

Navigating the Short Breaks Account

We have updated our booking and registration systems to make them easier to navigate and give families better oversight of their registrations and bookings.

You may not have used a system like this before. This guide should help you understand how to navigate around your account.

Once you have logged in navigate to “My Submitted Requests” This is the space you will use to manage your child(ren)’s Short Breaks registration(s).

The new system will enable you to:

- recover your passport ID
- update your contact details
- update any changes or new diagnoses with any children you have registered with us
- remove a child’s details from the short breaks register or disabled children’s register.

ESSEX.GOV.UK Mrs. Jane Blogs

Home Online forms **My Submitted Requests** CaseViewer

My Requests

Show 10 Filter All Search

Case ID	Process	Date Submitted	Case End Date	Case Status	Current Stage
FS-Case-481222946	Update My Profile	25/01/2023 17:24:37	25/01/2023 17:24:38	Closed	Case Closed
FS-Case-481136191	Short Breaks and or the Disabled Children's Register	25/01/2023 13:25:32		Action Required	Add Child
FS-Case-481135776	Update My Profile	25/01/2023 13:23:21	25/01/2023 13:23:22	Closed	Case Closed
FS-Case-480444511	Short Breaks Build	23/01/2023 10:16:13	23/01/2023 10:16:14	Closed	Case Closed
FS-Case-480441986	Create My Profile	23/01/2023 09:53:08	23/01/2023 09:53:09	Closed	Case Closed

Showing 1 to 5 of 5 entries

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My Requests

The system is used for several Council services.

This page explains what you can see:

The screenshot shows the 'My Requests' page on the ESSEX.GOV.UK website. At the top, there is a navigation bar with the logo and links for Home, Online forms, My Submitted Requests, and CaseViewer. The user's name, Mrs. Jane Blogs, is displayed in the top right corner. Below the navigation bar, the page title 'My Requests' is prominently displayed. There are filters for 'Show' (set to 10) and 'Filter' (set to All), along with a search bar. A table lists five requests with columns for Case ID, Process, Date Submitted, Case End Date, Case Status, and Current Stage. The second row, 'Short Breaks and or the Disabled Children's Register', is highlighted in grey and has a small arrow icon on its left. Below the table, there are pagination controls: 'Showing 1 to 5 of 5 entries', 'First', 'Back', 'Page 1 of 1', 'Next', and 'Last'. Three callout boxes provide additional information: one points to the user's name, another points to the first row of the table, and a third points to the second row of the table.

Your profile for the system is here. It enables you to access other ECC forms too such as blue badge applications via "My online Forms"

For Short Breaks, everything is managed under "My Submitted Requests"

Case ID	Process	Date Submitted	Case End Date	Case Status	Current Stage
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Showing 1 to 5 of 5 entries

First Back Page 1 of 1 Next Last

This section shows you all the requests (actions) that have taken place. Here we can see that the account holder, Jane Blogs, has created and updated her profile. Once an action is complete, it shows as closed and turns grey.

If you click the little arrow on the process line it will open the actions, or tasks, you can take. This is shown on the next page.

Any Short Breaks actions (such as add a child, review, amend details, recover passport ID) can be found in the section that remains white, called “Short Breaks and or the Disabled Children’s register” and can be expanded.

My Requests

Show
Filter
Search

Case ID	Process	Date Submitted	Case End Date	Case Status	Current Stage
▶ FS-Case-484271325	Short Breaks and or the Disabled Children's Register	06/02/2023 10:30:41		Saved	Register
▼ FS-Case-484269105	Short Breaks and or the Disabled Children's Register	06/02/2023 10:28:17		Action Required	Suspend or Remove Child From Short Breaks

Register a sibling

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:30:13			Continue

Suspend or Remove Child From Short Breaks

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:30:12			Continue

These are the various actions you can take, and you use the green “Continue” buttons to open them

Review/Update Information

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:30:12			Continue

Links to other services

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:30:11			Continue

Recover Passport ID

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:30:11			Continue

Suspend or Remove Child From DCR

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:28:19			Continue

Register

Task ID	Start Date	Completed Date	Summary	Action
FS484269105	06/02/2023 10:28:17	06/02/2023 10:28:18		View

▶ FS-Case-482894121	Update My Profile	01/02/2023 12:10:12	01/02/2023 12:10:13	Closed	Case Closed
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To recover your passport ID:

My Requests

Show 10 Filter All Search

Case ID	Process	Date Submitted	Case End Date	Case Status	Current Stage
▶ FS-Case-484271325	Short Breaks and or the Disabled Children's Register	06/02/2023 10:30:41		Saved	Register
▼ FS-Case-484269105	Short Breaks and or the Disabled Children's Register	06/02/2023 10:28:17		Action Required	Suspend or Remove Child From Short Breaks

Register a sibling

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:30:13			Continue

Suspend or Remove Child From Short Breaks

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:30:12			Continue

Review/Update Information

Task ID	Start Date	Completed Date	Summary	Action
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Links to other services

Task ID	Start Date	Completed Date	Summary	Action
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Recover Passport ID

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:30:11			Continue

Suspend or Remove Child From DC

Task ID	Start Date	Completed Date	Summary	Action
New Task	06/02/2023 10:28:19			Continue

Register

Task ID	Start Date	Completed Date	Summary	Action
FS484269105	06/02/2023 10:28:17	06/02/2023 10:28:18		View

▶ FS-Case-482894121 Update My Profile 01/02/2023 12:10:12 01/02/2023 12:10:13 Closed Case Closed

So, to recover your passport ID you would click the green "Continue" Button under the "Recover Passport ID heading

It will then show you:

View Passport ID's

Child's First Name	Child's Surname	Date of birth	Relationship to Child	Passport ID
Bob	Franklin	16/06/2020	Mother	A9F4CA1025

All children registered on your account would be listed here and it will show you their passport IDs

Register a sibling

You can follow the same process. Click the green continue button under “Register a Sibling” and it will open the form for you to add child’s details, which is the same form as when you registered or reviewed the first child or young person. You can also use these actions to update your information if you move home, or your child has received a further diagnosis. If you need to refer to guidance, you can find this in the guidance document called Registering for Short Breaks.

Remove or suspend a child from Short Breaks

Your young person will be removed from the system when they turn 25 years old, and their passport ID will become invalid.

There are circumstances when you may need to suspend or remove a child from the register:

- If you are temporarily moving out of Essex and plan to return, you may want to suspend the passport ID
- If you are moving out of Essex permanently you may wish to remove the child from the system
- The child or young person has passed away (If you prefer, you can email ShortBreaks@essex.gov.uk and we will ensure that you do not receive unwelcome communications)

Removing or suspending a child from short breaks looks like this:

Suspend or Remove Child from Short Breaks

Child's First Name	Child's Surname	Date of birth	Relationship to Child	Passport ID
Bob	Franklin	16/06/2020	Mother	A9F4CA1025

Please enter the passport ID of the child you wish to Suspend or Remove *

Please select the action you would like to take *

- Select...
- Suspend
- Remove
- Reactivate
- Passed Away
- Moved out of Essex

You would enter the passport ID of the child or children and select the action. Press “Submit”, and your action is complete. If you suspend, this is also where you would reactivate the passport ID for a child who is returning to use Short Breaks services.

Links to other services

Throughout the year, the Short Breaks team will launch different offers such as:

- Book a Caravan
- Book a Beach Hut
- Applying for tickets to local attractions
- Apply for a Max Card
- Find a short breaks community clubs and activity
- Take part in competitions (such as our annual Short Breaks Pantomime)

Whilst this system is being developed the “Links to other services” will be being updated. You will be able to follow links from this section to make bookings but in the meantime head to our website: shortbreaks.essex.gov.uk

Review/Update Information (Including change of address)

You can review or update your information in the same way. Click the green continue button under “Review/Update Information” and it will open the form for you to review child’s details, which is the same form as when you registered or reviewed the first child or young person.

You can also use these actions to update your information if you move home, or your child has received a further diagnosis. If you need to refer to guidance, you can find this in the guidance document called Registering for Short Breaks.