



5 January 2023

Dear Parent/Carer,  
Assalaamu alaikum - Peace be with you

**Ref: Using Class Charts to report absence and communicate with the school**

As you will know we have launched Class Charts, our online package that allows you to track your child's behaviour, view attendance records, access their weekly timetable, view assigned homework, track detentions and report absences.

You have already received your unique pupil code to create an account and we know most of our parents are now actively using the website or iOS/Android App to keep abreast of your child's progress. **If you have not yet set up Class Charts, have forgotten your details or need any help it is important that you contact us.**

**Reporting absences:**

We have now made the decision to ask all parents to report any absences via the Class Charts Website/App. This can be done by going to the **ABSENCES** tab in Class Charts and completing the **REPORT NEW ABSENCE** form. Page 13 of the attached document explains this process to you in more detail.

**Phasing out text messaging and email correspondence:**

Over January we will phase out text messages and emails. Instead, all messages from the school will be sent as announcements through Class Charts. Simply go to the **ANNOUNCEMENT** tab in Class Charts to see notices from the school. We will continue to send some messages via text when needed.

**Monitoring Homework**

From January, our teachers will start to share on Class Charts when homework has been set. In the **HOMEWORK** tab you can keep an eye on what work your child has due and whether this work is being completed.

**Contacting the Head of Year**

It is possible through the Messages section of Class Charts to contact your child's Head of Year. Please do remember that it may take 48 hours for any staff member to reply due to work commitments. Messaging is explained on Page 20 of the attached document.

We will continue to award behaviour and set detentions through the Class Charts Website. You will also see an accurate Timetable, which includes any afterschool intervention sessions that should be attended. Page 24 provides guidance on how to log into your account. Thank you in advance for your effective use of our communication and engagement system Class Charts.

Kind Regards,

Lisa Kiely  
Deputy Principal





**ClassCharts**

Part of **tes**

## Getting started with Parent accounts

# Contents

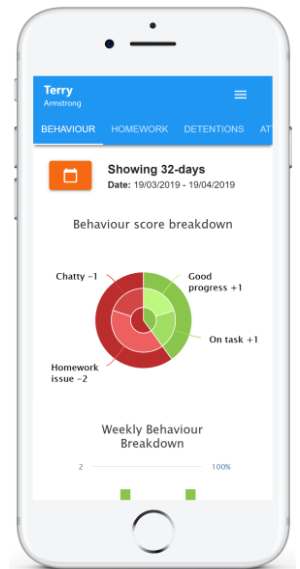
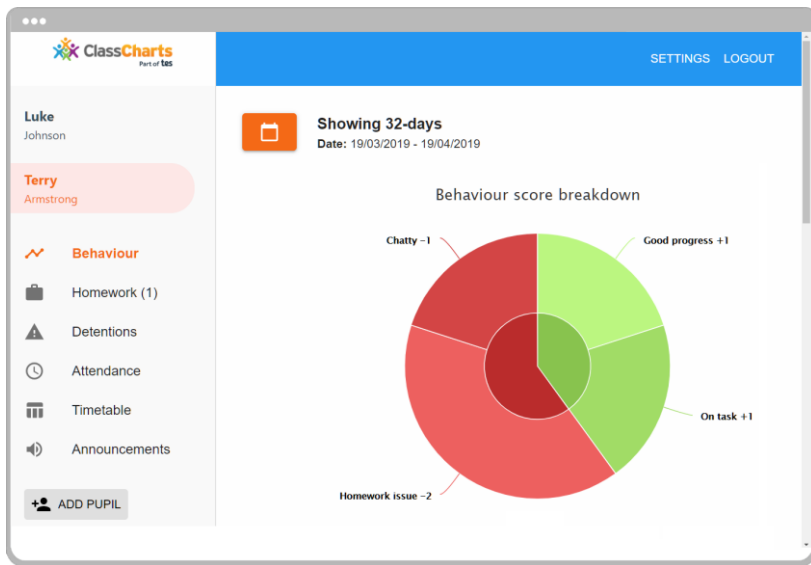
<b>What is Class Charts for parents?</b>	<b>2</b>	<b>On-Report Cards</b>	<b>18</b>
<b>Signing up to Class Charts</b>	<b>3</b>	<b>Messaging</b>	<b>20</b>
<b>Behaviour</b>	<b>4</b>	<b>Badges</b>	<b>21</b>
<b>Homework</b>	<b>6</b>	<b>Pupil Fields</b>	<b>22</b>
<b>Detentions</b>	<b>11</b>	<b>COVID Tests</b>	<b>23</b>
<b>Attendance</b>	<b>12</b>	<b>Logging into Class Charts</b>	<b>24</b>
<b>Timetable</b>	<b>14</b>	<b>Adding additional pupils</b>	<b>25</b>
<b>Classes</b>	<b>15</b>	<b>Switching between pupils</b>	<b>26</b>
<b>Wellbeing</b>	<b>16</b>	<b>Account settings</b>	<b>27</b>
<b>Announcements</b>	<b>17</b>	<b>Privacy, FAQs and troubleshooting</b>	<b>29</b>

# What is Class Charts for parents?

Depending on how your school has set up our system, you will be able to use Class Charts to keep track of your child's [behaviour](#), view [attendance](#) records, access their weekly [timetable](#), view assigned [homework](#) tasks, track scheduled [detentions](#), create [wellbeing](#) submissions and view announcements from their school.

If you have more than one child, you can access Class Charts information about your children from a single, centralised parent account.

Class Charts for parents can be accessed via our [website](#), or through our [iOS](#) and [Android](#) apps.



You should have received a [Parent code](#) from your school, which will look similar to the example code shown on the right.

This code is used to set up your [Class Charts parent account](#), which is covered on the next page.

**ABC123**

# Signing up to Class Charts

1. Select [Sign up](#) from the main page and fill in the form provided. Enter your [parent code](#) into the [Access code](#) field.

**Please note:** Your Access Code [is not](#) the same as your password. The access code is only needed for the initial sign up.

LOG IN    SIGN UP

Email address  
example@edukey.co.uk

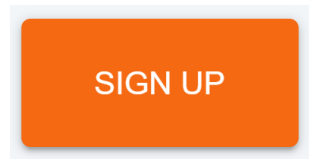
Access code (provided by school)  
ABC123

Name  
Example parent

Password  
.....

Retype password  
.....

2. Click on the [Sign up](#) button below the form.



3. Confirm the pupil's date of birth when prompted. Click on the [Date of Birth](#) field and use the date picker to enter the correct date.

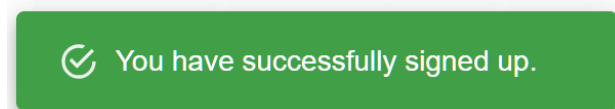
**Date of birth confirmation**

To confirm you are the parent / guardian, please enter your child's date of birth.

Date of Birth  
06/04/2007

[OK](#)    [CANCEL](#)

4. A [confirmation message](#) will appear, indicating that the sign up process is complete. [Verify](#) your email address to continue.

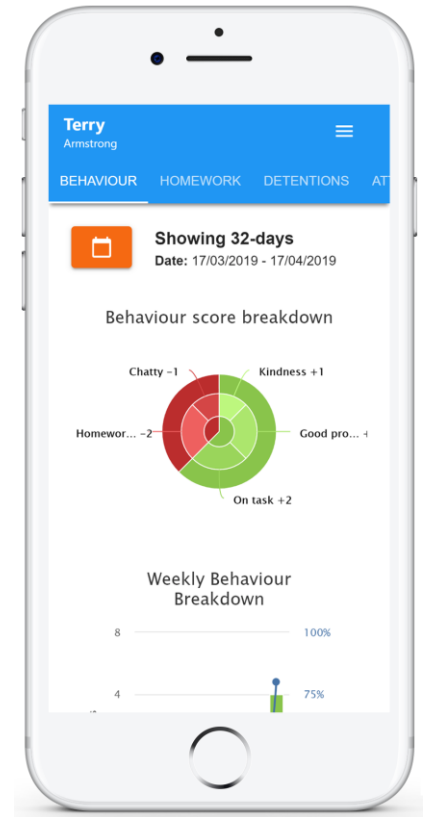


# Behaviour

If your school has decided to share behaviour information with parents, you will see the [Behaviour](#) tab when viewing pupils from that school.

Selecting this tab will display multiple graphs which represent an overview of your child's [achievement](#) and [behaviour](#) data within a [customisable timeframe](#).

By default, the displayed date range is [31 days](#). To view a different range of behaviour data, click on the [Date](#) button to select from the available presets or create your own custom date range.



Thursday 11 July

Below these graphs you can find a list of behaviour activity relating to your child. These display the [behaviour](#) that was awarded, [when](#) it was awarded, [who](#) awarded the behaviour, the [lesson](#) the behaviour was awarded in, and how many [points](#) the award is worth.

The level of detail within each behaviour award depends on the settings that your school has enabled.

- +1 **Terry Armstrong**  
**Reading** awarded by Mr B Butterfield in 10A/Ar1.  
09:20

---

- 1 **Terry Armstrong**  
**Off task** awarded by Mr B Butterfield in 10A/Ar1.  
Disrupting the lesson  
09:00

# Awarding behaviour

If your school has decided to allow parents to award behaviour, you will see the [Award behaviour](#) tab when viewing pupils from that school.

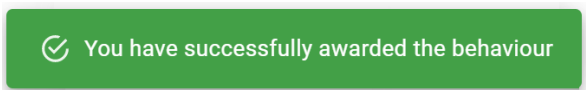
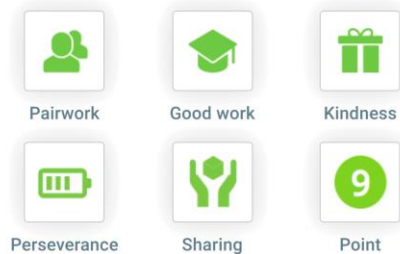
Selecting this tab will display a list of behaviour types that your school has shared with you.

To award a behaviour to your child, click on the [behaviour type](#) of your choice. Once you have [confirmed](#) your choice, a [green banner](#) will appear to inform you that the behaviour has been successfully awarded.

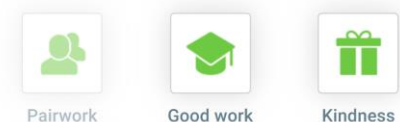
If a behaviour type appears [greyed out](#), it means you have reached the [daily limit](#) for awarding that behaviour. The daily limit for each behaviour type is decided by your school.



What behaviour do you want award to Terry?



What behaviour do you want award to Terry?



# Homework

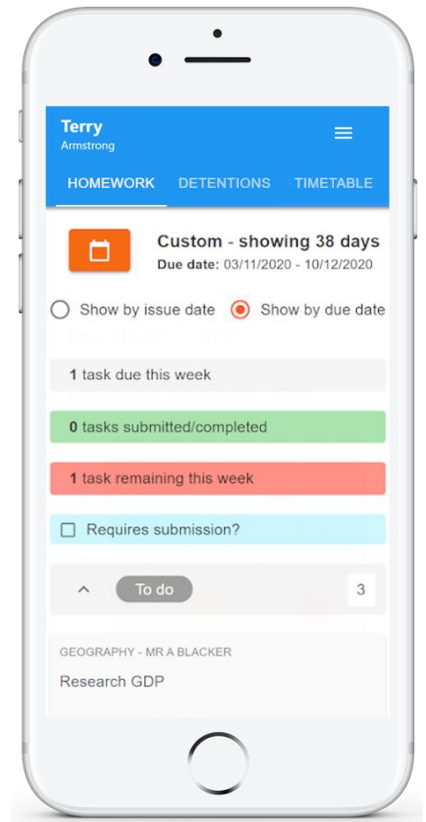
If your school has decided to share homework tasks with parents, you will see the [Homework](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [homework tasks](#) which your child has been assigned to.

To change the date range for displayed homework tasks, click on the [Date](#) button to select from the available presets or create your own custom date range.

To display tasks in the order they were set, click on the [Issue Date](#) button

To display tasks in the order they are expected to be handed in, click on the [Due date](#) button.



To view a homework task in more detail, click on the [expand](#) icon in the bottom right hand corner of the homework tile.

A popup will appear that contains the a [description](#) of the homework task, the [estimated completion time](#) and any [links](#) or [attachments](#) that may have been included.



To do ×

**Research GDP**  
GEOGRAPHY - 8F/GG - MR A BLACKER

**Type:** Blended Learning  
**Issue date:** Monday 09/11/2020  
**Due date:** Wednesday 11/11/2020  
**Estimated completion time:** 1 hours

Please write a short paragraph on what GDP is and how it is used.



# Homework status categories

**To-Do:** These are homework tasks that have not been ticked as completed by your child and have not been marked by their teacher.

To do

**Completed:** These are homework tasks that have been ticked as completed by your child but have not been marked by their teacher.

Completed

**Late:** These are homework tasks that have been handed in past the deadline.

Submitted late

**Not submitted:** These are homework tasks that were not handed in on time.

Not submitted

**Submitted:** These are homework tasks that have been handed in on time.

Submitted

# Keeping track of homework

As your child is assigned homework tasks, you may want track of how they are progressing for the current week.

The [three banners](#) above the homework status categories count the number of homework tasks that are [due this week](#), how many of those tasks your child has [completed](#) and how many tasks they [still need to complete](#).

To only see homework tasks that require an [attachment submission](#), tick the checkbox labelled [Requires submission](#).

1 task due this week

0 tasks submitted/completed

1 task remaining this week

Requires submission?

If you are viewing the [Homework](#) tab via a [desktop](#) or [laptop](#), expanding a homework status category will display a [table overview](#) of each homework task for the selected date range.

<span>^</span> <span>To do</span> <span>3</span>								
	 Homework ↑↓	 Teacher ↑↓	 Lesson           ↓	 Issued ↑↓	 Due ↑↓	 Estimated time ↑↓	 Type ↑↓	 Feedback ↑↓
	Research GDP	Mr A Blacker	8F/Gg	Monday 09/11/2020	Wednesday 11/11/2020	1 hours	Blended Learning	
	Write a soliloquy	Mr J Kato	8y/En2	Tuesday 10/11/2020	Tuesday 17/11/2020	30 minutes	Homework	
	Create a poster on French food	Mrs A Abell	7YEL/Fr	Friday 06/11/2020	Thursday 19/11/2020	45 minutes	Homework	<span>Feedback</span>

# Homework attachment submissions

For certain homework tasks, your child may be asked to [upload their work](#) as an [attachment](#). If your school has allowed it, you will be able to upload homework attachments [on your child's behalf](#).

When viewing a homework task in more detail, you will see the [Upload attachment](#) button if your child's teacher is expecting their work to be uploaded.

To submit a homework attachment, click on the [Upload attachment](#) button and select the files of your choice. Successfully uploaded files will then appear above the button.

If your child's teacher leaves feedback on one of their homework attachments, you will see a [Feedback](#) icon appear on the associated homework task.

To do ×

## Write a book review

RECREATION - C6R/RC5 - MRS A ABELL

**Type:** Homework

**Issue date:** Friday 20/03/2020



**Due date:** Friday 27/03/2020

**Estimated completion time:** 10

Completed?

Write a 500 word review on the book of your choice.

### My attachments

 My book review.doc 

[+ UPLOAD ATTACHMENT](#)

You can upload a maximum of 5 attachments, each up to 250mb in size.

Supported file formats: doc, docx, pdf, xls, xlsx, ppt, pptx, pub, txt, png, jpeg, jpg, gif, rtf, mp3, odt, odp, csv, mp4, mov, m4a, sb3

RECREATION - MRS A ABELL □

## Write a book review

**Issued:** Friday 20/03/2020

**Due:** Friday 27/03/2020

[Feedback](#)



# Homework attachment feedback

If your school has decided to share homework feedback with parents, you will be able to see your view child's [homework attachments](#) and the [teacher feedback](#) that followed.

When viewing a homework task in more detail, you will see the [My attachments](#) section if homework submissions were set by the teacher. This contains your child's uploaded [homework attachments](#) along with any [teacher comments](#).

To view the homework attachment in more detail, click on the [filename](#) to generate a copy of the attachment.

If your school has decided not to share homework feedback with parents, you will see the [Feedback](#) indicator on homework tasks with teacher feedback, but will you [will not be able to view](#) your child's [homework attachments](#) or [associated feedback](#).

Submitted ✕

### Write a book review

RECREATION - C6R/RC5 - MRS A ABELL

**Type:** Homework  
**Issue date:** Friday 20/03/2020  
**Due date:** Friday 27/03/2020  
**Estimated completion time:** 10

Completed? Yes

Write a 500 word review on the book of your choice.

#### My attachments

 My book review.doc  
Teacher's note: Excellent work!

Submitted ✕

### Write a book review

RECREATION - C6R/RC5 - MRS A ABELL

**Type:** Homework  
**Issue date:** Friday 20/03/2020  
**Due date:** Friday 27/03/2020  
**Estimated completion time:** 10

Completed? Yes

Write a 500 word review on the book of your choice.

# Detentions

If your school has decided to share detention information with parents, you will see the [Detentions](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [detentions](#) which have been set for your child

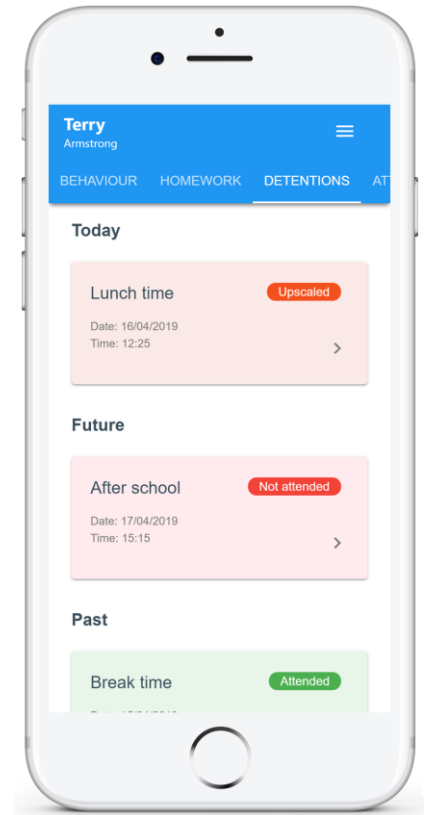
Detentions fall under 4 categories: [Attended](#), [Not attended](#), [Pending](#) and [Upscaled](#).

**Attended:** Your child has sat this detention.

**Not attended:** Your child did not sit this detention.

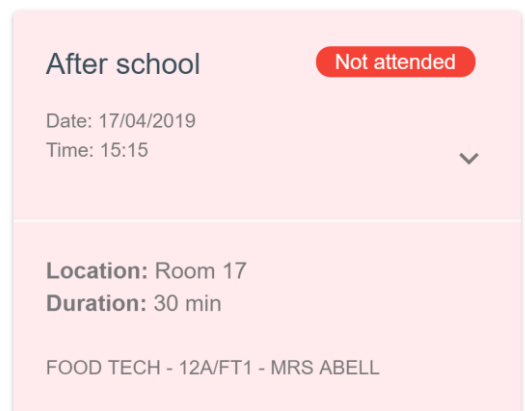
**Pending:** This detention has not been sat yet.

**Upscaled:** Your child's detention has been escalated into another type of detention.



To view more information about a specific detention, click on the [arrow](#) icon.

This will bring up a popup that describes the detention, including the [location](#) for the detention, the awarding [teacher](#) and [scheduling information](#).



# Attendance

If your school has decided to share attendance records with parents, you will see the [Attendance](#) tab when viewing pupils from that school.

Selecting this tab will present you with a table of your child's [attendance](#) data for the past [31 days](#).

To change the displayed timeframe of attendance records, click on the [Date](#) button and select the date range of your choice.

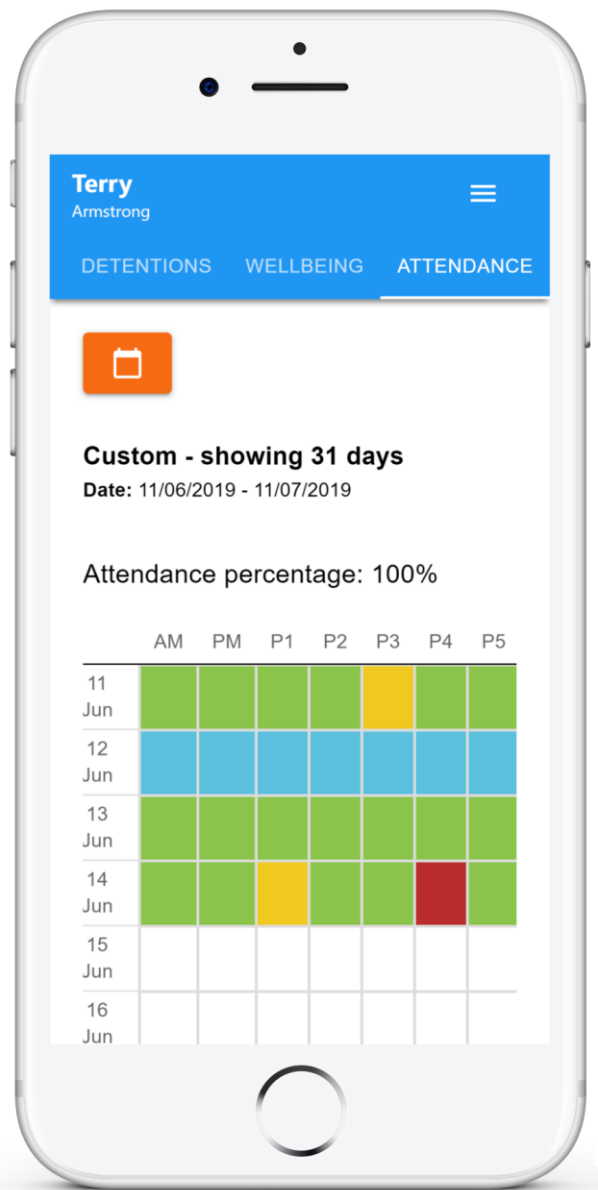
Attendance records fall under four categories: [Present](#), [Late](#), [Authorised absence](#) and [Unauthorised absence](#).

**Present:** Your child attended the lesson.

**Late:** Your child was late to the lesson.

**Authorised absence:** Your child did not attend the lesson, but had a valid reason for doing so.

**Unauthorised absence:** Your child did not attend the lesson and did not have a valid reason to do so.

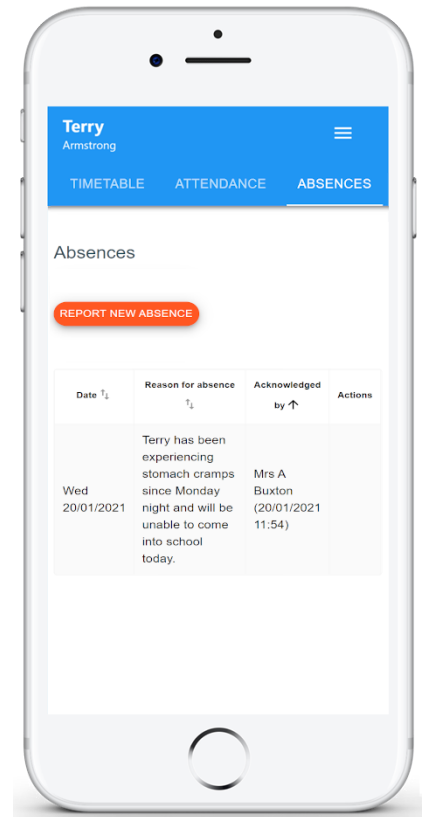


# Absences

If your school has decided to allow parents to report absences, you will see the [Absences](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [absences that you have reported](#), once you have reported them. This includes [when](#) the absence took place, the [reason](#) for the absence and who [acknowledged](#) your absence report.

To report an absence, click on the [Report new absence](#) button.



Next, enter the details of the reported absence into the [form](#) provided.

You can also include up to 5 [files](#) in your absence report as [supporting evidence](#). To do this, click on the [Attach supporting evidence](#) button and select the files of your choice.

Click on the [Submit](#) button to send your pupil's absence report to their school. The absence can be [edited](#) and [deleted](#) until it has been [acknowledged](#) by a teacher.

Date of absence ×  
26/01/2021

[Reason for absence](#)  
Terry missed the bus today.

---

Please report your child's absences as soon as possible

**Attachments**

[+ ATTACH SUPPORTING EVIDENCE](#)

You can upload a maximum of 5 attachments, each up to 250mb in size.

[SUBMIT](#) [CANCEL](#)

# Timetable

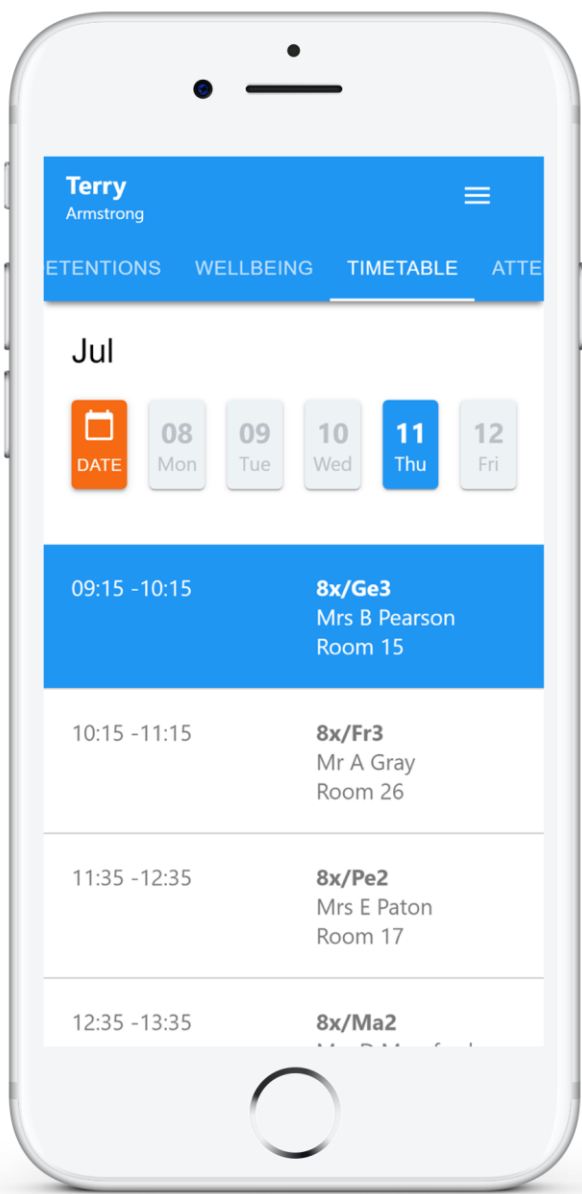
If your school has decided to share timetable data with parents, you will see the [Timetable](#) tab when viewing pupils from that school.

Selecting this tab will present you with your child's [timetable](#) for the current day. This includes the [time](#) of each lesson, the [lesson name](#), the [teacher's name](#) and the [room](#) where the lesson will take place.

Your child's current lesson will be highlighted in [blue](#), as shown on the right.

To view timetable data for another day of the week, click on one of the other [displayed dates](#) along the top of the timetable.

To change the displayed week, click on the [Date](#) button and select a date from the week of your choice.



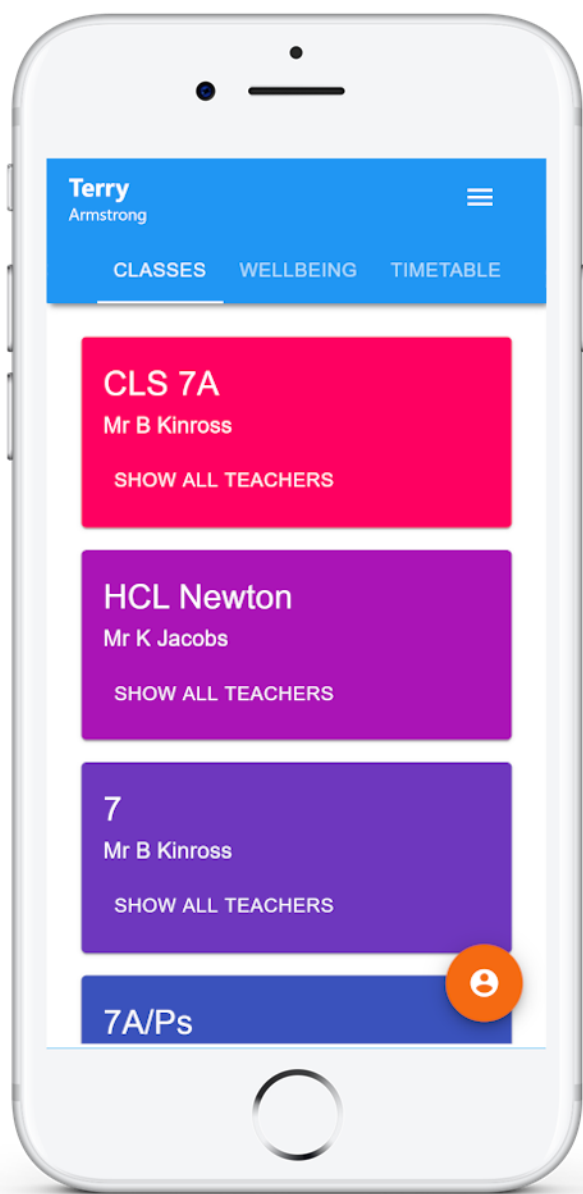


# Classes

If your school has decided to share class data with parents, you will see the [Classes](#) tab when viewing pupils from that school.

Selecting this tab will present you with a list of your pupil's [classes](#). Each class tile will display the class [name](#), the class [teacher](#), the [subject](#) and the [room](#) the class takes place in (if applicable).

To view the full list of teachers for a specific class, click on the [Show all teachers](#) button for the class of your choice.



# Wellbeing

If your school has decided to share wellbeing data with parents, you will see the [Wellbeing](#) tab when viewing pupils from that school.

Clicking on this tab will present you with five face icons, which represent a range of [emotions](#). These icons can be used to record wellbeing submissions for how your child is currently feeling.

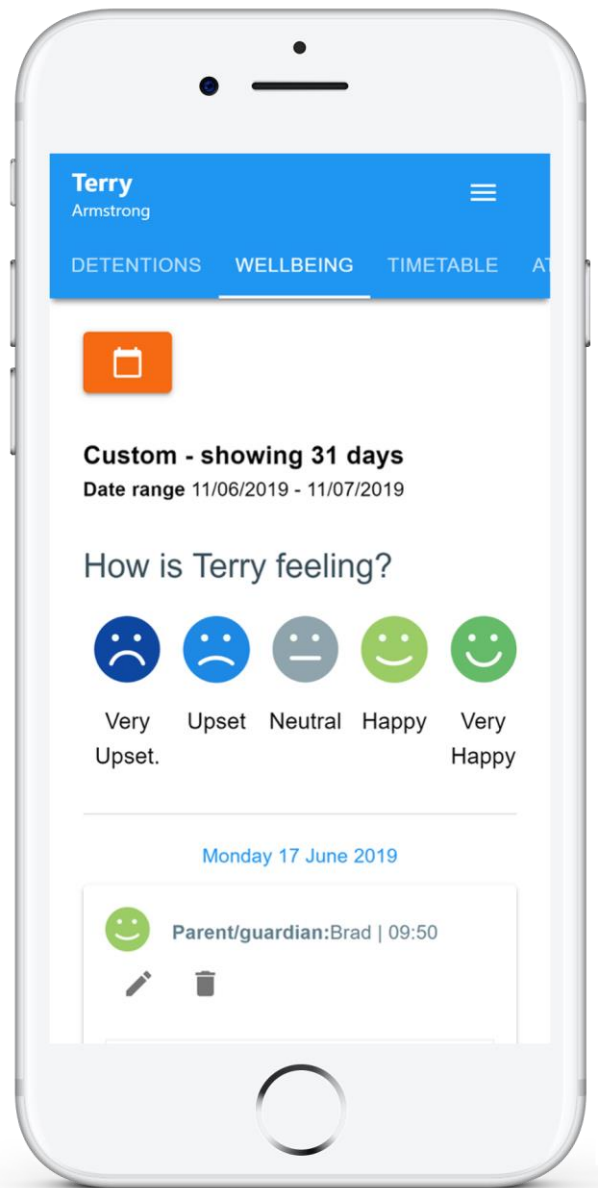
To record a wellbeing submission, select the [face](#) icon that most accurately describes your child's emotions.

You are able to add a [description](#) for the wellbeing submission, along with a [tracker](#) if your school has made them available to parents.

Click on the [Save](#) button once you are finished.

Once a wellbeing submission has been recorded, you can make changes to it using the [pencil](#) icon.

To delete a wellbeing submission, click on the [bin](#) icon for the submission of your choice.



# Announcements

If your school has decided to share announcements with parents, you will see the [Announcements](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [announcements](#) that have been shared with you regarding the selected pupil.

Announcements with a [pin](#) icon will always stay at the top of the announcements list.

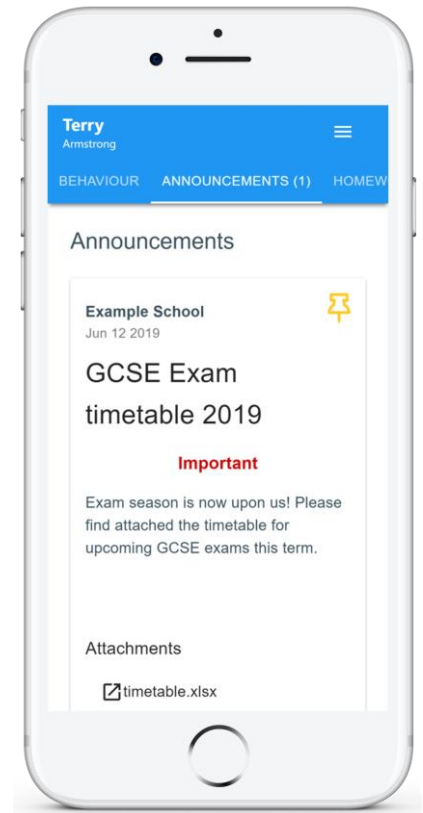
If you are viewing announcements from the main parent dashboard, click on the [X](#) icon in the top right hand corner of an announcement to dismiss it.

Dismissed announcements can be viewed again in the pupil's individual [Announcements](#) tab.

Depending on your school's setup, you may receive announcements that require your [consent](#).

To confirm or deny your consent for an announcement, click on the [Give consent](#) and [Do not consent](#) buttons respectively.

You can also leave a [comment](#) regarding your consent. Enter the comment of your choice and click on the [Save comment](#) button.



## Consent

[GIVE CONSENT](#)

[DO NOT CONSENT](#)

Comment

I give my consent for Terry to take part in this week's after school revision club.

[SAVE COMMENT](#)

# Announcement comments and reactions

Depending on how your school has sent up certain announcements, you may also have the option to leave a [comment](#) or a [positive reaction](#).

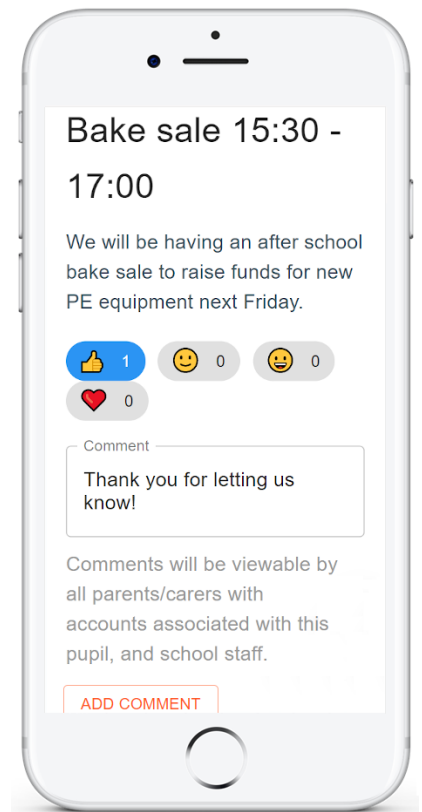
To leave a [comment](#) on an announcement that supports it, enter a comment of your choice into the [text box](#) provided and click on the [Add comment](#) button.

To leave a positive reaction on an announcement that supports it, click on the [emoji](#) of your choice. Your selection will be highlighted in [blue](#).

**Please Note:** Depending on how your school has set up the announcement, your responses will either be [public](#) or [private](#).

[Public](#) comments will be seen by all associated parents and staff members.

[Private](#) comments will only be seen by yourself and any associated staff members.



Comments will be viewable by all parents/carers with accounts associated with this pupil, and school staff.

Comments will be private and only viewable by school staff.

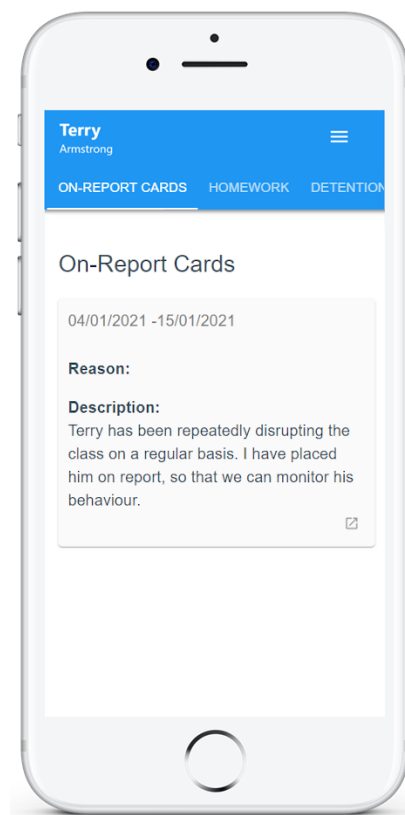
# On-Report Cards

If your school has decided to share On-Report cards with parents, you will see the [On-Report Cards](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [On-Report](#) cards that have been shared with you regarding the selected pupil.

Each card displays the [timeframe](#) that the On-Report card is active for, the [reason](#) why the pupil has been placed on report and a [description](#).

To find out more about an On-Report card, click on the [expand](#) icon.



To leave a comment on an expanded On-Report card, click on the [Add new comment](#) button and enter the message of your choice.

This message will be seen by the teachers that are involved with your child's On-Report card.

Comments

I'm really pleased to hear this!

22/01/2021 09:13

[Delete](#) | [Edit](#)

[ADD NEW COMMENT](#)

# Messaging

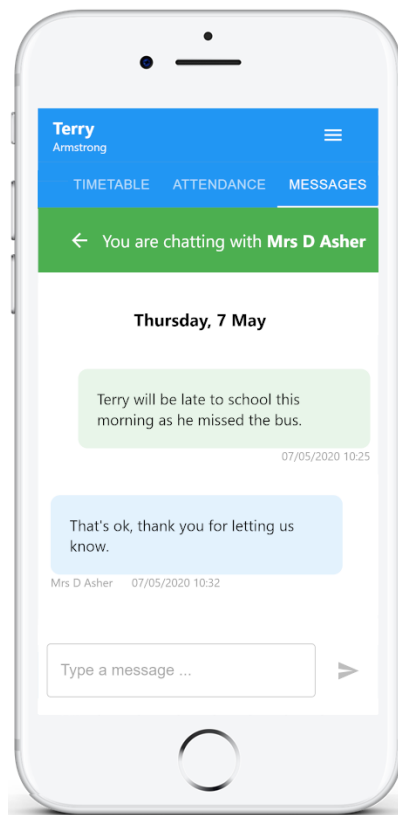
If your school has decided to allow two-way communication with parents, you will see the [Messaging](#) tab when viewing pupils from that school.

Selecting this tab will display a list of [teachers](#) that you are able to send and receive messages from. To send a message to a specific teacher, select their name from the list.

You will be presented with a messaging [thread](#) between you and the selected teacher. To send a message, type into the text field provided and click on the green [send](#) icon.

If the thread has been [locked](#) by a teacher, you will be unable to send and receive additional messages.

If you have received a new unread message, you will see a [red dot](#) on the [Messaging](#) tab and the [teacher's name](#).



This thread was locked

## Messaged

- DA Mrs D Asher ●  
2 hours ago
- SD Mr S Dumbell  
9 days ago

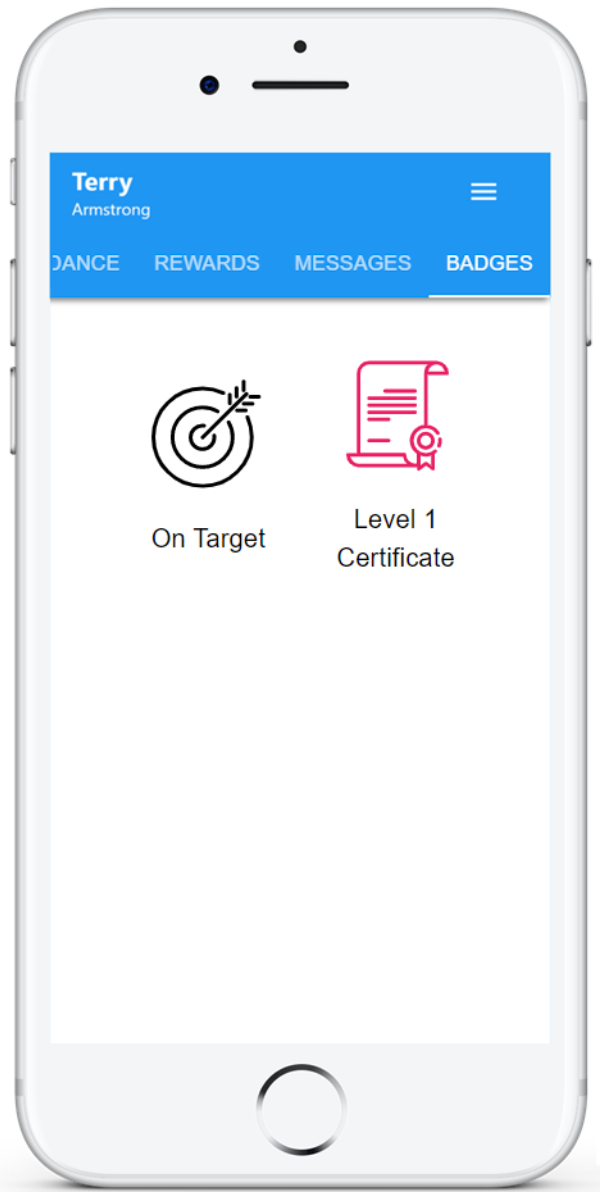
# Badges

If your school has decided to share badges with parents, you will see the [Badges](#) tab when viewing pupils from that school.

Badges are a way for your school to inform you [when significant behaviour](#) goals have been [achieved](#).

Your child will be issued with a badge when they meet the badge's [criteria](#). The criteria for each badge will be set up by the school.

Any badges that your child has earned will be displayed here, listing each [type of badge](#) and [how many times](#) they have been awarded.

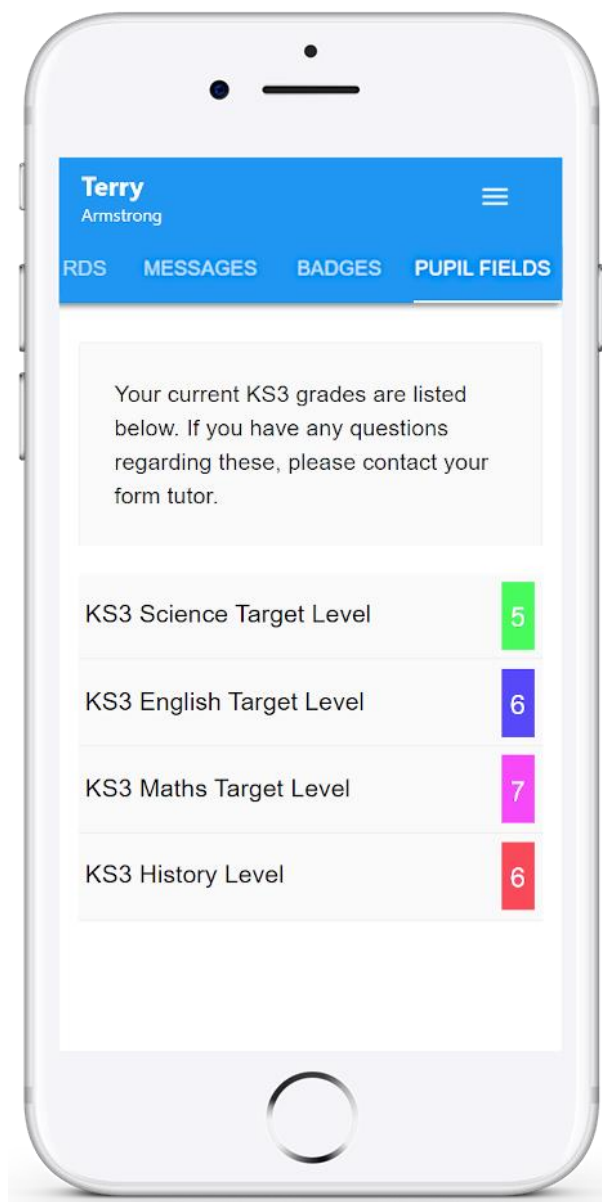


# Pupil Fields

If your school has decided to share pupil fields with parents, you will see the [Pupil fields](#) tab when viewing pupils from that school.

Pupil fields are aspects of [data](#) that are related to your child. These can appear in the form of [current grades](#), [target grades](#) or any other [text based information](#).

To find out more about the fields you can see in your account, please [contact your school](#).





# COVID Tests

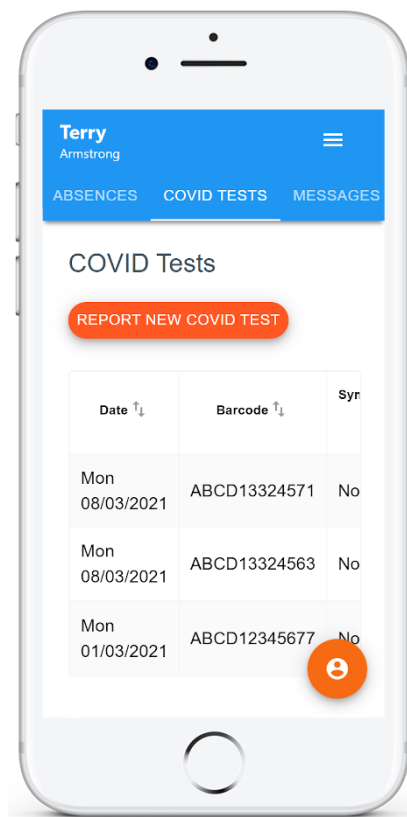
If your school has decided to allow parents to view and / or record COVID test results, you will see the [COVID Tests](#) tab when viewing pupils from that school.

Selecting this tab will display a list of your child's [COVID test results](#). Depending on your school's set up, you will be presented with test results that were recorded by yourself, your school, or both.

If your school has granted you with permission, you can submit your own test results via the [the Report new COVID test](#) button.

A form will appear, allowing you to enter [when](#) the test was taken, the test [barcode](#), whether or not your child was showing [symptoms](#), the [result](#) of the test, and any additional [notes](#).

Once you've finished, click on the [Submit](#) button to submit the COVID test result.



Test date ×  
26/03/2021 03:31

Test barcode/serial number (optional)  
ABCD14543421

Showing symptoms (optional)  
No

Result (optional)  
Negative

Note (optional)  
All clear

[SUBMIT](#) [CANCEL](#)

# Logging in to Class Charts

Once you have signed up to Class Charts, you can log back into your parent account at any time.

1. Select [Log In](#) from the main page and enter your [email address](#) and [password](#) into the fields provided.

[LOG IN](#)   [SIGN UP](#)

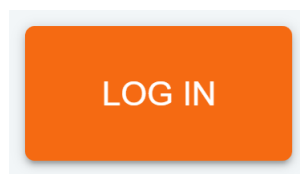
---

Email address \*

---

Password \*

2. Click on the [Log in](#) button to begin accessing your Class Charts [parent account](#).



If you would like stay logged in when you close the Class Charts app, tick the checkbox labelled [Remember me](#).

Remember me

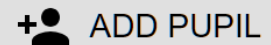
If you have forgotten your password, click on the [Forgot your password](#) link. You will be prompted to confirm your email address so that a password reset email can be sent.

Forgot your password? [Click here to reset.](#)

# Adding additional pupils

Once you have set up your Class Charts parent account, you can [add additional children](#) to the same account. To add another child to your account, please follow the steps below:

1. Click on [Add Pupil](#) button in the left hand side navigation menu.

A grey rectangular button with a white plus sign and a person icon, followed by the text "ADD PUPIL" in black uppercase letters.

2. Enter [the Parent Access Code](#) that was provided to you by your school.

## Add a child to your account

Please enter the parent code supplied by the school to add a new child.

Code

ABC123

OK

CANCEL

3. Enter your child's [date of birth](#) when prompted.

## Date of birth confirmation

To confirm you are the parent / guardian, please enter your child's date of birth.

Date of Birth

08/03/2006

OK

CANCEL

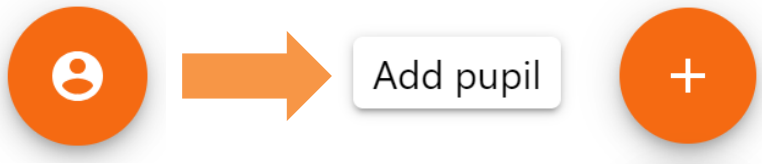
4. A [confirmation message](#) will appear and the child will be added to the left hand side navigation menu.

A green rounded rectangular message box with a white checkmark icon on the left and the text "You have successfully added a child." in white.

# Adding additional pupils (app)

You are also able to add additional children through the Class Charts [Parent app](#). To add another child to your account via the app, please follow the steps below:

1. Click on the [Pupil](#) icon in the bottom right hand corner of the app and select [Add pupil](#).



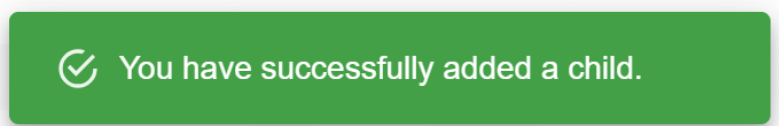
2. Enter the [Parent Access Code](#) that was provided to you by your school.

A screenshot of a mobile app dialog box titled "Add a child to your account". Below the title is the instruction "Please enter the parent code supplied by the school to add a new child." followed by a label "Code" and a text input field containing "ABC123". At the bottom right of the dialog are two buttons: "OK" and "CANCEL".

3. Enter your child's [date of birth](#) when prompted.

A screenshot of a mobile app dialog box titled "Date of birth confirmation". Below the title is the instruction "To confirm you are the parent / guardian, please enter your child's date of birth." followed by a label "Date of Birth" and a text input field containing "08/03/2006". At the bottom right of the dialog are two buttons: "OK" and "CANCEL".

4. A [confirmation message](#) will appear and the child will be added to the pupil icon popup.



# Switching between pupils

If multiple children have been set up on your Class Charts parent account, you are able to switch between them and view child specific data at any time.

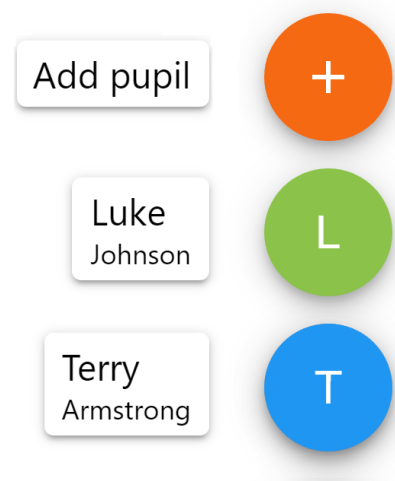
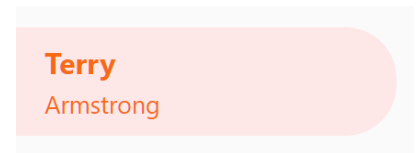
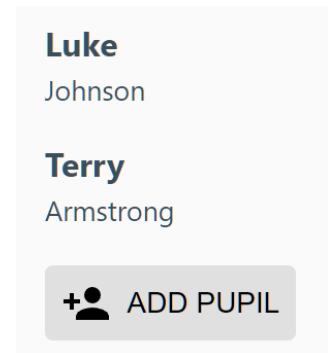
To switch between pupils on the desktop view, click on their [name](#) in the left hand side menu.

Their individual pupil dashboard will open on the first entry in the list. You can then switch between tab categories by clicking on the available icons in the list.

You can check to see which pupil is currently selected by looking for the [orange tab](#) highlighting their name in the left hand side menu.

To switch between children on the mobile app, click on the [Pupil](#) icon in the bottom right hand corner of the app and select the child of your choice.

Their individual pupil dashboard will open, allowing you to swipe between their available tabs.



# Account settings

If you're using the desktop view, you can access the account settings menu through the [Settings](#) button in the top right hand corner of the page.

If you're using the mobile app, these options can be accessed through the [three lines](#) menu in the top right hand corner.

The [Change password](#) page allows you to enter a new password for your Class Charts parent account.

The new password must be a minimum of [8 characters](#) long, but we also recommend including an [uppercase](#) letter, a [lowercase](#) letter, a [number](#) and a [symbol](#).

The [Account details](#) page allows you to change the displayed name on your Class Charts parent account and the email address used to log in and receive notifications.

If you no longer wish to use your Class Charts parent account, click on [the Delete Account](#) option to permanently delete it. Should you change your mind, you will need to sign up again using the [parent code](#) provided to you by your school.

SETTINGS LOGOUT



## × Change password

Current password

New password

Repeat password

## × Account details

Full name

Example parent

Email address

example@edukey.co.uk

SAVE

DELETE ACCOUNT

# FAQs & Troubleshooting

“I don't have a parent code!”

Please contact your school and ask for a new parent code.

“I can't log in! “

Please check your inbox. Have you ever had emails from Class Charts? If not, your email address could be misspelt.

“It says I don't have an account!”

Please make sure that you have successfully tried signing up with your parental access code before attempting to log in.

“My password is incorrect!”

Please use the “Forgot your password” link to reset your password.

“I'm not seeing \_\_\_\_!”

This quick start guide provides information on all of our modules. If you are not seeing a module mentioned in this guide, your school may not have decided to purchase / enable that module.

“I would like to know more about your privacy policy”

We store your data securely in the UK.

Your email address is used for account login and shared with the school so that they can send notifications and assist with account login problems.

We will not share your data with any other parties and never use it for marketing purposes.

For more detailed information please click here:

<https://www.edukey.co.uk/edukey-terms-conditions/>