



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...



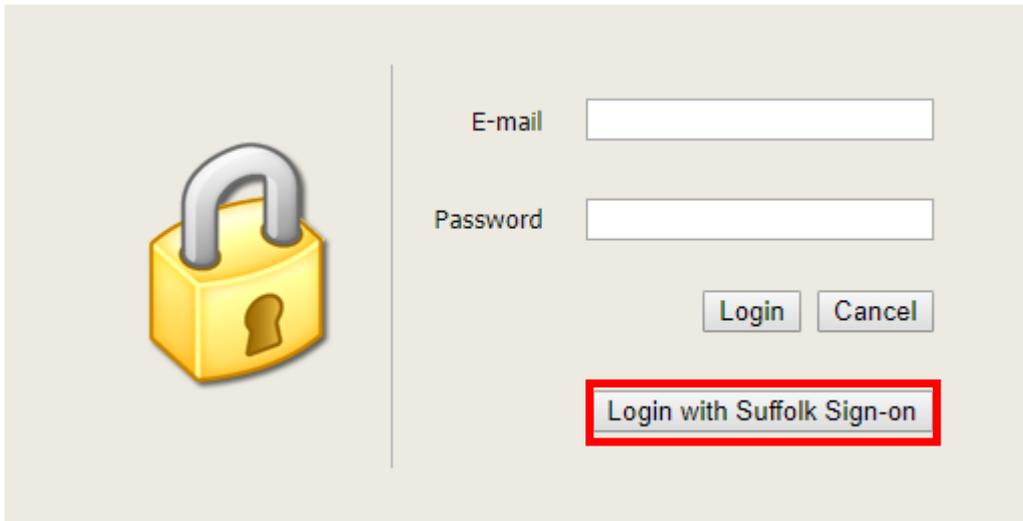
[Access the Suffolk Children's
Provider Portal](#)

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**

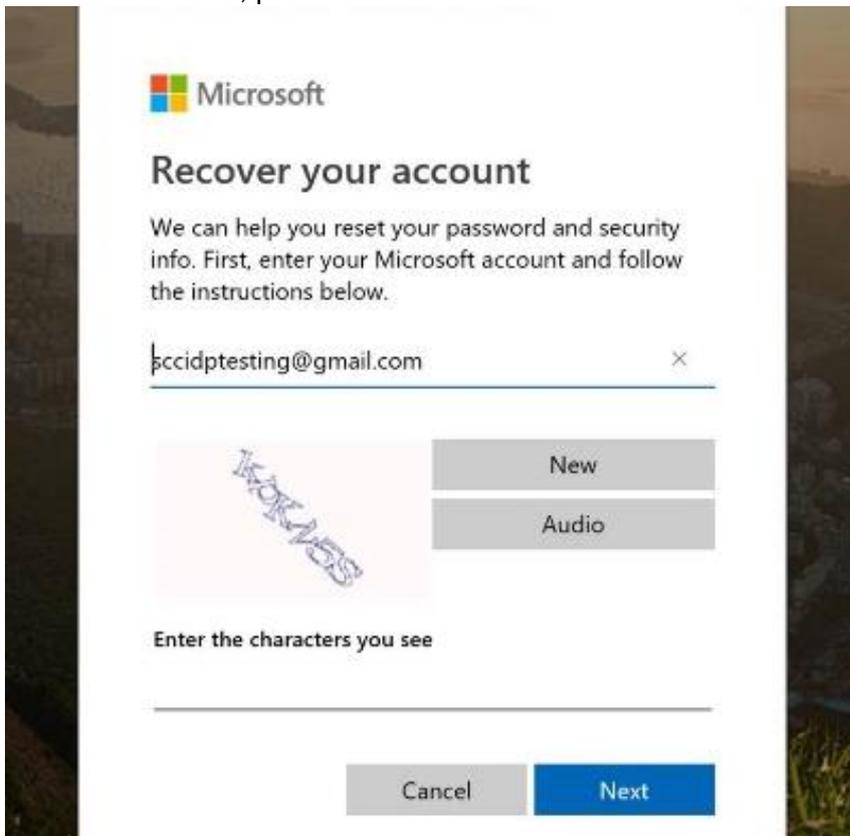


The screenshot shows a login interface with a yellow padlock icon on the left. On the right, there are two input fields: 'E-mail' and 'Password'. Below these fields are two buttons: 'Login' and 'Cancel'. At the bottom, there is a button labeled 'Login with Suffolk Sign-on' which is highlighted with a red rectangular border.

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



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

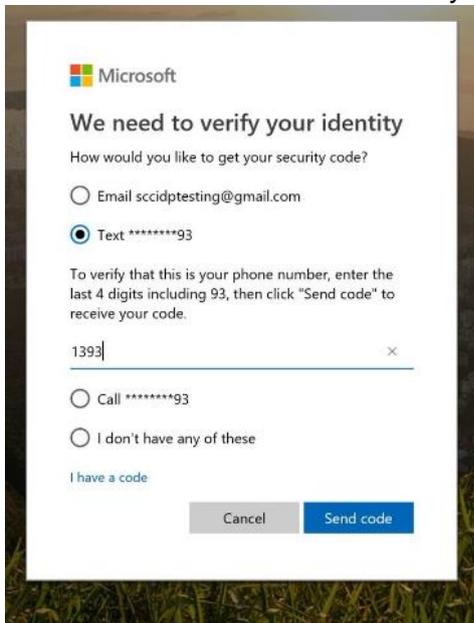


6. Choose a method to verify your identity, and press next



The screenshot shows a Microsoft verification dialog box. At the top left is the Microsoft logo. The main heading is "We need to verify your identity". Below this is the question "How would you like to get your security code?". There are four radio button options: "Email sccidptesting@gmail.com", "Text *****93", "Call *****93", and "I don't have any of these". At the bottom right, there are two buttons: "Cancel" and "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.



This screenshot shows the same Microsoft verification dialog box as in step 6, but with the "Text *****93" option selected. Below the options, there is a text input field containing "1393" and a small "x" icon to its right. Below the input field, there are two buttons: "Cancel" and "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



sccidptesting@gmail.com

Enter code

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

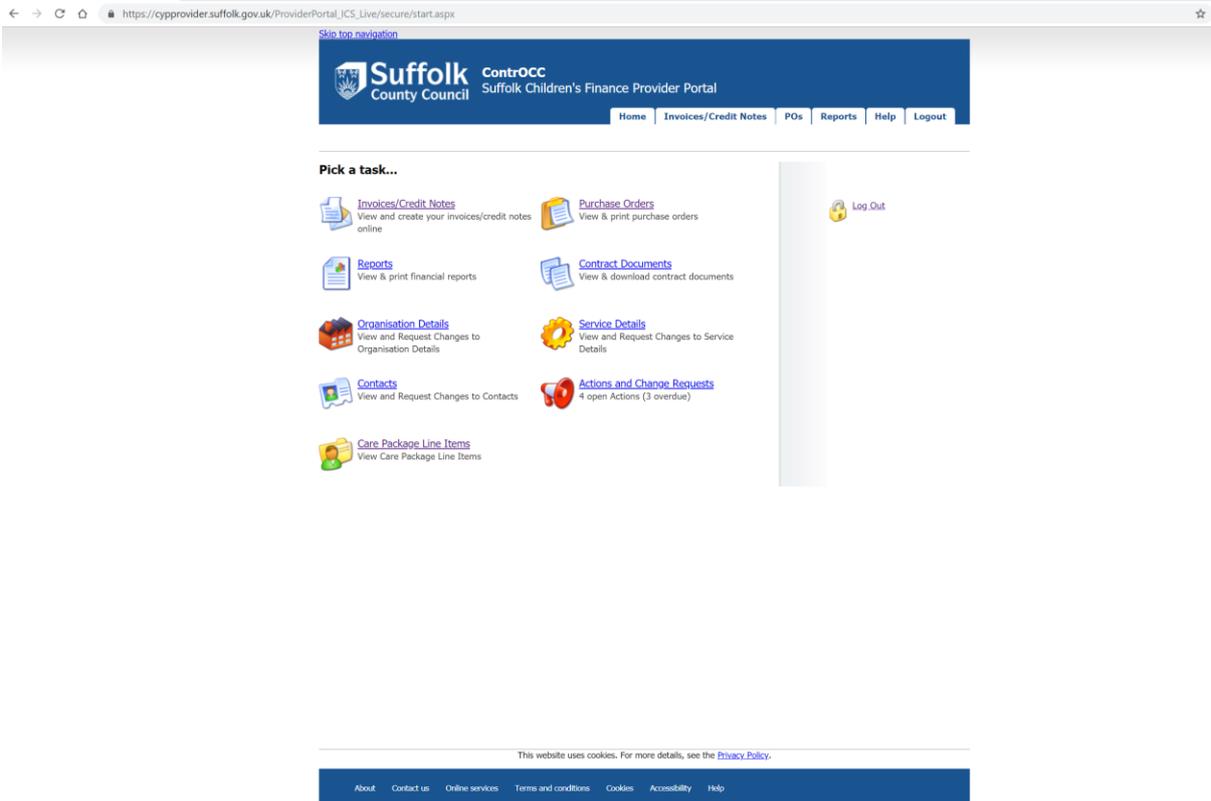
Code

[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 Provider Portal. The browser address bar displays the URL: 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. The main content area is titled "Pick a task..." and features several task cards 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 visible 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

T: 01473 260695