



HILLINGDON

LONDON

How to create an Adult Social Care (ASC) portal account

The Adult Social Care (ASC) portal account is separate from MyAccount. You will need an ASC portal account specifically for ASC forms and submissions.

Why you need an ASC portal account

To complete a safeguarding adults concern or a professional social care referral you must be logged into the ASC portal.

If you do not already have an account, the system will guide you to create one before you begin your form.

Creating an account allows you to:

- be contacted quickly if further information is needed about your submission
- access and review any forms you have previously submitted
- receive updates on your portal submission by email
- save forms in progress and return to them later.

Login in

Each time you log in, the system will send a verification code to the email address you registered with.

You will need to enter this code to access your account.

1. On the Hillingdon Council website, navigate to adult social care online services
2. Click on the safeguarding adult's referral form or professional social care referral and you will be directed to the portal landing page. Please read the information presented on this page before continuing.
3. Click next.

Safeguarding adults concern

Incident location

1 How does this tool work? >

2 Incident location >

3 Referrer Details >

4 Please tell us who you are >

5 Service User's Details >

6 Further details of the Service user at risk or harm >

7 Concern Details >

8 Details of the person / organisation alleged to have caused risk or harm >

9 Police details >

10 Supporting Documentation >

11 Submit >

Did the incident take place in Hillingdon?

Yes

No

* This field is required

← Previous

Next →

Print Save for later Close Cancel

- A pop up will appear and you'll be prompted to login or register.

Safeguarding adults concern

- 1 How does this tool work? >
- 2 Incident location >
- 3 Referrer Details >
- 4 Please tell us who you are >
- 5 Service User's Details >
- 6 Further details of the Service user at risk or harm >
- 7 Concern Details >
- 8 Details of the person / organisation alleged to have caused risk or harm >

Referrer Details

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

Login or Register

← Previous

Next →

- If you are a new user, register for a new account click the yellow button Register for a new account.

Secure login - step 1

New to Adult, Children, Young People and Families Online Services? [Register for an account here](#) or use the button below.
Already using Adult, Children, Young People and Families Online Services? Sign in below.

Existing users

Email

Password
Please enter your password

For additional security, we will confirm your account by sending an authentication code to your email address.

Submit

Cancel

[Forgotten password?](#)

New users

If you're new to Adult, Children, Young People and Families Online Services, sign up for an account here

Register for new account

- Complete your details and click 'Next'.

Register a new account - step 1

Forename *

Surname *

Phone number

Is this account being used in a professional capacity?

Property name

House number or name

Street *

Area

Town/City *

County

Postcode *

Next

Cancel

7. Fill in your email address and create a password, then click 'Next'.

Register a new account - step 2

Email address *

Password *

Confirm password *

Back Next Cancel

Password policy

Your password must meet the following requirements:

- It must be at least 12 characters long.
- It must contain at least one letter.
- It must contain only letters, digits, and special characters.
- It must contain at least one upper-case letter.
- It must contain at least one numerical digit.
- It must contain at least one special character.
- It must be different to your current password.
- It must be different to your previous 8 passwords.

[View the list of special characters:](#)

8. You'll receive a verification code to the email address you registered with – enter this when prompted and click 'Next'.

Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code *

Back Next Cancel

[Please send me a new code](#)

9. Your registration is now complete, and you can click continue.

Registration completed

Your registration has been completed successfully.

Continue

10. The referrer details will automatically populate each time you use the form. You can now complete the form.

Troubleshooting

I didn't receive my verification code — what should I do?

- Check your spam/junk folder — the email may have been filtered.
- Make sure you entered your email address correctly when registering.
- Click “Send me a new code” on the verification screen to generate another one.

If you still don't receive it after several attempts, try using a different device or browser, or contact us by email at, socialcaredirect@hillingdon.gov.uk.

How do I view my saved or submitted forms?

1. Log in to the ASC Portal using your registered email address.
2. Once logged in, go to your dashboard/home page.
3. You will see separate sections for:
 - a. Click either View Submitted forms (forms already sent to the ASC team)
 - b. recover a saved form (forms not yet submitted)
4. Click on any form to view or resume it as needed.

How do I change my password?

1. Go to the ASC portal login page click on your name, you will get a list to select from.
2. Click “Update details”.
3. Then click change password.
4. Follow the on-screen instructions to complete the process.

How do I update my profile details?

1. Log in to your ASC portal account.
2. Go to your account or profile section (usually in the top right menu).
3. Click on change profile details - you'll need to type in your password
4. Select update details such as:
 - a. Name
 - b. Address
 - c. Phone number
5. Select finish before exiting the page.

I can't log into my account — what should I try?

1. Make sure you are using the same email address you registered with.
2. Request a new verification code if needed.
3. Ensure your browser:
 - a. has cookies enabled
 - b. is up to date
 - c. has pop-ups allowed for this site.

I'm being asked to create an account again even though I already have one

1. Check if you registered using a different email address previously.
2. Try logging in instead of registering.
3. If you're unsure which email you used, contact ASC support by email at, socialcaredirect@hillingdon.gov.uk, with details of your organisation or team.

Can I use the ASC portal account for MyAccount or other council services?

No, the ASC Portal is separate from Hillingdon MyAccount. You will need to maintain separate logins for each system.