Insight Parent Portal: User Guide

Insight is a simple on-line user interface that allows you to see up-to date information on your child or children. Being able to access their information relies on certain details being held within the school system to link you as a parent or carer to their records. As we have not previously used a system to allow parental access, we are aware that there may be issues with your parental record that will prevent you being able to see the information. We hope you can appreciate there may be a few teething problems during the first few weeks. Please email insight@radcliffeschool.org.uk with your problem or query and it will be dealt with by the Admin Team in strict order. Please do not telephone as we do not have capacity to deal with queries in this way. Your help and cooperation is much appreciated.

You should have receive either a letter or an email setting out your username and password.

Go to https://insight.radcliffeschool.org.uk and you will see this screen:
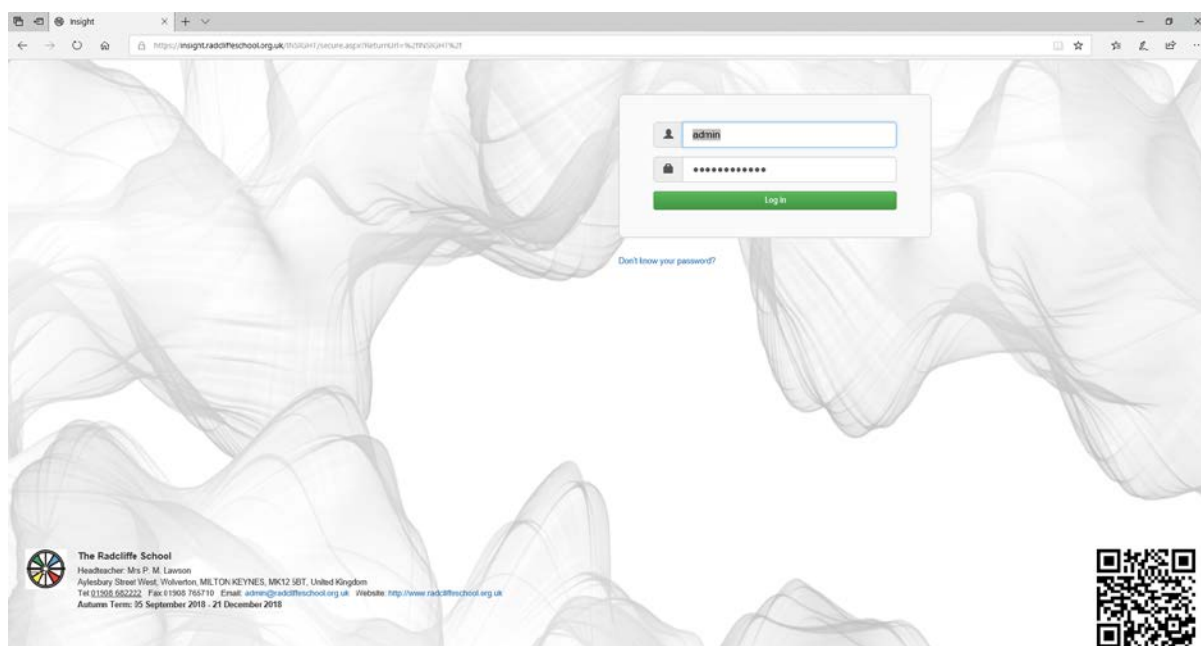

Enter the username and password that you have been emailed and click on the Green Log In button. If you forget your password you can use the "Don't know you password" link to receive a new password to your registered email address.

We recommend that you change your password to a secure password of your choice.

Please keep this password secure and secret, as the Insight account contains personal and sometimes sensitive information about your children. Please do not let your children use your login.

It is simple to navigate around the screens using the menu bar at the top. The default screen is "Snapshot" which gives an overview of your child's information. If you have more than one child at the school then you can switch between them by clicking on their name at the top of the screen.

Snapshot
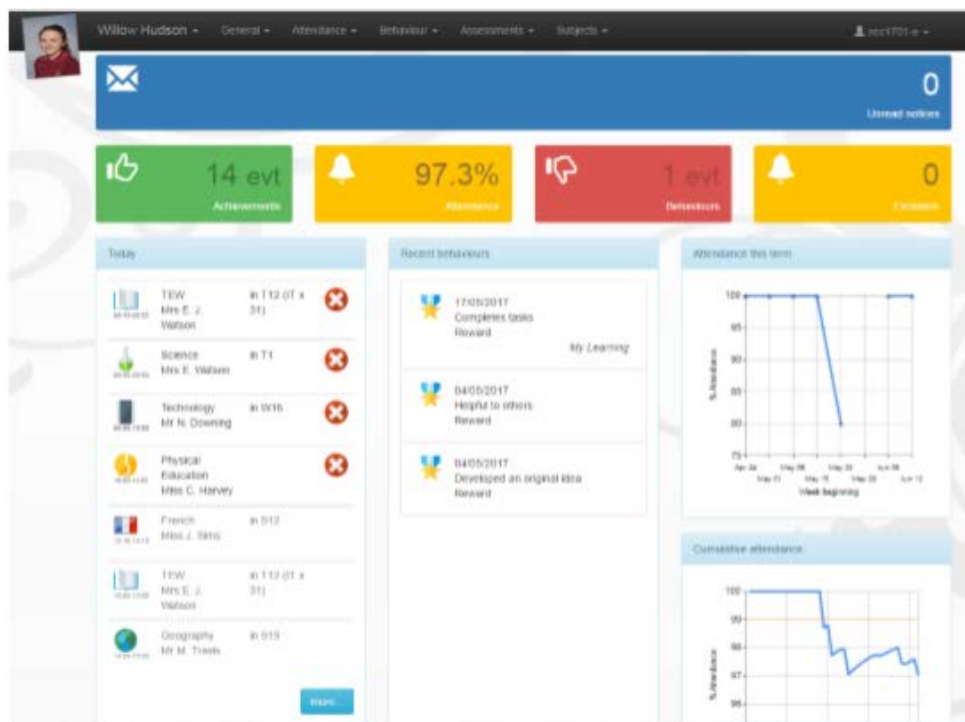
The menu across the top allows you to look in more detail at the information in Snapshot. We hope that each area/menu item is self-explanatory but, have provided some basic notes below

Personal Details

This screen allows you to update the contact details that the school holds for you. You will only see your own details here. The school's main system holds the information of any other contacts you have advised us of on your admission form. Please make sure that we have your correct telephone numbers, postal and email addresses. If you need to update any of your details, please click on the links to let us know. All updates are passed on to our admin staff who will make the relevant changes. If you want to add new contacts or change information for other existing contacts, please contact the school.

Notices

This panel provides a reminder of key dates from the school calendar.

Timetable

The timetable screen shows the current day. Use the red double arrows at the top corner of each screen to look at the week ahead or week past.

SEND Details

This screen will show any identified and recorded special educational needs.

Attendance

The attendance tab gives you access to detailed analysis of your child's attendance at school to date.

Attendance Summary: gives a daily record of am and pm attendance along with a weekly percentage.

Attendance Career: gives a graphical view of your child's attendance in each term during their time at The Radcliffe School. Report absences: you can use this service to provide a reason for an absence in the past ("Historical Absence", which includes "today"), or to give the school notice of "planned absence" in the future. If your child is unwell, please notify the school using this function, if possible before 8.30 am. All information entered in this page is sent securely to our attendance administrator in school who will record the reasons provided. Holiday Requests: Please note that it is not possible to request holiday absence through Insight as family holiday must not be taken during term time.

High attendance is a key factor in academic success. If at all possible, all students should aim for 100% attendance. We monitor attendance carefully and we will follow up students whose attendance falls below acceptable levels.

Behaviour

The behaviour tab provides details of sanctions issued and records of any internal and external fixed term exclusions from school.

Exams and Results

This tab provides information about current examination entries, results to date and examination, including Mock Exam timetables.

Reports

This tab allows access to the most recent reports from school. You can print or save any of these reports to your home computer using the icons.

Siblings and Parental Responsibility

Insight accounts have been set up for all contacts with parental responsibility listed in our records. You should see siblings already linked at the top of each page. If that is not the case and you have received multiple usernames and passwords for your children, please use the "Merge Accounts" tool to connect two accounts together under a single login.

Please note, we can only create an Insight account for someone with parental responsibility for a child, for data protection reasons. Please contact the school if you have any questions. If you need to update our records, please do so via Insight or email insight@radcliffeschool.org.uk

Using the Insight App

An App is available for mobile devices from most App stores to allow simple access to the data without having to login every time. You will need to search for "Tasc Insight" in the appropriate App store on your mobile device. When you download the app you will be able to link the App to your account by selecting the "scan the QR code" when you open the App. To get the QR code you will need to navigate to the Insight login page on a PC or Mac.
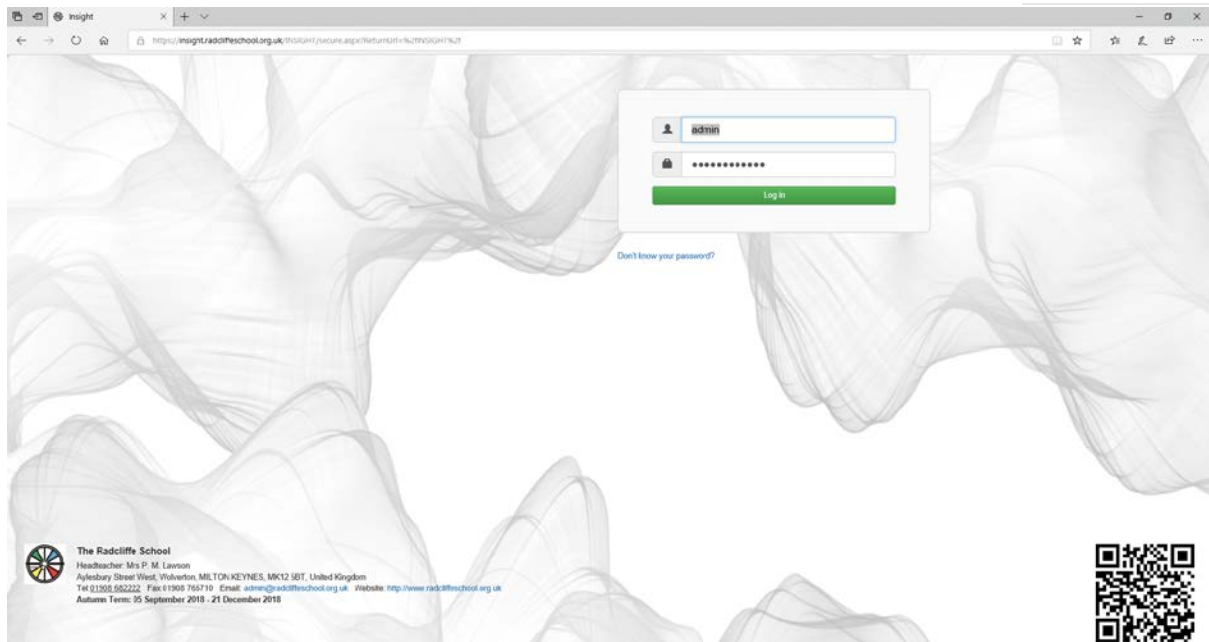
Scan the icon in the bottom right hand corner and then complete your login details when prompted.

Problems

We hope that you will find Insight easy to use. If you encounter any problems with the system, please contact the Administration Team on insight@radcliffeschool.org.uk. Your query will be dealt with in strict order.