SEND Portal Registration Guide for Parents/Carers

How to register for the SEND Portal:

Go to the website-
www.newcastlesupportdirectory.org.uk/send-portal

Parents/Carers or Young people

To register or log on to the SEND Portal, please follow this link:

Citizen Portal for Parents/Carers/Young people

Click on the link below for a step-by-step guide on how to register or log on:

Step-by-step Guide for Registration

Click on the second link on the page.

If you DO NOT have a 'Citizen Portal' account already, click 'register'.

Don't have an account? Please **register an account**

Required fields are marked with a red asterisk *

Email address *

Password *

Show

Forgot your password?

Sign in

If you DO have a 'Citizen Portal' account, then sign in here.

Required fields are marked with a red asterisk *

Email address *

Confirm email address *

Password * [Show]

Title * Please select

Forename *

Surname *

Sex * Unknown

If you need help with your address, use the Post Office's **Postcode Finder**.

Find address * Postcode [Search]

Provide a phone number where you can be contacted during normal office hours, if necessary
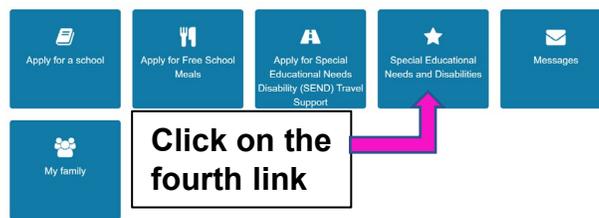
Home phone number

Mobile phone number

Work phone number

To register- Fill in the details above and click 'SUBMIT', an email will then be received.

Two step verification

Apply for a school | Apply for Free School Meals | Apply for Special Educational Needs Disability (SEND) Travel Support | Special Educational Needs and Disabilities | Messages

My family

Click on the fourth link

Click to enable

Two Step Verification Area

This area requires two step verification to be enabled before you can access it.

Enable Two Step Verification now

Two step verification

Two Step Verification is our way to make your data more secure.

If you enable two step verification, we will send you a verification code every time you sign in. This helps us keep your data safe.

Some areas require two step verification to be enabled before you can use them. We will tell you when you try to access if you do not already have two step verification enabled.

Changing your preference will sign you out, and you will need to sign in again.

Preferred method No two step verification
Email
No two step verification

Save

Change to email and save

Log in again and enter verification code that is sent to the email.

Don't have an account? Please **register an account**

Required fields are marked with a red asterisk *

Email address *

Password * [Show]

Forgot your password? Sign in

Verification code sent

Your verification code has been sent

Provide your verification code to continue

Your verification code *

Verify

If you are already linked to your child's or your own portal account then their/your name will appear, if not add a child.

+ **Add child**

Click 'ADD CHILD' and enter details requested. Click 'Add child' at the bottom of the page.

Add child

Required fields are marked with a red asterisk *

Forename *

Middle name

Surname *

Sex * Unknown

Gender Identity Not known

Gender Identity Description

Date of birth * dd/mm/yyyy

Current school * Please select

Relationship to child * Please select

Your relationship to this child

Parental responsibility * ○ Yes ○ No

Do you have legal responsibility for this child?

Select address * ⌂ 22 Citizen Portal Lane Newcastle upon Tyne NE55 2YL

⊕ Add new address

👤
Paula Portal

Date of birth 01/09/2015
22
Citizen Portal Lane
Newcastle upon Tyne
NE55 2YL

Click on your child's profile. You will then see the SEND Portal page.

Paula Portal [Search]

Request | Assessment | EHC Plan | EHCP Reviews

What happens now?
We will consider whether to undertake a statutory assessment of Education, Health and Care (EHC) needs. This can take up to 6 weeks. The step ends with a decision as to whether to assess. If your Childs School or Setting has already submitted a request on your behalf or your child is going through the assessment stage then please DO NOT complete a new Request for an Assessment form.

Information we collect at this stage
We may need to collect some information from you or others during the request stage

Parent Carer contribution and request for a statutory Education, Health and Care Needs Assessment | Start