

# ePortal User Guide for Parents

## Key Stage 3

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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, there may be issues using ePortal

## Minimum System requirements

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### Recommended Browser

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

### Operating System

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

### Software

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

## **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 Crystal Palace, 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. Current Year 7 parents/carers will be issued their password in the week beginning 14<sup>th</sup> June 2010. New Year 7 and the remaining years will have their username and password issued in the week beginning 6<sup>th</sup> September 2010

# Logging on

To log onto ePortal, please enter via our website at:

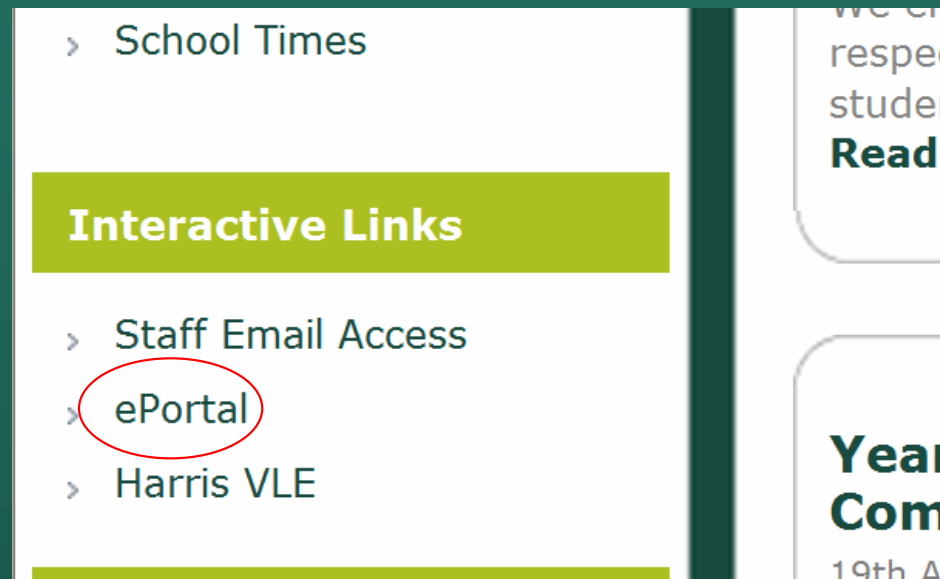
<http://www.harriscrystalpalace.org.uk>

On the left hand side banner under “Interactive Links”, please select “ePortal”

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

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

On initial login, you will be asked to change your password to a more memorable one. 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 shows the Harris Federation ePortal dashboard. The top navigation bar includes 'Home' and 'Logout' buttons. The user is logged in as Joe Bloggs (User: User-Bloggs, Joe, Type: Student) on 06-May-2010 at 07:10, using the 2009/2010 dataset.

The dashboard is divided into four main sections, each with a 'More' button circled in red:

- Reports:** A table showing report details.
 

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
- Target Analysis:** A section indicating 'No Student exams available in this dataset.'
- Timetable:** A table showing the daily schedule.
 

Time	Tch	Sub	Room
08:50	Gill, Matthew	History	Hums 130
09:40	Verroux, Helen	French	MFL 237
10:50	Donnelly, Michelle	BICT	BICT 223
11:40	Jeffery, Anna	English	Eng 316
13:15	Day, Gary	Mathematics	Maths 305
14:00	Taylor, Chris	Science	Sci 354
- Attendance:** A section featuring a pie chart and a table. The pie chart shows a large green slice for 'Present', a small blue slice for 'Auth. Absent', and very small slices for 'Absent' and 'Lates'. The table provides the following data:
 

Category	%
Present	92.7
Lates	3.2
Absent	0.5
Auth. Absent	3.7

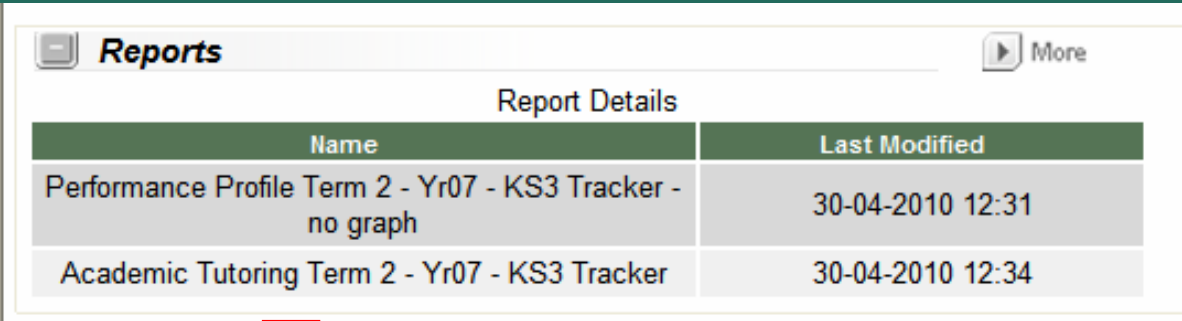
# Navigation

## 1. Reports

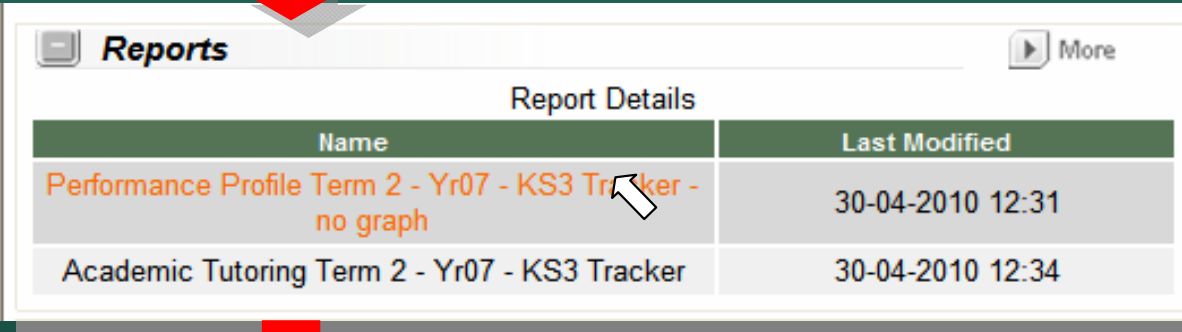
The Reports bitlet allows you to view your child's school reports and performance profiles that are also sent to you. Currently, the only reports available will be the reports produced from the summer term 2010 onwards.

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.

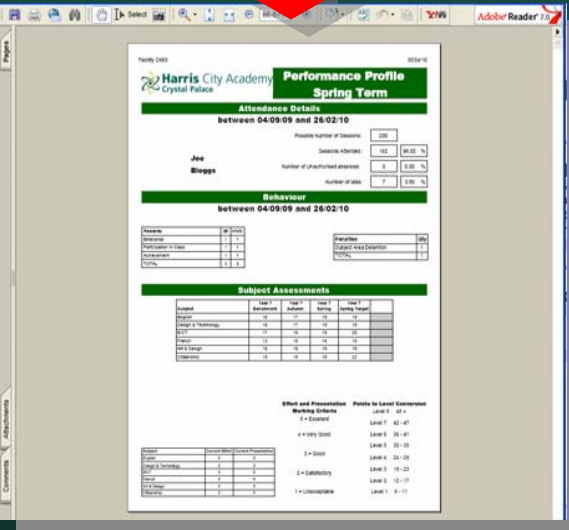
The report will be opened in Adobe Acrobat Reader which can then be saved on a local drive if required



Reports		More
Report Details		
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	



Reports		More
Report Details		
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	



**Harris City Academy**  
 Crystal Palace

**Performance Profile**  
 Spring Term

**Attendance Details**  
 between 04/09/09 and 26/02/10

Joe  
 Briggs

**Behaviour**  
 between 04/09/09 and 26/02/10

**Subject Assessments**

**Effort and Presentation**

**Marking Criteria**

1+ Excellent  
 2+ Very Good  
 3+ Good  
 4+ Satisfactory  
 5+ Unacceptable

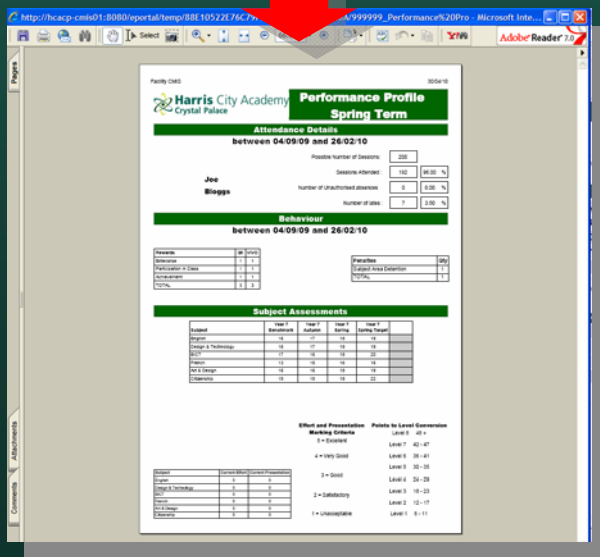
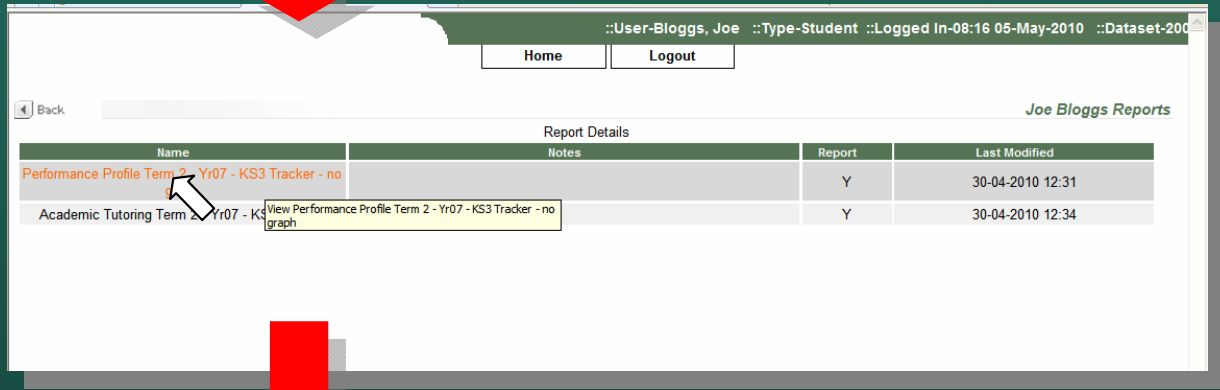
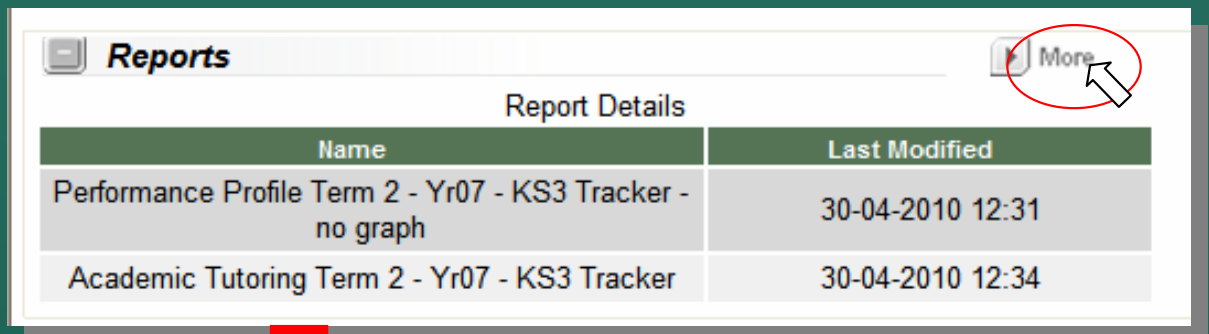
100%  
 90-99%  
 80-89%  
 70-79%  
 60-69%  
 50-59%  
 40-49%  
 30-39%  
 20-29%  
 10-19%  
 0-9%

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 to the next three pages

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



# What Do the Reports Mean?


Each student in the Academy receives 3 written 'reports' per academic year.

Two of these are 'performance profiles' – a single sheet which summarises the student's performance against their targets in each subject, as well as a brief summary of their attendance and punctuality and their behaviour record.











The third is a full set of Annual Reports, with detailed feedback and action points from each subject teacher and an overall summary from the student's form tutor.

The following slides explain the information that is found in the Performance Profiles.

Facility CMIS

 **French**

**Teacher:**

Key to Marks		ATTAINMENT	
	5 = Excellent		EFFORT: 4
	4 = Very Good		PRESENTATION: 3
	3 = Good		ICT: 4
	2 = Satisfactory		HOMEWORK: 5
	1 = Unacceptable		ATTAINMENT: 20
			BAND: D
			EXAM RESULT: 56

**COMMENTS**

... is a polite and pleasant student who has made some good progress in French this year. She is a quiet member of the class who rarely participates in the lesson and should strive to do so in order to maximise her opportunities for speaking French and increase her linguistic confidence. Homework is always handed in and is completed on the whole to a good standard. She is able to understand the gist of what she reads and hears in French and now needs to work on developing these skills through regular vocabulary revision in order to be able to understand the detail. She is able to produce sentences from memory using language learnt in the lesson and tries to extend her work through connectives and opinions. However she should check her work carefully for spelling mistakes in order to improve its accuracy.

**ACTION POINTS**

- To regularly learn vocabulary.
- To check her work thoroughly.
- To participate more in the lesson.

Example of a page from an Annual Report

# Key Stage 3 Performance Profile

## 1. Attendance

This shows the total number of 'sessions' in the term, the number and percentage that have been attended, and that remain unauthorised.

(Each school day is 2 "sessions" – morning and afternoon.)

It also shows how many times the student has been late to registration.

At Harris, students' minimum attendance target is 96%.

## 2. Rewards

This lists the number of times the student has received a positive reward from one of their teachers – for things such as participation in class, good classwork or homework, a positive contribution to Academy life etc. – plus the number of Vivos that have been awarded.

## 3. Penalties

This lists the number of sanctions the student has received. In increasing order of severity, these are Subject Area Detentions (SADs), Co-ordinator's Detentions and Senior Management Detentions (SMTs).

Faculty: CM10 30/04/10

**Harris City Academy**  
Crystal Palace

**Performance Profile**  
**Spring Term**

**Attendance Details**  
between 04/09/09 and 26/02/10

**Joe Bloggs**

Possible Number of Sessions: 200  
Sessions Attended: 192 96.00 %  
Number of Unauthorised absences: 0 0.00 %  
Number of lates: 7 3.50 %

**Behaviour**  
between 04/09/09 and 26/02/10

**Rewards**

Rewards	Qt	VIVO
Enterprise	1	1
Participation in Class	1	1
Achievement	1	1
TOTAL	3	3

**Penalties**

Penalties	Qty
Subject Area Detention	1
TOTAL	1

# Key Stage 3 Performance Profile (cont.)

## 1. Subject Assessments

This sets out the student's attainment in each KS3 subject. This is done in "points scores" which sub-divide each National Curriculum Level and can be translated as indicated, e.g. 24 points is a low Level 4, 29 is a top Level 4. The "benchmark" is where the student began the current year and progress each term is shown.

1

### Subject Assessments

Subject	Year 7 Benchmark	Year 7 Autumn	Year 7 Spring	Year 7 Spring Target	
English	16	17	19	19	
Design & Technology	16	17	19	19	
BICT	17	16	19	20	
French	13	15	16	16	
Art & Design	16	16	19	19	
Citizenship	19	19	19	22	

## 2. Effort and Presentation

As well as attainment, the profile reports the student's effort and presentation, on a simple scale from 5 ("excellent") to 1 ("unacceptable").

2

Subject	Current Effort	Current Presentation
English	3	3
Design & Technology	3	3
BICT	3	3
French	3	3
Art & Design	3	3
Citizenship	3	3

### Effort and Presentation Points to Level Conversion

#### Marking Criteria

5 = Excellent

4 = Very Good

3 = Good

2 = Satisfactory

1 = Unacceptable

Level 8 48 +

Level 7 42 - 47

Level 6 36 - 41

Level 5 30 - 35

Level 4 24 - 29

Level 3 18 - 23

Level 2 12 - 17

Level 1 6 - 11

# Navigation

## 2. Target Analysis

The Target Analysis bitlet is not used for KS3 students.

When your child embarks on their KS4 courses in Year 9, this section will give you access to their predicted grades and current levels of Academic performance

# Navigation


## 3. 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
08:50	Hibbert, Lindsey	Art & Design	Art 328A
10:50	Underwood, Alison	History	Hums 240
11:40	Day, Gary	Mathematics	Maths 306
13:15	Verroux, Helen	French	MFL 237
14:00	Jeffery, Anna	English	Eng 316

Facility ePORTAL

::User-Bloggs, Joe ::Type-Student ::Logged In-07:10 06-May-2010 ::Dataset-2009/2010

Home Logout

Back Bloggs, Joe Timetable

Timetable

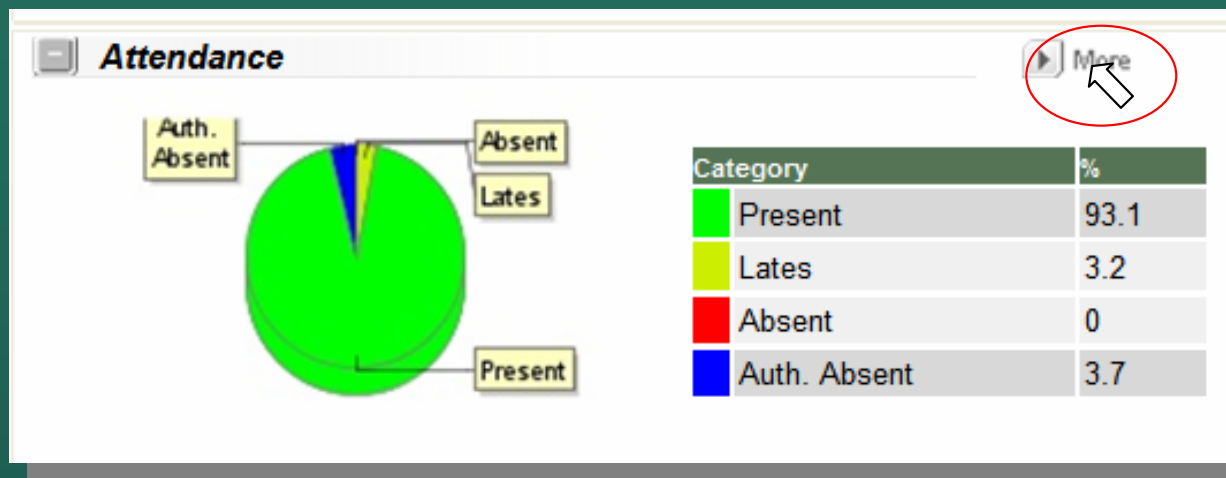
	9:00	10:00	11:00	12:00	13:00	14:00	15:00
Sun							
Mon	08:50-10:30 Physical Education Sports Field Buss, Daniel		10:50-12:30 Science Sci 354 Taylor, Chris			13:15-14:50 Design & Technology PD7 Saygin, Yonca	
Tue	08:50-09:40 French MFL 241 Verroux, Helen	09:40-10:30 Geography Hums 129 Evans, Natasha	10:50-11:40 Music Study Base 251 Grimshaw, Rachel	11:40-12:30 Science Sci 269 Dye, Eileen	13:15-14:00 Citizenship L29 Buss, Daniel	14:00-14:50 English Eng 316 Jeffery, Anna	14:50-15:40 Mathematics Maths 306 Day, Gary
Wed	08:50-10:30 Art & Design Art 328A Hibbert, Lindsey		10:50-11:40 History Hums 240 Underwood, Alison	11:40-12:30 Mathematics Maths 306 Day, Gary	13:15-14:00 French MFL 237 Verroux, Helen	14:00-15:40 English Eng 316 Jeffery, Anna	
Thu	08:50-09:40 History Hums 130 Gil, Matthew	09:40-10:30 French MFL 237 Verroux, Helen	10:50-11:40 BICT BICT 223 Donnelly, Michelle	11:40-12:30 English Eng 316 Jeffery, Anna	13:15-14:00 Mathematics Maths 305 Day, Gary	14:00-15:40 Science Sci 354 Taylor, Chris	
Fri	08:50-10:30 Mathematics Maths 306 Day, Gary		10:50-11:40 Geography Hums 129 Evans, Natasha	11:40-12:30 Religion & Philosophy Hums 129 Nash, Kellyanne	13:15-14:00 Science Sci 354 Taylor, Chris	14:00-14:50 English Eng 316 Jeffery, Anna	
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

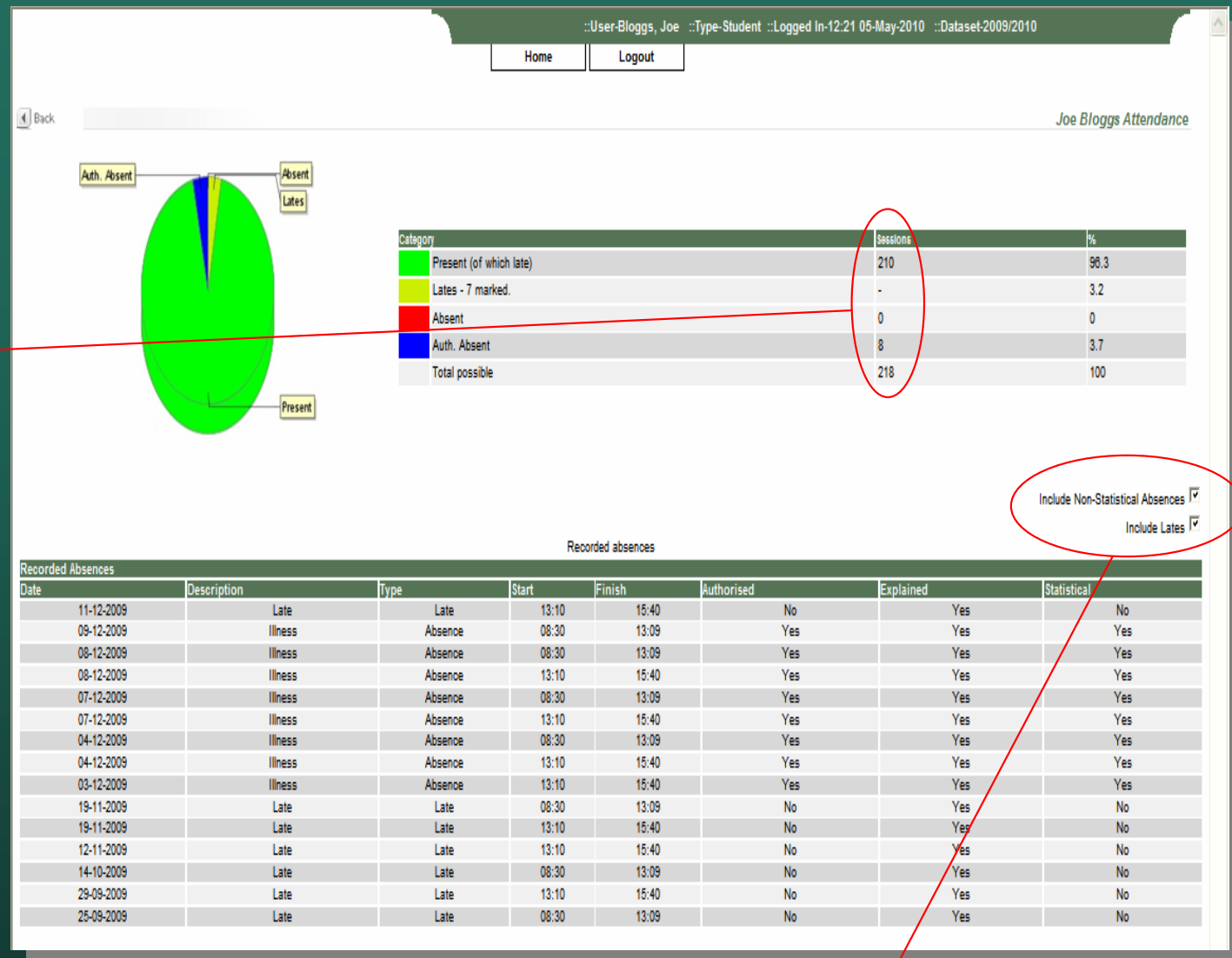
Where lates are recorded, it is important to understand that they are **not** included as present in the pie chart and table. So the actual attendance is greater than indicated. With the example given, the student has 93.1% Present and 3.2% lates. Therefore the total percentage for attendance is  $93.1 + 3.2 = 96.3\%$

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)

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.

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



To see all occasions of absence and lates, please ensure that these two boxes are ticked

Include Non-Statistical Absences

Include Lates

## 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 Crystal Palace. 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 [info@harriscrystalpalace.org.uk](mailto:info@harriscrystalpalace.org.uk). If your computer meets the basic requirements as outlined on page 3 of this document, you should not be experiencing any issues however the following pages may assist with any problems you encounter

# Frequently Asked Questions

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## 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

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## 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

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## Q. I am unable to log in to ePortal

A. Please ensure that your computer meets the minimum system requirements (refer to page 3 of this documentation)

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## 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

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# Frequently Asked Questions

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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.

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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.

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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.

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# Frequently Asked Questions

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## 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 you will be asked to change your password to a more memorable one.

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

A. Please contact the Academy via e-mail at [info@harriscrystalpalace.org.uk](mailto:info@harriscrystalpalace.org.uk) . You will be contacted by a member of Data management who will be able to reset your username and password. For security, the details will be posted to you if you have not yet provided your security questions and answers.

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## 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.

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# Frequently Asked Questions

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## 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 (refer to page 3)

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## Q. Are there plans to develop the system further?

A. As the software develops, there will be opportunities for the Academy to provide further information about your child on the system. We are always seeking to improve the service and when these developments occur, you will be notified of them and any instruction will be added to this guide.

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## 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. Password safes are a common feature on computers where it remembers passwords to save time but if the computer is used by more than one person, our recommendation would be to disable this function

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