

SAVING INFORMATION ON THE PEP FORM

With our system being an online system, unfortunately we have had to embed a time-out feature.

This time feature only comes into play when our system does not register movement from your computer in 40Minutes.

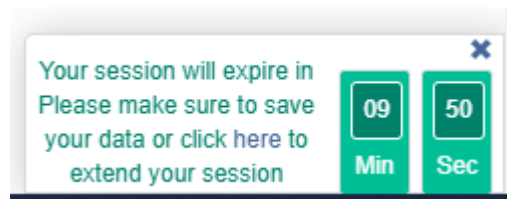
We register movement from your computer when you either.

- Press Save
- move from one tab to the next

WFC GOOD PRACTICE: Remember to save every 25-30 minutes while working on a PEP document to reduce the risk of being timed out.

How will I know the timer is near the end?

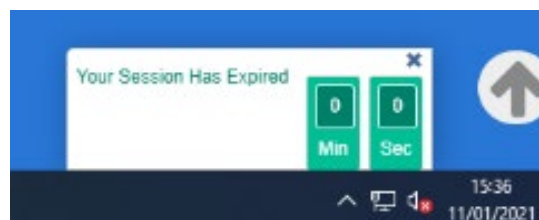
Within the **LAST 10 MINUTES** of the 40 minutes a pop will appear in the bottom right-hand corner of the screen



When this pop-up appears if you press “**SAVE PAGE**” it will then reset the timer. Which gives you 40 minutes again.

What to do if the timer reaches 0:00?

If the timer reaches “0:00” you will need to ensure the next step you take is to press “**SAVE PAGE**” The system will log you out and you will be requested to log back in.



If you have pressed “Save” you will have **ALSO** received an email stating that you that you have tried to save information when our system had timed out.

What to do next?

When you log back into our system, a pop-up will appear as below;

Virtual eCall Children with ePEPs this week 3146

LOGOUT Home MyChildren Attendance Portal Mail (4) EPEP (304) VirtualSchool Reports

We notice that you were saving a PEP form at about 10-Feb-2021 09:27 when the system logged you out, the system still has a record of the updates you entered,

You have two options

1. You may attempt to save the information again here Save the PEP information	2. you can call Welfare Call to save this information.
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If not this information will be removed after 10 days.

Linked Authorities

You then have two options, you can either select “Save the PEP information” yourself which re-inputs the data within the live screen or you can contact Welfare Call and we are able to re-input this information back into the live screen as well.

PLEASE NOTE: We hold the data for 10 days. If you contact us after 10 days unfortunately, we are not able to process this information.

Welfare Call are not held responsible for any data which may be lost due to an end user **not** pressing **SAVE**.

Contact us on the on the Support Helpline

01226 716333 or Email us at epep@welfarecall.com

Alternatively, contact us securely using our Mail service via the extranet once you are logged in -

<https://extranet.welfarecall.com>

Office opening times – 8:30am while 5:00pm Mon – Fr