



# Suffolk

County Council

## PROVIDER PORTAL PASSWORD RESET

## Password reset

1. Log into the following URL  
<https://cypprovider.suffolk.gov.uk>
2. Click on link next to the **start button** on the right-hand side of the screen to access the Provider Portal

### Start...



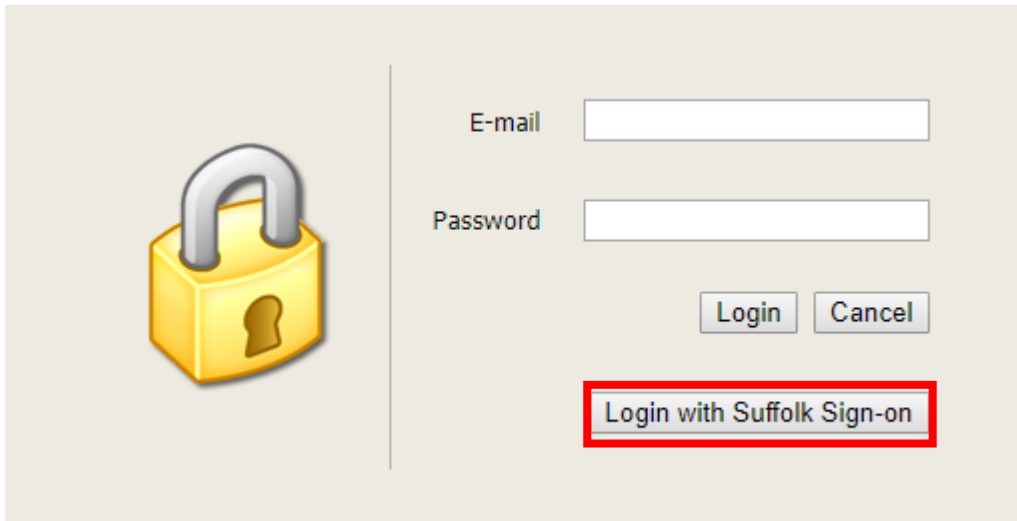
[Access the Suffolk Children's  
Provider Portal](#)

All communications are encrypted

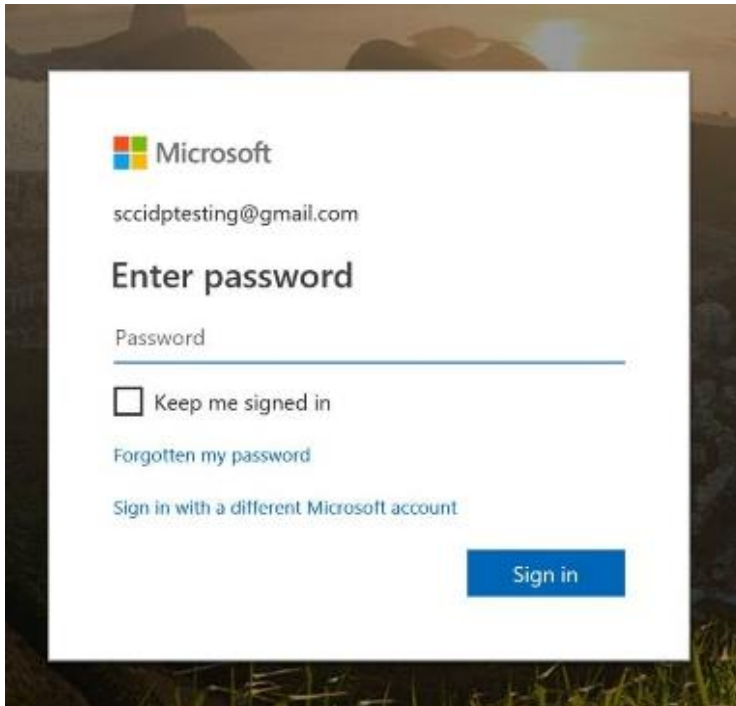
Start using the provider portal today!

If you are experiencing technical difficulties or require assistance with gaining access to this portal, please click [here](#)

3. Click on **Login with Suffolk Sign-on**



4. To reset your password, click on the forgotten my password link

A screenshot of the Microsoft sign-in interface. At the top is the Microsoft logo. Below it, the email address 'sccidptesting@gmail.com' is entered. The heading 'Enter password' is followed by a password input field. Below the field is a checkbox labeled 'Keep me signed in'. There are two links: 'Forgotten my password' and 'Sign in with a different Microsoft account'. A blue 'Sign in' button is at the bottom right.

Microsoft

sccidptesting@gmail.com

### Enter password

Password

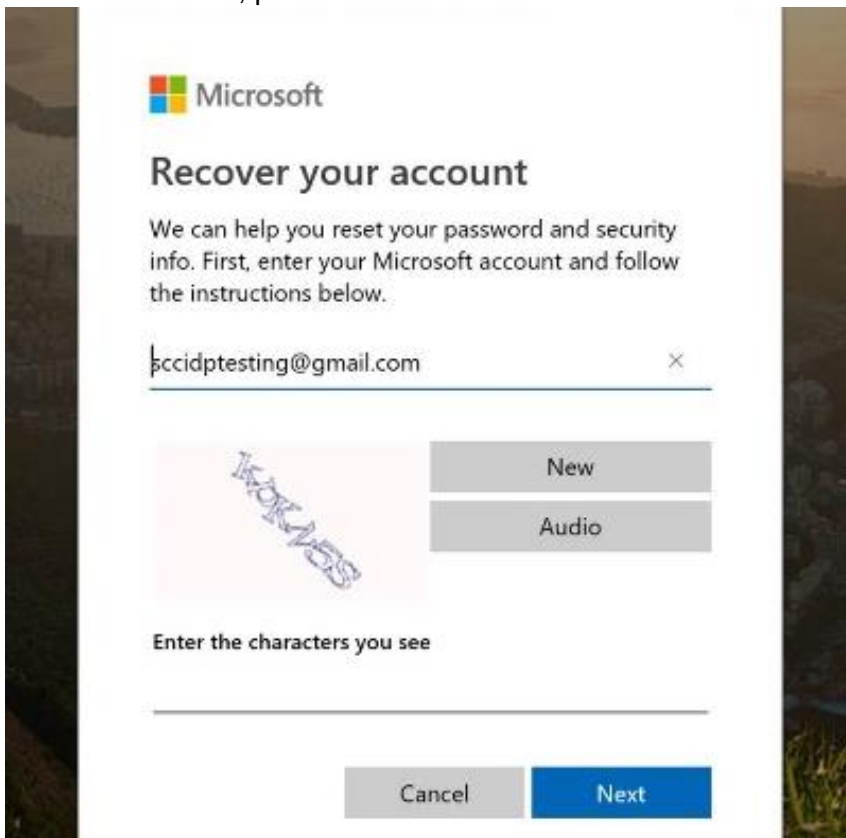
☐ Keep me signed in

[Forgotten my password](#)

[Sign in with a different Microsoft account](#)

Sign in

5. Enter your email address in the email field, then enter the characters in the field below this in to the enter your characters field. Press new to refresh the characters show, and audio to read the characters aloud. Once you have entered the characters, press next to continue

A screenshot of the Microsoft account recovery interface. It shows the Microsoft logo and the heading 'Recover your account'. Below this is a paragraph of instructions. The email address 'sccidptesting@gmail.com' is entered in a field. There is a 'New' button to refresh the security characters and an 'Audio' button to read them aloud. A security image showing the characters 'KOKVES' is displayed. Below the image is a label 'Enter the characters you see' and an input field. At the bottom are 'Cancel' and 'Next' buttons.

Microsoft

### Recover your account

We can help you reset your password and security info. First, enter your Microsoft account and follow the instructions below.

sccidptesting@gmail.com

New

Audio

KOKVES

Enter the characters you see

Cancel Next

6. Choose a method to verify your identity, and press next



Microsoft

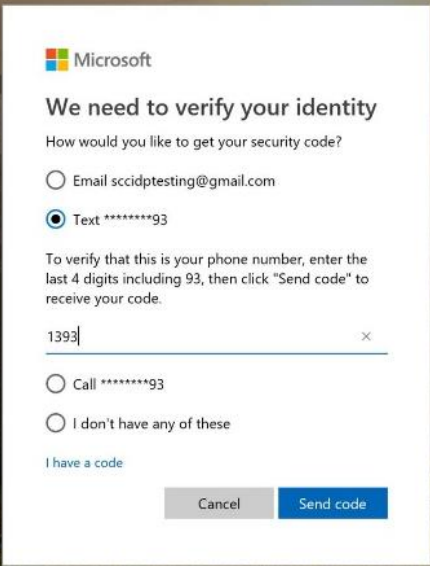
### We need to verify your identity

How would you like to get your security code?

- ☐ Email sccidptesting@gmail.com
- ☐ Text \*\*\*\*\*93
- ☐ Call \*\*\*\*\*93
- ☐ I don't have any of these

Cancel Next

7. Depending on your method of verification, you will now have to enter a security code that will be text/emailed to you, or answer a phone call and follow instructions.



Microsoft

### We need to verify your identity

How would you like to get your security code?

- ☐ Email sccidptesting@gmail.com
- ☒ Text \*\*\*\*\*93
- ☐ Call \*\*\*\*\*93
- ☐ I don't have any of these

To verify that this is your phone number, enter the last 4 digits including 93, then click "Send code" to receive your code.

1393

☐ Call \*\*\*\*\*93

☐ I don't have any of these

[I have a code](#)

Cancel Send code

8. For text/email, enter the last four digits of your number then press the send code/call button

9. Enter the code sent to you if you have selected the email/text option



## Verify your identity

If 1393 matches the last 4 digits of the phone number on your account, we'll send you a code.

5675097| ×

[Use a different verification option](#)

Cancel

Next

10. Once you have completed the verification process, you will be able to enter your new password. Enter your password twice, then click next to change



## Reset your password

New password

8-character minimum; case-sensitive

Re-enter password

Cancel

Next

11. A conformation message will be displayed that your password has been changed.  
Click next to continue and log in



## Your account has been recovered

You can now use your new security info to sign in to your account.

Here is a summary of what you've just completed:

### Your password was changed

We highly recommend that you turn on two-step verification. Two-step verification is an advanced security feature that makes it harder for someone to break into your account with just a stolen password. [Learn more about two-step verification and whether it's right for you.](#)

[Enable two-step verification](#)[Next](#)

12. Enter your password and click sign in



sccidptesting@gmail.com

## Enter password

Password

☐ Keep me signed in

[Forgotten my password](#)

[Sign in with a different Microsoft account](#)

[Sign in](#)

### 13. Complete your chosen verification method

 Microsoft  
sccidptesting@gmail.com  

## Enter code

☐ We've texted your phone +XX XXXXXXXXXX93.  
Please enter the code to sign in.

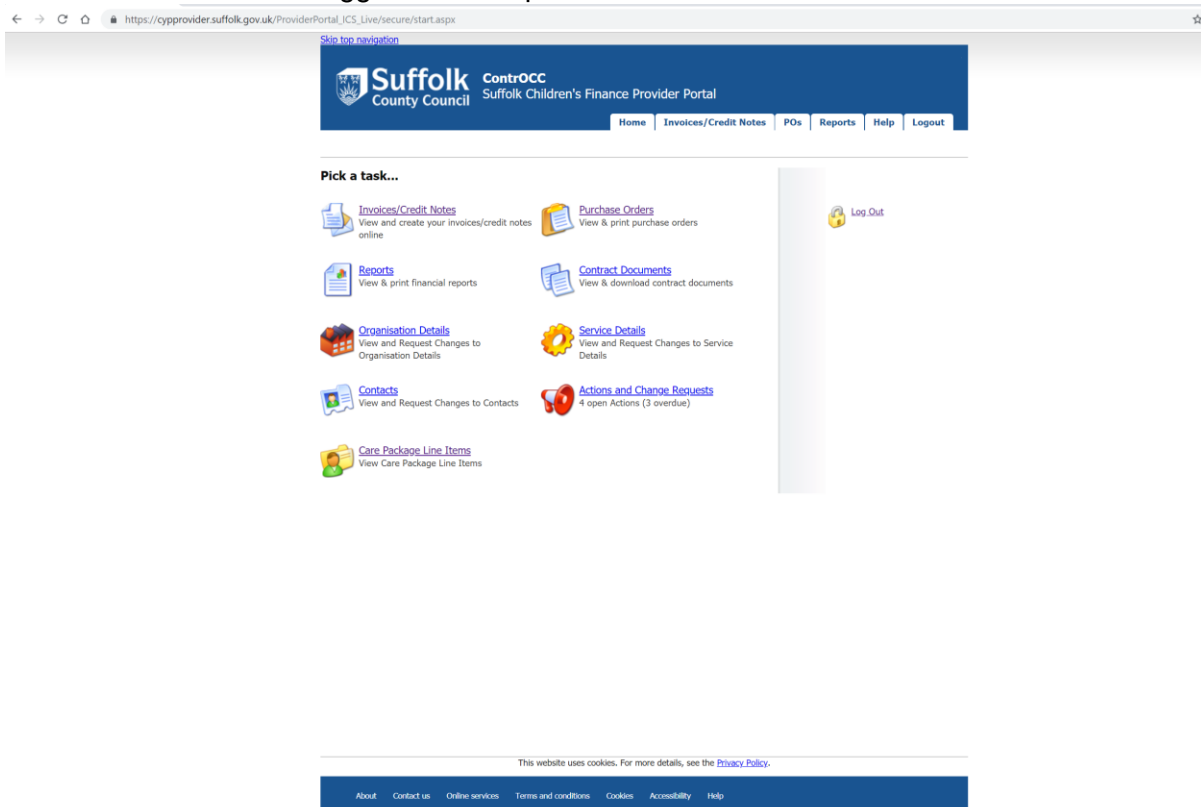
Code

Having trouble? [Sign in another way](#)

[More information](#)

[Verify](#)

### 14. You will then be logged in to the portal



The screenshot shows the Suffolk County Council ContrOCC (Suffolk Children's Finance Provider Portal) interface. The browser address bar displays the URL: [https://cypprovider.suffolk.gov.uk/ProviderPortal\\_JCS\\_Live/secure/start.aspx](https://cypprovider.suffolk.gov.uk/ProviderPortal_JCS_Live/secure/start.aspx). The page header includes the Suffolk County Council logo and the text "ContrOCC Suffolk Children's Finance Provider Portal". A navigation menu contains links for Home, Invoices/Credit Notes, POs, Reports, Help, and Logout. Below the header, a "Pick a task..." section lists various tasks with icons and descriptions:

- [Invoices/Credit Notes](#): View and create your invoices/credit notes online
- [Purchase Orders](#): View & print purchase orders
- [Reports](#): View & print financial reports
- [Contract Documents](#): View & download contract documents
- [Organisation Details](#): View and Request Changes to Organisation Details
- [Service Details](#): View and Request Changes to Service Details
- [Contacts](#): View and Request Changes to Contacts
- [Actions and Change Requests](#): 4 open Actions (3 overdue)
- [Care Package Line Items](#): View Care Package Line Items

A "Log Out" button is located on the right side of the page. At the bottom, a footer contains a cookie notice: "This website uses cookies. For more details, see the [Privacy Policy](#)." and a navigation menu with links for About, Contact us, Online services, Terms and conditions, Cookies, Accessibility, and Help.

## Contact details

If you need further help, our contact details can be found below:

E: [CYPplacements@suffolk.gov.uk](mailto:CYPplacements@suffolk.gov.uk)

T: 01473 260695