

Professionals Guide to Online Referrals

Welcome to Sefton Adult Social Care

Click on one of the pictures to open the area you need.

You can access online forms, directory of services and more information.

Information



More information about Sefton Adult Social Care

Find local support



View Sefton Service Directory

Paying for care



Latest information about charges

Making a referral as a professional



Submit a referral for social care or occupational therapy support, DoLS forms 1 & 2

To view a saved or submitted form you need to [Log in](#)

If you feel your needs are urgent and you require immediate support, contact Sefton Council on 0345 140 0845 or go to the appropriate emergency service

For more information on call charges, click [here](#)

Table of Contents

Introduction	2
Portal Home Page	2
Information	3
Find local support	3
Paying for care	3
Making a referral as a professional	3
Referral for Social Care	4
Referral for Occupational Therapy	4
DoLS Forms	5
Tips for completing an Online Form	5
Recapcha	5
Important Information	6
Mandatory Questions	6
Saving a form for Later	7
Submitting a form	7
Creating an account on the Sefton Adult Social Care Online Portal	8
Register for a new account	8
Your Portal Account Menu	10

Introduction

The Sefton Adult Social Care Online Portal is a tool for professionals to submit online requests directly to Adult Social Care without calling the Sefton Contact Centre. To access the Adult Social Care Portal, you need to go to the following website <https://seftoncitizenportal.sefton.gov.uk/>

Note: if you wish to make a safeguarding referral, please contact us via the Contact Centre on 0345 140 0845.

The first phase of the portal launch will offer, DoLS Forms 1 & 2 and Professional Referrals for Social Care and Occupational Therapy support.

The portal will be expanded during the coming months to offer additional services to Sefton citizens and professionals.

You can access the portal using this link <https://seftoncitizenportal.sefton.gov.uk/web/portal/pages/home>

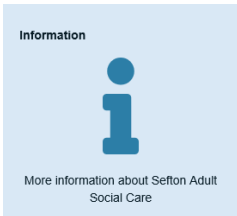
Information on the portal can be found at www.sefton.gov.uk/adultsprofessionalreferral

Portal Home Page



The Home page is the starting point when you access the Adult Social Care portal. More information about each of the icons is given below.

Information



This icon will direct you to the Adult Social Care pages of the Sefton Council website.

Find local support



This icon will direct you to the Adult pages of the Sefton Directory of services.

Paying for care



This icon will direct you to the charging pages of the Sefton Council website.

Making a referral as a professional



This icon will enable professionals to submit online referrals direct to Adult Social Care without the need to telephone the Contact Centre.

Clicking on this icon launches a sub page with icons for each of the referral types that can be submitted via the portal.



Referral for Social Care



This icon opens up the social care referral form.

Referral for Occupational Therapy



This icon opens up the Occupational Therapy referral form.

DoLS Forms



The DoLS Forms icon, opens up a further selection page

DoLS Online Forms

Deprivation Of Liberty Forms for online submission

Please use these forms to request a Deprivation of Liberty (DoLS) standard authorisation or urgent authorisation online.

- To submit or save a DoLS Form you will need to register by providing an e-mail address and creating a password.
- You will be required to enter the name, address and contact details of the person that you are referring after you have logged into our secure system.
- Forms will time out after a period of twenty minutes of inactivity, after which your data will be lost and you will need to start the form again.
- Please provide as much information as possible to avoid delays.
- Questions marked with an asterisk * are mandatory.
- Any information entered will not be seen by the council unless you register and submit your form(s) to us.

1. [DoLS - Form 1 - Standard Request And Urgent Authorisation](#)

2. [DoLS - Form 2 - Further Standard Authorisation Request](#)

Click the link to complete the required DoLS form online.

Tips for completing an Online Form

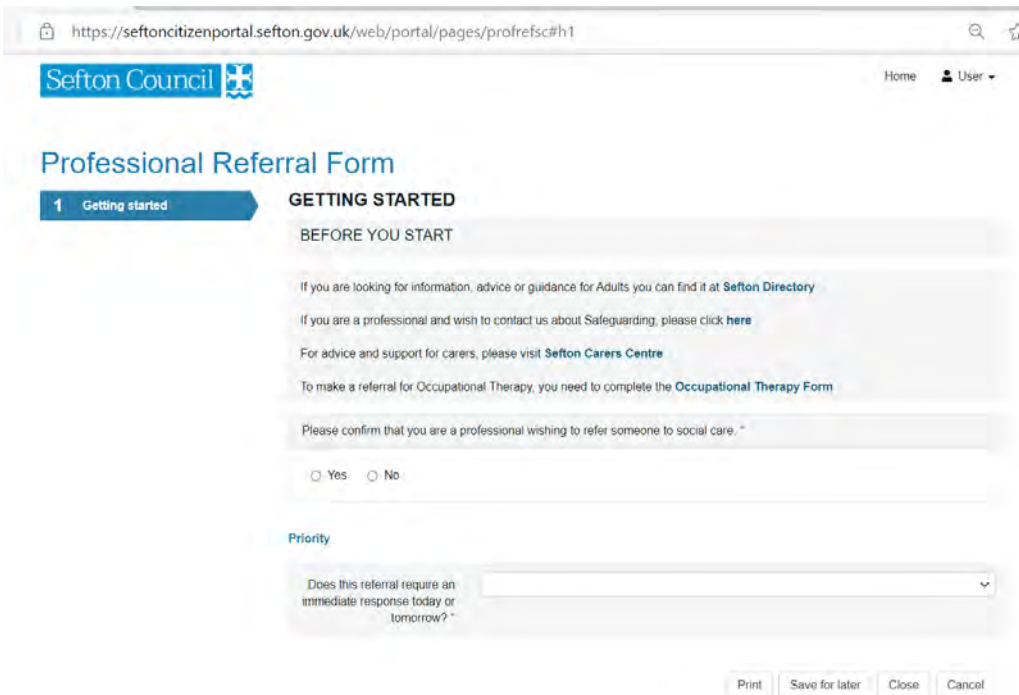
Recapcha

An additional security measure we employ is called 'Google Recapcha' and is commonplace now when working online. When you start a form, you will need to tick the box to confirm you are not a robot.



Important Information

The 'Before you start' section contains useful links, which may assist with the referral process. Any links to other websites are highlighted in blue and bold text.



Mandatory Questions

When completing the form, you need to answer every question as fully as possible. Mandatory questions will have a red asterisk alongside the question as shown by the red circle in the example below.

Please confirm that you are a professional wishing to refer someone to social care. *

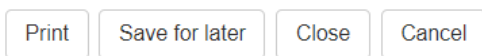
Yes No

If you do not answer a mandatory question, you will be prevented from moving on to the next stage of the form.

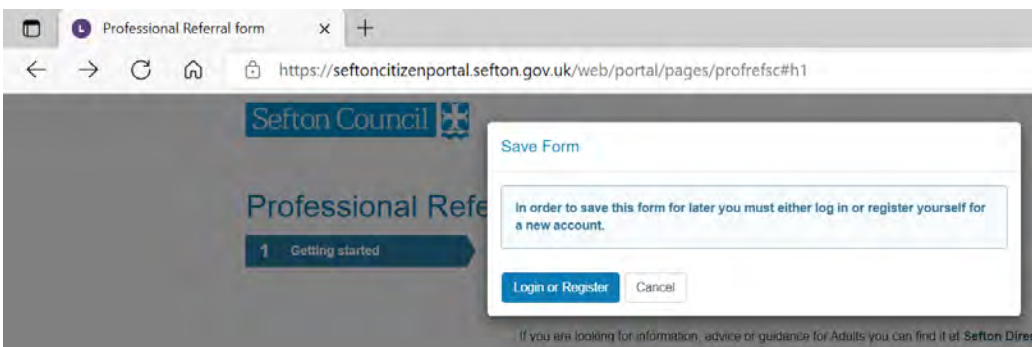
Please complete all free text questions as fully as possible as failure to prevent enough relevant information may mean that the referral is not accepted.

Saving a form for Later

Sefton Council will **NOT** receive any forms that have been started on the portal until the forms are submitted to us. If you need to save a form to complete at a later stage, you can by clicking the Save for Later button in the bottom right of each page of the portal form.



When you click Save for Later you will be redirected to the login screen. You will need to login to your portal account in order to save the form. **Note: Forms are only saved for 30 days.**



Instructions on creating an account can be found here [Register](#) .

Submitting a form

No forms can be viewed by Sefton Council staff unless they have been successfully submitted to us by clicking on the Submit button at the end of the Form. Submit will only be visible when all required mandatory questions have been answered.

When a form has been successfully submitted via the portal, a confirmation email will be sent back to the referrer.

Creating an account on the Sefton Adult Social Care Online Portal

The first time you submit a completed online form via the Adult Social Care Online Portal, you will need to register for an account. The for every subsequent form you wish to submit, you need to login to your account. If you forget your password, you can click on the 'Forgotten password?' link and follow the on-screen instructions to change your password.

The Login or Register button screen appears on each of the forms on the portal.

13% complete

ABOUT YOU

To submit the referral you will now be asked to log into our secure portal. You will then be asked for your name and contact details and those of the person that you are referring.

In order to log into the portal:

1. You will need to have a valid email address.
2. You will be sent a **verification code** to this email address.
3. You will need to enter the **verification code** in order to register.
4. You will have **20 minutes** to enter the code after which time it will **EXPIRE** and you will need to start the Registration process again.

If you don't receive an email from us select the option to **request a new code**.

If you still do not receive an email, check the **Junk** folder in your email; if the mail is not there then please check that the email address you have provided for the Registration is correct.

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

Login or Register

← Previous
Next →

Print
Save for later
Close
Cancel

Register for a new account

When you click the Login or Register button you will be taken to the secure login screen, on the right of the screen there is a New Users Section.

Secure login - step 1

New to Adult Social Care on-line? Register for an account on the right.

Already using Adult Social Care on-line? Sign in below.

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

New users

If you're new to Adult Social Care on-line, sign up for an account here

Click the Register for new account button

Register a new account - step 1

Forename

Surname

Enter your Forename and Surname and click Next

Register a new account - step 2

Email address

Password

Confirm password

Password policy

Your password must meet the following requirements

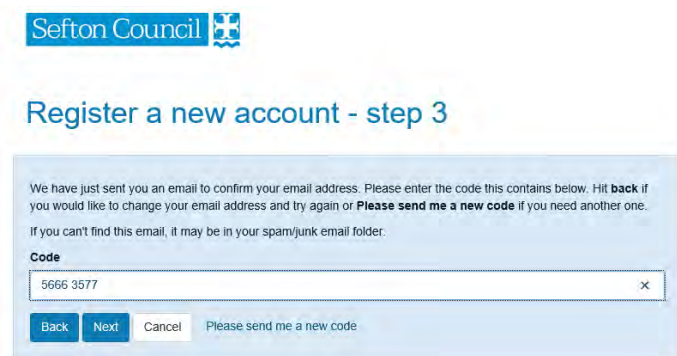
- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character

[Click to see list of special characters](#)

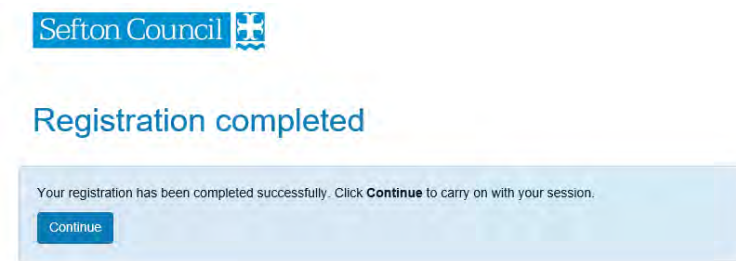
Enter your email address that you wish to use each time you login to the portal, create a password that meets the password policy detailed on the right of the screen

A verification email will then be sent to the email address you have entered, with a verification code. You need to enter the verification code into the Portal and click next. As shown in the example below.

Note: you do not have to have the space between the 2 sets of numbers



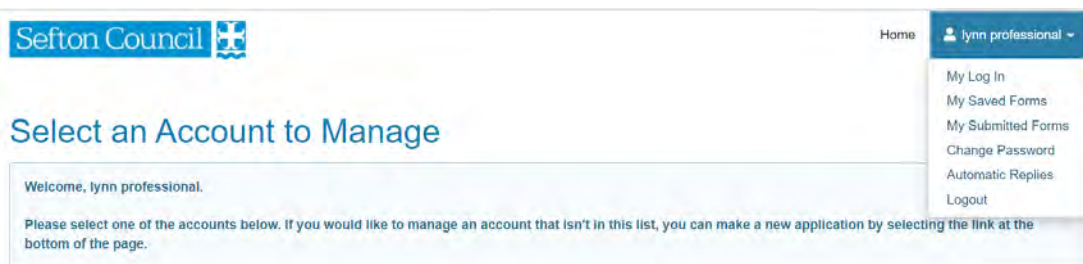
Once you have successfully registered, you will see the Registration Completed screen



Click Continue to progress

Your Portal Account Menu

Once you have signed into your portal account, your name will appear in the top right corner of the portal screen. Clicking on your name displays your portal account menu.



Use this menu to return to forms you have saved for later, forms submitted to Sefton in the last 30 days and change your portal password.

