

Hampshire Services for Schools

Customer Guidance

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This document will provide an overview to customers logging in to Hampshire Services for Schools for the first time. The site has been designed in a way that allows users to self-serve and as it develops, more guidance will be uploaded for users to view. Once logged, in the items you can access will depend on your role, the type of education setting you belong to and the SLAs/Subscriptions you have signed up to.

Hampshire Services for Schools: Admin Team Contact Details

This document refers to the Hampshire Services for Schools Admin Team. If you have a query that relates to the use of the system, this team can be contacted by email: Hampshire.Services@hants.gov.uk.

If you have a query that relates to a service, please contact them directly.

A list of the service's contact details can be found here: [Service Contact List](#).

Logging in for the first time

1. To complete account creation please click [here](#) (this will take you to the page screenshoted below).
2. Please type in your e-mail address (using the same credentials that received the email) in the **'Email / Username' box**.
3. Next Select **'Forgotten Password?'**
4. You will be sent a temporary password (this may take a couple of minutes to arrive in your inbox).
5. **Please type in your temporary password, do not copy and paste your temporary password**, as the system may not accept it.
6. Once you log in with the temporary credentials you will be prompted to create your own unique password to finish setting up your account.

Hampshire Services for Schools

Welcome to the Hampshire County Council login page.
For help with logging in or using the system please contact
hampshire.services@hants.gov.uk

If you don't have an account, please click here to sign up →

Client Login

Email / Username

Remember my username **Login**

[Forgotten Password?](#) ↓

Dashboard Content

1. **Search** – Search bar than can be used to look for contracts, services, resources and information across the site.
2. **Noticeboard** – This section features key information for you, including news articles, recently published newsletters and in time course bookings and training reminders.
3. **Quick Links** – This feature has useful links such as news articles.
4. **Make a purchase** – Links to the store and your annual order report.
5. **Manage Purchases** – Links to purchasing history and reports.
6. **User Details** – This is a summary of your details as a user and can be updated/amended by clicking your name at the top right of the screen.

The screenshot shows the Hampshire County Council dashboard. At the top left is the Hampshire County Council logo. To the right, the user is logged in as 'John Smith' with a 'Logout' link. Below this, the school name 'Sample Maintained Primary Sc...' is displayed with a dropdown arrow. A dark blue navigation bar contains links for 'Home', 'Services', 'Store', 'Communication', 'Resources', and 'Setup', along with a 'Basket' icon. The main content area is titled 'Welcome | John @ Sample Maintained Primary School' and features a search bar (1) with the placeholder text 'Enter your keywords here and then click enter to search'. Below the search bar are six main sections: 'Noticeboard' (2) with 'No information found'; 'Quick links' (3) with 'Browse resources', 'Read the latest news', and 'Email roundups'; 'Make a Purchase' (4) with 'Annual order for 2023 / 24' and 'Shop now through the Store'; 'Manage Purchases' (5) with 'Manage purchases', 'View latest transactions report', and 'View orders being processed'; and 'User details' (6) showing 'John Smith' and 'John.smith@hants.gov.uk'.

Please note, not all dashboard items will be available initially and will follow at a later stage as the site is updated.

You can also log in by going to: hampshireservicesforschools.hants.gov.uk This is the public home page, which can be viewed by anyone. The menu bar options along the top differ slightly once logged in, but any content that is available publicly will be the same. Some service pages will contain links to content that can only be viewed in full once you have logged in, providing you are signed up to that service.

All Menu-bar Options



Home

Takes you to the dashboard screen as shown above.

Services

Contains a full list of all the traded services in alphabetical order that feature on the site. Each service has their own central page containing more information about their service, contact details, what they can provide to customers and links to useful resources.

Store

Lists the contracts, services and products available, including SLAs through Hampshire Services for Schools. The system knows which items are available to you based on your log on credentials.

Communication

Contains the latest news articles published by the traded services. All news stories published on the site can be found on this page. Stories are personalised to your school and role. The page also features a comprehensive search tool and options for managing your roundups and newsletter preferences.

Resources

Contains a full list of each service's resources (useful information, documents etc) referred to as 'resources'). Users can view individual service lists or search using keywords and filters.

Setup

The Setup page is where you can add and remove your school users and update user/school information.

Creating Users

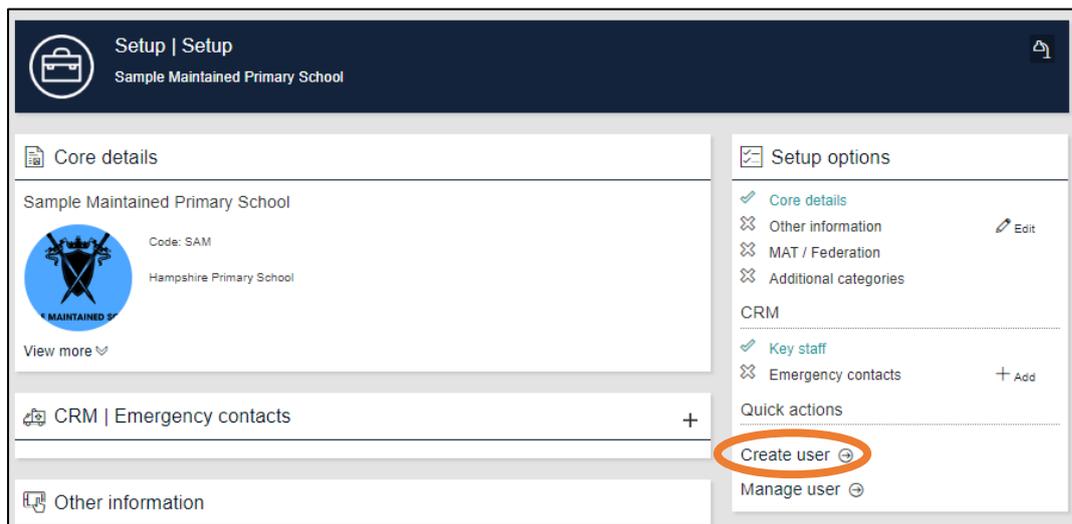
Headteachers, admin and senior staff have the required access to create accounts for other members of your organisation. This can be done by logging in and completing the following steps on the next page.

Please do not create accounts for Governors, as these will be uploaded to the system by Governor Services ready for January 2024.

Select 'Setup' on the menu-bar.



Select 'Create user'.



Complete the relevant fields, only those marked with * are mandatory.

A screenshot of the 'User Profile Details' form. The form is divided into three main sections: 'General', 'Login Details', and 'Personal Details'. The 'General' section includes 'Account type' (User/Non user), 'Status' (Live/Paused), 'Email', and 'Email confirmed'. The 'Login Details' section includes 'New password', 'Confirm password', and 'Required password' (change/not change). The 'Personal Details' section includes 'Name' (Select, Forename, Surname), 'Job title', 'Company', 'Telephone', 'Mobile', and 'Address' (first line, second line, Town). Red asterisks (*) indicate mandatory fields.

Account type: A user refers to someone that actively logs on to the system. A non-user refers to someone who may have something booked on their behalf such as

training.

Passwords: This can be set by the creator and updated by the account holder after their first log in.

Personal Details: As part of the organisation (their school details).

The screenshot shows a user profile form with three main sections:

- Other Details:** Includes fields for 'Comments', 'DOB' (with a calendar icon), 'Ethnicity' (a dropdown menu), and 'Special requirements'.
- Roles:** A grid of 15 checkboxes for various roles: Administration Officer, Early Years Setting Owner / Manager, NQT (Newly Qualified Teacher), Bursar or Finance Officer, Early Years Setting Staff, School Business Manager, Childminder, Governor / Trustee, SENCO, Clerk, HCC Staff, Senior Leader, Designated Person for CP, Headteacher / Principal, Teacher, Designated Person for LAC, and IT Technician.
- Access Rights:** Shows 'Site access' with a note: 'This user has no rights to perform actions on behalf of any sites.' It includes a 'Hide access rights' toggle and a 'Group' dropdown menu.

At the bottom, there is a 'Save changes' button and a 'Save' button.

Other Details: These are not required.

Roles: Select the most appropriate role. (If you require a role that is not available, please contact the Hampshire Services for Schools Admin Team).

Access Rights: Select the most appropriate based on the role.

Service Level Agreement Information

If your organisation is signed up to a 2023-24 SLA with a service that is featured on the site, this can be found by selecting the 'Services' tab, 'View current contracts report'. From here you can apply different filters, add data columns and export into a spreadsheet.



Please note that your 2023/24 SLAs have been 'purchased' on the system by a member of the Hampshire Services for Schools Admin Team using information held

by the service. This ensures there is a current record of the SLA when you first log in. **Where applicable, rolling contracts will continue to be rolled on each year by the service on your behalf, unless you opt out. The charging process for SLAs will remain as it is now, via the IBC.**

Purchasing Items

If your role has access to the store, you will see a range of SLAs and Contracts available to purchase. Please note, you can commit to a purchase through Hampshire Services for Schools, but the charging will take place existing through existing IBC processes.

Where applicable the site will request that a quote form is completed and once the quote has been returned, a pre-purchase form may need to be submitted. Some system configurations cannot be changed by Hampshire County Council and therefore, a P.O. box will appear when checking out, but this is not mandatory for Hampshire Local Authority Schools.

The site also requires the tick box 'Buy now and pay via invoice' to be selected. This needs to be ticked to proceed with the purchase. However, payment by invoice is not applicable to all customers and charging will take place via the IBC using existing processes.

Please ensure any quote or pre-purchase forms are filled out correctly prior to purchase to ensure the correct charging takes place. For Hampshire Local Authority Schools, a GL code and Cost centre will be required. By ticking the terms and conditions box and selecting the 'Buy now and pay via invoice' **you are declaring you have permission to make the purchase** and will be charged by the relevant service(s) via processes already in place.

Customer Support

If you have a query that relates to the use of the system, please contact the Hampshire Services for Schools Admin Team by email:

Hampshire.Services@hants.gov.uk and include a screenshot if applicable.

Emails will be monitored between Monday – Friday 09:00 – 17:00 and responded to within 5 working days.

If you would like to provide feedback about the system, please use the [Hampshire Services for Schools Feedback Form](#).

If you have a query that relates to a service, please contact them directly.

A list of the service's contact details can be found here: [Service Contact List](#).