

# **Education, Health and Care (EHC) Hub Parent and Carer Guide**

## **• Using the EHC Hub Platform**

Classification: Public

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**Document Control**

Version	Changes	Author	Date
V1.0	Created	Kristine Neal	July 2025

# About this document

This document is for parents, carers and young people to provide instructions about the [Derbyshire County Council's EHC Hub](#), covering:

- How to register for an account
- App and SMS two-factor authentication
- Understanding the Parent Dashboard
- Navigating on a mobile device

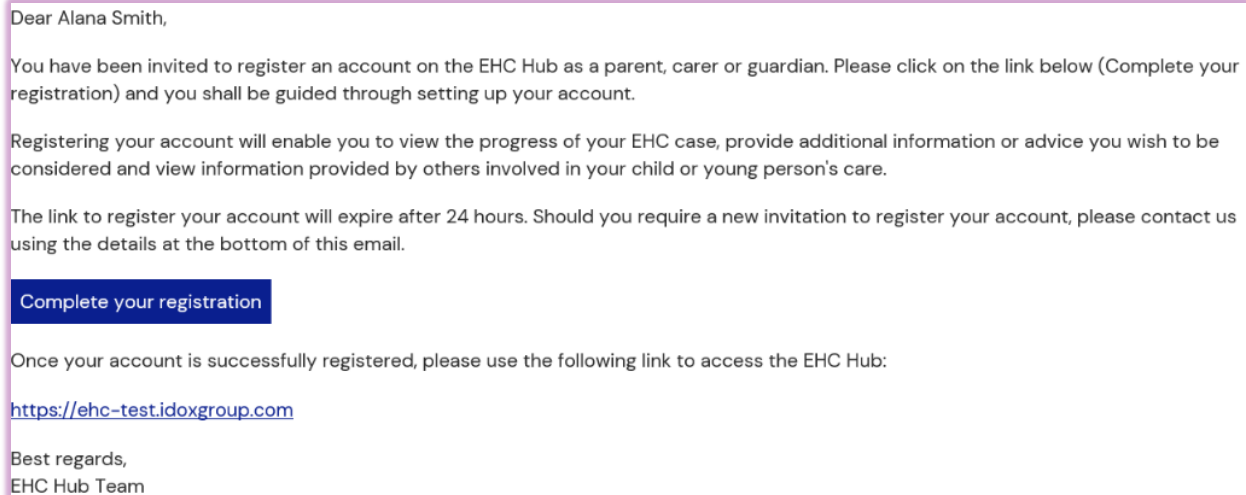
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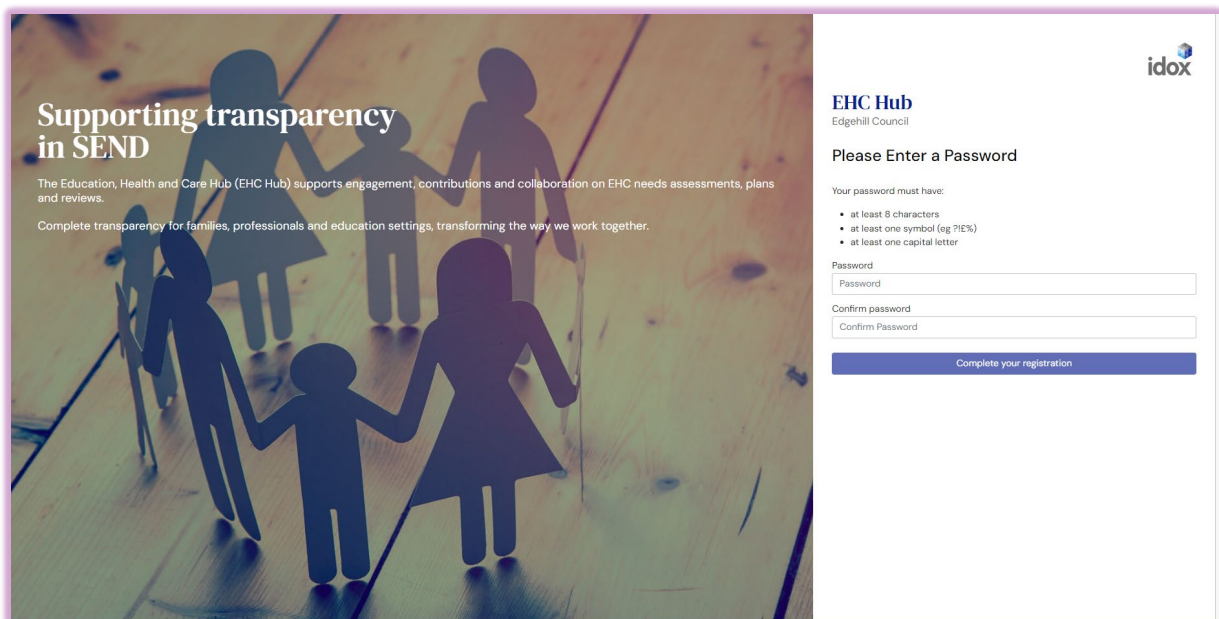
## How to Register for an Account

Once the request has been sent to the local authority, you will be contacted by email to register on the EHC Hub so you can access and amend the details of the request and upload any documents if required. In order to access the Hub, you will need a username and password. There is also a second level of security (known as two factor authentication) which will involve the entering of a six-digit code provided to you either by an authentication app or a text message. The username will be your email address.

The email will look like this:



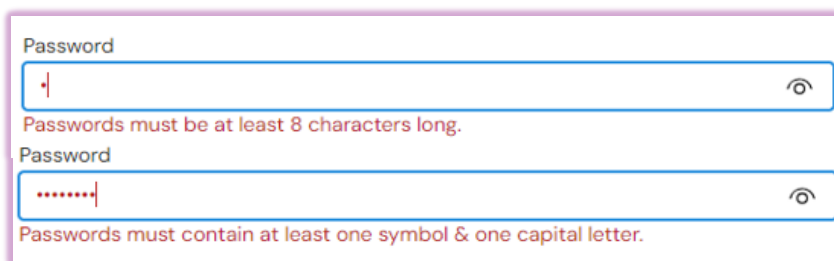
Click on the Complete your registration link in the email. The following page will appear:



Enter a password for your EHC Hub account in the Choose your password field. Your password must have:

- At least 8 characters
- At least one symbol (e.g., ?!@%)
- At least one capital letter

Enter the password again in the Confirm your password field. If the password entered does not match the criteria you will get a warning:



The image shows a form with two password input fields. The first field is labeled 'Password' and contains a single character. Below it is a red error message: 'Passwords must be at least 8 characters long.' The second field is also labeled 'Password' and contains seven dots. Below it is a red error message: 'Passwords must contain at least one symbol & one capital letter.'

If the two passwords don't match, you will get a warning message prompting you to type it again. You won't be able to complete your registration unless the two passwords match:

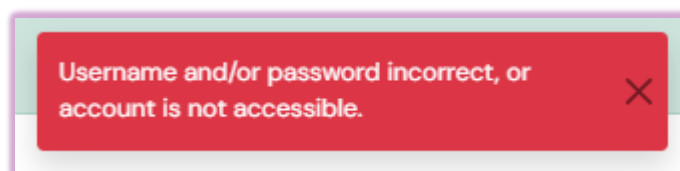


The image shows a form with two password input fields. The first field is labeled 'Password' and contains seven dots. Below it is a red error message: 'Passwords do not match.' The second field is labeled 'Confirm password' and contains seven dots. Below it is another red error message: 'Passwords do not match.'

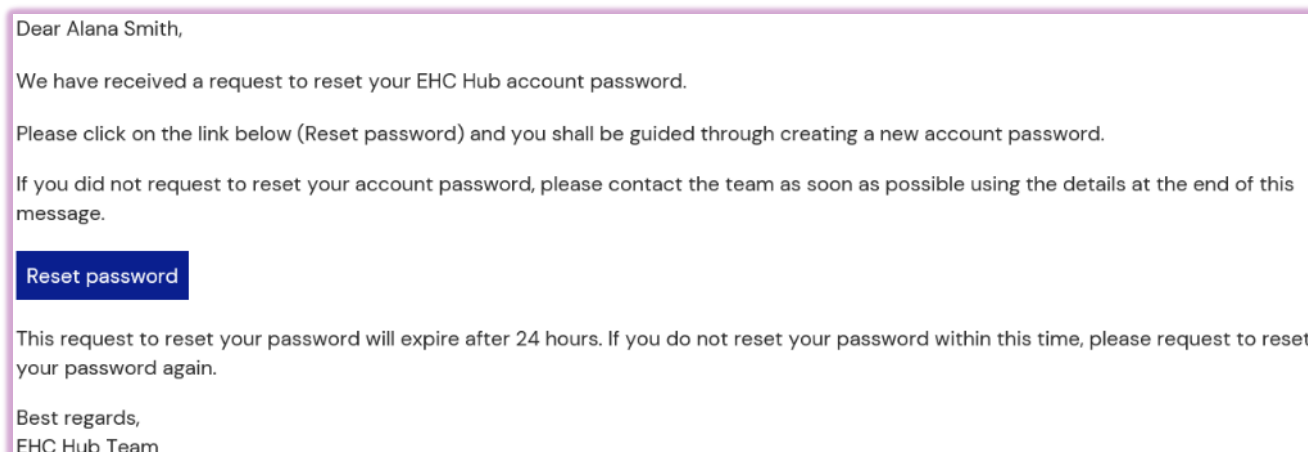
Click on Complete your registration.

You will then be asked to enter your username and password.

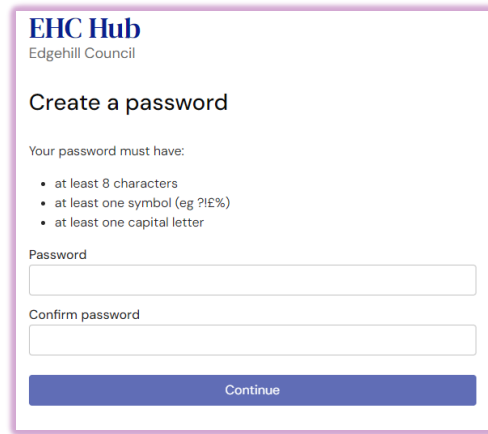
If there is a problem with your account, this message will appear in the top right-hand corner of the screen:



In this case, check you are entering the correct username (your registered email address) and password (just created). If you have forgotten your password, click 'Forgotten password?' on the log in screen, it will ask you to enter your email address (this is the one one your EHC Hub user account). You will receive an email with a 'Reset password' link:



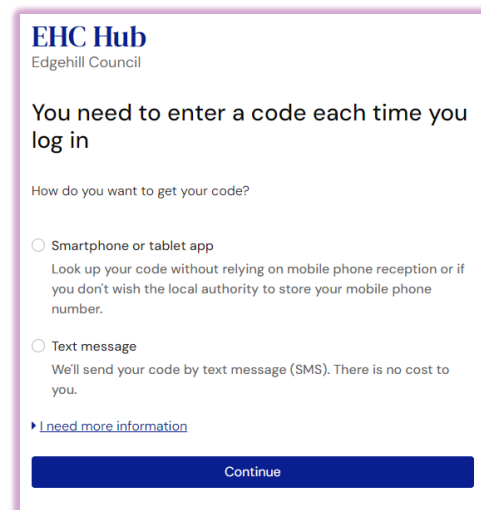
Once you click the link, it will take you to the EHC Hub to create a new password:



The screenshot shows the 'EHC Hub' logo at the top left, with 'Edgehill Council' underneath. The main heading is 'Create a password'. Below this, it says 'Your password must have:' followed by a bulleted list: 'at least 8 characters', 'at least one symbol (eg ?!£%)', and 'at least one capital letter'. There are two input fields: 'Password' and 'Confirm password'. At the bottom is a blue button labeled 'Continue'.

If problems persist, please contact your local authority. Contact details are included at the bottom of EHC Hub notification emails.

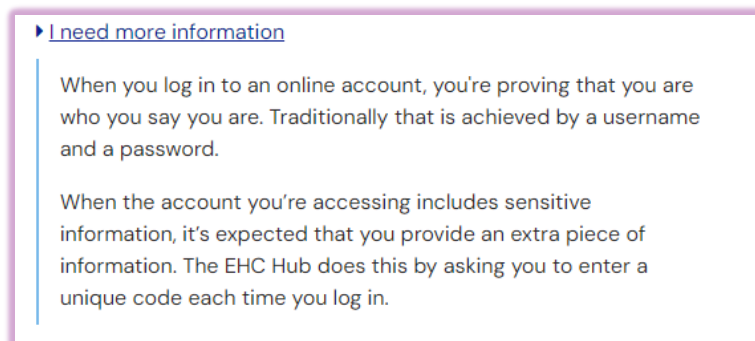
Once your username and password have been entered correctly, the following page will be displayed:



The screenshot shows the 'EHC Hub' logo at the top left, with 'Edgehill Council' underneath. The main heading is 'You need to enter a code each time you log in'. Below this, it asks 'How do you want to get your code?' with two radio button options. The first option is 'Smartphone or tablet app' with the text 'Look up your code without relying on mobile phone reception or if you don't wish the local authority to store your mobile phone number.' The second option is 'Text message' with the text 'We'll send your code by text message (SMS). There is no cost to you.' Below the options is a link 'I need more information'. At the bottom is a blue button labeled 'Continue'.

This is a second level of security to make sure only you can access the request details on the EHC Hub. This can be done with an authentication app on your smart phone, or using SMS text messages, whichever you prefer.

There is an expandable section on this page if you need more information:



The screenshot shows an expandable section titled 'I need more information'. The text inside reads: 'When you log in to an online account, you're proving that you are who you say you are. Traditionally that is achieved by a username and a password.' and 'When the account you're accessing includes sensitive information, it's expected that you provide an extra piece of information. The EHC Hub does this by asking you to enter a unique code each time you log in.'

If you select an authentication app, this app will provide you with a 6-digit code to be entered. If you select Use SMS instead of an app, the 6-digit code will be sent to your mobile via a text message, and this can be entered on screen.

# Two-factor Authentication

## App Authentication

If you want to use an App authentication, click 'Smartphone or tablet app' then click 'Continue':

**EHC Hub**  
Edgehill Council

**You need to enter a code each time you log in**

How do you want to get your code?

☒ Smartphone or tablet app

Look up your code without relying on mobile phone reception or if you don't wish the local authority to store your mobile phone number.

☐ Text message

We'll send your code by text message (SMS). There is no cost to you.

[I need more information](#)

Continue

You will be given instructions on how to verify using the App authentication. This page will give you a 'start again' link. Which will allow you to go back to the previous screen and select the text message option instead:

**EHC Hub**  
Edgehill Council

**Use an app on your smartphone or tablet**

1. Install or open an authenticator app on your smartphone or tablet and add an account.

Download on the App Store

GET IT ON Google Play

2. Enter the following key in your authentication app:  
**DFETOABKWKSTUNKZ**  
[Use a QR code instead](#)

3. Enter the verification code from your authentication app.

Continue

If you'd rather receive a text message (SMS), [start again](#).

You can either enter the key displayed on the above screen directly into your Authentication App or you can also click 'Use a QR code instead', this will change the screen to show a QR code:

## Use an app on your smartphone or tablet

1. Install or open an authenticator app on your smartphone or tablet and add an account.



2. Enter the following key in your authentication app: **DFETOABKWKSTUNKZ**

▶ [Use a QR code instead](#)

Scan this image to get a verification code.



3. Enter the verification code from your authentication app.

Continue

If you'd rather receive a text message (SMS), [start again](#).

This will require you to turn your camera on your phone and use it to scan the QR code on the screen. You will automatically be directed to your authentication app and it will provide you with a six-digit code.

Enter this code into the field and click on Submit. The Parent Dashboard will then be displayed:




Rogers, Barney



**Rogers, Barney**

Request date: 8th Aug 2023

Decision due: 18th Sep 2023

 We have received a request for an EHC needs assessment relating to Barney.

What does this mean?



What should I be doing right now?



What happens next and when?



View request



## SMS Authentication

If you want to use SMS authentication, click on 'Text message' then click 'Continue':

**EHC Hub**  
Edgehill Council

### You need to enter a code each time you log in

How do you want to get your code?

☐ Smartphone or tablet app

Look up your code without relying on mobile phone reception or if you don't wish the local authority to store your mobile phone number.

☒ Text message

We'll send your code by text message (SMS). There is no cost to you.

[▶ I need more information](#)

Continue

The following page will appear, it will give you a 'start again' link. Which will allow you to go back to the previous screen and select the authentication app option instead:

**EHC Hub**  
Edgehill Council

## Enter your mobile phone number

You've chosen to receive your log in code by text message (SMS). It may take a few minutes to arrive.

Mobile phone number

eg. 07123456789

Send code

If you'd rather use an authentication app, [start again](#).

Enter the mobile number the text message with the code should be sent to and click on 'Send code'. You will then see the following page, with a field to enter the code that was sent to the mobile phone number entered:

EHC Hub

Edgehill Council

Enter your log in code

We've sent a log in code to mobile phone number ending **984**.

Log in code

Log in

[Resend log in code](#)

If you'd rather use an authentication app, [start again](#).

If you do not receive the code or the code times out, you can use the 'Resend log in code' and it will send you a new code via text message.

When you enter the code and click 'Log in'. The Parent Dashboard will then be displayed:

Rogers, Barney

Rogers, Barney

Request date: 8th Aug 2023  
Decision due: 18th Sep 2023

We have received a request for an EHC needs assessment relating to Barney.

What does this mean?

What should I be doing right now?

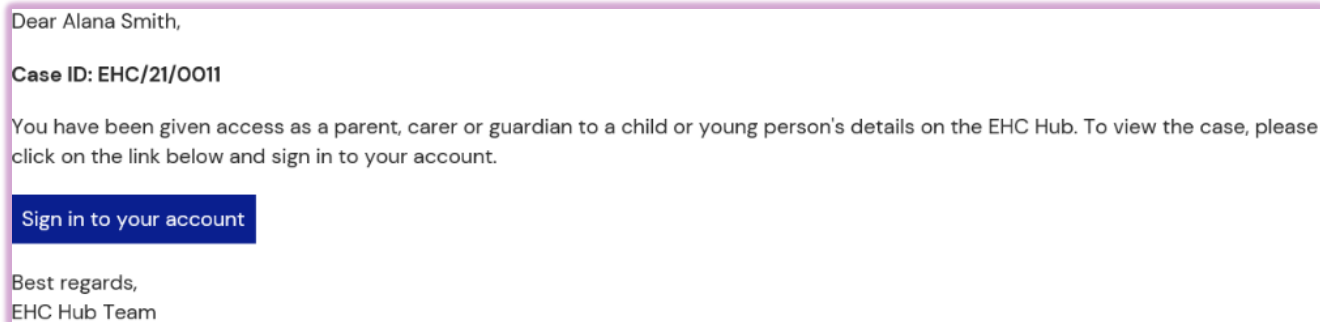
What happens next and when?

View request

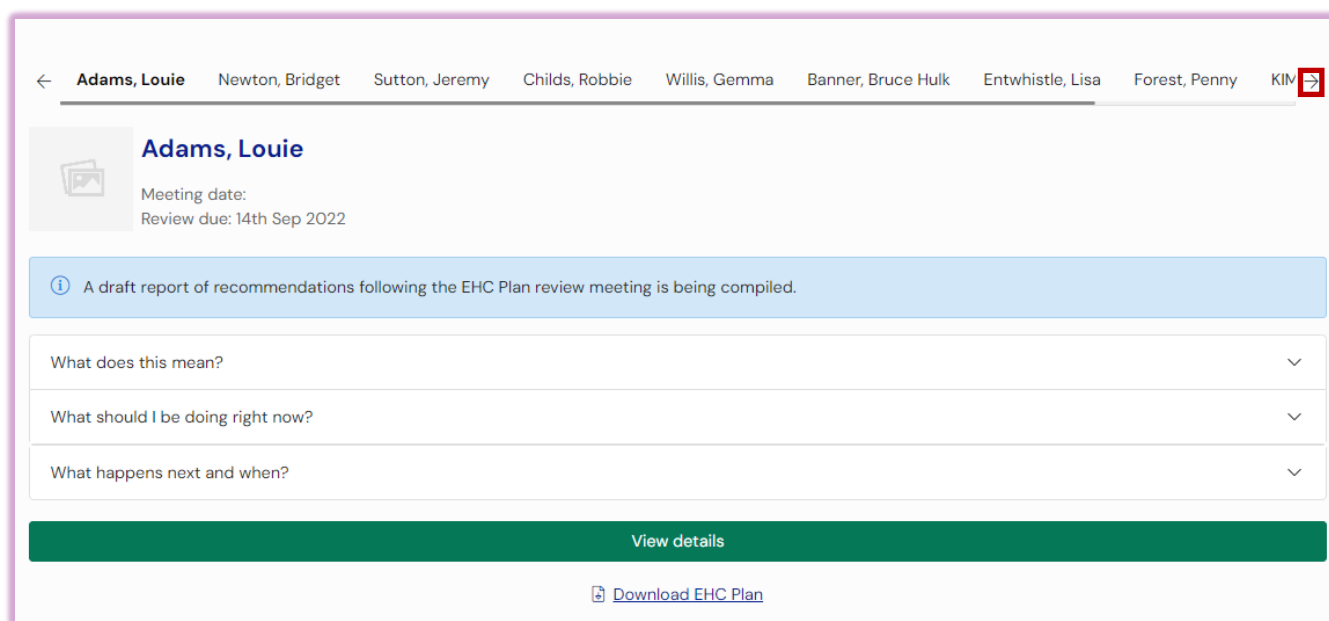
You have now successfully logged into the EHC Hub.

## Understanding the Parent Dashboard

When the local authority has added you to a case you will receive an email notification, similar to this:

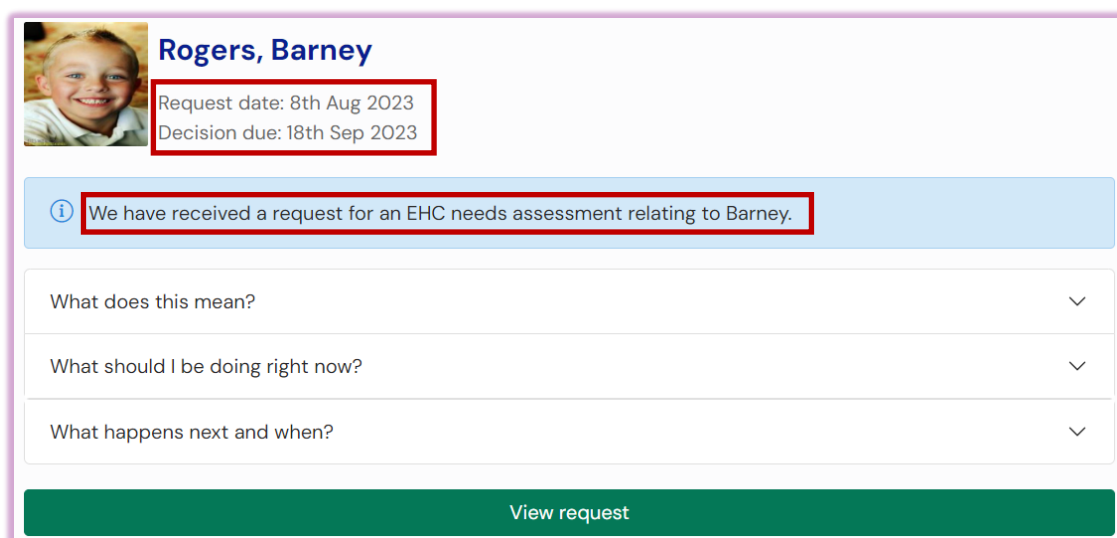


When you log into the Hub, you will see any cases that you are currently associated with and you will be able to scroll the bar at the top, which will list the child/young persons name (last name, first name) in alphabetical order:




Before you view the case (green bar at the bottom), each case will give you some key dates and additional information which will give you a clear understanding of where the case is at and what that means.

There will be a blue bar advising you of what is currently happening with the case and it will look something like this:



Underneath this bar you will see some expandable questions, which will give you more information about the statement in the blue bar:

 We have received a request for an EHC needs assessment relating to Barney.

What does this mean?

We have received a request for an EHC needs assessment for Barney and have shared this with you. If the request did not come from yourself, in most cases it means it has come from the education setting. There is opportunity to gather more information from you and the education setting to make sure that we have all the information necessary to make an informed decision on the next step.

What should I be doing right now?

Now is your opportunity to read the request and add your comments or other relevant information. You can also add comments on behalf of Barney. This means that your views are taken into consideration when we make our decision on the next step. If you are unsure, please contact the education setting or case co-ordinator. Their details are available within the case details.

What happens next and when?

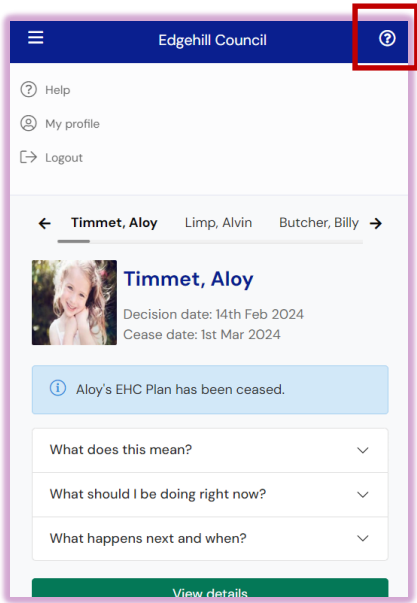
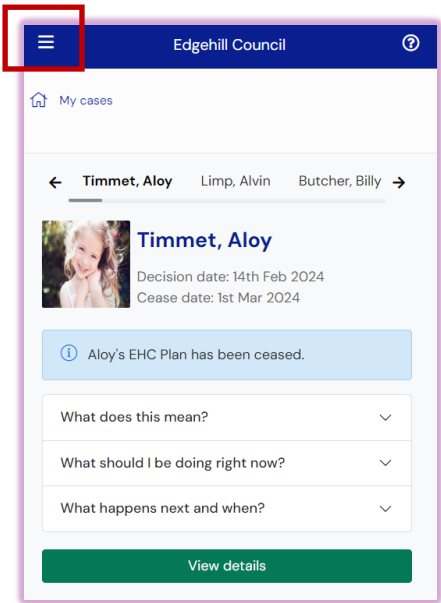
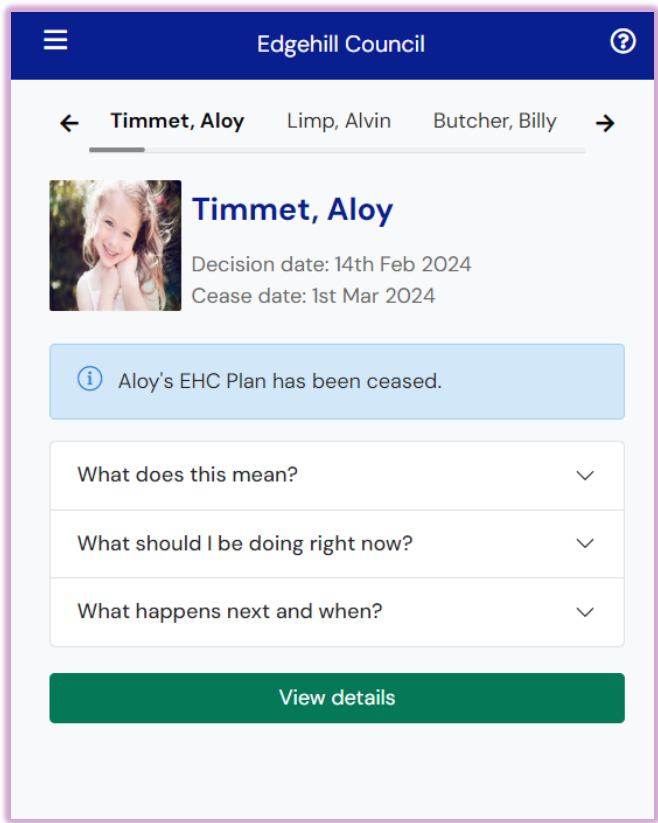
We must decide whether or not to proceed with an EHC needs assessment for Barney by 18th Sep 2023. You will be notified once a decision has been made.

This information will update as the case progresses, which means you will always know what is going on with the case.

# Navigating on a Mobile Device

When you are using a mobile device to view the EHC Hub, the layout will be different to what you see when you are using a laptop or a PC.

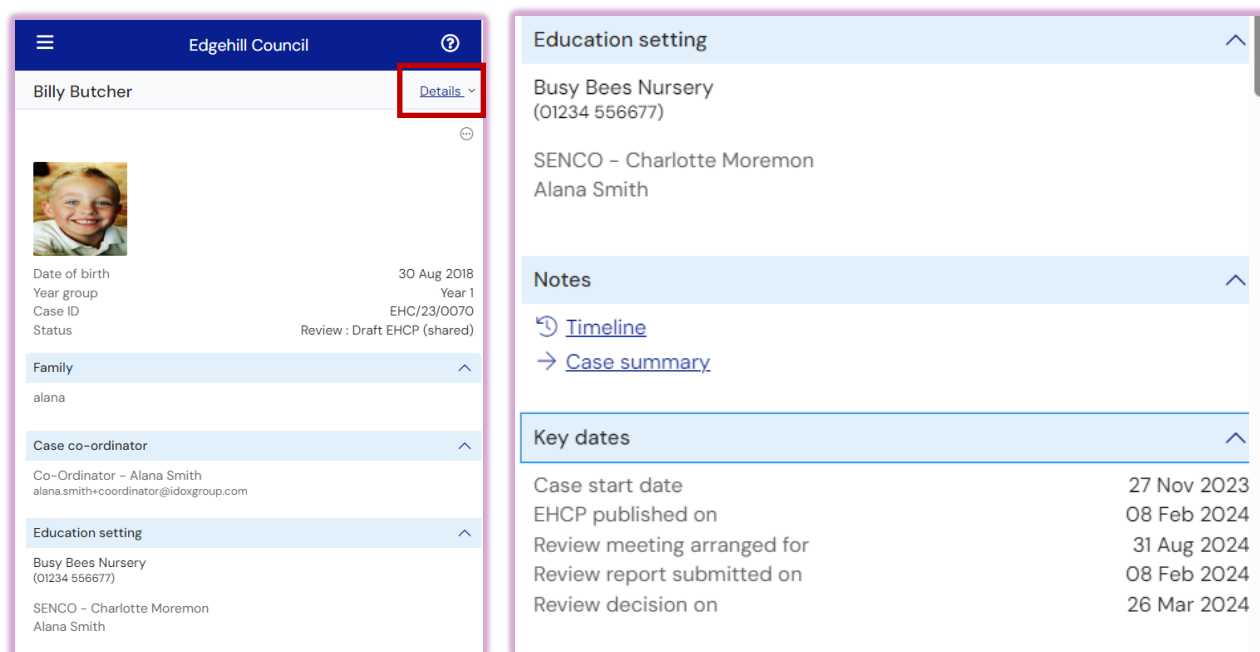
At the top of the screen you will see 3 lines in the top left corner, this will take you back to your 'My cases' which is the Parent Dashboard. There is also a question mark symbol in the top right corner, this will give you access to the Help page, your account profile page and you can log out.



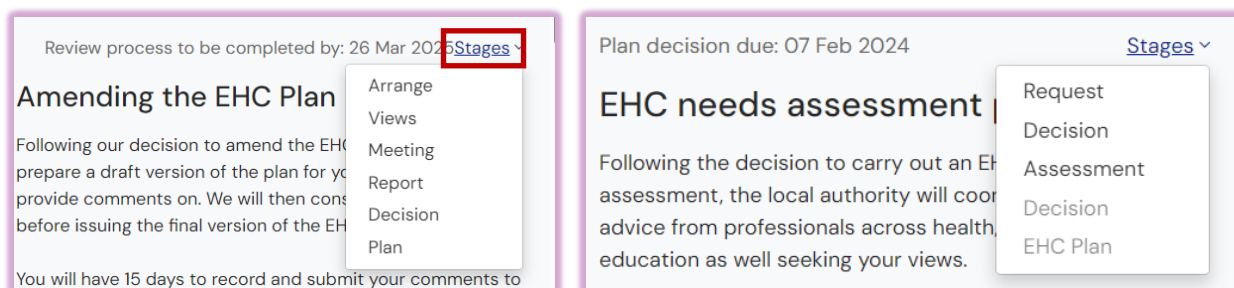
When you are viewing a case, where you have clicked the green button at the bottom of the above page, you will see 2 additional areas at the top of the page. Details and Stages:



When you expand 'Details', it will show you the details of who has access to the case, some details about the child/young person and if you scroll down the page you can view the timeline (under Notes) and view the Key Dates:



When you expand 'Stages', you will see a list of all the stages of the process. If any are greyed out, it means the case hasn't progressed to that stage yet:



'Stages' allows you to view a previous stage of the process if needed. For example, if you get an email notification that a decision has been made you can click 'Decision' and it will take you to that stage, where you can view the decision, the reason for the decision and you can download the decision letter.

## **Contact Us**

### **Post:**

Derbyshire SEND Admin  
Derbyshire County Council  
County Hall  
Matlock  
DE4 3AG

### **Email:**

[CS.SENDAdmin@derbyshire.gov.uk](mailto:CS.SENDAdmin@derbyshire.gov.uk)