



## Getting started with Parent accounts

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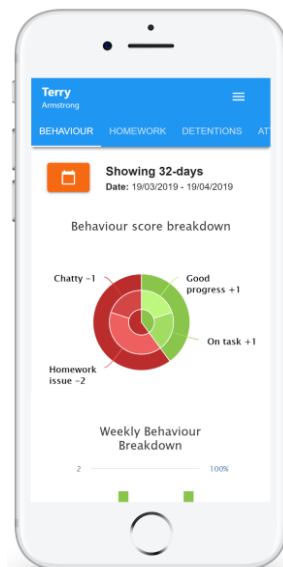
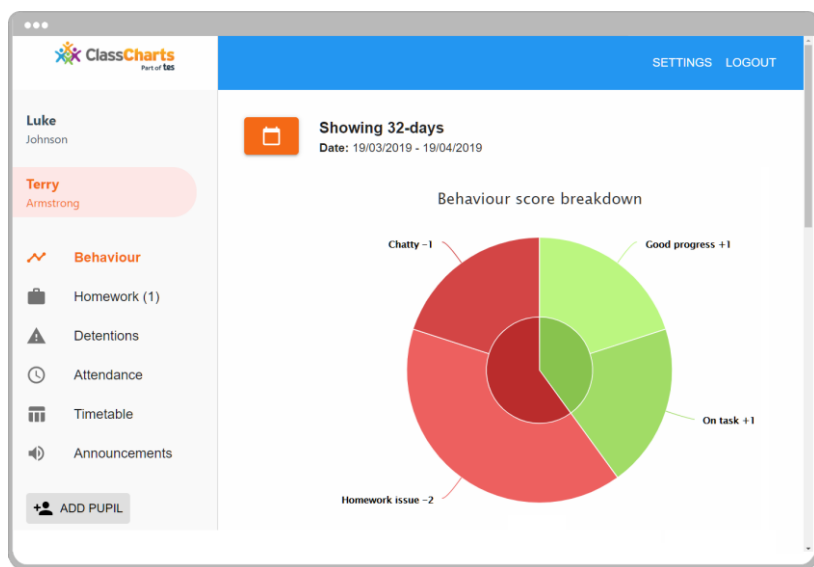
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# What is Class Charts for parents?

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](#) button below the form.

SIGN UP

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.

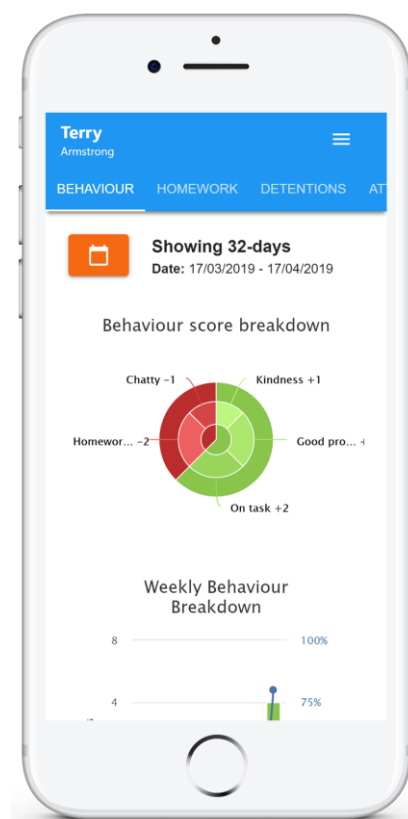
✓ You have successfully signed up.

# 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 you can find a list of behaviour activity relating to your child. These display the **behaviour** that was awarded, **when** it was awarded, **who** awarded the behaviour, the **lesson** the behaviour was awarded in, and how many **points** the award is worth.

The level of detail within each behaviour award depends on the settings that your school has enabled.

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

09:20

**-1** **Terry Armstrong**  
**Off task** awarded by Mr B Butterfield in 10A/Ar1.

Disrupting the lesson

09:00

# Awarding behaviour

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

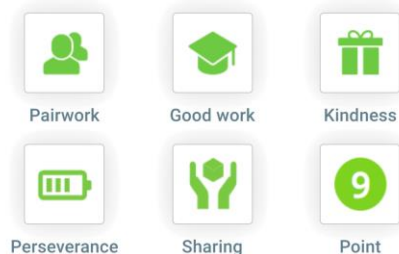
Selecting this tab will display a list of behaviour types that your school has shared with you.

To award a behaviour to your child, click on the [behaviour type](#) of your choice. Once you have [confirmed](#) your choice, a [green banner](#) will appear to inform you that the behaviour has been successfully awarded.

If a behaviour type appears [greyed out](#), it means you have reached the [daily limit](#) for awarding that behaviour. The daily limit for each behaviour type is decided by your school.



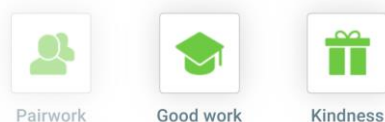
What behaviour do you want award to Terry?



✓ You have successfully awarded the behaviour



What behaviour do you want award to Terry?



# Homework

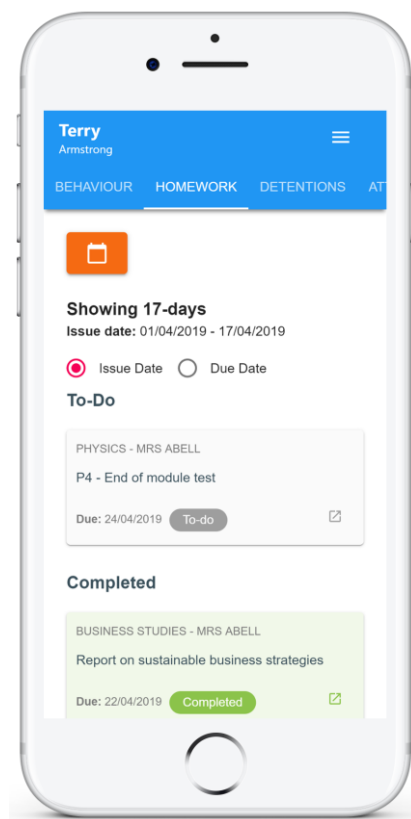
If your school has decided to share homework tasks with parents, you will see the [Homework](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [homework tasks](#) which your child has been assigned to.

To change the date range for displayed homework tasks, click on the [Date](#) button to select from the available presets or create your own custom date range.

To display tasks in the order they were set, click on the [Issue Date](#) button

To display tasks in the order they are expected to be handed in, click on the [Due date](#) button.



To view a homework task in more detail, click on the [expand](#) icon in the bottom right hand corner of the homework tile.

A popup will appear that contains the a [description](#) of the homework task, the [estimated completion time](#) and any [links](#) or [attachments](#) that may have been included.



## Homework Details

PHYSICS - 13C/PH1 - MRS ABELL

**Issue date:** 17/04/2019

**Due date:** 24/04/2019

**Estimated completion time:** 3 hours

### P4 - End of module test

Please revise the following topics for the end of module test next **Wednesday**:

# Homework status categories

**To-Do:** These are homework tasks that have not been ticked as completed by your child and have not been marked by their teacher.

PHYSICS - MRS ABELL

P4 - End of module test

Due: 24/04/2019

To-do



**Completed:** These are homework tasks that have been ticked as completed by your child but have not been marked by their teacher.

PHYSICS - MRS ABELL

P4 - End of module test

Due: 24/04/2019

Completed



**Late:** These are homework tasks that have been handed in past the deadline.

PHYSICS - MRS ABELL

P4 - End of module test

Due: 24/04/2019

Late



**Not submitted:** These are homework tasks that were not handed in on time.

PHYSICS - MRS ABELL

P4 - End of module test

Due: 24/04/2019

Not submitted



**Submitted:** These are homework tasks that have been handed in on time.

PHYSICS - MRS ABELL

P4 - End of module test

Due: 24/04/2019

Submitted





# 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

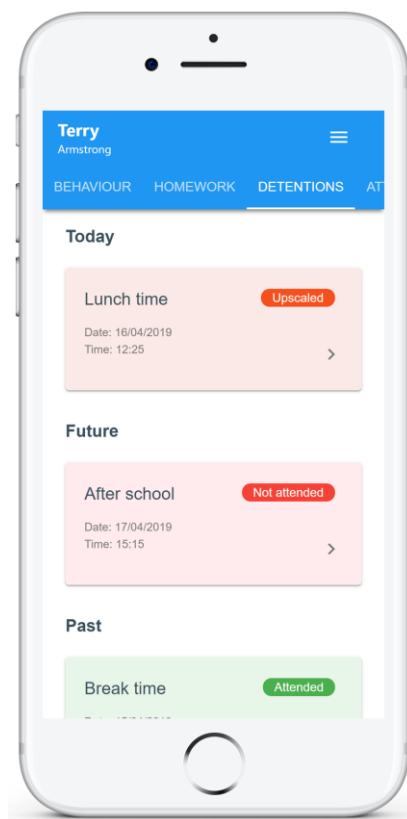
Detentions fall under 4 categories: [Attended](#), [Not attended](#), [Pending](#) and [Upscaled](#).

**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](#).

**After school** **Not attended**

Date: 17/04/2019  
Time: 15:15

**Location:** Room 17  
**Duration:** 30 min

FOOD TECH - 12A/FT1 - MRS ABELL

# 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.

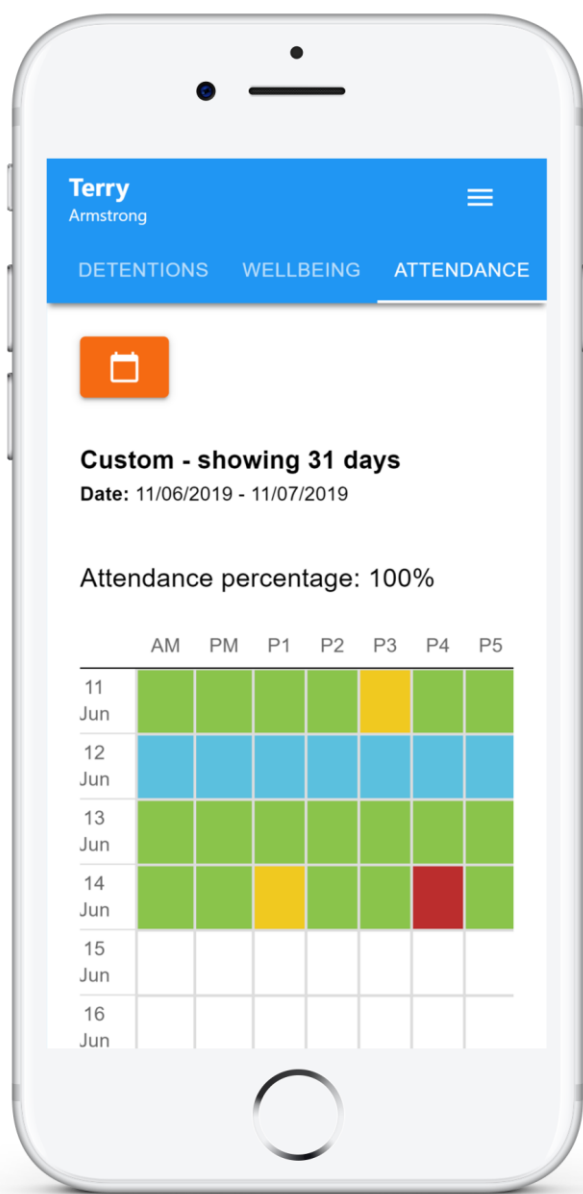
Attendance records fall under four categories: [Present](#), [Late](#), [Authorised absence](#) and [Unauthorised absence](#).

**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.



# Timetable

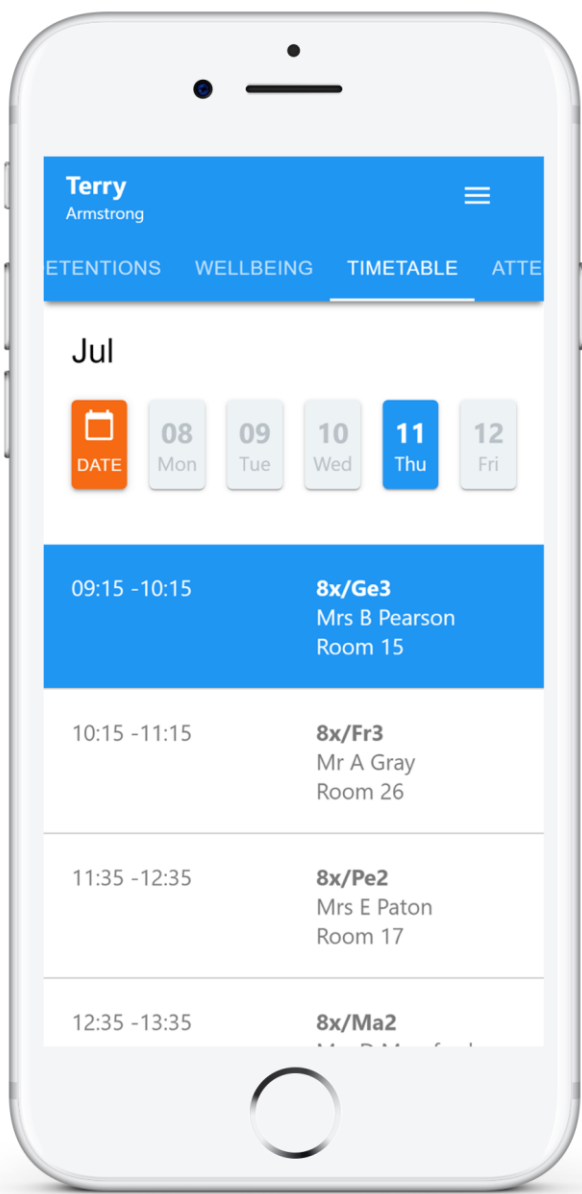
If your school has decided to share timetable data with parents, you will see the [Timetable](#) tab when viewing pupils from that school.

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.

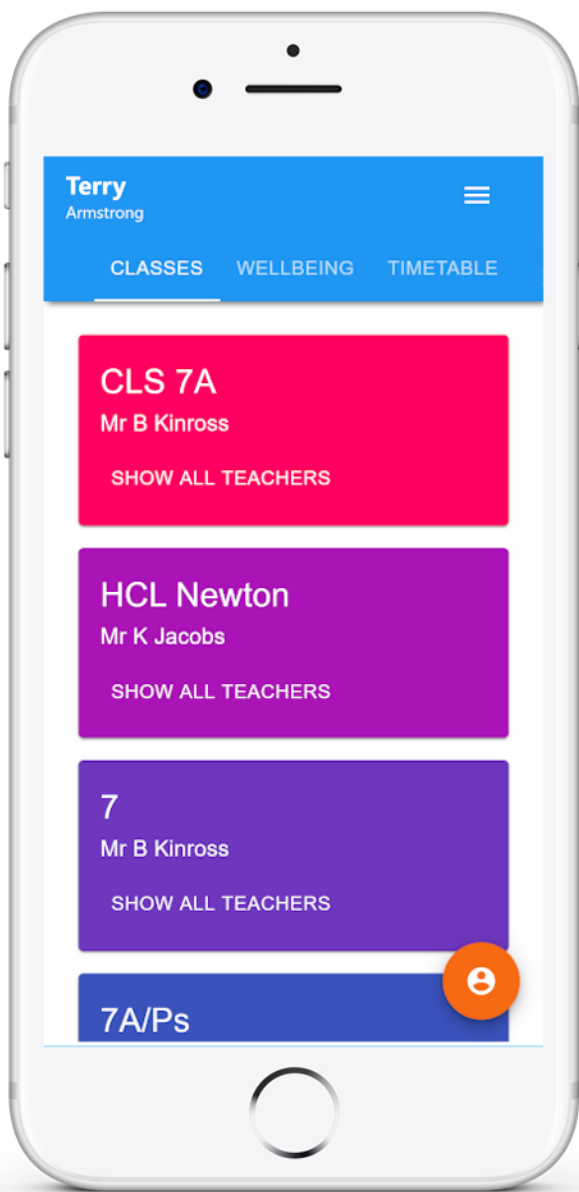


# Classes

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.



# Wellbeing

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

Clicking on this tab will present you with five face icons, which represent a range of [emotions](#). These icons can be used to record wellbeing submissions for how your child is currently feeling.

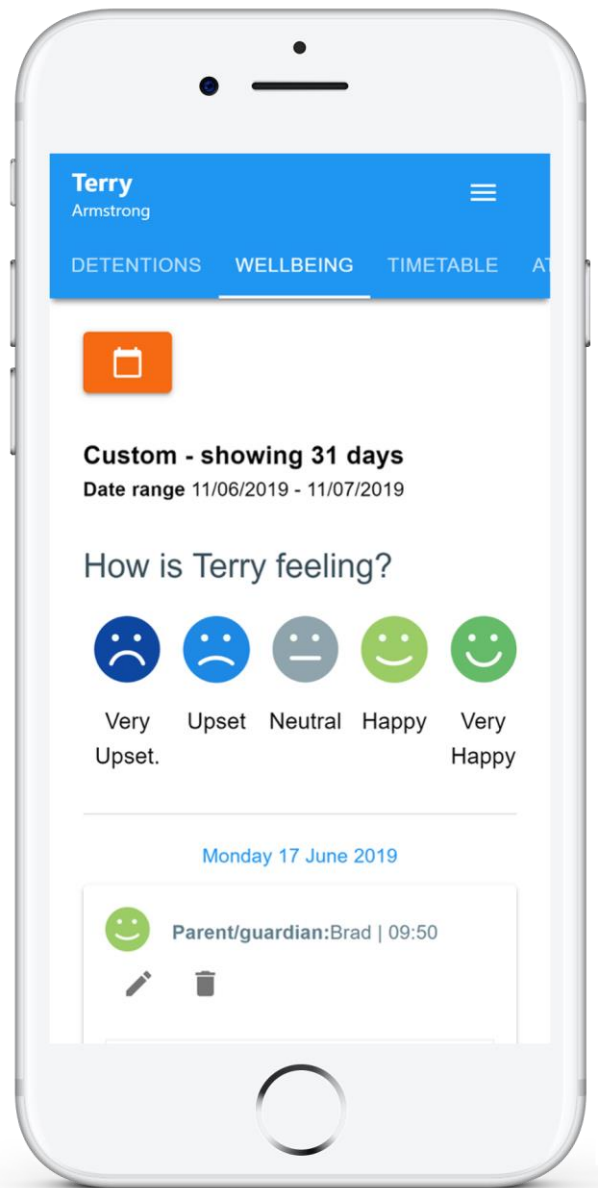
To record a wellbeing submission, select the [face](#) icon that most accurately describes your child's emotions.

You are able to add a [description](#) for the wellbeing submission, along with a [tracker](#) if your school has made them available to parents.

Click on the [Save](#) button once you are finished.

Once a wellbeing submission has been recorded, you can make changes to it using the [pencil](#) icon.

To delete a wellbeing submission, click on the [bin](#) icon for the submission of your choice.



# Announcements

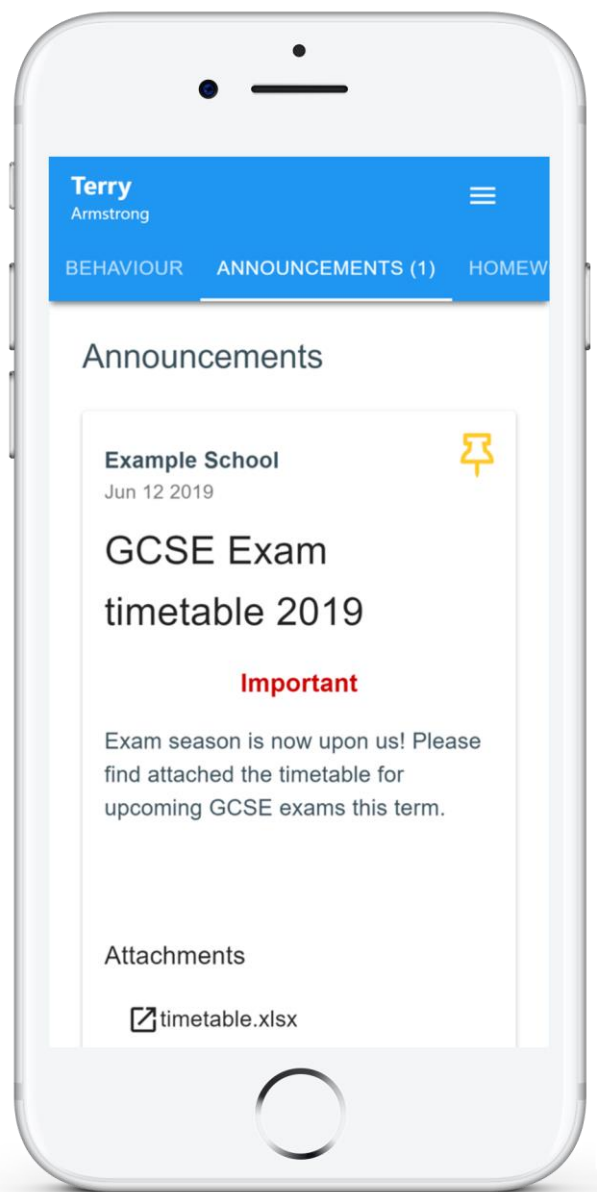
If your school has decided to share announcements with parents, you will see the [Announcements](#) tab when viewing pupils from that school.

Clicking on this option 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.



# Messaging

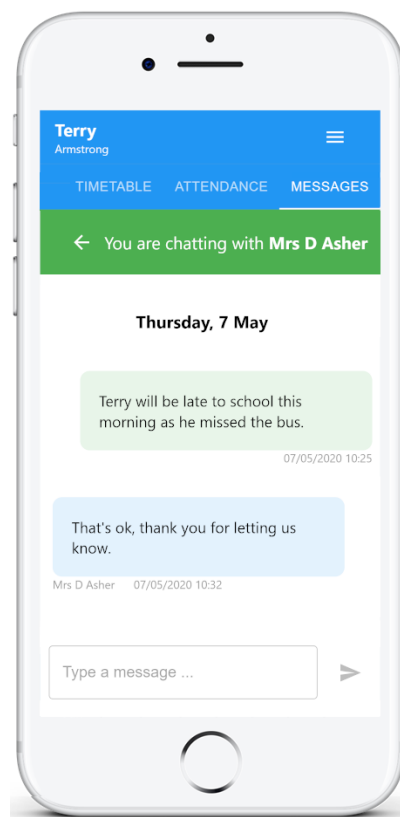
If your school has decided to allow two-way communication with parents, you will see the [Messaging](#) tab when viewing pupils from that school.

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.

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



This thread was locked

## Messaged

- 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](#).

LOG IN

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.

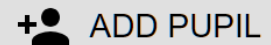
Forgot your password? [Click here to reset.](#)



# 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.

## Add a child to your account

Please enter the parent code supplied by the school to add a new child.

Code

ABC123

OK

CANCEL

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

## Date of birth confirmation

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

Date of Birth

08/03/2006

OK

CANCEL

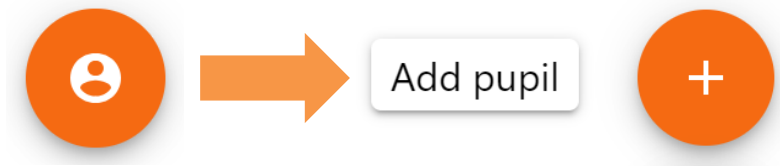
4. A [confirmation message](#) will appear and the child will be added to the left hand side navigation menu.

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)

You are also able to add additional children through the Class Charts [Parent app](#). To add another child to your account via the app, please follow the steps below:

1. Click on the [Pupil](#) icon in the bottom right hand corner of the app and select [Add pupil](#).



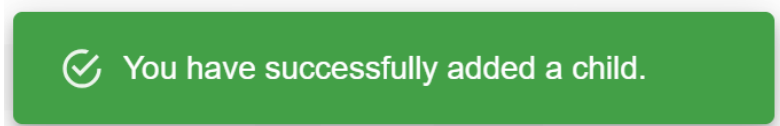
2. Enter the [Parent Access Code](#) that was provided to you by your school.

A screenshot of a mobile app dialog box titled 'Add a child to your account'. Below the title, it says '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 of the dialog are two buttons: 'OK' and 'CANCEL'.

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

A screenshot of a mobile app dialog box titled 'Date of birth confirmation'. Below the title, it says '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 of the dialog are two buttons: 'OK' and 'CANCEL'.

4. A [confirmation message](#) will appear and the child will be added to the pupil icon popup.



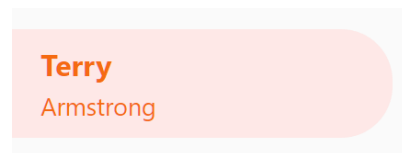
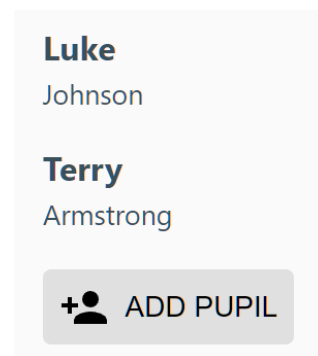
# Switching between pupils

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.

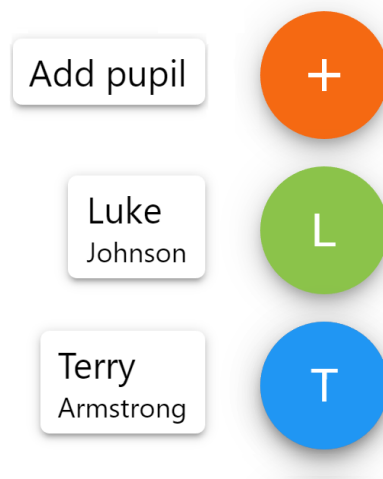
Their individual pupil dashboard will open on the first entry in the list. You can then switch between tab categories by clicking on the available icons in the list.

You can check to see which pupil is currently selected by looking for the **orange tab** highlighting their name in the left hand side menu.



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.



# 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](#).

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.

SETTINGS LOGOUT



## × Change password

Current password

---

New password

---

Repeat password

---

## × Account details

Full name

Example parent

---

Email address

example@edukey.co.uk

---

SAVE

DELETE ACCOUNT

# FAQs & Troubleshooting

“I don’t have a parent code!”

Please contact your school and ask for a new parent code.

“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/>