

## Troubleshooting – support for families

### 1. *It won't recognise my details to log in*

This is simple to solve, but requires a little patience. First of all, check that you are using your child's full name ie Robert, not Robbie. If you are a Miss, please check that the system does not have you as a Mrs or a Ms – try all of them. You can always let us know at a later date and we will rectify this for you.

Try all email addresses you have. It might be that you have changed it, but never informed the school.

Finally, try your partner's details as they might be Priority 1 and the administrator for the system.

### 2. *I've managed to log in, but there are hardly any appointments left*

Our busiest times are between 5.15-6pm so if this is the only availability you have, please log on as soon as it goes 'live'. This will be approximately a month before the parents' evening itself and you will receive reminders via text of the dates and times it will be open. This info is also available on our social media platforms. We also suggest that you join the waiting list for those staff as appointments often become available closer to the date. If you would like to discuss a particular issue with a teacher, please contact them via email, telephone or by speaking to a member of staff in the foyer who will pass the message onto the teacher in question. Please do not stand a queue to speak to them as they cannot see anyone without an appointment on the evening to allow for the system to run to time. Please allow 48 hours for staff to return calls or messages.

### 3. *The wrong teacher is listed for a particular subject ie Miss Jones for Maths and my child's teacher is Mr Bloggs.*

Make your appointments as normal, but contact the school as soon as possible so that this can be rectified and the incorrect appointment can be made available for someone else.

### 4. *I am only able to make an appointment with one of my child's science teachers, but they are taught by three.*

In order to offer as many appointments as [possible on the evening, we will appoint a lead teacher for departments where there is more than

one teacher. Amongst the staff, they will discuss the student's before the parents' evening, so that you get the entire picture. If you feel that you need more specific information, please email, telephone or leave a message via a member of staff in the foyer for the teacher to contact you – please allow 48 hours for staff to return calls or messages.

5. *How do I know when my appointments are?*

Just before the evening, we suggest that you either print the appointments by logging into your account or take a screen shot to bring with you. There is limited tech support on the evening to print of your appointments.

6. *I have no internet access so cannot make appointments.*

This software works just as well on a phone as it does on any other device. However if access to any device is not possible, please contact your child's pastoral team and they will be able to help you.

7. *I have made appointments, but now cannot attend.*

Please contact the school and inform them as soon as possible. If it is the case that you cannot attend a section of appointments earlier in the evening, but can attend later, please inform them of which appointments you need to be cancelled. You can also do this yourself by logging onto your account. If it is the case that you cannot attend any of the evening, please log on and cancel your appointments or contact the school to cancel them for you.

8. *I am completely confused and need help using the system.*

The earlier we know the better. Someone will contact you and help you to make appointments. Where possible we prefer to walk you through the system so that you are able to use the system for future evenings or events.