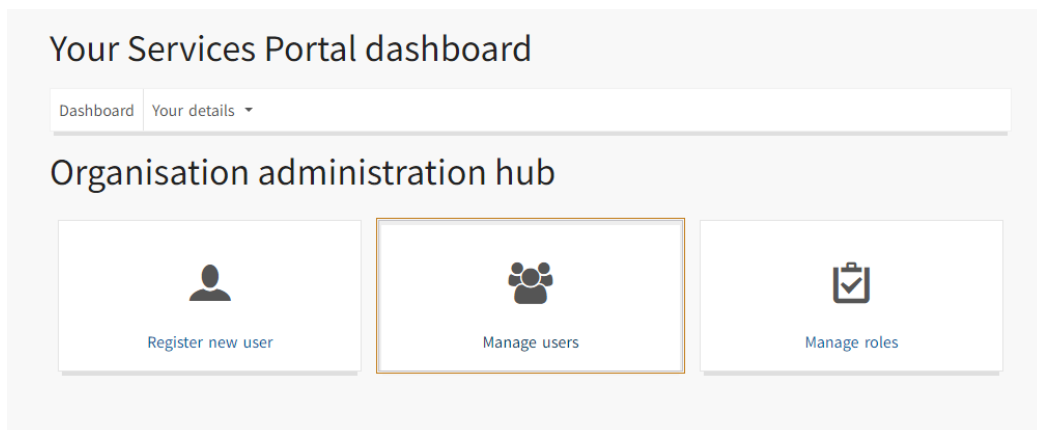
**Step 1:** The Hampshire Services Portal Organisation Administrator will need to login to the Hampshire Services Portal and load the "Organisation Admin" tile.



**Step 2:** They will then need to enter the 6 digit code they received to their registered mobile phone number and click continue.



**Step 3:** Click the “Manage users” button.



**Step 4:** Find the user in the list and click “Delete user”.

Your Services Portal dashboard

Dashboard Your details ▾

### Manage users

Manage the users in your organisation

Search

Name	Email	Phone	OTP	Last active	Delete user
<a href="#">ALL, HIAS</a>	services.portal123+HIASALL@gmail.com	0000000000		1151 days ago 18/04/2019, 15:36	<a href="#">Delete user</a>
<a href="#">Art, HIAS</a>	services.portal123+HIASART@gmail.com	0000000000		1151 days ago 18/04/2019, 15:36	<a href="#">Delete user</a>
<a href="#">English, HIAS</a>	services.portal123+HIASENGLISH@gmail.com	0000000000		1151 days ago 18/04/2019, 15:36	<a href="#">Delete user</a>
<a href="#">Geography, HIAS</a>	services.portal123+HIASGEOGRAPHY@gmail.com	0000000000		1151 days ago 18/04/2019, 15:37	<a href="#">Delete user</a>

**Step 5:** You will then be asked if you are sure you want to delete the user. Please click “Delete user”.

Your Services Portal dashboard

Dashboard Your details ▾

### deleteuser

Are you sure you want to permanently delete user HIAS Geography?

[Delete user](#)

[Cancel](#)

## Common Issues:

**Page is currently unavailable error:** If you are getting the screenshot below please click the “Your Account” button and sign out. Please ensure that you are not signed in to Services Portal anywhere else. Then click the sign in to Services Portal link and login using your registered **email address** and **password**.

If you are unsure of the email address registered for your Services Portal account speak to your Services Portal admin and they can check this for you by going to the organisation admin tile and clicking manage users.

If your password is the issue please click the “Forgot Password?” link on the services login page, enter your registered email address and you will receive an email from [noreply@hants.gov.uk](mailto:noreply@hants.gov.uk) with a link to reset it.

Please note for HCC staff your login and password is managed outside of the Services Portal ‘forgot password’ link and this link will not work for you.

If you don’t have an account registered with your email speak to your organisation admin who can setup an account for you following the “Setting up new user” instructions.


The screenshot shows a web browser window with the URL <https://www.hants.gov.uk/business/servicesportal/account>. The page header includes the Hampshire County Council logo, the word 'Services', a search bar, and a 'Your Account' link. The main content area displays the message: 'Sorry, this page is currently unavailable. We apologise for any inconvenience.' Below this message are social media icons for Facebook and Twitter. At the bottom, there is a navigation menu with links to various services such as 'Births, deaths and ceremonies', 'Business, economy and consumers', 'Community support', 'Education and learning', 'Jobs, careers and volunteering', 'Land, planning and environment', 'Libraries and archives', 'Social care and health', 'Things to do in Hampshire', 'Transport and roads', 'Waste prevention and recycling', 'About the Council', 'Supplier services', 'Employee self service', 'Web accessibility', and 'Contact'. The Hampshire County Council logo and address 'The Castle, Winchester, SO23 8UJ' are also visible in the bottom right corner of the page.



**Error message when logging in:** This error message is caused due to users either using the incorrect username or password. Your Username is your registered **email address**. If you are unsure of the email address registered for your Services Portal account speak to your Services Portal admin at school and they can check this for you by going to the organisation admin tile and clicking manage users.

If your password is the issue please click the “Forgot Password?” link on the services login page, enter your registered email address and you will receive an email from [noreply@hants.gov.uk](mailto:noreply@hants.gov.uk) with a link to reset it.

If you don't have an account registered with your email speak to your organisation admin who can setup an account for you following the “Setting up new user” instructions.

**You could not be signed in to your Services Portal account** 

The user ID or password you have entered is incorrect.

- Education account holders - select the “reset it here” link below to reset your password or speak to your services portal admin to clarify username.
- Hampshire County Council staff - use your existing Hantsnet ID. e.g. itwtxxx, and password.
- All other users - your user ID is your email address.

If you cannot remember your password, [reset it here](#).

## Support Route

Contact your organisation admin as they can complete tasks such as creating new users and managing existing users' access.

For Hampshire County Council staff (excluding those staff working in education) who have no access to another OrgAdmin within HCC, please use the IT Service Portal and raise a request form to gain access – search for Services Portal.

For users outside of Hampshire County Council staff in the first instance please contact your organisation contact point within HCC.