Parent Portal

Guide for Parents & Guardians

Parent/Guardians Guide to using ProPortal

Introduction

The Parent Portal provides parents and guardians of students at Lincoln and Newark College access to their young person's electronic Individual Learning Plan (eILP) called ProPortal.

The Parent Portal allows you to view information such as attendance, punctuality, GROWTH Targets and Progress Reviews to assist you in supporting your young person in their studies during their time at the College.

Who can request a Parent Portal account?

Parents/Guardians can request an account online. Please note access will only be given where: -

- • A student is **under** the age of 19 at the time of enrolment

OR

- • A student has an Education and Health Care Plan (EHCP) and is under the age of 25 at the time of enrolment.

- • The correct Student ID number, full name and date of birth are provided.

- • Your details match the details we hold on our systems as Next of Kin or a verified contact. *

- • A valid email address is entered and verified. **

    * For GDPR and data protection purposes if the details you provide are different to our records or you are not recorded on our system as Next of Kin or point of contact your request will be rejected.

    ** *You will need a valid email address to apply for an account and will be sent a verification email after your initial request. If you do not receive this email please check you Spam/Junk folder.*
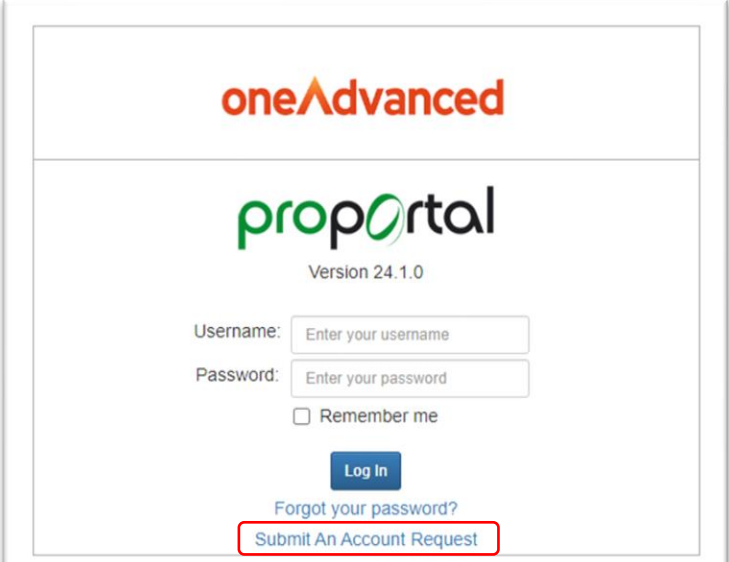
Once you have responded to the verification email your account will be processed, generally within 3-4 working days, and you will receive an email to inform you that your account is open. The Username is normally your young person's Student Number prefixed with a P or PP (in the case of more than one parent/guardian), and the password will be the one that you entered when you requested your account.

Below are some instructions to help you gain access and also to set up your own personal mobile device to allow you to access ProPortal wherever you are.

Creating an Account

The URL to access ProPortal is: https://parents.lincolncollege.ac.uk use your browser to navigate here **(Important: as this is a secure site, you must use the 'https://' prefix!).** Click the **Submit an Account Request** link on the login screen and follow the online instructions.
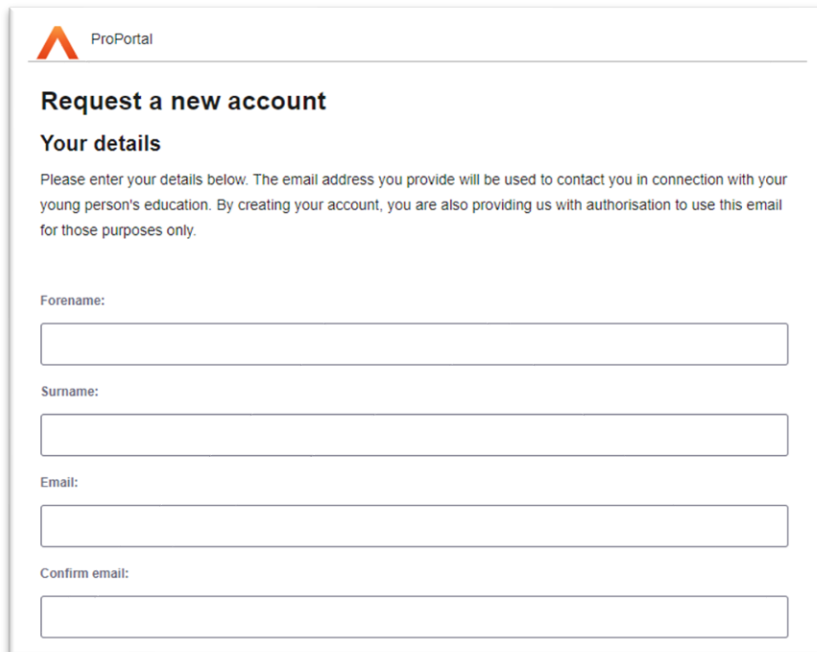

The Account Request form should then appear on-screen.

Parent/Guardian Details

Enter your forename, surname and a valid email address. This is also where you will set a password which will enable you access to your account once it is created.

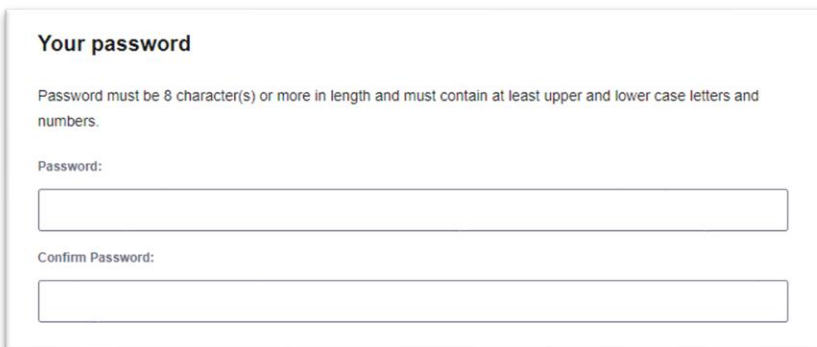**Request a new account**

Your details

Please enter your details below. The email address you provide will be used to contact you in connection with your young person's education. By creating your account, you are also providing us with authorisation to use this email for those purposes only.

Forename:

Surname:

Email:

Confirm email:

Create a Password

Passwords must have 8 or more characters with a combination of numbers, upper and lower-case characters.

Your password

Password must be 8 character(s) or more in length and must contain at least upper and lower case letters and numbers.
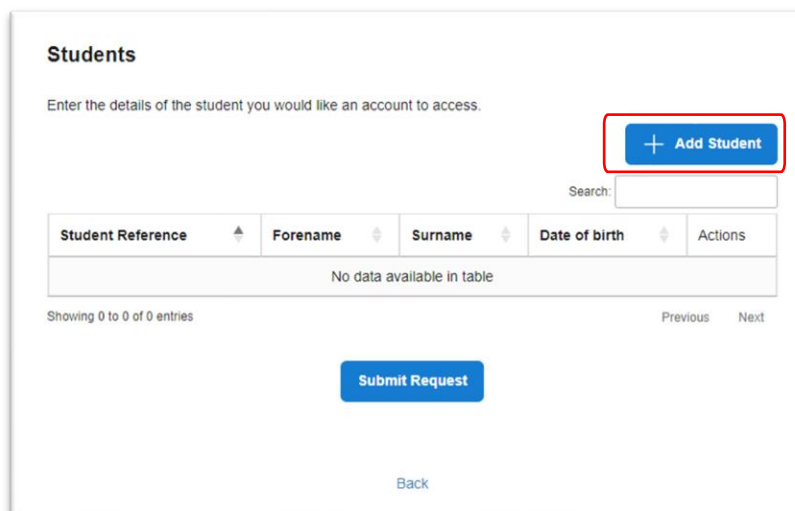
Password:

Confirm Password:

Please keep your password safe and do not disclose it to anyone.

Student Details

Now enter your young person's details by clicking on Add Student.

Students

Enter the details of the student you would like an account to access.

+ Add Student

Search:

Student Reference	Forename	Surname	Date of birth	Actions
No data available in table				

Showing 0 to 0 of 0 entries

Previous   Next

Submit Request

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The Student Ref ID number can be found on their college ID badge as well as most other paperwork (hardcopy and electronic) that you will receive once they are an Applicant or an Enrolled Student at Lincoln or Newark College. Enter the forename and surname of your young person. Always enter full names, rather than shortened names (e.g. William, rather than Will). Then enter your young person's date of birth.

PLEASE NOTE: Any errors in the student's details will result in the account request being rejected.

Finally enter your relationship to the student (e.g. Mother, Father, Guardian etc.) Then click Add.

Add Student

Please provide the required student information

Student Ref:*

Student Forename:*

Student Surname:*

Student Date of Birth:*

dd/mm/yyyy

Please provide some additional information to authenticate your request.

What is your relationship to the student?*
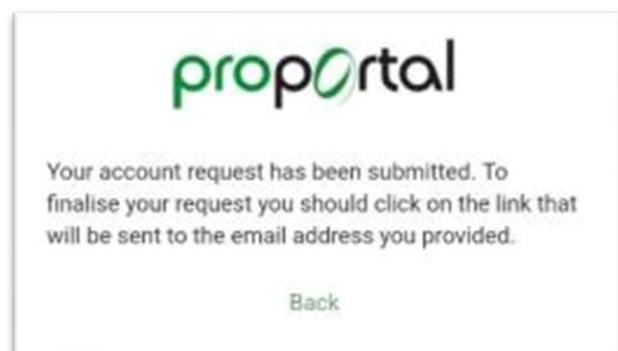
*Required   Cancel   **Add**

If you have more than one young person at college, you can repeat this process by clicking on Add Student again. Once all your young people have been added, **please check all details are correct before clicking *Submit Request.***

If required, both parents may request an account for the same child, different email addresses would be needed for this.

Authenticating your email address

When you submit your request, you will receive a notification that your request has been submitted and you will very soon afterwards receive an automated email validating that you have entered your email address correctly. Simply click on the highlighted hyperlink to validate your

proportal

Your account request has been submitted. To finalise your request you should click on the link that will be sent to the email address you provided.

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email address. **If you do not receive an email, please submit a second request as you may have entered your email address incorrectly.**

Approval of Account

Once you have authenticated your email successfully, your request will be submitted for approval. Once the system has received your validation, it will send you an email with your login details – the Username is normally your young person's Student Number prefixed with a P or PP (in the case of more than one parent/guardian), and the password will be the one that you entered when you requested your account.

PLEASE NOTE: We aim to approve accounts as quickly as possible but please allow 3 - 4 working days for your account approval to be processed.

Rejected Accounts

If the details on your Account Request do not match those we hold for the student or you are not a named next of kin your request will be rejected.

More than one young person at the College?

If you have more than one young person at the College you can add them all to one request by clicking Add Student. (See previous heading 'Student Details' for these instructions). You will be able to view details for all your young people from the same home screen within your ProPortal account. The password for the account will be the latest password to be created.

More than one parent/guardian requires an account?

If required, more than one parent/guardian may request individual accounts for the same young person, provided they are a named next of kin/emergency contact on the student's records and provide their own email address.

Logging in

Once your account has been approved you will receive an email notification. You can then log in using the email address and password you provided on your Account Request form. https://parents.lincolncollege.ac.uk.

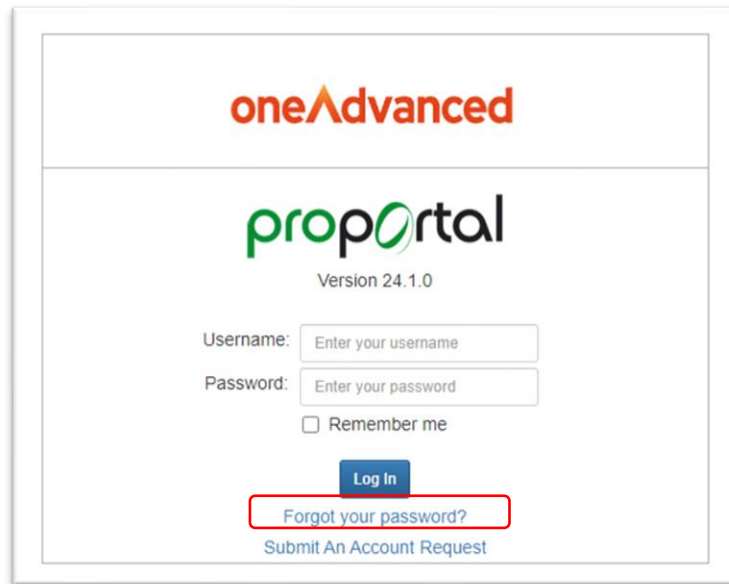**Always remember to log out when you have finished viewing your child's record.**

Forgotten passwords and changing passwords

If you forget your password click the

Forgot your password? link on the Parent Portal login screen to receive an email with a link to reset your password. Or if you wish to change your password you can use the same process.

PLEASE NOTE: If you enter an incorrect password you are given 3 attempts to enter the password correctly before your account gets locked. Use the Forgot your password? link on the login screen before the final attempt to avoid being locked out of your account.

Locked Accounts

If you do get yourself locked out of your ProPortal account please email **cishelpdesk@lincolncollege.ac.uk** with your name, contact number and your child's Student ID. You will receive an email informing you when your account has been unlocked. If you locked your account because you forgot your password; after it has been unlocked you should follow the Forgot your password? procedure and change your password before you attempt to log in again.

PLEASE NOTE: Parent Portal Support (CIS Helpdesk) cannot provide information on your young person's progress, attendance or punctuality or on any of the content against your young person's profile.


Logging into ProPortal

Once your account request is approved, enter your username and password and then press the green 'Log In' button. Once you have logged in, you will see this

screen (the screen layout may vary depending on the device used to access the website):
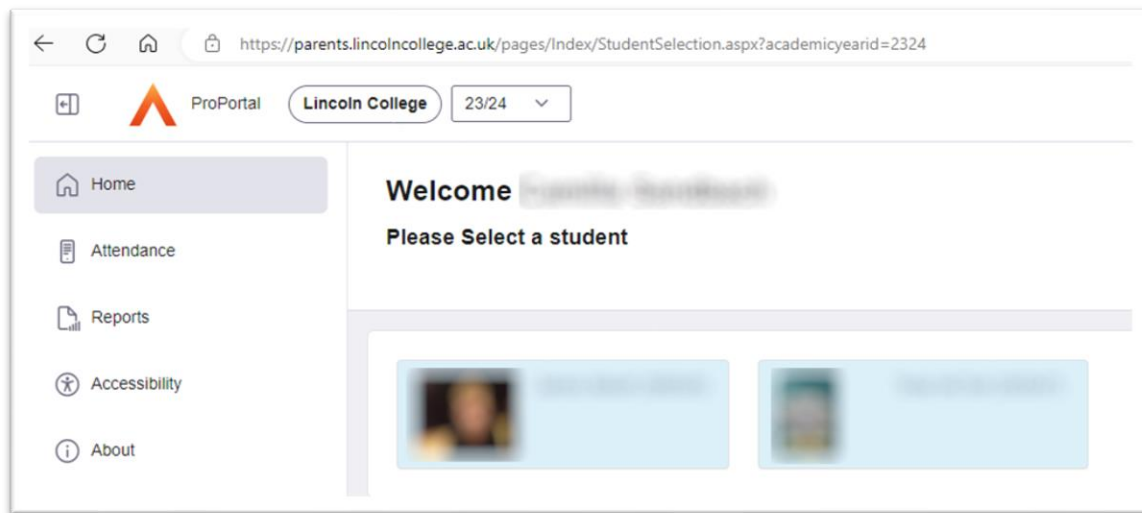

Make sure the current academic year is selected in the highlighted drop down next to the ProPortal logo. **After that, click on your young person's name**. You will then be presented with this screen (the screen layout may vary depending on the device used to access the website).
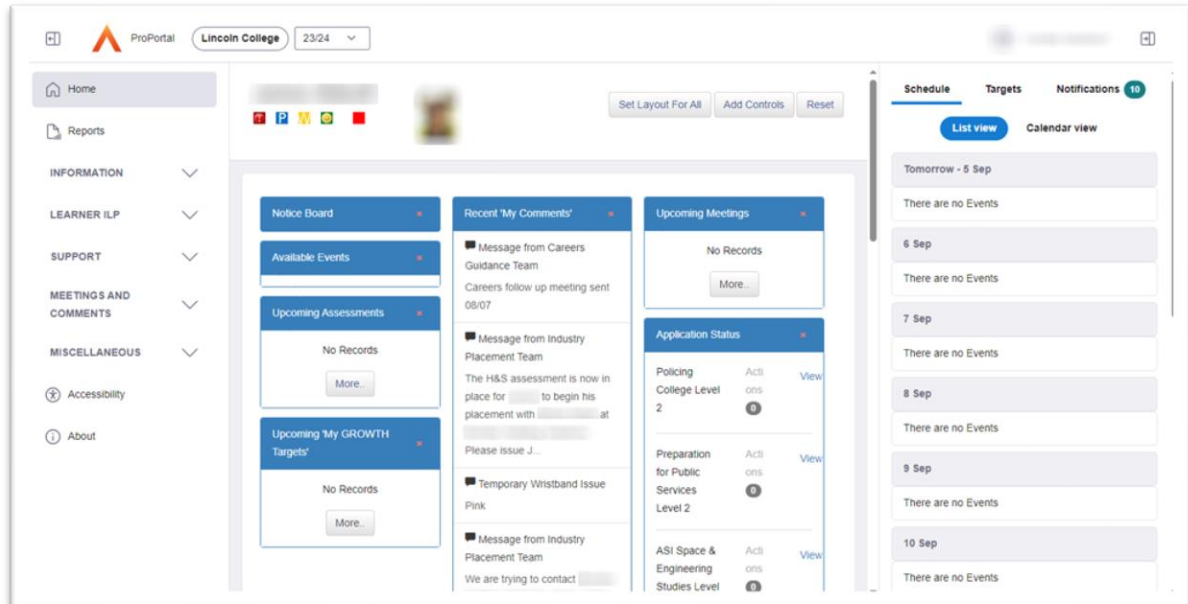
From this screen, you can now access a range of information about your young person's study at the College.

Other Tabs Explained

There are a number of menus and links on the Parent Portal: -
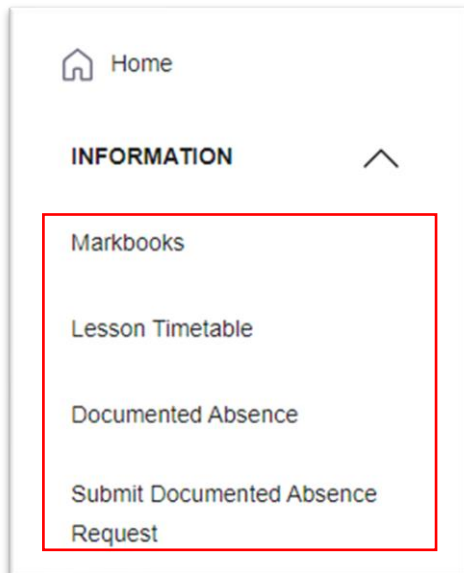
Information

- **Markbooks** - shows summary of performance in a course.
- **Lesson Timetable** - list of all current classrooms and teachers
- **Documented Absence** - displays the documented absences of the student, as well as reasons given (where applicable).
- **Submit Documented Absence Request** - to submit an absence request
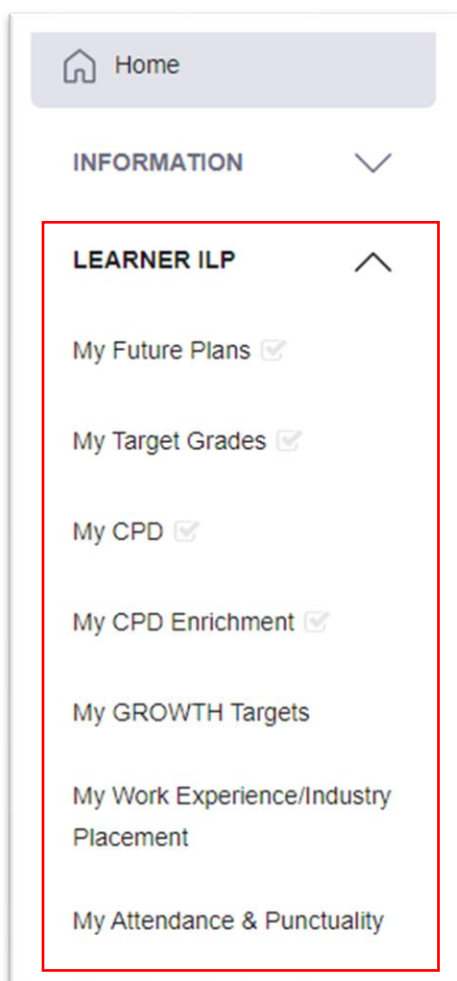
Learner ILP

- **My Future Plans** - keeps a record of student's reasons for coming to college and any future plans. The information that they provide is displayed here. If it is incomplete, please encourage the student to complete the section.
- **My Target Grades** - shows progress of a student towards achieving their target grades.
- **My CPD** - shows CPD (Continuous Professional Development) activities of the student as a part of their tutorial programme.
- **My CPD Enrichment** - details of the enrichment activities a student takes part in as a part of preparation for employment.
- **My GROWTH Targets** - these are the student's GROWTH targets, agreed between the student and the tutor.

- **My Work Experience/Industry Placement** - shows the records of a student's Work Experience/Industry Placement evaluated by Progress Coach.
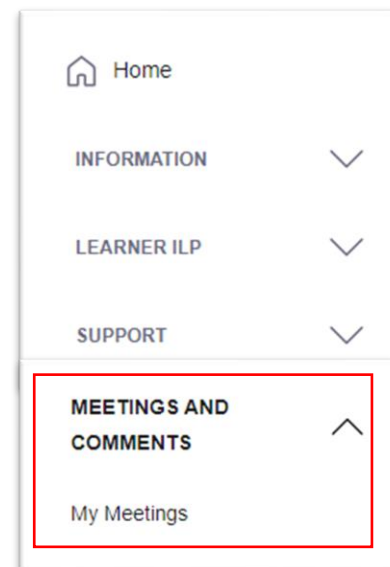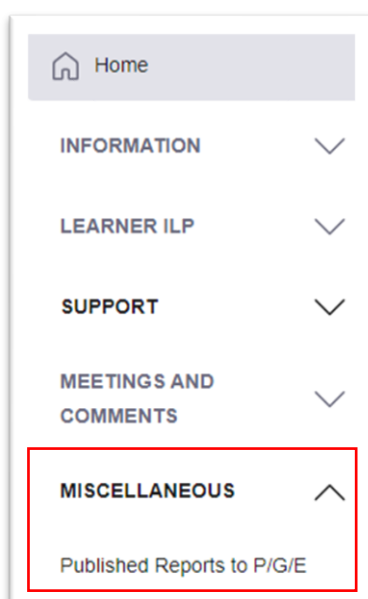- **My Attendance & Punctuality** - shows attendance & punctuality figures for all the enrolled courses.
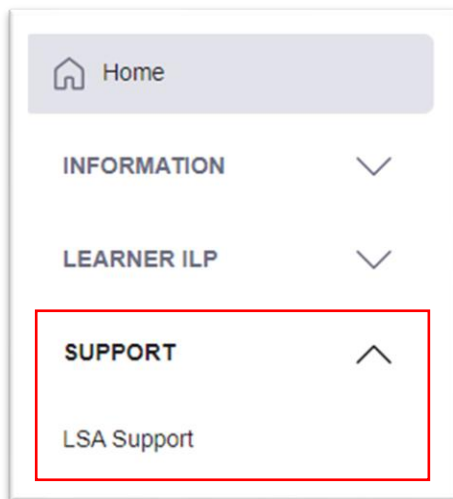
Support

• **LSA Support** - Keeps a record of Aims & Objectives, Evaluation and Support Provided in order to support students with their education.

Meetings and Comments

- **My Meetings** – details of all recorded meetings including quarterly Progress Reviews.

Miscellaneous

• **Published Reports to P/G/E** - shows the Reports published to the Parents / Guardians.

Don't forget to log out when you have finished.