

Sefton Council



**EHM**

# **Logging In and Customisation**

**Document History**

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# Logging In

EHM is a secure online system to record Early Help Assessments and Plans simpler and more efficient within Sefton. As well as being online, EHM also has another advantage over the paper method as it means that families can be assessed as a whole.

While children and young people remain at the centre of the process, this “whole family” approach ensures that everyone’s needs are taken into account, in order to make a lasting difference.

Before obtaining access to EHM you will need to have completed the online EHM Learning Programme. Upon successful completion of this training you will be notified of your login via e-mail.

The EHM system is internet browser based therefore you will need access to the internet and a web address to access the system.

If you have been provided with a shortcut to the application double click on the application icon.

If you have not been given access to an application icon the EHM system can be found by accessing the internet and typing in a web address available from your system administrator.

You will then be presented with a similar **User Login** screen



- Enter your Login ID and click OK

You will then be prompted to enter random characters from your password (as below).

**Welcome To EHM**  
EHM UAT

### Password

**We will never ask you for your complete password when you login**  
For security, we will NEVER ask you for your complete password when you login.  
**The characters requested here will not change.**  
If you make a mistake here, this page will continue to ask for the SAME part of your password as before.  
If you close the web browser, then open it again and come back to this page, you will be asked for a different set of characters.

### Sign In

Hello **parsol**  
Please enter the **first, seventh and eighth** characters of your password:

● ● ● ● ●   ● ●

**Forgotten Password?**

**OK** **Cancel** **Reset**

- Enter the relevant characters and click OK to continue

**Please note the first time you login you will be asked to change your password and you must update your security questions.**

If you have entered your password incorrectly, a message will be displayed requiring you to input your password again

You will have a number of attempts to log in, however with each incorrect attempt your account will be locked for a period of time. The more attempts you make to login with an incorrect password the more the period of time your account is locked out for will increase.

Once the password has been entered correctly you will be asked at random one of your security questions (see example below).

**Welcome To EHM**  
EHM UAT

### Your Secret Question

This is one of your secret questions.  
This is third defensive barrier to control access to this system.  
You need to type in the answer to the question EXACTLY as you previously entered it when setting up your secret questions.

### Sign In

Hello **parsol**  
Secret Question: **Type word 2**

**OK** **Cancel**

- Enter the response to the Security Question and then click OK to continue

This will open EHM at the Tiles page.

Liquidlogic EHM UAT Home Tiles Help Menu System Reports Find Lynn Parson (0)

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Group 1 ⚙️

**Welcome to Liquidlogic Tiles**

Click on the corner to expand this tile

Liquidlogic Tiles is the front screen for Liquidlogic Applications. It provides you with easy links to tasks, records and forms that you have been involved in and up to date information about your work.  
[Read more...](#)

**New Tasks in last 24 Hours**

No items

**Last 10 viewed Forms**

15 Aug	Philip James	ECAF Case Transfer
15 Aug	Philip James	Consent Record
15 Aug	Jamie James	Consent Record
15 Aug	Jamie James	Consent Record

**Task Summary**

- Number of tasks: **30**
- Number of tasks with a due date: **0**
- Number of overdue tasks: **0**
- Number of individual records: **13**

**Cases where I am the Episode Coordinator**

ADAM KENNY Mullen	15 years	CAP	07 Sep
Charlie Kent	4 years		14 Sep
Jake Lewis	4 years	CAP	15 Aug
Kellie Lewis	14 years	CAP	15 Aug
Leigh Lewis	10 years	CAP	15 Aug
Milly Kent	2 years		15 Aug
NIAMH MULLEN	10 years	CAP	08 Aug

**My Top 10 Current Alerts**

Philip James	Action Plan Authorised	The Meeting is complete and the action plan is now authorised
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**Last 10 viewed Records**

14 Sep	Charlie Kent	4 years	
07 Sep	ADAM KENNY Mullen	15 years	CAP
15 Aug	Tina James	≈ 32 years	
15 Aug	Philip James	2 years	CAP
15 Aug	Moirra James	4 years	CAP
15 Aug	Jamie James	8 years	CAP
15 Aug	Carole Lewis	≈ 39 years	

**Upcoming Meetings in the next 365 day(s)**

No items

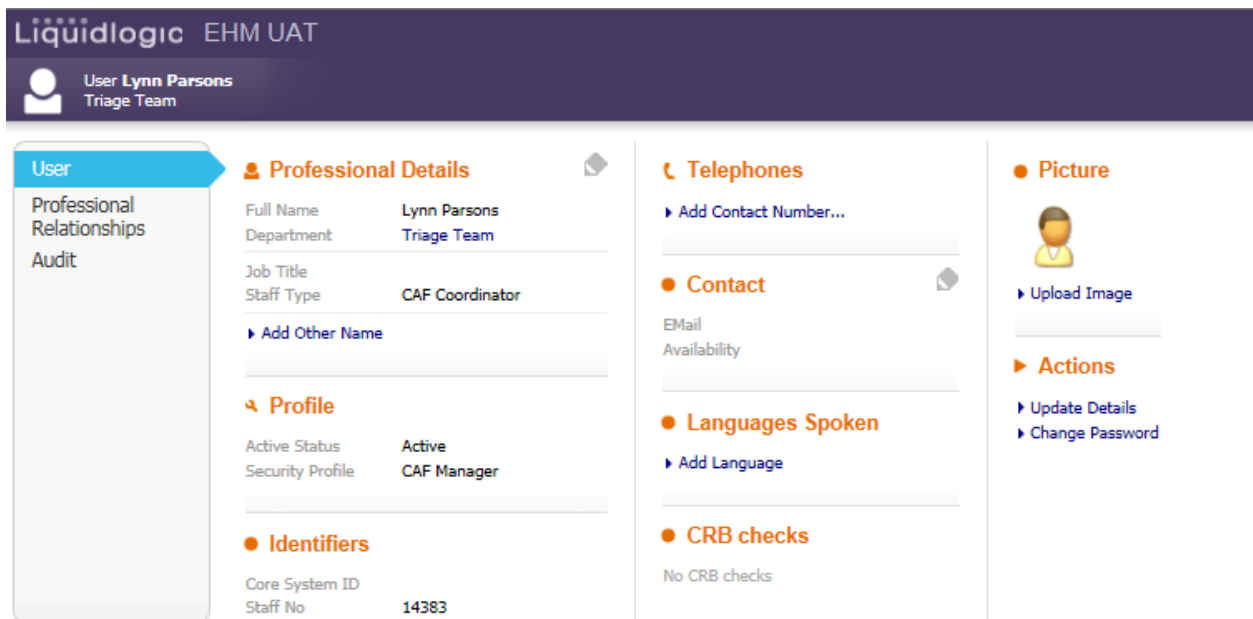
**Last 10 Updated Forms**

Philip James	ECAF Case Transfer
Jamie James	ECAF Case Transfer
Moirra James	ECAF Case Transfer
Jamie James	Consent Record
Moirra James	Consent

# Updating Your Account Details

It is possible to update your name, contact details, password, security questions and any additional information at any time whilst using the system. Alongside each section there is Help text to explain what information is required and how it should be entered.

1. Click the **Account** option from your **name drop down** and the following screen will be displayed.



There are 4 areas of information that can be updated/changed:

- **Your Password / Security questions**
- **Telephone Number**
- **Email Address**
- **Language**

**It is important that this information is kept up to date!**

# Change Password

## ► Actions

- Update Details
- Change Password

1. Click **Change Password** under **Actions**

Liqidlogic EHM UAT

Update Cancel - Update: Lynn Parsons

**Your Details**

- Your Password
- Security Questions
- Other Information

**About You**

Title

Forename

Surname

Login ID

**Other Names**

► Add Other Name

**Contacting You**

E-Mail

**Telephones**

► Add Contact Number...

**Department / Security Access**

Department

Job Title

**Help**

Please enter your contact details here.

We will contact you using these details

Please ensure that all mandatory fields are filled in.

2. Click on **Your Password** from the left menu

Liqidlogic EHM UAT

Update Cancel - Update: Lynn Parsons

**Your Details**

- Your Password**
- Security Questions
- Other Information

**Current Password**

Current Password

**New Password**

New Password

Password Confirmation

**Current Password Expiry**

Expiry Date 12-Oct-2016 09:04

**Help**

Your password protects important information. You should never reuse passwords between work and home.

Your password is a secret word or short phrase known only to you. You should not give this password to anyone.

We will only ask you for PART of your password.

The password must be at least 8 characters.

It must contain a mixture of upper and lower case letters.

It must contain at least 2 numeric digits (0-9).

It can not be just numbers (12345).

It can not be the same as your login id.

Please note that passwords are case specific - ie. "NorthWest42" is different to "northwest42".

You will need to enter your current password first.

3. Enter your new password in the **New Password** box and then re-enter in the **Password Confirmation** box
4. Click the **Update** button to save the changes

Liqidlogic EHM UAT

Update Cancel - Update: Lynn Parsons



# Change Security Questions

## ► Actions

- Update Details
- Change Password

1. Click **Change Password** under **Actions**

**Liqidlogic EHM UAT**

Update Cancel - Update: Lynn Parsons

**Your Details**

- Your Password
- Security Questions
- Other Information

**About You**

Title

Forename

Surname

Login ID

**Other Names**

► Add Other Name

**Contacting You**

E-Mail

**Telephones**

► Add Contact Number...

**Department / Security Access**

Department

Job Title

**Help**

Please enter your contact details here.

We will contact you using these details

Please ensure that all mandatory fields are filled in.

2. Click on Security Questions from the left menu

**Liqidlogic EHM UAT**

Update Cancel - Update: Lynn Parsons

**Your Details**

- Your Password
- Security Questions
- Other Information

**Question 1**

Question

Answer

**Question 2**

Question

Answer

**Question 3**

Question

Answer

**Help**

Here you can define a number of security questions

You will be asked one of these questions (selected at random) when you log in

Some good examples would be:

- Wife's middle name
- Town where you were born
- Mothers middle name

Ideally, the answer to a security question should be something that **only you know**

3. Update each Question using the guidance on the right hand side – **this field is Case Sensitive**
4. Click on the Your Password link in the left menu and enter your current password
5. Click the **Update** button to save the changes

**Liqidlogic EHM UAT**

Update Cancel - Update: Lynn Parsons

## Change Telephone Number

### Adding a New Telephone Number

1. Click **Add Contact Number** in the **Telephones** section

The screenshot shows a web interface for adding a new telephone number. At the top, there is a dark purple header with the text 'Liquidlogic EHM UAT'. Below the header, the title 'Contact Methods for Lynn Parsons' is displayed in bold, with a 'Close' button to its right. Underneath the title are two buttons: 'Create Record' and 'Cancel'. The main form area is titled 'New Telephone' and contains several fields: a 'Type' dropdown menu, a 'Contact Detail' text input field, a 'Notes' text area with up and down arrows, a 'Primary Contact' checkbox, a 'Start Date' field with a calendar icon (showing '27-Sep-2016'), and an 'End Date' field with a calendar icon.

2. Select Type from Pull down box (Fax / Home / Mobile / Work)
3. Enter the Telephone Number in the **Contact Detail** box
4. If this is your main contact telephone number tick the **Primary Contact** box
6. Click the **Create Record** button to save the changes

This screenshot shows the 'Contact Methods for Lynn Parsons' page after the new telephone number has been added. The header and title are the same as in the previous screenshot. Below the title, there are 'Create Record' and 'Cancel' buttons. The main content area displays a table with one row of data, indicating the newly added contact method.

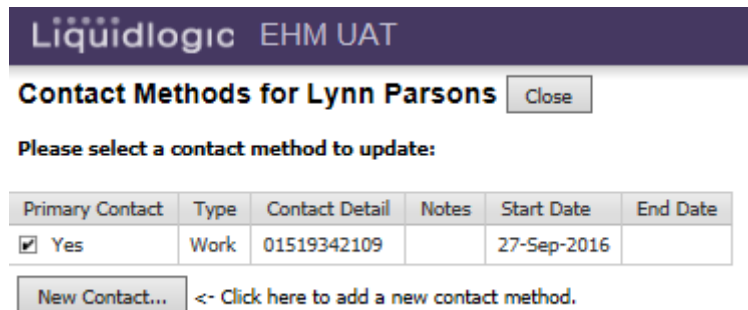
7. The record you have just entered will be displayed

The screenshot shows the 'Contact Methods for Lynn Parsons' page with a table displaying the updated record. The table has columns for 'Primary Contact', 'Type', 'Contact Detail', 'Notes', 'Start Date', and 'End Date'. The first row shows 'Yes' checked in the 'Primary Contact' column, 'Work' in the 'Type' column, '01519342109' in the 'Contact Detail' column, and '27-Sep-2016' in the 'Start Date' column. Below the table, there is a 'New Contact...' button and a link that says '<- Click here to add a new contact method.'

Primary Contact	Type	Contact Detail	Notes	Start Date	End Date
<input checked="" type="checkbox"/> Yes	Work	01519342109		27-Sep-2016	

## Updating an existing Telephone Number

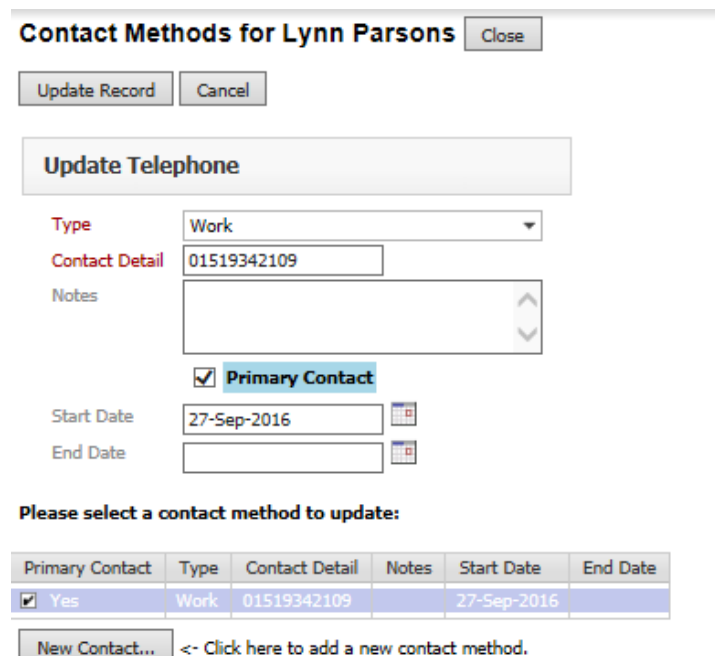
1. Click **Add Contact Number** in the **Telephones** section



Primary Contact	Type	Contact Detail	Notes	Start Date	End Date
<input checked="" type="checkbox"/> Yes	Work	01519342109		27-Sep-2016	

[New Contact...](#) <- Click here to add a new contact method.

2. To amend an existing contact click on the relevant contact in the list



Primary Contact	Type	Contact Detail	Notes	Start Date	End Date
<input checked="" type="checkbox"/> Yes	Work	01519342109		27-Sep-2016	

[New Contact...](#) <- Click here to add a new contact method.


3. Make the relevant changes
4. Click the **Update Record** button to save the changes



[Update Record](#) [Cancel](#)

8. The record you have just entered will be displayed

## ***Adding/Updating Email Contact Details***

1. Click  in the **Contact** section



The screenshot shows a user interface for editing contact details. At the top left, there is a red dot followed by the word "Contact" in orange. To the right of this header are two blue icons: a checkmark and an 'X'. Below the header, there are two input fields. The first is labeled "EMail" and is a simple text box. The second is labeled "Availability" and is a larger text box with a vertical scrollbar on its right side.

2. Enter your email address in the **Email** field
3. Click on the  to save the information

## Adding/Updating Languages Spoken

1. Click **Add Language** in the **Languages Spoken** section

**Liquídlogic EHM UAT**

Create Cancel - Add Language

**New Lynn Parsons - New Language**

● **Language**

Language

Fluency

Understanding

Primary Language

Notes

- Enter Language details using pick lists.
- If applicable select the Primary Language check box to mark the language primarily used
- Click Create and the following screen will be displayed

**Liquídlogic EHM UAT**

**Lynn Parsons - Language: English**

**Lynn Parsons - Language: English**

● **Language**

Language English Primary Language Yes

Fluency Fluent Notes

Understanding

▶ Update Details

▶ Delete Language

▶ Add Another

● **All Languages**

Language	Fluency	Understanding	Primary?	Notes
English	Fluent		<input checked="" type="checkbox"/> Yes	

At this stage the language record can be amended using the Update Details link, or the language record can be removed using the Delete Language link or a further language can be added using the Add Another link. To record further languages click **Add Another** then follow the steps above.

To return to the previous screen you will need to click the back arrow at the top of the screen

Language: French, Fluency: Not Fluent, Primary Language: No, Understanding: Notes

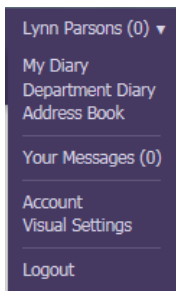
Update Details, Delete Language, Add Another

Language	Fluency	Understanding	Primary?	Notes
English	Fluent		<input checked="" type="checkbox"/> Yes	
French	Not Fluent		<input type="checkbox"/> No	

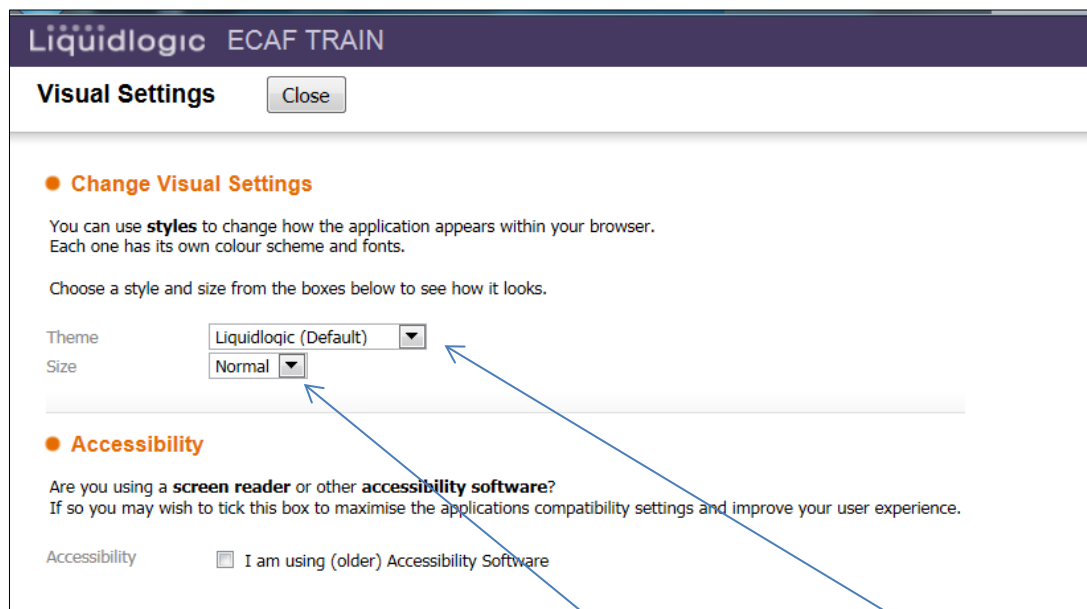
## Updating the Visual Settings

You can amend the way the system looks i.e. font size and colour from within the system.

By clicking on your name at the top of the screen you will access a sub-menu.



Clicking on the Visual Settings link will take you to the Visual Settings Screen



### Changing Screen Colours

- **To change the screen colours** - select the different themes from the Theme menu box and your screen colours will change

### Changing Font Size

- **To change the font sizes** – select the different sizes from the Size menu box and your font sizes

Once you have chosen your visual setting options, click Close; this will save and apply the settings.

**Please Note:** The larger the font size, the more the scroll bar may have to be used throughout the system to navigate through the screens.