

Leicestershire County Council Parent Portal – Guide to Creating an Account

This document is intended as a step-by-step guide to creating a Leicestershire County Council Parent Portal user account.

Due to the sensitive nature of information in the Portal, there is a two-step verification of identity for enhanced security. This means that as well as a valid email address, you will need to enter a valid phone number to be able to receive a verification code to access the Portal. A mobile phone is best, but a landline will also work.

Please follow the **Creating a Parent Portal Account** steps below.

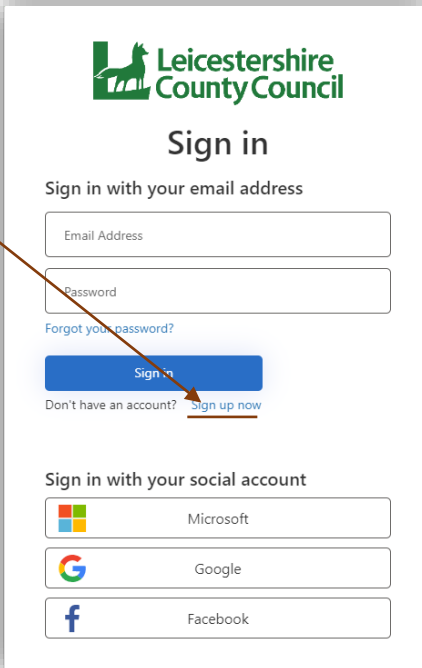
Please note that you can use your Microsoft, Google, or Facebook social account to register by selecting your preferred 'social account' on the sign in screen and following the on screen instructions.

IMPORTANT: whichever route you choose on your first visit to create your account and sign in, always use the same route when you come back and sign in again. If you chose a different sign in route the next time you came, it is likely that you would have a problem signing in or would not be able to see the information that you had previously entered in the Portal.

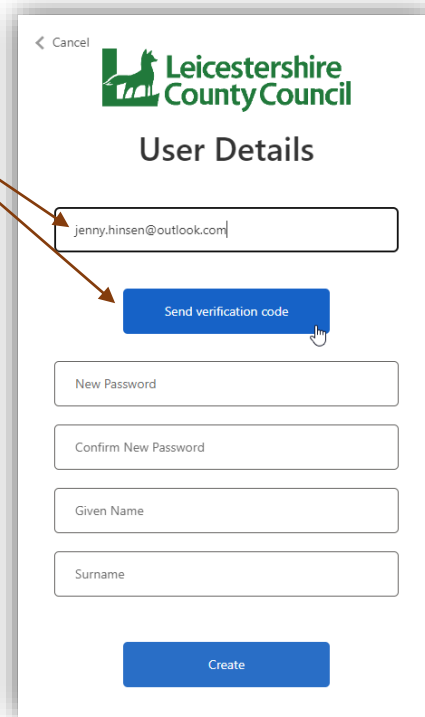
Creating a Parent Portal Account

Step 1. On the Sign In page, click **“Sign up now”** to be taken to the registration User Details page.

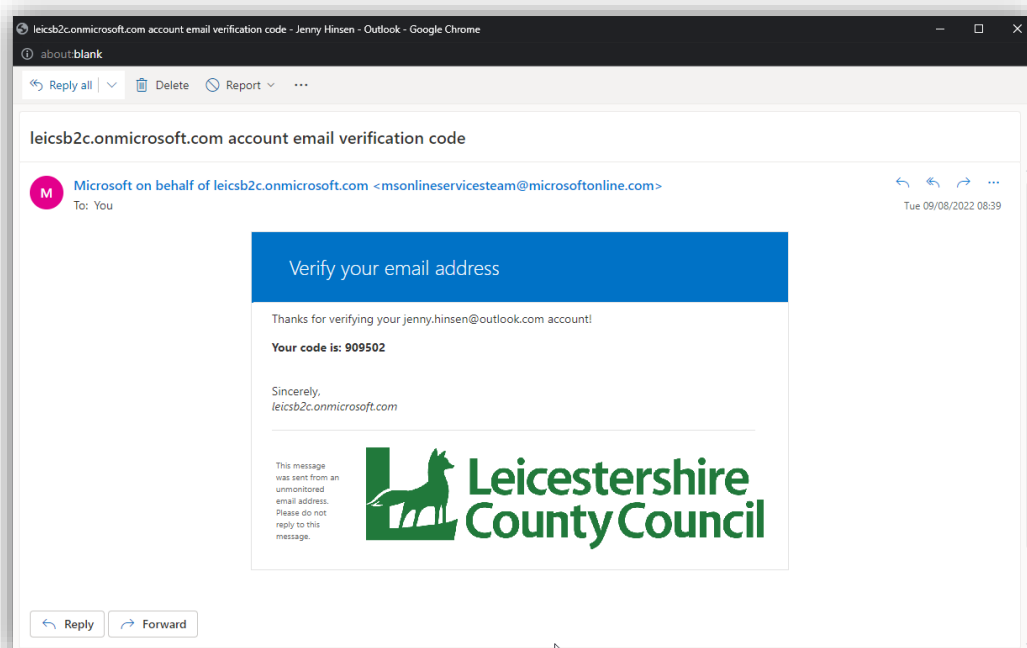
If you prefer to use your Microsoft, Google, or Facebook social account to register, then click the relevant button and follow the instructions on screen. The following steps in this guide would then not apply. If you then had problems signing-in to your social account, you would need to resolve these with your social account provider.



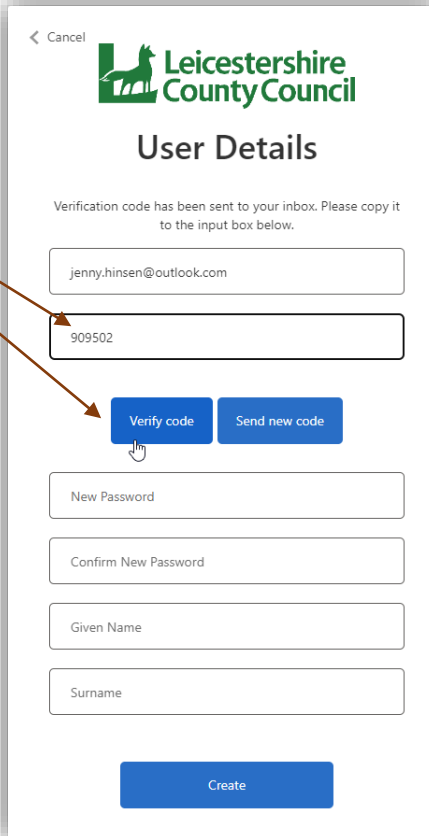
Step 2. Enter your email address and then click “**Send verification code**”. Please ensure that you have access to your email account as you will be sent a unique verification code to enter to continue with creating an account.



Step 3. You will receive a verification code via email from “leicsb2c.onmicrosoft.com”. If you cannot find your verification code email, please check your ‘Junk’ folder.



Step 4. Enter your code in the User Details page and then click “**Verify code**”.

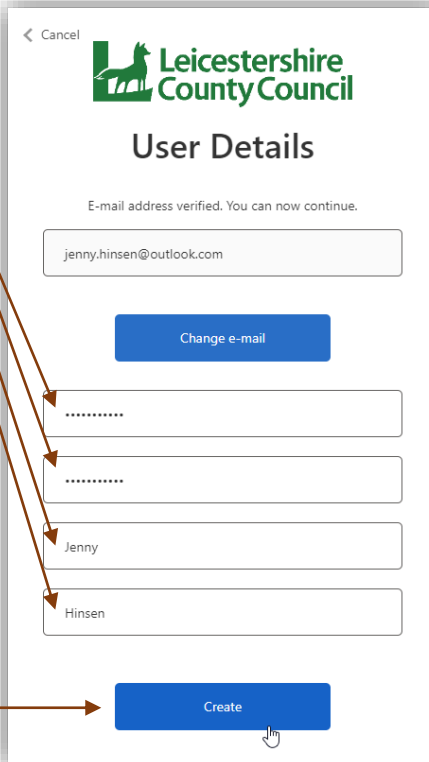


Step 5. Enter the same password twice, your “Given name” – this means first name – and your Surname, then click “**Create**”.

Please note that your password must be between 8 and 64 characters long and must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol, for example: £ \$ %

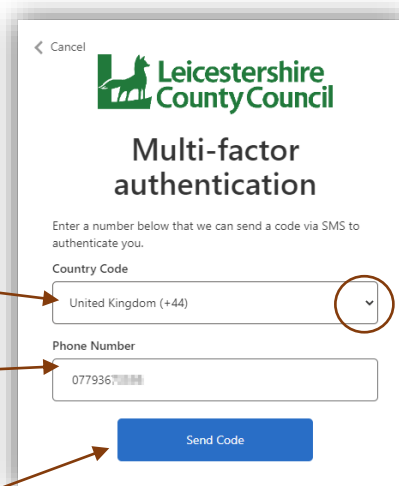
Please avoid easily guessed words like ‘Password’ or your name.



Step 6. You will then be taken to the 'Multi-factor authentication' page where you will be required to enter a phone number to receive a verification code in a text message.

Ensure that United Kingdom (+44) is selected in the "**Country Code**" and enter a valid phone number in the "**Phone Number**" box – it is best to use a mobile number, but a landline number will work.

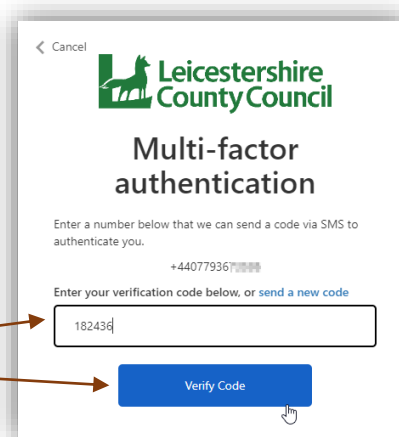
Then click "**Send Code**" to continue.



Step 7. If you entered a mobile number, you will be sent a 6-digit code by text message.

If you entered a landline number, you will receive a call and a computer will say a 6-digit code – be ready to note this down.

Enter the code then click "**Verify Code**".



If you have entered an incorrect phone number or country code, do not click "Cancel" as this will cause an error in your account creation process. Please wait 5 minutes then click refresh in your internet browser.



This will reload the page and you can then enter the correct information and request to "Send Code".

Step 8. On the Review Account page, enter your personal details and then click “**Confirm Details**” to complete your registration.

Review Account

Personal Details

Please review your account details to check that they are still correct. If any are blank then please consider entering them, as it will help us to contact you should this be required.

Title *	<input type="text" value="Mrs"/> ✓
Forename *	<input type="text" value="Jenny"/>
Middle Name	<input type="text"/>
Surname *	<input type="text" value="Hinsen"/>
DOB	<input type="text" value="10 Jan 1983"/> ✓
Address	<input type="text" value="105,
Petworth Drive,
Leicester,
LE3 9RE"/> ✓
	Update Address
Daytime Number	<input type="text"/>
Evening Number	<input type="text"/>
Mobile Number	<input type="text" value="07759 140004"/> ✓
Email Address	<input type="text" value="jenny.hinsen@outlook.com"/>
	Confirm Details

You are now ready to use the Parent Portal.