



Getting Started with Parent/Guardian Accounts

Contents

What is Class Charts for parents/guardians?	2	Behaviour	9
Signing up to Class Charts	3	Attendance	10
Logging into Class Charts	4	Detentions	11
Adding additional pupils	5	Timetable	12
Switching between pupils	7	Privacy, FAQs and troubleshooting	13
Account Settings	8		

What is Class Charts for parents/guardians?

You will be able to use Class Charts to keep track of your child's **behaviour**, view **attendance** records, access their weekly **timetable**, and keep track of scheduled **detentions**.

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

Class Charts for parents/guardians can be accessed via the Class Charts **website**, or through the Class Charts **iOS** and **Android** apps.



Your child will have a letter with your **Parent code**, 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.



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

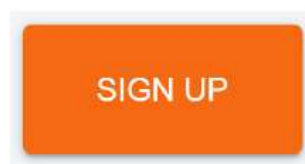
Access code (provided by school)
ABC123

Name
Example parent

Password
.....

Retype password
.....

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



3. Confirm your child'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.



Logging in to Class Charts

Once you have signed up to Class Charts, you can log back into your parent/guardian 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/guardian 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.](#)

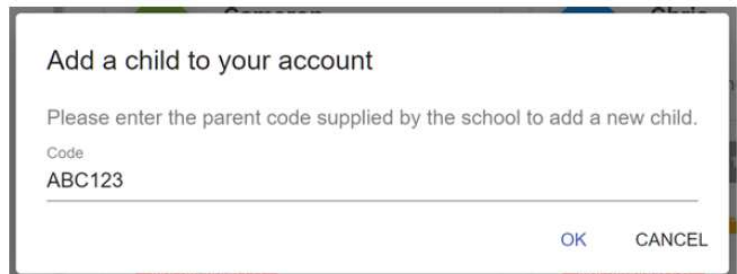
Adding additional pupils

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

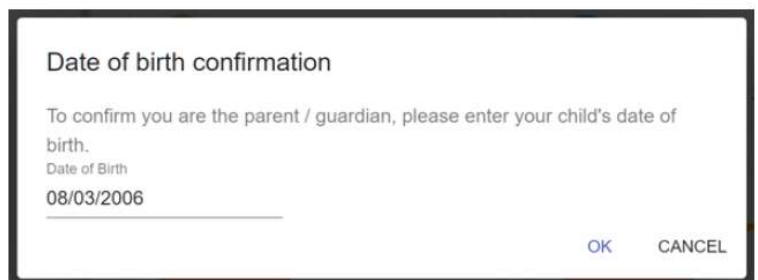
1. Click on Add Pupil button in the left-hand side navigation menu.



2. Enter the [Parent Access Code](#) that was provided to you by your school. Your child will have been given a letter by their form tutor with this information.



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

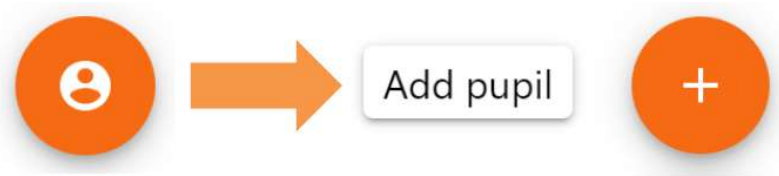


4. A [confirmation message](#) will appear and the child will be added to the left hand side navigation menu.



Adding additional pupils (app)

1. Click on the **Pupil** icon in the bottom right-hand corner of the app and select **Add pupil**.



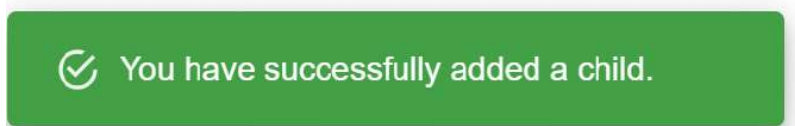
2. Enter the **Parent Access Code** that was provided to you by your school. Your child will have been given a letter by their form tutor with this information.

A screenshot of 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 label "Code" followed by a text input field containing "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 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 label "Date of Birth" followed by a text input field containing "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.

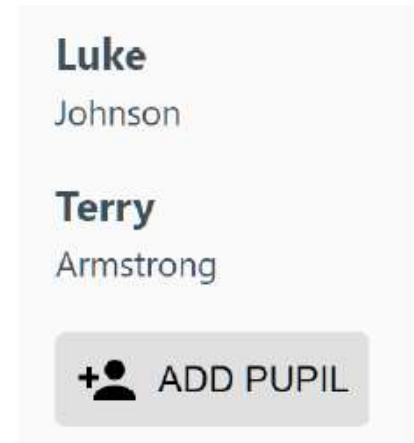


Switching between pupils

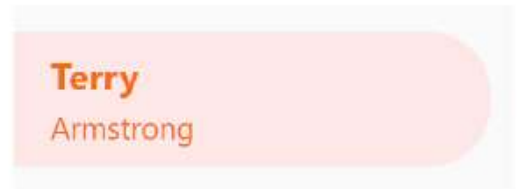
If multiple children have been set up on your Class Charts parent/guardian account, you are able to switch between them and view child specific data at any time.

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.

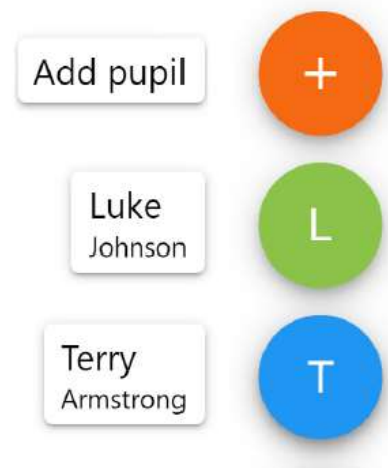


You can check to see which pupil is currently selected by looking for the **orange tab** highlighting their name in the left-hand side menu.



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

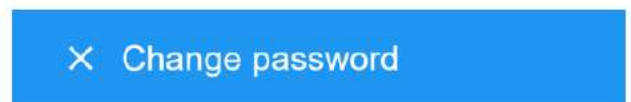
If you're using the desktop view, you can access the account settings menu through the Settings button in the top right-hand corner of the page.

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/guardian 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 account and the email address used to log in and receive notifications.

If you no longer wish to use your Class Charts parent/guardian 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.



Current password

New password

Repeat password



Full name
Example parent

Email address
example@edukey.co.uk



[DELETE ACCOUNT](#)

Behaviour

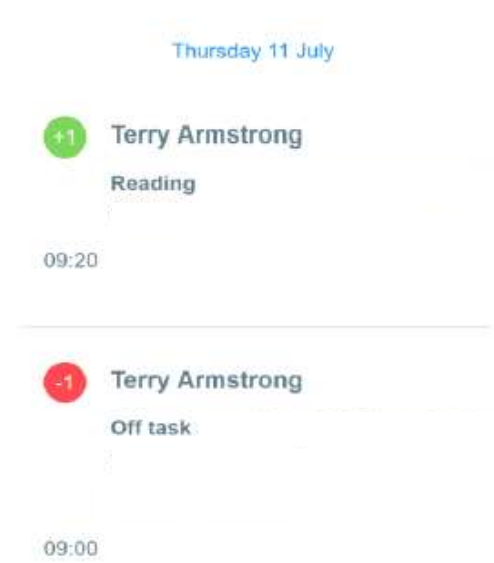
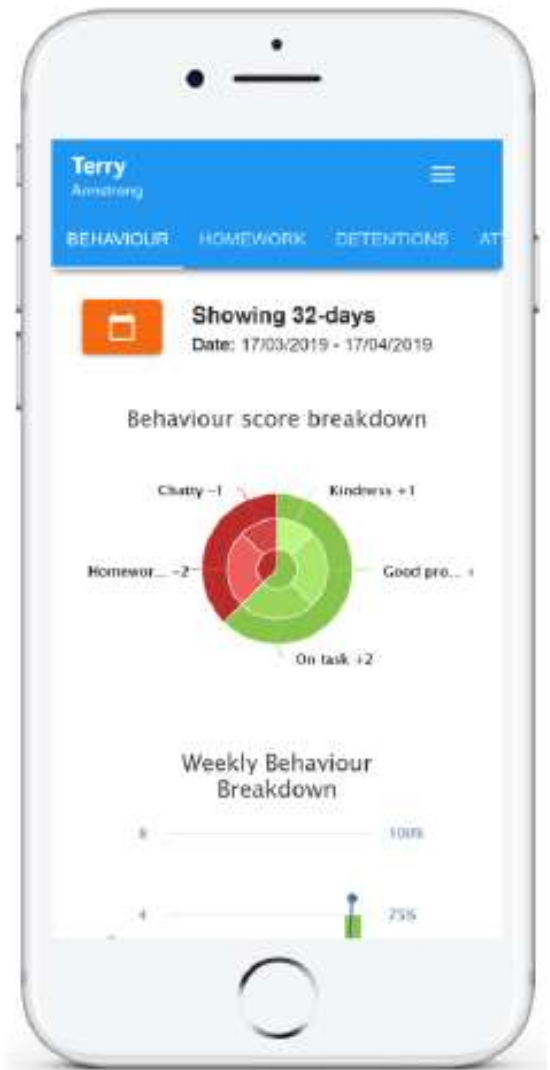
You will see the **Behaviour tab** when viewing your account. Please note, in line with the school's behaviour policy a Stage 2 results in a 15-minute detention and a Stage 3 results in a 45-minute lunchtime detention.

Selecting this tab will display multiple graphs which represent an overview of the **achievement** and **behaviour** points your child has been given within a customisable timeframe.

Hover over the **outer circle** to view a description of why the behaviour point or achievement point was given. Hover over the **inner circle** to see the total number of achievement points or behaviour points given within the 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 will find the **behaviour activity feed** relating to your child. This displays the **behaviour** that was awarded, **when** it was awarded, **how** many points it is worth and for achievement points, **who** it was awarded by. In **Phase 1** you will see only achievement points in the feed. In **Phase 2** you will see both achievement and behaviour points in the feed.



Attendance

You will see the **Attendance tab** when viewing your account.

Selecting this tab will present you with a table of your child's **attendance** data for the past **31 days**. Please note, you will be unable to see attendance data from before the **4/10/2021**.

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

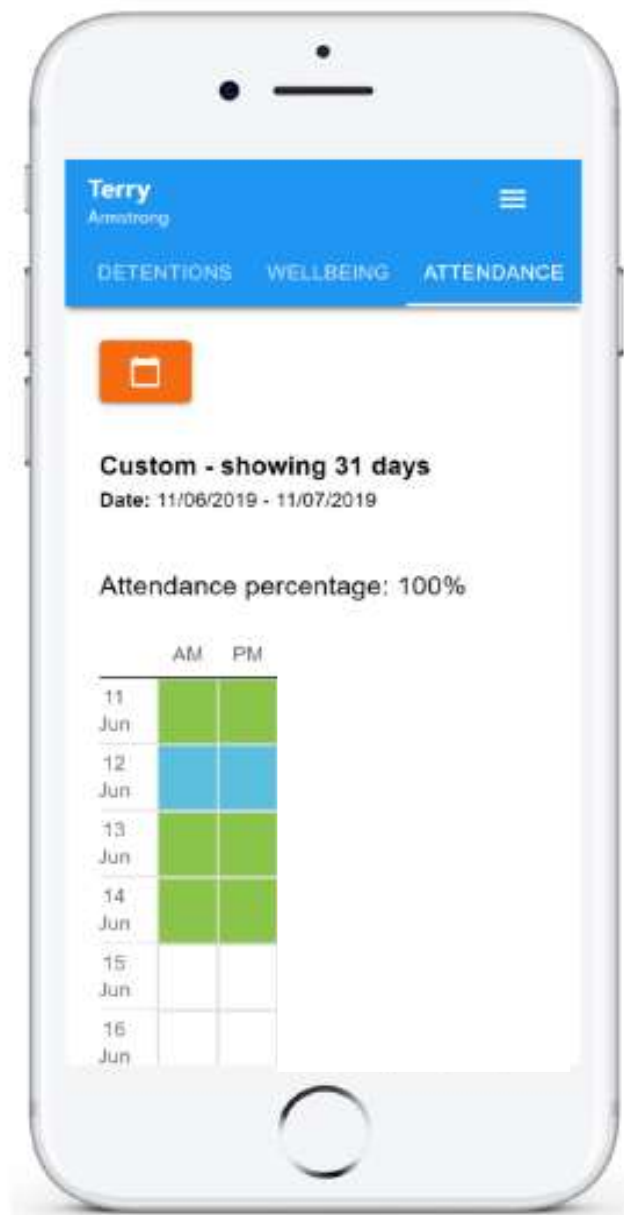
Attendance records fall under four categories: **Present**, **Late**, **Authorised absence** and **Unauthorised absence**.

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.



Detentions

In **Phase 2** you will see the **Detentions** tab when viewing your account.

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.

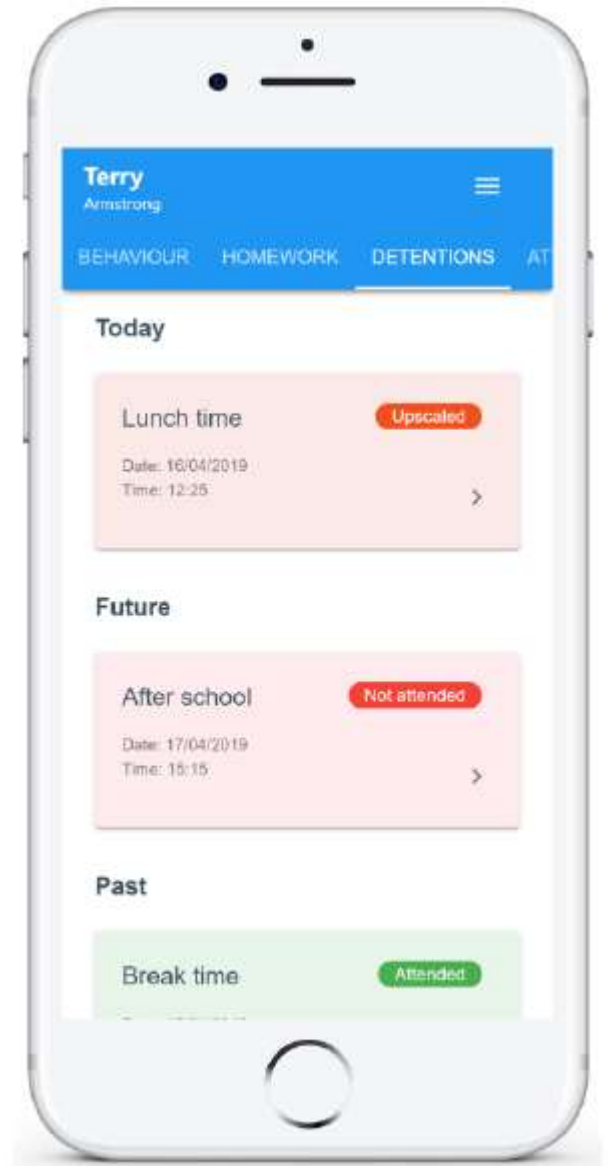
Not attended: Your child did not sit this detention.

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 and scheduling **information**.



Timetable

You will see the [Timetable](#) tab when viewing your account.

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.

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



Privacy, FAQs and troubleshooting

What do I do if my child has an unauthorised absence?

Unauthorised attendance will be displayed in red. This means your child did not attend the lesson and did not have a valid reason to do so. Please talk to your child about this absence. If you have concerns or queries about information communicated via Class Charts, please contact your child's form tutor via email.

My child has been given a Behaviour Point. What can I do?

It's really important to keep an open and ongoing discussion about your child's learning, achievements and behaviour in lessons. If your child is given an achievement or behaviour point it is vital to discuss this with them. If your child has any queries about a behaviour point, we encourage them to talk to their subject teacher directly. These conversations help to build the relationships and strong community our school thrives on. If you have concerns or queries about information communicated via Class Charts, please contact your child's form tutor via email.

I have more than one child at the school.

If you have more than one child at Fairfield, you will be able to access Class Charts information about your children from one centralised parent/guardian account. Please see the 'Adding additional pupils' and 'Switching between pupils' section above.

We need multiple parent/guardian accounts to access ClassCharts

Where needed, multiple parent/household accounts can be up set for each child. The code we send you can be shared between parents/guardians as you can each create a separate account with your own email address.

My child has forgotten their access code

Please contact their form tutor and ask for their student code.

I don't have a parent/guardian code or I can't log in

Please contact enquiries@fairfield.excalibur.org.uk and ask for a new parent/guardian code.

My password is not working or is incorrect

Please use the 'Forgot my password!' link to reset your password

I would like to know more about the Class Charts privacy policy

Class Charts store your data securely in the UK. Your email address is used for account login and shared with us so that we can send notifications and assist with account login problems. Class Charts do 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/>