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Operating Procedure – Link Child

Overview

This describes the procedure to be followed by school offices when viewing, accepting, rejecting or suspending links between parents/guardians and children.

Process for School Offices

- All pending and unsuccessful match link requests and child link verification failure messages will appear on the SEEMiS Click & Go front screen
- To see the link request click Application > Records > Online Services Child Link
- The screen will default to the 'View all Request' with the Link Status field set to 'Pending'
- Schools can also see approved, rejected, suspended and ended requests by choosing from the drop down menu

To approve a request:

- Select the student's name
- A pop up box will appear - select 'Approve'
- The parent will be updated the request has been accepted and they will now have access to the online services via the parents portal.
- All approved requests can be displayed by selecting 'Approved' from the Link Status drop down field and clicking on 'Load'

To reject a request:

- Select the student's name.
- A pop up box will appear – select 'Reject'
- Provide a reason as to why the request was rejected in the comments section (A reason must be entered into the box highlighted red)
- All rejected requests can be displayed by choosing 'Rejected' from the Link Status frop down field and clicking 'Load'
- The reason for rejection is visible when the student is highlighted.

Suspending an Approved Link:

- Select student name
- Click 'Suspend' on information box that appears
- Click 'Submit'
- The parent will no longer have access to the child via the parent portal. The parents will also not be notified that their link has been suspended from the child's account

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Resuming a Suspended Link:

- Select 'Suspended' from the Link Status drop down menu
- Select student name
- Click on 'Resume' on information box that appears
- Click 'Submit'
- The link will appear back in the approved section

Viewing Former Students Links:

- Any students previously approved but are no longer current in the school will appear in the 'Ended' area in the Link Status drop down field

Viewing Unsuccessful Match Attempts:

- Select the 'View unsuccessful match attempts' tab
- Any parents who have entered information with the Parents Portal that does not match the information held by the school will show here

Acknowledging Unsuccessful Requests:

- Select 'Unacknowledged' from the Status drop down field
- Select student name
- Enter a comment in the box highlighted red (A comment must be entered in the box)
- Click 'Acknowledge'

To View Acknowledged Attempts:

- Select 'Acknowledged' from the Status drop down field
- Set date range (if required)
- Click 'Load'
- Results will display on screen

To View Failed Link Verification Attempts

- Select 'View failed link verification attempts' Tab
- The default state shows unacknowledged verification attempts and displays the verification failure reason
- To acknowledge the verification failure reason, comment in the highlighted red box and click 'Acknowledge'. A comment must be entered for a an attempt to be marked as acknowledged

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Related Documentation

Seemis linked child
process.pdf