Early Years Portal user guide

This document gives you instructions on how to log in to the Early Years Provider Portal.

1. Access the link
Access the link to access the Early Years Provider Portal by selecting the address below (Ctrl+Click) or copy and paste into your Internet Browser address bar:

https://ems.cambridgeshire.gov.uk/ProviderPortal_LIVE/Account/Account/Login

2. Log in page
Log in to the Early Years Provider Portal by completing the user name and password fields on the log in boxes; then select.

You will have been given your username when you registered and you will be required to change your password each term.

3. Forgotten your username?
The Username begins with upper case EYHC followed by four numbers. Any ‘0’s are numerical, not letters.

The Username is not your email address.

If you cannot remember your Username you can select the ‘Forgotten your username?’ link below the Log In button and follow the instructions.

4. Forgotten your password?
Your password will expire after so many weeks so your password may not work. Remember to check whether your caps lock is off before you try as the password is case sensitive.

If the password doesn’t work after one or two attempts, try selecting ‘Forgotten your password?’ and set
up another. If you continue to try to enter a password that has expired, your account will lock and has to be re-set, see below.

After you select ‘Forgotten your password?’ you will be sent an automatic email with a temporary password. Use this temporary password to access your account. You can either copy the password ensuring that you do not copy any leading or trailing spaces, and then paste it, or you can carefully type it into the space for current password.

The email will contain a link to the sign in page. If you are already on the sign in page, you may just enter the temporary password into the password space on that Log in page.

The password must following this convention:
- contain between 10 and 128 characters
- contain one uppercase, one lowercase, one numeric and one special character
- must not be the same as the username
- cannot be the same as the previous 10 passwords
- cannot numerically increment the existing password, e.g. if Lack!ngEntropy32, the new password cannot be Lack!ngEntropy33

5. Locking your account
If you try to enter an incorrect password too many times, you will lock your account. Please email the Early Years Funding Team nef@cambridgeshire.gov.uk to let them know that you believe you have locked your account. The team will be able to unlock your account and send another temporary password.

6. You are now logged in
You should now be logged in and can continue to your Home page