London Young Person Study Portal
A 'how to' guide

The portal has been designed, using input from Local Authority colleagues, to help administer the programme in a secure and efficient way. It is here to help by presenting an overview of progress through the programme. Depending on who you are you will see a different view when you log in. That view will depend on which local authority or team(s) you're attached to and which participants you are working with. It will also depend on whether you are a practitioner or a SPOC. We recommend that - as a SPOC or practitioner - you read both the 'Practioners' view' and the 'SPOCs' view' part of this document as they will help you better understand how the whole interface works. Some of the ways of working - for example creating a new participant - are shared.

Before you engage with a young person, we strongly advise that you log in to get a feel for how the app works. You will also need to have an 'authenticator' app available on your phone. Either the Google or Microsoft version will work.

Log in

You will be sent details of where and how to log in when it is time for you to start using the portal.

If you are logging in for the first time you will be able to access your account by using the 'Forgot password' feature and entering your Local Authority/work email address.

You will then be presented with the following screen:

> If testformail4@instituteteam833261.testinator.com is a valid account, an email will be sent with instructions to reset your password.

Now, please click on the link on the password reminder. Please check your spam folder if you can't see the email in your inbox.

You will then be taken to this screen:

This is a one-time login for Testformail4 and will expire on Sat, 12/08/2023 - 15:47.

Click on this button to log in to the site and change your password.

This login can be used only once.

Log in

Please use this 'Log in' link.

You are required to **setup two-factor authentication**. You have 2 attempts left. After this you will be unable to login.

You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.

testformail6

Email address
The email address is not made public. It will only be used if you need to be contacted about your account or for opted-in notifications.

> testformail6@instituteteam833261.testinator.com

Password

Password strength:

Confirm password

Passwords match:
To change the current user password, enter the new password in both fields.

First name

> testformail6

Surname

> test

Status

> - None -

Save

First from this screen, please change your password and store in a secure place. When saved, **please log out and then in again with your new password.**

For security reasons, you will now be asked to go through an authentication process.

If you do not log out and log in again, you must go through the authentication process the next time you log in. We strongly recommend you do this on your **first** login.

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Participants SPOC Teams Resources Log out Edit account

You are required to **setup two-factor authentication**. You have 2 attempts left. After this you will be unable to login.

This is where you will need to scan a barcode using the authentication app on your phone. Please scan the barcode and proceed with the process on the authenticator app on your phone. A simpler authentication process will happen on all subsequent logins.

TFA setup

Install authentication code application on your mobile or desktop device:

Google Authenticator (Android/iOS)
Microsoft Authenticator (Android/iOS)
Authy (Android/iOS/Desktop)
FreeOTP (Android/iOS)
GAuth Authenticator (Desktop)

The two-factor authentication application will be used during this setup and for generating codes during regular authentication. If the application supports it, scan the QR code below to get the setup code otherwise you can manually enter the text code.

J7PR662FJN5ABINF

Enter this code into your two-factor authentication app or scan the QR code below.

Application verification code

A verification code will be generated after you scan the above QR code or manually enter the setup code. The verification code is six digits long.

719188

Verify and save   **Cancel**

If you are still having problems, please contact support@dxdigital.co.uk

Practitioners' view

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Participants   Resources   Log out

Participants

Add participant   ?

Barnet ⌄	Team ⌄	barnet test ⌄
Surname	Child consent ⌄	Parent consent ⌄
BLYQ1 ⌄	BLPQ2 ⌄	ELYQ3 ⌄	ELPQ4 ⌄	Apply	Reset

Total results: 12

Name	Team	Practitioner	Status	Young Person consent	Parent consent	BLYQ1 (Due date)	BLPQ2 (Due date)	ELYQ3 (Due date)	ELPQ4 (Due date)	Session
Hack3, James	barnettestteam	barnet test	Unconsented	✓	+					
Hack, James	barnettestteam	barnet test	Unconsented	✓	+					
Hack, James	barnettestteam	barnet test	Active	✓	✓	2023-09-02	2023-09-02	2023-09-02	2023-09-02	+

On the top right-hand corner you will be able to see a 'Log out', 'Resources' 'Edit account' and a 'Participants' tab. 'Log out' should be used when you're finished working on the portal. You can use 'Edit account' to change your password or to change your status, for example to 'On extended leave'.

Participants   Resources   Log out   Edit account

Resources contains information sheets, explainer videos, privacy sheets and other useful information

Practitioners can add new participants to the team(s) they are associated with. These teams are tied to local authorities. They can also fill in baseline and endline questionnaires, session forms and track goals for the participants they are working with. They can also use the portal to see an on-going overview of the status of the participants they are working with as they progress through the study.

Viewing and creating participants

By 'participants' we mean young people recruited to the study. You can view participants connected to the teams - which are connected with the local authorities - that you are involved with.

You will need to select your local authority the first time you view participants on the 'participants' page. You will only be able to choose the local authority that you are associated with.
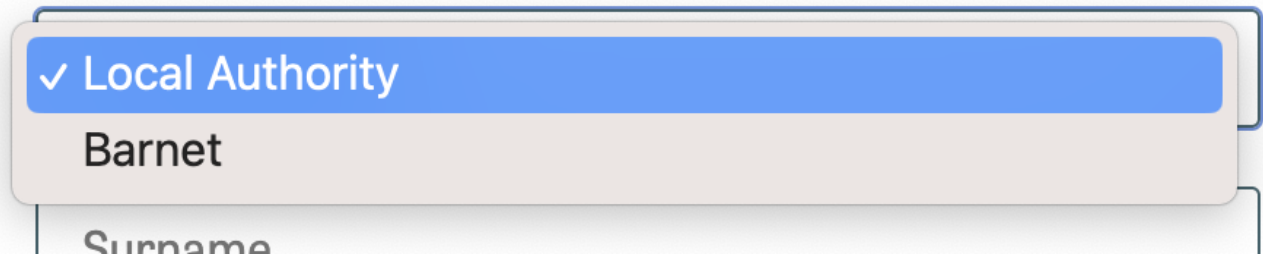
You can also filter by status, for example those participants that require but are missing parental consent.

To note: if needed, parental consent must be obtained within 14 days of the participant being created. After this, if consent is not obtained, the young person will be deleted.

You can use the filters to refine your search and locate a participant or filter by certain criteria, for example any participants created who need but have not yet obtained parental permission.

From this dashboard you can view specific information for each participant when you click on their names.

Add Participant

Click the 'Add participant' button to create a new participant. The form will allow you to add participants to the team(s), connected to the local authority, that you operate in.

Add participant

Local authority:	Barnet ⌄
Team:	Please select ⌄
First name:	
Surname:	
Date of birth:	dd/mm/yyyy 📅
CYP case ID:	

[Complete Young Person Consent Form] [Complete Parent Consent Form]

From this area, the CYP case ID field must be unique. This is incredibly important. The system will not allow you to add duplicate details in this space. When you have filled out the participant details, you will then need to **first** complete the Young Person Consent Form on the interface then - if necessary - the Parent Consent Form. A Parent Consent Form is necessary if a young person is under the age of 16. Like all forms, **these must be completed in one go** as progress cannot be saved.

When you click on 'Complete Young Person Consent Form' you will be taken to a Qualtrics survey. These will be pre-populated with local authority and CYP case ID details that you have just filled in on the form. When you have completed the Qualtrics survey form you will be redirected back to the portal.

Please note that if the permissions form(s) is not completed you will not be able to progress to completing baseline and endline surveys. You can see the status of these on the dashboard. From the image below you can see that 2 participants have completed necessary permissions while the third has not. For the case which has not yet gotten consent, they cannot progress through the programme by filling out baseline or endline surveys.

Name	Team	Practitioner	Status	Young Person consent	Parent consent	BLYQ1 (Due date)	BLPQ2 (Due date)	ELYQ3 (Due date)	ELPQ4 (Due date)	Session
Jonestest, Tracytest	barnettestteam	barnet test	Active	✓	✓	Completed	Completed	2023-08-20	2023-08-20	➕
dermottest, dhfLFHD	barnettestteam	barnet test	Active	✓	✓	Completed	2023-08-18	2023-08-18	2023-08-18	➕
surnametest1, Tue	barnettestteam	barnet test	Unconsented	✓	➕					

Override consent

If for example, a parental consent has been captured on paper, you may need to override consent in the interface. You can do this by clicking on the + symbol next to the young person. You can then scroll to the 'Override consent' section. The system does not store this consent form itself, only the assertion that it has been obtained. Please ensure that you give an adequate description of means of consent. The practitioner's name is stored and they are expected to supply the consent document securely to the programme team.

You can also send a generic reminder email to parents or about completing the consent form. This acts only as a reminder as the form should be filled out in the portal. The copy that parents receive is included in the appendix.

Override consent

If you have already received consent, e.g. completed on paper, you may override.

Reason	
Overriden by	barnet test
Date	03/08/2023

Override

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Submitting questionnaires

Any of the four questionnaires or a session form may now be submitted .Either click on the due date corresponding to the survey you need to complete or click on the participant's name. If the submission date for a survey is overdue, the date will be highlighted. As noted, **please submit all questionnaires in one session** they cannot be saved and returned to.

| 2023-07-11 | 2023-07-11 | 2023-07-11 | 2023-07-11 | + |
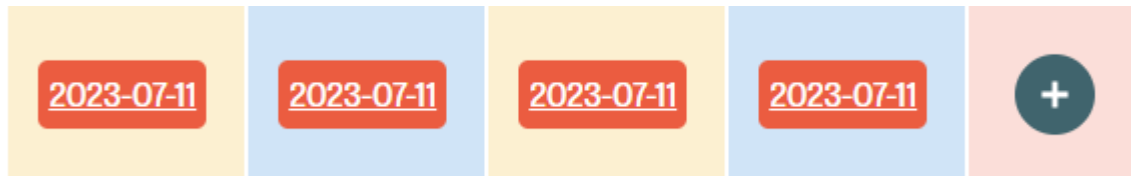
Session forms

You may complete the session form at any time by clicking the '+' icon on the participant listing dashboard.

Name	Team	Practitioner	Status	Young Person consent	Parent consent	BLYQ1 (Due date)	BLPQ2 (Due date)	ELYQ3 (Due date)	ELPQ4 (Due date)	Session
Jonestest, Tracytest	barnettestteam	barnet test	Active	✓	✓	Completed	Completed	2023-08-20	2023-08-20	+

On completion, a date stamp is added to the participant details page. You may also submit further session forms from the participant details page.

Participant details

Local authority:	Barnet
Team:	barnettestteam ⌄
Practitioner:	barnet test ⌄
First name:	Testparticipantbarnet
Surname:	test
Date of birth:	28/01/2009 🗓
CYP case ID:	kkjkjk
Participant Status:	Active ⌄

Update participant

Survey	Due	Completed
BLYQ1	2023-08-12	Pending
BLPQ2	2023-08-12	Pending
BLYQ3	2023-08-12	Pending
BLYQ4	2023-08-12	Pending

Complete a session form

Launch session form

You have previously completed session forms on these dates.

18/07/2023

Goal Tracker

Track goal

CYP case ID: ⑦

Participant Status:

Please select
Unconsented
✓ Active
Work with young person on pause
Work with young person finished
Young person disengaged from LA work
Young person wishes to drop out of the LYPS

Please use the participant details to provide us with updates about the status of the participant, for example if they want to withdraw from the study.

Goal tracker

Also available from the participant details page is the Goal Tracker. **Goal tracker is only to be used when working with those undertaking the Your Choice programme.**
The Goal Tracker allows you to capture goals and save them - with a date stamp - so you can review progress over time.

Spocs' view

Spocs can view, edit and add additional details. From the main navigation they have access to the additional areas of 'Teams' and 'Spocs'.

SPOC	Teams

Spoc page/area

SPOC   Add participant   **?**   Stats

Barnet ▽	Team ▽	Practitioner ▽
Surname	Child consent ▽	Parent consent ▽
BLYQ1 ▽	BLPQ2 ▽	ELYQ3 ▽	ELPQ4 ▽	Apply	Reset

Total results: 4

Name	Team	Practitioner	Status	Young Person consent	Parent consent	BLYQ1 ? (Due date)	BLPQ2 ? (Due date)	ELYQ3 ? (Due date)	ELPQ4 ? (Due date)	Session
participantbarnet3, Testdermot	Testdermotbarnet	barnet test	Active	✓	N/A	2023-08-21	2023-08-21	2023-12-25	Completed	⊕
participantbarnet2, Testdermot	Testdermotbarnet	barnet test	Active	✓	✓	Completed	2023-08-21	2023-12-25	2023-12-25	⊕
participantbarnet, Testdermot	Testdermotbarnet	barnet test	Young person wishes to drop	✓	N/A	2023-08-21	2023-08-21	2023-12-25	2023-12-25	

From the SPOC area, you can see an overview of all participants relevant to your local authority. You can also complete forms for these participants. You cannot, however, see the Goal Tracker related to participants who you have not added yourself.

You can also add participants by clicking 'Add participant' from this area (or from the Participants area). From here you can pick which team the participant will be associated with. From the dashboard, when they are created, you can then assign them to a practitioner. Any participant that you do not associate a

practitioner with will display in the 'Participants' area as they are associated with you in a capacity of practitioner. To re-assign participants to a different practitioner, click on the young person's name from the dashboard to go into the 'Participants details page

Teams page/area

From 'Teams' SPOCs can add practitioners and assign them to teams. They can also change the status of existing practitioners from 'Active' to 'Inactive', 'On extended leave' or 'Resigned'. You can also block access by changing status to 'blocked'.

Practitioner	Team	Practitioner status	Local Authority	Edit User
Practitioner Jones	barnettestteam	Active	Barnet	edit
barnet test	barnettestteam		Barnet	edit
barnetspoc spoctest	barnettestteam	Active	Barnet	edit
friday test	barnettestteam	Active	Barnet	edit
barnet test	barnettestteam	Active	Barnet	edit

To add a practitioner, click on the 'Add practitioner' button and then assign them to a team.

Add practitioner

Local authority:	Barnet ▾
Team:	Please select ▾
	Please select
	barnettestteam
First name:	Testdermotbarnet
	Early Help
Surname:	REACH team
	Youth Justice Service team
Email:	
Status:	Active ▾

Add practitioner

To change the status of a practitioner, click on 'edit' from the teams page

Participant details

Local authority:	Barnet
Team:	Early Help ⌄
Practitioner:	Select practitioner ⌄
	Select practitioner
	Kastur Dadaga
	Belen Bueso-Alberdi
First name:	Jide Akanbi
Surname:	participantbarnet3
Date of birth:	01/01/2007 📅
CYP case ID: ❓	cyptest3
Participant Status:	Active ⌄
	Update participant

Technical help

If you are having any technical difficulties, please email lyps.portal@ifs.org.uk

Share your Feedback

If you would like to comment on what you think currently works or what you think should be improved please use the LYPS Interface Feedback form to share your comments:
https://forms.office.com/e/J88pPm4Ltj

Appendix

Text that parents will receive when a reminder email sent

Subject: Reminder to Complete the London Young People Study Parental Consent Form

Dear Parent/Guardian

Hope you are well! We are excited that your child is interested in taking part in the London Young People Study, a research project aimed at understanding what ways of working with young people are the best.

As your child is under the age of 16 a parent or carer will need to complete a consent form before they can participate in the study. However, we noticed that we have not yet received a completed parental consent form for your child. The parental consent forms should be completed in the presence of your child's worker. Please contact the worker to schedule a convenient time for them to help you with the process.

Thank you for agreeing to let your child participate in the study! If you have any questions or concerns at any stage of the process, please do not hesitate to reach out to our research team at LondonStudy@ifs.org.uk

Many thanks and best wishes,
London Study Team