PARENT /CARER HUB

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User Guide – Learners & Parents

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Version: 1.5

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Introduction

Quick Overview

This document highlights the key features and functionality of the Parent/Carer Hub which both parents and learners will benefit from.

The Parent/Carer Hub enables the learners to:

- Authorise which parent/carer can view their Parent/Carer hub homepage
- Gain access to attendance, punctuality as well as their timetables.

They can keep a track of which lessons their learner has attended and at what times and days during the week will they have those lessons.

Learner's will grant access to the Parent/Carer Hub for parent/carers or contacts through the Learner Hub portal by visiting this link: https://admissions.osc.ac.uk/

When authorised, Parents/Carers and contacts can log into the Parent/Carer Hub by visiting this link: https://ontrack.osc.ac.uk

Please follow the steps below to create access for contacts or parents.

Learners – What Can They See?

Navigating through Parent/Carer Hub

This section explains a few simple steps on how a user can benefit from using Parent/Carer Hub and what rights the learner has to enable a specific parent/carer to view their college progress via OnTrack Hub.
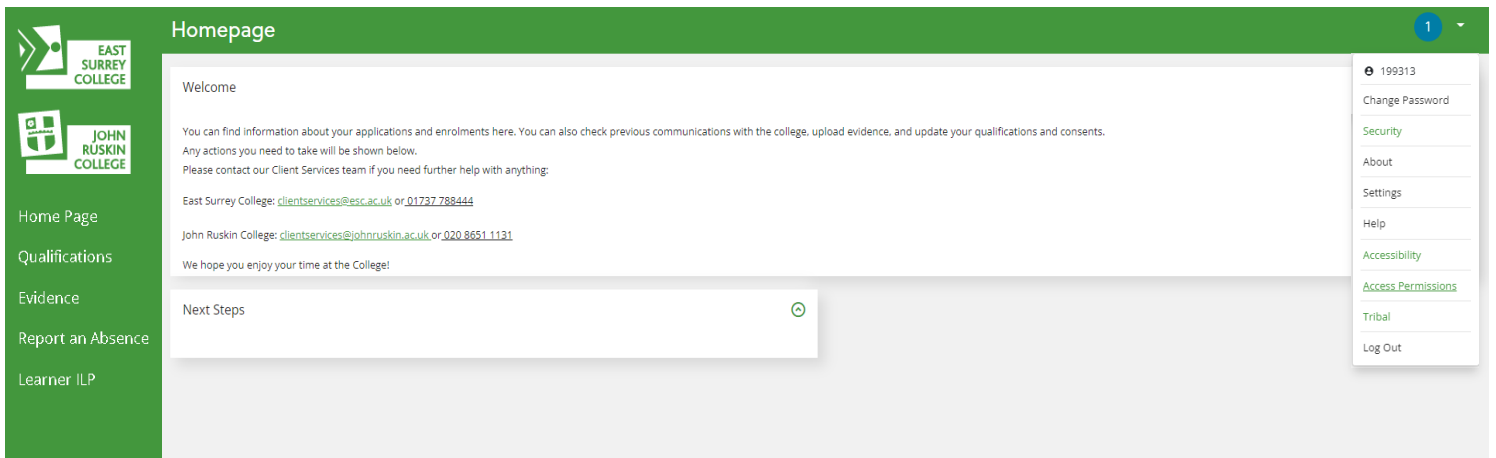
Step 1 – Log In

To enable access to a parent/carer, the learner will log in on Learner Hub, using the following link - https://admissions.osc.ac.uk/ and use single sign on to login.
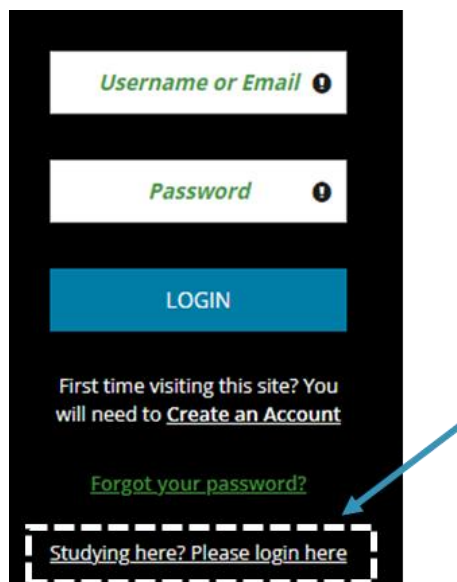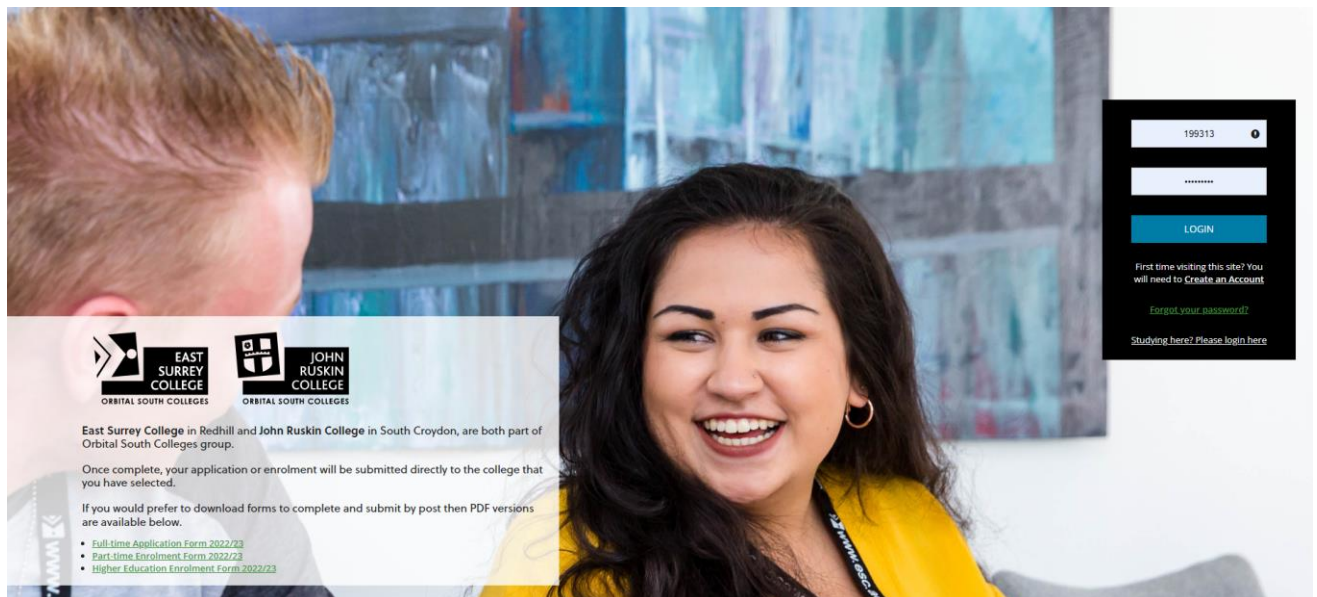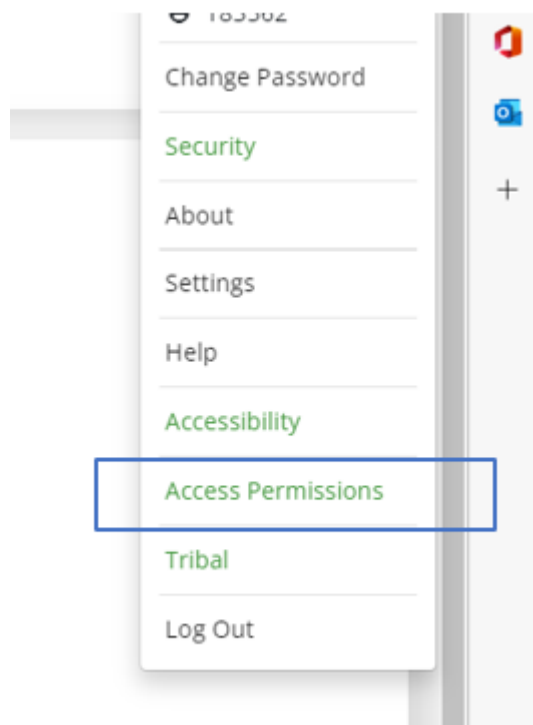
Step 2 – View Access Permissions

Learners will be able to select from any predefined contacts that have already been set up within our EBS system
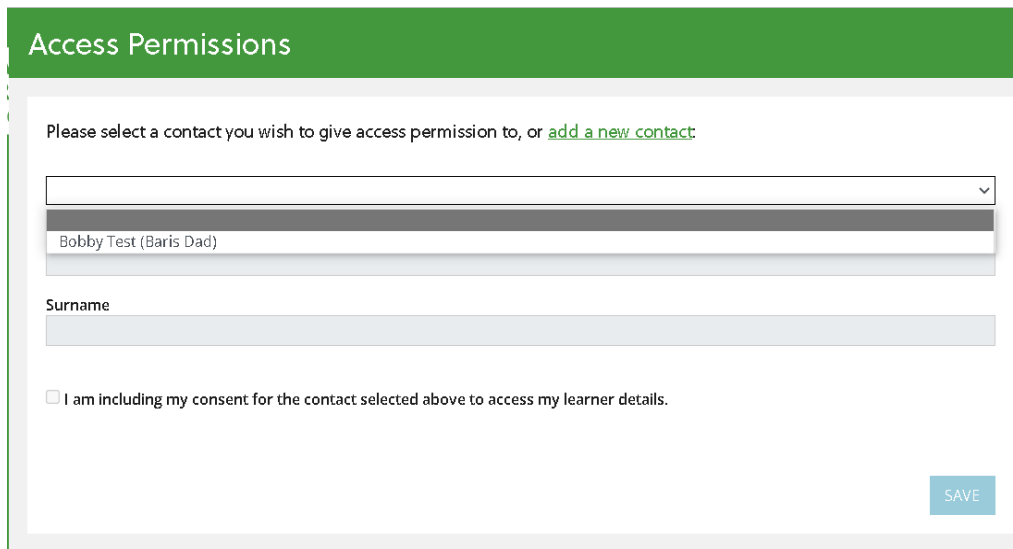

To gain access to the Access Permission page click on the learner profile picture/icon in the top right of the screen. This will give you the secondary navigation menu as below. Click on Access Permissions.

Granting permissions to your contacts

The learner can select a contact (pre-registered with the college systems) within the Access Permissions form, if they are not already added on the permissions list. These would have been already uploaded during your enrolment at the college.
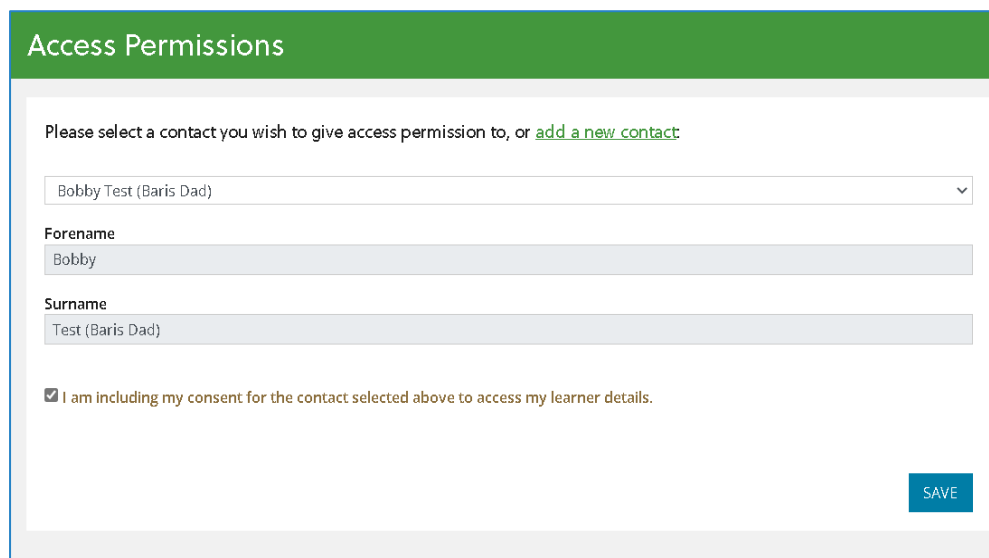
Once the learner has chosen the contact, they then give permissions by saving the form and ticking the consent box to allow their details to be shared with that contact. The screenshot below shows an example of how the Access Permissions form should be filled out:

Step 3 – Add/ Authorise Contact

Once the learner agrees to sharing their learner details and saves, the contact will appear in the list of contacts who already have permissions. The system will then send an activation link email to the contact to allow them access to set up their user account and gain access to the Parent/Carer hub.
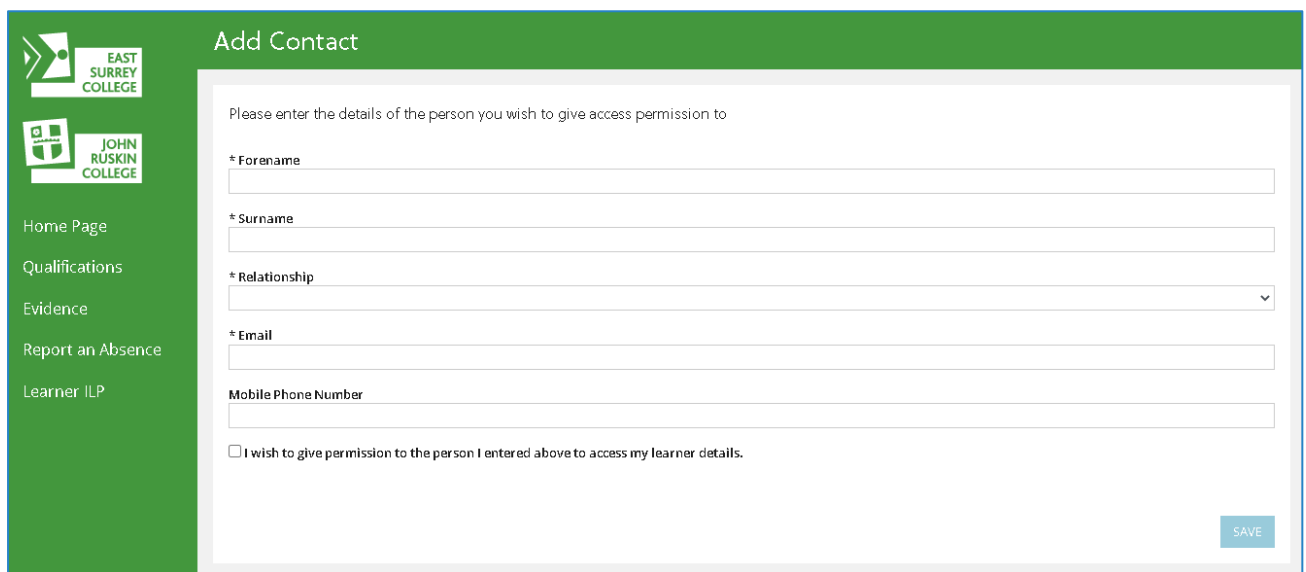

This email will expire after 24 hours – if it expires the learner will need to resend the activation link from this screen. Clicking on the relevant contact checkbox and clicking on the "Resend" button.

If there are no contacts to select in the dropdown or they are incorrect, the learner can manually add a new contact. This can be done by selecting the 'add a new contact' link, and a form will display like the screenshot below
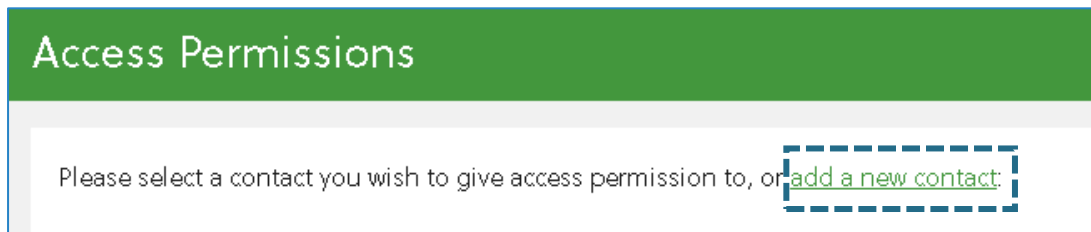
The new contact details can be set up from this form, however it will require an additional step for college staff to authenticate and approve.

Once college staff have approved the contact, an option will appear to allow you to send an activation link via an email. This will allow learners to co-ordinate access with their parent/carer. Emails will expire within 24 hours of when these are sent – notified by the email that they receive.

The learner will need to click on the contact checkbox in the Resend Activation link section of the Access Permissions page and then click on the "Resend" button. The contact will then receive and email to allow access to the system.

Access Permissions

	⌄

Forename

Surname

☐ I am including my consent for the contact selected above to access my learner details.

SAVE

Resend Activation Link:

Contact Name	Email	
James ████	████@esc.ac.uk	☐
Jack Smith	████@hotmail.com	☐

Showing 1 to 2 of 2 records   ‹ ›

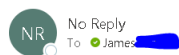RESEND

Parents (Contacts) – What can they see?

What can Parents view on Parent/Carer Hub?

Parents/Carers, who are authorised to access their learner's details, will receive a confirmation email to validate and verify themselves before an account is created for them.

Step 1 – Account Activation Email

This is the account activation email that will be sent out to the parent/carer:


The Parent (Contact) must click on the "Create account" to authenticate themselves.

Step 2 – Validating the Contact

The parent/carer will open the 'Create Account' link in the email and will get directed to OnTrack Hub page - They will need to confirm the learners date of birth
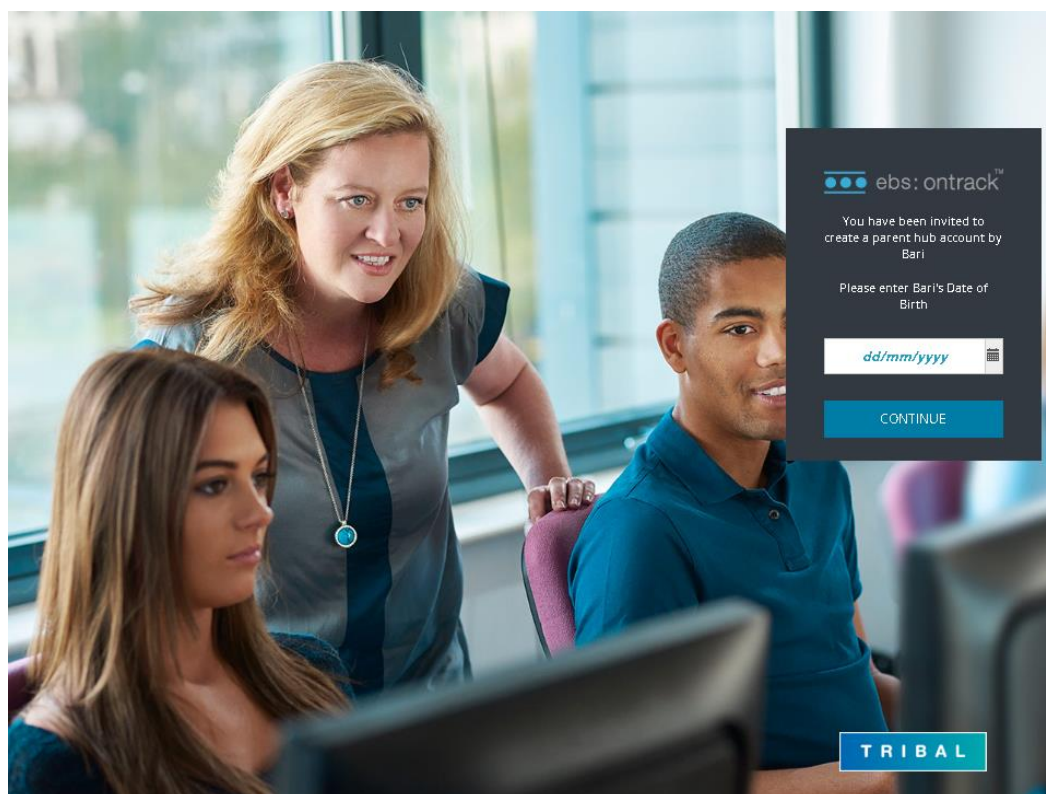
When they have entered the learner's correct date of birth, they will also need to confirm their email account to validate they are the authorised contact.
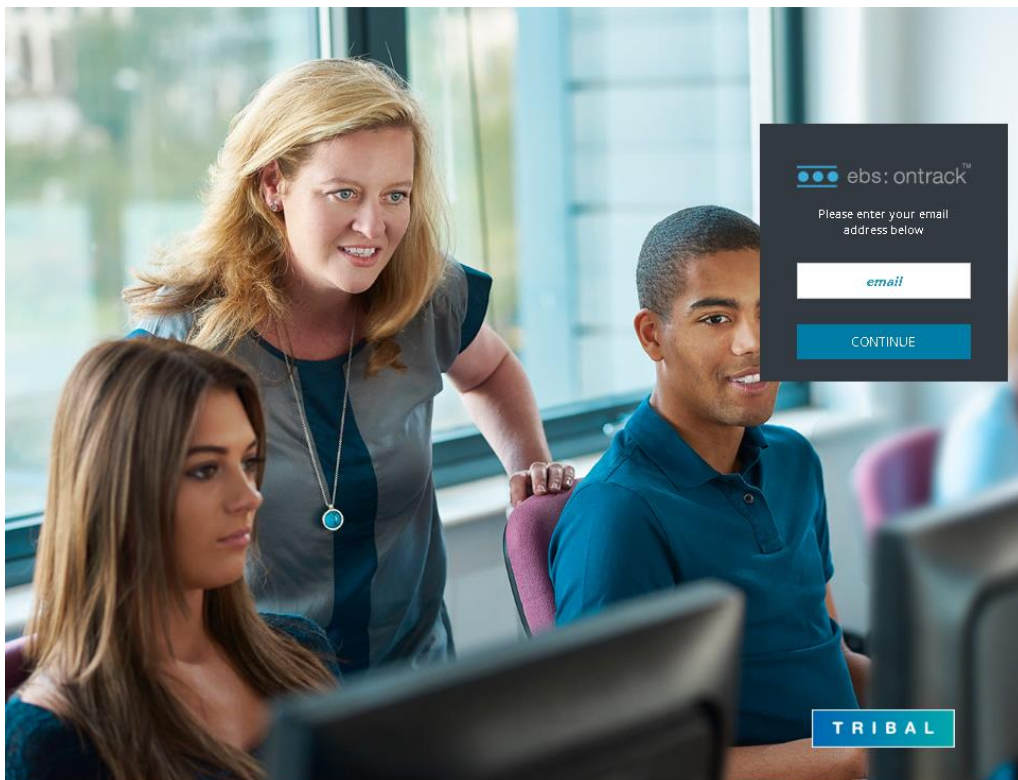

Once authorised, they will be asked to set up a password, as shown in screenshot below:
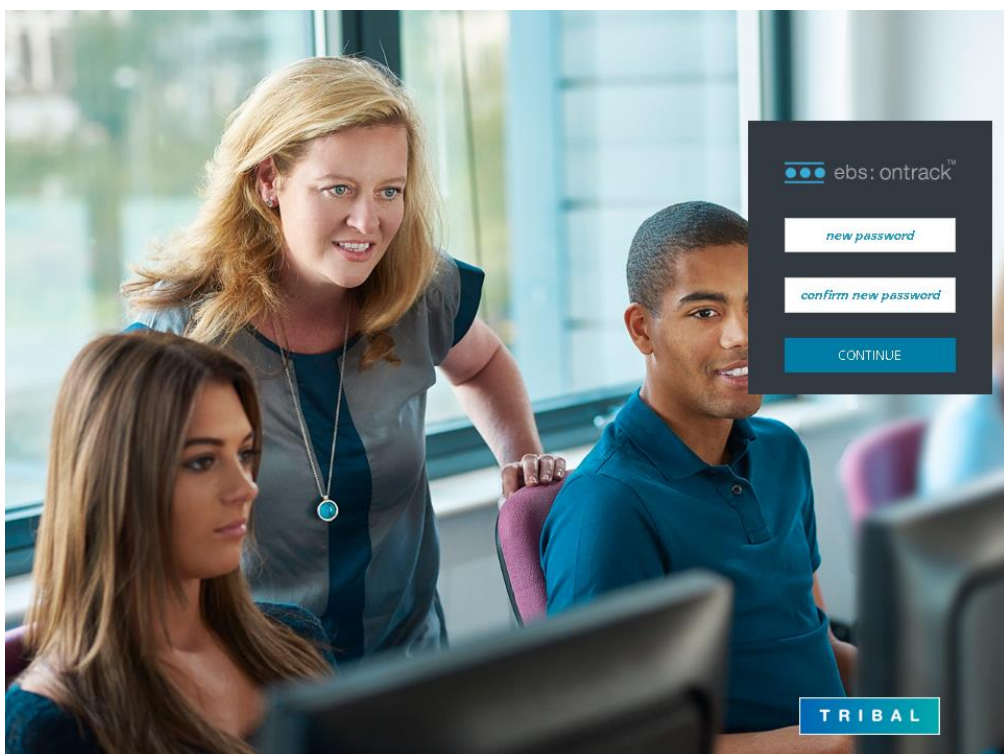
Step 3 – View Learners Details on Ontrack Hub

Upon setting up your account the parent (contact) will be logged into Parent/Carer Hub. You can view your username in the top right of the profile secondary menu should you wish to save that to log in with in the future. Alternatively, you can use your email address.
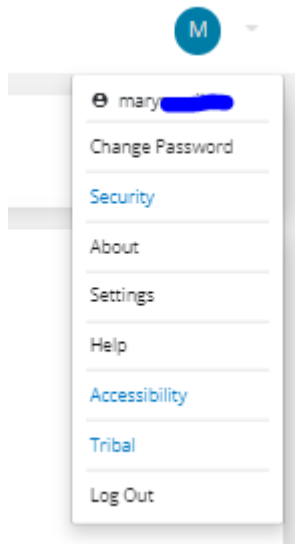
The homepage displays their learner's attendance and punctuality percentages, along with 2 links, 'Learner Details' and 'View Timetable', which they can click on to see further information, as shown in screenshot below.
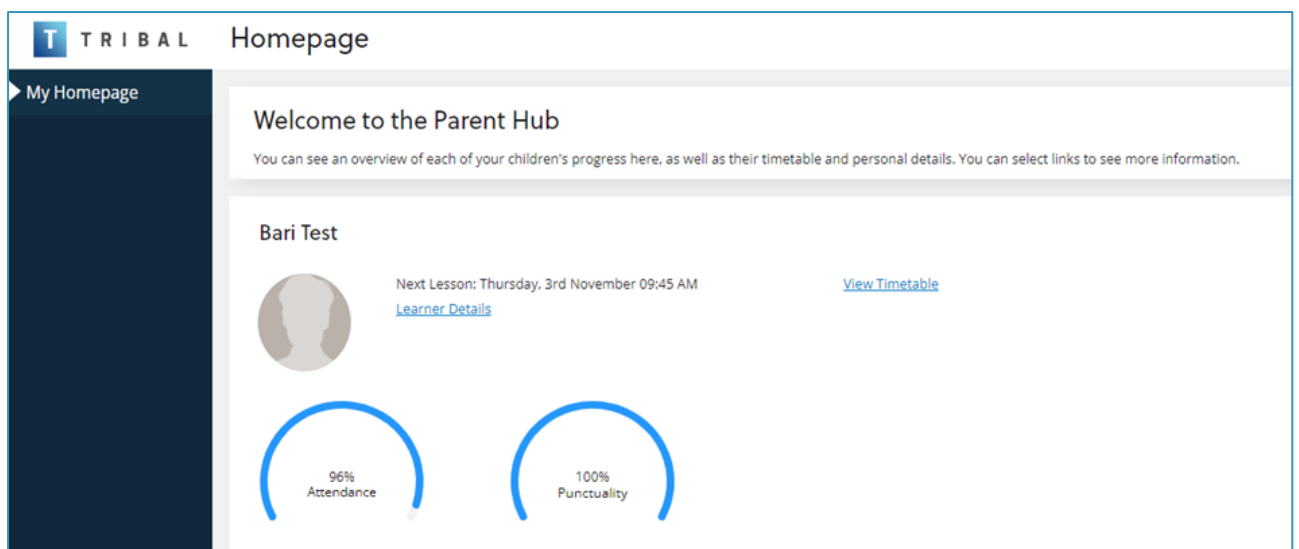
Step 3a – Learners Details

When the parent/carer clicks on the Learner Details link, they can view their overview, along with personal details like their home address, email, college course that they are enrolled on.

The following screenshots display each segment of the Learner Details page:

a) Learner Overview

b) Further Details

c) Emergency Contacts

d) Support Needs

Step 3b – Timetables

Parent/ carers will also gain access to view their learner's timetable, by using the 'View Timetables' link from the Homepage, or by using the 'Timetable' link on the left side navigation bar.

Step 3c – Attendance

The learner's attendance marks for their enrolled course can be seen via the 'Attendance' page link on the left side navigation bar.

Here is a list of the usage codes for registers:

Main Usage Code	Description	Further information
/	Present	
L	Late	
N	Lesson Not Held	This could be used for a public holiday
O	Absent	
Z	Remote Present	Remote working - Present
X	Remote Absence	Remote working - Absent
Other Usage Code		
B	Bursary Absent	Learners will not lose out of bursary payments if they are absent from the college but need to attend an external meeting that the college has agreed is important.
E	Exam Attendance	
S	Suspension	
T	Interview	
V	Trips and Educational Visit	
W	Work Experience	

FAQ's

What if my parent / contact doesn't receive an email from OnTrack Hub (Parent/Carer Hub)?

When you authorise permissions for your contacts in learner hub the contact will be sent an email to grant them access to Parent/Carer Hub. However, this email will expire after 24 hours. Therefore, you may need to resend the activation link to the contact if this happens.

To resend an activation link please follow these steps:

1. The learner will need to log into Learner Hub and go to their Access Permissions page (as shown in previous steps)
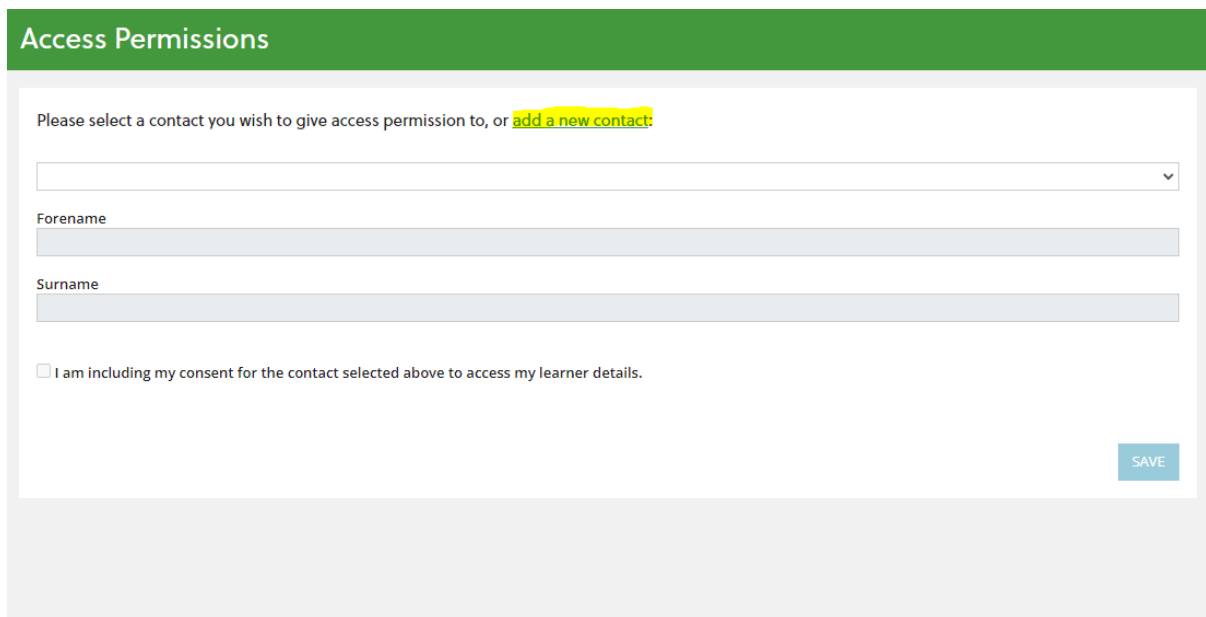
2. Check that the Resend Activation link is available in the section below.

3. Check the email is the correct email address, click on the checkbox above and then click the "RESEND" button.
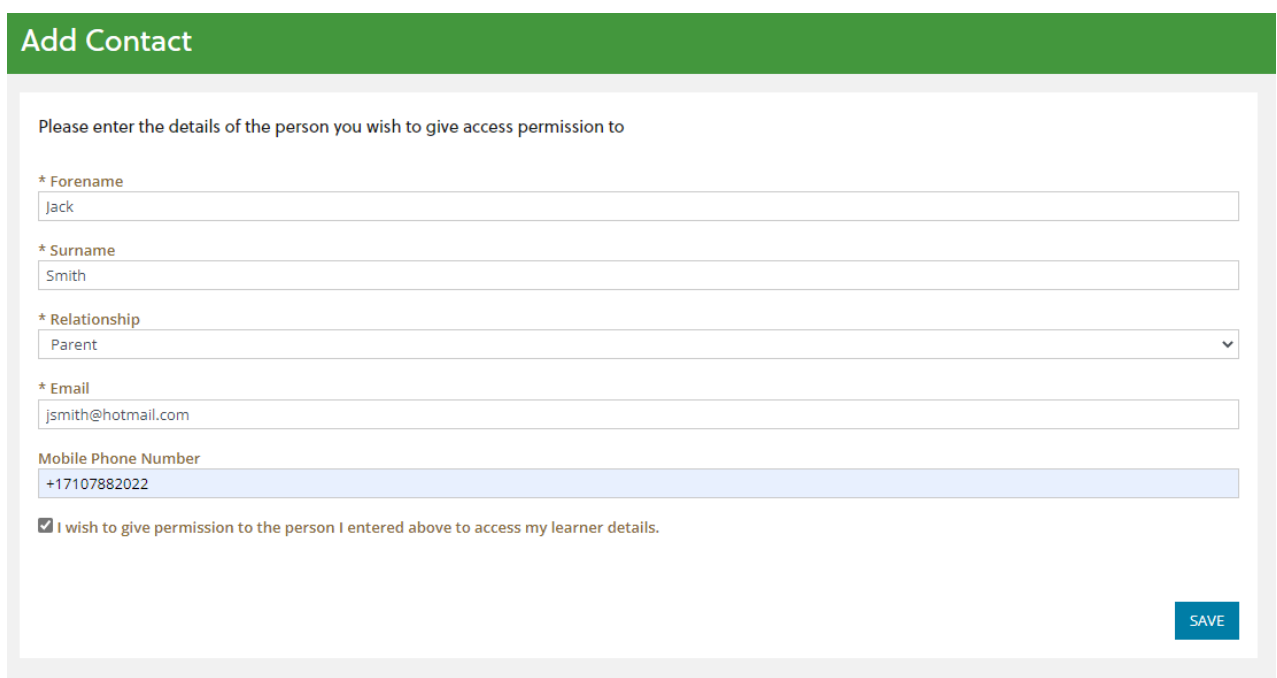
It is possible to add a new contact, follow these steps:

1. The learner will need to log into Learner Hub and go to their Access Permissions page (as shown in previous steps)

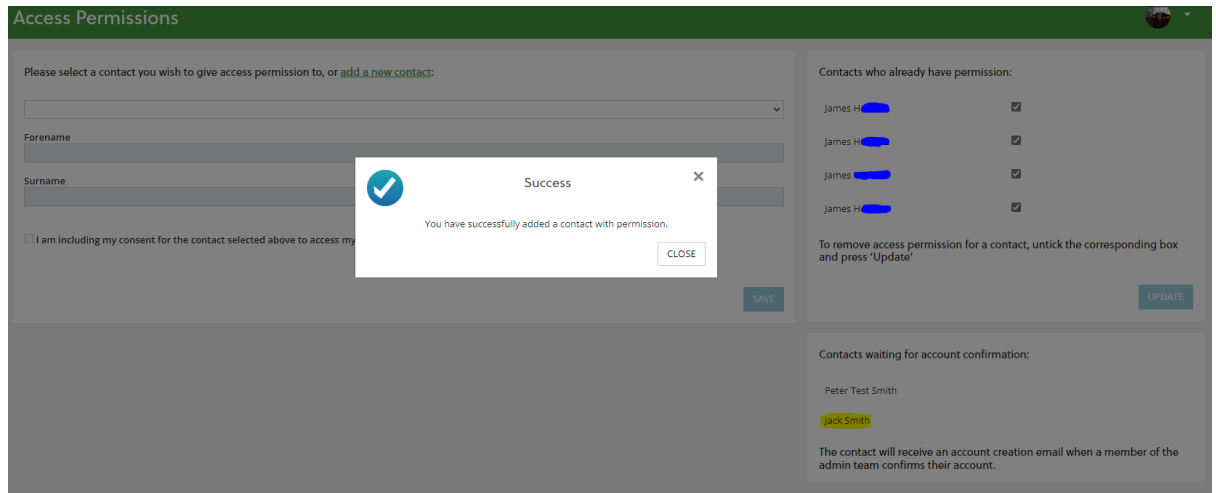2. Click on the "Add a new contact" option at the top of the screen

3. Enter the details in the form for your contact and click on the checkbox to grant permissions and then click on the "Save" button.

4. The System will confirm the contact has been saved and then it will appear in the contacts waiting for account confirmation.

5. An automated script is then set up to run to approve this contact – it should be run within 3 minutes.

6. Once the contact has been approved, the **learner** will then be able to **resend an activation link** to the contact to allow access to Parent/Carer Hub. Note please refresh your page after the 3-4 minutes to see if the automated script has run and the activation link can be resent.

It will appear link this and the resend activation link will be present:
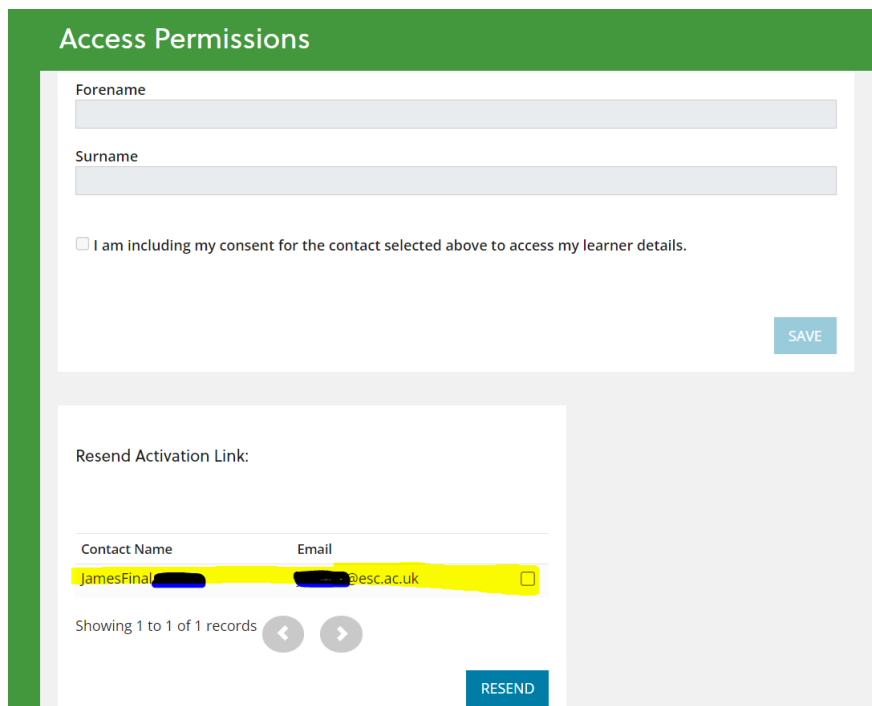
(See how to resend an activation link - below)

How do I resend an activation link for my parent / contact?

1. The learner will need to log into Learner Hub and go to their Access Permissions page (as shown in previous steps)
2. If the contact has been approved by the college support team or an email sent previously has expired, then it will be possible to resend an activation link. You will see this option in the Access Permissions page here.

3. Click on the relevant contact checkbox and then click on the "Resend" button. The contact will then have further time to activate their account. Please complete this as quickly as possible. They will need to validate the request with the learner's date of birth and their email address.

What is the difference between OnTrack Hub (containing Parent/Carer Hub) and Learner Hub?

Parent/Carer Hub is hosted within OnTrack Hub available at **https://ontrack.osc.ac.uk**
This is the web portal for Parent/Carer Hub and contact access functionality so that they can view learner details, timetable and attendance information.

Learner Hub is the learner portal available at **https://admissions.osc.ac.uk**
This is the primary web portal for student functionality so that they can report an absence, see their Individual Learning Plans etc.

What do the Attendance report codes mean?

See page 15 for a list of register codes.

If I still have problems, who can I contact?

Please contact the Learning Resource Centre (LRC) at East Surrey College who will help you to resolve your issue.

Phone: 01737 772611 ext 5900

Email: LRC@esc.ac.uk