

ePortal Help

What is ePortal?

ePortal is a secure website that allows access to information on any pupil or student you are parentally responsible for. You will be able to view personal details and contact numbers, attendance details, timetable, reports, academic progress and conduct events. You will not be able to modify any information but if you find that some details are incorrect then please get in touch with the school to ensure that they are updated. Using ePortal is exactly the same as using any other webpage. If you are familiar with the internet you will have no problems finding your way around.

How do I access ePortal?

From the school website (www.beechencliff.org.uk) click on the *Popular Pages* link and from there click on *ePortal*. Enter the username and password on the ePortal Login screen. Sometimes you may see a security alert but despite the warning it is safe to continue.

How do I navigate my way through the information on ePortal?

Please see the alternative link: Navigating ePortal

I have lost my Username and Password

In order to retrieve a lost username and password you should e-mail datarecords@beechencliff.org.uk to request they be re-posted to the contact address. We will not provide access details through e-mail or telephone.

How do I know when an Assessment or Report for my child is posted on ePortal?

The school calendar gives the dates when assessments and reports are issued for each year group. Parents will receive an email to notify them when reports are available to view on ePortal.

Will I get a paper copy of the Assessments and Reports?

All reports are paperless and accessed only on ePortal. If, however, you do not have access to the internet please contact the school and we will make arrangements for paper copies to be sent to you.

Who do I speak to if I have a query or suggestion?

For any technical queries or suggestions, please e-mail datarecords@beechencliff.org.uk. If you have any specific concerns about your son's progress please contact your son's tutor or Head of House.

Who has developed ePortal?

ePortal is the web interface for our main database. The database is called Facility, and this has been developed by Advanced Learning. You can learn more about Advanced Learning and ePortal at this site: <http://www.advanced-learning.co.uk/products/facility/>

Important safeguarding information:

- Please remember that the data contained within ePortal is sensitive.
- Ensure you keep your username and password safe and secure and do not make them available to anyone else.
- Always remember to log out of ePortal when you have finished using it so that no other individual can access the system.
- Do not leave ePortal open on your PC while you are away from it.

We hope that having online access to information about your child's education will help you talk about their education with them. Evidence suggests that the more parents involve themselves in their child's education, the greater the positive effect on academic progress.