

The logo for Fresh Start in Education (FSiE) is centered within a purple house-shaped graphic. The text "FSiE" is written in a white, sans-serif font, with the "i" in lowercase. Below it, the words "FRESH START" and "IN EDUCATION" are stacked in a smaller, white, all-caps sans-serif font.

FSiE

FRESH START
IN EDUCATION

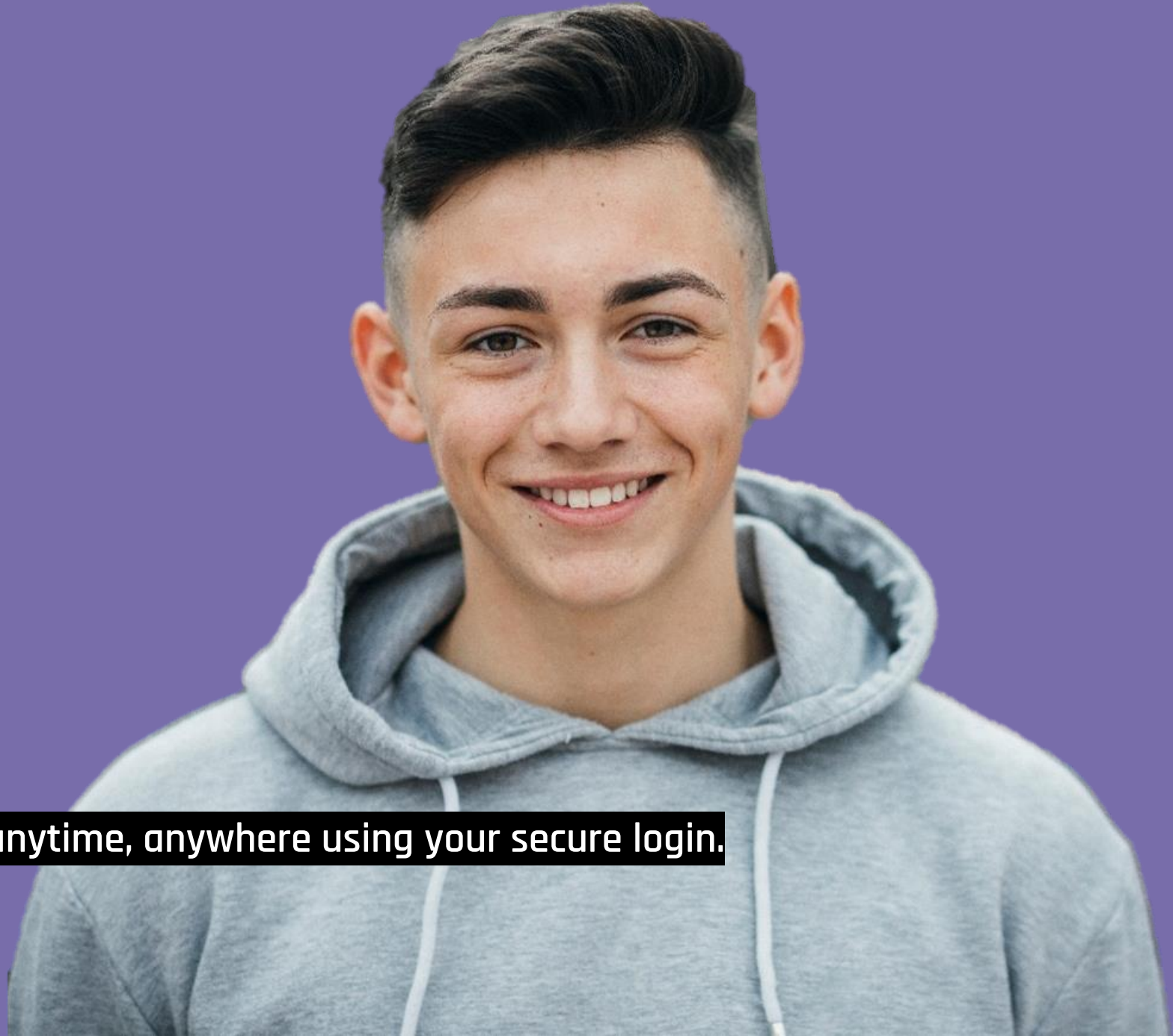
CLIENT PORTAL GUIDE 2024

KEY FEATURES

KEY FEATURES FOR YOU...

- Live Attendance
- Live Engagement Data
- Progress Reports
- Timetabling
- Referral Forms
- IT Support
- All Secure

All Key Features are accessible – anytime, anywhere using your secure login.



LOGIN



You will need to use your login details to sign into the Client Portal which we will provide for you.

Your email address

Your password

A screenshot of the FSiE login page. The page has a purple header with the "FSiE" logo on the left and a "Login" button on the right. The main content area is white and contains a "Sign in" section. This section has two input fields: one for "Email" and one for "Password", both with red asterisks indicating they are required. Below the password field is a blue "SIGN IN" button. At the bottom of the sign-in section is a link that says "Forgotten your password?".

FSiE

Login

Sign in

* Email:

* Password:

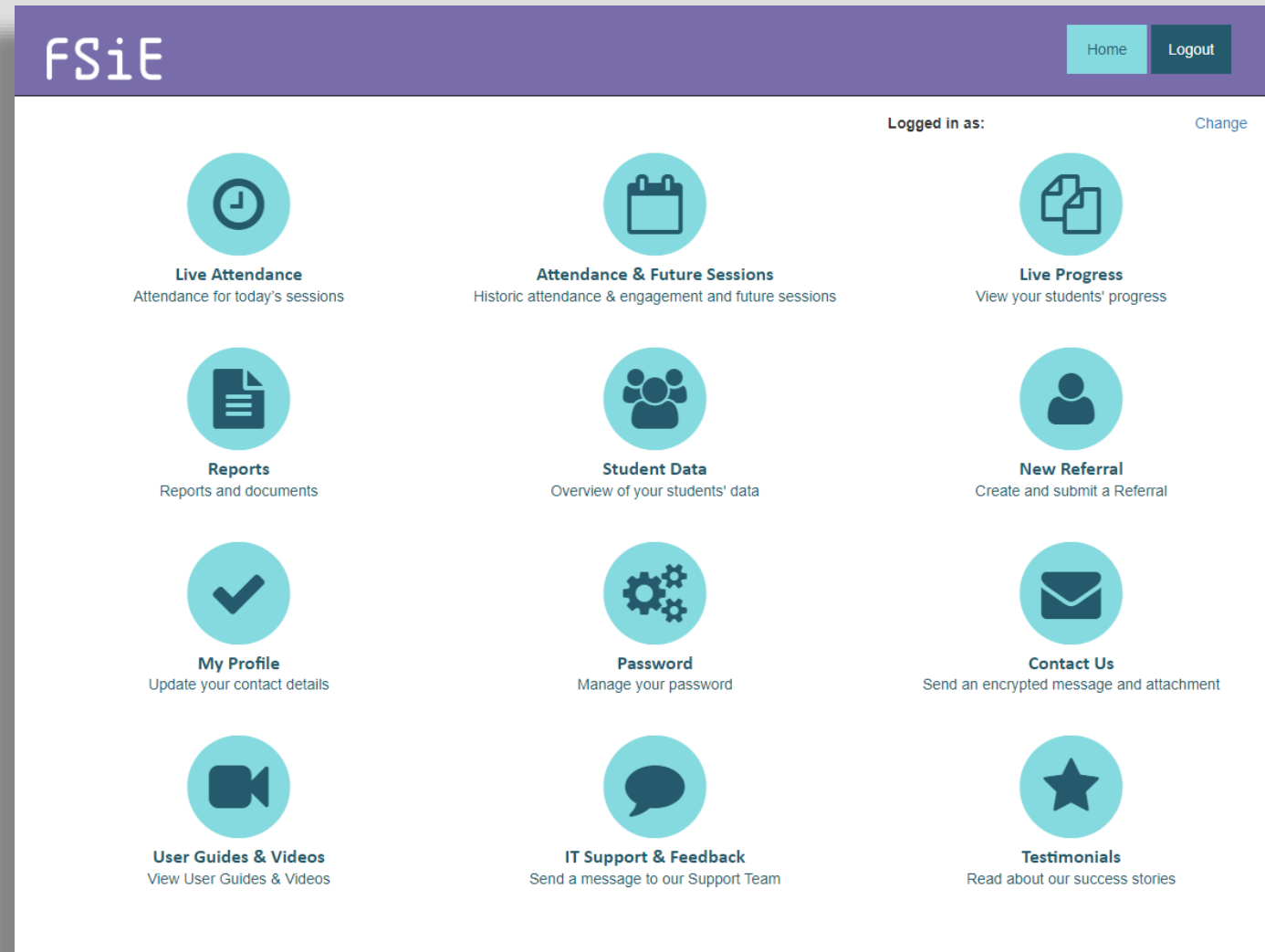
SIGN IN

[Forgotten your password?](#)

DASHBOARD



Once you have logged in you will be taken to the Dashboard where you can navigate yourself through the portal. To experience the working of the Dashboard select an icon for a specific page, or simply press enter to continue the guide.





LIVE ATTENDANCE

Attendance for today's sessions



FSiE

Home

Logout

Logged in as:

[Change](#)

Live Attendance

Please choose one of the following:

☐ My Students ☒ Referring Client Name

Today's Session(s): 14 February 2024

Student	Scheduled Start	Student Arrived	Scheduled Finish	Student Departed	Comment
Student name	09:15		12:15		Cancelled

Please note, full details of 'Department for Education' attendance codes will usually be available on the next working day by selecting the student from the [Attendance](#) area or by calling the office on 0203 196 7226 between 8:30am - 5:00pm Monday - Friday

Student(s)
linked to
you

Student(s)
linked to
Your Team

The
student's
name will
appear here

Time the
session is
scheduled to
start

Actual time
the student
arrived

Time the
session is
scheduled to
end

Actual time
the session
ended

Any
comments if
session was
cancelled



ATTENDANCE & FUTURE SESSIONS

Historic attendance & engagement and future sessions



Student(s)
linked to
you

Select the student
you would like to
view

You can select the
time period for the
students
Attendance and
Engagement

FSiE

HomeLogout

Logged in as: [Change](#)

Attendance and Engagement

Select your student

☒ My Students ☐ Referring Local Authority Name

Please choose one of the following statuses:

☒ All ☐ Currently Placed

Select the time period

☒ Since start of Provision ☐ This Week ☐ Last Week ☐ This Month ☐ This Term

☐ Future Scheduled Sessions

Or choose a date range by selecting a Start and End date:

Start Date End Date

Results

0% Attendance for the selected period

0% Engagement for the selected period

Date	Scheduled Start Time	Scheduled End Time	Total Hours	Attendance Code and Description	Engagement %
No results for the criteria you have selected					

Student(s)
linked to
your team

Attendance and
Engagement
rating will
appear here

More
Information
regarding the
student's
Attendance and
Engagement
will appear here



LIVE PROGRESS

View your student's progress

You can choose the student whose targets and progress you'd like to view

This will show you the progress the student has made against the targets that have been set

FSiE

HomeLogout

Logged in as: [Change](#)

Progress

Select your student

☒ My Students ☐ Referring Client Name

Please choose one of the following statuses:

☒ All ☐ Currently Placed

Charlotte Brown

Select the time period

☒ All Progress since start of provision

☐ Or choose a Progress date range by selecting a Start and End date

Start Date End Date

Progress Key

☐ In Progress ☐ Completed

Communication	PSHE	Life Skills/Careers	Science/Computing/Arts	English	Maths																								
<div>Communication</div> <div>Refresh</div> <table><thead><tr><th>Description</th><th>Progress</th><th>Evidence</th></tr></thead><tbody><tr><td>► Communicate information, ideas and opinions clearly and accurately on a range of topics</td><td>Completed</td><td></td></tr><tr><td>► Express opinions and arguments and support them with evidence</td><td>Completed</td><td><input type="checkbox"/></td></tr><tr><td>► Follow and understand discussions and make contributions relevant to the situation and the subject</td><td>Completed</td><td><input type="checkbox"/></td></tr><tr><td>► Respect the turn-taking rights of others during discussions, using appropriate language for interjection</td><td>Completed</td><td><input type="checkbox"/></td></tr><tr><td>► Communicate information, ideas and opinions clearly and effectively, providing further detail and development if required</td><td>In Progress</td><td><input type="checkbox"/></td></tr><tr><td>► Express opinions and arguments and support them with relevant and persuasive evidence</td><td>In Progress</td><td><input type="checkbox"/></td></tr><tr><td>► Use language that is effective, accurate and appropriate to context and situation</td><td>In Progress</td><td><input type="checkbox"/></td></tr></tbody></table>						Description	Progress	Evidence	► Communicate information, ideas and opinions clearly and accurately on a range of topics	Completed		► Express opinions and arguments and support them with evidence	Completed	<input type="checkbox"/>	► Follow and understand discussions and make contributions relevant to the situation and the subject	Completed	<input type="checkbox"/>	► Respect the turn-taking rights of others during discussions, using appropriate language for interjection	Completed	<input type="checkbox"/>	► Communicate information, ideas and opinions clearly and effectively, providing further detail and development if required	In Progress	<input type="checkbox"/>	► Express opinions and arguments and support them with relevant and persuasive evidence	In Progress	<input type="checkbox"/>	► Use language that is effective, accurate and appropriate to context and situation	In Progress	<input type="checkbox"/>
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REPORTS

Reports and documents



Select to see your student that is linked to you or your team

Choose a student who is currently placed or has been referred to FSiE

Select a student whose reports and documents you'd like to view

FSiE

HomeLogout

Logged in as: [Change](#)

Reports and Documents

Select your student

☒ My Students ☐ Referring Client Name

Please choose one of the following statuses:

☒ All ☐ Currently Placed ☐ Referred Students

Student's name ▼

Date	Report Name	Read/Unread	View
Thu 27 May 2021	PLP - Review	Unread	Download/View
Mon 12 Apr 2021	PLP - Review	Unread	Download/View
Mon 08 Mar 2021	Impact, Engagement & Education Plan - Client	Unread	Download/View
Fri 19 Feb 2021	PLP - Review	Unread	Download/View

All reports and documents will appear here



STUDENT DATA

Overview of your student's data



Select to see your students that are linked to you or your team

Select to view current and closed students

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[Home](#) [Logout](#)

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Student Data

Select your student

☒ My Students ☐ Referring Client Name

Please choose one of the following statuses:

☒ All ☐ Currently Placed ☐ Referred Students

Student	Status	Referral date	Closed date	Fresh Start Contact	Service Level	Commissioned Hours/Week	Current Education Specialist(s)
Student name	Active	Wed 13 Jan 2021	Mon 26 Jul 2021	Coordinator	Level 3	15.0 hrs	-

All your student's information will be shown here



NEW REFERRAL

Create and submit a Referral



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Home

Logout

Logged in as: [Change](#)

New Referral

To create a new Student Referral, please click on the Create button

Create

Existing Digital Referrals

Select Referral

☒ My Referrals ☐ All Referrals

Student Name	FSiE Student ID	Date Created	Created By	Last Modified By	Referral Form Status	Student Status	FSiE Coordinator	View Form
Student name	0000	01/01/2021	Referrer's name	Editor's name	Submitted	Active	Co-ordinator	Open/Continue

Under New Referral –
click 'Create'

Existing Online
Referrals are listed
here



NEW REFERRAL

Create and submit a Referral



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[Home](#)[Logout](#)

Logged in as: [Change](#)

Student Referral

[Save](#)[Referrals](#)[Submit](#)

Fields bordered/filled in red must be completed before submission

Please give as much information on this form as possible. If you feel that additional, unrequested information would be useful for us, then please upload any additional documents at the end of this form.

Please indicate which type of referral you are making

Engagement & Education Package	<input type="radio"/>
Accompanied Work Placement	<input type="radio"/>

Referrer's Emergency Contact Details

The Emergency Contact is the person to whom all **student disclosures** will be sent and with whom any **urgent issues** will be discussed. Please provide both a phone number and an email address.

Emergency Contact Name	<input type="text"/>
Emergency Job Title	<input type="text"/>
Emergency Contact Phone	<input type="text"/>
Emergency Email Address	<input type="text"/>

Student's Details

Select the type of Referral

Input data

Scroll down to complete all the sections

Click 'Save' to save your data, or 'Submit' when all the information has been completed

Under the Authorisation section you can Click on the link for more information regarding our Service Level Agreement and Fee Structure



MY PROFILE

Update your contact details



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[Home](#)[Logout](#)

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My Profile

Please use this form to update your profile.
Contact the office to add additional users.

Title:^{*}

Name:^{*}

Surname:

Preferred Salutation:

SUBMIT

You can amend your
personal information
here



PASSWORD

Manage your password



FSiE

Home

Logout

Logged in as:

[Change](#)

Change Password

Please choose a password with a minimum of 12 characters with at least one upper-case letter, one number, and one special character, hyphens and underscores.

Please do not use simple passwords like 'Password012?' or 'ABCDE123456!'.

Old Password

New Password

Confirm Password

Submit

If you'd like, you are
able to change your
password here



CONTACT US

Send an encrypted message and attachment



Send a general message or a message about a specific student

Once the form is complete, add an attachment if required, and press 'Send'

FSiE

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Logged in as: [Change](#)

Contact Fresh Start

Message type

☒ General Message ☐ Student Specific Message

Recipient:
Referrals Team

***Subject:**

***Message:**

Choose File:

All files and messages will be automatically encrypted.

Alternatively you can call the following departments on the numbers below.

Referrals Team:	0203 409 6410
Education Team:	0203 196 7226



IT SUPPORT & FEEDBACK

IT Support and Feedback



If you have a question regarding the Client Zone, please complete the form or call IT Support for assistance

FSiE

[Home](#) [Logout](#)

Logged in as: [Change](#)

IT Support and Feedback

Send Message

Please use this form to send a message to the IT Support Team.

***Subject:**

***Message:**

Choose File:

[Select](#)

All files and messages will be automatically encrypted.

[Send](#)

Alternatively you can call the IT Support Team on 0203 409 6410.



We hope you have found this
Step-by-Step Guide helpful.
Please click here to give us your feedback.

Thank you for your time.

