

# **Education, Health and Care (EHC) Hub Setting's SENDCo Guide**

- **Getting started with the EHC Hub**

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## **Document Control**

Version	Changes	Author	Date
V1.0	Created	Derbyshire Local Offer	September 2025

# About this document

This document is a guide for persons involved in providing advice to a child or young person’s Education, Health and Care (EHC) Needs Assessment or views as part of a review of an EHC Plan using [Derbyshire County Council’s EHC Hub](#).

In the context of this document, “the SENDCo role” relates specifically to the level of access and permissions granted to an EHC Hub user account.

A person accessing the EHC Hub with the SENDCo role may include those with a job title/duty of SENDCo, Headteacher, or other supporting person with an education setting that requires involvement with Education, Health and Care assessment, planning and review processes.

The local authority has control and responsibility for granting the SENDCo role to relevant persons, and for the intended education settings.

This document covers:

- Registration
- Two-factor authentication
- Contributor Role

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## **Introduction**

Since the introduction of The Children & Families Act 2014 and the SEN Code of Practice (2014), local authorities across England have been implementing new processes and pathways to support children and young people with Special Educational Needs and / or Disabilities (SEND). In place of Statements and Learning Disability Assessments, local authorities have a duty to provide an Education, Health & Care Plan (EHCP) for children and young people aged up to 25 who need more support than is already available.

At the heart of the new legislation is a vision of collaborative working across Health, Education and Social Care and an engaging person-centred approach to the whole EHC pathway. However, the administrative processes currently in place to facilitate such an approach is a significant barrier that has left many local authorities struggling to sustain the volume of work, as well as to meet the statutory timeframes set by the Code (SEND Code of Practice 2014).

For many local authorities, the years since the introduction of the reforms has been a challenging period of significant change set against the backdrop of increased demand and ever-challenging budgets. A new way of working is needed, that not only supports local authorities to meet their statutory obligations more efficiently, but that achieves the SEND Code's core principle of the child or young person being at the heart of everything we do.

### **Putting children, young people and their families at the heart of the EHC process**

For children, young people and their families, SENCos, education settings and professionals across education, health and social care, the Hub can be a one-stop digital resource for them to access and contribute information throughout their EHC journeys.

It can be accessed 24 hours a day on a smartphone, tablet or computer and is designed to be easy and intuitive to use without any need for formal training.

One of its most powerful features is the opportunity that it provides to truly capture the child or young person's voice. The *About Me* and *My Parent / Carer's Views* areas are unique multimedia spaces for uploading short video clips, photographs and scanned documents alongside written text to capture a dynamic narrative about their aspirations at the assessment stage, and later for Section A of the EHC Plan.

The EHC Hub offers:

- Online EHC assessment request pathway, including uploading/ sharing reports and or documents
- EHC case tracker with clear, contextual information advice and guidance as well as complete visibility of the statutory timeframes that relate to their case (review and assessment)
- Multimedia spaces to capture the child, young person & families views
- Secure 24/7 online access to all key information, documentation and reports
- Draft EHC plan consultation with ability to submit comments and feedback
- EHCP Review meeting information and invitations
- Ability to provide views/ feedback ahead of the EHC Review meeting
- Automated email alerts and notifications of case updates
- Access for advocates or independent support workers
- Access to multiple child/ Young person's cases via the one login
- Download and save/ print all online case information
- Visibility of the Case Timeline to see all recent case activity

## How to register for an account

Once the request has been sent to the local authority, they will contact you 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 email will look like this:

Dear Setting User,

You have been invited to register an account on the EHC Hub and linked to an education setting. Please click on the link below (Complete your registration) and you shall be guided through setting up your account.

The link to register your account will expire after 7 days. Should you require a new invitation to register your account, please contact us using the details at the bottom of this email.

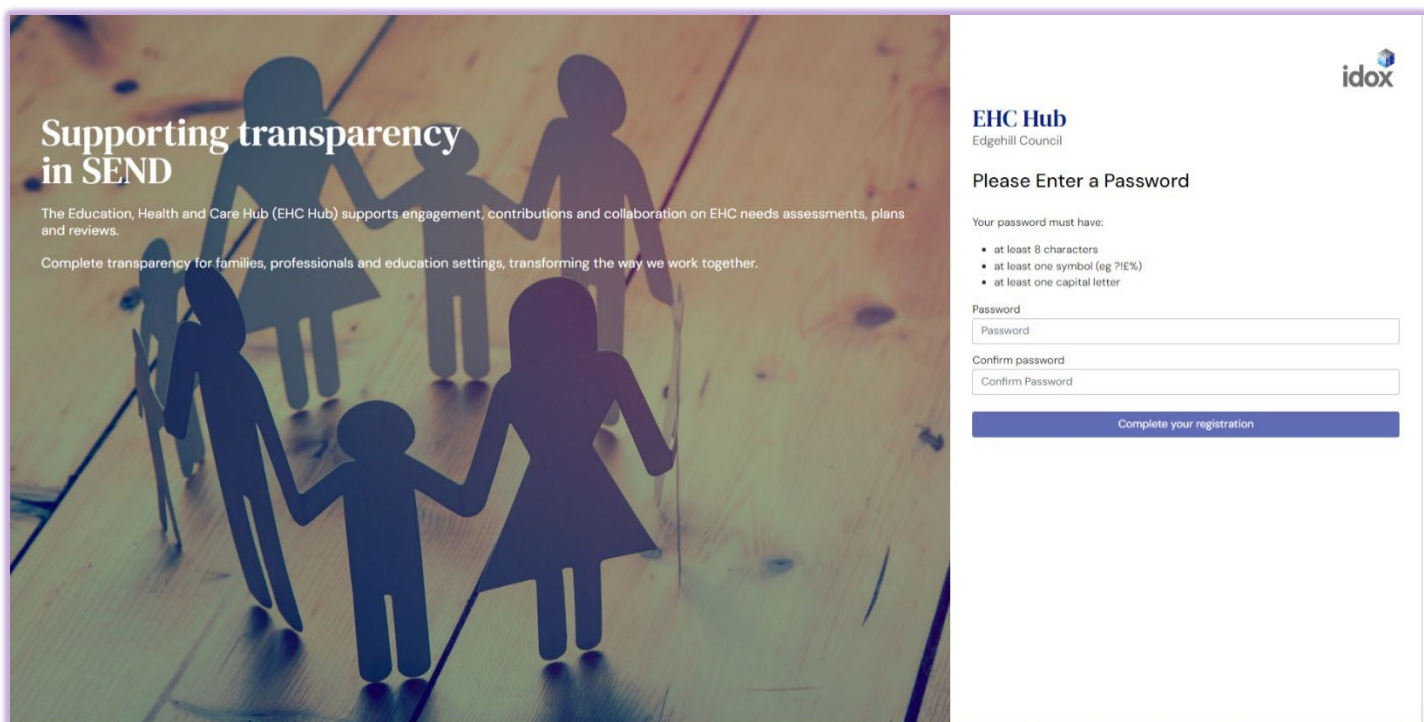
[Complete your registration](#)

Once your account is successfully registered, please use the following link to access the EHC Hub:

<https://ehc-test.idoxgroup.com>

Best regards,  
EHC Hub Team

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



**Supporting transparency in SEND**

The Education, Health and Care Hub (EHC Hub) supports engagement, contributions and collaboration on EHC needs assessments, plans and reviews.

Complete transparency for families, professionals and education settings, transforming the way we work together.

**EHC Hub**  
Edgehill Council

**Please Enter a Password**

Your password must have:

- at least 8 characters
- at least one symbol (eg ?!£%)
- at least one capital letter

Password

Confirm password

[Complete your registration](#)

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 (eg ?!£%)
- At lease 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:

Password

Passwords must be at least 8 characters long.

Password

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:

Password

Passwords do not match.

Confirm password

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:

Username and/or password incorrect, or account is not accessible.

In this case, check you are entering the correct username (your registered email address) and password (just created). 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:

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.

[Need more information](#)

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:

▶ [I need more information](#)

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.

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.

## **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.

000000

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:

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](#)

Scan this image to get a verification code.



3. Enter the verification code from your authentication app.

000000

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 ‘Submit’. You will be taken to your ‘My cases in progress’ work tray:



### My cases in progress

Search

Filters

Clear

1 – 26 of 26 children and young people based on your current search and filter options.

Photo	Name	Year group	Setting	Status	Last updated	Alert
	<a href="#">Bernard Theo</a>	Year 12	St Mary's Primary School	Review : Draft EHCP (not yet shared)	27/04/2023	
	<a href="#">Test EHC-3934</a>	Year 15		Draft EHC Plan (not yet shared)	30/08/2023	<div>NEET</div> <div>Overdue deadline</div>

You have now successfully logged into the EHC Hub.

## 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

000000




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’. You will be take to your ‘My cases in progress’ work tray:





### My cases in progress

Search

Filters

Clear

1 - 26 of 26 children and young people based on your current search and filter options.

Photo	Name ↓	Year group	Setting	Status	Last updated	Alert
	<a href="#">Bernard Theo</a>	Year 12	St Mary's Primary School	Review : Draft EHCP (not yet shared)	27/04/2023	
	<a href="#">Test EHC-3934</a>	Year 15		Draft EHC Plan (not yet shared)	30/08/2023	<div>MEETOverdue deadline</div>

You have now successfully logged into the EHC Hub.

## **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)