



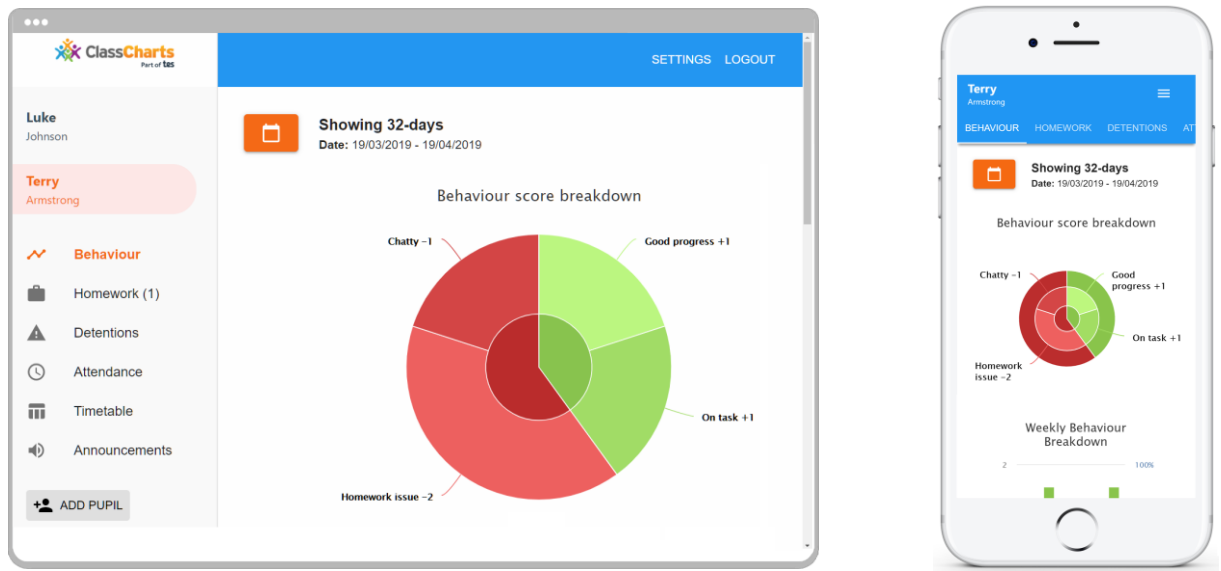
## Getting started with Parent accounts

# What is Class Charts for parents?

Depending on how your school has set up our system, you will be able to use Class Charts to keep track of your child's [behaviour](#), view [attendance](#) records, access their weekly [timetable](#), view assigned [homework](#) tasks, track scheduled [detentions](#), create [wellbeing](#) submissions and view announcements from their school.

If you have more than one child, you can access Class Charts information about your children from a single, centralised parent account.

Class Charts for parents can be accessed via our [website](#), or through our [iOS](#) and [Android](#) apps.



You should have received a [Parent code](#) from your school, which will look similar to the example code shown on the right.

This code is used to set up your [Class Charts parent account](#), which is covered on the next page.

**ABC123**

# Signing up to Class Charts

1. Select [Sign up](#) from the main page and fill in the form provided. Enter your [parent code](#) into the [Access code](#) field.

**Please note:** Your Access Code [is not](#) the same as your password. The access code is only needed for the initial sign up.

LOG IN SIGN UP

Email address

example@edukey.co.uk

Access code (provided by school)

ABC123

Name

Example parent

Password

••••••••

Retype password

••••••••

2. Click on the [Sign up](#)

SIGN UP

button below the form.

3. Confirm the pupil's date of birth when prompted. Click on the [Date of Birth](#) field and use the date picker to enter the correct date.

## Date of birth confirmation

To confirm you are the parent / guardian, please enter your child's date of birth.

Date of Birth

06/04/2007

OK

CANCEL

4. A [confirmation message](#) will appear, indicating that the sign up process is complete. [Verify](#) your email address to continue.



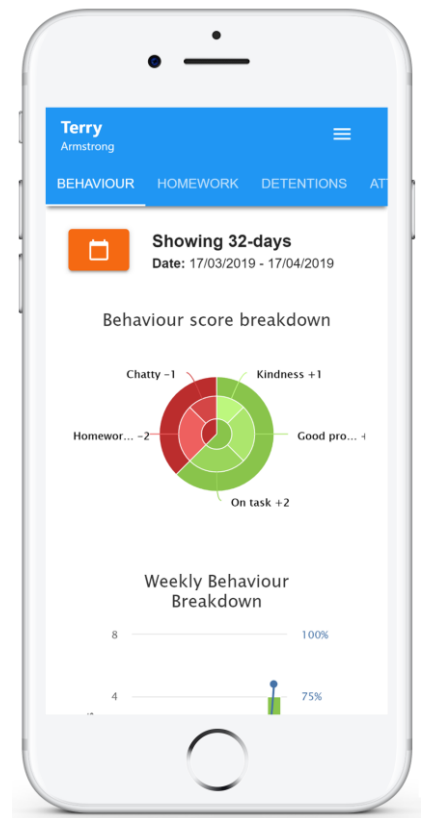
You have successfully signed up.

# Behaviour

If your school has decided to share behaviour information with parents, you will see the **Behaviour** tab when viewing pupils from that school.

Selecting this tab will display multiple graphs which represent an overview of your child's **achievement** and **behaviour** data within a **customisable timeframe**.

By default, the displayed date range is **31 days**. To view a different range of behaviour data, click on the **Date** button to select from the available presets or create your own custom date range.



Thursday 11 July

Below these graphs activity relating to your **behaviour** that was awarded, **who** **lesson** the behaviour many **points** the award

**+1** **Terry Armstrong**  
**Reading** awarded by Mr B Butterfield in 10A/Ar1.  
09:20

The level of detail depends on the enabled.

**-1** **Terry Armstrong**  
**Off task** awarded by Mr B Butterfield in 10A/Ar1.  
Disrupting the lesson  
09:00

you can find a list of behaviour child. These display the awarded, **when** it was awarded the behaviour, the was awarded in, and how is worth.

within each behaviour award settings that your school has

# Detentions

If your school has decided to share detention information with parents, you will see the [Detentions](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [detentions](#) which have been set for your child

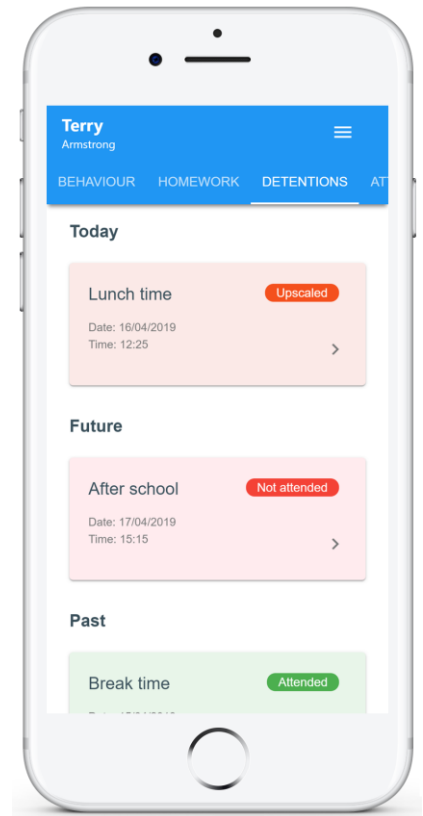
Detentions fall under 4 categories: [Attended](#), [Not attended](#), [Pending](#) and [Upscaled](#).

**Attended:** Your child has sat this detention.

**Not attended:** Your child did not sit this detention.

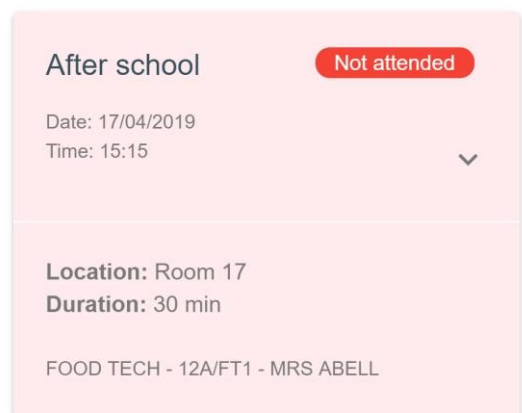
**Pending:** This detention has not been sat yet.

**Upscaled:** Your child's detention has been escalated into another type of detention.



To view more information about a specific detention, click on the [arrow](#) icon.

This will bring up a popup that describes the detention, including the [location](#) for the detention, the awarding [teacher](#) and [scheduling information](#).



# Attendance

If your school has decided to share attendance records with parents, you will see the [Attendance](#) tab when viewing pupils from that school. Selecting this tab will present you with a table of your child's [attendance](#) data for the past 31 days.

To change the displayed timeframe of attendance records, click on the [Date](#) button and select the date range of your choice.

Attendance records fall under four categories:

[Present](#), [Late](#), [Authorised absence](#) and

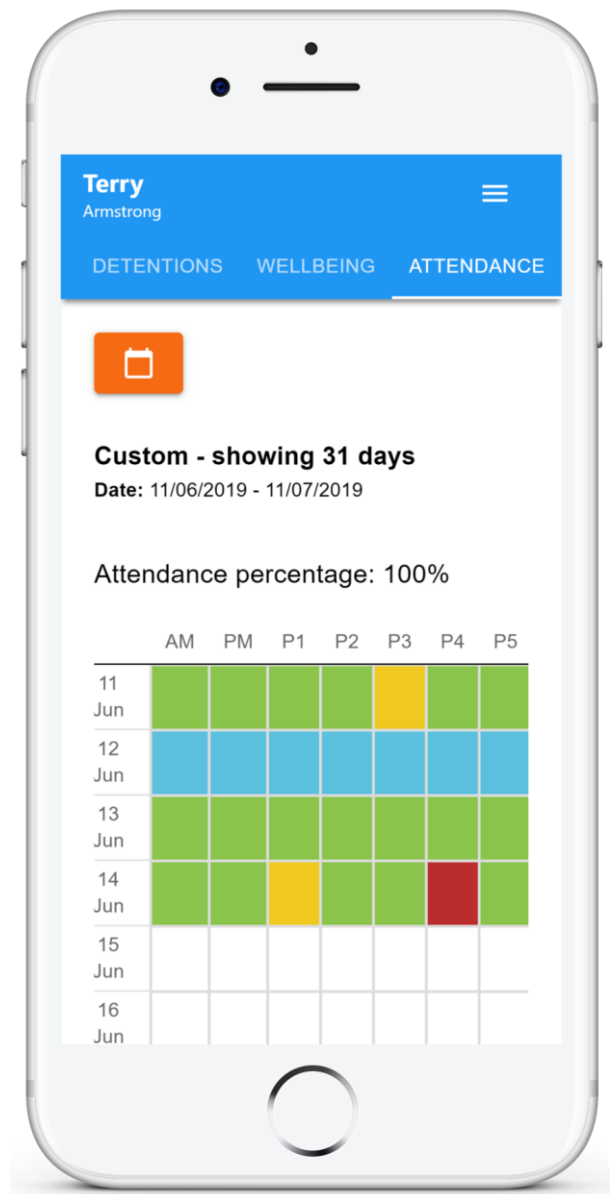
[Unauthorised absence](#).

**Present:** Your child attended the lesson.

**Late:** Your child was late to the lesson.

**Authorised absence:** Your child did not attend the lesson, but had a valid reason for doing so.

**Unauthorised absence:** Your child did not attend the lesson and did not have a valid reason to do so.

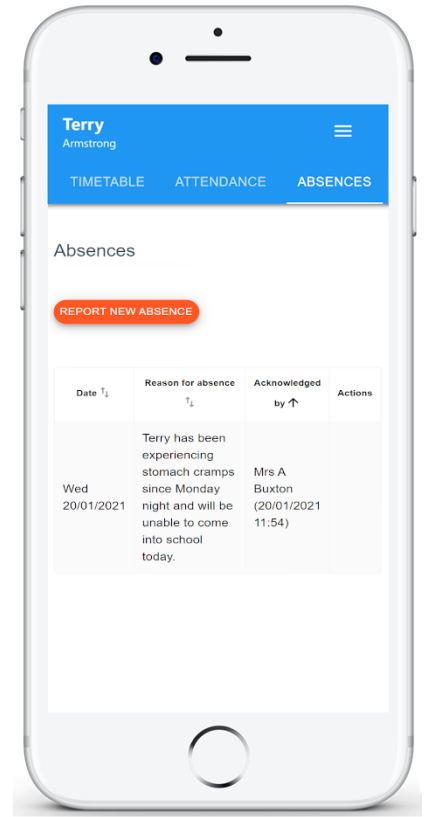


# Absences

If your school has decided to allow parents to report absences, you will see the [Absences](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [absences that you have reported](#), once you have reported them. This includes [when](#) the absence took place, the [reason](#) for the absence and who [acknowledged](#) your absence report.

To report an absence, click on the [Report new absence](#) button.



Next, enter the details of the reported absence into the [form](#) provided.

You can also include up to 5 [files](#) in your absence report as [supporting evidence](#). To do this, click on the [Attach supporting evidence](#) button and select the files of your choice.

Click on the [Submit](#) button to send your pupil's absence report to their school. The absence can be [edited](#) and [deleted](#) until it has been [acknowledged](#) by a teacher.

Date of absence

26/01/2021

✕

Reason for absence

Terry missed the bus today.

Please report your child's absences as soon as possible

Attachments

+ ATTACH SUPPORTING EVIDENCE

You can upload a maximum of 5 attachments, each up to 250mb in size.

SUBMIT

CANCEL

# Timetable

If your school has decided to share timetable data with parents, you will see the [Timetable](#) tab when viewing pupils from that school.

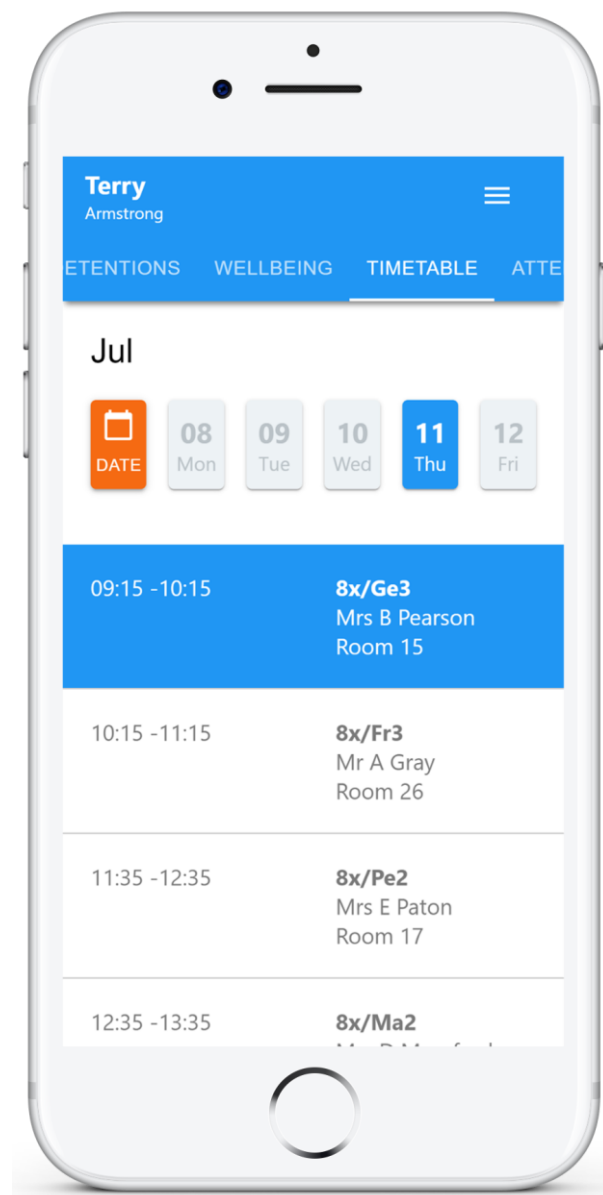
Selecting this tab will present you with your child's [timetable](#) for the current day. This includes the [time](#) of each lesson, the [lesson name](#), the [teacher's name](#) and the [room](#)

where the lesson will take place.

Your child's current lesson will be highlighted in [blue](#), as shown on the right.

To view timetable data for another day of the week, click on one of the other [displayed dates](#) along the top of the timetable.

To change the displayed week, click on the [Date](#) button and select a date from the week of your choice.



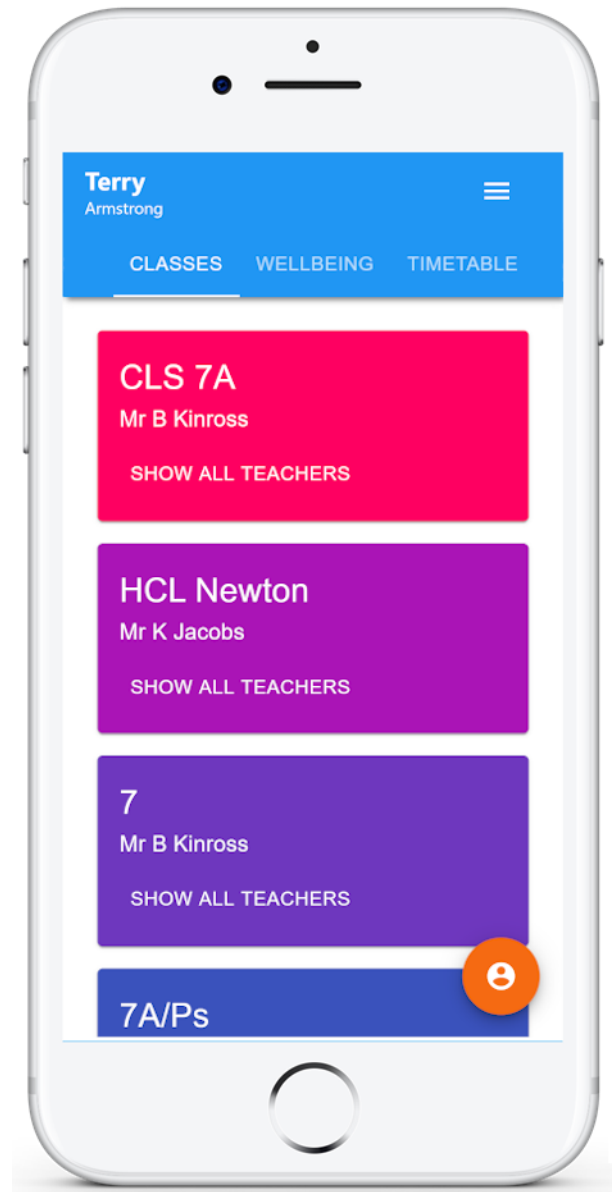


# Classes

If your school has decided to share class data with parents, you will see the [Classes](#) tab when viewing pupils from that school.

Selecting this tab will present you with a list of your pupil's [classes](#). Each class tile will display the class [name](#), the class [teacher](#), the [subject](#) and the [room](#) the class takes place in (if applicable).

To view the full list of teachers for a specific class, click on the [Show all teachers](#) button for the class of your choice.



# Announcements

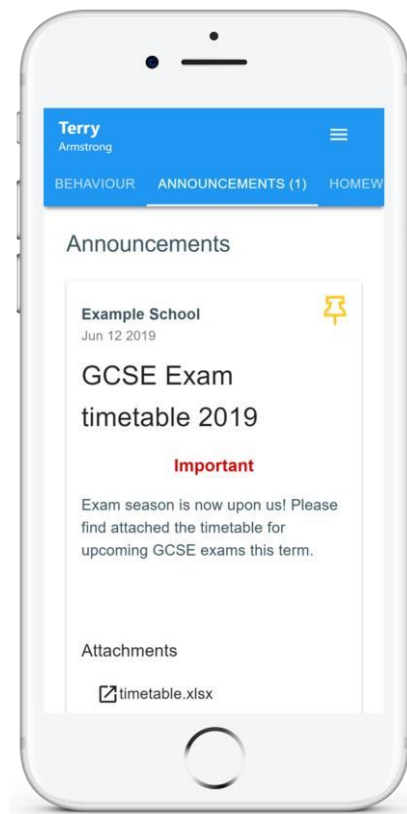
If your school has decided to share announcements with parents, you will see the [Announcements](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [announcements](#) that have been shared with you regarding the selected pupil.

Announcements with a [pin](#) icon will always stay at the top of the announcements list.

If you are viewing announcements from the main parent dashboard, click on the [X](#) icon in the top right hand corner of an announcement to dismiss it.

Dismissed announcements can be viewed again in the pupil's individual [Announcements](#) tab.



Depending on your school's setup, you may receive announcements that require your [consent](#).

To confirm or deny your consent for an announcement, click on the [Give consent](#) and [Do not consent](#) buttons respectively.

You can also leave a [comment](#) regarding your consent. Enter the comment of your choice and click on the [Save comment](#) button.

## Consent

[GIVE CONSENT](#)

[DO NOT CONSENT](#)

Comment

I give my consent for Terry to take part in this week's after school revision club.

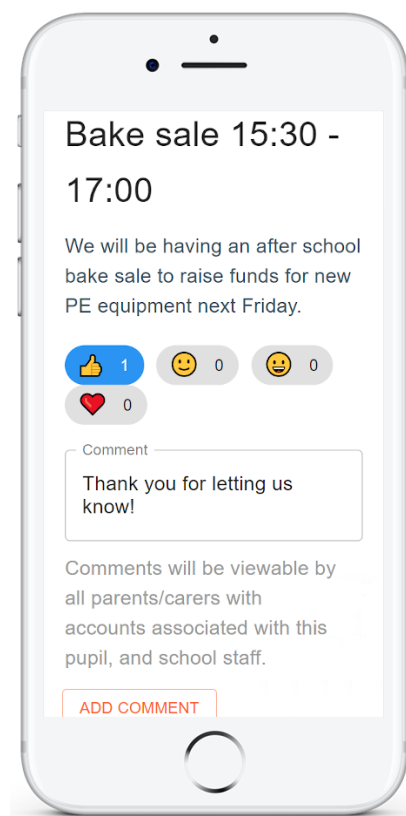
[SAVE COMMENT](#)

# Announcement comments and reactions

Depending on how your school has sent up certain announcements, you may also have the option to leave a [comment](#) or a [positive reaction](#).

To leave a [comment](#) on an announcement that supports it, enter a comment of your choice into the [text box](#) provided and click on the [Add comment](#) button.

To leave a positive reaction on an announcement that supports it, click on the [emoji](#) of your choice. Your selection will be highlighted in [blue](#).



**Please Note:** Depending on how your school has set up the announcement, your responses will either be [public](#) or [private](#).

[Public](#) comments will be seen by all associated parents and staff members.

[Private](#) comments will only be seen by yourself and any associated staff members.

Comments will be viewable by all parents/carers with accounts associated with this pupil, and school staff.

Comments will be private and only viewable by school staff.

# Messaging

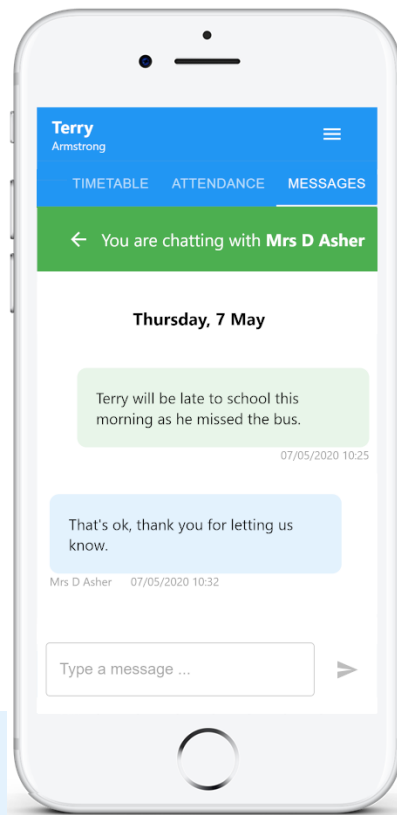
If your school has decided to allow two-way communication with parents, you will see the [Messaging](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [teachers](#) that you are able to send and receive messages from. To send a message to a specific teacher, select their name from the list.

You will be presented with a messaging [thread](#) between you and the selected teacher. To send a message, type into the text field provided and click on the green [send](#) icon.

If the thread has been [locked](#) by a teacher, you will be unable to send and receive additional messages.

This thread was locked



## Messaged

If you have received a new unread message, you will see a [red dot](#) on the [Messaging](#) tab and the [teacher's name](#).

- DA Mrs D Asher  
2 hours ago
- SD Mr S Dumbell  
9 days ago

# Logging in to Class Charts

Once you have signed up to Class Charts, you can log back into your parent account at any time.

1. Select [Log In](#) from the main page and enter your [email address](#) and [password](#) into the fields provided.

LOG IN SIGN UP

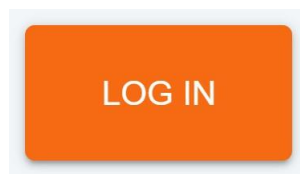
Email address \*

Your email address

Password \*

Your password

2. Click on the [Log in](#) button to begin accessing your Class Charts parent account.



If you would like stay logged in when you close the Class Charts app, tick the checkbox labelled [Remember me](#).

☒ Remember me

If you have forgotten your password, click on the [Forgot your password](#) link. You will be prompted to confirm your email address so that a password reset email can be sent.

Forgot your password? [Click here to reset.](#)

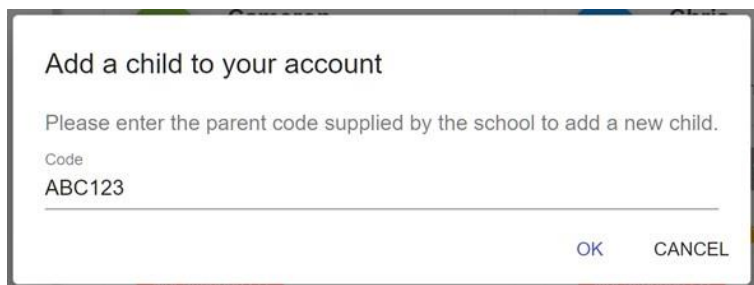
# Adding additional pupils

Once you have set up your Class Charts parent account, you can [add additional children](#) to the same account. To add another child to your account, please follow the steps below:

1. Click on [Add Pupil](#) button in the left hand side navigation menu.

A grey rectangular button with a white plus sign and a person icon, followed by the text "ADD PUPIL" in white capital letters.

2. Enter [the Parent Access Code](#) that was provided to you by your school.

A white dialog box with a black border. The title is "Add a child to your account". Below the title is the instruction "Please enter the parent code supplied by the school to add a new child." There is a text input field labeled "Code" containing the text "ABC123". At the bottom right are two buttons: "OK" and "CANCEL".

3. Enter your child's [date of birth](#) when prompted.

A white dialog box with a black border. The title is "Date of birth confirmation". Below the title is the instruction "To confirm you are the parent / guardian, please enter your child's date of birth." There is a text input field labeled "Date of Birth" containing the text "08/03/2006". At the bottom right are two buttons: "OK" and "CANCEL".

4. A [confirmation message](#) will appear and the child will be added to the left hand side navigation menu.

A green rectangular message box with a white checkmark icon on the left and the text "You have successfully added a child." in white.

# Adding additional pupils (app)

## Switching between pupils

If multiple children have been set up on your Class Charts parent account, you are able to switch between them and view child specific data at any time.

To switch between pupils on the desktop view, click on their [name](#) in the left hand side menu.

Their individual pupil dashboard will open on the first entry in the list. You can then switch between tab categories by clicking on the available icons in the list.

You can check to see which pupil is looking for the [orange tab](#) highlighting hand side menu.

**Terry**  
Armstrong

**Luke**

Johnson

**Terry**

Armstrong

 ADD PUPIL

currently selected by their name in the left

To switch between children on the mobile app, click on the [Pupil](#) icon in the bottom right hand corner of the app and select the child of your choice.

Their individual pupil dashboard will open, allowing you to swipe between their available tabs.

Add pupil

+

Luke  
Johnson

L

Terry  
Armstrong

T

# Account settings

If you're using the desktop view, you can access the account settings menu through the [Settings](#) button in the top right hand corner of the page.



If you're using the mobile app, these options can be accessed through the [three lines](#) menu in the top right hand corner.



The [Change password](#) page allows you to enter a new password for your Class Charts parent account.



The new password must be a minimum of [8 characters](#) long, but we also recommend including an [uppercase](#) letter, a [lowercase](#) letter, a [number](#) and a [symbol](#).

Current password

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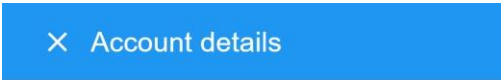
New password

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Repeat password

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The [Account details](#) page allows you to change the displayed name on your Class Charts parent account and the email address used to log in and receive notifications.



If you no longer wish to use your Class Charts parent account, click on [the Delete Account](#) option to permanently delete it. Should you change your mind, you will need to sign up again using the [parent code](#) provided to you by your school.

Full name

Example parent

---

Email address

example@edukey.co.uk

---



[DELETE ACCOUNT](#)



# FAQs & Troubleshooting

“I don’t have a parent code!”

Please contact your school and ask for a new parent code. You should have received this via email – please also check your junk folder.

“I can’t log in! “

Please check your inbox. Have you ever had emails from Class Charts? If not, your email address could be misspelt.

“It says I don’t have an account!”

Please make sure that you have successfully tried signing up with your parental access code before attempting to log in.

“My password is incorrect!”

Please use the “Forgot your password” link to reset your password.

“I’m not seeing \_\_\_\_!”

This quick start guide provides information on all of our modules. If you are not seeing a module mentioned in this guide, your school may not have decided to purchase / enable that module.

“I would like to know more about your privacy policy“

We store your data securely in the UK.

Your email address is used for account login and shared with the school so that they can send notifications and assist with account login problems.

We will not share your data with any other parties and never use it for marketing purposes.

For more detailed information please click here:

<https://www.edukey.co.uk/edukey-terms-conditions/>