

## 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. Part of that is to use digital to facilitate exchanges about your child and about the school. The aim is to enrich our dialogue with parents/carers to help us improve your experiences of school. I am delighted to let you know that East Renfrewshire schools are at an important stage that will further 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 and ask that you undertake the few simple steps explained later in this letter so that you can take part. I would highlight that during the challenging times that the Covid-19 pandemic has brought to us all, this new digital provision will be particularly helpful.

The portal is designed to replace the 'schoolbag run' and reduce paper transactions, which create challenges in terms of distributing and returning to schools. The portal gives parents 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 creates a digital relationship between parents and schools. With almost all parents having digital access either through the web or a mobile phone, we expect that uptake will be high. It will allow you as a parent to 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:

- view school calendars and events
- view your child's class timetable (for pupils in secondary schools)
- view your child's attendance
- complete the annual data check process electronically when issued
- 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 log in 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 having to log back into the system.

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](http://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 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, and primary schools will follow within the next 2 to 3 weeks. Although 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 you will also be able to link to your primary-aged child. Your request to enroll your secondary-aged child will normally be approved within five 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 only after secondary schools are complete. Please note that due to other developments that are underway nationally, parentsportal.scot is not available to early 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 exactly 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 your and your child's school experience.