



Early Years Application

Confirm Carer contact details to enable them to access Early Years

Note: Before you complete any assessments in the child profile, please ensure that you're in the correct child profile by checking the child's demographic information. It's advisable to only have one Early Years or Early Education session open at a time.

A member of the health visiting team needs to contact the Carer assigned to a child to confirm that their mobile number and email address are listed correctly in Early Years. This is an essential step to enable the Carer to create their Early Years account.

Health Visitors will need to incorporate this step into the new birth/primary visit. It will be decided within your team who will do this for older children. Whoever is required to do this task will need to follow the below instructions.

Health Visitors can only perform this task on the web browser version of Early Years (as it's not possible to edit information on the app)

Help Guide Quick links:

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[Further help for parent/carers](#)

[Adding case notes to a child profile](#)

Confirming Carer Contact Details

Log into the Early Years App and **'Select'** the **'Children'** menu.

List of children Create child profile

NHS Number: Given names: Surname: Sex:

Date of birth: Postcode: Team:

Show only new Children without a matched carer Show inactive cases My cases

Search Query EMPI Clear all filters

Search by the NHS Number. Enter the 'NHS Number' and 'click' 'Search'

List of children Create child profile

NHS Number: 9998840694

Given names: Search for child or HV give

Surname: Search for child or HV surr

Sex: [Dropdown]

Date of birth: dd/mm/yyyy

Postcode: Search for postcode...

Team: All

Show only new Children without a matched carer

Show inactive cases My cases

Search **Query EMPI**

[Clear all filters](#)

'Click' the child profile you want to view.

List of children Create child profile

NHS Number: 9998840694

Given names: Search for child or HV g

Surname: Search for child or HV s

Sex: [Dropdown]

Date of birth: dd/mm/yyyy

Postcode: Search for postcode...

Team: All

Show only new Children without a matched carer

Show inactive cases My cases

Search **Query EMPI**

[Clear all filters](#)

Name	NHS number	Date of birth	Preterm	Team	Carer	Health Visitor
Bruce B	9998840694	01/09/2023	-	Training	testuserlive 13	Sofia Coper HV Training

On the 'Childs details' page, you will see a 'Contact details not confirmed' warning message to the right of the child's name, that tells you that the Carer's contact details have not yet been verified and therefore the Carer will not yet be able to access Early Years.

Child details

[Back to children](#) **Export All** [Close case](#)

Bruce B (18 month(s) old) Date of birth: 01/09/2023

NHS 9998840694 Carer full name: [testuserlive 13](#)

[Go to details](#) Carer phone: 123123123123

Preterm: - **Contact details not confirmed**

Carer address: 11, 1, 1

Carer email: testuserlive+1

'Click' the Carer's name to open their profile.

Child details

[Back to children](#) **Export All** [Close case](#)

Bruce B (18 month(s) old) Date of birth: 01/09/2023

NHS 9998840694 Carer full name: [testuserlive 13](#)

[Go to details](#) Carer phone: 123123123123

Preterm: - **Contact details not confirmed**

Carer address: 11, 1, 1

Carer email: testuserlive+1

You will be taken to the 'Carer details' page.

The screenshot shows the 'Carer details' page for a user named 'testuserlive 13'. The page has a purple sidebar on the left. At the top, there is a red box around the text 'Carer details' and an 'Edit' link. Below this is a profile card for 'testuserlive 13' with a placeholder profile picture. To the right of the name are the labels 'Contact details', 'NHS 9434184878', '123123123123', and 'Date of birth 04/07/1946 testuserlive+13@demo.signin.nhs.uk'. Below the profile card is a navigation menu with 'Children details', 'Forms', and 'Assessment configuration'. The 'Children details' section is active and shows a card for 'Bruce B' with NHS number '9998840694' and a right-pointing arrow. Below this card is a table with three columns: 'Current period', 'Forms in progress', and 'New forms'. The table contains one row with the values '18-24 months', '1', and '0'. At the bottom of the section, it says 'Last edited form: ASQ-3' with a 'Continue' link.

Current period	Forms in progress	New forms
18-24 months	1	0

Note: You can also access the Carer profile directly from the 'Carers'/'Users' menu (depending on your user role). You can enter the Carer's name in the Search field.

'Click' 'Edit'

This screenshot is identical to the one above, but with a red box highlighting the 'Edit' link next to the 'Carer details' header.

Scroll down the page to the phone number and email address section. 'Ask' the 'Carer' to confirm their 'mobile number' and 'email address' and ensure they are listed accurately in Early Years.

Find address

✓ 1, 1, 1, 1

[I can't find an address / Edit address](#)

Phone and email details

Mobile Landline

Mobile number (optional)

123123123123

Email (optional)

testuserlive+13@demo.signin.nhs.uk

Contact details confirmed with carer during visit

i Once you select 'Contact details confirmed with carer during visit' tick box, phone number is required. You need to confirm contact details in order to allow account activation for the User.

Cancel Save

'Click' the 'Contact details confirmed with carer during visit' checkbox.

Find address

✓ 1, 1, 1, 1

[I can't find an address / Edit address](#)

Phone and email details

Mobile Landline

Mobile number

123123123123

Email

testuserlive+13@demo.signin.nhs.uk

Contact details confirmed with carer during visit

i Once you select 'Contact details confirmed with carer during visit' tick box, phone number is required. You need to confirm contact details in order to allow account activation for the User.

Cancel Save

'Click' 'Save' at the bottom of the page.

Find address

1, 1, 1, 1

[I can't find an address / Edit address](#)

Phone and email details

Mobile Landline

Mobile number

123123123123

Email

testuserlive+13@demo.signin.nhs.uk

Contact details confirmed with carer during visit

i Once you select 'Contact details confirmed with carer during visit' tick box, phone number is required. You need to confirm contact details in order to allow account activation for the User.

Cancel Save

Changing the 1st Parent/Carer contact details

If the child's carer is also the mother to the child, you will need to ensure their mobile number and email address are also updated on the mother's record as the system won't update it automatically.

In the Child details page 'click' 'Go to details'.

Child details

Back to children Export All Close case

Bruce B (18 month(s) old) Date of birth: 01/09/2023 Carer full name: testuserlive 13 Carer phone: 123123123123

NHS 9998840694

Go to details

Preterm: -

i Contact details not confirmed

Carer email: testuserlive+13@demo.signin.nhs.uk

Scroll down the page to Parent details 'click' 'Edit'.

Parents details Edit

1st Parent's details [Go to parent's profile](#)

Personal details

Preferred Pronouns: Not stated Ethnicity: British

Full name: mother test child Language: English

NHS: 9994270559 Date of birth: 01/09/2023


Contact details

Mobile number: 07493030495

Email address: MotherTEST@yahoo.com

Scroll down to the **'Phone and email details'** section and amend the mobile phone number and email address as necessary

I can't find an address / Edit address

 Phone and email details

Mobile Landline

Mobile number (optional)

07493030495

Email (optional)

MotherTEST@yahoo.com

2nd parent's details (optional)


Provide 2nd parent's details

Cancel Back Next Submit

Note: To add the 2nd parent's details, tick the box and add the details.

'Click' **'submit'** to update the details.

I can't find an address / Edit address

 Phone and email details

Mobile Landline

Mobile number (optional)

07493030495

Email (optional)

MotherTEST@yahoo.com

2nd parent's details (optional)

Provide 2nd parent's details

Cancel Back Next Submit

Next steps for parent/carers

An automatic email and text message will now be sent to the Carer with a link to create their account. Once they've created their account and have logged in to Early Years, they don't need to take any further action at that stage. They will be sent an email when they're required to complete an assessment form.

Further help for parent/carers

During the process of confirming the contact details with the Carer (either during the new birth visit or on the phone), you can email them the parent/carer PDF leaflet. The leaflet contains a web address where they can read more information about Early Years and view help guides on how to create their account and complete the online assessment forms.

Please contact your Health Visitor if you have any health concerns relating to your child, or if you need to change your contact details that are displayed in the application.

If you encounter any difficulties or technical issues using the application then please let your Health Visitor know, so they can seek assistance from the service desk.

Suggested script to use if ringing carers to confirm their contact details

Intro

- Hello, I'm ringing from [LOCALITY] health visiting team.
- You may not be aware yet, but we're changing the way that the developmental assessment forms for your child are completed.
- Instead of completing the forms on paper, they now need to be completed online - either on a web browser (which you can access on any device) or by downloading the Early Years App on a smartphone.

Confirm contact details

- The reason I'm calling is that I need to confirm with you what your email address and mobile phone number are, so you can create your account and access the assessment forms for your child.

(ASK CARER TO CONFIRM MOBILE PHONE NUMBER AND EMAIL ADDRESS; ADD/UPDATE THOSE DETAILS TO THE CARER PROFILE; SELECT 'CONTACT DETAILS CONFIRMED WITH CARER DURING VISIT' CHECKBOX; CLICK ON 'SAVE' AT THE BOTTOM OF THE CARER PROFILE)

Next steps

- Thank you for confirming your contact details. You'll receive an email and text message shortly containing a link to create your account (*email entitled 'Early Years – Account Activation'; sent from 'GM Digital Platform'*).
- Please try and create your account as soon as possible so you're ready to complete the online assessment forms when required.
- I'll email you a leaflet which contains more information about the Early Years project.

It also contains a link to a web page where you can:

- download help guides on how to create your account and complete the digital assessment forms
- read the privacy policy to find out more about how we protect you and your child's privacy and process your personal information safely and securely

- how to opt out if you don't want you or your child's information shared with other providers of health and care services for research and planning

(EMAIL THEM THE 'EARLY YEARS PARENT LEAFLET')

End - Thank you, goodbye.

Additional information for staff members. Benefits of the Early Years app (mention benefits if they'd like more information.

- **Makes it easy to access and complete forms on your mobile, tablet or computer – you'll no longer need to worry about losing or forgetting the paper forms.**
- **Provides videos and other guidance to support your child's development.**
- **Gives you online access to your child's development records whenever you need them.**
- **Enables your health visitor to share documents with you through the App**
- **It will help to ensure children are developing as expected and are provided with additional support when needed.**

Note:

- **It's not possible for a parent/carer to create an Early Years account without an email address AND mobile phone number.**
- **If parents/carers don't have an email address and mobile phone number, or they're unable to use the app (e.g. for language/technology reasons), it's likely they'll need to continue using the paper forms (check what the local processes are in your team and what to do in this circumstance)**
- **The Early Years project is a partnership between the NHS in Greater Manchester, the Greater Manchester Combined Authority (GMCA) and Local Authorities across the city-Region**

Adding case notes to a child profile

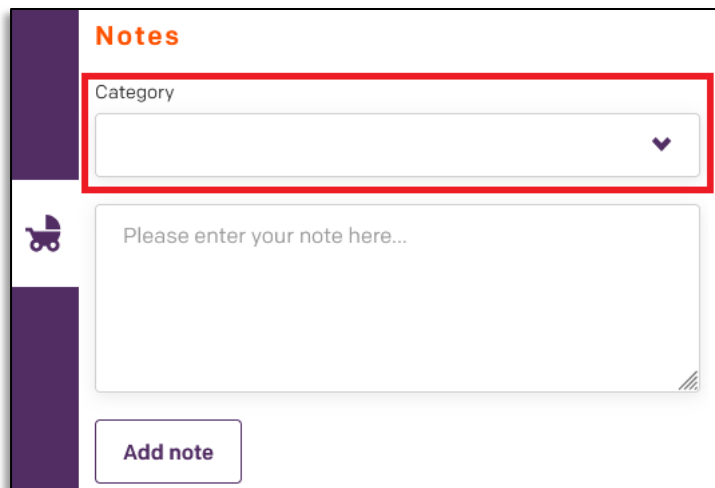
■ **If you want to make a note on the child's profile in Early Years with any details e.g to mention difficulties in contacting the Carer or if the Carer doesn't have an email address for example so cannot create their account.**

■ **Notes will not be visible to Carers**

■ **A Health Visitor will receive a notification if a Health Visitor Manager or another Health Visitor adds a case note to a child in their caseload (although they will not be able to respond to the note on the application).**

In the Children menu search for the child and open their profile.

In the Notes section (located at the bottom of the child's profile page) select '**General**' from the '**Category**' drop down list, type your note in the main notes field and select '**Add note**'.



Notes

Category

Please enter your note here...

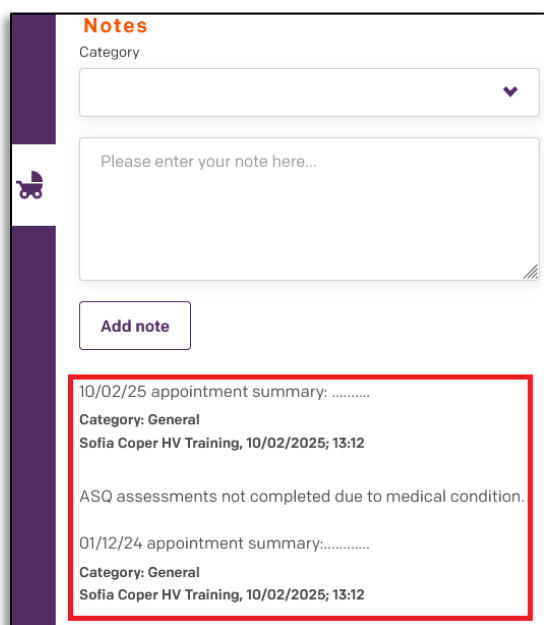
Add note

All case notes will appear at the bottom of the child's profile page in date order.

At the top of the profile page, it will now say 'Notes Available' under the Child Details heading so you're aware that notes have been added.



Scroll to the bottom of the page to view the notes.



Notes

Category

Please enter your note here...

Add note

10/02/25 appointment summary:
Category: General
Sofia Coper HV Training, 10/02/2025; 13:12

ASQ assessments not completed due to medical condition.

01/12/24 appointment summary:.....
Category: General
Sofia Coper HV Training, 10/02/2025; 13:12

