

# parentsportal.scot

Link Child Failure  
Admin Troubleshooting Guide  
Version 1



## Authors

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## Troubleshooting Linked Child Failures

If a parent contacts you at the school to find out why they can't link to their child on parentsportal.scot, you need to check the following steps:

Check the reason for the failure on the Click+Go screen,  
Application | Records | Online Services Child Link | View Unsuccessful Match Attempts  
(both Unacknowledged and Acknowledged).

Application: My Profile My Menu Help							History
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	Match Failure Reason	Date of Request
Jordan	Murphy	S4	Lauren Patricia	Bond		Contact Details	28/04/2020 09:37:25
James	Conlin	P6	Anna	Wilson		Student Details	28/04/2020 09:39:18
Robyn	Andrews	S3	Cabriona	Main	Parent	Contact Details	28/04/2020 10:37:16
Robyn	Andrews	S3	Cabriona	Main	Parent	Contact Details	28/04/2020 10:39:03
Robyn	Andrews	S3	Cabriona	Main	Parent	Contact Details	28/04/2020 10:40:43
Robyn	Andrews	S3	Tricia	Ireland	Parent	Contact Details	28/04/2020 10:46:02
Robyn	Andrews	S3	Tricia	Ireland	Parent	Contact Details	28/04/2020 10:50:01
Robyn	Andrews	S3	Tricia	Ireland	Parent	Contact Details	28/04/2020 10:52:56
Robyn	Andrews	S3	Tricia	Ireland	Parent	Contact Details	28/04/2020 11:02:22
Robyn	Andrews	S3	Tricia	Ireland	Parent	Contact Details	28/04/2020 11:05:54

For the SEEMiS Help pages for this screen, sign into the SEEMiS Website >> [www.seemis.gov.scot](http://www.seemis.gov.scot) and navigate to Help Pages | Click+Go | Records | Online Services Link Requests.pdf

Note: The details shown on this screen are those entered by the parent in parentsportal.scot.

The reason for the first match failure found will be given as one of the following:

Reason displayed	Things to check
Student Details	Student Forename Student Surname Student Gender Student DOB Student Address Year Stage
Contact details	Contact Forename Contact Surname Contact Address Contact Relationship
Invalid Mobile Number	Contact phone number invalid
Invalid Relationship	Invalid Email
No Parental Rights	No Parental Rights
LAC Info Found	Non-Disclosure/Non-Contact
CP Info Found	Child Protection
Student Not Current	Student Not Current
Link Already Exists	Link Already Exists

## “Parental Rights” box

The Parental Rights box must be ticked for the parent trying to link to their child. If this is not ticked, they cannot link.

Within Click+Go, this is located on the “Edit contact details” screen of the student record.

The screenshot shows the 'Involvement' section of the 'Edit contact details' screen. It includes fields for 'Relationship' (set to 'Parent'), 'Relationship Desc.' (set to 'Mother'), and 'Ranking'. Below these are several checkboxes: 'Contact?' (checked), 'Gets Report?' (checked), 'Can Vote?' (checked), 'Parental Rights?' (checked and highlighted with a red circle), 'Storm Accommodation' (unchecked), and 'Online Payments?' (unchecked).

## Child Protection

If there is a child protection order entered against the child’s Click+Go record, which covers the date of the Parent’s attempt to create a link to their child, no parent can link to their child, even if the parental rights box is ticked. Similarly, once a parent has been linked to a child, if a child protection order is active, the parent will no longer be able to see their child on parentsportal.scot.

This can be viewed in the “Child Protection” tab of the student record.

User	Authority	New Authority Items***	Notes	SQA	Ethnic	Health	Gaelic
Basic	Address	Contact	Armed Forces	Data Sharing	Personal	Language	Transport Request Status
Activities	Consents	Child Protection	Establishment Contact	LAC	16+		

Date placed on CPR	Date removed from CPR	CP concern date	CP concern notes	Delete
09/11/2020		09/11/2020	Notes	

### “Non-Disclosure/Non-Contact”

If there is Non-Disclosure/Non-Contact entry against the child’s Click+Go record, no parent can link to their child, even if the parental rights box is ticked. Similarly, once a parent has been linked to a child, if a Non-Disclosure/Non-Contact is entered, the parent will no longer be able to see their child on parentsportal.scot.

This can be viewed in the “LAC” tab of the student record.

Order Type
Non-disclosure of address
Order Effective Date
05/11/2020

Order History

Type	Effective Date	Date	
Non-contact	04/11/20	04/11/20 15:57:15	

## Checklist for “Contact Details” failure

If you receive information that it is a contact details failure, please carry out the following checks:

1. **Check that they’ve registered their myaccount using their OWN name rather than with their child’s name.** If they have a myaccount created using their child’s name, then they need to edit the details in that myaccount so it has their details. We have a Troubleshooting Guide for parents which explains how they can do that themselves.
2. **Check the name fields – both forename and surname.** Check for nicknames. Parent could be down as Charles Brown on their myaccount but Charlie Brown in SEEMIS. Check they’ve not used initials, or a title in a forename field. Ideally ask the parent to confirm exactly what’s in the forename and surname field in their myaccount.

Check they haven’t got a middle name in their forename field in SEEMIS. A check should also be made, letter by letter, that the names are spelt correctly ; look out for additional letters or transposed letters, this could be in either the Myaccount data or the SEEMIS data. This match is not case sensitive.

Some examples of data mismatches:

Myaccount data		SEEMIS data	
Forename Field	Surname Field	Forename Field	Surname Field
Charles	Brown	Charlie	Brown
C.	Brown	Charlie	Brown
Charlie	Brown	Charlie Stuart	Brown
Mr. C	Brown	Charlie	Brown
Mrs. S.	Brown	Susan	Brown
Suzie	Brown	Susan	Brown
Charlie	Brown	Charllie	Brown
Charllie	Brown	Charlie	Brown
Chralie	Brown	Charlie	Brown
Charlie	Brown	Chralie	Brown

3. **Check their address details.**

This is the most common reason for a failure. Check that the parent’s address in Click+Go has been verified. You then need to ask the parent to confirm their exact address as it appears in their myaccount, so you can compare that to the data held in SEEMIS.

To do that ask them to sign into myaccount at <https://signin.mygovscot.org> Once they have signed in using their myaccount credentials, on the first page they will see their address listed as their primary address. You need them to confirm how the address appears, line by line. This match is not case sensitive

**Common address issues are:**

- a. House has been given a name, but it hasn't been registered, so it doesn't match:

Myaccount data	SEEMIS data
Strathearn Lodge Montrose Avenue Crieff PH7 3LU	6 Montrose Avenue Crieff PH7 3LU

- b. Flat numbering issue. They may have entered their address manually in myaccount, so it doesn't match:

Myaccount data	SEEMIS data
Flat 3, 27 Viewforth Edinburgh EH10 4JE	2F1, 27 VIEWFORTH EDINBURGH EH10 4JE

- c. Rural properties can sometimes be tricky depending on the address format used, so it's important to check every field, for example:

Myaccount data	SEEMIS data
Rose Lodge Aboyne, AB34 5HU	Rose Lodge, Station Brae Aboyne, AB34 5HU

There is a troubleshooting guide for parents which can be sent to them, informing them how they can update their address details and personal details in their myaccount. Once they have updated their details in their myaccount they can try and link again.



## Checklist for “Student Contact” failures

If you receive information that it is a student contact failure, please carry out the following checks:

1. Check that the parent has included any middle names in the forename field (if applicable). Please note – **some** schools do not store the middle name in the forename field, so just ensure they’re entering the name correctly.
2. Ask them to check they’re not adding extra spaces for example “Mc Donald” or “Smith – Brown” compared to “McDonald” or “Smith-Brown”.
3. Ask them to confirm they’ve not entered a nickname e.g. Jake rather than Jacob.
4. Double check the spelling of the name being entered and that stored in Click+Go. This match is not case sensitive.
5. Double check they’ve entered the date of birth correctly. It does happen.
6. Check they’ve entered the correct class.

Note: if your school has moved forward to next year’s timetable, the student’s stage is still the current year stage.

7. Double check the address they’ve selected for their child – it is recommended that you “verify” the student address in Click+Go.

If you have done all that, asked the parent to update their myaccount, checked all their personal and address data, and are still stuck, we now need you to raise a request for help with our Customer Services Team.

## Checklist for “Link Already Exists” failures

To determine the state of the link, check all filters in the tab  
Application | Records | Online Services Child Link | View All link Requests

If the link is “Approved” and the parent is still unable to see the child, check with the parent if they have ever successfully linked with their child at your school.

If so, check if the parent has removed and then added Parents Portal as a service or created a new Myaccount since this time.

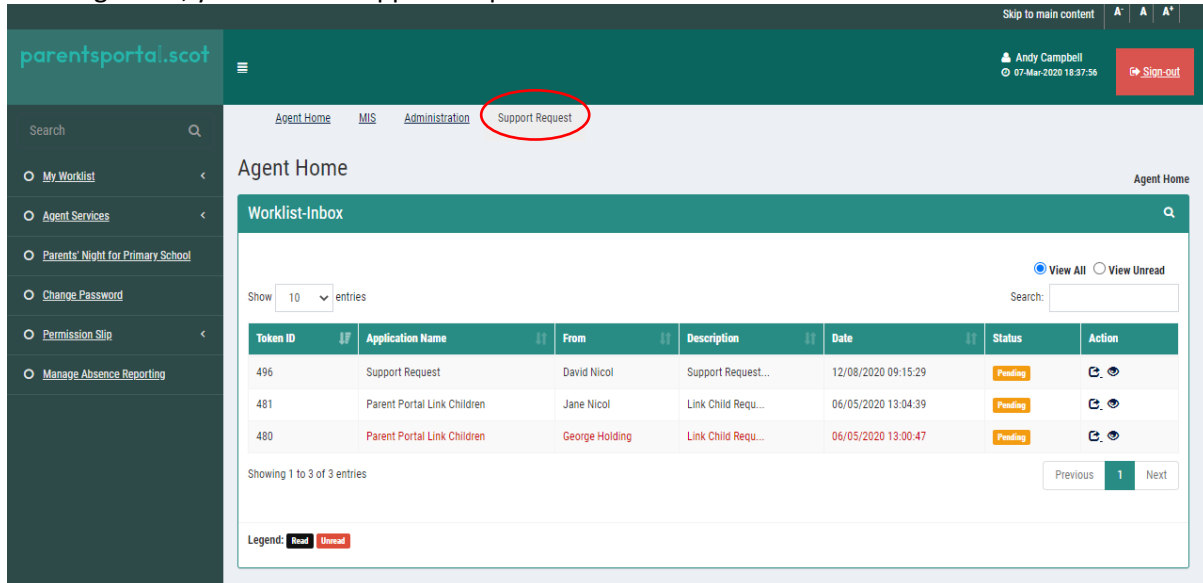
You now need to raise a request for help with our Customer Services Team.

## How do I raise a request for help with parentsportal.scot Customer Services?

School agents can sign into the parentsportal.scot Admin portal at:

<https://parentsportal.scot/adminportal/>

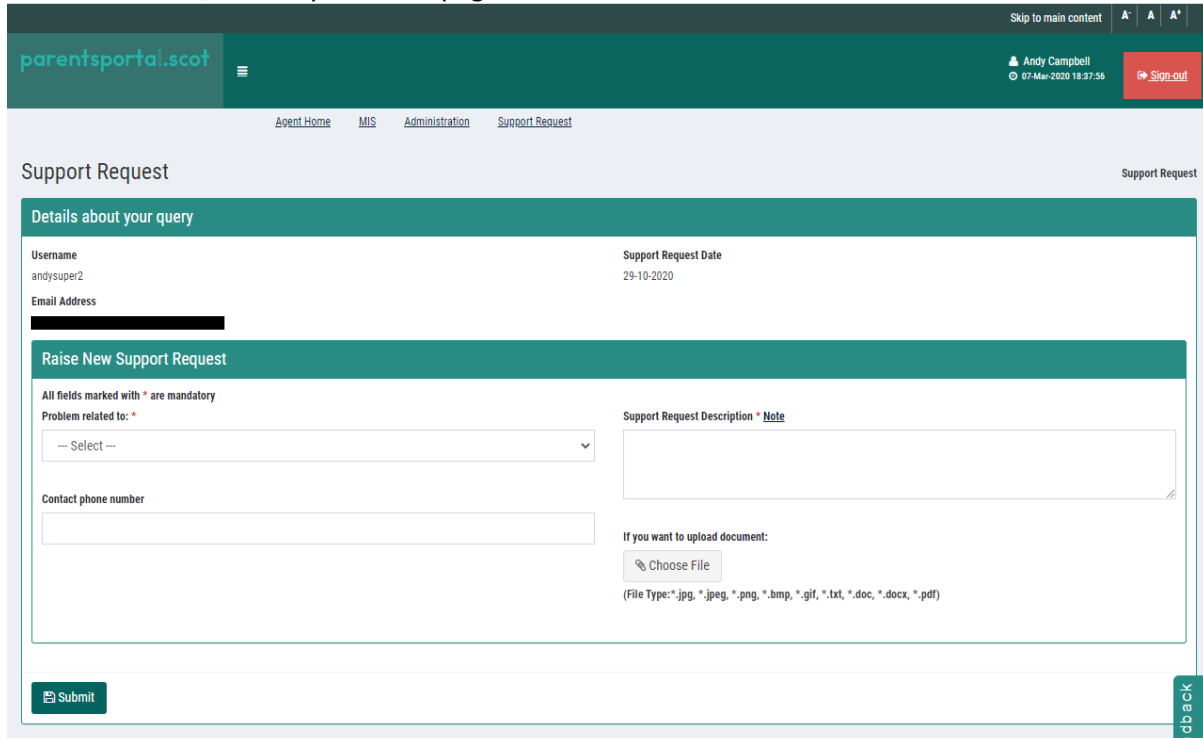
Once signed in, you'll see a "Support Request" link:



The screenshot shows the 'Agent Home' page of the parentsportal.scot Admin portal. The top navigation bar includes links for 'Agent Home', 'MIS', 'Administration', and 'Support Request'. The 'Support Request' link is circled in red. Below the navigation bar, the 'Worklist-Inbox' section displays a table of support requests. The table has columns for Token ID, Application Name, From, Description, Date, Status, and Action. Three requests are listed, all with a 'Pending' status. A legend at the bottom indicates 'Read' (blue) and 'Unread' (red) status.

Token ID	Application Name	From	Description	Date	Status	Action
496	Support Request	David Nicol	Support Request...	12/08/2020 09:15:29	Pending	
481	Parent Portal Link Children	Jane Nicol	Link Child Requ...	06/05/2020 13:04:39	Pending	
480	Parent Portal Link Children	George Holding	Link Child Requ...	06/05/2020 13:00:47	Pending	

Click on that link, to take you to this page:



The screenshot shows the 'Support Request' page. It includes a 'Details about your query' section with fields for Username (andysuper2), Email Address, and Support Request Date (29-10-2020). Below this is a 'Raise New Support Request' section. It contains a dropdown menu for 'Problem related to:', a text area for 'Support Request Description \* Note', and a 'Contact phone number' field. There is also a section for uploading documents with a 'Choose File' button and a list of supported file types: \*.jpg, \*.jpeg, \*.png, \*.bmp, \*.gif, \*.txt, \*.doc, \*.docx, \*.pdf. A 'Submit' button is at the bottom left, and an 'edback' button is at the bottom right.

In the “Problem related to” dropdown, select a suitable category.

In the Support Request Description, we need as **MUCH** detail as possible. We need you to provide:

- Local Authority
- The parent’s e-mail address
- The child’s name, and name of school
- Details of the issue – e.g. It’s a contact details mismatch but we’ve checked all the data, and the parent has already updated their myaccount address etc.
- If it’s a Contact Details issue, it’s useful to include a screenshot of their address in Click+Go, so we can compare that to their myaccount data.
- If “verify” has not been used for the address, please state the reason why.

When it comes to linking issues, please do **NOT** raise a ticket with the SEEMiS helpdesk.

Only contact the SEEMiS helpdesk if you’re looking for generic information on how something works in relation to Click+Go & parentsportal.scot.

If there are issues which we need to liaise with SEEMiS to resolve, this will be handled by the parentsportal.scot Customer Services team centrally.