



User Guide & FAQ

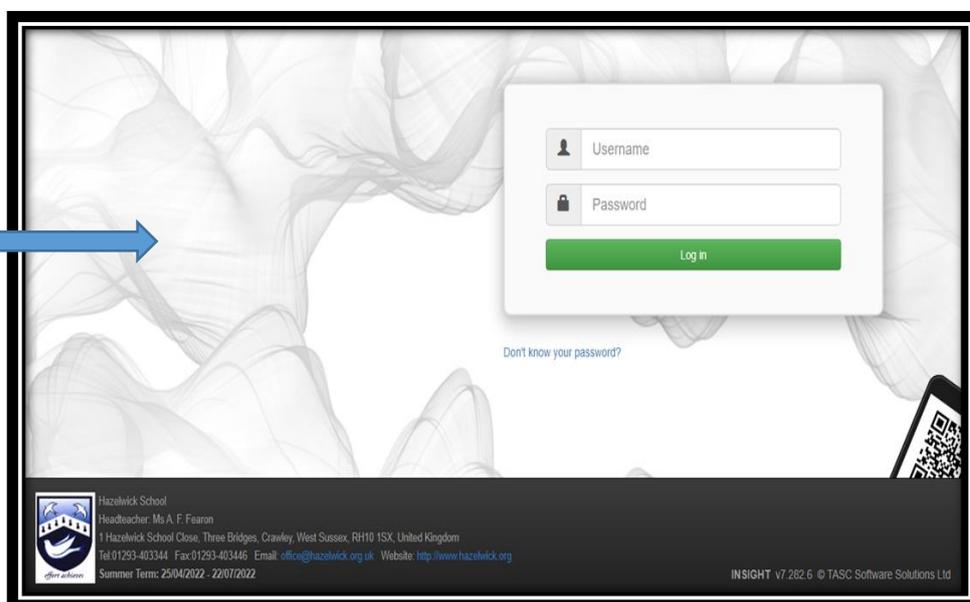
Logging On to Web Portal

You will receive your login via an email.

Go to <https://insight.hazelwick.org/INSIGHT/secure.aspx> and enter the username and password supplied. You will be prompted to create your own password when you first log on. This web address can also be accessed via the school website in the Useful Links menu.

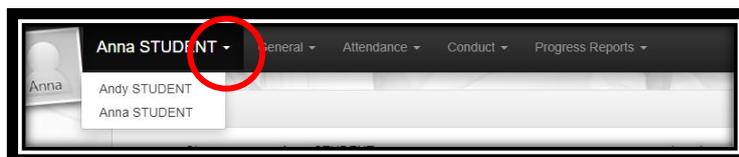
- Please keep this password secure and secret, as your Insight account contains personal and sometimes sensitive information about your children.
- Please do not let your children use your login – their school usernames and passwords will allow them to access all the relevant information on a read-only basis via the Insight portal

Login here



Getting Started: Personal Details page

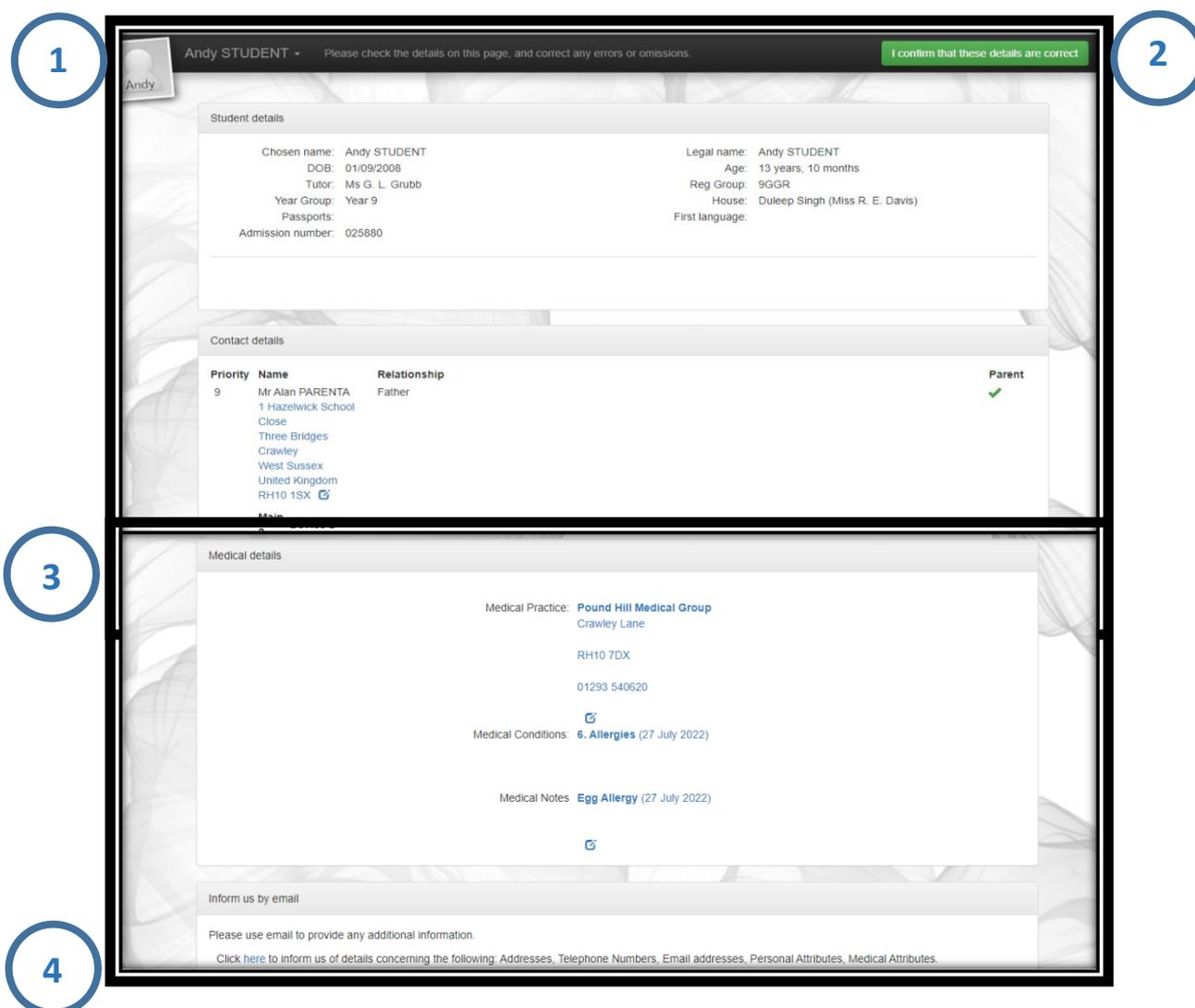
On logging in, you will automatically open the **Personal Details** page which gives you an overview of your child's and your information. If you have more than one child at the school, you can switch between them by clicking on the dropdown box beside the photo in the top left corner of the screen (1).



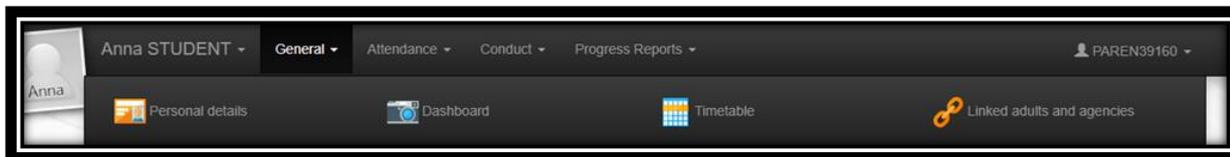
The first time you access this screen you will see a confirmation button in the top right of the screen (2). Check all the details showing and click on the blue links to request updates or, if everything is correct and no updates required, click on the green confirmation button to be able to move to any other screen.

If you are a parent/carer living at the same address as the child, you will also be able to scroll down further to view and update your child's medical information (3).

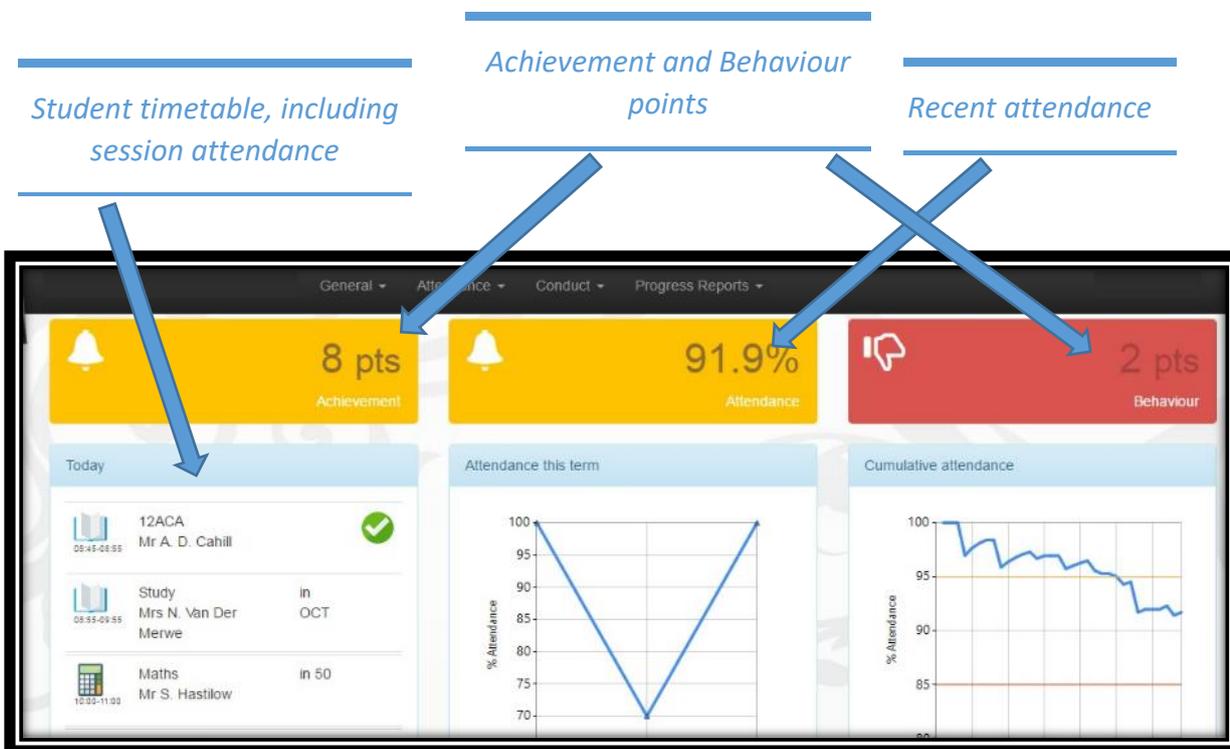
You can make amendments to any of the links in blue and/or you can click to instant email any further information (4).

A screenshot of the 'Personal Details' page for 'Andy STUDENT'. The page is divided into several sections. At the top left, there is a user profile for 'Andy' with a dropdown menu labeled 'Andy STUDENT'. At the top right, there is a green button that says 'I confirm that these details are correct'. The main content is divided into three sections: 'Student details', 'Contact details', and 'Medical details'. The 'Student details' section shows information such as 'Chosen name: Andy STUDENT', 'DOB: 01/09/2008', 'Tutor: Ms G. L. Grubb', 'Year Group: Year 9', 'Passports', 'Admission number: 025880', 'Legal name: Andy STUDENT', 'Age: 13 years, 10 months', 'Reg Group: 9GGR', 'House: Duleep Singh (Miss R. E. Davis)', and 'First language:'. The 'Contact details' section shows a table with columns for 'Priority', 'Name', 'Relationship', and 'Parent'. The first entry is 'Mr Alan PARENTA', 'Father', and 'Parent' with a green checkmark. The 'Medical details' section shows 'Medical Practice: Pound Hill Medical Group', 'Crawley Lane', 'RH10 7DX', '01293 540620', 'Medical Conditions: 6. Allergies (27 July 2022)', and 'Medical Notes: Egg Allergy (27 July 2022)'. At the bottom, there is a section for 'Inform us by email' with a text area and a link to 'Click here to inform us of details concerning the following: Addresses, Telephone Numbers, Email addresses, Personal Attributes, Medical Attributes'. Four blue circles with numbers 1, 2, 3, and 4 are overlaid on the screenshot to indicate key features: 1 points to the user profile dropdown, 2 points to the confirmation button, 3 points to the medical details section, and 4 points to the email contact section.

You can move around the screens by selecting the menu options from the dropdown bars at the top of the screen:



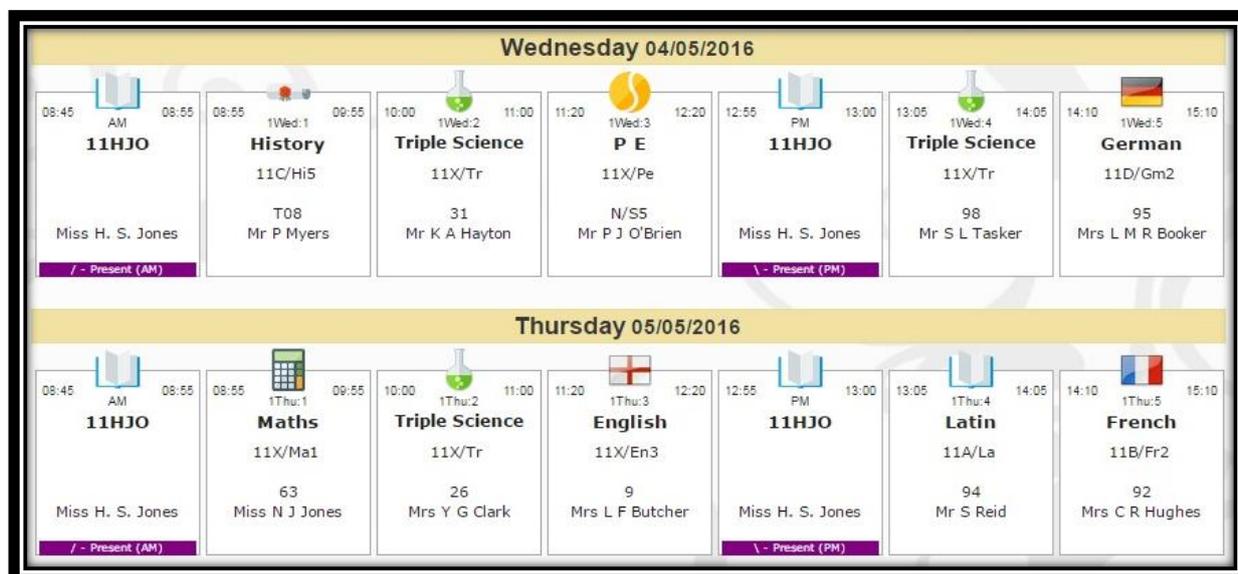
Dashboard:



The tabs at the top of the screen enable you to access more detailed information.

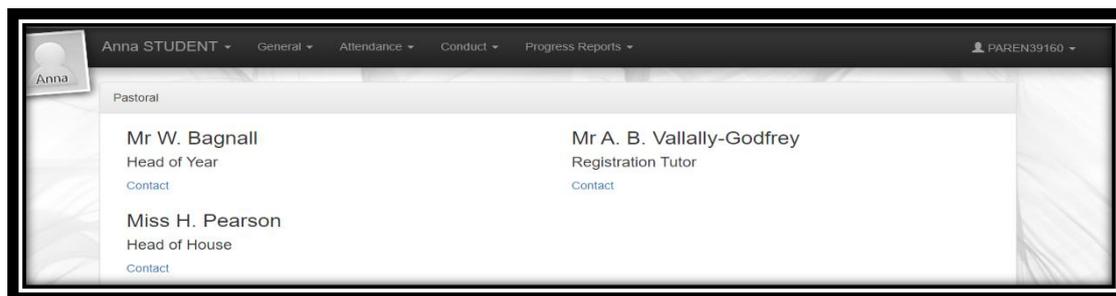
Timetable:

Here you can check your child's timetable



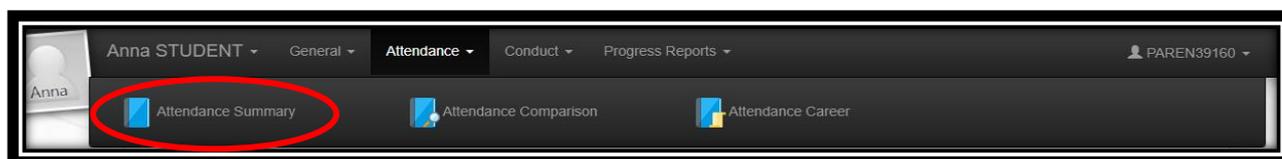
Linked adults and agencies

This tab in the **General** menu gives you the names of key staff directly linked to your child. You can click on the 'Contact' link to send them a message.



Attendance:

You can review weekly attendance in more detail in the **Attendance Summary**.



Detail | Calendar

Week-by-week

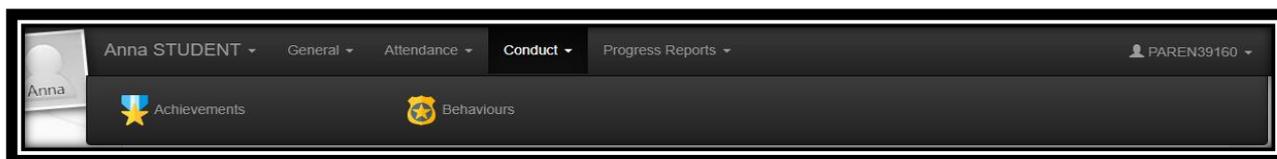
Week beginning	Mon AM	Mon PM	Tue AM	Tue PM	Wed AM	Wed PM	Thu AM	Thu PM	Fri AM	Fri PM	Attendance
31/08/2015	#	#	#	X	/	\	/	X	/	\	100%
07/09/2015	/	\	/	\	/	\	/	\	/	\	100%
14/09/2015	/	\	/	\	/	\	/	\	#	#	100%
21/09/2015	/	\	V	V	/	M	/	\	/	\	90%
28/09/2015	/	\	/	\	/	\	/	\	/	V	100%
05/10/2015	V	V	/	\	/	\	/	\	/	\	100%
12/10/2015	/	\	/	\	/	\	/	\	/	\	100%
19/10/2015	/	\	/	\	/	\	/	\	/	\	100%

Attendance Codes:

- / \ - Present
- I - Authorised illness
- N - Reason for absence not yet notified
- O - Unauthorised absence
- V - School trip
- M - Medical appointment
- X - (Sixth form only) No lessons scheduled for that session
- # - Non school days (School holidays, INSET, e.t.c.)

Conduct:

You can review behaviour and achievement points in **Conduct**.



The Dashboard only gives the number of achievement or behaviour points. Here you can find out for what reason and for which subject either the achievement or the behaviour point was given.

A screenshot of a table listing conduct events. The table has columns for Event date, Event time, Period, Type, Points, Staff Involved, Recorder, Issued in, and Subject.

Event date	Event time	Period	Type	Points	Staff Involved	Recorder	Issued in	Subject
13/09/2021	2Mon.5		Achievement	1	Miss J. M. Stokes	Miss J. M. Stokes	11Y/C01	Combined Science
13/09/2021	2Mon.5		Achievement	1	Miss J. M. Stokes	Miss J. M. Stokes	11Y/Cb1	Combined Science
09/09/2021	1Thu.4		Achievement	1	Ms T. Frampton	Ms T. Frampton	11A/Gg1	Geography
08/09/2021			Excellent Effort - Classwork	1	Mrs U. Hassan	Mrs U. Hassan		
07/09/2021	Tuesday AM		Reflective	1	Miss M. Stapleton	Miss M. Stapleton	11MST	

Progress Reports

By navigating to this menu you can access your child's school reports by clicking on the **Progress Reports** tab. This will reveal all your child's progress updates and you can just click on the one you wish to view.

A screenshot of the parent portal interface showing the 'Progress Reports' menu. The 'Progress Reports' tab is selected. Below the tabs, there is a link 'Report Y8 Progress Report - Autumn 22 (Sample) for STUDENT Anna' which is circled in red. Below the menu, there is a sample progress report for Hazelwick School.

Hazelwick School

Year 8 Progress Report – Autumn Term 2021 (SAMPLE)

Name: Anna STUDENT 8GGR
Attendance: 95.9%
Achievement Points: 126

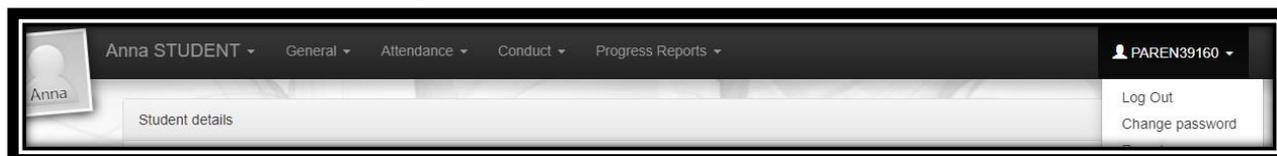
KS2 Scaled Score – English: 103
KS2 Scaled Score – Maths: 101
KS2 Scaled Score – Average: 102
Hazelwick Baseline Band: Inter

Subject	Class Teacher	CPI Band	Attitude to Learning	Homework	Behaviour	Congratulations
Art & Design	Mrs Walker	Intermediate	Excellent	Fully Reliable	Excellent	Yes
Citizenship/VBE	Mr Watson		Excellent		Excellent	Yes
Combined Science	Miss Eckles	Higher	Good	Fully Reliable	Excellent	Yes
Computer Science	Mr Fairbank	Intermediate	Excellent	Fully Reliable	Good	Yes
Design Technology	Mrs Wheatley	Higher	Excellent	Fully Reliable	Excellent	Yes
Drama	Mrs Dove	Higher	Excellent	Fully Reliable	Excellent	Yes
English	Mrs Grayling	Intermediate	Excellent	Fully Reliable	Excellent	Yes
Food & Nutrition	Mr Warner	Higher	Good	Fully Reliable	Excellent	Yes
French	Mr Rooney	Intermediate	Excellent	Fully Reliable	Excellent	Yes
Geography	Miss Bsker	Intermediate	Excellent	Fully Reliable	Excellent	Yes
German	Mr Coper	Higher	Excellent	Fully Reliable	Excellent	Yes
History	Miss Smith	Higher	Good	Fully Reliable	Excellent	Yes
Maths	Mr Willow	Intermediate	Excellent	Fully Reliable	Excellent	Yes
Music	Miss Banks	Higher	Excellent	Fully Reliable	Excellent	Yes
Physical Education	Mr Ryan	Intermediate	Excellent		Good	Yes
PSHE	Mrs Hart		Excellent		Excellent	Yes

Congratulations in 14 subject(s)

To Log off or change your password:

Use the dropdown in the top right corner to select the option you require.



Forgotten password:

At the Log in page, click the link below the log in button. You will be asked to enter your username or email address and log in instructions will be sent to you.



Hazelwick Insight App – This is no longer available as it has been withdrawn by the supplier.

FAQ:

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

We require a separate email address for each parent/carer. Parents/Carers will each have their own login for access to view and update their own contact information. This includes parents/carers who are not co-habiting. By default, Insight creates a username for each priority contact held on our system. Parents/carers living at the same address as the child will also be able to see and update the child's medical details. If parents/carers chose to use and share the same email address, only the contact details of the account holder will be available and so the other parent/carer will not be able to see or update their contact details using Insight.

Why can't I see my child's medical information?

Only parents/carers living at the same address as the child can see their child's information within insight. You are still welcome to message the Head of Year team with any information you wish to provide.

Why am I asked to confirm my details are correct?

When you first access Insight, the start of the new school year and on occasions when we feel it is necessary, such as residential trips, we will ask you to check and confirm that the details we hold for you and your children are still correct. We strongly encourage parents/carers to advise us immediately when there are changes but sometimes these updates are missed. We can request confirmation via Insight to ensure everything is up to date. You may be contacted directly to request this information if you do not respond on Insight.

Attendance data

When viewing school attendance data, please bear in mind that there is a delay of up to two days for the updating of this information.

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 'Insightsims@hazelwick.org.uk' within your inbox. If you cannot see this email, please check your Junk Mail filter. (Remember to update Insight whenever you change your email address.)

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

Go to your username showing in the top right corner of the page and click on the dropdown arrow to select the reset password option.

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

At the top left corner of the Insight webpage, you will see a dropdown arrow that will allow you to select any other children linked to your account. If only one of your children is displayed and there is no dropdown arrow, then please contact the school, as the information may need updating within our system.

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.

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 have finished by clicking on your username in the top right corner and selecting 'Log Out'. 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.

I have shared my account with someone but no longer wish to do so.

If parents/carers chose to use and share the same email address, only the contact details of the account holder will be available and so the other parent/carer will not be able to see or update their contact details using Insight. If you wish to stop sharing your email address, you will need to contact either your Head of Year team or insight@hazelwick.org.uk to advise. Your account will be reset with new login details.

What help is available to me?

If you notice any information that you believe is incorrect regarding yourself or your child, please either use the update links, in the Personal Details area, to notify us or email your son/daughter's Head of Year, which you can find in the Linked Adults and Agencies area.

For technical support queries only, such as lost username or problems logging in, contact helpdesk@hazelwick.org.uk and we will aim to respond within 24 hours.

We hope you will find Insight easy to use. If you encounter any problems with the system, please contact our Insight administrator at insight@hazelwick.org.uk.

We would be grateful for any feedback about Insight to inform our development of the system in future. Please address these to Mr Simon Tasker, Assistant Head at stasker@hazelwick.org.uk