



From mountain to sea

# parentsportal.scot

## Helpful Information for Parents/Carers

### **What is parentsportal?**

parentsportal.scot is a digital service to help replace the traditional school bag run, by providing direct communication to parents and carers through a growing suite of online services, including information about a child's education and the ability to complete transactions such as updating details or paying for school meals. parentsportal.scot has been built to provide convenience, enabling parents to access information, update details and transact at a time that suits them.

### **How do I register for parentsportal.scot?**

If you already have a myaccount, you can sign in using your existing details. If you do not have a myaccount, go to the parentsportal.scot homepage and click on register. When registering for a myaccount for the first time, please make sure you register using your own details and not using your child's name.

After you complete the registration process, you'll be sent a one-time use password by email. You can update this to something memorable when you sign in to your account for the first time. Registering for a myaccount takes around five minutes.

### **What is myaccount?**

myaccount is a simple, secure way to access a range of Scottish public services online using just one username and password. Provided by the Improvement Service and funded by the Scottish government, it is completely free and entirely voluntary.

This site was launched in April 2014 and is regularly being updated as and when new service providers (from Scottish public sector organisations) choose to deliver online services. myaccount is designed to work nationwide - giving public sector organisations across Scotland a shared, secure method of verifying who you are online.

You can find out more about myaccount by going to <https://signin.mygovscot.org>

### **What happens if I forget my username?**

If you forget your username, click on the sign in button on the parentsportal.scot homepage and select the option for 'Forgot Username' to retrieve your forgotten username.

When you request a username reminder, you will be asked to confirm your e-mail address, post code, gender and date of birth in order to verify that you are the account holder.

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### **What happens if I forget my password?**

If you forget your password, click on the sign in button on the [parentsportal.scot](https://parentsportal.scot) homepage and select the option for “Forgot Password.” When you request to reset your password, you will be asked to confirm your username, e-mail address, post code and date of birth in order to verify that you are the account holder. A new one time use password will then be sent to you by email.

### **How does it work?**

When you login to [parentsportal.scot](https://parentsportal.scot) and sign up to use a service, [parentsportal.scot](https://parentsportal.scot) receives some data from myaccount and some data from SEEMiS to allow a user to carry out a transaction. Once a transaction has been completed, the data will be sent to SEEMiS and/or a Service Provider; your data is then deleted from [parentsportal.scot](https://parentsportal.scot).

### **I’ve tried to link my child to myaccount, but I can’t get beyond step 1 – it says the data does not match – what do I do?**

To ensure a secure link to a child’s data, the information you have in your myaccount must match the information held in the school system. If the information does not match you will see a screen saying “Unfortunately, the details you provided did not match the data held in our records. Please check again that the details you entered were correct, if they were, please contact your child’s school to make sure the details held in the school system are correct to enable a secure link to be made.”

Examples why the link failed – your name or address appear differently in the school system; you have entered the incorrect details for your child – did you use a nickname? did you provide the correct address for your child? Did you enter the correct school class for your child?

If you are sure the information you have in your myaccount matches which is held in the school system about you, please contact your child’s school directly.

### **I didn’t receive the security code – what do I do?**

In Step 2, you can choose to receive a security code via text message to your mobile or via email. If the code hasn’t arrived via e-mail or mobile phone, it could be that the school doesn’t have the up to date e-mail address or mobile phone number for you. It’s the parent’s responsibility to ensure the school has your current contact details. If you have not received the security code, please contact your child’s school and inform them that you did not receive the security code, and that you need to double check that the e-mail address and mobile phone number they hold for you is correct.

### **How long will it take for the school to approve my request to link my account to my child’s details?**

School staff will check the system every working day, however please allow them 5 working days. If you have not heard anything within 5 working days, please contact your child’s school.

### **What if my request to link to a child has been rejected?**

If your request to link your account to your child has been rejected, please contact your child’s School to discuss further.



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### **How secure is myaccount and parentsportal.scot?**

myaccount has been carefully designed to give you highly secure access to public sector services and keep you in control of your personal information.

When you register for a myaccount, the information you provide is crosschecked with information held by National Records of Scotland (NRS) if you are resident in Scotland to ensure nobody else can create a fraudulent account in your name.

The physical and informational security policies, procedures, practices and configuration of the myaccount and parentsportal.scot service all follow current best practice. The system's security is regularly reviewed and audited.

### **Will you ever ask for my username or password by e-mail or over the phone?**

No. We will never ask for your sign-in details by email or phone. myaccount is for your personal use and is not transferable.

When you register for a myaccount, you will agree to keep your account details secure, and will not divulge your sign-in details or security question to any third-parties.

If a person or organisation asks for your username or password by email or over the phone, it may be a 'phishing' scam. To keep your account secure, never share your sign-in details with anyone.