Quick User Guide for Parents / Carers

What is Insight?
Insight is a secure on-line system which allows parents/carers to be able to log in using a user name and password to access up to date information about their child’s progress in school.
Once logged in, you will be able to view information such as attendance, progress, behaviour, school reports, book parent / teacher consultations and much more.

Go to https://insight.heart-england.co.uk and enter the username and password supplied to you. You will be prompted to create your own password at first login.
Please keep this password secure, as the Insight account contains personal and sensitive information about your children.

Insight for Students
All students have Insight accounts which uses their School login details, if their school login details have expired they will not be able to login to Insight either. Students have a slightly filtered and limited view, they can view most information but cannot edit or update any contact details, report absences or book Parent / Teacher consultations this can only be done using the Parent /Carers Insight account.

Logging on to Insight

If you have forgotten your password, enter your username OR email address. Your username and password will be emailed to you. Resets are only sent to the registered email account we hold on the system.
Snapshot
This gives an overview of your child’s information. If you have more than one child at the school, you can switch between them by clicking on their photographs at the bottom of the page.

Timetable
The timetable screen shows the current week’s timetable together with attendance for each lesson. You can cycle through week 1/week 2 timetables by using the << and >> arrows on the page.

Personal Details
This screen allows you to view and amend the contact details the school currently holds on system. You will only be able to view your own details here. Please make sure that we have your correct postal address, telephone numbers and email addresses. All updates are passed onto Admin staff who will review and make the relevant changes. If you want to add new contacts or change information for other contacts, please contact the school directly.
Your Child's Information appears here. Text that is underlined such as contact number can be amended by clicking on the text. Changes may take 24hrs or more to display.

Contact details and main contact. This can be amended

If you have more than one child, click on the picture or name to switch between profiles.

Use these tabs to navigate around Insight.

Button to Change your password / Merge accounts / Logout
Parent / Teacher Consultations
This page allows you to make appointments with your child’s teachers when parents evening consultations are scheduled, you will only be able to book appointments on your INSIGHT account and not your child’s INSIGHT account.

School Details
Here you can view the school address and telephone numbers as well as contact the school using the form found on this page.

Contact Teachers
This page lists the teachers and the subject they teach so you can contact them directly.

Homework
This page displays a list of homework set by each subject and the date the homework is due.

Behaviour (CALM)
This page will display all achievements and behaviour points. More information on policies are available to view on the Heart of England School website http://www.heart-england.co.uk/policies/
School Dinners
This page allows you to view your child’s school dinner balance as well as purchased items. Historical receipts are also available to view, this is a read only view and to add money you have to login to parent pay.

Receipt shows time/date, with purchases and remaining balance

School Reports
This section of Insight allows you to access Progress reports for your child. It is recommended that you have Adobe PDF reader installed for best results.
Reports can be printed using the printer icon located when the pdf loads, alternatively, the reports can be downloaded to your computer.
Notification of when new school reports are available will be posted on twitter and email communications.

All reports held on system are shown here
All year reports are show under one heading
Attendance

Attendance Summary

This gives a daily record of AM and PM attendance with percentage.

<table>
<thead>
<tr>
<th>Week beginning</th>
<th>Mon AM</th>
<th>Mon PM</th>
<th>Tue AM</th>
<th>Tue PM</th>
<th>Wed AM</th>
<th>Wed PM</th>
<th>Thu AM</th>
<th>Thu PM</th>
<th>Fri AM</th>
<th>Fri PM</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/09/2018</td>
<td></td>
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<td>100%</td>
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<tr>
<td>12/09/2018</td>
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<td>100%</td>
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<tr>
<td>16/09/2018</td>
<td></td>
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<td>80%</td>
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<tr>
<td>26/09/2018</td>
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<td>100%</td>
</tr>
</tbody>
</table>

Attendance Comparison

This gives a graphical view of attendance compared with the overall attendance of his/her tutor group and year group.

Lesson Summary

This gives a graphical view of your child’s attendance in each term during their time at Heart of England School.

Report Absences

You can use this to provide a reason for an absence, historical or planned. All information entered into this page will be sent to the appropriate member of staff who will record the reason for absence.
General Information

User Accounts – Shared household accounts, separated families, personal details.

If parents are living at the same address, then you will both share the same login to access your children’s information. Only if you are a parent that is not co-habiting, will you receive a separate username and password.

By default, Insight creates the username from the 1st Contact we hold on our system, only if a parent is not co-habiting and is listed as the 2nd contact will they receive their own unique username and password.

Please ensure all forms are completed and returned with the correct details.

Changing /amending my personal details

Insight allows you to keep the School up to date with your current details, if your circumstances change such as living address, simply click on your address to change the details. This applies to telephone number / mobile number changes and email addresses. Your details are not updated straight away, as they have to be approved internally, once approved your new details will be shown the next time you login.

If you are unable to change any details you may be logged in under your child’s INSIGHT account please logout and login with the parental username and password we have provided.

*If you have an email address, please check to confirm that it is correct as this is a requirement for future password resets.

If your personal circumstances change, please inform the School.

Viewing the Insight webpage via Mobile device

Please be aware, not all mobile phones support the Insight website. Although devices such as iPads will allow you to use Insight, it is optimised for use on a computer using a browser and therefore you may find some functions of Insight may not work.

For the best viewing experience, please use Internet Explorer/Google Chrome/Firefox.

For viewing reports, Adobe Reader should be installed to ensure they are viewed in the correct format. All the above are available to download free.

Workplace Internet Restrictions

Some workplaces restrict specific services / websites, speak to your IT administrator providing the address https://insight.heart-england.co.uk/INSIGHT

Security / preventing unauthorised viewing

Please remember not to select the ‘remember me’ option if you are using a PC at work, or in any public place. Always ensure you ‘log off’ when you are finished by clicking on the door icon located bottom centre of your screen. Simply closing your browser window will keep you signed in and will allow an unauthorised person to view your account information if they revisit the Insight homepage.
How do I reset my password?

If you forget your password, don’t panic! Simply visit the insight homepage; beneath the main login window you have the option to reset your password. Simply enter your username or registered email address and click on the ‘Submit’ button. If you have an email address and it was listed correctly in Insight, you will receive your new password via email. Look for the recipient name Insight@heart-england.co.uk within your inbox. If you cannot see this email, please check your Junk Mail filter. If you do not have an email address, your details will be sent by text message.

(Remember to update Insight whenever you change your email address)

How do I change my password if I am already logged in to Insight?

Look for the ‘padlock’ icon at the bottom centre of the Insight webpage, simply click on this option and enter your amended password and then again to confirm your new password.

I cannot see the Parents Evening icon to book consultations?

You have logged onto INSIGHT with your child’s username and password, Children are not allowed to book consultations, logout and login with the username and password we have provided, for queries such as lost Username, problems logging in, contact insight@heart-england.co.uk and we will aim to respond within 24 hours.

Report your child’s absence via Insight?

If your child is absent or you are aware of a future absence, please login, click on the ‘Attendance’ tab (bottom left), and click on ‘Report Absence’ Select ‘Historical absence’ or ‘Planned absence’ and then select your valid reason from the drop down menu. Complete the available form.

Please note you cannot use this option to inform the School regarding holiday leave, please fill in the required paper based holiday form.

My child’s attendance in one of the subjects is missing or incorrect?

In rare instances, a teacher may not be able to enter your child’s attendance into our system. As an example, the laptop used to take the register may be out of action due to repairs carried out by our IT Technicians.

I have more than one child, how do I view their individual details?

At the top left of the Insight webpage, you should see a picture for your child. If they have not yet had a School photograph taken, then an empty picture frame will be displayed. Simply click on the child’s photo or name to switch between accounts to view, and only their details will then be displayed such as Timetable, Behaviour and so on.

If only one of your Children is displayed or you have two separate accounts, then please contact the School as the information we hold on your children’s accounts may be entered slightly differently.

This is usually because Priority 1 contact or the children’s home address is slightly different, you can also merge accounts manually by clicking your login name in the top right corner and selecting merge.

My webpage appears to have stopped working?

If you see the ‘please wait’ notification or the page is not loading for a prolonged period of time, simply press and hold down the ‘CTRL’ key and then the ‘F5’ key this will force a reload of any webpage.
Frequently Asked Questions by Parent / Carers

What help is available to me?

Email addresses are provided at the very top of this website. If you should notice any information that you believe is incorrect regarding your Child, please email office@heart-england.co.uk. For technical support queries only, such as lost username, problems logging in, contact insight@heart-england.co.uk and we will aim to respond within 24 hours.

We would also be grateful for any feedback about Insight to help our development of the system in future. Please address any feedback to insight@heart-england.co.uk.