Leicestershire County Council's

'Secure File Transfer' System

Guide for Early Years Providers

Introduction

AnyComms+ is a file transfer system used by Leicestershire County Council for securely moving files both within the County Council and with external partner organisations, such as Health.

AnyComms+ will allow us to transfer documents securely to childcare providers and will also allow you to send files to us. For example, if we require copies of birth certificates to support a FEEE claim you will be able to scan the birth certificate and send it directly to us, removing postal delays/losses and significantly speeding up the whole process. As we continue to develop the system, it will also be possible for childcare providers to send documents to other services with the County Council (e.g. SENA, school admissions, specialist teaching service, etc.), to other external parties (e.g. Health) and also between childcare settings (so, for example, nursery chains could transfer documents between all their settings).

AnyComms+ also provides a service called 'pre-populated forms' which are used to collect additional data from childcare providers – for instance, additional information needed to create Early Years Census data each Spring (specific User Guide for this process is available separately from this general guide).

This guide has been prepared to show you how to use the system. Please refer to this guide before raising any questions with Early Learning and Childcare Service.

This guide will cover (ctrl+click on any topic to jump to that section):

Accessing AnyComms+ and logging in

Transferring a file to the Local Authority

Downloading a file that has been sent to you

Viewing File Transfer history

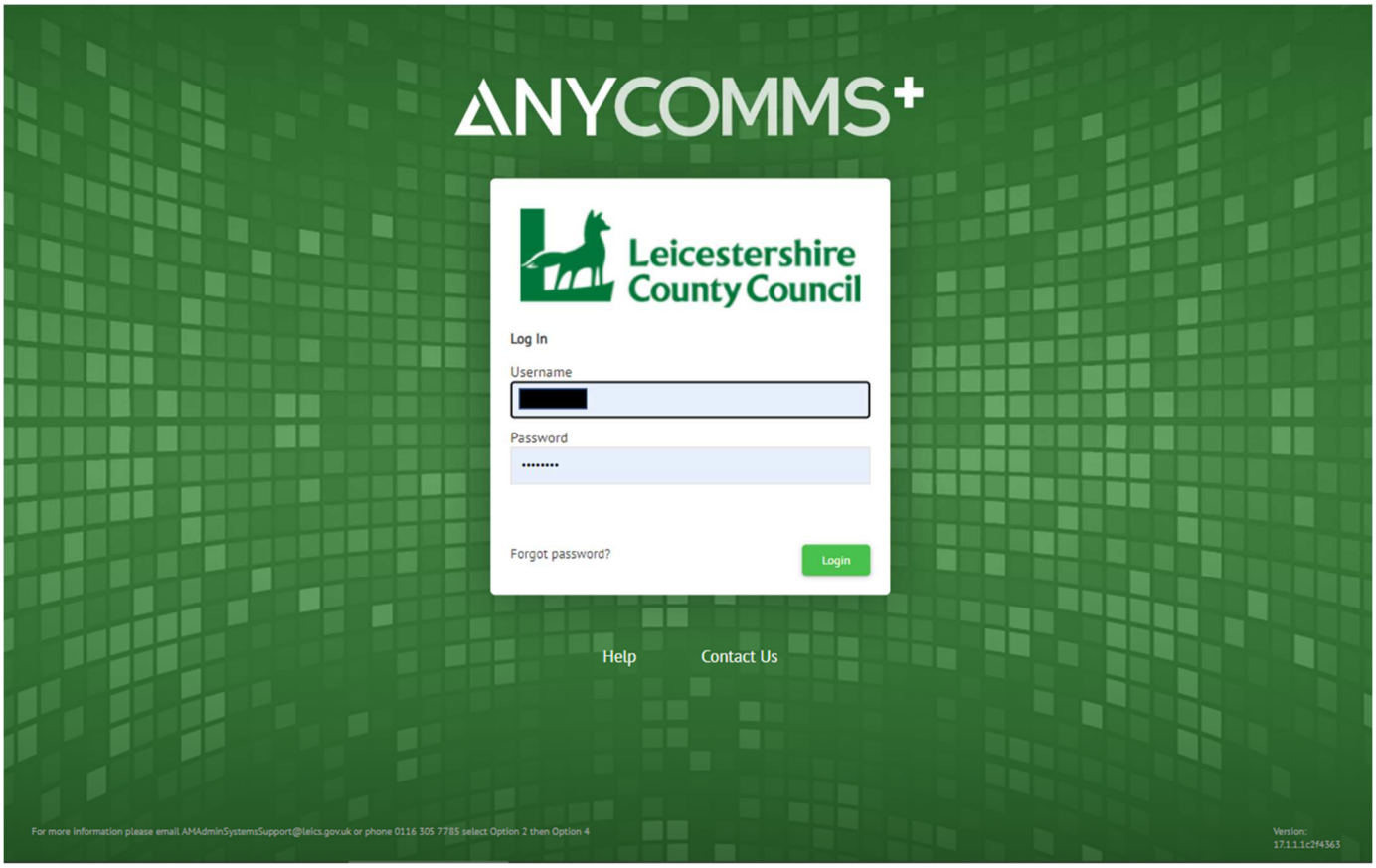
Pre-Populated forms

The system sends out confirmation emails at certain points, these will be from anycommsplus@avcosystems.com so please check that these are not going into your 'Spam' folder.

Accessing AnyComms+ and logging in

The system is web-based and is accessed here: https://filetransfer.leics.gov.uk/Login.aspx

Please note that your login details will be emailed to you by Early Learning and Childcare service. If you haven't received these, please contact us by email childcare@leics.gov.uk.



The system uses 2-step verification – username and password, followed by a memorable word.

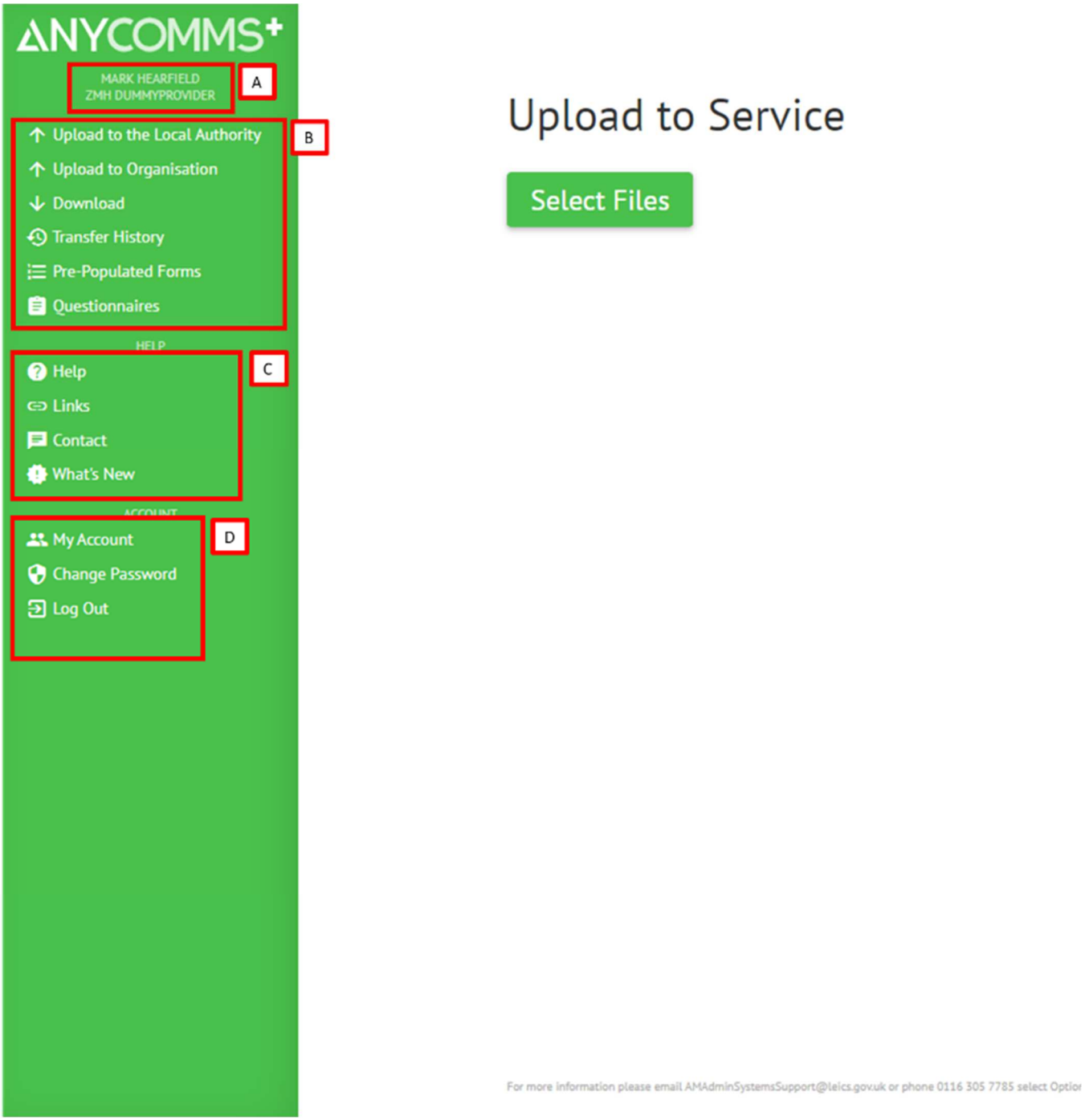
On first screen, enter your username and password in the appropriate boxes and click 'Login'. You will then be asked to enter two specified characters from your memorable word:

In this example, if your memorable word was “remember”, you would select “b” (i.e. the 6th letter of the word) in the first box and “r” (i.e. the 8th letter of the word) from the second. Click ‘Login’ to enter the system.

If you have forgotten your password, or you want to reset your password, these actions can be completed by using the links underneath the login box.

If you have any problems logging in you can contact AM Admin Systems Support by email or phone – details are shown on the bottom of the login screen.

After you have logged in you will see the Home page:



A – Shows who is logged into the system

B – Main navigation

Contains links to complete any tasks available using the system (e.g. sending files to us “Upload to the Local Authority” or retrieving files we have sent to you “Download”)

C – Help section

Contains links to the different help that is available (e.g. “Contact” information if you are having any general system issues)

D – Account section

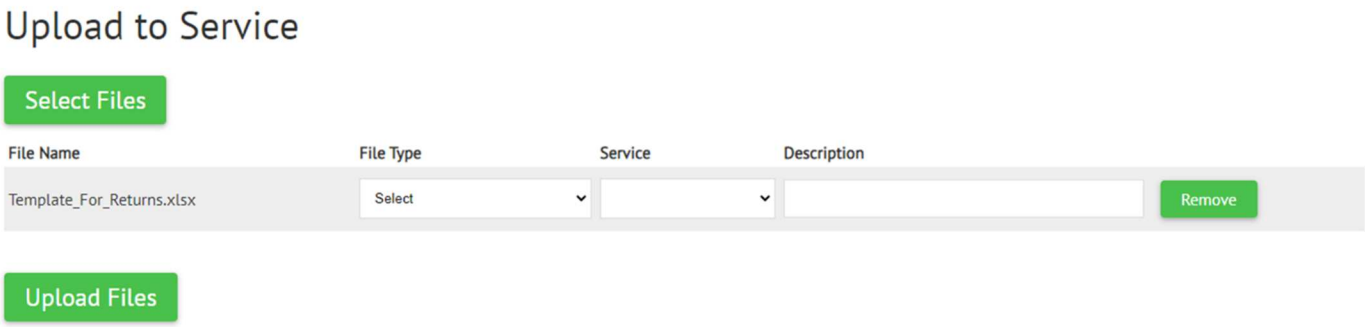
Where you would logout, change your password or view your details

Upload to the Local Authority

This is the link you will use if you want to send us a file (it is also the default starting page after you login). This can be anything you have saved on your computer – a word document, a spreadsheet, a pdf document, a picture, etc.

Select the file by pressing the 'Select Files' button and then selecting the appropriate file from the browser window that opens (as this varies depending on your computer's operating system, no screenshots have been included in this guide)

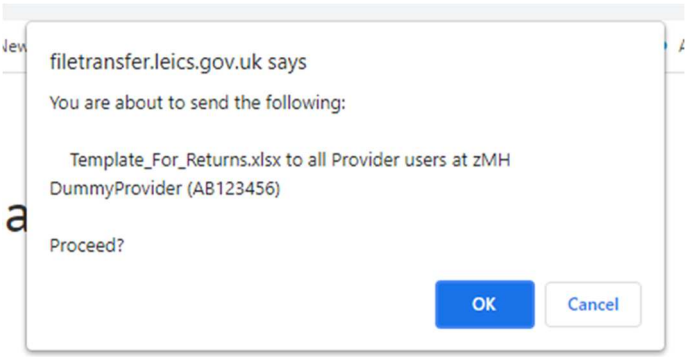
After selecting your file, an additional line will show



You can see which file you have added under 'File Name' (if you have added incorrectly, you can use 'Remove' to take it out). You should select the option **'Early Years Provider Documents'** from the 'File Type' option menu and then either **'Early Years Service** (County Hall)' or 'SENA' from the 'Service' option menu depending upon which service you need to send the file to. 'Description' is optional and allows you to add some text describing the document, if necessary (for example, you might put 'copy of birth certificate for Bobby Smith').

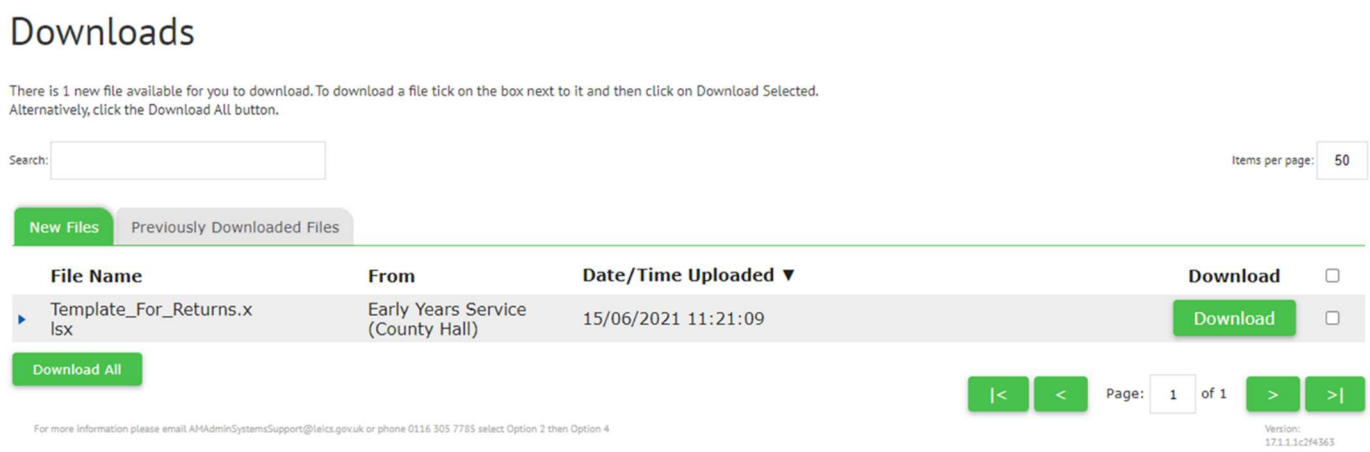
You can add multiple files by pressing the 'Select Files' button again.

When you're ready, press 'Upload Files' to send these to us. You will be asked to confirm that you want to send the file and, if you press "OK", the file(s) will be sent and you will get an onscreen notification as well as an email confirmation of this.

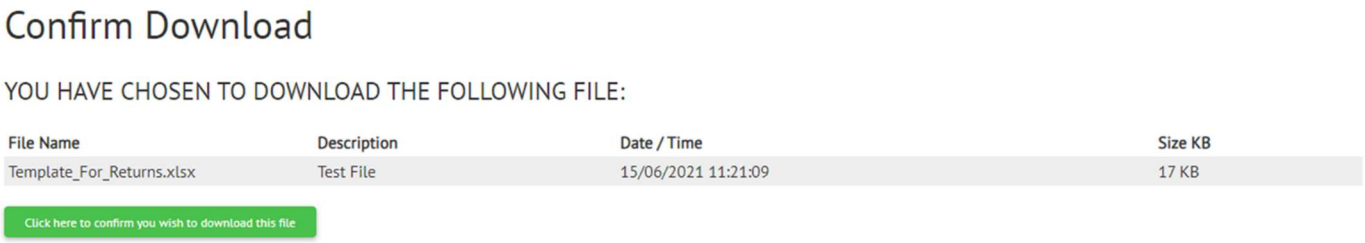


Download

This is the button you would use to download a file that we have sent to you (e.g. deprivation breakdown/birth certificate request notice/unpaid claims).



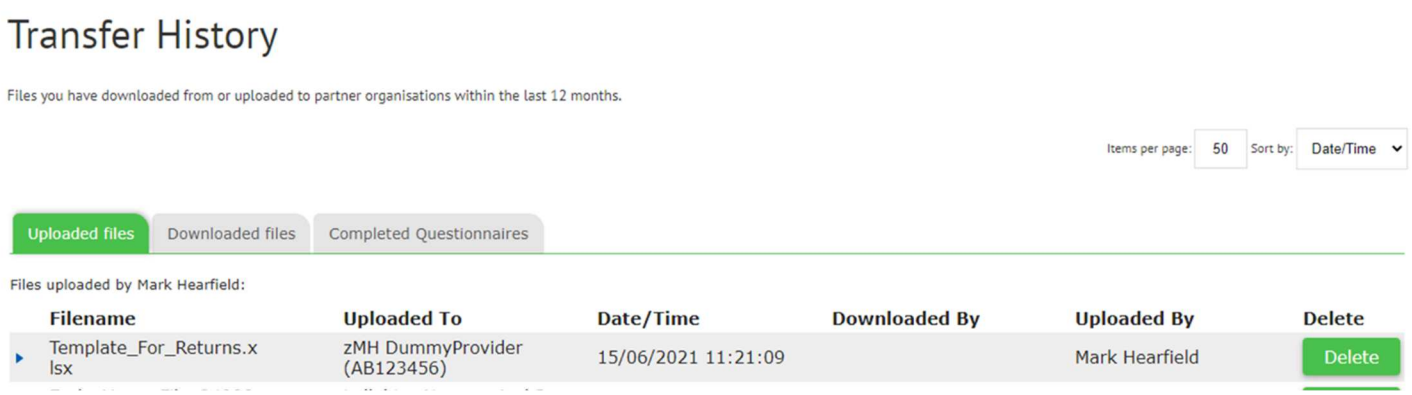
From this screen you can see any 'New Files' that have been uploaded, which you can then download by clicking 'Download' (or by ticking the boxes next to multiple files and selecting 'Download All' you can download more than one at a time) or by clicking 'Previously Downloaded Files' you can see a list of any older uploaded files (that you can then download again if you need to).



You will be shown detail of the file(s) you have selected to download, and be asked to confirm you want to download by 'Click here to confirm you wish to download this file' button. Clicking this will then allow you to save the file to your computer or open the file.

View Transfer History

This is where you can view which documents you have uploaded to us or which documents that you have been sent that you have downloaded.



For 'Uploaded files' you can see the 'Filename', who it was 'Uploaded To', when it was uploaded ('Date/Time Uploaded') and whether that file has then been downloaded. For example, in the screenshot above you can see that a file called "Template_For_Returns.xlsx" was sent to "zMH DummyProvider" on "15/06/2021 11:21:09" and that that file has not yet been accessed, as "Downloaded By" is blank.

Once you're happy that the document has been sent, and you can see that it has then been downloaded, you have the option of clicking the 'Delete' button to then remove this from the list.

'Downloaded files' shows which files have been sent to you, who sent them and when you downloaded them:

Please be aware that we do not use questionnaires, so the section 'Completed Questionnaires' will always be empty.

Pre-Populated Forms

Pre-Populated Forms are currently only used once a year – to collect additional information to enable completion of the Early Years Census and would only apply to FEEE-registered providers.

An additional guide is produced to specifically cover this and is provided to applicable providers at the time of the data collection, so no information will be provided in this general User Guide.