

Online Provider Portal help guide

How to review Inclusion funding payments

About this guide

This is a step-by-step guide for how to view Inclusion funding payments on the Online Provider Portal

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Before you start

Things to note

- You do not submit claims for Inclusion funding using the portal, you may only view a summary of the payments we make to you
- You will only be able to view a payment once it has been released by us
- Payments made take 3 working days to reach your account from the date shown in your summary

If you require assistance signing in to the portal

- Find help [online](#)

Finding the payment summary

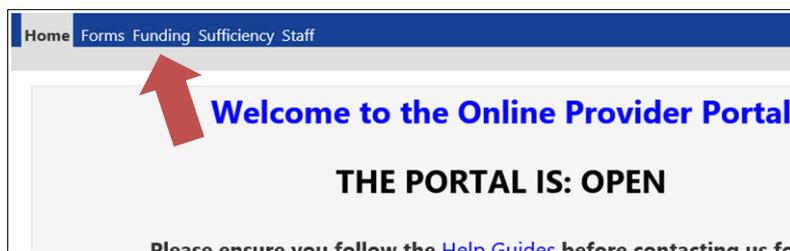
1. [Sign in](#) to the portal

If your account has access to more than one provider, choose the appropriate one from the list at the top of the screen (either day nursery, pre-school or childminder) then press the **Proceed** button



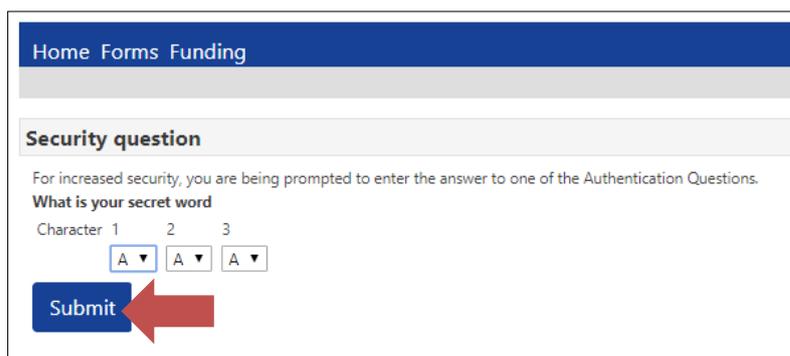
The screenshot shows a form titled "Please select an Organisation below". Below the title, it says "As you are linked to multiple Organisations you will need to select one in order to proceed." There is a dropdown menu labeled "Select Organisation:" with "--Please select--" as the selected option. To the right of the dropdown is a blue button labeled "Proceed".

2. Choose **Funding** in the top menu



3. To access the **Funding** area of the portal, you must pass through a Security Question. Enter three characters from your secret word (note which three the portal is asking for) then press the **Submit** button.

If this is the first time accessing the Funding area of the portal, or you've had your account reset by us, your Secret Word will be defaulted to WSCC



The screenshot shows a "Security question" form. It asks "What is your secret word" and provides three character input fields labeled "Character 1", "2", and "3". Each field contains the letter "A" and a dropdown arrow. A blue "Submit" button is located below the input fields, with a red arrow pointing to it.

4. This step is for users that have the default Secret Word (WSCC) only

If this is the first time accessing the **Funding** area of the portal, you'll be prompted to change your default secret word to one of your own choosing

First, click on the text *What is your secret word (Provider)* so that it becomes highlighted (may take a moment to highlight if using a mobile or tablet device)

Then enter the old and new answer, into the boxes - the answers are case sensitive

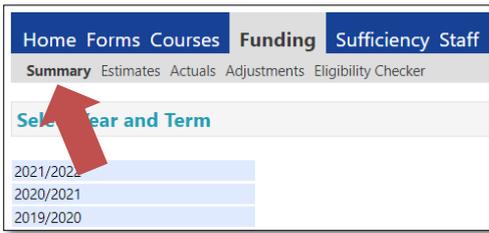
Press the **Save** button

The screenshot shows a web interface for a childcare/service provider. At the top, there's a header with a home icon and the text 'Childcare/service provider'. Below that, there are two tabs: 'Account Security' and 'Authentication Questions'. The main heading is 'Please change your authentication questions below'. A sub-heading reads: 'If an asterisk is displayed in front of an authentication question then the question has not yet been assigned a personal answer.' The first question, 'What is your secret word (Provider)', is highlighted in blue. Below this are three input fields: 'Old Answer:', 'New Answer:', and 'Confirm New Answer:'. Each field has a masked password field (dots). A blue 'Save' button is located at the bottom right of the form.

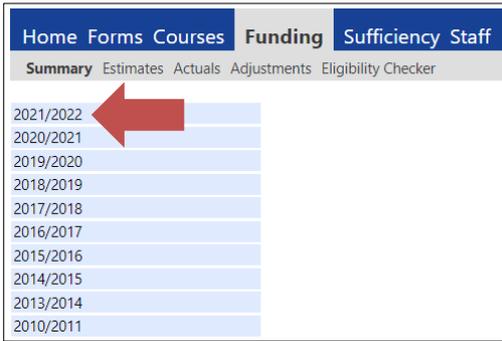
After changing your answer you'll need to press **Childcare/service provider** at the top left of the window to return to the portal, and select **Funding** from the main menu again

This is a partial screenshot of the same web interface as above. It shows the top part of the 'Authentication Questions' section, including the header 'Childcare/service provider', the tabs 'Account Security' and 'Authentication Questions', and the heading 'Please change your authentication'. The sub-heading and the first question 'What is your secret word (Provider)' are visible, with the question text highlighted in blue.

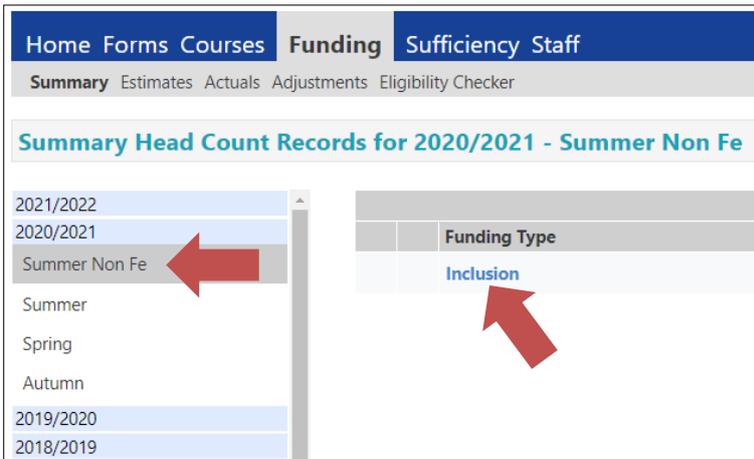
5. Choose **Summary** from the **Funding** sub-menu



6. Select a year to expand it to view the terms within



7. On the left hand side of the window select the appropriate term called **Non Fe**, then select **Inclusion** on the right hand side of the window



The summary screen

8. The summary opens.

Note that:

- Estimates are not part of the Inclusion funding process and will show zero, ignore it.
- Any Inclusion funding paid will appear under **Actuals**.
- The summary will be blank if payments have not yet been released by us – look for a **Processed Date** at the end of the summary
- You can expand parts of the summary using ▼ to see further information
- The provider rate/base rate rate will appear as zero in all cases
- The funding rate and number of children funded can be found under **Child Weightings Total**
- In certain circumstances we may pay for a child by using an adjustment which will appear under **Adjustments Paid with Final Payment** - you can check the details of these in another screen in the next step

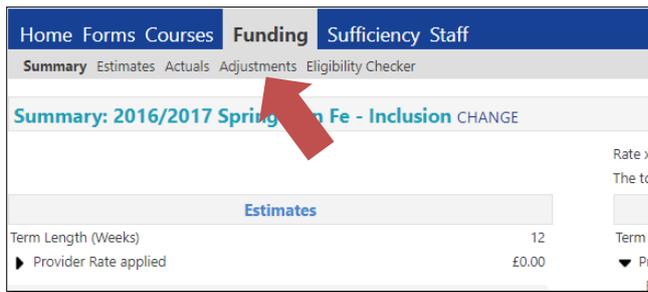
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Children appearing under Adjustments Paid with Final Payment

9. In certain circumstances we may pay Inclusion funding for a child by using an adjustment which will appear under **Adjustments Paid with Final Payment** in your payment summary

Term Funding Amount Balance	£540.00
Adjustments Paid with Final Payment	<div style="display: flex; align-items: center; justify-content: flex-end;"> ➔ £540.00 </div>

This is solely an administrative difference on our part and it does not affect the amount you receive. To view details of an adjustment, choose **Adjustments** from the sub-menu



10. Expand the adjustment using ▶



11. The details of the children for whom you have received an payment through adjustment are displayed

Home Forms Courses Funding Sufficiency Staff									
Summary Estimates Actuals Adjustments Eligibility Checker									
View Adjustments: 2016/2017 Spring Non Fe - Inclusion CHANGE									
▼ Paid with Actuals - Total: £540.00									
Type	Date Added	Child Name	Date of Birth	No. of Hours	Override Rate per Hour	Total Child Weighting Amount	Total Amount @ Provider Rate	Amount	Reason
Child	03-Nov-2017	Test Bloggs Test Jack	09-Aug-2015					£540.00	Late claim 180 hours x £3, KT approved.

To view a payment summary for another term

12. Press **CHANGE** to return to the list of years, remembering to make a selection from the sub-menu to display either Summary or Adjustments as required.



END