



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 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.



adviceehc@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

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 [Next](#)



← 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).

 Microsoft account team <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

[Next](#)



← 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 



← Test1@gmail.com

Create account

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



New

Audio

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 



← 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

0131

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:

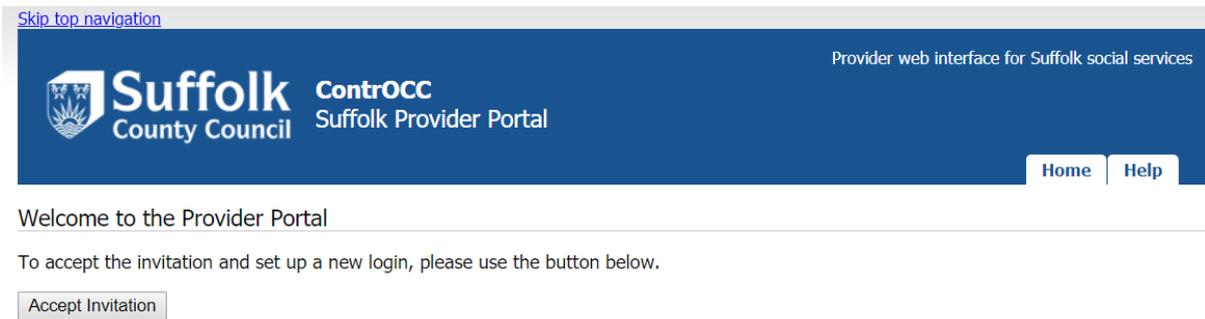
- ✓ Sign you in
- ✓ Read your profile info

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>.

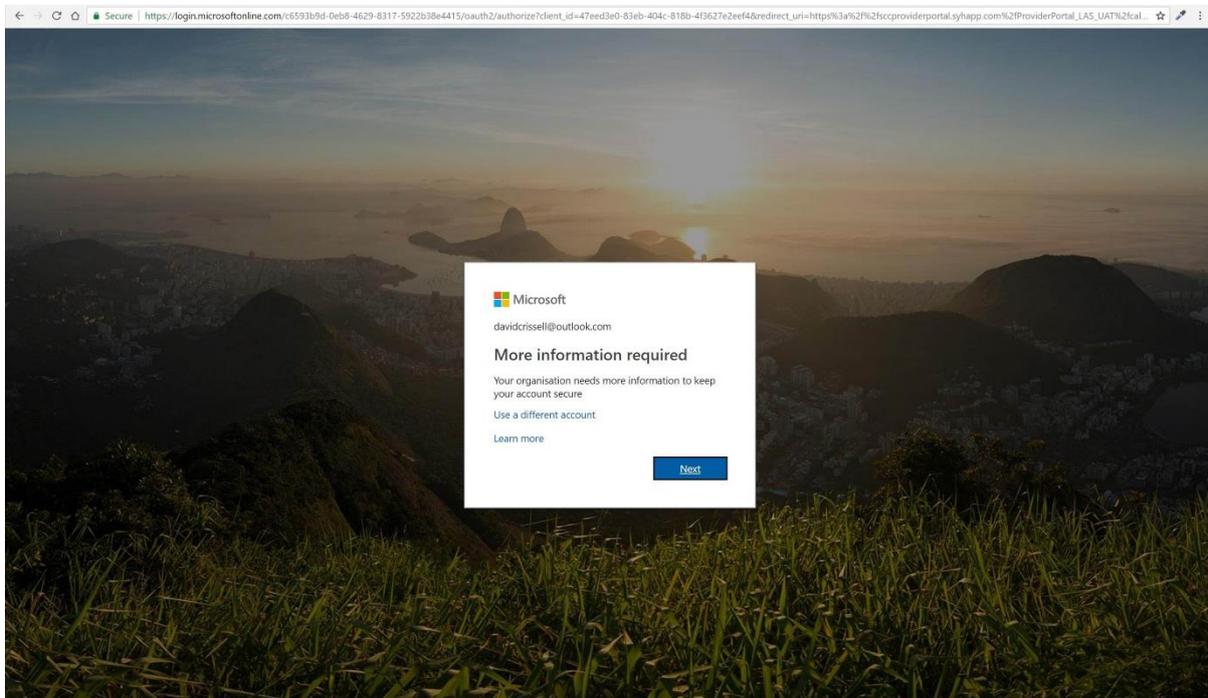
Cancel

Accept

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



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

Next

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

Next

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](#)

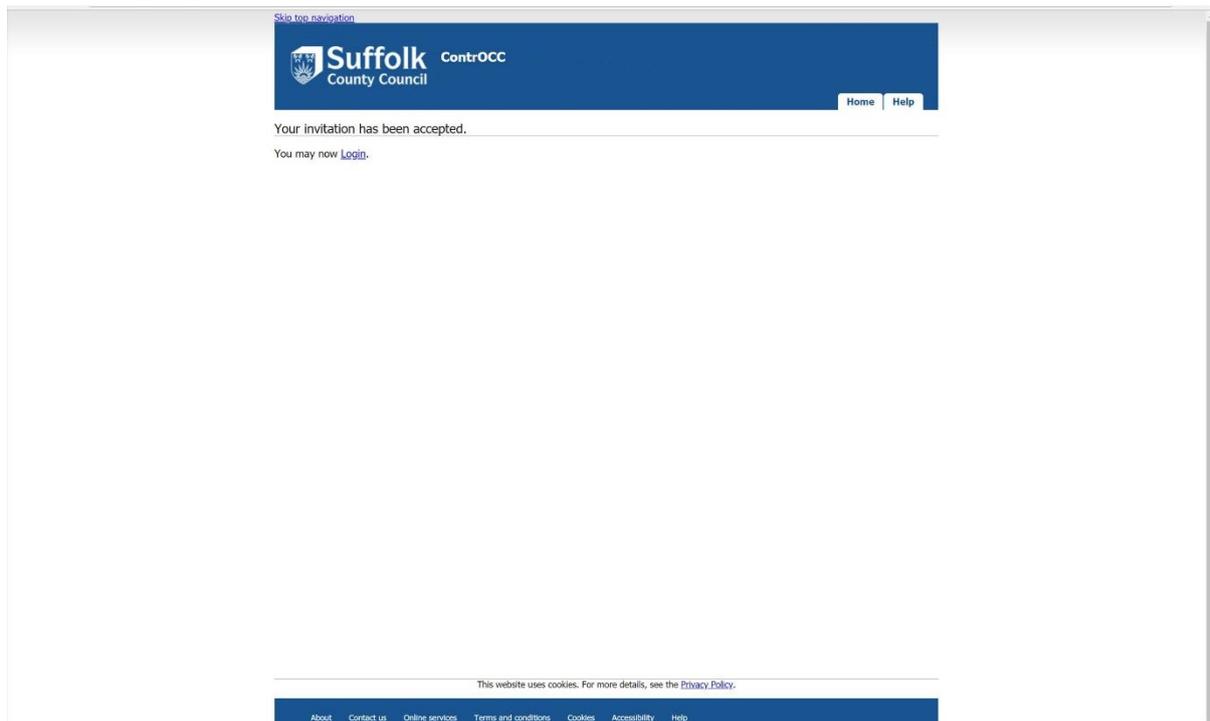
Step 2: We've sent a text message to your phone on +44 07498521393

Verification successful!

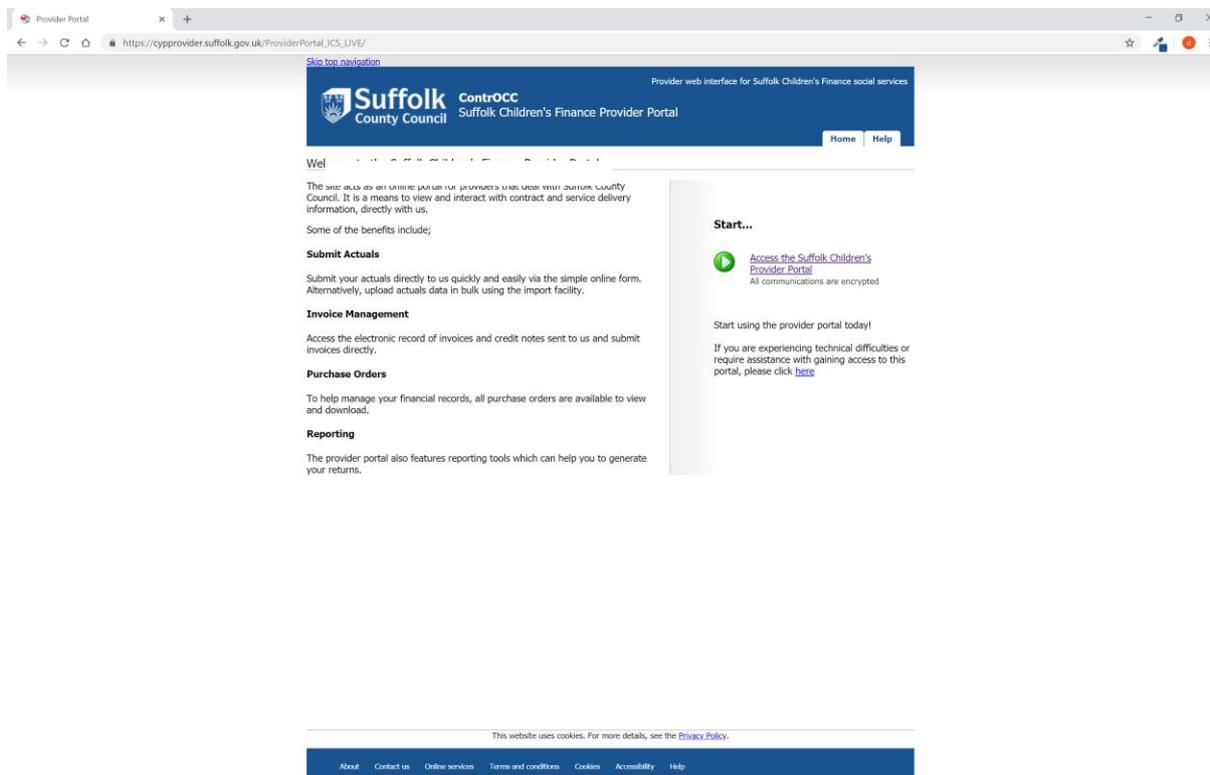
[Finished](#)

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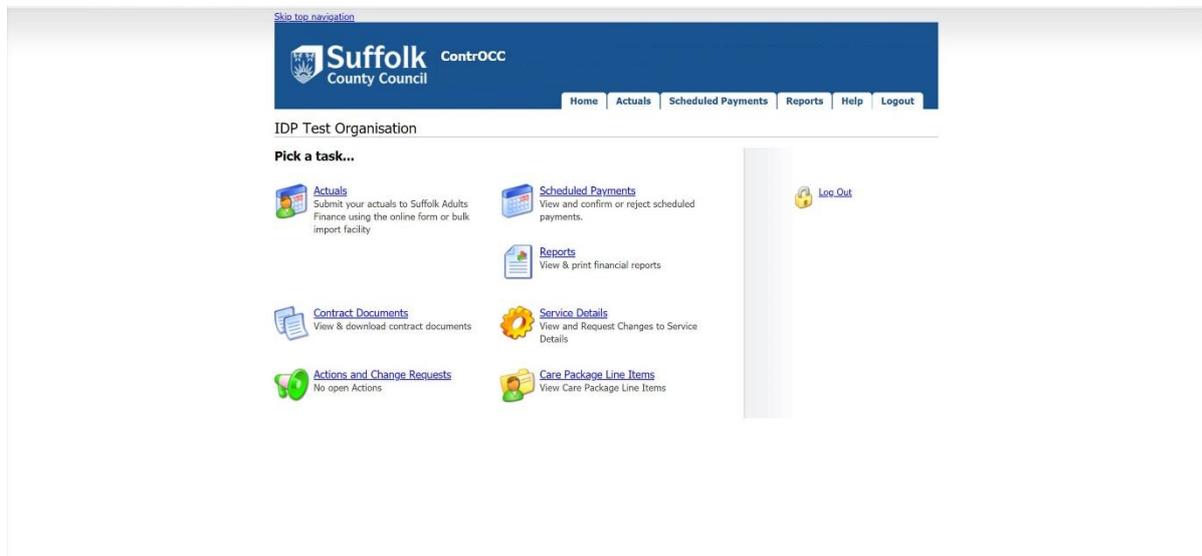
15. Click login



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



17. The home page of the portal will be displayed



How to login to the Provider Portal after you have registered

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...



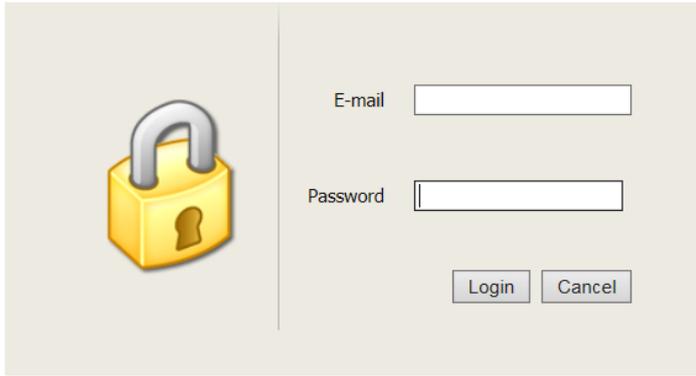
[Access the Suffolk Children's Provider Portal](#)

All communications are encrypted

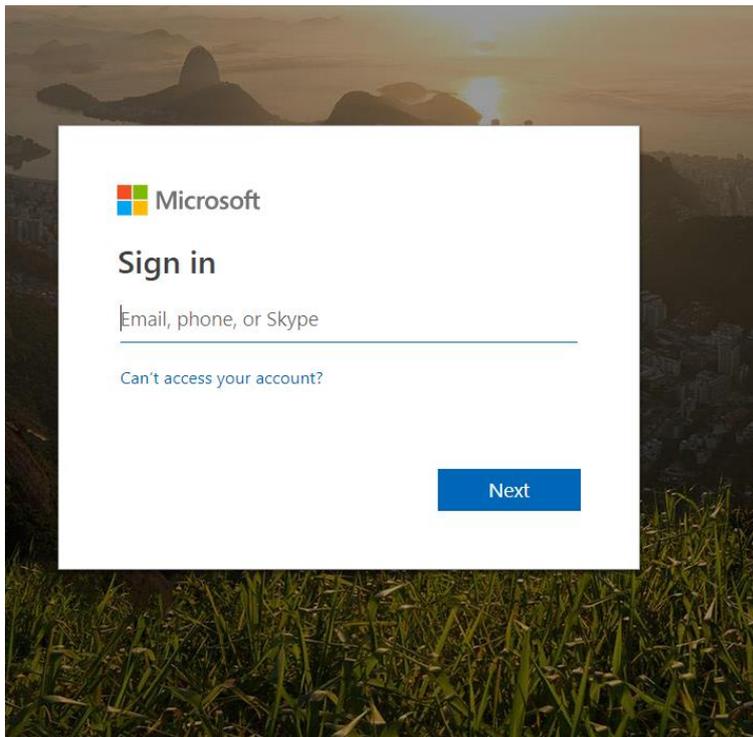
Start using the provider portal today!

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

3. Enter your **e-mail address** in the **e-mail field**
4. Enter your **password** into the **password field**



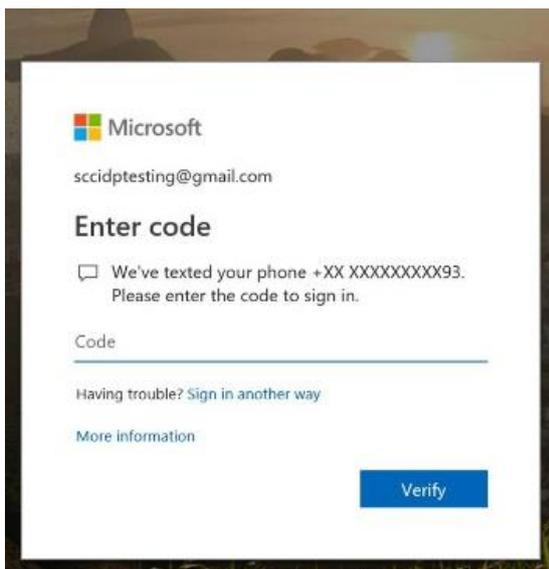
5. Enter your email address in to the sign in field, and click next



6. Enter your password, and click sign in

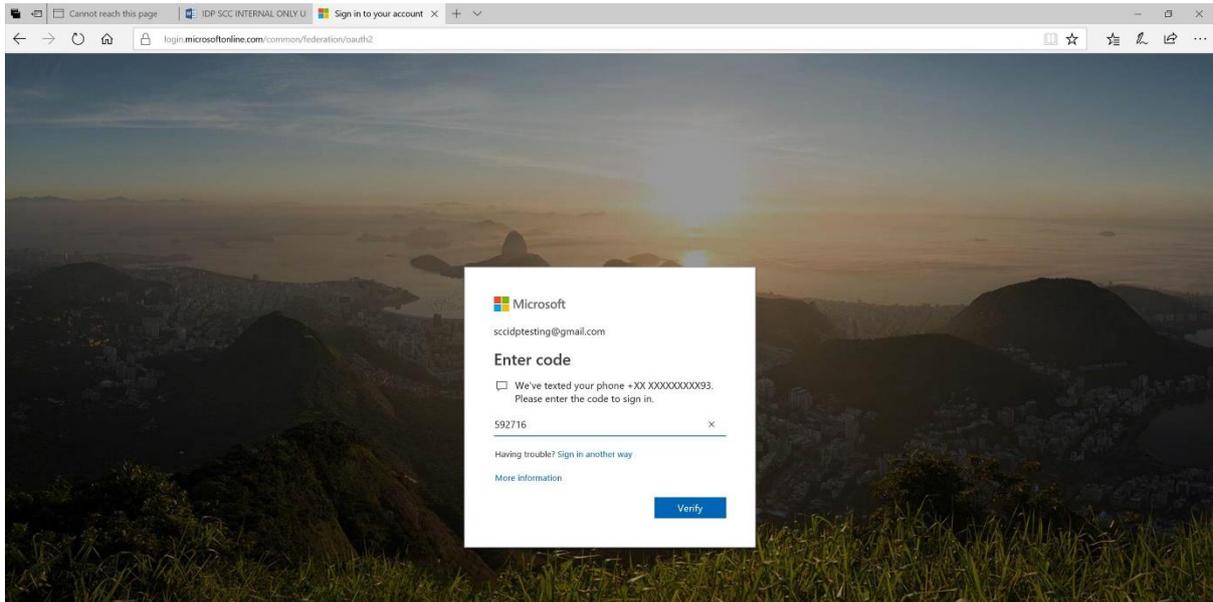


7. Depending on your chosen authentication method, you will now either receive a phone call, a text message or use the authentication app. For a phone call, follow the instructions when prompted to authenticate. For a text message, enter the code sent to you by text in to the code field.

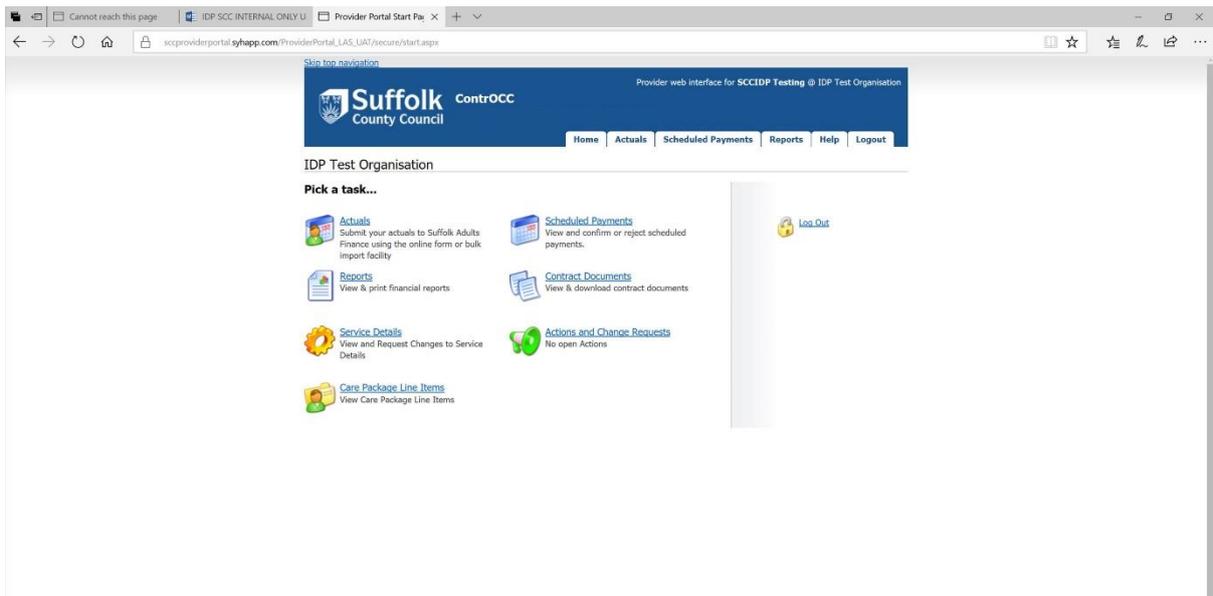


If you need to change your authentication method, click on sign in another way to select a different sign in method.

8. To complete text message verification once you have entered the code received click verify.

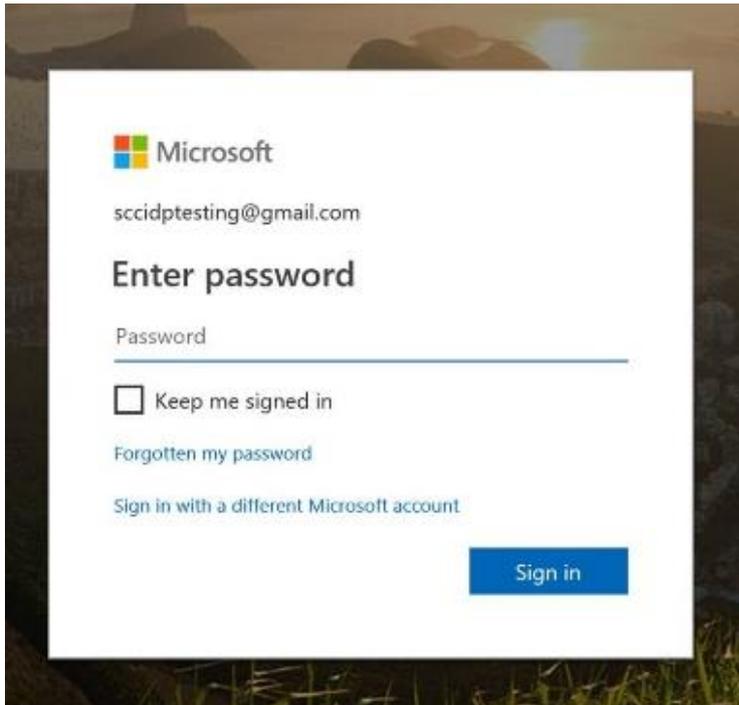


9. Once verification is complete, you will be signed in to the portal.

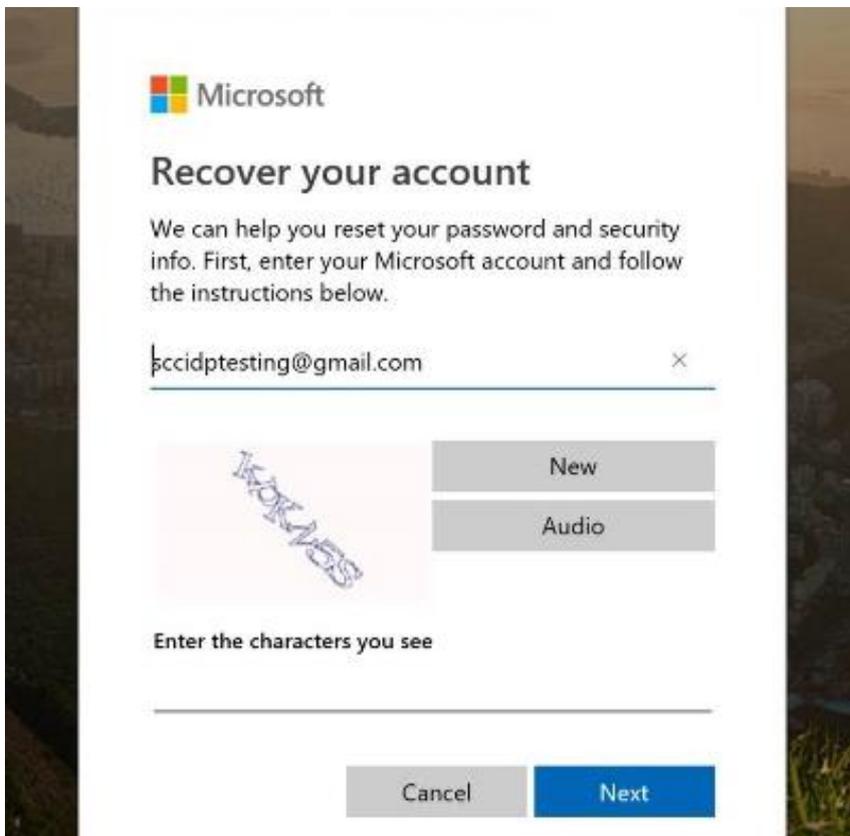


Password reset

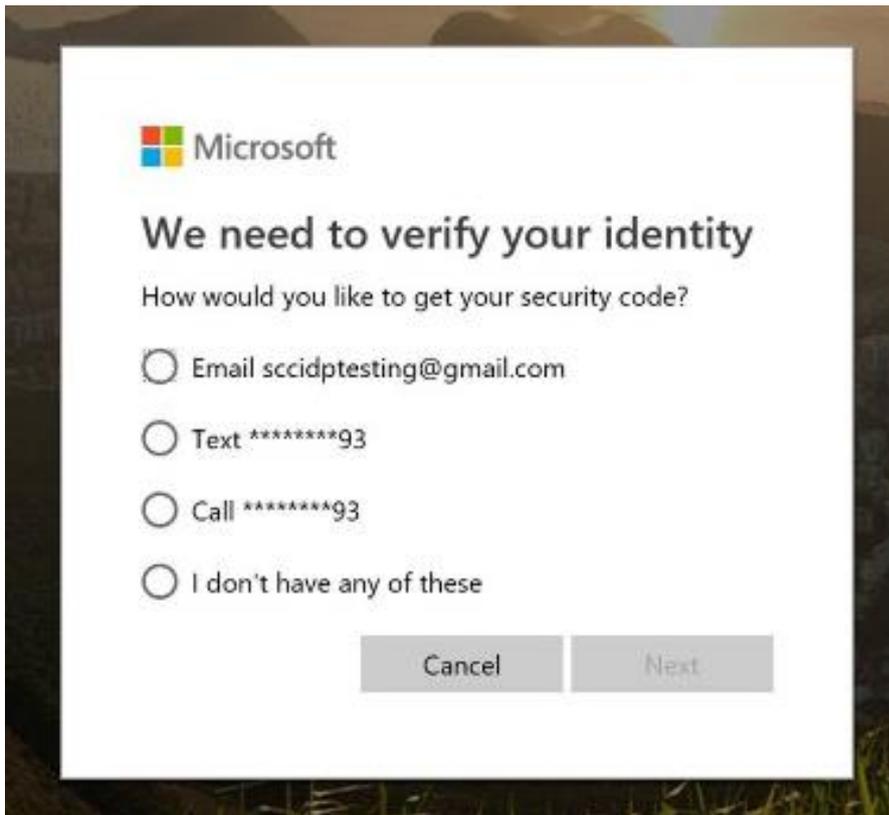
1. To reset your password, click on the forgotten my password link



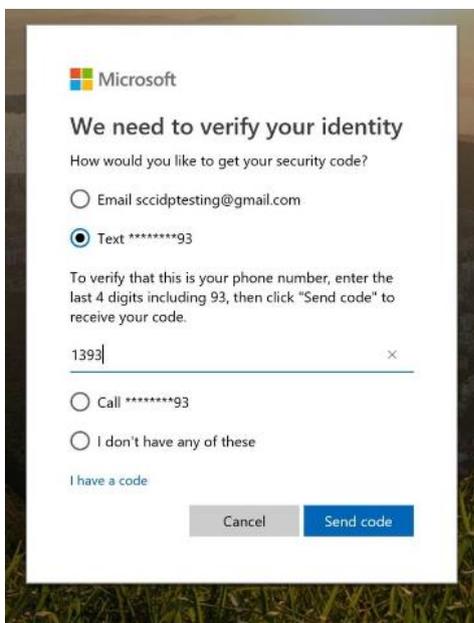
2. Enter your email address in the email field, then enter the characters in the field below this in to the enter your characters field. Press new to refresh the characters show, and audio to read the characters aloud. Once you have entered the characters, press next to continue



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



4. 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.



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

6. 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

7. 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

8. 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](#)

9. Enter your password and click sign in



sccidptesting@gmail.com

Enter password

Password

Keep me signed in

[Forgotten my password](#)

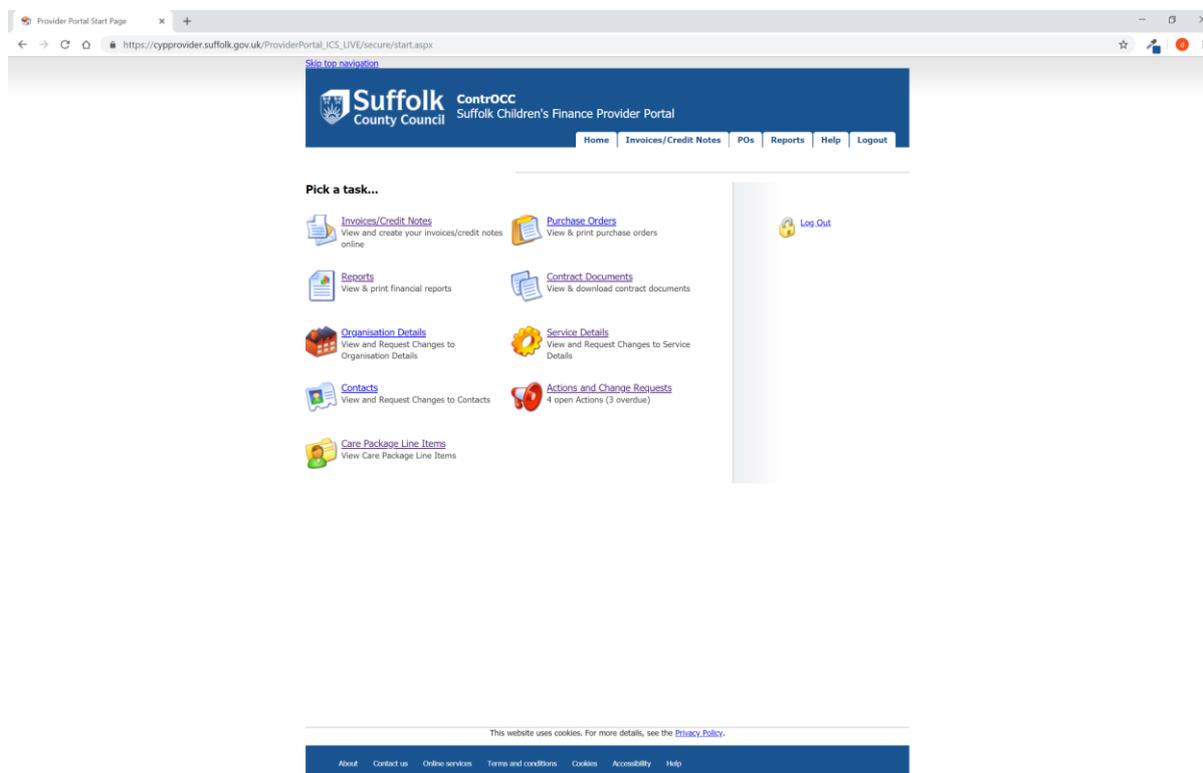
[Sign in with a different Microsoft account](#)

[Sign in](#)

10. Complete your chosen verification method



11. You will then be logged in to the portal



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

E: CYPplacements@suffolk.gov.uk

T: 01473 260695