Logging into Liquidlogic Portal

What is Liquidlogic Portal?

The Liquidlogic Portal is a system used to allow professionals to submit referrals safely and securely for a range of childrens services. It is also used to collect feedback from our service users.

N.B. - Users need to self- register specifically for this portal.

Accessing the Portal

Searching our Worcestershire County Council Website will lead you to Social Care, Early Help or EHCNA requests

[Children's social care | Worcestershire County Council](#)

> Referral to Childrens Social Care (Level 4)
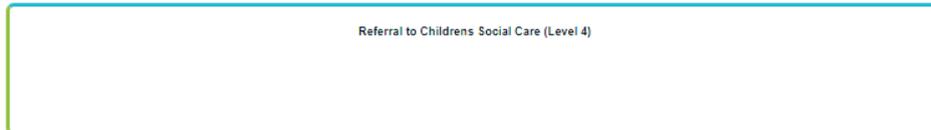
[Early Help guidance for professionals | Worcestershire County Council](#)

Submit Early Help Assessment Warning - this is NOT a request for support	**Targeted Early Help Request**

For LADO see [Safeguarding and quality assurance for children | Worcestershire County Council](#)

> Make a referral ⬈

For EHCNA see [EHCP – Education, Health and Care plans | Worcestershire County Council](#)

> EHC Needs Assessments Request ⬈

Log in or Register

In the Your Details section of a form you will be prompted to Log in or Register

> Please select **Professional (LADO/Social Care/Early Help Referral)** below
>
> 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
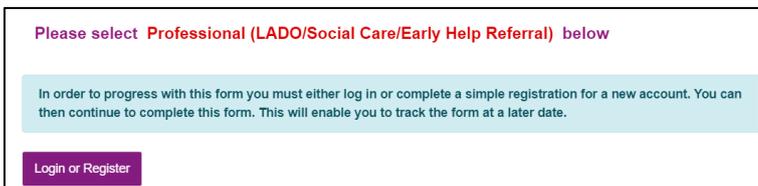
Register for an Account

New users to the portal will need to register for an account.

Click register for new account, all fields with a red star next are mandatory fields and need completing, the details you enter here will pre-populate into forms you submit via the portal (see your details section below).

If you are setting up this account as a professional, you **must** tick that you are a professional and use your work email address. The password must be 12 characters long – see below for details.

You will be sent an email asking you to verify your email address by entering a code, you can then log in. Your session will remain active for 60 minutes, please save details regularly as you complete forms.

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Secure login - step 1

New to Worcestershire Portals? Register for an account here or use the button below.
Already using Worcestershire Portals? Sign in below.

Existing users

Email

Please enter your email address

Password

Please enter your password

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

Submit   Cancel

Forgotten password?

New users

If you're new to Worcestershire Portals, sign up for an account here

Register for new account

Register a new account - step 1

Forename *

Surname *

☐ Is this account being used in a professional capacity?

Property name

House number or name

Street *

Area

Town/City *

County

Postcode *

Next   Cancel

Worcestershire County Council

Register a new account - step 2

Email address *

Password *

Confirm password *

Back   Next   Cancel

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 be different to your current password
- It must be different to your previous 8 passwords.

Click here to see the list of special characters:

!"#$%&'()*+,-.:;<=>?@[\]^_`{|}~

Logging into the Portal

Enter your email address and password; click Submit.

Add the code sent to your registered email address into the code field.

Please not - Codes are time sensitive and only last for five minutes. If you do not use it within this time click Please send me a new code.

Forgotten Passwords

You can re-set a forgotten password by clicking on the **Forgotten password?** link. WCF cannot see or change your passwords.

Your Details

Once you are logged in your details will be displayed in the top right and the Your Details section of forms.

Some users will have their system set up to launch a new web page. If this is the case you should use the new web page launched, or you will get a time out error. If the time out error occurs, you need to close all tabs and re-launch.

You will not need to log in again to submit more forms unless you are submitting multiple EHCNA requests, log out or are timed out through inactivity.

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The portal will log you out after 60 minutes of inactivity. This is a security feature of the portal and is designed to keep your information secure.

Who is this About

This section is for the child/ren in the family that need support.

When you complete the "**I am completing this form as a**" section it is very important select the **Professional** drop down option. You will need to enter this information for each of the child/ren you are referring.

Adding Service User's Addresses

You need to add the service user's addresses. Enter the postcode and click find address. If the address is found it will be displayed as below. If the address is not found, enter it manually.

N.B. – Ensure to click the **Find Address** button, (highlighted above in red). If you do not click it or don't enter the address manually the form will not allow you to continue. Ensure you have entered addresses for each of the people on the referral.

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Attaching Documents

Only professional users can attach documents within the portal. Files should not be too large and should not be of a format different to those listed as the portal will not accept them.

To upload an attachment, click the **Choose file** button and select the file that you want to upload.
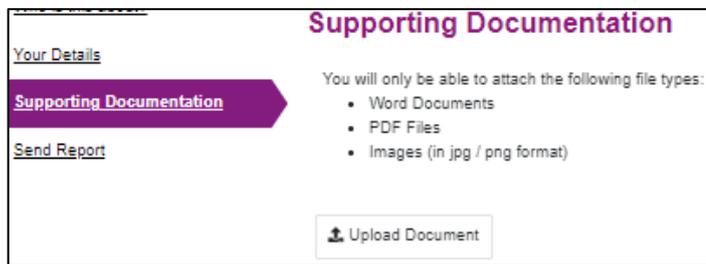
Submitting the Referral

To send the referral to Childrens Services, click on the Send Report to Local Authority button

Recover a saved form or view submitted

If you need to save a form and come back to it you will be sent an email to say form saved and you can view by logging in again and selecting Recover Form and then clicking on form. Forms will stay in this area for 30 days, if you do not go into the form, update and save again the system will delete these saved forms and they cant be retrieved.

If you want to look at submitted forms you can see them under the Recover a form tab, View Submitted Forms, these will stay here for 30 days. Depending on type request you may see response here e.g. Social Care Referrals.