

Registering on the SEND Citizen Portal

The SEND Citizen Portal is a secure online gateway provided by Stockton-on-Tees Borough Council that enables parents/carers to self-register and then provide information to the Local Authority (in relation to SEN) about their child.

Using the portal you can:

- Request an assessment
- Submit requests for advice/reports
- Check the current status and track progress of an EHCP assessment
- View copies of the EHC Plan.

To get started, visit: www.stockton.gov.uk/SENDcitizensportal

How to register

1. Visit www.stockton.gov.uk/SENDcitizensportal.
2. Click on “Register” at the top of the page and follow the on-screen instructions.

The screenshot shows the top navigation bar of the Citizen Portal. On the left is the Stockton-on-Tees Borough Council logo. On the right, the text 'Citizen Portal' is displayed. Below the logo, there are links for 'Home', 'Login', 'Register', and 'English/Cymraeg'. The 'Register' link is circled in red. A red arrow points from step 2 of the instructions to this link. Below the navigation bar, there is a registration form on the left with fields for 'Email Address' and 'Password', a 'Login' button, and a link for 'Forgotten your password?'. On the right, there is a 'Welcome to the ONE Citizens Portal' message followed by a list of services: 'Two Year Old Funding', '30 Hours Free Childcare', 'A Primary or Secondary School Place', 'Free School Meals', and 'Special Educational Needs Services'.

3. You will also be required to set up Two Step Verification, this is an additional process to increase your security when logging on to the Portal. This process is mandatory if you wish to use the SEND aspect of the Portal, when enabling Two Step Verification you must select “Email” as your preferred method.
4. Please note, as part of the registration process, the Portal will send you an email to complete your registration. Please make sure to check your spam/junk folders if you cannot find the email in your main inbox.

A full user guide for using the portal is available for parent / carers on the Local Offer. If you need help registering or would like to request the user guide, please contact the SEN Team on 01642 527145.