

CONFIDENTIAL – KEEP SAFE

Circular 46 [«Admno» «HsCd» «TuCd»]

27th June 2008

RE: Electronic Reports - Online Family Portal

Dear Parent(s) of «**First_Names__**» «**Surname**»

You will now have access to your son's reports and attendance records online via the new Online Family Portal on our website. Please read carefully the instructions below.

Instructions

1. Do **NOT** lose this page – it contains login details (username and password) of a personal nature. This document was signed for by your son when he collected his report.
2. Go to the school website (<http://www.wbhs.org.za>) and look for the hyperlinks labelled **Online Family Portal** – it should be under the Academic section;
OR go directly to: <http://edusadmin.wbhs.org.za>.
3. At the Portal's login screen, enter your username and password (*see below*). Do **NOT** tick "**Remember Me On This Computer**" unless you are on a personal, secured computer.
4. Once logged in you will have 3 options (press "**Family**" if you don't see them):
 - **Assessment:** under **Students** will be your son's information. Under **Mark Reports** you can press **[Print]** next to Term 1 or 2 to see the relevant PDF report. You will be able to save or print these reports. You need to have a PDF reader installed on your computer.
 - **Attendance:** will show you all absentees logged for your son. **[First]** is for the oldest date, **[Last]** is for the newest date, **[Previous]** and **[Next]** should cycle through the pages. "**Absent Without Reason**" is the default entered.
 - **Accounts:** is disabled since we are currently not using an online system.
5. To logout press **[Logout]**.

Username & password:

1. They are **BOTH** case sensitive.

- | |
|--|
| 2. Your username is: «Family_Code» |
| 3. Your password is: «FamilyPassword» |

4. Be careful with zeros, Os, ones, Ls, etc. Refer to the alphabets and numbers below to confirm your alphanumeric characters:

ABCDEF GHI JKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789

Troubleshooting:

This access is on an experimental basis. Although we will strive to ensure everything runs smoothly, sometimes gremlins do creep in. Please report your problems as explained below. We can **ONLY** offer support via **E-MAIL** at this stage.

When reporting a problem or if you have a query:

1. E-mail ofp@wbhs.org.za (online family portal);
2. For **Subject:** type "OFP: " and give keywords of your problem, e.g. "OFP: Login failed error" or "OFP: Report missing".
3. Include your son's details as follows, in particular your son's admin number (Admno) and Family Code:

Admno	Surname	First Names	Class	House	Tutor	Family Code
«Admno»	«Surname»	«First_Names__»	«Cls»	«HsCd»	«TuCd»	«Family_Code»

4. Give a description of the problem and what you were doing when you had the problem.
5. If possible, give the web browser (Internet Explorer 7, Firefox, etc.) and the resolution of your desktop.
6. For security reasons do **NOT** send your password to anyone – if necessary, we will first confirm your identity against our database.
7. For security reasons, we will not be providing passwords telephonically or through other channels without first verifying your identity. Future requests for passwords will have to be done personally and a form completed and signed.
8. Please be patient as we troubleshoot your problem.

We hope this service will enhance your interaction with the school and improve communications.

Regards,

Mr M Badiali
ICT Manager