



Diocese of Guildford Education Services Portal Trust Admin Guide

V2.2

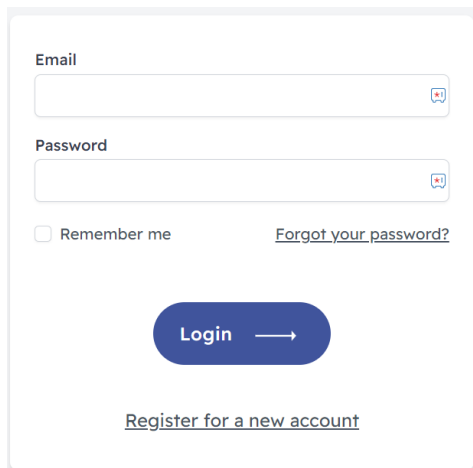
Finding the Education Services Portal

Go to <https://gdbe-elevate.org>

Registering

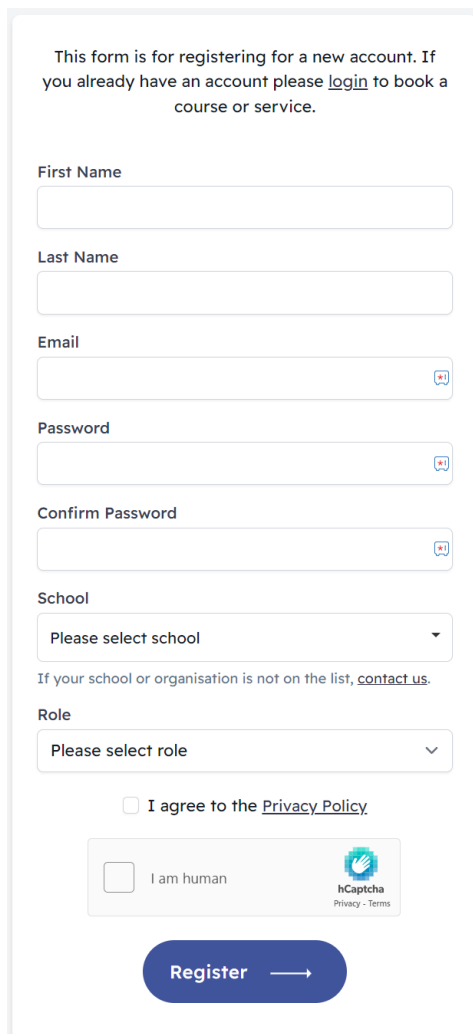
To register as a new user to site click on the login / register button in the top right-hand corner of the page:

Login / Register



This form contains fields for Email and Password. Below the password field is a checkbox for 'Remember me' and a link for 'Forgot your password?'. A blue 'Login' button with a right-pointing arrow is centered below the fields. At the bottom of the form is a link that says 'Register for a new account'.

Under the login form, click on the **'Register for a new account'** link.



This form is for registering for a new account. It includes a message: 'This form is for registering for a new account. If you already have an account please [login](#) to book a course or service.' The form has fields for First Name, Last Name, Email, Password, and Confirm Password. Below these is a dropdown menu for 'School' with the text 'Please select school'. A note says 'If your school or organisation is not on the list, [contact us](#).' There is another dropdown for 'Role' with the text 'Please select role'. A checkbox is labeled 'I agree to the [Privacy Policy](#)'. At the bottom is a hCaptcha widget with the text 'I am human' and a blue 'Register' button with a right-pointing arrow.

Fill out the Registration form.

If your school or organisation is not on the listed use the contact us link and let us know.

Once complete click the Register button.

You will receive an email to verify your account. Click on the link within the email.

Your school will be informed that you have registered.

Logging in for the first time

You need an email and password to log in to the site.

If you have been registered by The Diocese of Guildford or your school you will have received a verification email. You will need to click on the link within this email in order to verify your email address and request a password before you can log in.

Didn't get the email?

Check your spam folder to make sure it didn't end up there.

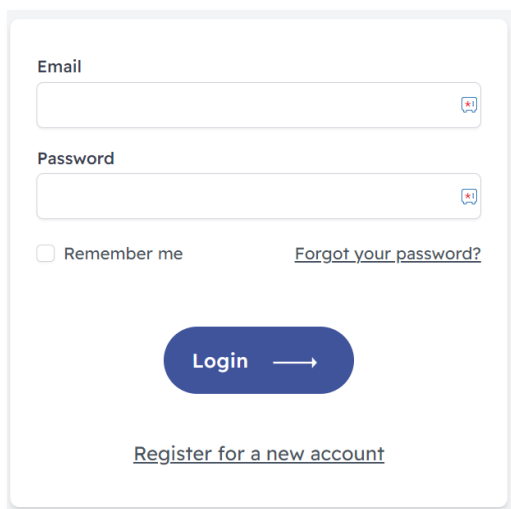
You can also visit the following page to resend the verification email:

<https://gdb-elevate.org/forgot-password>

Logging in

In the top right-hand corner of the page click on the login / register button.

Login / Register



The screenshot shows a login form with the following elements:

- An "Email" input field with a red "x" icon on the right.
- A "Password" input field with a red "x" icon on the right.
- A checkbox labeled "Remember me" and a link labeled "Forgot your password?".
- A blue "Login" button with a white right-pointing arrow.
- A link at the bottom labeled "Register for a new account".

Enter your email and password and click Login

Some users have a username to access their account. Enter this username in the email field.

If you would like to use the same email for multiple accounts, e.g a Trust account and a School account, please contact us and we will provide usernames for your accounts.

Upon successfully logging in, the login / register button will be replaced by the **Account** button.

Account ▾

Clicking on the Account button will show further links, including **My Account** showing your bookings, **Profile** to change your email and password and **Logout** to logout of the system.

Users with other permissions may have further links.

Trust Account

To access your school account, click on **Account** button in the top right-hand corner of the homepage and then click on the **Trust Account** link.

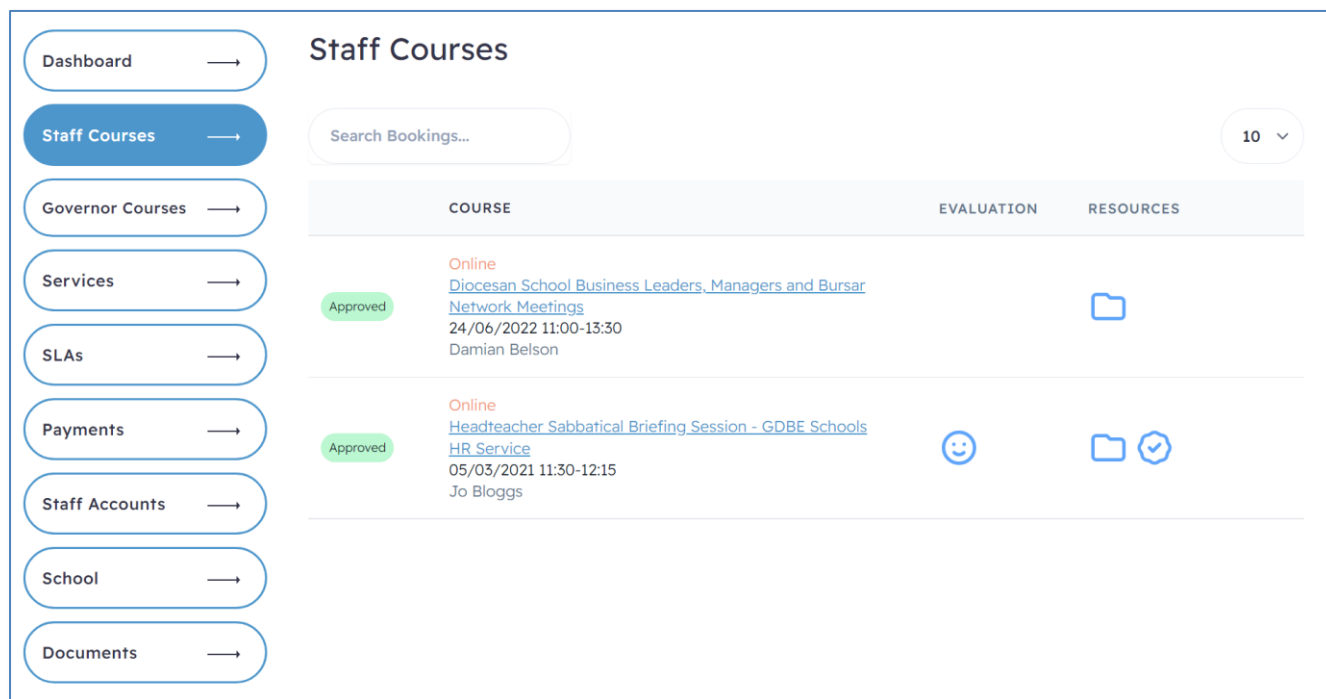
The screenshot shows the Trust Account dashboard. At the top left, the text 'Trust Account' is displayed in white on a dark blue background. To the right of this, the navigation links 'Home | Trust Account' are visible. Below the header, there is a vertical sidebar on the left containing ten menu items, each in a rounded rectangle with a right-pointing arrow: 'Dashboard', 'Staff Courses', 'Governor Courses', 'Services', 'SLAs', 'Payments', 'Trust Staff', 'Trust Details', 'Schools', and 'Documents'. The main content area is titled 'Dashboard' and features a 'Request Services' button in a purple rounded rectangle. Below the title, there is a 'Contacts' section with the following information: 'Jane Whittingdale, School Services Manager', 'jane.whittingdale@cofeguildford.org.uk', and '01483 484911'. A note below this states 'See [Our People](#) for further contact information.' On the right side of the dashboard, there is a 'Booking Notifications' section. It includes a sub-section 'Automatic System Approval Option - applies only to £00.00 zero rated fee course, session or briefing.' with a detailed explanation of the opt-in process. Below this, there are two toggle options, both marked with a green checkmark: 'Receive Notifications' and 'Allow Automatic Admin Approval'.

The Dashboard allows you to access your Trust information.

On the right you have options to request additional services and manage Booking Notifications.

Staff and Governor Courses

All courses that have been booked will show under Courses.



The screenshot shows a web interface for 'Staff Courses'. On the left is a sidebar with navigation buttons: Dashboard, Staff Courses (highlighted), Governor Courses, Services, SLAs, Payments, Staff Accounts, School, and Documents. The main area is titled 'Staff Courses' and includes a search bar 'Search Bookings...' and a dropdown menu showing '10'. Below this is a table with columns 'COURSE', 'EVALUATION', and 'RESOURCES'. Two rows are visible:

COURSE	EVALUATION	RESOURCES
Online Diocesan School Business Leaders, Managers and Bursar Network Meetings 24/06/2022 11:00-13:30 Damian Belson	Approved	
Online Headteacher Sabbatical Briefing Session - GDBE Schools HR Service 05/03/2021 11:30-12:15 Jo Bloggs	Approved	

Course bookings can either be Pending (waiting for approval), Approved or Rejected. Course bookings can also be held on a waiting list if the course is full. You are able to delete bookings that have yet to be approved.

The Trust account can be set up in two ways:

- allow academies to approve and managed their staff bookings
- only allow the Trust can manage bookings.

Please contact GDBE to discuss these options.

If the Trust is set to manage bookings, when a member of staff from an academy makes a booking, you will receive an email requesting approval.

The bookings list will indicate when a booking requires your approval.

If your academies are allowed to manage bookings, you will still be able to view these bookings and approve any pending bookings if required.

To approve a booking



Click the icon to approve a booking.
A popup confirmation window will open. Click 'Yes'.

To delete a booking

If a course booking has yet to be approved by GDBE, it can be deleted without penalty.



Click the icon to delete a booking.
A popup confirmation window will open. Click 'Yes'.

Additionally, a course booking may also have links to resource files, an evaluation and a completion certificate. These resources are usually only available after the course has finished.



Click on the icon to open the **course evaluation** form popup.
When the evaluation is completed the icon is green.



Click on the icon to open the **course resources** popup.
Not all courses have resources. Some resources are available before the course.



Click on the icon to download your **course certificate**.

To book a course for yourself or on behalf of a member of staff, see the **Course Bookings** section.

Service Requests

Service Requests can either be Pending (waiting for approval), Approved or Rejected.

	SERVICE	NOTES
Confirmed	GDBE Sector: Books / Governance - NGA Standard Membership Confirmed: 01-01-2022 Clare Goodfry	Notes: 100 Books Included in cost
Confirmed	GDBE Sector: Books / Governance - NGA Standard Membership Confirmed: 01-01-2022 Clare Goodfry	Notes: 100 Books Included in cost
Confirmed	GDBE Sector: Books / Governance - NGA Standard Membership Confirmed: 01-01-2022 Clare Goodfry	Notes: 100 Books
Confirmed	GDBE Sector: Books / Governance - NGA Standard Membership Confirmed: 01-01-2022 Clare Goodfry	Notes: 100 Books
Confirmed	GDBE Sector: Books / Governance - NGA Standard Membership Confirmed: 01-01-2022 Clare Goodfry	Notes: 100 Books Included in cost

The Trust account can be set up in two ways:

- allow academies to approve and managed their staff service requests
- only allow the Trust can service requests.

Please contact GDBE to discuss these options.

If the Trust is set to manage service requests, when a member of staff from an academy makes a booking, you will receive an email requesting approval.

The service request list will indicate when a request requires your approval.

If your academies are allowed to manage bookings, you will still be able to view these bookings and approve any pending bookings if required.

To approve a service request



Click the icon to approve a service request.
A popup confirmation window will open. Click 'Yes'.

To delete a service request

If a service request has yet to be approved by GDBE, it can be deleted without penalty.



Click the icon to delete a booking.
A popup confirmation window will open. Click 'Yes'.

To make a service request, see the **Requesting Services** section.

SLAs

The SLA tab lists your Service Level Agreements.

	SLA	YEAR	
Pending	CORE Support - GDBE elevate CORE	2023-24	
Approved	EsLA - EsLA Enhance	2020-21	
Approved	EsLA - EsLA Enhance	2019-20	



When an SLA request has been approved you can download the contract using the contract icon.



SLA requests that have yet to be approved by GDBE can still be amended or deleted.

To request an SLA, see the section on **Requesting a Service Level Agreement**

Payments

After a booking or request has been approved you will receive an email requesting payment. This email will include a link to the invoice.

INVOICE	DATE	TYPE
Paid 22-C04347	March 18, 2022	Course

The Payments tab will show a list of payments and credits. Payments can either be Pending (waiting for payment) or Received. Clicking on the invoice number allows you to download the invoice.

Trust Staff Accounts

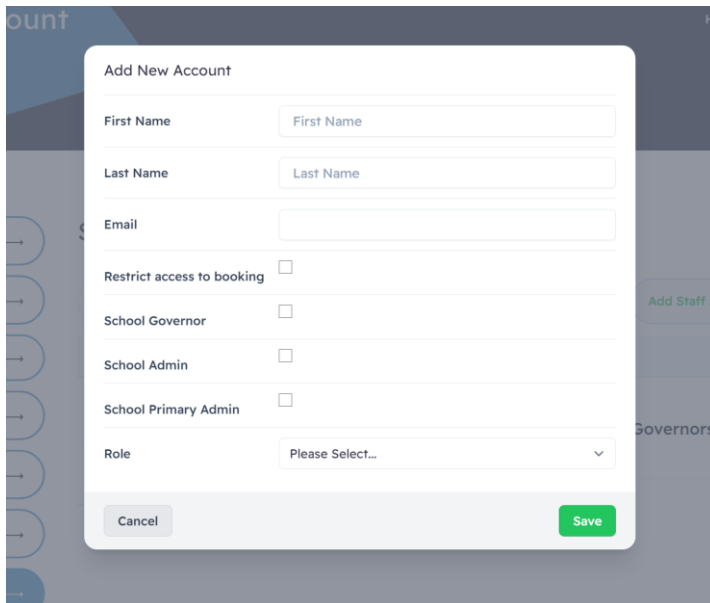
Trust Staff allows you to manage the Trust staff accounts. (To manage academy staff, see Schools section)

Trust Staff is split in Staff and Governors.

The screenshot shows a web interface for managing Trust Staff Accounts. On the left is a vertical sidebar with navigation buttons: Dashboard, Staff Courses, Governor Courses, Services, SLAs, Payments, Trust Staff (highlighted), Trust Details, Schools, and Documents. The main content area is titled 'Staff Accounts' and features a search bar labeled 'Search Accounts...'. To the right of the search bar are two buttons: 'Add Staff Account +' and a dropdown menu showing '10'. Below these elements are two columns: 'STAFF' and 'GOVERNORS'. Each column contains a list of account entries. Each entry in both columns has a green pencil icon (edit) and a red 'x' icon (delete) to its right.

Add a User

To add a User, click on the **Add Staff Account** button.



The screenshot shows a modal window titled "Add New Account" with the following fields and options:

- First Name:
- Last Name:
- Email:
- Restrict access to booking:
- School Governor:
- School Admin:
- School Primary Admin:
- Role:
- Buttons: "Cancel" (grey) and "Save" (green)

- | | |
|-----------------------------|--|
| E-mail address | The e-mail address must be unique.
The reason for this is that the e-mail address is used to login to the system. |
| Restrict Access to bookings | Tick this box to prevent the staff member from bookings courses or services on the portal |
| School Governor | Tick this box if the user is a school governor |
| School admin | Tick this box if you would like the user to have similar school admin rights to yourself |
| Primary School admin | Tick this box if you would like the user to be the primary school admin. Only one person in a school has this role. They will receive all the email notifications. |

Edit a User



Click the icon to edit a User.

Delete a User



Click the icon to delete a User.
A popup confirm box will appear. Click the delete button to remove the User.
Deleting a User will not remove the user's bookings.

School Accounts

Academy Trusts can view and manage the details of their schools as well as the school staff.

SCHOOL	STAFF ACCOUNTS	
+ Ashley CofE (Infant) Primary School (2017)	13	
+ Cleary's College (Infant) (2017)	4	
+ Farnborough Grange Community School (2017)	4	
+ Holme (The) CofE (Controlled) Primary School (2017)	31	
+ Moorhouse CofE (Controlled) Infant & Junior Schools (2017)	13	
+ Puffin Gate CofE (Controlled) Primary School (2017)	18	
+ Swan Blenheim's CofE (Infant) Junior School (2017)	13	
+ St Andrew's CofE (Controlled) Infant School (2017)	8	



Clicking on the green pencil icon brings up an editing box for the school.

Widdowson Learning Trust

No of Staff

Number on Roll

Telephone

Email

CEO

Deputy

Admin/Bursar

Clicking on the plus icon next to the school's name, shows the staff user accounts.

SCHOOL	STAFF ACCOUNTS	
+ Ashley CofE (Jubilee) Primary School (SPT)	13	
- Christ's College Guildford (SPT)	4	
USER	ROLE	
Jo Franklin		
Laura Wiggin	Admin	
Sarah Hatch	Primary Admin	
Sarah Hatch	Admin	
+ Farnborough Grange Community School (SPT)	4	



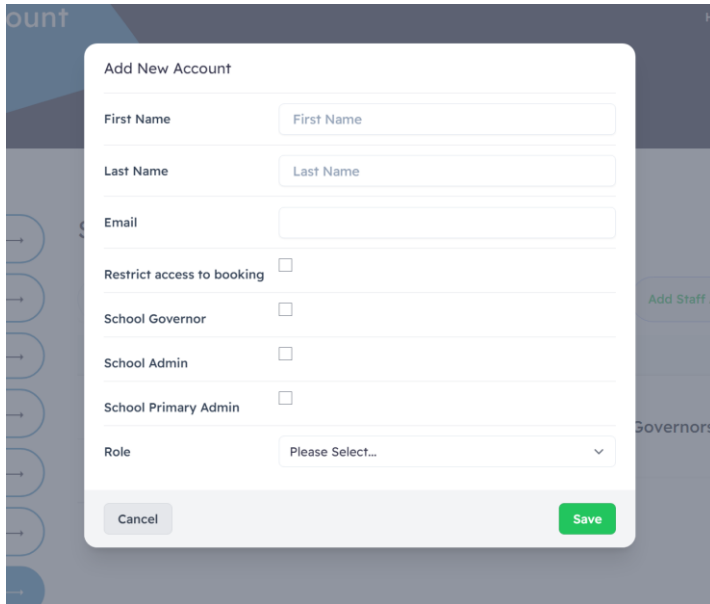
Clicking on the green user icon allows you to edit the users account information.



Clicking on the red icon deletes the user account.

Add a School User

To add a User, click on the **Add Staff Account** button.



The screenshot shows a modal window titled "Add New Account". It contains the following fields and options:

- First Name:
- Last Name:
- Email:
- Restrict access to booking:
- School Governor:
- School Admin:
- School Primary Admin:
- Role:
- Buttons: "Cancel" and "Save"

- | | |
|-----------------------------|--|
| E-mail address | The e-mail address must be unique.
The reason for this is that the e-mail address is used to login to the system. |
| Restrict Access to bookings | Tick this box to prevent the staff member from bookings courses or services on the portal |
| School Governor | Tick this box if the user is a school governor |
| School admin | Tick this box if you would like the user to have similar school admin rights to yourself |
| Primary School admin | Tick this box if you would like the user to be the primary school admin. Only one person in a school has this role. They will receive all the email notifications. |

Edit a User



Click the icon to edit a User.

Delete a User



Click the icon to delete a User.
A popup confirm box will appear. Click the delete button to remove the User.
Deleting a User will not remove the user's bookings.

Trust Information

This shows the school information help by the portal.

- Dashboard →
- Staff Courses →
- Governor Courses →
- Services →
- SLAs →
- Payments →
- Trust Staff →
- Trust Details →**
- Schools →
- Documents →

Trust Details Edit →

Name	The Good Shepherd Trust
Account Number	087000
Type	Trust
Funding	Academy Trust
No of Staff	
Number on Roll	850
Address	The Good Shepherd Trust, 14th Avenue, Oxtford, Surrey OX1 1TY
Telephone	01491 42000
Diocese	
Local Authority	Surrey County Council
Email	admin@good-shepherd-trust.org.uk
CEO	Paul Kennedy, CEO paul.kennedy@good-shepherd-trust.org.uk
Deputy	Louise Mann, COO louise.mann@good-shepherd-trust.org.uk

Click the Edit button to update the information. Click the same button to then save any changes.

Documents

The portal hosts a large number of documents. These documents support SLAs and Services. Some documents will be accessible to any registered user. Other documents will only be available to schools who have purchased a particular SLA or Service.

The screenshot displays a web interface for document management. On the left is a vertical navigation menu with buttons for Dashboard, Staff Courses, Governor Courses, Services, SLAs, Payments, Trust Staff, Trust Details, Schools, and Documents (highlighted). The main content area is titled 'Documents' and is divided into two columns. The left column, 'Folders', lists various categories with expand/collapse icons: Help Guides (+), GDBE Consultancy (+), Headteacher Appraisal Performance Management (+), People Resources Library (+), GDBE elevate People E-News (+), RE Resource Library (-), Primary Unit Plans and Support Materials, EYFS Materials, Key Stage One Materials (highlighted in blue), Lower Key Stage Two Materials, Upper Key Stage Two Materials, EYFS in the Revised Syllabus, Concept Maps for the Faith and Beliefs in the RE Syllabus, Resources to support teachers, Materials for School Leaders, Governors Meeting Materials Summer 2023, and Staff Meeting Materials Summer 2023. The right column, also titled 'Documents', shows a preview of a document titled 'Key Stage One Materials' (PDF 241KB). Below it, under the heading 'CHRISTIANITY Year 1: Why do Christians call God 'creator'?', there are three document thumbnails: 'CHRISTIANITY Year 1: Why do Christians call God 'creator'?' (PDF 432KB), 'In the beginning - story for session 2' (PDF 152KB), and 'In the beginning PowerPoint' (PPTX 2534KB). At the bottom, another document titled 'CHRISTIANITY Year 1: What is the...' is partially visible.

To view files, click on the folder title in the left-hand column. The files within that folder will then show within the right-hand column. Click on the filename to download the file.

Booking Courses

To book a course on behalf of a member of staff, the staff member must have an account. (See sections on Trust Staff and Schools to register a user).

Use the site menu to find the course you wish to book.

When booking a course or service you will have the option of selecting the member of staff the booking is for.

Staff members are organized by academy. You can search for a staff member using the search box at the top of the participant list.

Primary: Church Schools - Training for New RE Subject Leaders

Delivery
This training will be held face to face

Intended Audience
Teachers new to the role of RE subject leader in a Church of England primary school. It is also relevant for teachers who have held the RE subject leader role previously in a community school.

This training will help you to:

- understand the role as RE subject leader in a Church school
- understand which RE syllabus or guidelines you should be using and how they fit with the Church of England Statement of Entitlement for RE in Church schools
- appreciate the 'bigger picture' of RE;
- understand what makes RE a 'special' subject in a Church school

Note - We strongly recommend that teachers new to the role of RE subject leader in a church school also attend the training

'Primary: Church Schools - Unpacking SIAMS Strand 7'.

Teachers new to the role of RE subject leader in a Church of England primary school. It is also relevant for teachers who have held the RE subject leader role previously in a community school.

Standard Price
Universal
GDBE elevate CORE

Book Course | Tutors & Venue

Date
16/05/2023 16:00-17:30

Who's attending the training?
Select Participant

Select Participant

- Indigene Learning Trust
- Alison Morgan -
- Anthony Marsh - Director of RE
- Henry
- Ben Morris - Member
- Bryan Smith -
- David Mason - Trustee

I accept the [Booking Terms & Conditions](#)

Request Course →

After reading and agreeing to the **Terms and Conditions** click on the 'Accept Booking Terms' checkbox. Click on the **Request Course** button to submit the request.

The Diocese of Guildford will review your request and email you confirmation when approved.

You, the School Admin and the member of staff will receive emails about the booking.

Requesting Services

To request additional services, either click the **Purchase** link in the main site menu or click the **Request Services** button in the Trust Account Dashboard.

CORE Support (2023-24)
Add on buyback for 2023-24 SLA only

CORE School (2024-25)
Pre-purchase buyback 2024-25 SLA only

CORE Support (2023-24) Valid 01-09-2023 - 31-08-2024

SLA Member – active subscription.

Headteacher Appraisal

+ HTAPM Standard	Member Price £ 505.00	Select Schools
+ HTAPM Comprehensive with mid-year review	Member Price £ 975.00	Select Schools

Strategic Leadership | Recruitment

+ Recruitment Support Package with DDE and Lead HR Officer	Member Price £ 1190.00	Select Schools
+ Recruitment Support Package with Diocesan Director of Education	Member Price £ 970.00	Select Schools

People

+ HR Consultant Advice and Guidance - 5 hour package	Member Price No charge	Select Schools
+ Coaching Three session package	Member Price No charge	Select Schools
+ Strategic HR Governance	Member Price No charge	Select Schools

Summary

Services	£ 0.00
Total	£ 0.00

excluding VAT

Anything else about the booking?

I accept the [Booking Terms & Conditions](#)

Request Services →

Contact

Jane Whittingdale
Schools Services Manager
jane.whittingdale@cofeguildford.org.uk
t: 01483 484911

The Request Services page shows the services that can be requested for the current SLA. If the SLA for the following year has been published, these services will appear on a second tab.

Each tab will indicate if you are a member of that SLA. Prices will vary between SLA/Non-SLA, and some services will only be available if an SLA has been purchased.

Services are listed in sections.

You can read more detail on each service by click on the **+** next to the service title.

Request Services

Click on the **Select School** box.

Headteacher Appraisal	
+ HTAPM Standard	Member Price £ 505.00
+ HTAPM Comprehensive with mid-year review	Member Price £ 975.00
Strategic Leadership Recruitment	
+ Recruitment Support Package with DDE and Lead HR Officer	Member Price £ 1190.00
+ Recruitment Support Package with Diocesan Director of Education	Member Price £ 970.00
People	

A dropdown menu will appear with a list of your schools. Click on a school name to request the service on behalf of the school. Each service can be assigned to one or more school. To remove a school from the assigned list, click on the X at the end of their title.

You can select more than one service at a time.

The services requested will be summarized in the right column.

After reading and agreeing to the **Terms and Conditions** click on the 'Accept Booking Terms' checkbox. Click on the **Request Services** button to submit the request.

The Diocese of Guildford will review your request and email you confirmation when approved.

Requesting a Service Level Agreement

To request an SLA, click on the **Services** link in the menu bar and select **Core Membership Trust**

Our Service Offer

Our CORE support package provides an initial half-day of Education specific support, access to our strategic HR partner and a host of training benefits. If you need to allocate more time with us, we are on hand to discuss various choices for support to ensure we best meet needs and arrange timelines within the subscription period.

Our specialist Education and HR support 'bundles' are designed specifically to give you this flexibility to extend our support in school with your team. Through a bespoke programme of visits and agreed areas of focus, we will work with you to identify, plan and implement key priorities. Each one shaped to work in partnership to help you achieve better outcomes for your school and pupils.

We support with the self evaluation of leaders and provide professional challenge to enhance your thinking and planning. Specifically, but not exclusively, we engage in teaching and learning, self evaluation, validation and phase reviews as well as engaging you in professional dialogue to help solve problems and deliver initiatives.

Your GDBE elevate consultant is there to provide both challenge and support. All our consultants are educators themselves, highly experienced professionals with a track record of success.

CORE Support 2022-23

- Dedicated GDBE elevate consultant
- Half-day support and guidance
- GDBE elevate support package 'bundle' options
- Strategic HR Guidance
- People Matters e-magazine: essential reading for HR
- Training and Development Benefits
- Practitioner Networks
- Governance training and e-learning

More Info →

In the Our Service Offer section , click on the **More Info** button. If the SLA for the following year is available this will show beside the current SLA box.

GDBE elevate CORE

Our GDBE elevate CORE agreement is primarily designed to support CofE Church Schools, Single Academy Trusts and Multi-Academy Trusts, and Mixed Trusts with Church of England members within the Diocese of Guildford.

Each agreement comes with our GDBE elevate CORE support package. [Download our brochure](#) for full information about CORE support package buyback.

GDBE elevate CORE members benefit from price discounts on all GDBE elevate service and training.

Please note:

- You must be registered with us and logged into your account to order this agreement and additional support package 'bundles'.
- Our prices are quoted exclusive of VAT @20%.
- The agreement period is for one academic year.
- Renewal is automatic until you notify us of cancellation.
- Package bundle add ons are valid within the subscription period.
- Other terms and conditions may apply.

Small Schools	90 or less on roll	£595.00
Per School/Academy		£795.00

Request →

SLA pricing will be based on one or more factors such as pupil numbers, school type or status. The portal will automatically select the correct band.

Click on **Request** button to go to the SLA Request form.

SLA Request Form

CORE Membership Trust

SLA Request

SLA

GDBE elevate CORE £ 1580

The SLA price is based on your Trust information: 1600 pupils / Academy Trust

If this is incorrect, please edit your [Trust information](#) (dropdown) prior to submitting this request.

If you know the packages your member academies require, add at the same time of SLA request.

Service Bundles

Christian Distinctiveness

+ Christian Distinctiveness Activity 1 - Consultation Visit	Member Price £ 285.00	Select Schools
+ Christian Distinctiveness Activity 2 - Staff Training	Member Price £ 215.00	Select Schools
+ Christian Distinctiveness Activity 2 - Governor training	Member Price £ 215.00	Select Schools
+ Collective Worship Activity 1 - Consultation Visit	Member Price £ 285.00	Select Schools
+ Collective Worship Activity 2 - Staff Training	Member Price £ 205.00	Select Schools
+ Religious Education Activity 1 - Consultation Visit	Member Price £ 285.00	Select Schools

Summary

SLA	£ 1580
Bundles	£ 0.00
Total	£ 1580.00

excluding VAT

I accept the [Booking Terms & Conditions](#)

Request SLA →

Contact

Jane Whittingdale
Schools Services Manager
jane.whittingdale@cofeguildford.org.uk
t: 01483 484911

Click on the **Trust Information** link to correct any information used to calculate the cost of the SLA.

You have the option to select **Service Bundles** to accompany your SLA. To find out more about a bundle, click on the + next to the title.

Assign services to academies

Click on the **Select School** box. A dropdown menu will appear with a list of your schools. Click on a school name to assign the service. Each service can be assigned to one or more school. To remove a school from the assigned list, click on the X at the end of their title.

Service Bundles		
Christian Distinctiveness		
+ Christian Distinctiveness Activity 1 - Consultation Visit	Member Price £ 285.00	<div>Higher Learning Trust X</div> <div>St Peter's Catholic High School X</div>
+ Christian Distinctiveness Activity 2 - Staff Training	Member Price £ 215.00	<div>Select Schools</div> <div>Search X</div>
+ Christian Distinctiveness Activity 2 - Governor training	Member Price £ 215.00	<div>Higher Learning Trust</div> <div>St Peter's Catholic High School</div> <div>St Andrew's Catholic Primary</div> <div>St Martin's Catholic Primary</div>
+ Collective Worship Activity 1 - Consultation Visit	Member Price £ 285.00	
+ Collective Worship Activity 2 - Staff Training	Member Price £ 205.00	<div>Select Schools</div>
+ Religious Education Activity 1 - Consultation Visit	Member Price £ 285.00	<div>Select Schools</div>

The Bundles requested will be summarized in the right column.

After reading and agreeing to the **Terms and Conditions** click on the 'Accept Booking Terms' checkbox. Click on the **Request SLA** button to submit the request.

The Diocese of Guildford will review your request and email you confirmation when approved.

Prior to the SLA being approved, you will be able to return and edit the request. The request will be listed under the SLA tab in your Trust Account.