HUB 01 Registering Guidance
ACCESSING THE HUB

The following guidance details how to login to and access your account on the EHC Hub.

The Staffordshire County Council Education, Health and Care (EHC) Hub can be accessed via the following link:

https://ehchub.staffordshire.gov.uk/

The following screen will be displayed:

For more information about the EHC Needs Assessment (ECHNA) process click

To reset your password, click the Reset password link and follow the on-screen instructions.

For help accessing the Hub please send an email to sendehchub@staffordshire.gov.uk

Please also see Staffordshire's Local Offer which includes information about SEN and the EHC Needs Assessment process.

SEND Local Offer

The remainder of this guidance assumes that you have been invited to register as a user on the EHC Hub.

For guidance on making a request for an EHC Needs Assessment on the Hub please see guidance sheet

03HUB – ParentCarer – Requesting an EHC Needs Assessment
ACCOUNT REGISTRATION

Before you can login to the EHC Hub your account will need to be invited to register by the local authority. Once your account has been setup the hub will send you an automated email to ask you to complete your registration.

A short video is also available to support your access to the EHC Hub here (this link will also appear in your invitation to register email):

Account registration
EHC Hub Account Registration guidance

Please check the email you supplied in your account registration for an email from Staffordshire’s EHC Hub.

The email should look as follows:

Dear [Name],

You have been invited to register an account on the Education, Health and Care (EHC) Hub as a parent, carer or guardian of a child/young person who is being considered for an EHC Needs Assessment.

This is usually as a result of or having received a request for an EHC assessment from the local authority. You will then be invited to complete the registration process.

If you have not received an email, please check the Junk/Spam E-Mail folder in your email account.

Once you have accessed the email, click to progress the registration process. You must use the email address that the invitation has been sent to.

Please note – the Complete your Registration link will be disabled once the registration process is complete. To log into the Hub again, navigate to https://ehchub.staffordshire.gov.uk in your internet browser.
TWO FACTOR AUTHENTICATION

To complete your registration on the EHC Hub for security purposes the system will require you to setup Two Factor Authentication. Upon clicking the button a new internet explorer screen will be opened directly in the EHC hub.

Two Factor Authentication can be setup in two ways

1. Using the QR code that is shown on screen. This method will require a QR Reader app on your mobile device. QR Readers are free and can be downloaded from the Google Play or Apple Stores

2. Use an SMS message to verify your access. To use this option, click Use SMS instead of an app

For ease of access it is recommended that the SMS option is used to authenticate your account.

Once the Use SMS option has been clicked a new screen will be shown. Enter your Mobile telephone number into the field provided and click

The system will send an SMS text message to your mobile device with a verification code. Please look on your device for a text message from StaffsEHC

Once you have the code, enter the code in the relevant field and click

NOTE: should you need to you can resend a code by clicking here

Once the Verify Code button is clicked the EHC Hub will open