

Enabling and Revoking Parent Portal Access

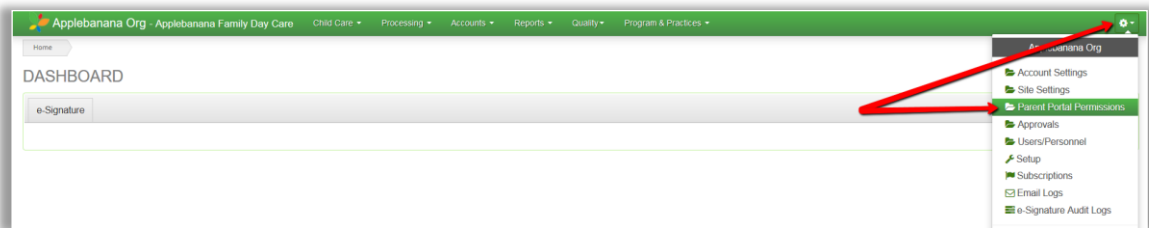
Once you are ready for families to begin accessing the Parent Portal, you will need to issue parents a login. It is important to ensure that the email address within the Parent/Guardian records is correct and up to date as they will receive their login credentials via email.

Permissions can be granted individually or bulk. Using your search options will also make this process a lot easier.

This tip sheet will walk you through:

- Search Options (*page 2*)
- Granting Portal Access (*page 3*)
- Revoking Portal Access (*page 5*)
- Trouble Shooting (*page 6*)

Navigate to **Settings** and select **Parent Portal Permissions**:

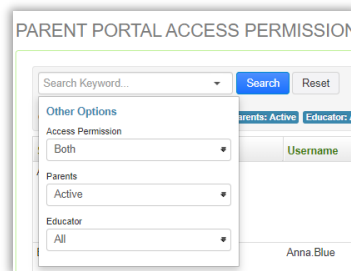


The **Parent Portal Access Permission** page will display:

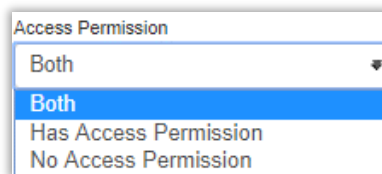
Surname	First Name	Username	Educators	Has Access Permission	Login	Apply Permission
Adams	Brendan		Harrison, Melissa Jones, Alex Lee, Christy Old, Demo Wood, Noah	No		<input type="checkbox"/> Grant
Blue	Anna	Anna Blue	Demo, Clare Jayme, Mel	Yes	Login As Parent	<input type="checkbox"/> Revoke
Butler	Charles		Harrison, Melissa Wood, Noah	No		<input type="checkbox"/> Grant
C	Christy		Bloom, Kirra Demo, Clare Lee, Christy Old, Demo	No		<input type="checkbox"/> Grant

Search Options

When you first come into the parent portal permissions page the data will show you active parents, whether they have permission to the portal or not. At times it will be easier to use your search filters to narrow down this list. To narrow down your search options you can type in the parents first or last name in the search keyword box or drop down the search keyword menu:

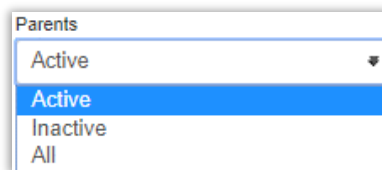


Access Permission: Gives you the ability to search for only parents that already have permissions or do not yet have permission to the portal.

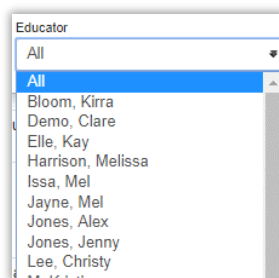


This filter will especially help when using your bulk options.

Parents: Search between active, inactive or all parents.



Educator: If you select an educator only the parents linked to this educator will display.

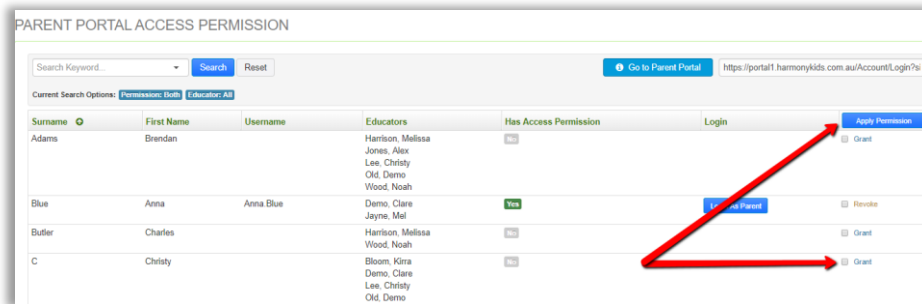


After you've applied the filters you are required to click **Search**. Click **Reset** to clear all filters.

Granting Access

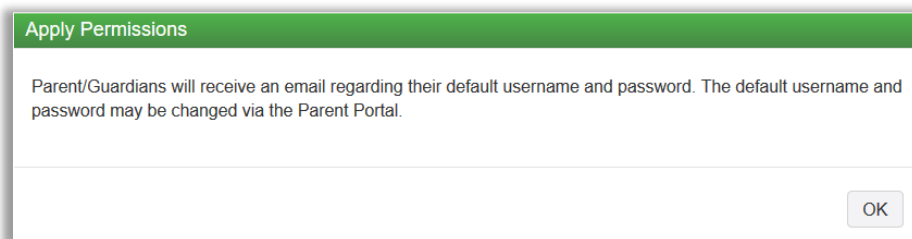
Individually

To grant access, check the **Grant** box next to one or more Parent/Guardians and click the **Apply Permission** button.

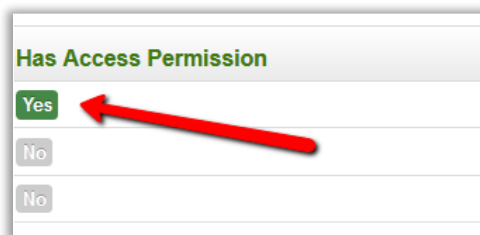


The selected Parent/Guardians will receive an email containing the Parent Portal URL and login credentials.

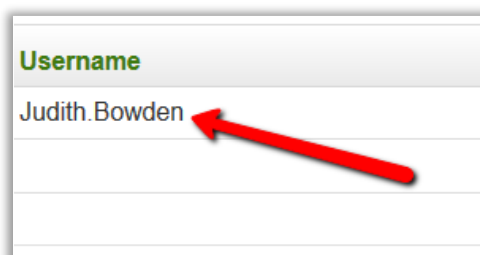
You will receive a notification on screen to let you know this is complete.



You will also notice that the **Has Access Permission** column is now set to **Yes**.

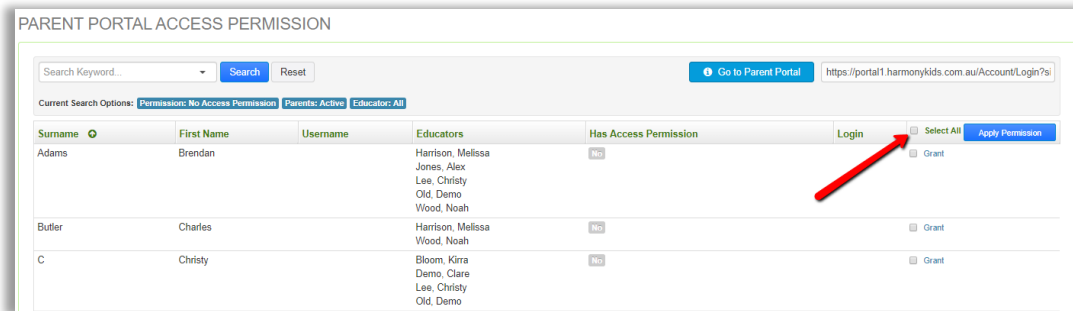


The Parent/Guardian username will display in the **Username** column:



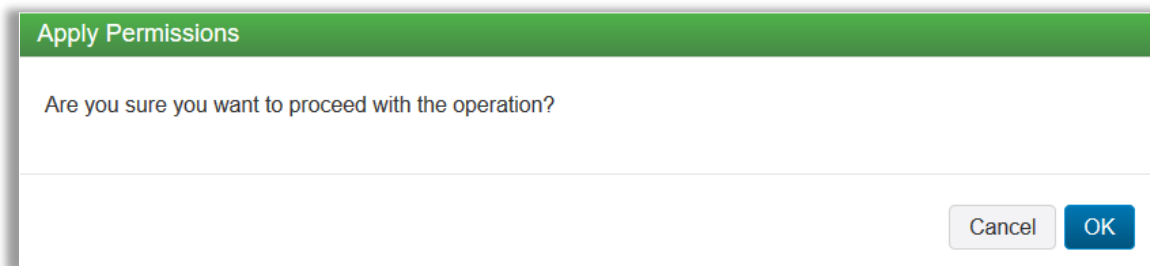
Bulk Access

If you are wanting to give access to all your families you can do this in a bulk mark. First, apply the search option **No Access Permission**, click **Search** then Click on the **Select All** button:



Then click **Apply Permission**

You will receive a validation message:



Select **OK** and the Parent/Guardian will be sent log in credentials to access the Parent Portal.

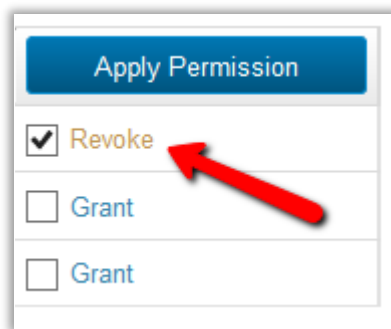
NOTE: *If you have multiple pages, this process will need to be completed on each page.*

Revoking Parent Access

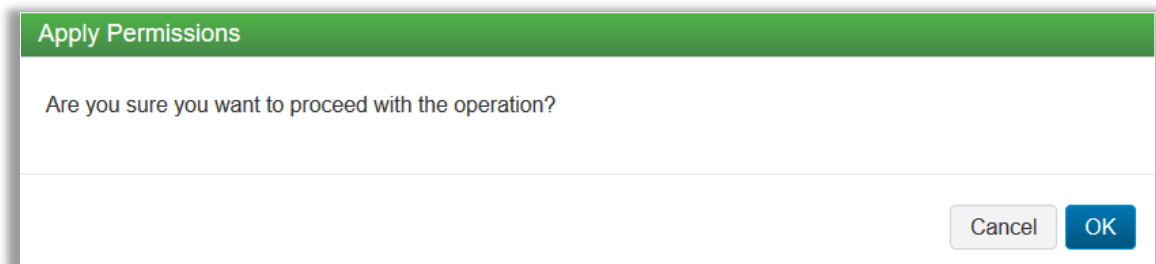
You will also be able to revoke a Parent/Guardian's access permission if you no longer wish for them to have access to the Parent Portal. Similar to granting access, this process can be completed per individual families or in a bulk action.

Individually

Simply tick the **revoke** box and click the **Apply Permission** button to revoke the access permission:



You will receive a validation message:



Select **OK** and the Parent/Guardian will no longer be able to access the Parent Portal.

Bulk Revoke

If you are removing access to all your families you can do this in a bulk mark. First, apply the search option **Has Access Permission**, click **Search** then Click on the **Select All** button:

NOTE: If you have multiple pages, this process will need to be completed on each page.

NOTE: You may give access again when required. The Parent/Guardian's username and password will remain the same.

Troubleshooting:

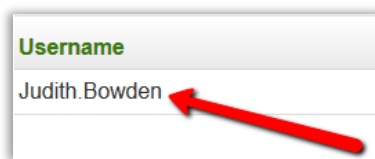
Issue: Parent didn't receive log in credentials email.

Why? These emails come from noreply@redbourne.com.au so the email could have gone to their junk/spam folder or could have been blocked by their email provider

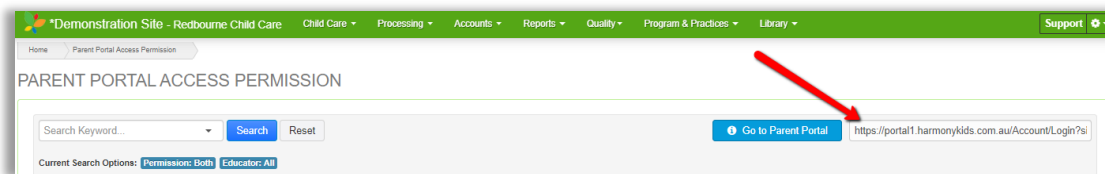
Resolution: Parents should add the noreply@redbourne.com.au email address to their own email address book to help prevent their email provider blocking emails from this address.

Then give the Parent/Guardian the link and username.

The Parent/Guardian **username** will display in the **Username** column:



The **parent portal link** can be found at the top of the of the parent portal permissions page:

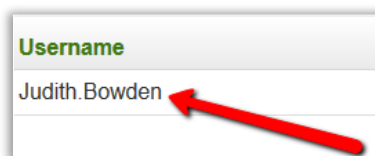


The parent clicks on the link, selects forgot password on the log in screen. The parent will receive an email to reset their password.

Issue: If a Parent/Guardian loses their login credentials,

Resolution: Provide the Parent/Guardian with their username.

To find the username click settings – Parent Portal Permissions – and use the search keyword to find the parent. The Parent/Guardian **username** will display in the **Username** column within the Parent Portal:



The parent clicks on the link, selects forgot password on the log in screen. The parent will receive an email to reset their password.