



parentsportal.scot

Dear Parent/Carer

As you know we are always keen to improve how we communicate and engage with you during your child's time at school. An ongoing area of improvement is the use of digital platforms to facilitate exchanges about your child with you and generally about the school. The aim is to enrich our dialogue with parents/carers to help us all improve your and your child's experiences of school. I am delighted to let you know that East Renfrewshire schools are at an important stage that will advance digital engagement.

We have been working for the last year with national partners to provide parents/carers with access to a range of digital services. This will be taken forward through Parentsportal. I write to let you know of the services available through the portal and ask that you undertake the few simple steps explained later in this letter so that you can take part. During the challenging times caused by the Covid-19 pandemic, this new digital provision will be particularly helpful.

The portal is designed to replace the 'schoolbag run' and also reduce paper transactions, which at the moment create challenges over distributing and returning documentation to schools. The portal gives parents/carers online access to a range of school-related services. At the heart of the system is a secure online account through **mygov.scot** which is referred to as a '**My Account**'.

This is an exciting first phase of a new initiative which enables and creates a digital relationship between parents/carers, pupils and schools. With almost all parents/carers having digital access either through the web or a mobile phone, we expect that uptake will be high. It will let you as a parent/carer view information, update details and transact at a time that suits you.

Initially this new service will introduce basic information about your child's school and will allow you to:-

- Through the initial verification stage link your child to you.
- view school calendars and events
- view your child's class timetable (for pupils in secondary school)
- view your child's attendance
- complete the annual data check process electronically
- update your own as well as your child's details at any time (**Please note that schools will still require address evidence before they will authorise any change.**)
- access online school payments without having to login separately to ParentPay.
- access your child's report card online (available soon initially for secondary schools)
- move easily between individual children in a family at different schools without the having to log back into the system.



Everyone Attaining, Everyone Achieving through Excellent Experiences

As the product develops we look forward to seeing more services including an absence reporting service and links to parents evening booking systems where these are used by schools. Additional services are being developed to provide further insight to your child's education.

For further information, guidance and access to **parentsportal.scot**, please scan the QR code or click on the link below:-



www.eastrenfrewshire.gov.uk/parentsportal

On signing up to the portal, you will be able to link to your child and gain access to the above named services which are currently available. The Education Department has an agreed planned roll-out approach to manage adoption of the new service. This will start with secondary schools then primary schools will follow within the next 2 to 3 weeks. Whilst the service is being rolled out first to our secondary schools, if you have a child at both an East Renfrewshire primary and secondary school at this stage you will also be able to link your primary child. Please note your request to enroll your secondary aged child will normally be approved within 5 working days, but it may take longer for this link to be authorised for children at primary since the primary roll-out will take place after secondary schools are complete. Please note that due to other developments that are underway nationally, parentportal.scot is not available to early year learning and childcare establishments at this stage.

In order to link to your child, the data you provide during the sign up process **must** match the most up-to-date data that your child's school holds.

If you have any difficulty in linking your child to your account, you should initially email your school who will resolve the difficulty or pass it to staff within the Education Department.

We hope that **parentsportal.scot** and its services will become an integral part of you and your child's school experience.