

How to set up user accounts for school staff in the Services Portal.

A guide for Organisation Administrators for HPSN schools

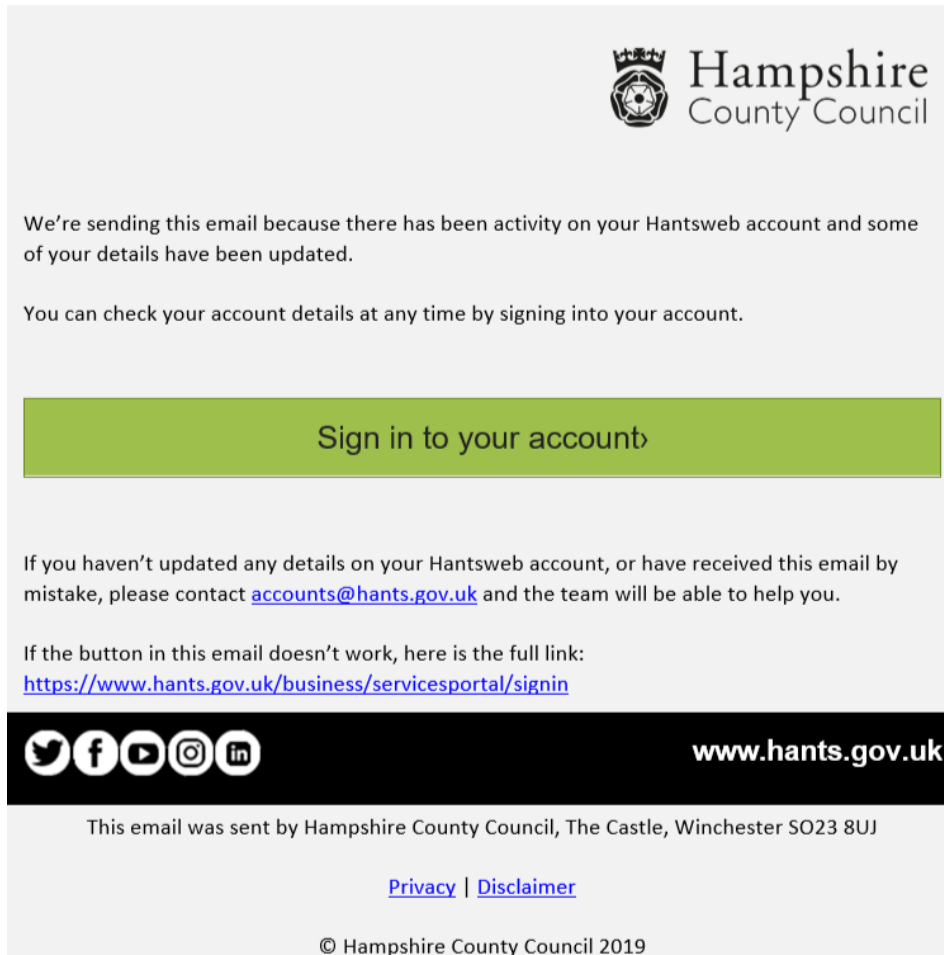
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Sign in and provide staff with access to your school's Hantsweb password protected pages

You have been set up as an **Organisation Administrator** for the Services Portal so you can manage who can access the Hantsweb password protected pages available to your school.

In March 2019 all Education Account Management Website (EAMW) administrators will be automatically set up in the Services Portal as an Organisation Administrator. You will receive the email below indicating that you have been set up:



The screenshot shows an email from Hampshire County Council. At the top right is the Hampshire County Council logo. The main text states: "We're sending this email because there has been activity on your Hantsweb account and some of your details have been updated. You can check your account details at any time by signing into your account." Below this is a green button with the text "Sign in to your account". Further down, it says: "If you haven't updated any details on your Hantsweb account, or have received this email by mistake, please contact accounts@hants.gov.uk and the team will be able to help you. If the button in this email doesn't work, here is the full link: <https://www.hants.gov.uk/business/servicesportal/signin>". At the bottom of the email content area, there is a black bar with social media icons (Twitter, Facebook, YouTube, Instagram, LinkedIn) on the left and the website URL www.hants.gov.uk on the right. Below the black bar, it says "This email was sent by Hampshire County Council, The Castle, Winchester SO23 8UJ". At the very bottom, there are links for "Privacy" and "Disclaimer", and a copyright notice "© Hampshire County Council 2019".

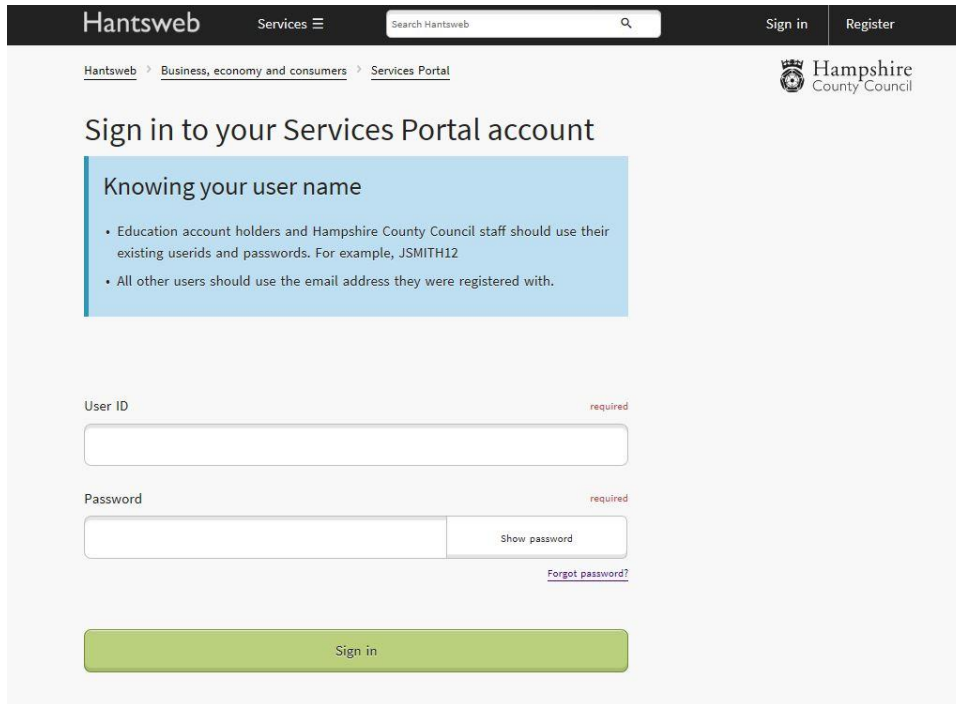
Staff members from your school have already been set up with a **user account** in the Services Portal. In your role as Organisation Administrator you will now need to provide each user with access to your school's Hantsweb password protected pages via the Service Portal.

1. Go to the Services Portal sign in page:

<https://www.hants.gov.uk/business/servicesportal/signin>

Note: It is recommended that you bookmark this page for future use.

2. Sign in using **your existing Education account User ID** e.g. **JSMITH12** and password (if you are not sure what this is check the FAQ section).

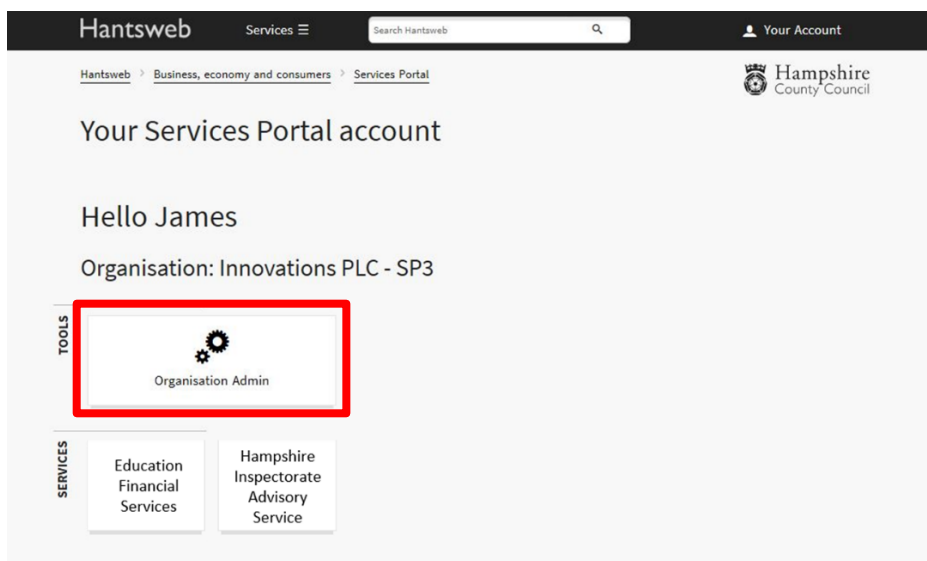


The screenshot shows the Hantsweb Services Portal sign-in page. At the top, there is a navigation bar with 'Hantsweb', 'Services', a search bar, and 'Sign in' and 'Register' buttons. Below the navigation bar, the page title is 'Sign in to your Services Portal account'. A blue box contains the heading 'Knowing your user name' and two bullet points: 'Education account holders and Hampshire County Council staff should use their existing userids and passwords. For example, JSMITH12' and 'All other users should use the email address they were registered with.' Below this, there are input fields for 'User ID' and 'Password', both marked as 'required'. A 'Show password' button is next to the password field, and a 'Forgot password?' link is below it. A green 'Sign in' button is at the bottom.

You will arrive on your Services Portal account page.

The Hantsweb password protected pages your school has access to will be displayed here as 'tiles'. The example screen below shows 'Schools Intranet' and 'Trailblazers', but your school's services may differ from this. Access to your school's Hantsweb password protected pages will be added here over the coming weeks.

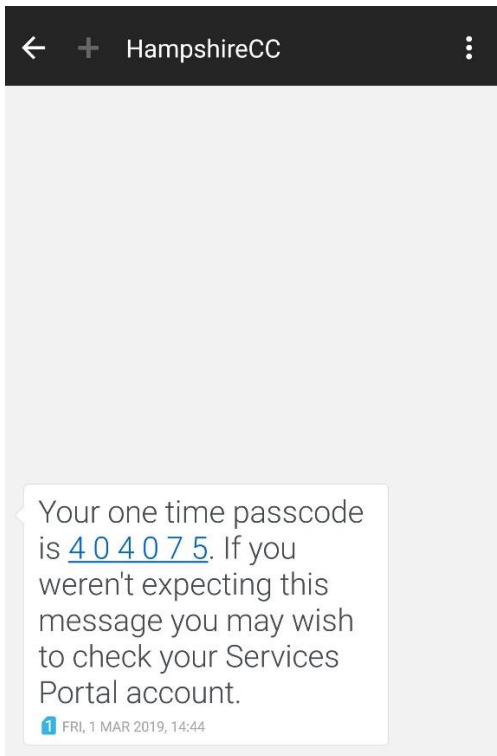
3. Click on the 'Organisation Admin' tile.



The screenshot shows the Hantsweb Services Portal account page. At the top, there is a navigation bar with 'Hantsweb', 'Services', a search bar, and 'Your Account' button. Below the navigation bar, the page title is 'Your Services Portal account'. The user is greeted with 'Hello James' and 'Organisation: Innovations PLC - SP3'. A red box highlights the 'Organisation Admin' tile, which is part of a 'TOOLS' section. Below the 'Organisation Admin' tile, there are two 'SERVICES' tiles: 'Education Financial Services' and 'Hampshire Inspectorate Advisory Service'.

4. Enter your mobile phone number.

5. Check your mobile text messages for your 6-digit confirmation code.



6. Enter the 6 digit code (without any spaces) and continue.

Hantsweb Services Your Account

[Hantsweb](#) > [Business, economy and consumers](#) > [Services Portal](#) > [Your Services Portal account](#) > [Register secure number](#)

Confirm code

Code required

Continue

Get new code

7. You will see two options. Click on the 'Manage users' tile.

Hantsweb Services Your Account

[Hantsweb](#) > [Business, economy and consumers](#) > [Services Portal](#) Hampshire County Council

Organisation administration hub

Register new user

Manage users

- Select the relevant user from the list. You should be able to find your existing school staff who have Education Accounts in the Services Portal user list. If you have any issues refer to the FAQ section.

It is the headteacher's responsibility to decide who should have access to your school's Hantsweb password protected pages.

Hantsweb Services Your Account

Hantsweb > Business, economy and consumers > Services Portal > Organisation administration hub

Manage users

Manage the users in your organisation

Search

Name	Email	Phone	OTP	Delete user
Ken	ken.hcc@ola.com	01962 144		Delete user
Ben	ben.hcc@ola.com	01962 155		Delete user
Wendy	wendy.hcc@ola.com	01962 166	Delete OTP number	Delete user
Ollie	ollie.hcc@ola.com	01962 199		Delete user
Mike	mike.hcc@ola.com	01962 122		Delete user
James	james.howell@.com	0000000000	Delete OTP number	
Paul	paul@.com	0000000000		Delete user
Julia Taylor	itcsjt@hants.gov.uk	0000000000		Delete user
Carl	carlospictor@.com	01962 163		Delete user
Lisa Phillips	lisa.phillips2@hants.gov.uk	0000000000		Delete user


9. Select the tick box next to the web pages you wish the user to have access to. Click 'Save changes'.

To remove user access from these web pages, untick the box. Click 'Save changes'.
Note this is an example screen only. Your list will differ depending on the web pages and services your school has access to.

The screenshot shows the Hantsweb interface. At the top, there is a dark navigation bar with the Hantsweb logo, a 'Services' menu, a search bar, and a 'Your Account' link. Below this, a breadcrumb trail reads 'Hantsweb > Business, economy and consumers > Organisation admin'. The Hampshire County Council logo is in the top right. The main heading is 'Manage user access' for 'James H-Test'. Underneath is the section 'Add/remove roles'. A list of services is shown, each with an unchecked checkbox to its right: Hampshire Inspectorate Advisory Service, Schools Intranet, Hampshire Music Service, Governor Services, Trailblazer, Education Personnel Services – Manual of Personnel Practise, Property, Education Financial Services, and Organisation Admin. A green 'Save changes' button is at the bottom.

Service	Access
Hampshire Inspectorate Advisory Service	<input type="checkbox"/>
Schools Intranet	<input type="checkbox"/>
Hampshire Music Service	<input type="checkbox"/>
Governor Services	<input type="checkbox"/>
Trailblazer	<input type="checkbox"/>
Education Personnel Services – Manual of Personnel Practise	<input type="checkbox"/>
Property	<input type="checkbox"/>
Education Financial Services	<input type="checkbox"/>
Organisation Admin	<input type="checkbox"/>

10. Note, the staff user will receive a generic notification each time you update their access.




We're sending this email because there has been activity on your Hantsweb account and some of your details have been updated.

You can check your account details at any time by signing into your account.

[Sign in to your account](#)

If you haven't updated any details on your Hantsweb account, or have received this email by mistake, please contact accounts@hants.gov.uk and the team will be able to help you.

If the button in this email doesn't work, here is the full link:
<https://www.hants.gov.uk/business/servicesportal/signin>

 www.hants.gov.uk

This email was sent by Hampshire County Council, The Castle, Winchester SO23 8UJ

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How staff users will sign in to the Services Portal

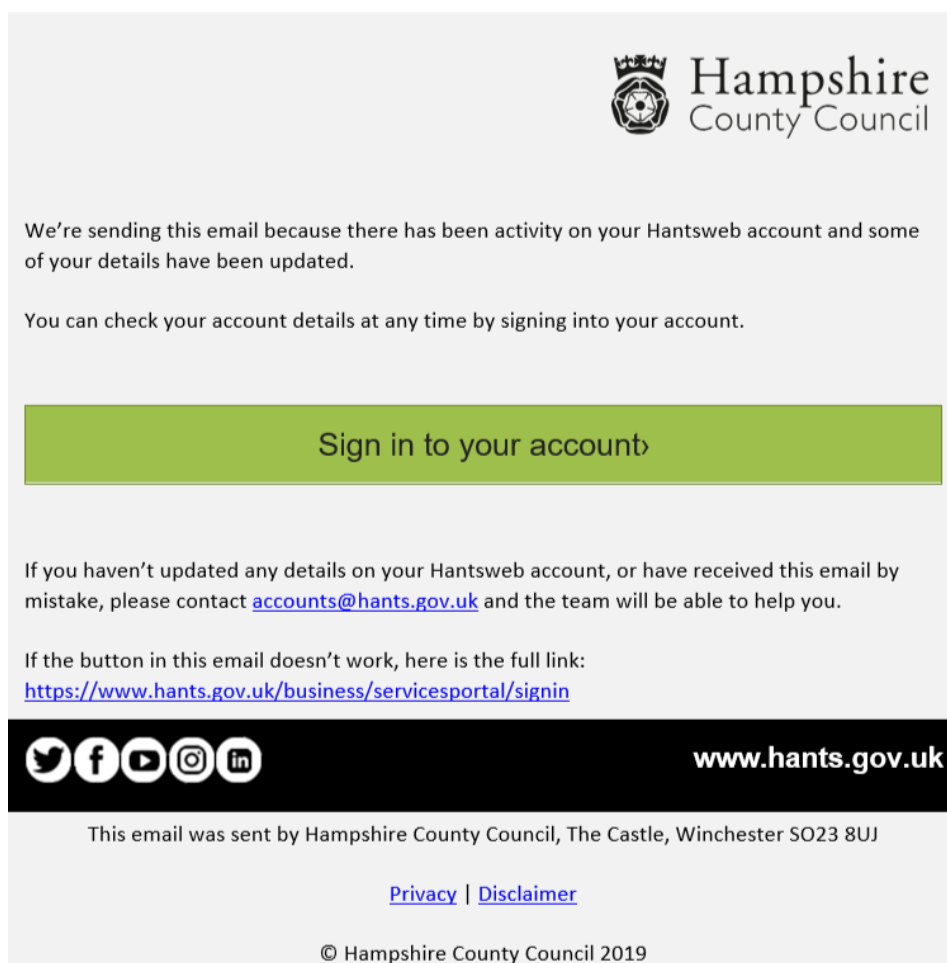
1. Staff users should go to the Services Portal sign in page:
<https://www.hants.gov.uk/business/servicesportal/signin>
It is recommended that they **bookmark this page** for future use.
2. They sign in using their existing Education Account User ID e.g. **JSMITH12** and password.
(This is the same account sign in details they currently use to login to web pages such as SIMS, Office 365 and HSS)

The screenshot shows the 'Sign in to your Services Portal account' page. At the top, there is a navigation bar with 'Hantsweb', 'Services', and a search bar. Below this, the page title is 'Sign in to your Services Portal account'. A blue box contains the heading 'Knowing your user name' and two bullet points: 'Education account holders and Hampshire County Council staff should use their existing userids and passwords. For example, JSMITH12' and 'All other users should use the email address they were registered with.' Below this, there are two input fields: 'User ID' and 'Password'. The 'User ID' field is required. The 'Password' field is also required and has a 'Show password' button next to it. A 'Forgot password?' link is located below the password field. At the bottom, there is a green 'Sign in' button.

3. The staff user will arrive at their Services Portal account page where they can access the web pages and services which you, as Organisation Administrator, have provided them access to.

The screenshot shows the 'Your Services Portal account' page. At the top, there is a navigation bar with 'Hantsweb', 'Services', and a search bar. Below this, the page title is 'Your Services Portal account'. The user is greeted with 'Hello James' and their organisation is listed as 'Innovations PLC - SP3'. On the left side, there is a vertical menu labeled 'SERVICES' with two items: 'Education Financial Services' and 'Hampshire Inspectorate Advisory Service'. The Hampshire County Council logo is visible in the top right corner.

- The staff user will receive a notification each time their account is updated by the Organisation Administrator.



The screenshot shows an email notification from Hampshire County Council. At the top right is the Hampshire County Council logo, which includes a crest with a crown and a shield, followed by the text "Hampshire County Council". Below the logo, the text reads: "We're sending this email because there has been activity on your Hantsweb account and some of your details have been updated." This is followed by: "You can check your account details at any time by signing into your account." A prominent green button with the text "Sign in to your account" is centered below this text. Further down, it says: "If you haven't updated any details on your Hantsweb account, or have received this email by mistake, please contact accounts@hants.gov.uk and the team will be able to help you." Below that, it states: "If the button in this email doesn't work, here is the full link: <https://www.hants.gov.uk/business/servicesportal/signin>". At the bottom of the email content area, there is a black bar containing social media icons for Twitter, Facebook, YouTube, Instagram, and LinkedIn on the left, and the website address "www.hants.gov.uk" on the right. Below the black bar, the text reads: "This email was sent by Hampshire County Council, The Castle, Winchester SO23 8UJ". At the very bottom, there are links for "Privacy" and "Disclaimer", and a copyright notice: "© Hampshire County Council 2019".

How to set up additional Organisation Administrators

1. The school decides how many Organisation Administrators to set up and it is the headteacher's responsibility to decide who these should be.
2. Follow the instructions for 'Sign in and provide staff with access to your school's Hantsweb password protected pages'
3. Grant the school user admin rights by ticking the box 'Organisation Admin'.
4. Click 'Save changes'.

Activation of the updated Hantsweb pages to be accessed via the Services Portal

The following web pages have been updated and will start to use the Services Portal in March 2019.

- Once new Hantsweb pages are activated school staff will sign into Services Portal to access them with their existing Education Account (the same account sign in details they currently use to login to services such as SIMS, Office 365 and HSS).
<https://www.hants.gov.uk/business/servicesportal/signin>
- If they cannot access one of the web pages, they should check with the school office first to ensure that their school Services Portal administrator has given them access.
- The old Hantsweb pages will be removed by the end of March 2019

Service	Legacy Hantsweb page
Schools IT	http://intranet.hants.gov.uk/ictinschools.htm
SIMS Support	http://intranet.hants.gov.uk/ictinschools/sims
Trailblazer for Outdoor Learning & Environmental Education	http://www3.hants.gov.uk/trailblazer-login
Manual of Personnel Practice (MoPP) from the HCC Education Personnel Service (EPS)	https://www3.hants.gov.uk/hcc/eps-login
Education Finance Services (EFS)	https://www3.hants.gov.uk/efs-portal-login
Property Intranet	http://www3.hants.gov.uk/propertyintranet.htm
Hampshire Inspectorate Advisory Service (HIAS) (excl. Moodles)	https://www3.hants.gov.uk/hias-login or http://www3.hants.gov.uk/education/hias.htm
Hampshire Music Service (HMS)	https://www.hants.gov.uk/educationandlearning/hampshireremusic
Governor Services	https://www3.hants.gov.uk/governor-login or https://www.hants.gov.uk/educationandlearning/governors

Frequently asked questions

What is an Education Account?

Most schools in Hampshire already have and regularly use their Education Accounts; they just may be used to calling them different names.

If your school has any of these, you already have and are using an Education Account

- Centrally hosted SIMS
- Hosted Schools Service (HSS)
- Hampshire Office 365 email account

When you sign in to Services Portal use the user ID which is usually one initial and up to six characters of surname and possibly a number at the end e.g. JSMITHnnn. Do not use your email e.g. john.smith@schoola.hants.sch.uk

You currently use your Education Account to access School Comms and a number of services using the Education Data & Information Exchange (EDDIE) e.g. Secure Data Sharing (including Results/Performance data), Exclusions reporting, School Emergency contact details form and others.

When do we use EAMW and when do we use the Services Portal?

The Education Account Management Website (EAMW) is used to set up and maintain the school staff roles e.g. if the person is a Headteacher, Senior Leader, Safeguarding lead or Admin Office staff.

There are a couple of other roles in EAMW but these are only to determine who can update in EAMW and who can reset passwords.

Services Portal – the Organisation Administrator manages the school staff access to the Hantsweb password protected pages and services available to the school in agreement with the headteacher.

My school has subscribed to some services which are not shown in the Services Portal

If you have a subscription to a service, you will already have contact details for the service providers. Please contact the service directly if you have a subscription and the service does not appear in Services Portal.

What if I can't find school staff in the Services Portal?

Staff will only show if they have been set up via your usual method (SIMS AD provisioning/EAMW). Please see the guidance below if you are unsure what your usual method is.

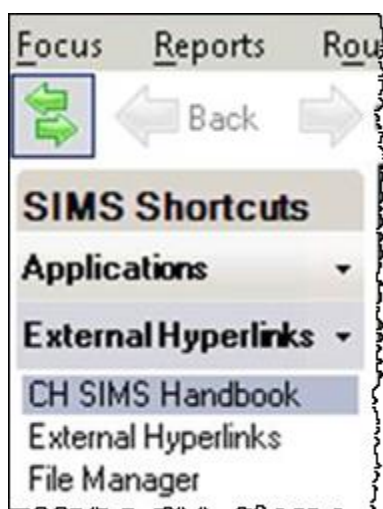
Where should I create school users?

Schools with Centrally hosted SIMS, Hosted Schools Service (HSS) and Hampshire Office 365 email account:

1. Use the normal method through SIMS AD provisioning to ensure that all other services that you may require are set up correctly.

N.B. You can view which school users have accounts already in SIMS by running the staff ADP list report (guidance on this can be found in the CH SIMS Handbook, within SIMS

Shortcuts – see below).



2. Use EAMW to set up role information for the new user(s). The EAMW application is accessed here: <https://eduam.hants.gov.uk>. Guidance is found here http://documents.hants.gov.uk/childrens-services/eamw_user_guidance_for_schools.pdf

Schools that do not have Centrally hosted SIMS, Hosted Schools Service (HSS) and Hampshire Office 365 email accounts:

1. Use the Education Account Management Website (EAMW) to set up new user accounts & set up role information. The EAMW application is accessed here: <https://eduam.hants.gov.uk>. Guidance is found here http://documents.hants.gov.uk/childrens-services/eamw_user_guidance_for_schools.pdf

Please note that users created within EAMW will not be set up for SIMS.

A school user can't sign in to one of the services listed – what should I do?

- Ensure they are using their Education Account details to sign in rather than their old login details. They should use the account they use to access secure schools services including, School Comms and secure data sharing. The Education Account user ID is usually in the following format: JSMITHnnn (they should not use their email address).
- If they are using their Education Account, check their access in the Services Portal.

A school user has forgotten their password – what should I do?

- School users cannot change their passwords for their Education Accounts via the 'Forgot Password' link on the Services Portal
- You, the EAMW Admin at the school, can reset their password for their Education Account. Guidance is found in the Education Account Management Website (EAMW) user guide http://documents.hants.gov.uk/childrens-services/eamw_user_guidance_for_schools.pdf