

ePortal User Guide for Parents

What is ePortal?

Facility ePortal is an easy to understand gateway designed by an established database provider called SERCO that allows all stakeholders access to relevant data about the Academy. Secure, password-protected entry ensures that information is available to those who need it but protected from unauthorised access.

Online access to your child's records

Parents or carers may access their children's school records via a secure and confidential internet link called ePortal.

The website is secure and password protected. Apart from appropriate staff at Harris Academy South Norwood, only you as a parent or carer has access.

What you need to do to get started

You will be given a username and password. These are only issued in writing to parents and authorised carers.

Welcome to ePortal for parents. This guidance will explain how you can access the information regarding your child's attendance, behaviour and academic progress.

In order to use the system effectively, please check the system requirements for access. If your computer does not meet these requirements, you may have issues using ePortal.

Minimum System requirements

Recommended Browser

- Internet Explorer (version 6 or higher) **or**
 - Firefox (version 2 or higher)
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Operating System

- Microsoft Windows XP Home Edition SP2 or higher
 - Single 1Ghz Pentium or equivalent Athlon processor (or higher) 1GB RAM
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Software

- Adobe Acrobat Reader
(this is available as a free download from <http://www.adobe.com>)

Logging on

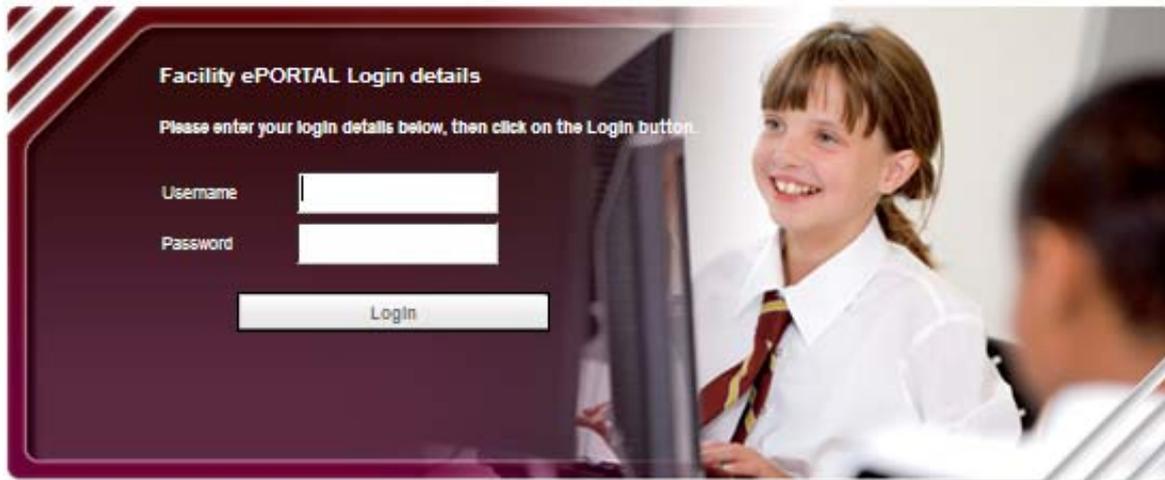
To log onto ePortal, please enter via the URL below:

<https://eportal.harrissouthnorwood.org.uk/eportal/>

This link will take you to the secure ePortal site. Please enter your username and password and click on “Login”.

When entering your username and password be aware that you are using the right case i.e. lower case or UPPERCASE. Be careful with lower case letters that look like numbers for example lower case letters l and o may be mistaken for numbers 1 and 0.

On initial login, you will be asked to change your password. ePortal will then log you out of the system and you will need to re-enter using your new password.



Navigation

When logged in, the window on view is called your “Dashboard” The dashboard displays a number of sections which give a snapshot of the information available. These sections are called “Bitlets” and each one can be expanded to display more detailed information by clicking on the “more” button.

The screenshot displays a dashboard with three main sections:

- Timetable:** A table showing the daily schedule.
- Attendance:** A pie chart and a table showing student attendance statistics.
- SATs Results:** A table showing the results of Standard Assessment Tests.

Each section has a "More" button to expand the view. An arrow points from the text on the left to the "More" button of the SATs Results section.

Time	Tch	Sub	Room
08:30	Malek, I	Registration	Enterprise 3
08:50	Pavlyk, C	Music	Multi-Gym
10:50	Parmar, V	Mathematics	MFL 1
11:40	Shen, S	Mandarin	Seminar Room
12:30	Langford, W	Science	Science 6

Category	%
Present	82.9
Lates	11.7
Absent	1.8
Auth. Absent	3.6

Course	Subject	Method	Component	Result
KS2	ENG	TT	SUB	5
KS2	MAT	TT	SUB	4
KS2	SCI	TT	SUB	4

Navigation 1. Reports

The Reports bitlet allows you to view your child's school reports and performance profiles that are also sent to you by post. Currently, the only reports available will be the reports produced from the summer term 2010 onwards.

The bitlet shows a selection of the most recent reports that can be accessed by highlighting the name of the report with your cursor and double clicking on it.

The report will be opened in Adobe Acrobat Reader which can then be saved on a local drive if required

The top screenshot shows a 'Report Details' table with two entries:

Name	Last Modified
Performance Profile Term 2 - Yr07 - KS3 Tracker - no graph	30-04-2010 12:31
Academic Tutoring Term 2 - Yr07 - KS3 Tracker	30-04-2010 12:34

The middle screenshot shows the same table with the first entry highlighted in orange. A mouse cursor is positioned over the highlighted text. A red arrow points from this screenshot to the bottom one.

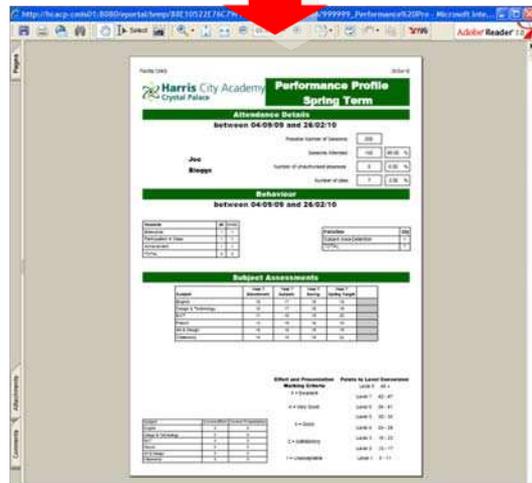
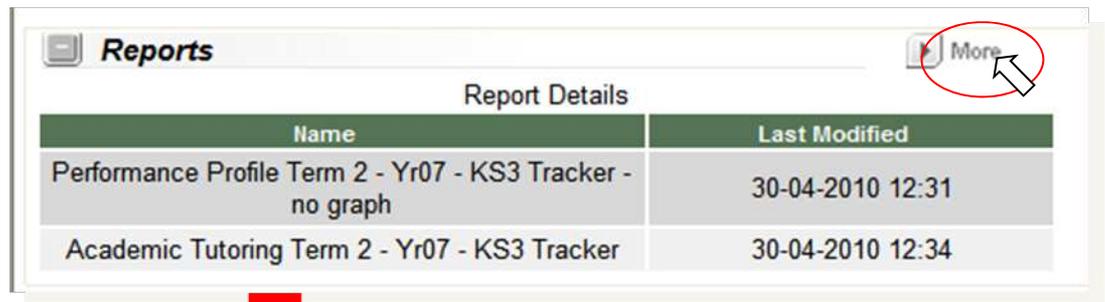
The bottom screenshot shows the full report document opened in Adobe Acrobat Reader. The report title is 'Performance Profile Spring Term'. It includes sections for 'Attendance Details' (between 04-09-09 and 26-02-10), 'Behaviour' (between 04-09-09 and 26-02-10), and 'Subject Assessments'. The 'Subject Assessments' section contains a table with columns for 'Subject', 'Level', 'Date', 'Score', and 'Grade'.

By Clicking on the “More” button located on the right hand side of the reports bitlet, you can expand this section to view all of the reports available for download. As time progresses, more reports will become available to view as your child progresses through the academic year/s.

As before, to access the report, double click on the name of the report with your cursor which will then open the document in Adobe Acrobat Reader.

The reports give summary information of Attendance, Behaviour and Academic progress at key points in the academic year. For more detailed information on how to understand these reports, please refer the following pages

To return to your dashboard, please click on the “Back” button on the top left hand side of the screen



Navigation 2. Timetable

The Timetable bitlet allows you access to your child's timetable. This can be very useful for checking that your child has the right equipment to bring in and for checking against homework schedules.

On the dashboard, the bitlet displays the timetabled lessons for that day with the time, teacher, subject and room number

To view the full timetable, double click on the "More" button and this will take you to the full timetable screen

To return to your dashboard, please click on the "Back" button on the top left hand side of the screen

 **Timetable** 

timetable

Time	Tch	Sub	Room
08:30	Malek, I	Registration	Enterprise 3
08:50	Pavlyk, C	Music	Multi-Gym
10:50	Parmar, V	Mathematics	MFL 1
11:40	Shen, S	Mandarin	Seminar Room
12:30	Langford, W	Science	Science 6



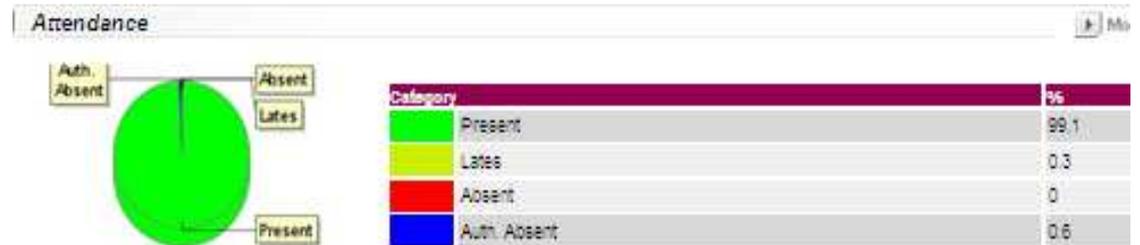
Timetable

	9:00	10:00	11:00	12:00	13:00	14:00	15:00
A_Sun							
A_Mon	08:50-10:30 Mathematics M238 Parmar, V		10:50-12:30 English M137 Mills, E		12:30-14:50 Geography M203 Eason, L		
A_Tue	08:50-09:40 Science M210 Baptiste, C	09:40-10:30 Science M210 Baptiste, C	10:50-12:30 Geography M205 Taylor, S		12:30-13:20 History M223 Stone, T	14:00-14:50 Mandarin S111 Shen, S	14:50-15:40 Religious Education/Studies / Divinity / Theology M202 Lee, N
A_Wed	08:50-10:30 Physical Education Van Nierkerk, G		10:50-12:30 Design / Design and Technology M031 Spies, D		12:30-13:20 English M137 Mills, E		14:00-15:40 Enterprise M139 Jama, M
A_Thu	08:50-09:40 History M223 Stone, T	09:40-10:30 English M137 Mills, E	10:50-11:40 English M132 Majo, H	11:40-13:20 Science M245 Langford, W		14:00-15:40 Drama S015 Fennell, F	
A_Fri	08:50-10:30 Music S001 Pavlyk, C		10:50-11:40 Mathematics M222 Parmar, V	11:40-12:30 Mandarin S111 Shen, S		12:30-14:50 Science M210 Baptiste, C	
A_Sat							

Navigation 4. Attendance

The Timetable bitlet shows a summary of attendance for the academic year to date. Click 'More' to see more detail, including any reasons for absence

There are two categories of Attendance, "Statistical" and "Non Statistical". A 'statistical' absence is one which counts towards the total absences for the year. If your child was absent when the Academy was closed for some reason, that would not be a statistical absence, and therefore would not count towards the total.

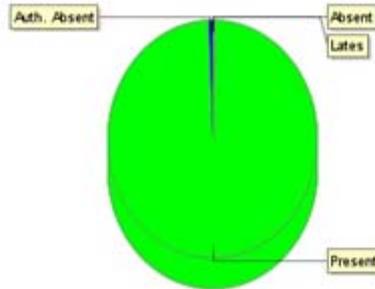


Important Notice

Where lates are recorded, it is important to understand that these are counted as present on the Pie Chart and tabature. With the example given, the student has 93.1% Present and 3.2% lates. Therefore the total percentage for attendance is $93.1 + 3.2 = 96.3\%$

When you have entered the Attendance Bitlet, you will be able to view a more detailed record of your child's attendance

In addition to the percentages given on the dashboard, there is now information on the actual number of instances (sessions)



Category	Sessions	%
Present (of which late)	336	99.4
Lates - 1 marked	-	0.3
Absent	0	0
Auth. Absent	2	0.6
Total possible	338	100

The table below the chart gives the date, description, type and timings of the absence along with whether it is a statistical type or not. Where we have received an explanation for the absence, a “Yes” will be inserted in the “explained” column.

Include Non-Statistical Absences
 Include Lates

Recorded absences

Recorded Absences								
Date	Description	Type	Start	Finish	Authorised	Explained	Statistical	
19-03-2010	Illness	Absence	07:59	13:14	Yes	Yes	Yes	
19-03-2010	Illness	Absence	13:15	15:40	Yes	Yes	Yes	

To return to your dashboard, please click on the “Back” button on the top left hand side of the screen

Important Notice

There are many reasons why a student may not be registered as attending initially. They may be on a trip, attending an assembly or a meeting as examples. Roll calls are adjusted by the Student Information team to take this into account but may not be visible on the system for a period of 48 hours. If you have concerns on an absence that is older than 48 hours, then please contact the Student information centre who will be able to explain any absence and resolve any issues.

Attendance Codes with Descriptions And Statistical Status

Code	Name	Description	Stat?
B	Educated off site	Educated off site (NOT Dual registration)	No
C	Other Authorised Circumstances	Other Authorised Circumstances (not covered by another appropriate code)	Yes
D	Dual registration	Dual registration (i.e. pupil attending other establishment)	No
E	Excluded	Excluded (no alternative provision made)	Yes
G	Family holiday (not agreed)	Family holiday (not agreed or days in excess)	Yes
I	Illness	Illness (NOT medical or dental appointments)	Yes
J	Interview	Interview	No
M	Medical appointment	Medical or Dental appointment	Yes
N	No reason	No reason yet provided for absence	Yes
O	Unauthorised absence	Unauthorised absence (not covered by any other code)	Yes
P	Approved sporting activity	Approved sporting activity	No
R	Religious observance	Religious observance	Yes
S	Study leave	Study leave	Yes
T	Traveller absence	Traveller absence	Yes
U	Late (after registers closed)	Late (after registers closed)	Yes
V	Educational visit	Educational visit or trip	No
W	Work experience	Work experience	No

Support

Important Notice

This service is available to enhance the information already provided to you by Harris Academy at South Norwood. Please understand that as an educational establishment we are unable to provide direct technical support if you are encountering problems with your hardware or software. Due to the large number of parents using the system, we are unable to offer telephone support for ePortal. We will only respond to queries sent to the email address below. If your computer meets the basic requirements as outlined at the start of this document, you should not be experiencing any issues however the following pages may assist with any problems you encounter.

Support email address: eportal@harrissouthnorwood.org.uk.

Frequently Asked Questions

Q. I am unable to log in to ePortal

A. There are times when the system will be down for essential maintenance or times when data is being inputted and has not yet undergone any quality assurance process – you should be redirected to an information screen when this is occurring – please try again later.

Q. I am unable to log in to ePortal

A. Take care when entering your username and password as both are case sensitive. Do not confuse numbers 1 and 0 with lowercase letters L and O for example.

Q. I am unable to log in to ePortal

A. Please ensure that your computer meets the minimum system requirements as outline earlier in this document.

Q. I have been told that my session has expired

A. During times of inactivity the system will log you out automatically as a precautionary measure. To get back into the system will require you to re-enter your username and password.

Frequently Asked Questions

Q. When I log in to ePortal the screen says "Session Expired" in a number of places?

A. This is probably caused by security software you have installed on your computer (e.g. Norton, McAfee), you will need to configure your security software so that the website is added to its 'safe list'. To determine that it is your security software, disable it for a few minutes and log in again to see if it works.

Q. When I try to open a student report I get an error message?

A. Student reports are stored in the Adobe PDF format and you need to have Adobe Acrobat Reader to view them.

Q. In the attendance section it states that my son/daughter was absent on a particular day but I know they were at the Academy?

A. There are many reasons why a student may not be registered in roll call initially. They may be on a trip, attending an assembly or a meeting as examples. Roll calls are adjusted by the Student Information team to take this into account but may not be visible on the system for a period of 48 hours. If you have concerns on an absence that is older than 48 hours, then please contact the Student information centre who will be able to explain any absence and resolve any issues.

Frequently Asked Questions

Q. Can I Change My Username and Password?

A. The login-details provided have been generated automatically by the system to be as secure as possible. Currently there are no facilities to change your username and password on the system. On initial login and from time to time you will be asked to change your password for security purposes.

Q. What do I do if I forget my username or password?

A. Please contact the Academy via e-mail at eportal@harrissouthnorwood.org.uk.

B. You will be contacted by a member of Data management who will be able to reset your username and password. For security you will be asked questions about the details we hold on you.

Q. Am I able to alter any of the data displayed?

A. No. The system provides a read only display. If you have any concerns or issues regarding the information, you will be required to contact the Academy who can address any concerns.

Frequently Asked Questions

Q. I own an Apple Mac computer – will ePortal still work?

A. Generally the system will work on the majority of platforms and browsers available. There may be some issues with functionality and display if your computer does not meet the minimum system requirements.

Q. Are there plans to develop the system further?

A. As the software develops, there may be opportunities for the Academy to provide further information about your child on the system. We will keep you informed of any changes or improvements that will affect your use of ePortal.

Q. Who can I give my username and password to? Can I give it to my child for example?

A. No. To comply with data protection, the details you have been given to enter the system are for your use only and it is your responsibility to keep these details safe and secure. Any breach of these conditions may lead to the Academy having to withdraw this service for you.

A common feature of computers is where you are asked if you would like the computer to remember your password for future use. We would recommend you do not use this facility if the computer is used by more than one person.
