



Suffolk

County Council

Children's portal user guide

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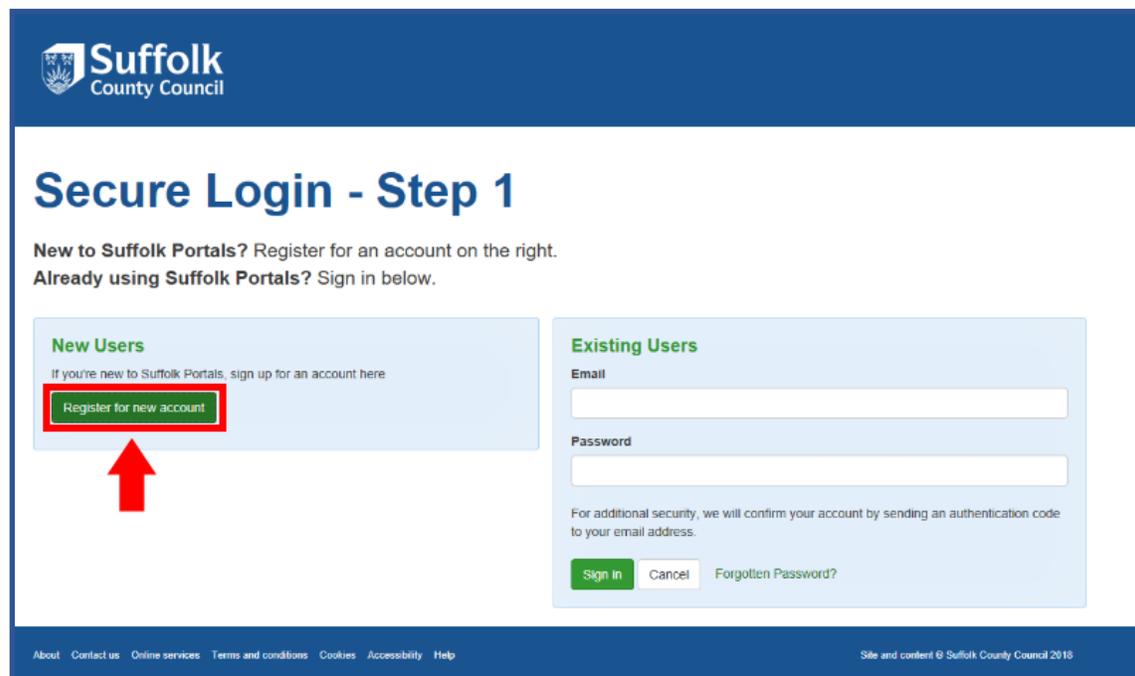
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Creating and logging into your account

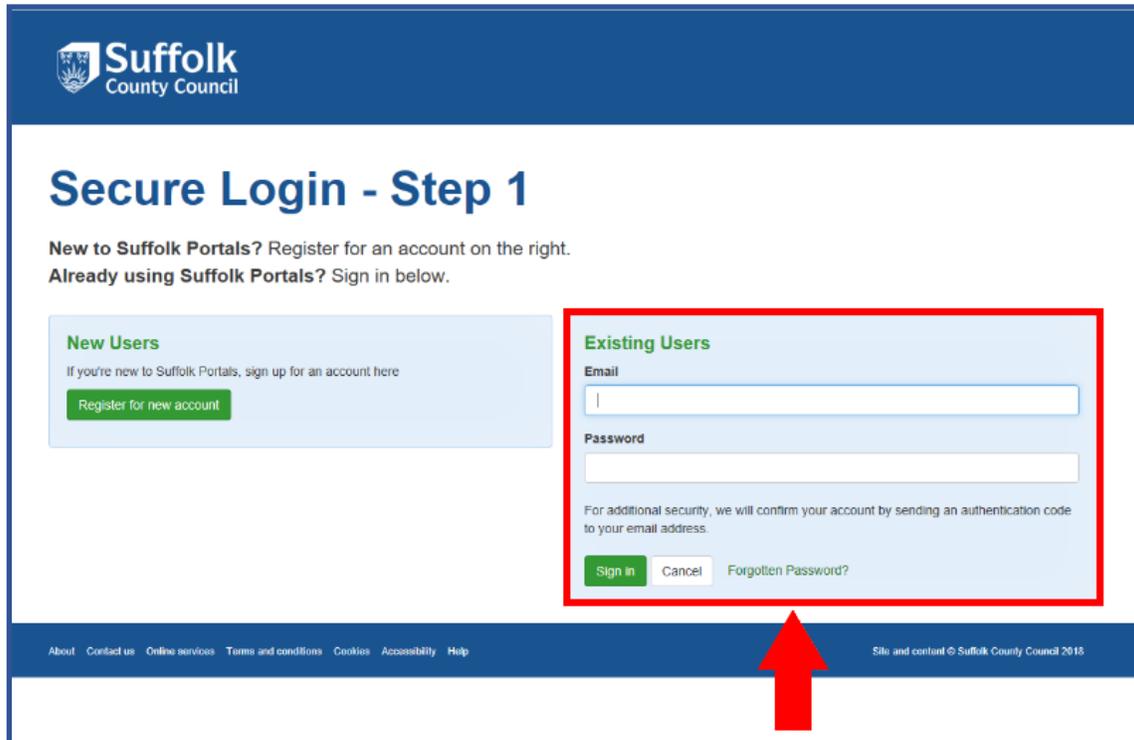
Go to **“My Account”**



To create an account register as a new user, and follow the on screen instructions



To log into an account use your details to sign in, then follow the onscreen instructions



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Secure Login - Step 1

New to Suffolk Portals? Register for an account on the right.
Already using Suffolk Portals? Sign in below.

New Users

If you're new to Suffolk Portals, sign up for an account here

[Register for new account](#)

Existing Users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Sign in](#) [Cancel](#) [Forgotten Password?](#)

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Once your details have been accepted, you will be sent an email with a verification code

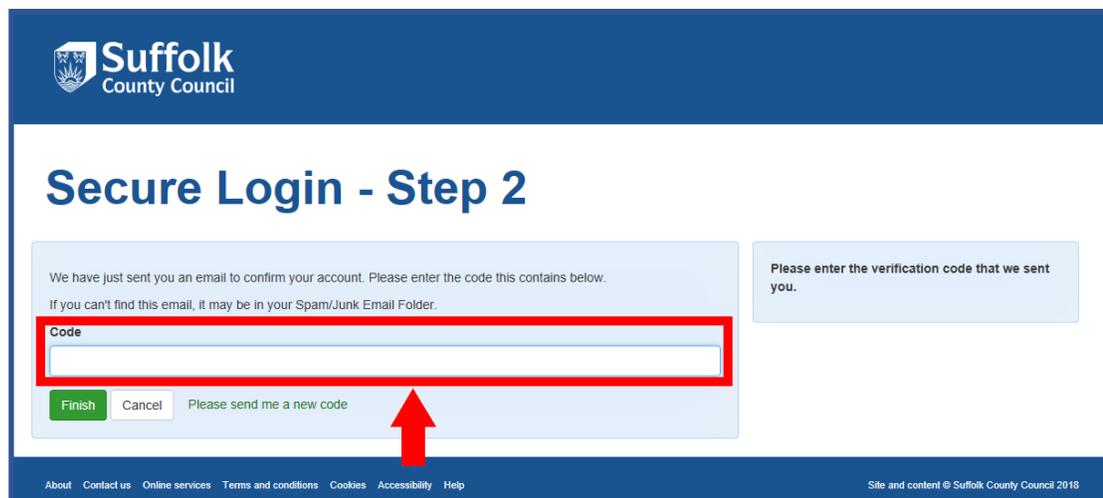
Dear [Name],

Thank you for using Suffolk Portals! Please enter the following code on the login verification page:

4124 2114

Kind regards
Suffolk Portals Support Team

Copy this code into the space provided to log in.



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Secure Login - Step 2

We have just sent you an email to confirm your account. Please enter the code this contains below.
If you can't find this email, it may be in your Spam/Junk Email folder.

Code

[Finish](#) [Cancel](#) [Please send me a new code](#)

Please enter the verification code that we sent you.

[About](#) [Contact us](#) [Online services](#) [Terms and conditions](#) [Cookies](#) [Accessibility](#) [Help](#)

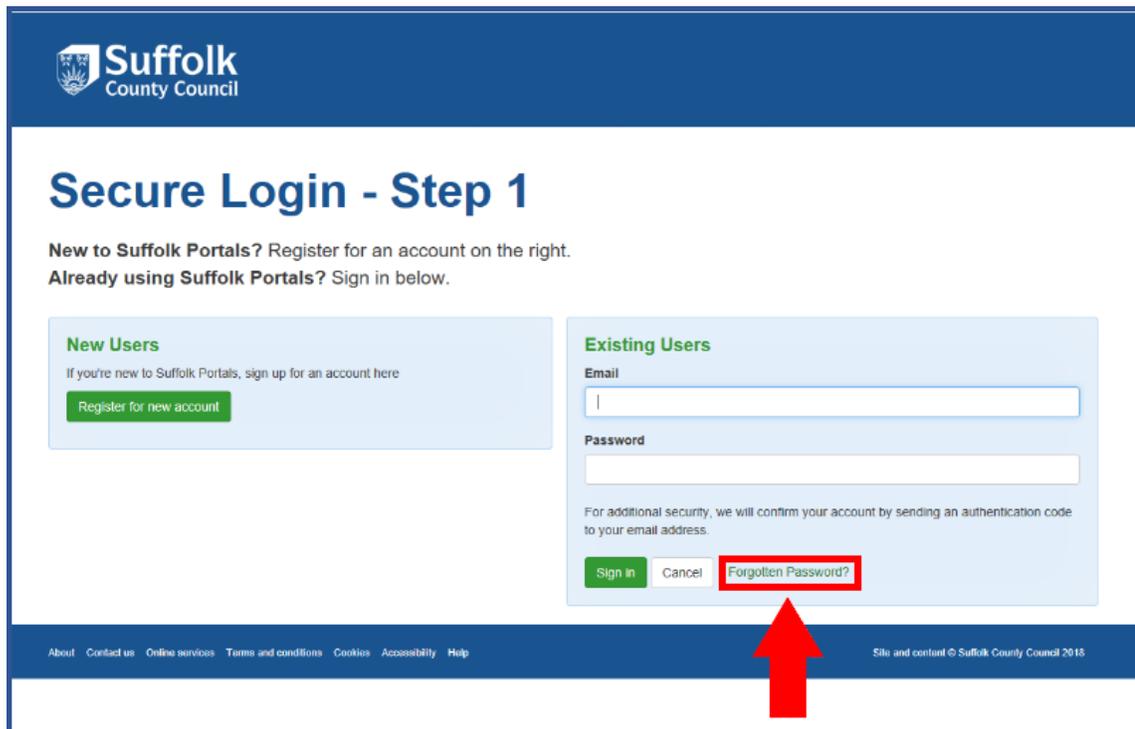
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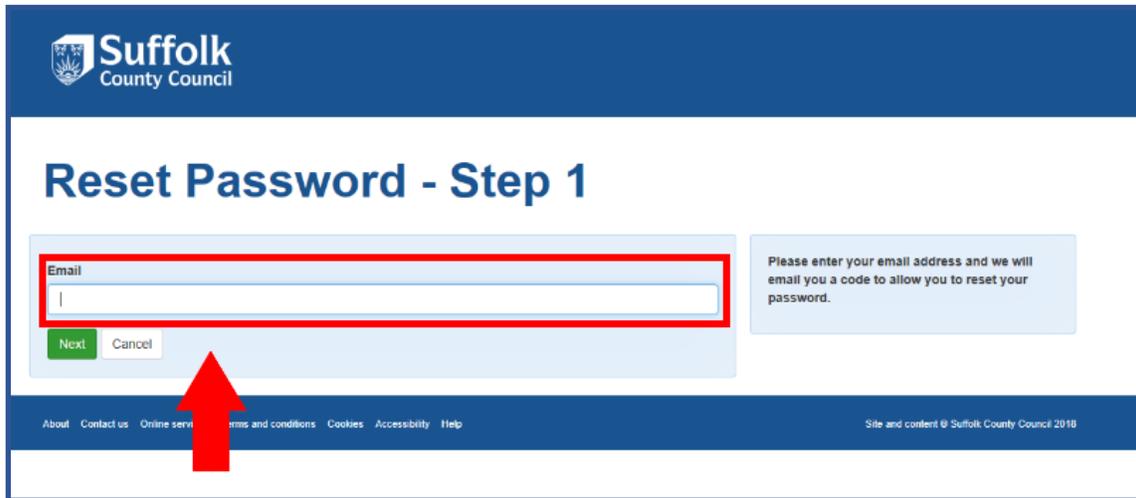
Forgotten your password?

Go to **“My Account”**



Then **“Forgotten Password”**





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Reset Password - Step 1

Email

Next Cancel

Please enter your email address and we will email you a code to allow you to reset your password.

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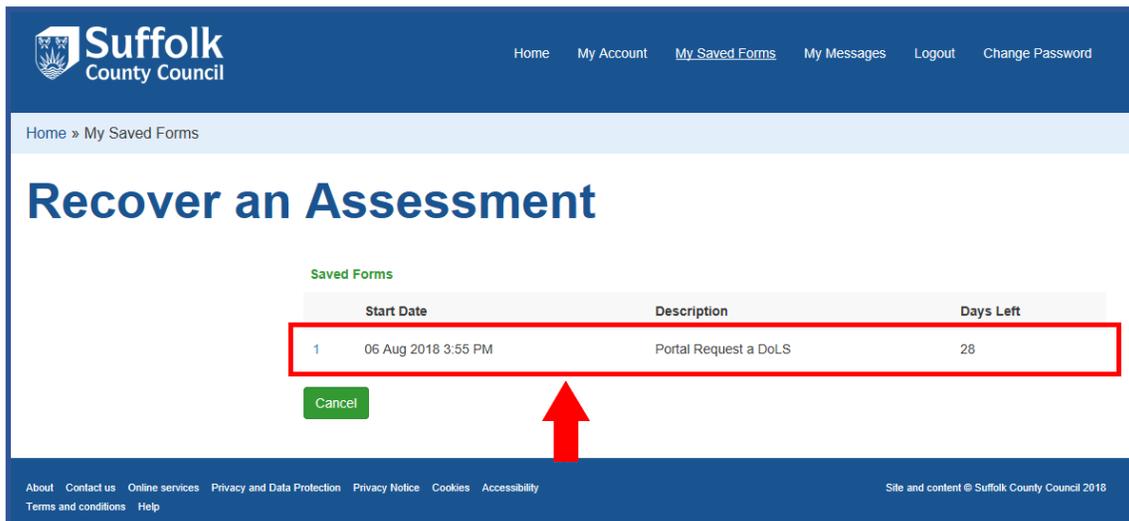
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See your saved forms

Log into your account, once you have logged in go to **“My Saved Forms”**.

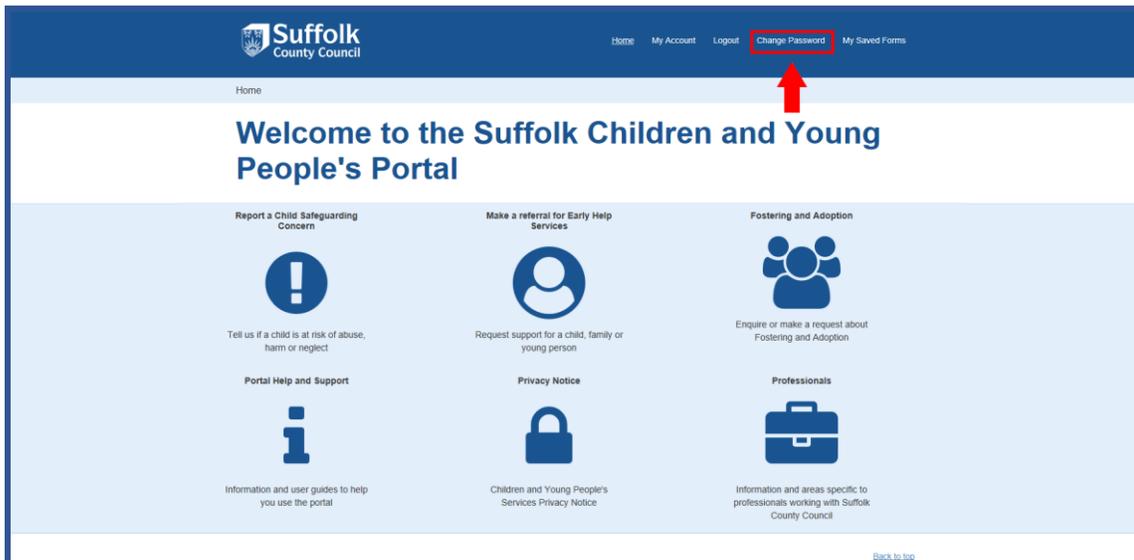


Select the form needed to view.

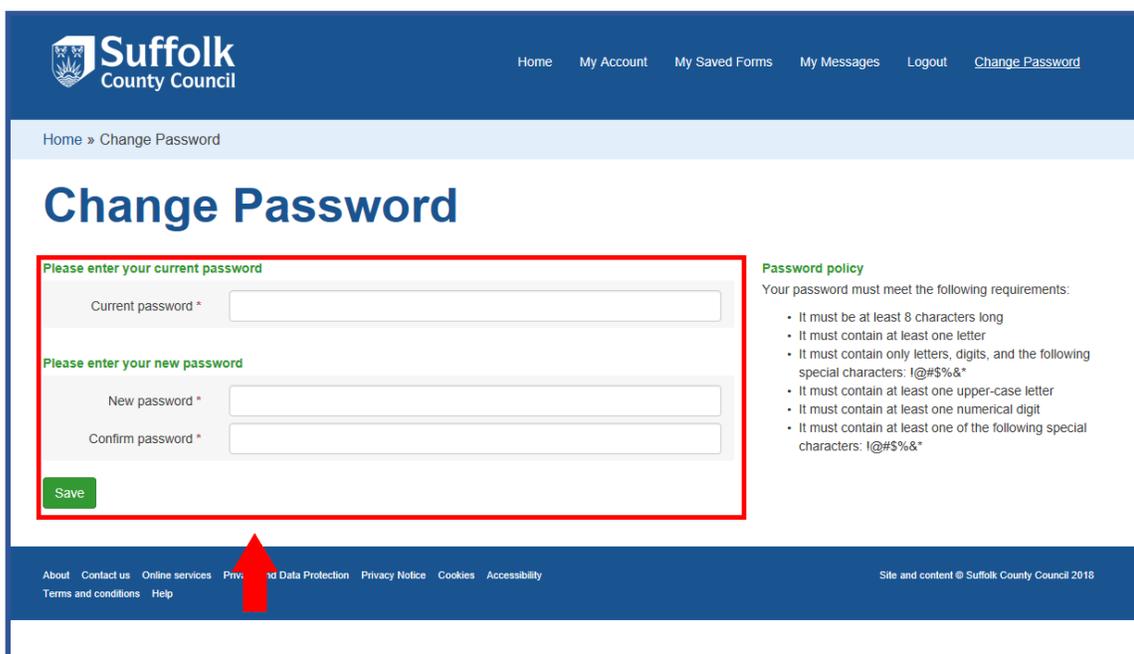


Reset your password

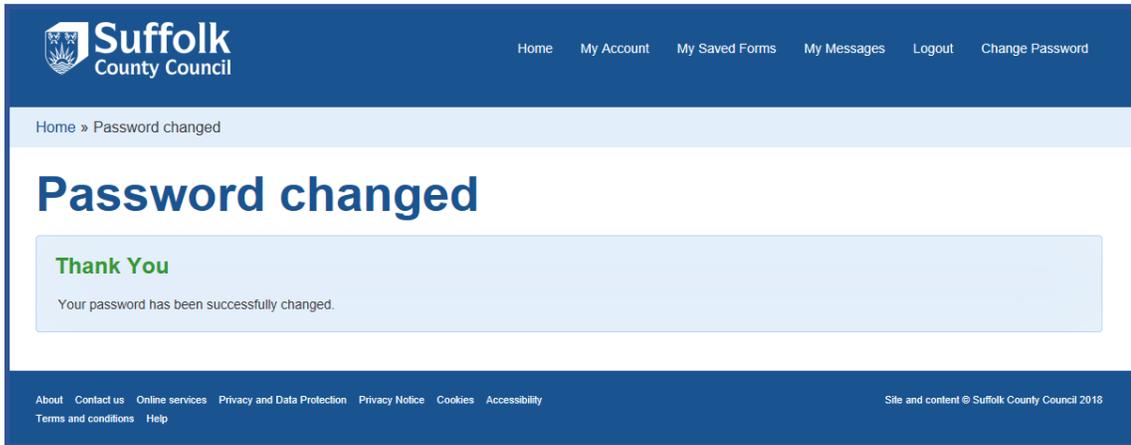
Log into your account (Link to log in instructions?) , and go to **“Change Password”**



Type your current password and your new password, then press **“Save”**.



If your new password is accepted, you will see this screen.



The screenshot shows the Suffolk County Council website interface. At the top left is the Suffolk County Council logo. To its right is a navigation menu with links: Home, My Account, My Saved Forms, My Messages, Logout, and Change Password. Below the navigation is a breadcrumb trail: Home » Password changed. The main content area features a large heading 'Password changed' and a light blue box containing the text 'Thank You' in green, followed by 'Your password has been successfully changed.' At the bottom of the page is a footer with various links: About, Contact us, Online services, Privacy and Data Protection, Privacy Notice, Cookies, Accessibility, Terms and conditions, and Help. On the right side of the footer, it states 'Site and content © Suffolk County Council 2018'.