



## Getting started with Parent accounts

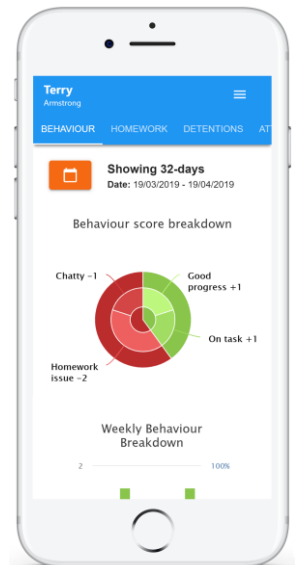
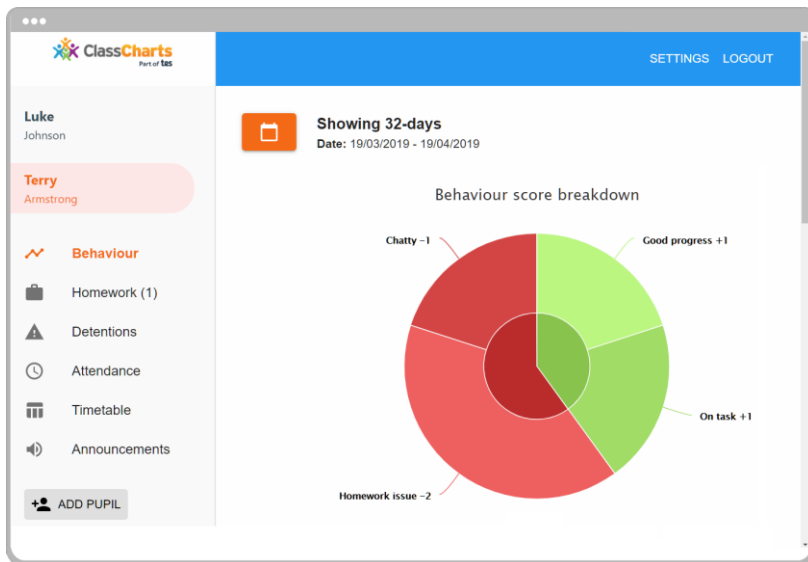


# What is Class Charts for parents?

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 academy.

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 will receive a [Parent code](#) from the academy, 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.

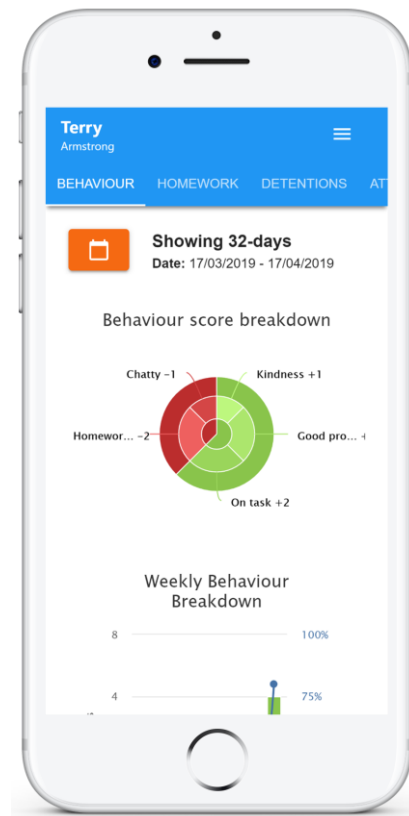
# Behaviour

In this section you will see the **Behaviour** of your child.

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.

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.



Thursday 11 July



**Terry Armstrong**

**Reading** awarded by Mr B Butterfield in 10A/Ar1.

09:20



**Terry Armstrong**

**Off task** awarded by Mr B Butterfield in 10A/Ar1.

Disrupting the lesson

09:00

# Homework

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

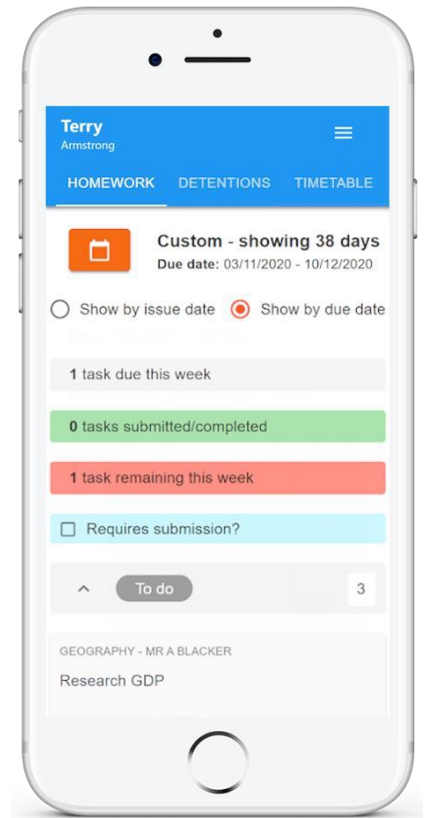
To change the date range for displayed homework tasks, click on the **Date** button to select from the available presets or create your own custom date range.

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 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 but have not been marked by their teacher.

Completed

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

Submitted late

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

Not submitted

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

Submitted

## Keeping track of homework

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

1 task due this week

The [three banners](#) above the homework status categories count the number of homework tasks that are [due this week](#), how many of those tasks your child has [completed](#) and how many tasks they [still need to complete](#).

0 tasks submitted/completed

To only see homework tasks that require an [attachment submission](#), tick the checkbox labelled [Requires submission](#).

1 task remaining this week

☐ Requires submission?

If you are viewing the [Homework](#) tab via a [desktop](#) or [laptop](#), expanding a homework status category will display a [table overview](#) of each homework task for the selected date range.

To do <span>3</span>								
	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](#).

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 teacher leaves feedback on one of their homework attachments, you will see a [Feedback](#) icon appear on the associated homework task.

RECREATION - MRS AABELL
✎

Write a book review

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

Feedback
✎

To do
×

Write a book review  
RECREATION - C6R/RC5 - MRS AABELL

**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

# Homework attachment feedback

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 attachments](#) 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.

Submitted

X

## 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.

X

## My attachments

 My book review.doc

Teacher's note: Excellent work!



# Detentions

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

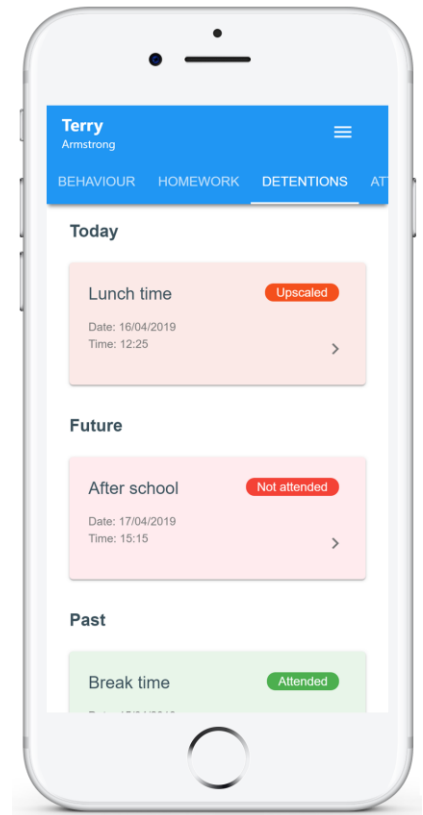
Detentions fall under 4 categories: **Attended**, **Not attended**, **Pending** and **Upscaled**.

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

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

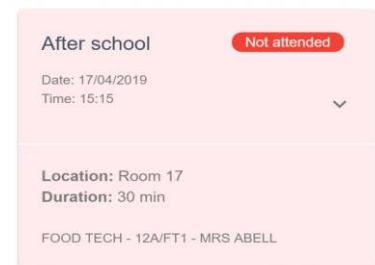
**Pending**: This detention has not been sat yet.

**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

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

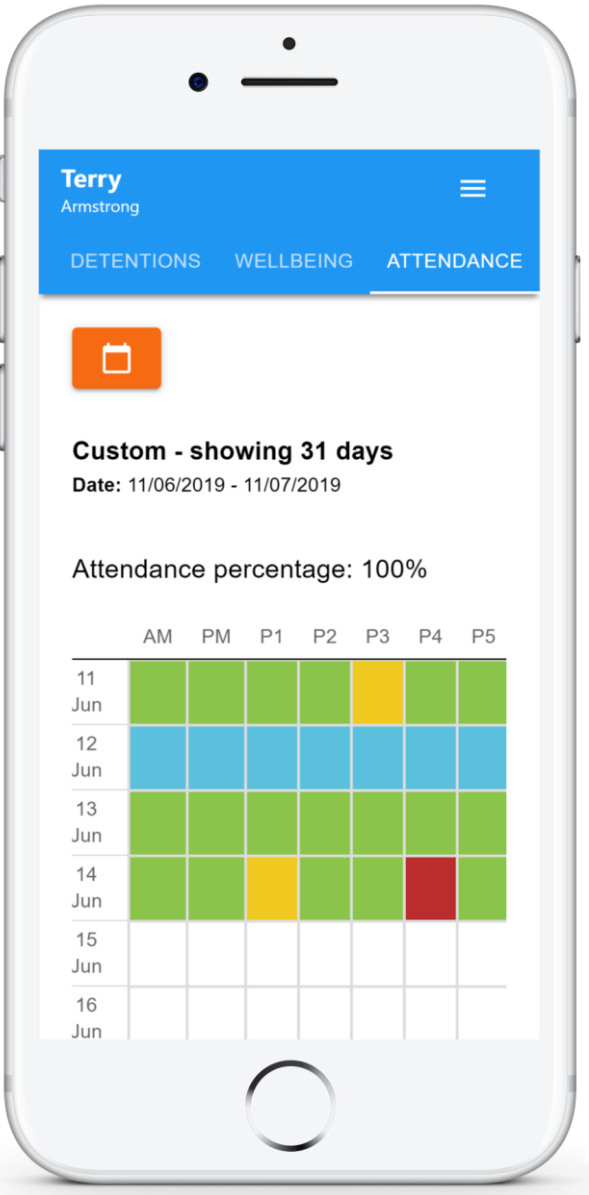
Unauthorised absence.

**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.

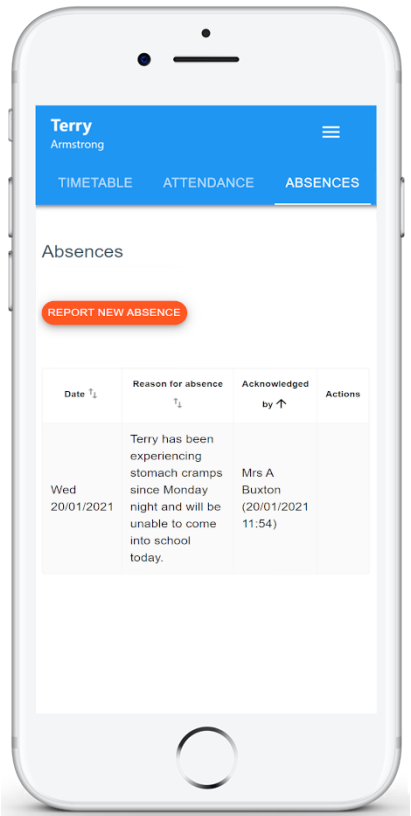
**Unauthorised absence:** Your child did not attend the lesson and did not have a valid reason to do so.



# Absences

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. Please provide as much detail as is possible.

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

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 member of the attendance team.

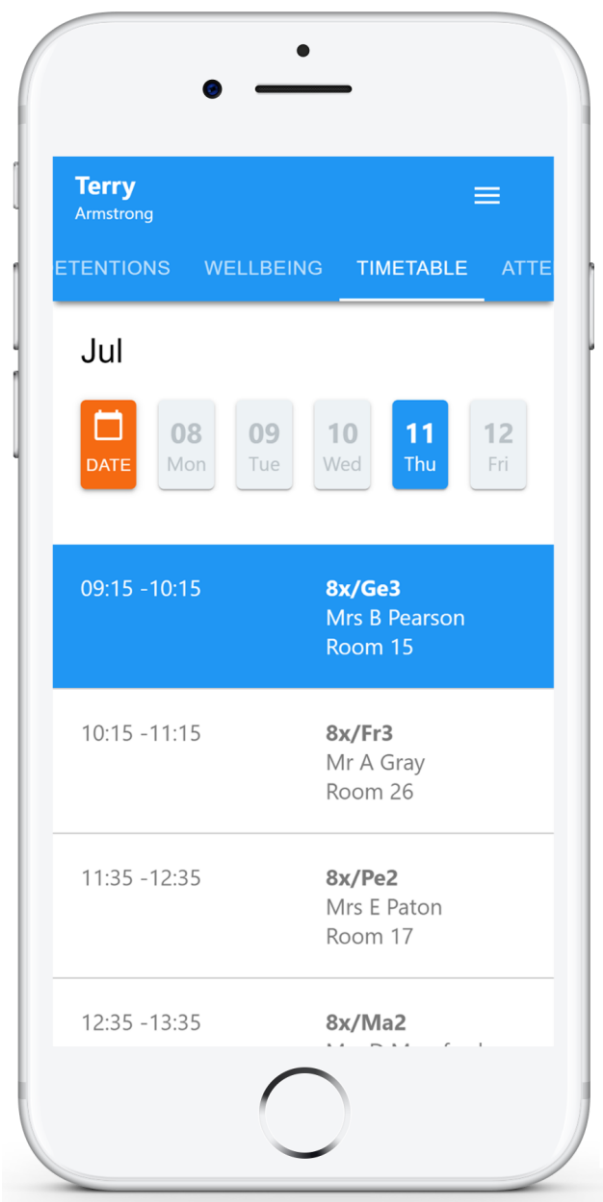
# Timetable

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.

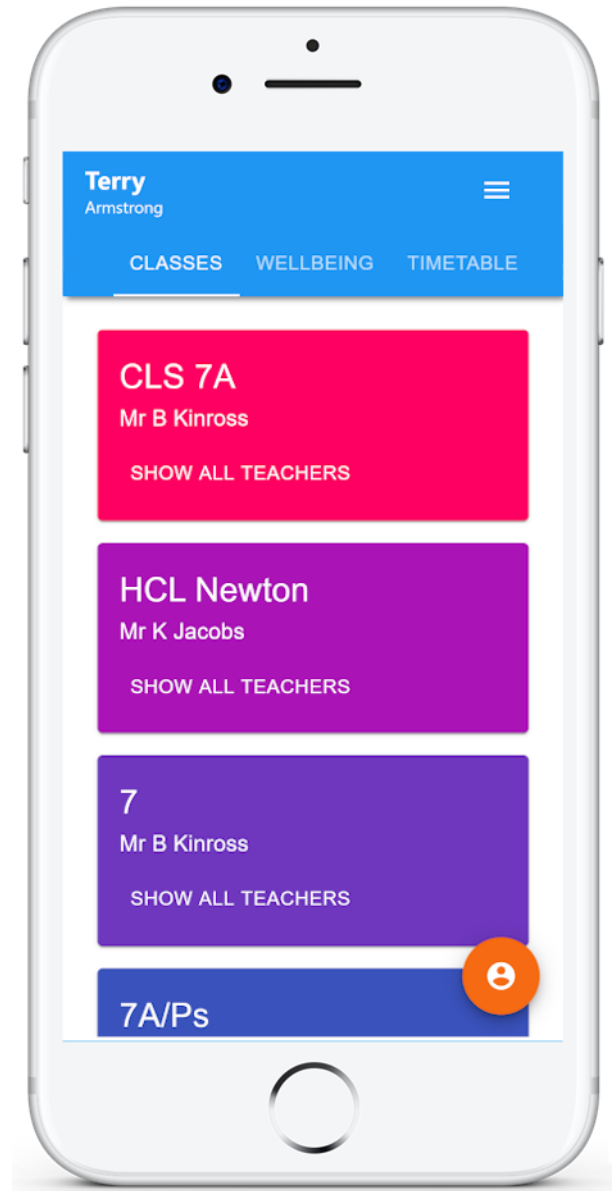
To change the displayed week, click on the **Date** button and select a date from the week of your choice.



# Classes

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

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.

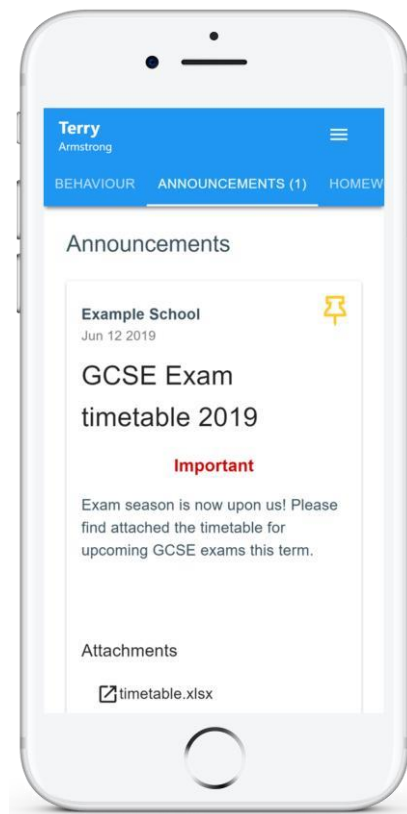
If you are viewing announcements from the main parent dashboard, click on the [X](#) icon in the top right hand corner of an announcement to dismiss it.

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

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**

Comment

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

# Messaging

Selecting this tab will display a list of [teachers](#) that you are able to receive messages from. Please note, only teachers are able to initiate a conversation via this tool. If you wish to contact a staff member, either call the main reception or email [enquiries@thekings.staffs.sch.uk](mailto:enquiries@thekings.staffs.sch.uk)

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](#).

Once you've finished, click on the [Submit](#) button to submit the COVID test result.

-  Mrs D Asher  
2 hours ago
-  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.](#)



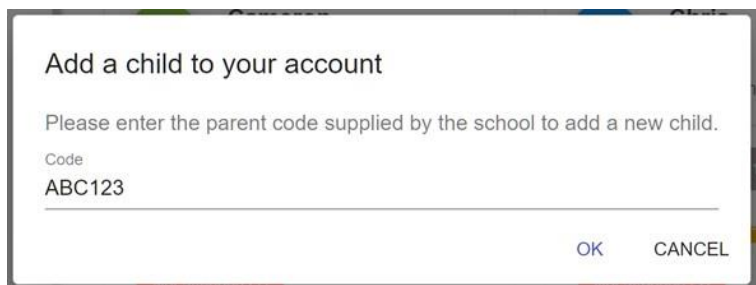
# Adding additional pupils

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:

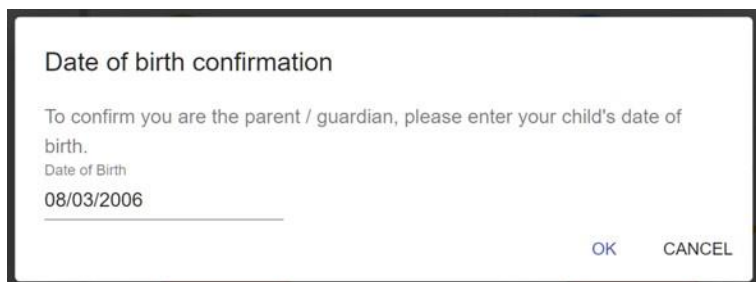
1. Click on [Add Pupil](#) button in the left hand side navigation menu.

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 grey 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 grey 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.

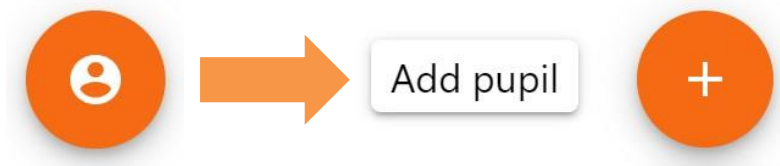
A green rectangular message box with a white checkmark icon on the left and the text "You have successfully added a child." in white.

- 5.

# 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](#).



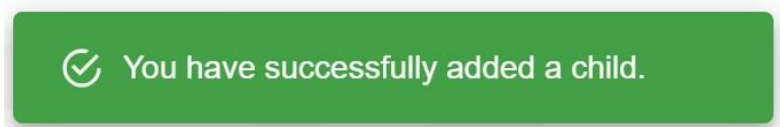
2. Enter [the Parent Access Code](#) that was provided to you by your school.

A screenshot of a mobile app screen 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" with the text "ABC123" entered. At the bottom right of the screen are two buttons: "OK" and "CANCEL".

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

A screenshot of a mobile app screen 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" with the date "08/03/2006" entered. At the bottom right of the screen are two buttons: "OK" and "CANCEL".

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



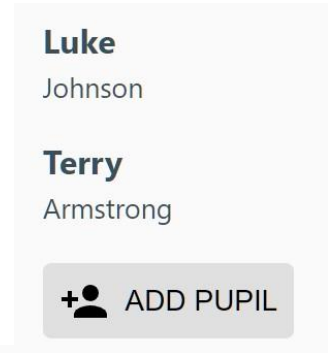
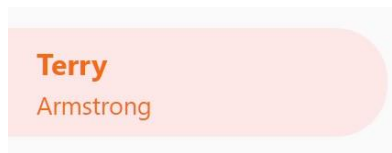
# Switching between pupils

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.

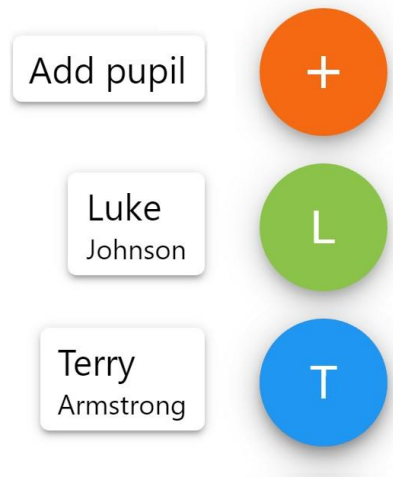
You can check to see which pupil is looking for the [orange tab](#) highlighting hand side menu.



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.



# 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.

SETTINGS LOGOUT

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.

## × Change password

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

New password

Repeat password

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.

## × Account details

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

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/>