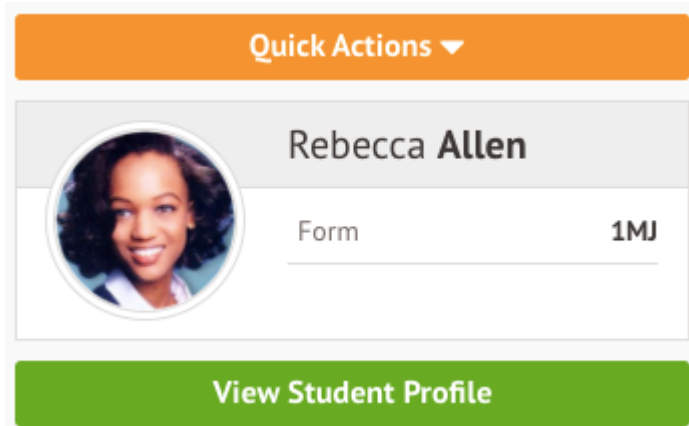


## Seeing and Updating my Child's Information on the Parent Portal or Parent App

The **Student Profile** on the Parent Portal gives you an overview of the student's personal details. To get to the student profile select the green **View Student Profile** button.



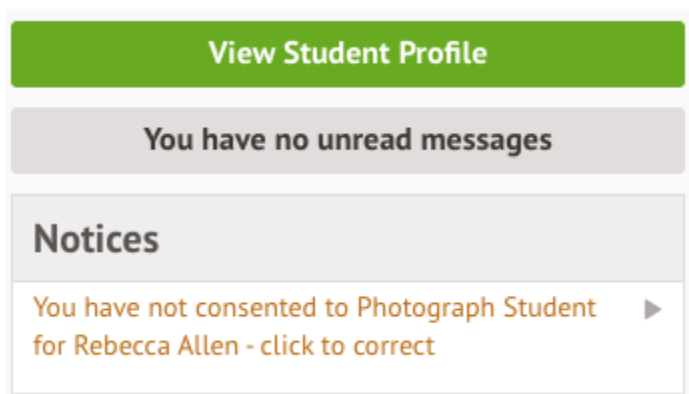
### Notices and consents

This section contains a list of missing information (including consents) on the student's profile.

**Top Tip: You'll still see these flag after you've filled in the information if your school needs to approve changes made. Please wait for your school to approve the changes without adding this information again.**


### On the Parent Portal

You can also see these on your Homepage, under the **View Student Profile** button.



To update this information, click on a notice. A slide over will appear where you can add the required information.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.


**Rebecca Allen**  
 Form 1MJ Year  
 House Colville Tutor

**Notices**

- Rebecca Allen does not have a transportation method recorded - click to correct
- Rebecca Allen does not have a religion recorded - click to correct
- Rebecca Allen does not have any details on hearing tests - click to correct
- Rebecca Allen does not have any details on vision tests - click to correct

### Add mode of travel for Rebecca Allen

Mode of travel\*

Notes

For consents, you need to either **Give** or **Decline** consent.

## Review Consent

<b>Student</b>	Rebecca Allen
<b>Consent type</b>	Photograph Student
<b>Note</b>	<input type="text"/> <input type="button" value="G"/>

You'll need to contact the school if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page.

Consents	
Photograph Student	Rejected by Jonathan Allen on 12 May 2021

## Consent

Consent Details	
<b>Consent type</b>	Photograph Student
<b>Requested date</b>	12 May 2021
<b>Status</b>	Declined (12 May 2021)
<b>Response by</b>	Jonathan Allen

## On the Parent App

To update this information, click on a notice.



**Mason Bell**

2RH

### Notices

Mason Bell does not have a transportation method recorded >

---

You have not consented to Internet Access for Mason Bell >

---

You have not consented to Photograph Student for Mason Bell >

Add the information, then click **Confirm**.

Once you've filled in all the information, the notices will disappear – you can edit the information by clicking into the data further down your child's profile.

✕


### Update Religion

Religion

**Buddhist**

**Confirm**

For consents, you need to either **Give** or **Decline** consent.



## Set Consent

Consent  
Photograph Student

---

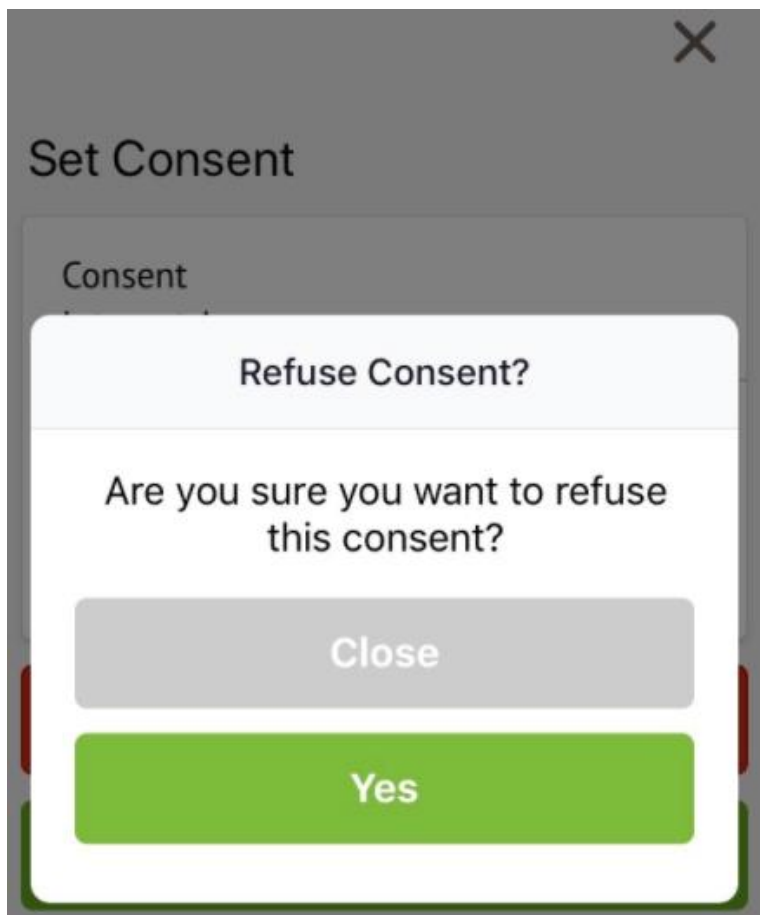
Note

Photos for internal purposes only

Decline Consent

Give Consent

If you choose to decline the consent, you will be asked to confirm your choice.



You'll need to contact the school if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page. [Click for more information.](#)

Consents	
Internet Access Rejected by Jeremy Bell on 17 May 2019	>
Photograph Student Consented by Jeremy Bell on 17 May 2019	>



## Consent

### Consent Details

Consent type  
Photograph Student

Requested date  
11 Oct 2018

Status  
Consented (17 May 2019)

Response by  
Jeremy Bell

### Guardian Notes

Photos for internal purposes only

When you have provided all the information required, the page will display that there are no more notices.



**Mason Bell**

2RH

### Notices

No notices

## Contact Details

### Student contact details

As a primary guardian, you can see and amend the child's contact details. You can only see postal addresses that you also live at with the child.

New contact details can be added by clicking **+Add**.

Student Contact Details		<a href="#">+ Add</a>
Personal email	rebecca.allen@arbor-mail.com	▶
Mobile number	07700 900745	▶
Home number	020 8467 3814	▶
Home address	Lives with Pamela Allen. Hidden - hover over the question mark for details.	12 May 2021 - ongoing
Home address	29 Melrose Gardens London W6 7RN Rebecca Allen lives here This is a correspondence address	Ongoing ▶

You can edit or delete any contact details where there is an arrow symbol. Just click the field, click the **Edit** button, then edit or delete.

**Please note: We strongly advise that address records are not edited, as schools require that all addresses are recorded. Instead, you can click *Add postal address* to input the correct address.**


Student Contact Details	Edit Student Telephone Number
Personal email rebecca.allen@arbor-mail.com	Please note - this is the telephone number for Rebecca Allen, not a guardian/emergency contact.
Mobile number 07700 900745	Number type* Mobile
Home number 020 8467 3814	Number* +447700900745
Home address Lives with Pamela Allen. Hidden - hover over the question mark for details.	Extension
Home address 29 Melrose Gardens London W6 7RN Rebecca Allen lives here This is a correspondence address	Notes
Family Guardians & Contacts	<a href="#">Delete</a> <a href="#">Cancel</a> <a href="#">Save Changes</a>

### Mine and other guardian's contact details

The **Family, Guardians & Contacts** section displays all guardians linked to the student's profile. You can only see and update your own details.

You can add new contacts by following these instructions: [How to add new guardians and contacts for your child](#)

If you need to update another guardian's details, they will need to log in and update if they are a primary guardian, or you can contact your school to make any changes for you.

Family, Guardians & Contacts		+ Add
<p>Jonathan Allen  Father</p> <p>07700 900572 (Mobile)</p> <p>020 8467 3814 (Home)</p> <p>jonathan.allen@arbor-mail.com (Personal)</p> <p>29 Melrose Gardens, London, London, W6 7RN</p> <p>Access Options</p> <p>Primary guardian</p> <p>Can collect</p> <p>Emergency contact</p>	▶	
Megan Allen	<i>You cannot see this guardian's details for security reasons</i>	

### On the Parent App

On the **Student Profile** page, scroll down to the **Family, Guardians & Contacts** section. It will show only the names of your child's other family members, and your information.

- To add a new contact click **Add Family member, guardian or contact.**
- To amend your information, click your name.



## Evie Davies

### Family, Guardians & Contacts

Add Family member, guardian or contact

Christian Davies

Stephanie Davies

Mother (natural or adoptive)

07700 900678 (Mobile)

020 8815 9677 (Home)

stephanie.davies@arbor-mail.com (Personal)

1 Hebron Road, London, London, W6 0PQ



Access Options

Primary guardian

Can collect

Emergency contact



On your profile, click the **Quick Actions** button to add key information quickly.


You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.



## Stephanie Davies

Identity	
Name	>
Ms Stephanie Davies	
Relationship to pupil	>
Mother (natural or adoptive)	
Legal guardian	
Yes	

For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.



### Edit email address

Email address owner
Stephanie Davies

---

Type
<b>Tap to pick</b>

---

Email address
stephanie.davies@arbor-mail.com

**Delete**

**Confirm**

## Other information you can view and amend

### On the Parent Portal

The **Student Details** section contains the student's personal information. Any information with the ► symbol to the right of it can be amended.

Click on the student details you would like to amend, a slide over will then appear for you to update the information, once updated select **Save Changes**.

The image shows two side-by-side screenshots from a parent portal. On the left is the 'Student Details' section, which is a table with the following information: Name: Dean Adams, Sex: Female, Date of birth: 15 May 2012, Ethnicity: Black - African, Religion: Not recorded - click to add, Language: English (Native speaker), Service child: No. Below this is the 'Student Contact Details' section with Personal email: abbie.adams@arbor-mail.com and Mobile number: 07700 900640. On the right is the 'Edit Language Ability' form. It has a 'Language' dropdown set to 'English' and a 'Proficiency\*' dropdown set to 'Fluent'. Under 'Options', there are four checked checkboxes: 'Is Native Language', 'Speaks language', 'Understands language', and 'Language is spoken at home'. There is a 'Notes' text area at the bottom. At the bottom right of the form are 'Cancel' and 'Save Changes' buttons.

The **Meal Preferences & Dietary Requirements** section shows any dietary requirements the student has and displays the current meal preferences.

To add another dietary requirement, click **+Add** and update the slide over.

The image shows two side-by-side screenshots. On the left is the 'Meal Preferences & Dietary Requirements' section, which is a table with 'Meal preference: None recorded' and 'Dietary requirements: None recorded - click here to add'. Below this is the 'Previous Schools' section with 'Previous schools: None recorded - click here to add'. On the right is the 'Add Dietary Requirement' form. It has a text box with the instruction: 'Please only use this form to add dietary requirements which are required for medical or religion reasons only.' Below this is a 'Dietary requirement\*' dropdown set to 'No Peanuts' and a 'Note' text area. At the bottom right are 'Cancel' and 'Save Changes' buttons.

The **Previous Schools** section will list the student's previous enrolment into past schools. To view details of a previous school listed, select it, a slide over will appear displaying all of the school's details.

To add a new historic school click **+Add**.

The image shows the 'Previous Schools' section. It has a header 'Previous Schools' with a green '+ Add' button to the right. Below the header is a table with one row: 'Previous schools: None recorded - click here to add' with a right-pointing arrow (►) at the end of the row.

The **Medical** section will load all of the medical details linked to the students profile. This includes the student's Doctor, Medical Conditions, Immunisations etc depending on what you have added.

To update any of the sections, click on one of them. Amend the details on the slide over and click on **Save Changes**.

Medical		+ Add
Doctor	Not recorded - click here to add	▶
New medical condition	Penicillin Allergy	Pending ▶
Allergies	None recorded - click here to add	▶
Immunisations	None recorded - click here to add	▶
New hearing test	05 May 2021	Pending ▶
Hearing tested	Not recorded - click here to add	▶
New vision test	New Vision Test	Pending ▶
Vision tested	Not recorded - click here to add	▶
Handedness	Not recorded - click here to add	▶

If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.

#### Student Details

Name	Dean Adams
Sex	Female
Date of birth	15 May 2012
Ethnicity	Black - African
Religion	Not recorded - click to add
Language	English (Native speaker)
Service child	No

#### Student Contact Details

Personal email	abbie.adams@arbor-mail.com
Mobile number	07700 900640
Home number	020 8268 1406
Home address	36 Bromyard Avenue London

« Back

### Student Record Change Request

**Please note!**

Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

Change	Update Religion
Requested	05 July 2023, 16:20, by Tina Adams <i>Mother (natural or adoptive)</i>

**Changes**

Religion	Old Value:	Changed
	New Value:	Baptist

Cancel Change Request
Close

## On the Parent App

You can quickly add information by clicking the **Add Information** button and selecting the information you would like to add.



### Evie Davies

Add Information ^

Add Allergy

Add Another Spoken Language

Add Guardian/Contact

Add Immunization

Add Mode Of Travel

Add Medical Condition



Once you have added the information, click the green button at the bottom.

### Add Allergy

Medical Condition

**Dairy Allergy**

Severity

**Moderate**

Quick summary

Symptoms

**Rash**

Treatment

**Antihistamines**

**Add Allergy**

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

16:23



Dean Adams

### Student Details

**Name** >

Dean Adams

**Sex** >

Female

**Date of birth**

15 May 2012

**Ethnicity** >

Black - African

**Religion** >

Pending change

Not recorded - click to add

**Language** >

English (Native speaker)

**Service child**

No

### Student Contact Details

+ Add Email address



### Change Sex - Dean Adams

Sex

Male

Cancel

Confirm

If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.

Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

---

Change  
Update Religion

---

Requested  
Mother (natural or adoptive)  
17 May 2019, 10:27, by Stephanie Davies

---

Changes

Religion  
**Old Value:**  
**New Value:** Buddhist  
Changed


Cancel Change Request

### The child's name

You can edit your child's preferred first and last names.

**Please note you will need to contact us to request they change the legal first name, middle names or legal last name.**

### Student Details

Name	Dean Adams
Sex	Female
Date of birth	15 May 2012
Ethnicity	Black - African
Religion	Not recorded - click to add
Language	English (Native speaker)
Service child 	No

### Student Contact Details

### Edit Student Names

Legal first name	Dean
Preferred first name	<input type="text" value="Dean"/>
Legal middle names	
Legal last name	Adams
Preferred last name	<input type="text" value="Adams"/>

Cancel

Save Changes