

Croydon
College

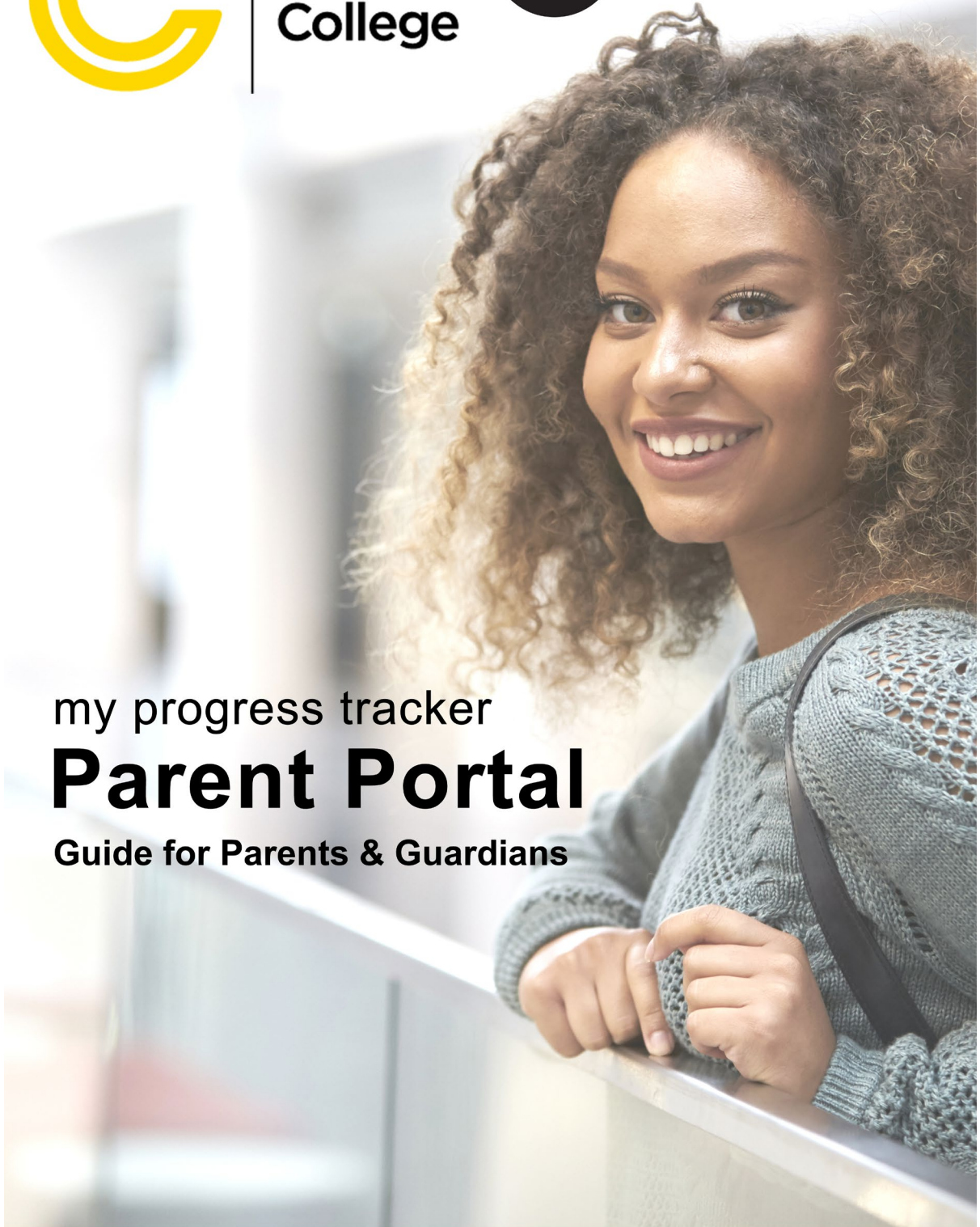


COULSDON
SIXTH FORM COLLEGE

my progress tracker

Parent Portal

Guide for Parents & Guardians



MyPT Parent Portal Help

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Introduction

The Parent Portal provides parents and guardians of Croydon and Coulston College students access to their child's attendance and progress through our online student tracking system; known within the college as My Progress Tracker (MyPT).

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

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

- A student is **under** the age of 19
- OR**
- A student has an Education and Health Care Plan (EHCP) and is **under** the age of 25.
 - 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 your details are not recorded on our system as Next of Kin or point of contact you will not be given access to the account. In this instance you will be notified by email and the consent of the student will be required for you to gain access to their records.*

*** 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 4-5 working days, and you will receive an email to inform you your account is open. The email address and password you provide during the account request will be your username and password.

Full details on how to create and use your account are available within this document and can also be accessed from the Parent Portal login screen.

Find a link to the Parent Portal under Internal Links in the footer of the [Croydon College website](#) or [Coulston College website](#) or follow the link or QR code below.

<https://parentportal.croydon.ac.uk/ProPortal>



The above link and QR code will work for both Coulston and Croydon parents.

Creating an Account

Go to

<https://parentportal.croydon.ac.uk/ProPortal>

click the *Submit an Account Request* link on the login screen and follow the online instructions.

(Link also available in the footer of the [Croydon College Website](#) and the [Coulston College website](#))



Parent/Guardian Details

On the *Account Request* screen that opens (see next page) you will be asked to enter your first and last name and a valid email address. Your email address will be your username once the account has been approved.

Create a Password

Next create and confirm a password. Passwords must have 8 or more characters with a combination of numbers and upper and lower case letters. This will be used, along with your username, when you log in to the account.

Student Details

Now enter your child's details. The Student ID number can be found on your child's college pass. Enter the full legal first and last names of your child **exactly** as they appear on their passport, which should match the name as it appears on the college registration. Always enter full names, rather than shortened names (e.g. William, rather than Will). Then enter the child's date of birth.

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

Additional Details

Finally enter your relationship to the child (e.g. Mother, Father, Guardian) and your mobile and home telephone numbers.

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.

Links to [Parent Portal Help](#) files can also be found on the [Account Request](#) screen.

Authenticating your email address

When you submit your request you will receive an email to the address you provided. To complete the request click the link to authenticate your email. If you do not receive this email please check your Spam/Junk folder.

Approval of accounts

Once you have authenticated your email successfully your request will be submitted for approval. You will receive an email notification once your account has been approved.

Please allow 4 - 5 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 we cannot verify your connection to the student you will receive an email informing you your request has been rejected.

If your account is rejected please read [Rejected Account Requests](#) before resubmitting your request.

Difficulty creating an account

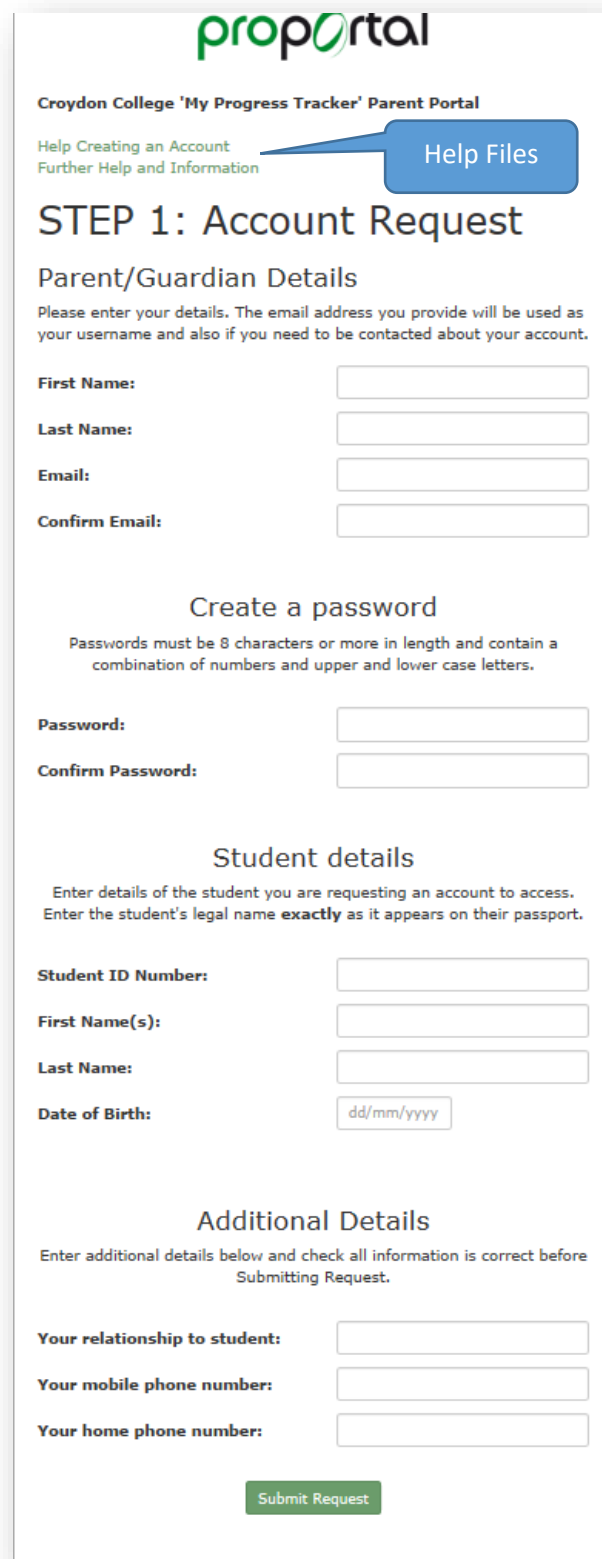
If you are having difficulty creating an account please read [Creating Accounts](#) and [Rejected Account Requests](#) before retrying.

If you are still experiencing problems please [email Parent Portal Support](#) with your name and contact details. A member of the team will contact you to help you through the process.

You may be required to come in to the college to complete the registration.

More than one child at the college?

If you have more than one child under 18 at the college under you will be required to submit a request for each child whose details you wish to view. You must use the same email address for each request and you will be able to view details for all your children from the same home screen. The password for the account(s) will be the latest password to be created.



propportal

Croydon College 'My Progress Tracker' Parent Portal

Help Creating an Account
Further Help and Information

Help Files

STEP 1: Account Request

Parent/Guardian Details

Please enter your details. The email address you provide will be used as your username and also if you need to be contacted about your account.

First Name:

Last Name:

Email:

Confirm Email:

Create a password

Passwords must be 8 characters or more in length and contain a combination of numbers and upper and lower case letters.

Password:

Confirm Password:

Student details

Enter details of the student you are requesting an account to access. Enter the student's legal name **exactly** as it appears on their passport.

Student ID Number:

First Name(s):

Last Name:

Date of Birth:

Additional Details

Enter additional details below and check all information is correct before Submitting Request.

Your relationship to student:

Your mobile phone number:

Your home phone number:

Logging in

You will receive an email notification when your account has been approved. You can then log in using the email address and password you provided on your [Account Request](#) form.

<https://parentportal.croydon.ac.uk/ProPortal>

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



Forgetting and changing passwords

If you forget your password click the [Forgot your password?](#) link on the ProPortal login screen to receive an email with a link to reset your password. If you simply wish to change your password you can use the same process.

PLEASE NOTE: If you enter an incorrect password you will be given 3 attempts to enter the correct password before your account locks. 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 lock yourself out of your account please email ParentPortalSupport@croydon.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 you should follow the [Forgot your password?](#) procedure as above **before** you attempt to log in.

Please allow up to 4 - 5 working days for accounts to be unlocked.

Attendance queries

For queries regarding your child's attendance please email attendance@croydon.ac.uk with your name and contact number, plus your child's Student ID.

PLEASE NOTE: The attendance team are unable to offer technical advice.

Technical advice

The Parent Portal has been tested on a variety of devices (PC, Mac, tablets, mobile) and browsers. If you are experiencing difficulty accessing the parent portal please ensure your browser is the latest version of one of the browsers below:-

- On PCs – Chrome, Firefox, Edge, Internet Explorer
- On Macs – Safari, Opera, Firefox

To view the attendance record we advise you download the latest version of [Adobe Acrobat Reader](#).

Please see the [Technical Advice](#) help file for more detailed help.

Parent Portal Screens – Accessing your child’s records

Attendance

The screenshot shows the Proportal interface. At the top right, there is a 'Log Out' button. Below the header, a 'Welcome' message is followed by 'Please Select a student'. A 'Student Name' field is highlighted with a callout: 'Click on the student to view details'. Below this, the 'Central Reports' section is visible, showing a 'Report List' with 'Individual Student Attendance & Punctuality Report' selected. A 'Criteria' dropdown is set to 'Student ID (1) - Readonly', with a callout: 'Click to run report'. A 'Reports' callout points to the report list area.

Parent Portal - Individual Student Attendance Report

Academic Year 18/19	Total Marks 63					Annual Summary	
Student ID	Attended 60					Attendance 95.2%	
Student Name	Late 1					Punctuality 98.3%	
w/c	Monday	Tuesday	Wednesday	Thursday	Friday	Att %	Punct %
10/09/2018	// \	--	--	--	--	100.0%	100.0%
17/09/2018	// \	--	--	--	--	100.0%	100.0%
24/09/2018	// \	--	--	--	--	100.0%	100.0%
01/10/2018	// \	--	--	--	--	100.0%	100.0%
08/10/2018	// \	--	--	--	--	100.0%	100.0%
15/10/2018	// \	--	--	--	--	100.0%	100.0%
29/10/2018	// \	--	--	--	--	100.0%	100.0%
05/11/2018	// \	--	--	--	--	100.0%	100.0%
12/11/2018	// \	--	--	--	--	100.0%	100.0%
19/11/2018	// \	--	--	--	--	100.0%	100.0%
26/11/2018	// \	--	--	--	--	100.0%	100.0%
03/12/2018	// \	--	--	--	--	100.0%	100.0%
10/12/2018	// \	--	--	--	--	100.0%	100.0%
17/12/2018	// \	--	--	--	--	100.0%	100.0%
07/01/2019	0/ \	--	--	--	--	66.7%	100.0%
14/01/2019	// \	--	--	--	--	100.0%	100.0%
21/01/2019	// \	--	--	--	--	100.0%	100.0%
28/01/2019	// \	--	--	--	--	100.0%	100.0%
04/02/2019	// \	--	--	--	--	100.0%	100.0%
11/02/2019	/0 0	--	--	--	--	33.3%	100.0%
25/02/2019	L/ \	--	--	--	--	100.0%	66.7%

Key to Attendance Report
 / - Present AM O - Absent
 \ - Present PM L - Late

For more information on attendance please see the

[Attendance Report & Enquiries help file](#)

Viewing other information

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

The screenshot shows the Parent Portal interface. A 'Log out' callout points to the top right corner. A 'Home' callout points to the 'Home' link in the top navigation bar. A 'Click menus/links' callout points to the 'Student Information & Markbooks' dropdown menu, which contains links for 'Student Details', 'Further Details', 'Achievements on Entry', and 'Uploaded Documents'. A 'FE/SFL Progress Review' callout points to a meeting entry in the 'My Meetings' table.

Meeting Date:	Time:	Meeting Type	Meeting Category	Status
07/10/2019		FE/SFL - 1st Progress Review	FE/SFL - Progress Review	

Reports

- [Attendance & punctuality report](#)

Student Information

- [Student Details](#) – Student details including Enrolments and Tutors
- [Further Details](#) - (this page shows if parental consent has been given/recorded for visits)
- [Achievements on Entry](#) – where prior achievements have been declared on enrolment
- [Uploaded Documents](#) – includes copies of letters sent home to student/parent

ILP

- [Information I Have Read](#) – College Policies and Procedures
- [Target Minimum Grades](#) - Students on Level 3 courses will have a TMG, which is the minimum target grade they should be capable of achieving.
- [My SMART Targets](#) – These are the student’s SMART targets, set and reviewed by tutors. Students can also create their own SMART targets.

Meetings

- [My Meetings](#) – details of all recorded meetings including quarterly Progress Reviews, which will replace the previous twice yearly Reports to Parents.

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