



**Suffolk**  
**County Council**

**PROVIDER PORTAL  
REGISTRATION GUIDE**

## How to register to use the Provider Portal

When your access to the Provider Portal has been set up by Suffolk County Council, you will receive an Email. This email will come from a Microsoft email address (invites@microsoft.com):



The screenshot shows an email from Azure Active Directory. At the top left is the Azure logo. The header reads "Azure Active Directory". The main text says: "You've been invited to access applications in the **Suffolk Partners organization**". Below this, a white box contains the text: "You are invited to access Suffolk County Council's ACS Provider Portal." A prominent green button labeled "Get Started" is centered below the box. Underneath the button, it says "Return to the above link at any time for access." At the bottom of the email body, there is a disclaimer: "This email has been sent on behalf of the Suffolk Partners organization. Please act on this email only if you trust the Suffolk Partners organization. This email may have advertising content. You can [unsubscribe](#) from future invitations from the Suffolk Partners organization at any time." The footer of the email includes "Microsoft Corporation, One Microsoft Way, Redmond, WA 98052" and the Microsoft logo.

The first thing you will need to do is:

- read the content of the email
- click on **Get Started**

The type of email address you are signing up with will determine the screen you land on.

Once you've clicked on **Get Started** if you land on this screen:



### Create account

It looks like you don't have an account with us. We'll create one for you using Test1@gmail.com

[Next](#)

You need to follow the registration process from Step 1. Which starts below.

If you land on this screen, you will need to follow from step 8.



## Initial Registration

1. If what you can see is the same as the below, click on



Next



### Create account

It looks like you don't have an account with us. We'll create one for you using Test1@gmail.com



Next

2. Input the password you would like to use, please note; passwords must have at least 8 characters and contain at least two of the following: upper case letters, lower case letters, numbers and symbols. Once you have input your password, click on



Next



← Test1@gmail.com

## Create a password

Enter the password you would like to use with your account.

Create password

Next

3. You will then be asked for some more information. The Country will default to United Kingdom and you will need to input your date of birth and then click 



← Test1@gmail.com

## Create account

We need just a little more info to set up your account.

Country/region

United Kingdom

Date of birth

Day

Month

Year

Next

4. A verification code will be sent to your email address, the email will come from Microsoft ([account-security-noreply@accountprotection.microsoft.com](mailto:account-security-noreply@accountprotection.microsoft.com)).

 Microsoft account team <[account-security-noreply@accountprotection.microsoft.com](mailto:account-security-noreply@accountprotection.microsoft.com)>  
to me

Microsoft account

## Verify your email address

To finish setting up your Microsoft account, we just need to make sure that this email address is yours.

To verify your email address, use this security code: 9820

If you didn't request this code, you can safely ignore this email. Someone else might have typed your email address by mistake.

Thanks,  
The Microsoft account team

5. Input the code from the email in the screen as prompted and then click on 

 Microsoft

← Test1@gmail.com

### Verify email

Enter the code we sent to **Test1@gmail.com**. If you didn't get the email, check your junk folder or [try again](#).

**9820**

Send me promotional emails from Microsoft

Choosing Next means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

[Next](#)

6. To confirm you are not a robot, you will need to input the characters you can see on the image in front of you – if you cannot read the characters select New to show a new set or Audio to listen. When input, click on [Next](#)

 Microsoft

← Test1@gmail.com

### Create account

Before proceeding, we need to make sure that a real person is creating this account.



Enter the characters you see

[Next](#)

7. The next step is to set up added security, this is required as you will have access to personal customer information within the portal. You will need to input a mobile number into the following screen and a code will be sent to you via text. Input the access code you receive from Microsoft and click on [Next](#)



← Test1@gmail.com |

## Add security info

When you need to prove you're you or a change is made to your account, we'll use your security info to contact you.

We'll text you the code you'll use to verify your phone number.

### Country code

United Kingdom (+44) ▼

### Phone number

██████████

I didn't get a code

### Enter the access code

0131|

Next

8. You will then need to review the permissions and click on  to continue



Test1@gmail.com

## Review permissions

**S** Suffolk External Providers DEV

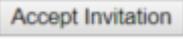
The organization Suffolk External Providers DEV would like to:

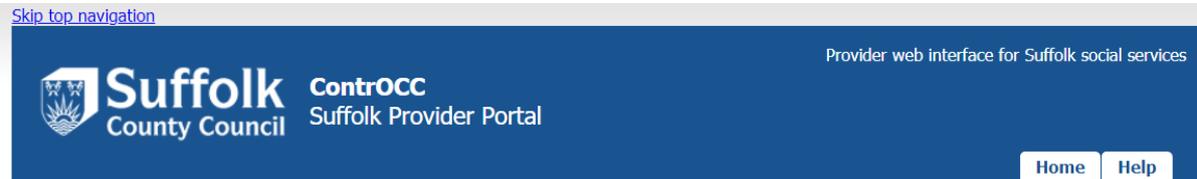
- ✓ Sign you in
- ✓ Read your profile info

You should only accept if you trust Suffolk External Providers DEV. By accepting, you allow this organization to use your information in accordance to their policies. **Suffolk External Providers DEV has not provided links to their terms for you to review.** Suffolk External Providers DEV may view and manage any data you create in the organization, and manage your access to the service. You can remove these permissions at <https://myapps.microsoft.com>.

Cancel

Accept

9. Once you have accepted the permissions, you will arrive at the Provider Portal, you will need to click on  in order to automatically login to the portal.

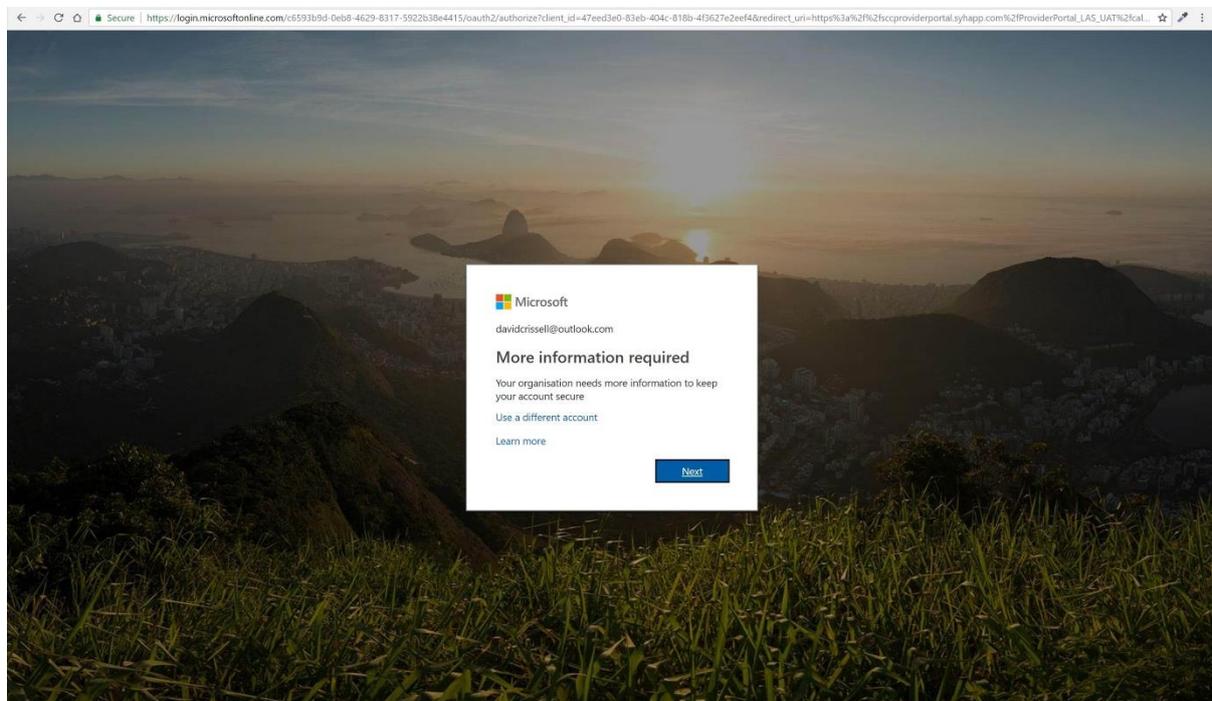


Welcome to the Provider Portal

To accept the invitation and set up a new login, please use the button below.



10. Click next to move to the next screen



11. Choose an authentication method from the list – authentication phone, office phone or mobile app

lowsazure.com/proofup.aspx?culture=en-GB

Microsoft

## Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

**Step 1: How should we contact you?**

Authentication phone

Select your country or region

Method

Send me a code by text message

Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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12. If using authentication phone/office phone, select your region then enter your contact telephone number in full, with no spaces. Now select an authentication method of phone call or text message, and click next

msazure.com/proofup.aspx?culture=en-GB

Microsoft

## Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

**Step 1: How should we contact you?**

Authentication phone

United Kingdom (+44)

Method

Send me a code by text message

Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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- Depending on the method selected, you will now receive a text message or phone call. For phone call, answer the phone and follow the instructions. For text, enter the code received in the text in the field on screen, and click verify

lowsazure.com/proofup.aspx?culture=en-GB

Microsoft

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: We've sent a text message to your phone on +44 07498521393**

When you receive the verification code, enter it here:

[Cancel](#) [Verify](#)

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- Once verification is passed, click finished

dowsazure.com/proofup.aspx?culture=en-GB

Microsoft

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

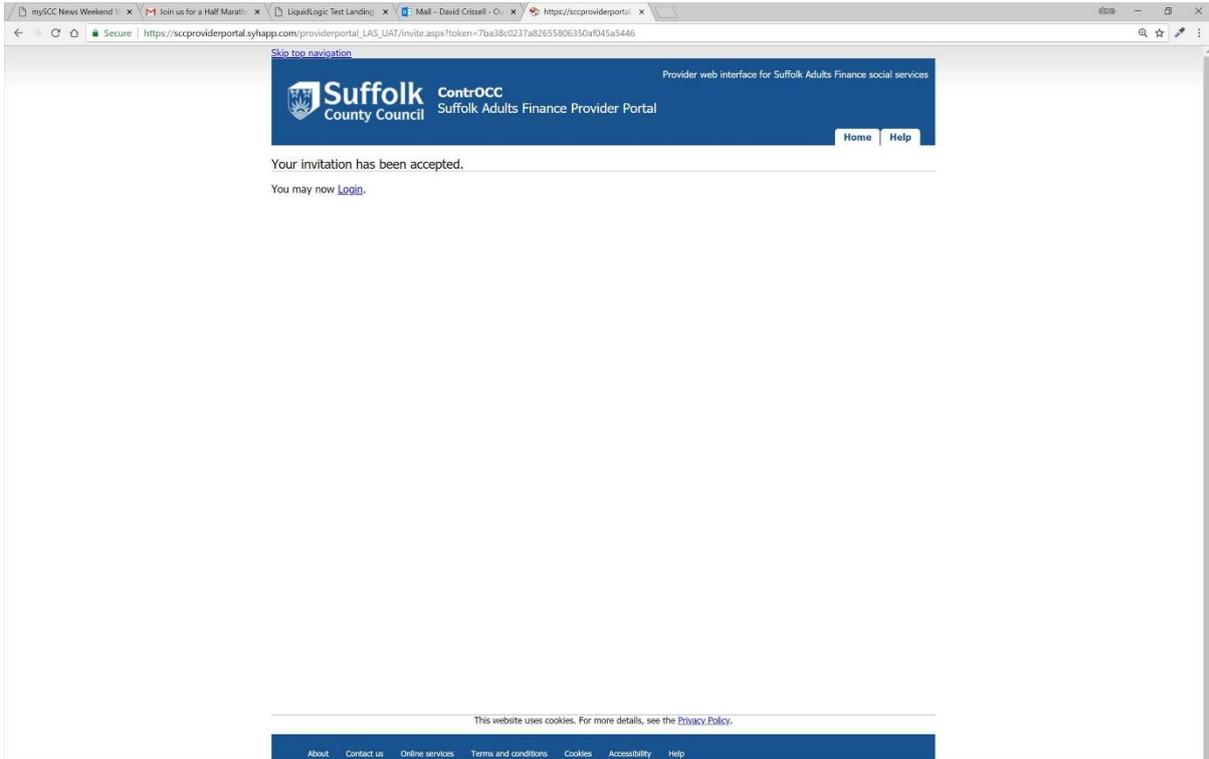
**Step 2: We've sent a text message to your phone on +44 07498521393**

Verification successful!

[Finished](#)

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## 15. Click login



Skip top navigation

Provider web interface for Suffolk Adults Finance social services

**Suffolk** **ContrOCC**  
 County Council Suffolk Adults Finance Provider Portal

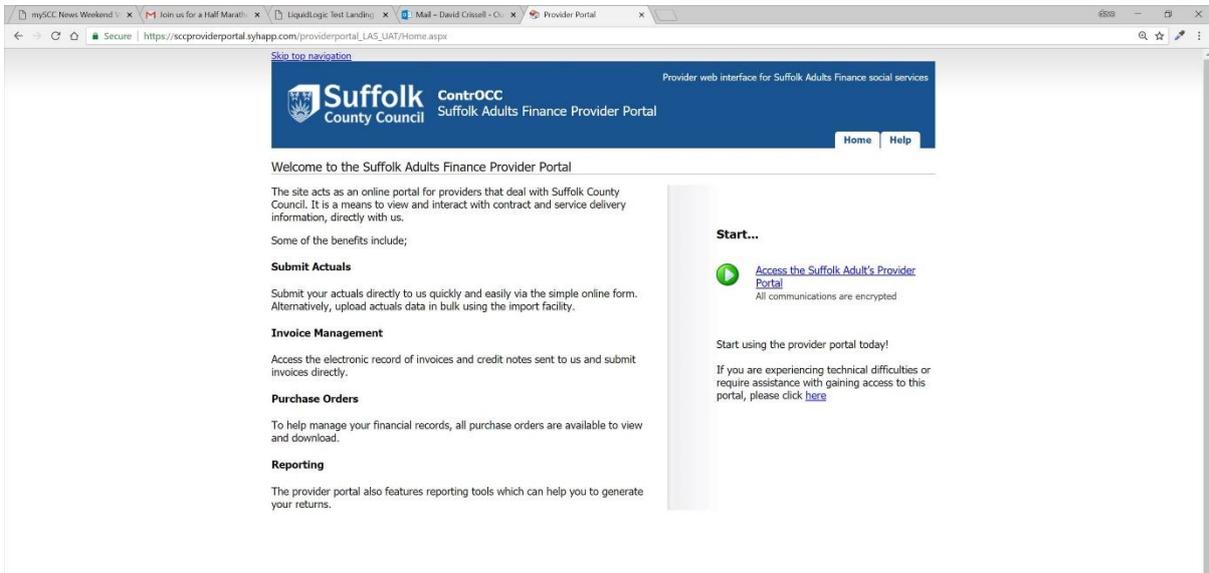
Home Help

Your invitation has been accepted.  
 You may now [Login](#).

This website uses cookies. For more details, see the [Privacy Policy](#).

About Contact us Online services Terms and conditions Cookies Accessibility Help

## 16. Click on the Access the Suffolk Adult's Provider Portal link



Skip top navigation

Provider web interface for Suffolk Adults Finance social services

**Suffolk** **ContrOCC**  
 County Council Suffolk Adults Finance Provider Portal

Home Help

Welcome to the Suffolk Adults Finance Provider Portal

The site acts as an online portal for providers that deal with Suffolk County Council. It is a means to view and interact with contract and service delivery information, directly with us.

Some of the benefits include;

**Submit Actuals**

Submit your actuals directly to us quickly and easily via the simple online form. Alternatively, upload actuals data in bulk using the import facility.

**Invoice Management**

Access the electronic record of invoices and credit notes sent to us and submit invoices directly.

**Purchase Orders**

To help manage your financial records, all purchase orders are available to view and download.

**Reporting**

The provider portal also features reporting tools which can help you to generate your returns.

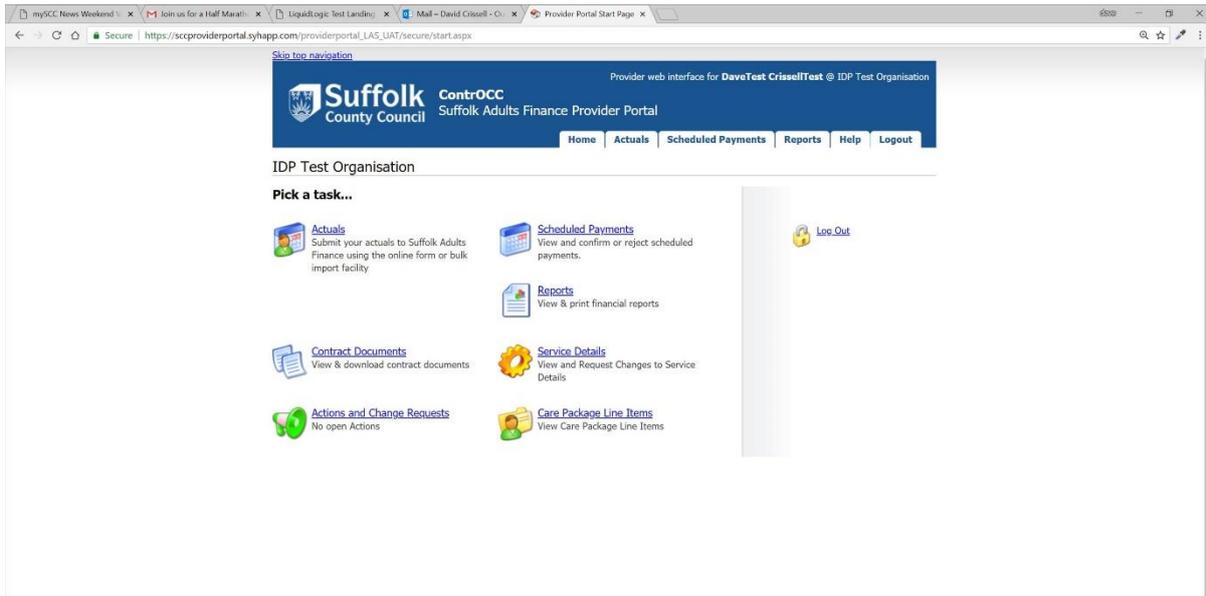
**Start...**

 [Access the Suffolk Adult'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](#)

## 17. The home page of the portal will be displayed



## Contact details

If you have any questions about the information you are submitting for billing purposes, actuals, you can contact business and finance colleagues as you have always done.

If you have any problems using or accessing the portal itself, please contact the ACS Contracts Helpdesk, using the contact details below.

E: [ACSContractsHelpdesk@Suffolk.gov.uk](mailto:ACSContractsHelpdesk@Suffolk.gov.uk)

T: 01473 264025