# Using Class Charts for Parents (Secondary and All-Through Schools)

# Contents

# What is Class Charts for Parents?

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 and view announcements from the school.

Depending on how your school has set up the system, you may also be able to view on-report cards and receive messages from your child's teachers.

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

Class Charts can be accessed via the Class Charts website, or through the iOS and Android apps – links to access these are below.

iPhone/iOS: Class Charts Parents on the App Store (apple.com)
Android/Google Store: Class Charts Parents – Apps on Google Play
Web Portal: Class Charts Parent Website (classcharts.com)

You should have received a **Parent Access Code** from your school, which will look similar to the code shown below.



This code is used to set up your **Class Charts Parent** account, which is covered on the next page.
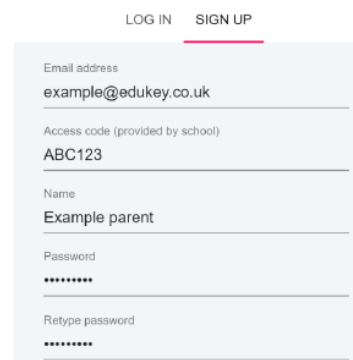
# Signing Up to Class Charts
## *For Parents that <u>do not</u> already have a Class Charts account*

**1**. Select **Sign up** from the main page and fill in the form provided.
Enter your parent access code into the Access code field.

***Please note***: *Your Parent Access Code is not the same as your password.
The parent access code is only needed for the initial sign up.*

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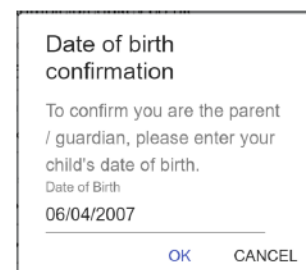letter, a lowercase letter, a number and a symbol.

**2.** Click on the Sign-Up button below the form.

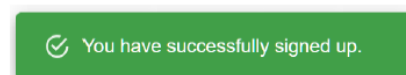**3.** Confirm the child's date of birth when prompted.
Click on the Date of Birth field and use the date picker to
enter the correct date.

**4.** A confirmation message will appear, indicating that the
sign up process is complete.

You will then receive an email from Class Charts which will
contain a verification code (check your Junk/Spam email inbox)

Entering this verification code into Class Charts will complete your account setup.

## *For Parents that <u>already have a Class Charts account</u>*
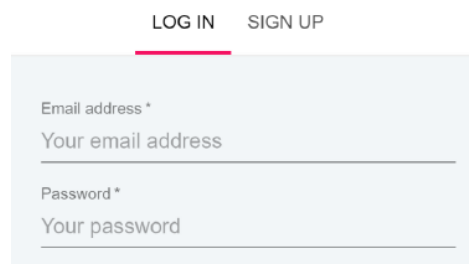
**1**. On the log in page, enter your email address and password
(if you have forgotten your password, you can click on the 'Forgot your password' button, which will then
ask you to enter your email address to be sent a password reset email.

**2.** If your child doesn't already appear on Class Charts, you can follow the instructions on **page 6** to add a
child.

# Logging into Class Charts

Once you have signed up to Class Charts, you can log back into your parent account at any time.
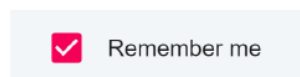
**1.** Select Log In from the main page and enter your email address and password into the fields provided.

**2.** Click on the **Log In** button to begin accessing your Class Charts parent account.

*If you would like to stay logged in when you close the Class Charts app, tick the box labelled* **Remember me***.*

If you have forgotten your password, click on the **Forgot your password** link. You will then be prompted to confirm your email address so that a password reset email can be sent.

# Adding Additional Children

## *via the Class Charts iOS/ Android Parent app*

Once you have setup and signed into your Class Charts parent account, you can add additional children to the same account.

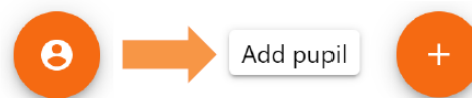**1.** Click on the orange 'Pupil Icon' in the bottom right-hand corner of the app, and from the menu select 'Add Pupil'
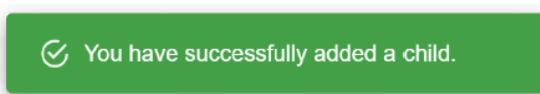
**2.** Enter the Parent Access Code that was provided by the school for the additional child that you wish to add.

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 orange 'Pupil icon' pop-up.

✓ You have successfully added a child.

## *via the Class Charts website*

You are also able to add additional children through the Class Charts website.

**1.** Click on the 'Add Pupil' button in the left-hand side navigation menu.

+👤 ADD PUPIL

**2.** Enter the Parent Access Code that was provided by the school for the additional child that you wish to add.

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 orange 'Pupil icon' pop-up.

✓ You have successfully added a child.

# Switching between children

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

## *via the Class Charts iOS/ Android Parent app*

To switch between children on the mobile app, click on the orange 'Pupil icon' in the bottom right-hand side of the app, and select the child you wish to view details for.

Their individual pupil dashboard will open, allowing you to swipe between their available tabs.
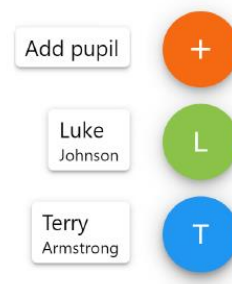
## *via the Class Charts website*

To switch between children on the website 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 in the left-hand menu.
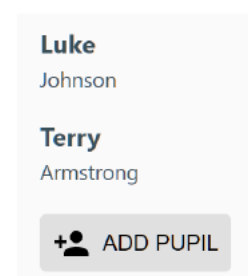
You can see which child is currently selected by looking for the orange tab highlighting their name in the left-hand side menu.
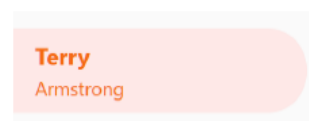
# Positive and Negative Behaviour

Selecting the **Behaviour** tab will display multiple graphs which represent an overview of your child's achievement and behaviour 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 pre-sets or create your own custom date range.

Below these graphs you can find a list of behaviour activity relating to your child. These display the behaviour that 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.
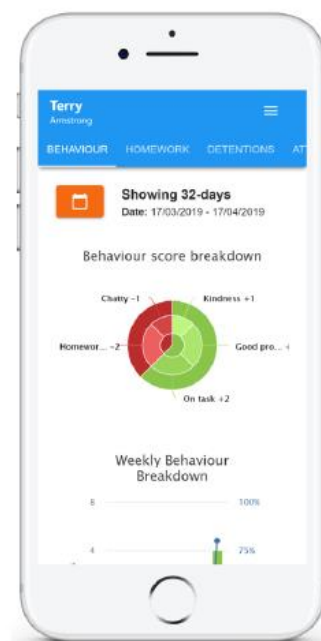
# Homework

Selecting the **Homework** tab will display a list of homework tasks which your child has been assigned to.

To change the date range for the displayed homework tasks, click on the 'Date' button to select from the available pre-sets or create your own custom date range.

To display the tasks in the order they were set, click on the 'Issue Date' button.

To display the tasks in the order they are expected to be handed in, click on the 'Due Date' button.
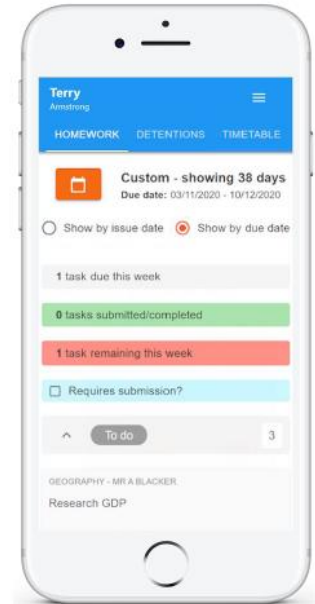
To view a homework task in more detail, click on the expand icon in the bottom right-hand corner of the homework tile.

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

## *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.

**Completed**
These are homework tasks that have been ticked as completed by your child.

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

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

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

## Keeping Track of Homework

As your child is assigned homework tasks, you may want to track how they are progressing for the current week.

The three numbers above the homework status categories count the number of homework tasks that are due this week, how many of these tasks your child has completed and how many tasks they still need to complete.

To only view homework tasks which require an attachment submission, tick the checkbox labelled 'Requires Submission'.

If you are viewing the Homework tab via the website, expanding a homework status category will display a table overview of each homework task for the selected date range.

| 1 task due this week |
| 0 tasks submitted/completed |
| 1 task remaining this week |
| ☐ Requires submission? |

| ^ | To do | | | | | | | 3 |
|---|---|---|---|---|---|---|---|---|
| | **Homework** ⬍ | **Teacher** ⬍ | **Lesson** ⬍ | **Issued** ⬍ | **Due** ⬍ | **Estimated time** ⬍ | **Type** ⬍ | **Feedback** ⬍ |
| ↗ | Research GDP | Mr A Blacker | 8F/Gg | Monday 09/11/2020 | Wednesday 11/11/2020 | 1 hours | Blended Learning | |
| ↗ | Write a soliloquy | Mr J Kato | 8y/En2 | Tuesday 10/11/2020 | Tuesday 17/11/2020 | 30 minutes | Homework | |
| ↗ | Create a poster on French food | Mrs A Abell | 7YEL/Fr | Friday 06/11/2020 | Thursday 19/11/2020 | 45 minutes | Homework | Feedback |

## Homework Attachment Submissions

For certain homework tasks, your child may be asked to upload their work as an attachment. If your school has allowed it, you will be able to upload homework attachments on your child's behalf.

When viewing a homework task in more detail, you will see the 'Upload Attachment' button if your child's teacher is expecting their work to be uploaded.

To submit a homework attachment, click on the 'Upload Attachment' button and select the files of your choice. Successfully uploaded files will then appear above the button.

If your child's tacher leaves feedback on the homework attachments, you will see a 'Feedback' icon appear on the associated homework task.

**To do** ✕

**Write a book review**
RECREATION - C6R/RC5 - MRS A ABELL

**Type:** Homework
**Issue date:** Friday 20/03/2020
**Due date:** Friday 27/03/2020
**Estimated completion time:** 10

☐ Completed?

Write a 500 word review on the book of your choice.

My attachments

↗ My book review.doc 🗑

**+ UPLOAD ATTACHMENT**

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

Supported file formats: doc, docx, pdf, xls, xlsx, ppt, pptx, pub, txt, png, jpeg, jpg, gif, rtf, mp3, odt, odp, csv, mp4, mov, m4a, sb3

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RECREATION - MRS A ABELL ☐

Write a book review

**Issued:** Friday 20/03/2020
**Due:** Friday 27/03/2020

Feedback ↗

EDUCATION SOUTH WEST

ClassCharts

## *Homework Attachment Feedback*

If your school has decided to share homework feedback with parents, you will be able to see your child's homework attachments and the teacher feedback that followed.

When viewing a homework task in more detail, you will see the 'My Attachments' section if homework submissions were set by the teacher. This contains your child's uploaded homework along with any teacher comments.

To view the homework attachment in more detail, click on the filename to generate a copy of the attachment.

**Submitted** ✕

Write a book review

RECREATION - C6R/RC5 - MRS A ABELL

**Type:** Homework
**Issue date:** Friday 20/03/2020
**Due date:** Friday 27/03/2020
**Estimated completion time:** 10

Completed? Yes

Write a 500 word review on the book of your choice.

My attachments

My book review.doc
Teacher's note: Excellent work!

If your school has decided not to share homework feedback with parents, you will see the Feedback indicator on homework tasks with teacher feedback, but you will not be able to view your child's homework attachments or associated feedback.

**Submitted** ✕

Write a book review

RECREATION - C6R/RC5 - MRS A ABELL

**Type:** Homework
**Issue date:** Friday 20/03/2020
**Due date:** Friday 27/03/2020
**Estimated completion time:** 10

Completed? Yes

Write a 500 word review on the book of your choice.

# Detentions

Selecting the **Detentions** tab will display a list of detentions which have been set for your child.

Detentions fall under 4 categories:

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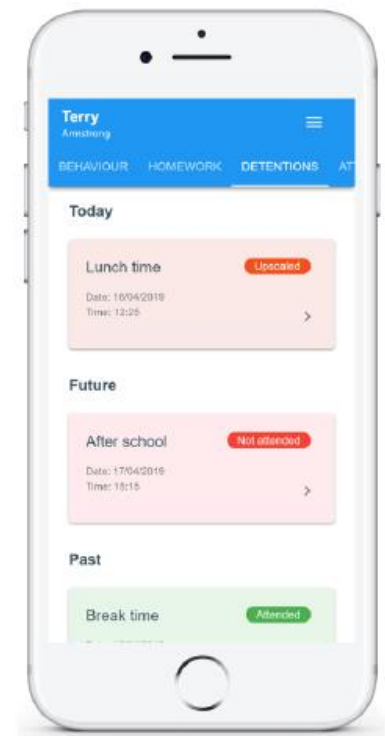Your child has sat this detention.

**Not Attended**
Your child did not sit this detention.

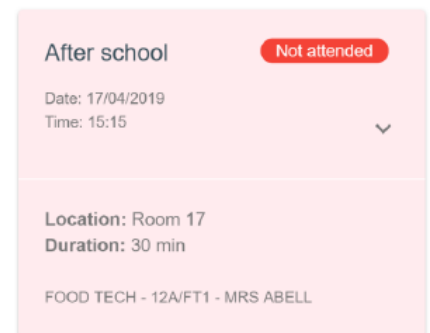**Pending**
This detention has not been sat yet.

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

To view more information about a specific detention, click on the 'Arrow' icon.

This will bring up a pop-up that describes the detention, including the location for the detention, the awarding teacher and scheduling information.

# Attendance

Selecting the **Attendance** tab will display a table of your child's AM and PM attendance for the past 31 days.

To change the timeframe of the attendance records displayed, click on the 'Date' button and select the date range of your choice.

Attendance records fall under 4 categories:

### Present
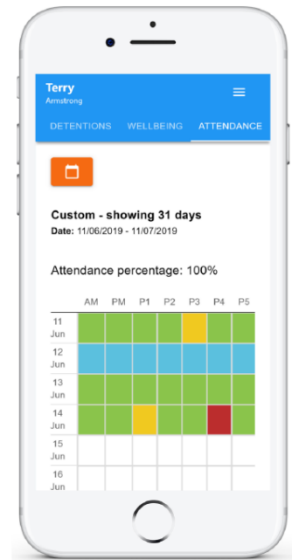Your child attended the session.

### Late
Your child was late to the session.

### Authorised Absence
Your child did not attend the session, but had a valid reason for doing so.

### Unauthorised Absence
Your child did not attend the session, and did not have a valid reason to do so.

# Absences

If your school has decided to allow parents to report absences via the Class Charts app, you will see the Absences tab when viewing children from that school.
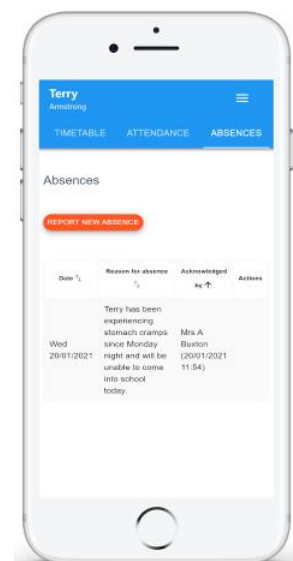
Selecting this tab will display a list of absences that you have reported, once you have reported them via the app. This includes when the absence took place, the reason for the absence and who acknowledged your absence report.

To report a new 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 child's absence report to their school. The absence can be edited and deleted until it has been acknowledged by the school.

# Timetable

Selecting the **Timetable** 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.

During the school day, your child's current lesson will be highlighted in blue.

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.
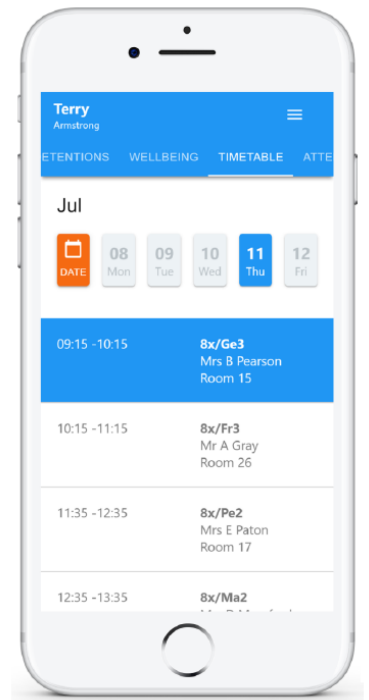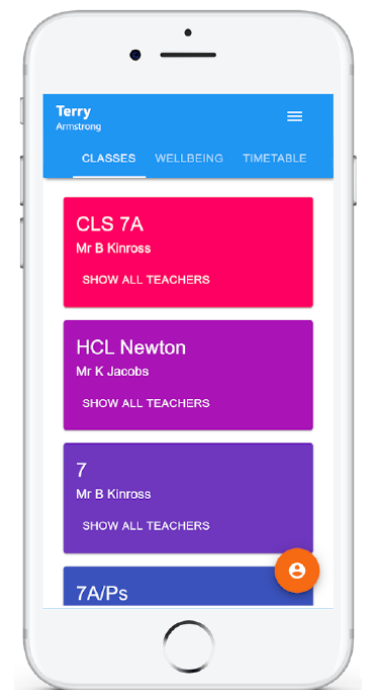
# Classes

Selecting the **Classes** tab will present you with a list of your child's classes.

Each class tile will include the:

- Class Name
- Class Teacher
- Subject
- 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.
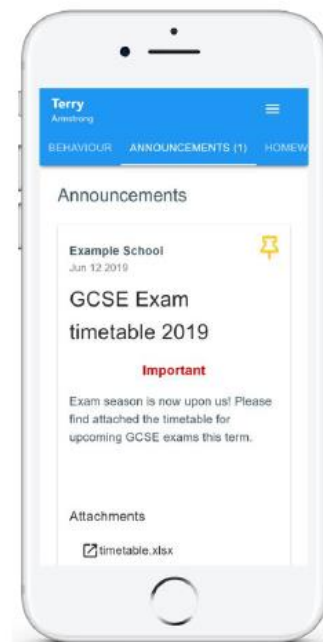
# Announcements

Selecting the **Announcements** tab will display a list of announcements that have been shared with you regarding the selected child.

Accouncements with a pin icon at the top will always stay at the top of the announcements list.

If you are viewing accouncments from the main parent dashboard, click on the 'X' icon in the top-right corner of an announcement to dismiss it.

Dismissed announcments can be viewed again in the child's individual Announcements tab.

Sometimes, 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 your comment and then click on the 'Save Comments' button.

# On-Report Cards

If your school has decided to share On-Report Cards with parents via Class Charts, an 'On-Report Cards' tab will be visible to you.

Selecting this tab will display a list of On-Report Cards that have been shared with you regarding the selected child.

Each card displays the timeframe that the On-Report Card is active for, the reason why the child has been placed on report, and a description.

To find out more about an On-Report Card, click on the 'Expand' icon.



To leave a comment on an expanded On-Report Card, click on the 'Add New Comment' button and enter the message of your choice.

This message will be seen by the teachers that are involved with your child's On-Report Card.
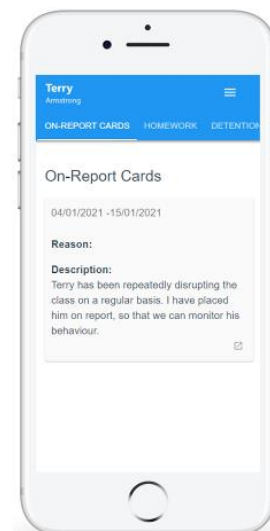


# Badges

Badges are a way for your school to inform you when significant behaviour goals have been achieved.

Your child will be issued with a badge in Class Charts when they meet the badge criteria. The criteria for each badge are set by the school.

Any badges that your child has earned will be displayed on **Badges** tab, listing each type of badge and how many times they have been awarded.
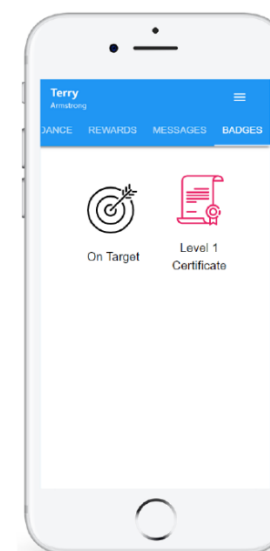
# Account Settings

If you are using the iOS/Android mobile app, the account settings can be accessed through the 'three lines' menu in the top right-hand corner of the app.

If you are using the website desktop view of Class Charts, click on the 'Settings' button in the top right-hand corner of the page.

## Change Password

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.

## Account Details

The Account Details page allows you to change the displayed name on your Class Charts Parent account and the email address used to login 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 at a later date, you will need to sign up again using the Parent Access Code provided to you by the school.

# Privacy, FAQs and 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 the Class Charts modules used within Education South West schools. If you are not seeing a module mentioned in this guide, your school may not have decided to enable that module.

**"I would like to know more about the Class Charts 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/

# Support with Class Charts Parent Account Logon Issues

If you have tried the above steps and are unable to access your Class Charts Parent Account, please contact the school via the relevant email address below.
Your query will then be dealt with by a member of the school pastoral support team.

| School | Contact Email Address |
| --- | --- |
| Coombeshead Academy | welcome@coombesheadacademy.org.uk |
| Dartmouth Academy | admin@dartmouthacademy.org.uk |
| King Edward VI Community College | adminstration@kingedwardvi.org.uk |
| Kingsbridge Community College | admin@kingsbridgecollege.org.uk |
| South Devon UTC | info@southdevonutc.org.uk |
| Teign School | admin@teignschool.org.uk |