

Provider Portal FAQs

[The portal link is https://emsonline.nottscc.gov.uk/ProviderPortal_LIVE/](https://emsonline.nottscc.gov.uk/ProviderPortal_LIVE/)

You should have been sent a username; The Password and Secret Question is whatever you set it to – remember your passwords (you get 3 chances before your account gets locked) – you can click on the ‘forgotten password’ link to reset your password.

We will use the portal to deliver important messages, reports and set tasks for you to do. Please check it regularly.

You will periodically be required to change your password (usually once a month), so you may be prompted to reset your password.

[If you need to unlock your account please email eypp@nottscc.gov.uk](mailto:eypp@nottscc.gov.uk) or phone 0115 9772510 and we will reset your account

1. Difficulties in changing password, e.g. Typing in passwords which don’t match the password requirements

- Should be minimum 8 characters - maximum 10 characters – including 1 uppercase and 2 numbers e.g. Password12
- After three failed attempts of changing passwords it will lock your account and you will need to ask for it to be reset.

2. Settings querying why they need to enter Parent/Carer National Insurance Numbers

- You only need to enter National Insurance Number if you wish to claim Early Years Pupil Premium for 3 and 4 year olds.
- If parent/carers information is not available or has not been collected by the provider, then the provider can ‘Decline to provide’
- Child details should change to blue rather than red and setting will be able to submit.

3. Children who have left the setting in a previous term – won’t allow the correct leaving date

- Settings advised to put first day of term – 1st September 2015, 1st January or 1st April depending on what the current term is.

Early Years Pupil Premium process for providers

You can enter the carer details for each child in the portal by clicking on the red box to the left of the child’s forename in an open task.

You will need to enter:

- parent/carers forename
- surname
- date of birth
- NI number

It is the provider’s responsibility to collect the parent/carers data in order to claim EYPP.

If a child is eligible you will receive 53p per funded hour extra in addition to the base rate. This is applicable to 3 and 4 year old children only.

If the data is not collected, and we do not hold it already, you will not be paid EYPP.

Other queries not covered in FAQs

[Email your query to eypp@nottscc.gov.uk giving full details with one of the following phrases in the subject line of your email:](mailto:eypp@nottscc.gov.uk)

Password query, Payment query or General query

Please do not send emails to any personal email address within the County Council.