

## ONLINE SERVICES CHILD LINK REQUESTS

When a parent or carer selects to link to their child to access online services from the Parents Portal, the request will come through to schools to view and approve.

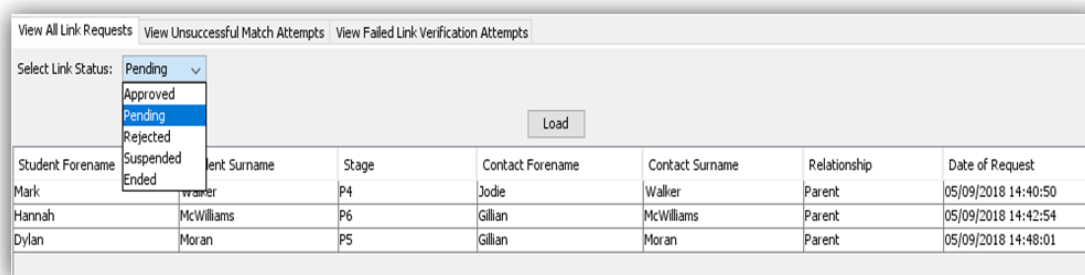
Upon logging in to Click+Go, an alert will display on the front screen advising the school user that there are pending link requests that require action.

Link requests can be viewed via the following menu:

- Application
- Records
- Online Services Child Link

The screen will default to the View All Link Requests tab, which shows a table indicating all the Pending link requests that have been received via the Parents Portal.

The user can view all the link status types by selecting from the drop down menu as follows:



Student Forename	Student Surname	Stage	Contact Forename	Contact Surname	Relationship	Date of Request
Mark	Walker	P4	Jodie	Walker	Parent	05/09/2018 14:40:50
Hannah	McWilliams	P6	Gillian	McWilliams	Parent	05/09/2018 14:42:54
Dylan	Moran	P5	Gillian	Moran	Parent	05/09/2018 14:48:01

### Link Status Types:

**Pending** - requests submitted on the Parents Portal awaiting review and approval by the school.

Within this area, the school user can choose to either approve or reject the link request.

If the user selects Approve and then clicks Submit, the parent / guardian will be notified by email that the link request has been approved and they can access online services for their child via the Parents Portal. The link will then appear within the Approved area when that status type is selected.

The parent / guardian will be able to access various services available for their child when they log back in to [parentsportal.scot](http://parentsportal.scot).

If the user selects Reject, a reason for the rejection must be recorded. Once a reason is entered, the user can click Submit.

The parent / guardian will be notified by email that the link request has been rejected. The link is then removed from the Pending menu and appears within the Rejected menu, with the date and time of rejection displayed.

**Approved** - requests submitted on the Parents Portal and then marked as Approved by the school.

A Date Range selector is available for the user to select their required dates (which cannot be longer than a year apart). Clicking Load displays the student's Name, Stage, their Contact's Name, their Relationship and Date and time of Approval.

Selecting a student will display an information box showing the Matched Data for the Student and Contact and the Date and time of Approval.

View All Link Requests
View Unsuccessful Match Attempts
View Failed Link Verification Attempts

Select Link Status: Approved

Select Date Range: 11/04/2018 - 10/04/2019

Load

Student Forename	Student Surname	Stage	Contact Forename	Contact Surname	Relationship	Date of Approval
Cohen	Smith	P1	Mhairi	McIlwraith	Parent	08/08/2018 10:35:13
Laura	Cavanagh	P3	Charlie	Cavanagh	Parent	05/09/2018 14:43:54
Moya Jane	Fairlie	P1	Doreen	Fairlie	Parent	05/04/2019 13:10:42

**Matched Student Data**  
Forename: Moya Jane  
Surname: Fairlie  
Stage: P1

**Matched Contact Data**  
Forename: Doreen  
Surname: Fairlie  
Relationship: Parent

**Date of Approval:** 05/04/2019 13:10:42

☐ Suspend
☐ Resume

Submit
Cancel

To suspend a link, select Suspend and then Submit; the approved link is then marked as Suspended and is removed from the Approved menu. The link will then appear within the Suspended area when that status type is selected, with the date and time of Suspension displayed.

**Suspended** - requests previously submitted on the Parents Portal, marked as Approved and then subsequently the status has been changed to Suspended.

Clicking Load displays the student's Name, Stage, their Contact's Name, their Relationship and Date and time of Suspension.

Selecting a student will display an information box showing the Matched Data for the Student and Contact and the Date and time of Suspension.

The parent will not be notified of a suspension but will no longer be able to view the child's details on the Parent's Portal.

If Resume is selected and then Submit, the link is removed from the Suspended menu and is restored to the Approved menu.

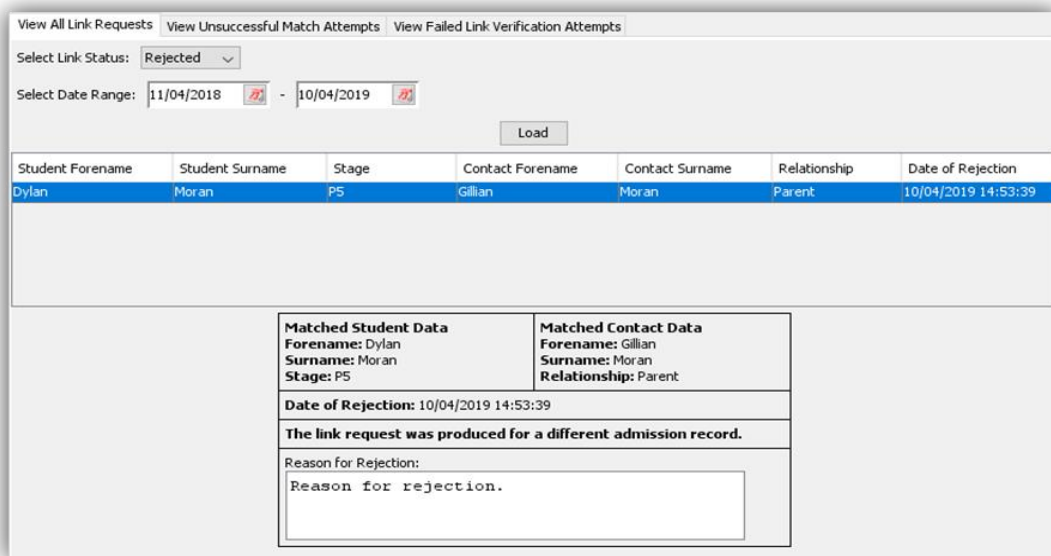
The parent / guardian will now be able to view the child again on the Parent's Portal.

**Rejected** - requests previously submitted on the Parents Portal and the Pending status has been subsequently changed to Rejected.

A Date Range selector is available for the user to select their required dates (which cannot be longer than a year apart).

Clicking Load displays the student's Name, Stage, their Contact's Name, their Relationship and Date and time of Rejection.

Clicking on a student's name will display an information box showing the Matched Data for the Student and Contact, the Date and time of Rejection, as well as the Reason for Rejection that was entered at the point the link was rejected.



View All Link Requests | View Unsuccessful Match Attempts | View Failed Link Verification Attempts

Select Link Status: **Rejected**

Select Date Range: 11/04/2018 - 10/04/2019

Load

Student Forename	Student Surname	Stage	Contact Forename	Contact Surname	Relationship	Date of Rejection
Dylan	Moran	P5	Gillian	Moran	Parent	10/04/2019 14:53:39

**Matched Student Data**  
Forename: Dylan  
Surname: Moran  
Stage: P5

**Matched Contact Data**  
Forename: Gillian  
Surname: Moran  
Relationship: Parent

**Date of Rejection:** 10/04/2019 14:53:39

**The link request was produced for a different admission record.**

**Reason for Rejection:**

Reason for rejection.

**Ended** - displays students that once had an Approved link but are no longer current in the establishment

### **View Unsuccessful Match Attempts:**

A user can view unsuccessful match attempts; this is when a parent / guardian has entered information within the Parents Portal that does not match what is held in the student's SEEMiS record and the automatic match process has been unsuccessful.

The school can review and acknowledge that they have seen the information by entering a comment and then mark it as Acknowledged.

When accessing this tab, the default state is Unacknowledged.

**Unacknowledged** - contains all the unsuccessful attempts – clicking Load will display a table showing the student's Name, Stage, their Contact's Name, their Relationship, Match Failure Reason and Date and time of Request.

Clicking on a student's name will display a Comment box that requires information to be entered before the request can be marked as Acknowledged.

Once a comment is entered, the user can click Acknowledge.

Once the request has been acknowledged, it is removed from the Unacknowledged menu and becomes visible within the Acknowledged menu.

**Acknowledged** - displays requests that have previously been acknowledged by the school.

A Date Range selector is available for the user to select their required dates (which cannot be longer than a year apart).

Clicking Load will display a table showing the student's Name, Stage, their Contact's Name, their Relationship, Match Failure Reason and Date and time of Request.

Clicking on a student's name will load the information recorded at point of Acknowledgement.

#### **Failed Link Verification Attempts:**

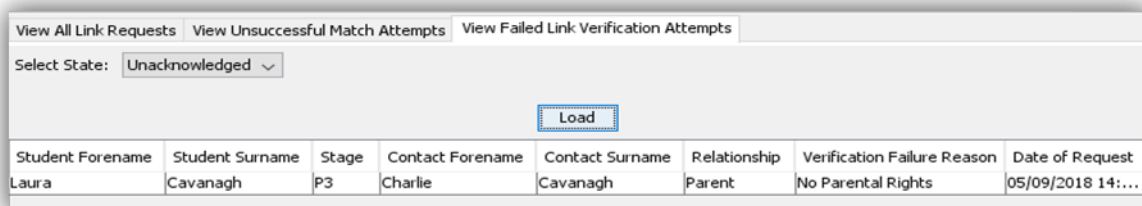
Any time a parent / guardian accesses information relating to their child on the Parents Portal, checks will be made to ensure that an approved link remains valid.

If any information has changed in the student's record, or the contact information has been updated, the link may fail.

This tab will indicate the reason why a previously verified link has failed.

**Unacknowledged** - contains all the unsuccessful verification attempts.

Clicking Load will display a table showing the student's Name, Stage, their Contact's Name, their Relationship, Verification Failure Reason and Date and time of Request as follows:



View All Link Requests View Unsuccessful Match Attempts View Failed Link Verification Attempts							
Select State: Unacknowledged							
Load							
Student Forename	Student Surname	Stage	Contact Forename	Contact Surname	Relationship	Verification Failure Reason	Date of Request
Laura	Cavanagh	P3	Charlie	Cavanagh	Parent	No Parental Rights	05/09/2018 14:...

Clicking on a student's name will display a Comment box that requires information to be entered before the request can be marked as Acknowledged.

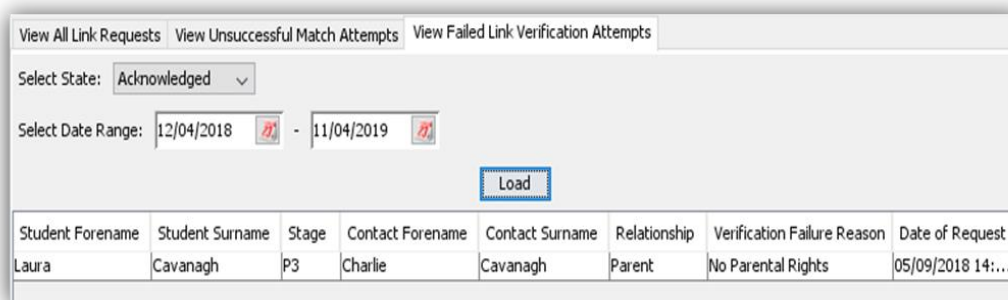
Once a comment is entered, the user can click Acknowledge.

Once the request has been acknowledged, it is removed from the Unacknowledged menu and becomes visible within the Acknowledged menu.

**Acknowledged** - contains requests that have previously been acknowledged by the school.

A Date Range selector is available for the user to select their required dates (which cannot be longer than a year apart).

Clicking Load displays student's Name, Stage, their Contact's Name, their Relationship, Verification Failure Reason and Date and time of Request as follows:



Student Forename	Student Surname	Stage	Contact Forename	Contact Surname	Relationship	Verification Failure Reason	Date of Request
Laura	Cavanagh	P3	Charlie	Cavanagh	Parent	No Parental Rights	05/09/2018 14:...

Clicking on a student's name will load the information recorded at the point of Acknowledgement.