




SWCU Portal – Trouble Shooting Guide

Problem	Solution
<p>When setting up an account, make sure you choose the correct user profile:</p> <div> <p>Type of access you require</p> <p><input type="radio"/> Submitting/Editing a child's referral for Secure Welfare</p> <p><input type="radio"/> Submitting/Editing occupancy information for a Secure Children's Home</p> </div>	<p>Submitting/Editing a child's referral for Secure Welfare is for use by social workers seeking a secure welfare placement.</p> <p>Submitting/Editing occupancy information for a Secure Children's Home is for Secure Children's Home users submitting occupancy information.</p> <p>If you have chosen the incorrect user profile in error, please contact the SWCU immediately and we will reset it for you.</p>
<p>Completing two-factor authentications to complete setting up my account/log into my account?</p>	<p>Please download the 'Google Authenticator' app to your smartphone. There is further guidance on how to complete setting up your account on the Secure Accommodation Network Website: Make a Secure Welfare Referral. – Secure Children's Homes (securechildrenshomes.org.uk)</p>
<p>Please ensure you are using the authenticator app specifically created by Google. If you use any other authenticator, it will not work.</p> <div>    </div>	<p>If you are using a work smartphone, there may be restrictions that prevent you from being able to download Google Authenticator.</p> <p>Please try downloading it on your personal smartphone, as this should resolve the issue. The app does not sync with any information on the portal, so there is no risk of sensitive information being stored to your personal smartphone.</p>
<p>Google Authenticator app two-factor authentication code invalid/QR code not scanning properly?</p>	<p>Google authentication codes expire after 30 seconds and can be measured by the timer icon on your smart phone screen when using the app. After this time, a new code will be generated. Please enter a valid code into the portal within the 30 second timeframe.</p> <p>Please be mindful that your time on your smart device will need to match the time on your laptop. If they do not match,</p>

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	<p>try syncing your device. On windows this can be done by going to “Settings -> Date & Time -> Sync Now”.</p> <p>If the validation code/QR code continue to be invalid, please consider downloading the authenticator app on another smart device. The app does not store any secure information; therefore, you are able to do this on a personal device if required.</p>
Username when logging into your account.	<p>This is the email address you used to set up the account. If the case has been reassigned, this will be the email address used for the newly assigned worker. It is case sensitive.</p>
Allocating the referral to another worker.	<p>Once signed into the portal, there is an option titled ‘Reassign to another user’. You will then be asked to enter the email of the new user. The SWCU are also able to reassign workers providing there is confirmation in an email from the local authority containing all relevant details. If you reassign without saving/submitting the referral beforehand, the referral will be lost for both the initial and new users.</p>
Accessing the account after you have reassigned to a colleague.	<p>Only the user assigned to the account can actively log in and view/work on the referral. If the case has been reassigned, the initial user no longer has access to the referral.</p>
Unable to make changes to the referral even though you have been listed to receive notifications?	<p>As above, only the user assigned to the account can actively log in and view/work on the referral. If it is not your email address that was used to set up the account/the case has not been reassigned to you, you will not be able to make any changes within the portal.</p>
Sharing the referral with colleagues.	<p>The account holder has the option to download a PDF of the referral at any stage, even if it is not ‘live’ with the SWCU at the time.</p>
Logging in correctly, but still cannot access your account?	<p>Try refreshing the page, starting over again via the link on the Secure Accommodation Network website, or even turn your device off and on again. The portal will allow for 5 attempts at logging in with the incorrect details before it</p>



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	locks your account. If this happens, please wait for 5-10 minutes before you try again.
Tried the above and still cannot access your account?	Please call the SWCU for assistance. It may be that your two-factor authentication needs resetting. This is quick and simple.
“An error occurred, please contact your system administrator”	If you receive this error message and you are using Chrome. Please consider changing the browser you are using to access the portal. (Preferably Microsoft edge)

If you are still unable to access your account or are experiencing any other kind of difficulties completing a secure referral, please do not hesitate to contact the SWCU.

The SWCU's working hours are 8.30 – 17:00 Monday to Friday.



01962 846 432



Securewelfare@hants.gov.uk