

# How to use the Pan London Support site School user Access



Amended July 2024

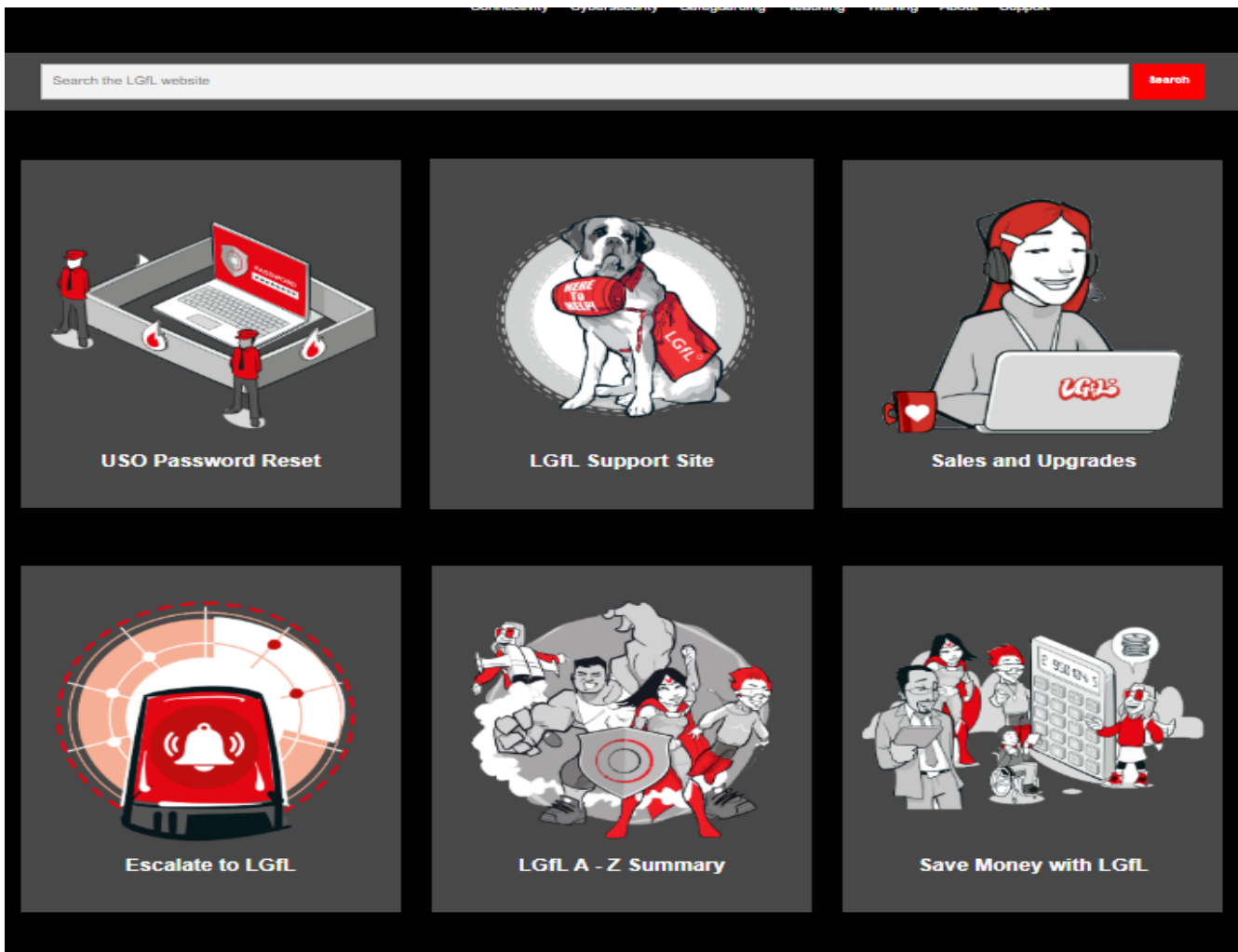
## Introduction

The LGfL Support site allows Local Authorities and schools to send documents securely to each other. It will also allow schools within a Local Authority to access reports regarding online applications for admissions rounds.

### 1. The LGfL Support Site: -

The link to the support site is <https://support.lgfl.org.uk>

Click on the St Bernards Dog – LGfL Support site - to go to the Login Page.



2. Enter your username and password in the appropriate boxes and 'Login'.



You have requested access to **the USO support site.**



Please enter your USO username and password, then click the Login button.

Username (e.g. jsmith.123)

.....

Login

**i** If you are using a public or shared computer, please ensure that you log out and close all browser tabs so the next user is unable to access your account.  
*Note for system administrators: do not enable any browser features that re-open recently-viewed web pages at startup.*

You are logging in via the ORP4 IdP

### 3. Changing your password

To change your password, go to the 'My Account' tab and select 'Change Password'. Follow the instructions on the page.

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My Account	Network Status	Service Desk	WebScreen™	User Accounts	Email	Pan London	USO-FX	Resources	Logout
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**USO Password Change Page**

Username: mgore1.998

Current password:

New password:

Repeat new password:

The new password must contain lower and upper case letters, plus numbers and symbols.  
The new password must be different from all previous passwords.  
The new password must be between 8 and 24 characters long.  
Allowable characters: all letters and numbers, plus !\$^&() ; :-\_+[]{} / # (but not at the start).

If your Tabs are Blue

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[Switch to full menu](#)

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My Account	My School	USO-FX	Resources	Logout
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Click on the "switch to full menus" , your tabs will then be cream and you will will then see the Pan London tab.

### 4. Pan London Tab

The following headings will be available to school users they are:

4.1 Document Exchange: -

The document exchange can be used by LA's and schools for:

Sending and receiving multiple documents securely to/from your home LA and to/from other schools within your LA.

Uploading a single CSV file and getting it to split the spreadsheet across multiple schools and LA's.

Follow the instructions by the tick box on the 'New upload' section.

Forwarding several documents from your 'available downloads' section on to another school or LA.

Sorting Available Downloads and Previous Uploads lists by any of the 'Underlined' headers.

The screenshot shows a web interface with a navigation bar at the top containing links like 'My Account', 'Network Status', 'Service Desk', 'WebScreen™', 'User Accounts', 'Email', 'Pan London', 'USO-FX', 'Resources', and 'Logout'. Below this, there are three main sections:

- Available Downloads (Blue Section):** Includes a dropdown for 'Authority' (set to '\* London Grid for Learning Office') and 'Phase' (set to 'All'). A checkbox 'Don't list files which are more than thirty days old' is checked. A table lists available documents:
 

Phase	Document	Size	Downloads	Upload date	From
Other	<a href="#">New Officer at Hatch End.docx</a>	18.9kB	7	31 Aug 21, 16:56	Harrow (rpamar.310 at 310-0000)
- New Upload (Orange Section):** Features radio buttons for 'Send new files' (selected) and 'Forward available files'. It includes a 'Choose files' button, a 'Relevant to phase' dropdown, and a list of schools for selection: Barking and Dagenham (301), Barnet (302), Bexley (303), Brent (304), Alamiyah School (301-6006), All Saints Catholic School and Technology College (301-4703), Barking Abbey School, A Specialist Sports And Humanities College (301-4021), and Barking and Dagenham College (301-8000). A checkbox for splitting CSV files is present. A notes field and an 'Upload' button are also visible.
- Previous Uploads (Purple Section):** A table showing past uploads:
 

Phase	Document	Notes	Size	Upload date	Uploaded for	Downloads	Delete
Reception	<a href="#">Reception Junior PLA Business User Guide 2021 Intake v1 Final.pdf</a>		2,413.4kB	29 Jan 21, 11:21	Bromley	1	<a href="#">Delete</a>
Reception	<a href="#">Reception Junior PLA Business User Guide 2021 Intake v1 Final.pdf</a>		2,413.4kB	29 Jan 21, 11:21	Bromley	1	<a href="#">Delete</a>
Reception	<a href="#">Reception Junior PLA Business User Guide 2021 Intake v1 Final.pdf</a>		2,413.4kB	29 Jan 21, 11:20	Bromley	0	<a href="#">Delete</a>

## Available Downloads (Blue Section)

All documents that have been sent to your school or you personally will be listed in the 'Available Downloads' section of the screen. You will also receive an email from 'londoneadmissions@lgfl.org.uk' informing you that there is a document available for you to download from the PLA Support site.

Please note: if there are more documents than can fit on a page, the pages will be numbered.

This is a close-up of the 'Available Downloads' section from the screenshot above. It shows the 'Authority' dropdown set to '\* London Grid for Learning Office' and 'Phase' set to 'All'. The checkbox 'Don't list files which are more than thirty days old' is checked. The table below it contains one document entry:
 

Phase	Document	Size	Downloads	Upload date	From
Other	<a href="#">New Officer at Hatch End.docx</a>	18.9kB	7	31 Aug 21, 16:56	Harrow (rpamar.310 at 310-0000)

### Headers in the 'Available Downloads' menu: -

- **Phase:** - Tells you what phase of education the document refers to.
- **Document:** - This gives the document name.
- **Size:** - This gives the document size.
- **Upload date:** - This gives the date the document was sent to you.
- **From:** - This tells you who sent the document (i.e., which LA or School the document came from).

To Hide Documents older than 30 days: - Tick the 'Don't list files which are more than thirty days old' box.

Hover over the filename to see the notes (message) sent by the sender.

Deleting documents, you have finished with from the list of available documents:

To Delete a single document from the 'Available Downloads' list: - Click the 'Delete' link next to the document.

To Delete several documents in one go from the 'Available Downloads' list: - Tick the box next to each of the documents you want to delete from the list and then Click the 'Delete selected' link below the list of 'Available Downloads'.

To Delete All documents from the 'Available Downloads' list: - Click the 'Delete All' link below the list of 'Available downloads'

Once a document is deleted the only way to get it back is to ask for it to be resent to you.

Documents can only be deleted once they have been downloaded.

PLEASE NOTE: You must download documents to your computer that you want to keep as documents will be automatically deleted after 6 months.

### New Upload (Beige Section)

#### New Upload

Send new files  Forward available files

No file chosen

Relevant to phase: -- Pick a phase

Enter up to five USO usernames of people who should receive this file (separated by commas),  
OR select any combination of Pan-London authorities and schools in your LA,  
OR tick the box below if you are uploading a CSV file to split amongst multiple schools:

Barking and Dagenham (301)  
Barnet (302)  
Bexley (303)  
Brent (304) [Clear selection](#)

Barking and Dagenham (301)  
Alamiyah School (301-6006)  
All Saints Catholic School and Technology College (301-4703)  
Barking Abbey School, A Specialist Sports And Humanities College (301-4021)  
Barking and Dagenham College (301-8000) [Clear selection](#)

Tick this box if you are uploading a CSV file to split amongst multiple schools or LA's  
The file must be a plain CSV file containing a header row, and with the first column containing DfE codes.  
Columns 2 onwards will be extracted into one new CSV file per DfE code.

Notes:

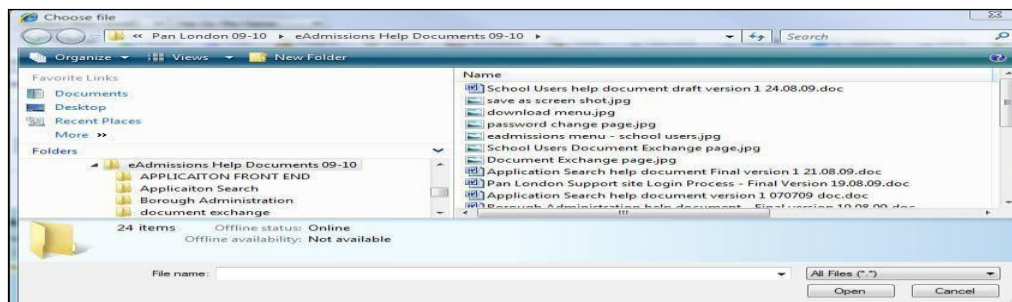
500 characters available

Ready; max file size = 20MB

**To send new documents to Another User / LA / or Another School please do the following: -**

Ensure the 'Send new file' radio button is selected

**Click the 'Browse' button to open the 'Choose File' screen. Browse to the correct folder and **Select the Documents** you want to send.**



**Select who you want to send the document to as follows: -**

**Select the 'Phase of education' that the document being uploaded relates to. This field is mandatory.**

**Enter the USO username of the person** you want to send the document to in the box provided to send the document only to that person. Up to 5 USO usernames can be added to this box.

**Select the 'Local Authority' from the 1st list** (This is a list of all the Boroughs who take part in the Pan London Coordination process) in order to send the document to all the eAdmissions Borough and Super users in that borough.

**Select the 'School Name' from the 2nd list** (this is a list of all schools in your borough who have been given access to the PLA Document Exchange) to send the document to all the users in that school with access to the 'Document Exchange'.

**Type a short message in the 'Notes': section.** This note should explain to the receiver why you are sending them the document. The message will be included in the email from 'londoneadmissions@lgfl.net' informing the recipient that there is a document available for them to download; it is therefore a good idea to sign the note, so they know who sent it to them.

**Finally Click the 'Upload' button** to send the document. The screen will say '**Upload Succeeded**' below the 'Notes:' section if your document has been sent successfully.

**To forward documents from the 'available downloads' (blue section) onto another user / LA / or Another School please do the following: -**

Ensure the 'Forward available files' radio button is selected on the 'New Upload' (Beige section).

Select the documents from the 'available downloads' (blue section) that you want to forward by 'ticking' the box on the left-hand side of the list.

**Select who you want to send the document to as follows: -**

**Select the 'Phase of education' that the document being uploaded relates to. This field is mandatory.**

**Enter the USO username of the person** you want to send the document to in the box provided to send the document only to that person. Up to 5 USO usernames can be added to this box.

**Select the 'Local Authority' from the 1st list** (This is a list of all the Boroughs who take part in the Pan London Coordination process) in order to send the document to all the eAdmissions Borough and Super users in that borough.

**Select the 'School Name' from the 2nd list** (this is a list of all schools in your borough who have been given access to the PLA Document Exchange) to send the document to all the users in that school with access to the 'Document Exchange'.

**Type a short message in the 'Notes': section.** This note should explain to the receiver why you are sending them the document. The message will be included in the email from 'londoneadmissions@lgfl.net' informing the recipient that there is a document available for them to download; it is therefore a good idea to sign the note so they know who sent it to them.

**Finally Click the 'Upload' button** to send the document. The screen will say **'Upload Succeeded'** below the 'Notes:' section if your document has been sent successfully.

**Previous Uploads (Purple Section)**

**All documents uploaded by you will be listed in the 'Previous Uploads' section at the bottom of the page, until you delete them. These pages will be numbered.**

Previous Uploads								View all users' uploads for *London Grid for Learning Office? <input type="checkbox"/>	
Phase	Document	Notes	Size	Upload date	Uploaded for	Downloads			
<a href="#">Edit</a>	Reception	<a href="#">Reception Junior PLA Business User Guide 2021 intake v1 Final.pdf</a>	2,413.4kB	29 Jan 21, 11:21	Bromley	1	<a href="#">Delete</a>	<input type="checkbox"/>	
<a href="#">Edit</a>	Reception	<a href="#">Reception Junior PLA Business User Guide 2021 intake v1 Final.pdf</a>	2,413.4kB	29 Jan 21, 11:21	Bromley	1	<a href="#">Delete</a>	<input type="checkbox"/>	
<a href="#">Edit</a>	Reception	<a href="#">Reception Junior PLA Business User Guide 2021 intake v1 Final.pdf</a>	2,413.4kB	29 Jan 21, 11:20	Bromley	0	<a href="#">Delete</a>	<input type="checkbox"/>	

[Delete all](#) [Delete selected](#)

**Headers in the 'Previous Uploads' section: -**

**Phase:** - This shows the phase of education the document relates to.

**Document:** - This shows the document name.

**Notes:** - This shows the message you typed when you sent the message.

**Size:** - This shows the size of the document (maximum size of documents which can be sent is 8MB)

**Upload Date:** - This shows the date you sent the document

**Uploaded for:** - This shows who you sent the document too

**Downloads:** - This shows the number of times the document has been downloaded by the recipient(s).

**Edit Document Details:** -

**Click 'Edit' link** next to the document name to see the following screen which allows you to do the following:

**Edit** the 'Phase' or

**Edit** the 'Document name' or

**Edit** the 'Notes' you wrote when you sent it.

**You can exit this screen by clicking on of the following links: -**

**'Cancel'** link to exit without saving changes or

**'Update'** link to save changes and exit.

Previous Uploads								
	Phase	Document	Notes	Size	Upload date	Uploaded for	Downloads	
<a href="#">Update</a> <a href="#">Cancel</a>	All	Address Verification Polici	Dear Colleagues, I have u	81.0kB	15 Sep 09, 11:21	London Grid for Learning in London, Barking & Dagenham, Barnet, Bexley, Brent, Bromley, Camden, City of London, Croydon, Ealing, Enfield, Essex, Greenwich, Hackney, Hammersmith & Fulham, Haringey, Harrow, Havering, Hertfordshire, Hillingdon, Hounslow, Islington, Kensington & Chelsea, Kent, Kingston-upon-Thames, Lambeth, Lewisham, Merton, Newham, Redbridge, Richmond upon Thames, Southwark, Surrey, Sutton, Thurrock, Tower Hamlets, Waltham Forest, Wandsworth, Westminster	89	<a href="#">Delete</a> <input type="checkbox"/>



### Delete uploaded Documents: -

All Documents that you have upload will automatically be deleted after 6 months.

- To Delete a single document from the 'Previous Uploads' list: - Click the 'Delete' link next to the document.
- To Delete several documents in one go from the 'Previous Uploads' list: - Tick the box next to each of the documents you want to delete from the list and then Click the 'Delete selected' link below the list of previously uploaded documents.
- To Delete All documents from the 'Previous Uploads' list: - Click the 'Delete All' link below the list of previously uploaded documents

## 4.2 eAdmissions – Reports

There are four reports available for schools to use, they are:

- a. **Current School Applications Report** – This report lists all the children currently attending this school who have applied online for their next school phase (e.g., the year six children in the 2013-14 school year, who have applied online for their Secondary School places in 2014-15).  
**Select** the 'Phase of Education' the child will be applying online for transfer to. (E.g., to see the children in Year 6 of your primary school who have applied online to move into Year 7 in Secondary School the following year select 'Secondary' from the dropdown menu).  
Application type will default to All but you can change it to On time or Late

### Current school applications

Borough :  School :

Phase :  Application Type :   to

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- b. **School Preferences Report** – This report shows the total number of children who have applied for a place at YOUR school in the next school year – it also shows you the total split by preference rank (e.g., for a primary school how many children have applied for this school and also showing this total split by preference rank). **Please note:** this report will keep changing until the online application rounds are closed and will therefore always give you the most up-to-date numbers on the day you run the report. **Select** the 'Phase of education' the child will be applying online to attend in your school. (E.g., to see the no. of children who have applied for a Reception Class place at your school select 'Primary' from the drop-down menu).
- Application type will default to 'All' but you can change it to 'On time' or 'Late'.
  - If you want to specify a 'date range' you must keep 'Application Type' set to 'All'

## School Preferences

Borough :  School :

Phase :  Application Type :   to

From Date :  To Date :

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- c. **List of school offers** – This report will be available the day after outcome day for a 2-week period and shows the number of pupils who have been offered a place at YOUR school, in the next school year as well as whether the applicant has accepted or declined online. It will constantly change during this period. **Select** the ‘**Phase of education**’ the child will be applying online to attend in your school. (E.g., to see the no. of children who have applied for a Reception Class place at your school select ‘Primary’ from the drop-down menu).

## School application offers

Borough :  School :

Phase :   to

- d. **List of secondary school offers for primary school students** – This report will be available the day after outcome day for a **2-week** period and shows the primary schools what schools their year 6 students will have been offered in the next school year as well as whether they have accepted or declined online. It will constantly change during this period.



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