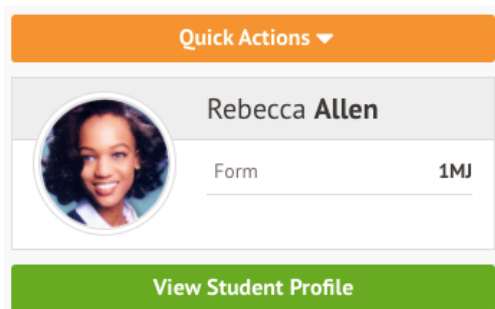


Seeing and updating my child's information on the Parent Portal or Parent App

The **Student Profile** on the Parent Portal gives you an overview of the student's personal details. To get to the student profile select the green **View Student Profile** button.



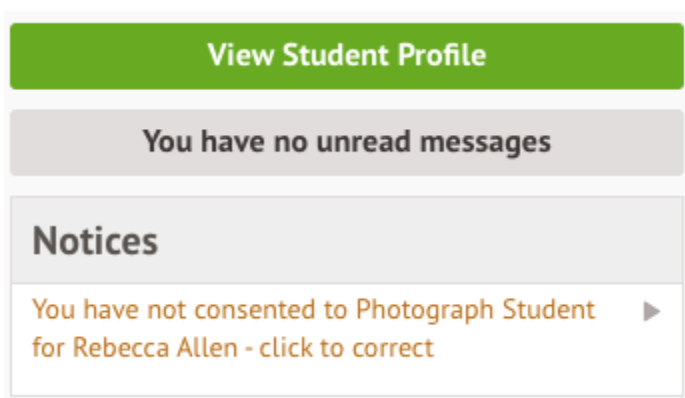
Notices and consents

This section contains a list of missing information (including consents) on the student's profile.

Top Tip: You'll still see these flag after you've filled in the information if your school needs to approve changes made. Please wait for your school to approve the changes without adding this information again.


On the Parent Portal

You can also see these on your Homepage, under the **View Student Profile** button.



To update this information, click on a notice. A slide over will appear where you can add the required information.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.


Rebecca Allen
 Form 1MJ Year
 House Colville Tutor

Notices

- Rebecca Allen does not have a transportation method recorded - click to correct
- Rebecca Allen does not have a religion recorded - click to correct
- Rebecca Allen does not have any details on hearing tests - click to correct
- Rebecca Allen does not have any details on vision tests - click to correct

Add mode of travel for Rebecca Allen

Mode of travel*

Notes

For consents, you need to either **Give** or **Decline** consent.

Review Consent

Student	Rebecca Allen
Consent type	Photograph Student
Note	<input type="text"/>

You'll need to contact the school if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page. Please email office@riverview.staffs.sch.uk

Consents	
Photograph Student	Rejected by Jonathan Allen on 12 May 2021

Consent

Consent Details	
Consent type	Photograph Student
Requested date	12 May 2021
Status	Declined (12 May 2021)
Response by	Jonathan Allen

On the Parent App

To update this information, click on a notice.



Notices

Mason Bell does not have a transportation method recorded >

You have not consented to Internet Access for Mason Bell >

You have not consented to Photograph Student for Mason Bell >

Add the information, then click **Confirm**.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.

✕

Update Religion

Religion

Buddhist

Confirm

For consents, you need to either **Give** or **Decline** consent.

✕

Set Consent

Consent
Photograph Student

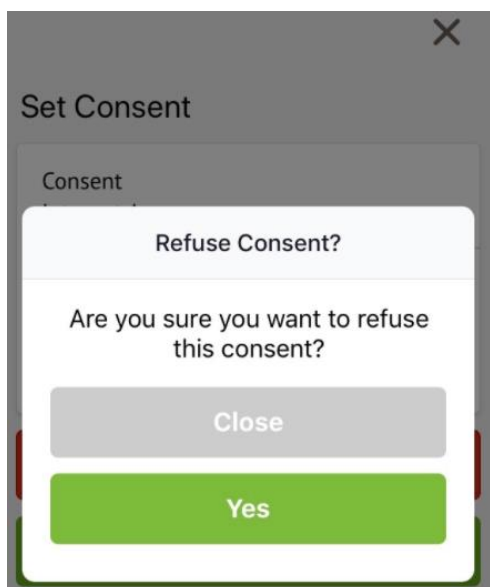
Note

Photos for internal purposes only

Decline Consent

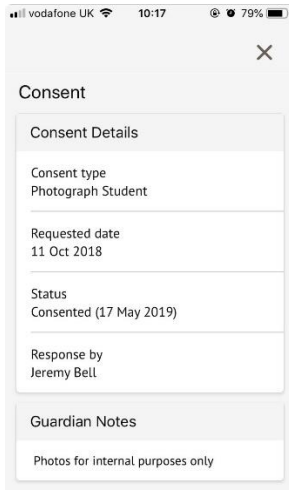
Give Consent

If you choose to decline the consent, you will be asked to confirm your choice.

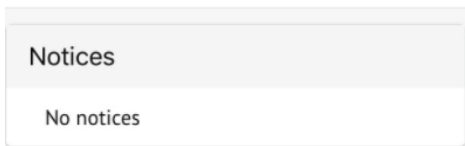


You'll need to contact the school if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page. Click for more information. Please email office@riverview.staffs.sch.uk

Consents	
Internet Access Rejected by Jeremy Bell on 17 May 2019	>
Photograph Student Consented by Jeremy Bell on 17 May 2019	>



When you have provided all the information required, the page will display that there are no more notices.



Contact Details

Student contact details

As a primary guardian, you can see and amend the child's contact details. You can only see postal addresses that you also live at with the child.

New contact details can be added by clicking **+Add**.

Student Contact Details		+ Add
Personal email	rebecca.allen@arbor-mail.com	▶
Mobile number	07700 900745	▶
Home number	020 8467 3814	▶
Home address	Lives with Pamela Allen. Hidden - hover over the question mark for details.	12 May 2021 - ongoing
Home address	29 Melrose Gardens London W6 7RN Rebecca Allen lives here This is a correspondence address	Ongoing ▶

You can edit or delete any contact details where there is an arrow symbol. Just click the field, click the **Edit** button, then edit or delete.

Please note: We strongly advise that address records are not edited, as schools require that all addresses are recorded. Instead, you can click *Add postal address* to input the correct address.

Student Contact Details	
Personal email	rebecca.allen@arbor-mail.com
Mobile number	07700 900745
Home number	020 8467 3814
Home address	Lives with Pamela Allen. Hidden - hover over the question mark for details.
Home address	29 Melrose Gardens London W6 7RN Rebecca Allen lives here This is a correspondence address

Edit Student Telephone Number

Please note - this is the telephone number for Rebecca Allen, not a guardian/emergency contact.

Number type*

Number*

Extension

Notes

Delete Cancel Save Changes

Mine and other guardian's contact details

The **Family, Guardians & Contacts** section displays all guardians linked to the student's profile. You can only see and update your own details.

You can add new contacts by following these instructions: [How to add new guardians and contacts for your child](#)

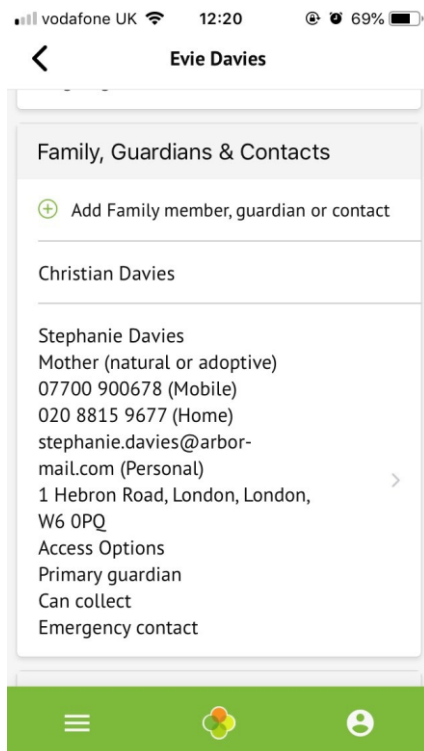
If you need to update another guardian's details, they will need to log in and update if they are a primary guardian, or you can contact your school to make any changes for you.

Family, Guardians & Contacts + Add	
Jonathan Allen	Father 07700 900572 (Mobile) 020 8467 3814 (Home) jonathan.allen@arbor-mail.com (Personal) 29 Melrose Gardens, London, London, W6 7RN Access Options Primary guardian Can collect Emergency contact
Megan Allen	You cannot see this guardian's details for security reasons

On the Parent App

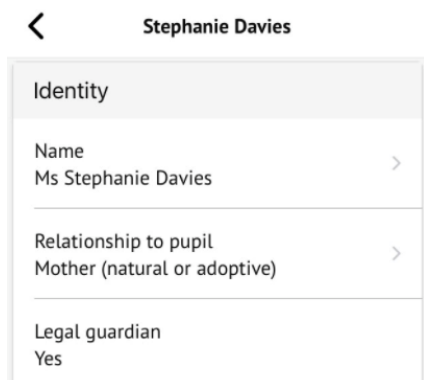
On the **Student Profile** page, scroll down to the **Family, Guardians & Contacts** section. It will show only the names of your child's other family members, and your information.

- To add a new contact click **Add Family member, guardian or contact**.
- To amend your information, click your name.



On your profile, click the **Quick Actions** button to add key information quickly.

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.



For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.

Edit email address

Email address owner
Stephanie Davies

Type
Tap to pick

Email address
stephanie.davies@arbor-mail.com

Delete

Confirm

Other information you can view and amend

On the Parent Portal

The **Student Details** section contains the student's personal information. Any information with the ► symbol to the right of it can be amended.

Click on the student details you would like to amend, a slide over will then appear for you to update the information, once updated select **Save Changes**.

Student Details

Name	Dean Adams
Sex	Female
Date of birth	15 May 2012
Ethnicity	Black - African
Religion	Not recorded - click to add
Language	English (Native speaker)
Service child	No

Student Contact Details

Personal email	abbie.adams@arbor-mail.com
Mobile number	07700 900640

Edit Language Ability

Language English

Proficiency* Fluent

Options

- Is Native Language
- Speaks language
- Understands language
- Language is spoken at home

Notes

Cancel Save Changes

The **Meal Preferences & Dietary Requirements** section shows what any dietary requirements the student has and displays the current meal preferences.

To add another dietary requirement, click **+Add** and update the slide over.

Meal Preferences & Dietary Requirements

Meal preference: None recorded

Dietary requirements: None recorded - click here to add

Previous Schools

Previous schools: None recorded - click here to add

Add Dietary Requirement

Please only use this form to add dietary requirements which are required for medical or religion reasons only.

Dietary requirement*:

Note:

The **Previous Schools** section will list the student's previous enrollment into past schools. To view details of a previous school listed, select it, a slide over will appear displaying all of the school's details.

To add a new historic school click **+Add**.

Previous Schools + Add

Previous schools: None recorded - click here to add ▶

The **Medical** section will load all of the medical details linked to the students profile. This includes the student's Doctor, Medical Conditions, Immunisations etc depending on what you have added.

To update any of the sections, click on one of them. Amend the details on the slide over and click on **Save Changes**.

Medical + Add	
Doctor	Not recorded - click here to add ▶
New medical condition	Penicillin Allergy Pending ▶
Allergies	None recorded - click here to add ▶
Immunisations	None recorded - click here to add ▶
New hearing test	05 May 2021 Pending ▶
Hearing tested	Not recorded - click here to add ▶
New vision test	New Vision Test Pending ▶
Vision tested	Not recorded - click here to add ▶
Handedness	Not recorded - click here to add ▶

If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.

Student Details

Name	Dean Adams
Sex	Female
Date of birth	15 May 2012
Ethnicity	Black - African
Religion	Not recorded - click to add
Language	English (Native speaker)
Service child	No

Student Contact Details

Personal email	abbie.adams@arbor-mail.com
Mobile number	07700 900640
Home number	020 8268 1406
Home address	36 Bromyard Avenue London

« Back

Student Record Change Request

Please note!

Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

Change	Update Religion
Requested	05 July 2023, 16:20, by Tina Adams <i>Mother (natural or adoptive)</i>

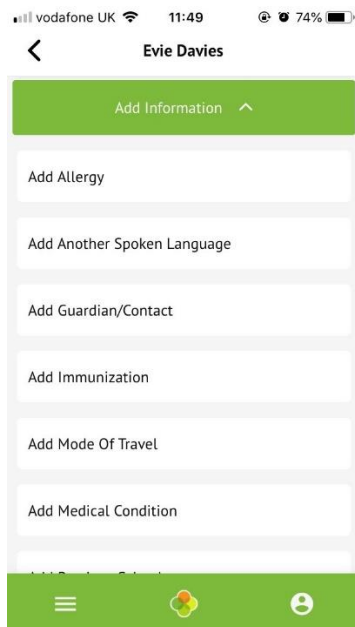
Changes

Religion	Old Value: New Value: Baptist	<i>Changed</i>
----------	--	----------------

Cancel Change Request
Close

On the Parent App

You can quickly add information by clicking the **Add Information** button and selecting the information you would like to add.



Once you have added the information, click the green button at the bottom.

Add Allergy

Medical Condition
Dairy Allergy

Severity
Moderate

Quick summary

Symptoms
Rash

Treatment
Antihistamines

Add Allergy

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

16:23 Dean Adams

Student Details

Name
Dean Adams >

Sex
Female >

Date of birth
15 May 2012

Ethnicity
Black - African >

Religion
Pending change
Not recorded - click to add >

Language
English (Native speaker) >

Service child
No

Student Contact Details

+ Add Email address

×

Change Sex - Dean Adams

Sex
Male

Cancel

Confirm

If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.

Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

Change
Update Religion

Requested
Mother (natural or adoptive)
17 May 2019, 10:27, by Stephanie Davies

Changes

Religion
Old Value:
New Value: Buddhist
Changed

Cancel Change Request

The child's name

You can edit your child's preferred first and last names.

Please note you will need to contact the school to request they change the legal first name, middle names or legal last name.

Student Details	
Name	Dean Adams
Sex	Female
Date of birth	15 May 2012
Ethnicity	Black - African
Religion	Not recorded - click to add
Language	English (Native speaker)
Service child	No

Edit Student Names	
Legal first name	Dean
Preferred first name	<input type="text" value="Dean"/>
Legal middle names	
Legal last name	Adams
Preferred last name	<input type="text" value="Adams"/>