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 →

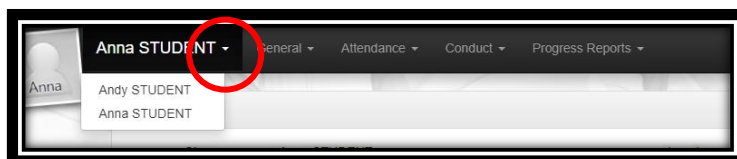**Getting Started: Personal Details page**

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).

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

Dashboard:

Student timetable, including session attendance

Achievement and Behaviour points

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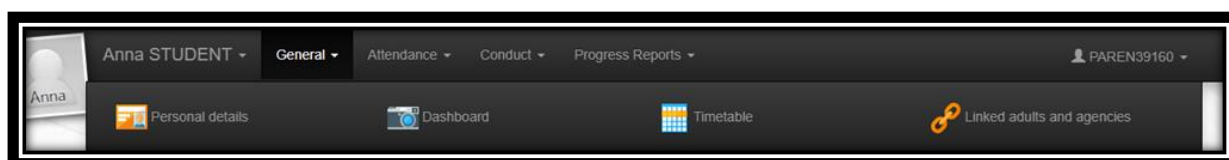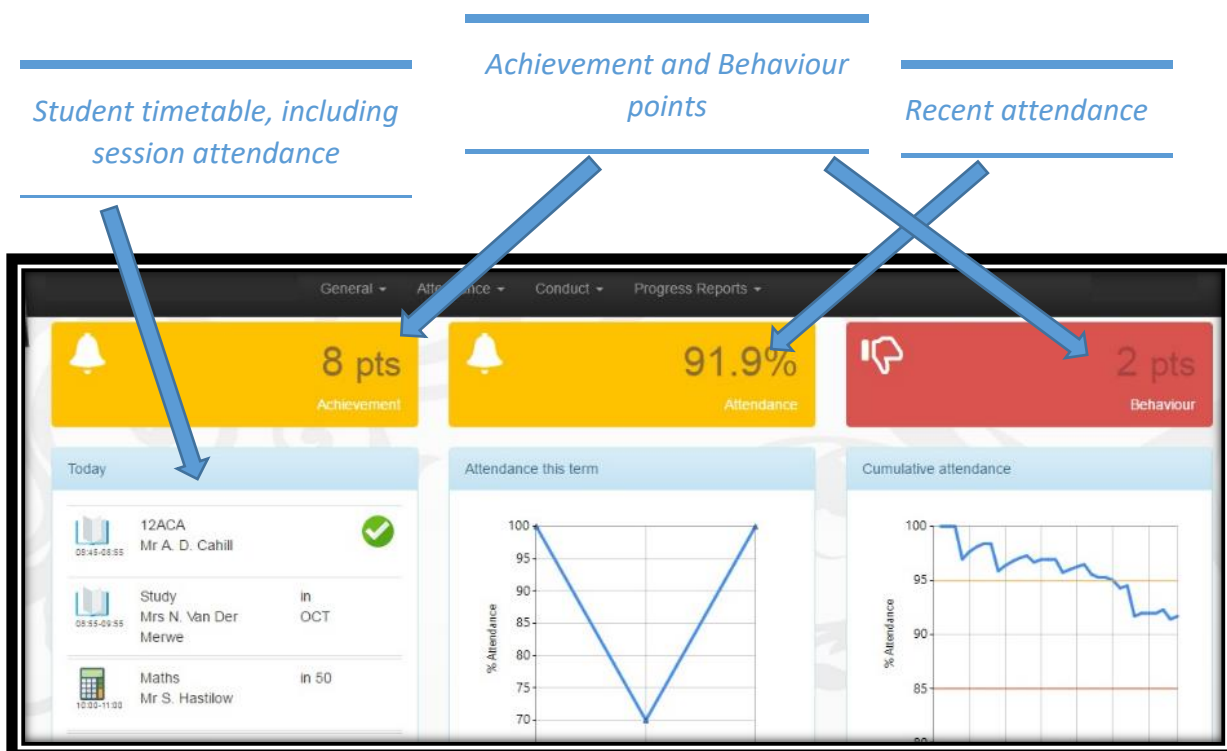
The tabs at the top of the screen enable you to access more detailed information.

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.
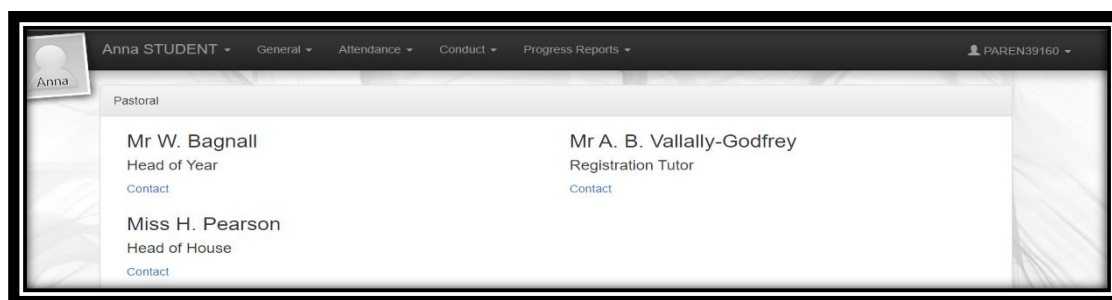
Attendance:

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

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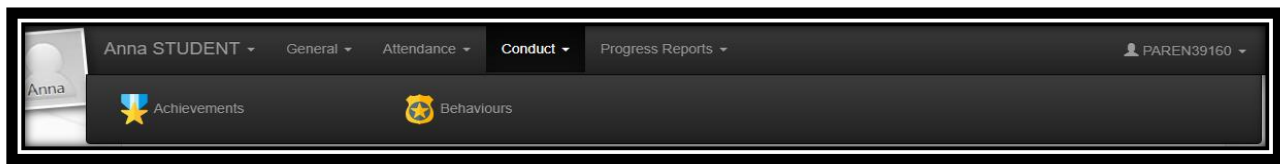
The Dashboard only gives the number of achievement or behaviour points. Here you can find out for what reason and for which subject either the achievement or the behaviour point was given.

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.

To Log off or change your password:

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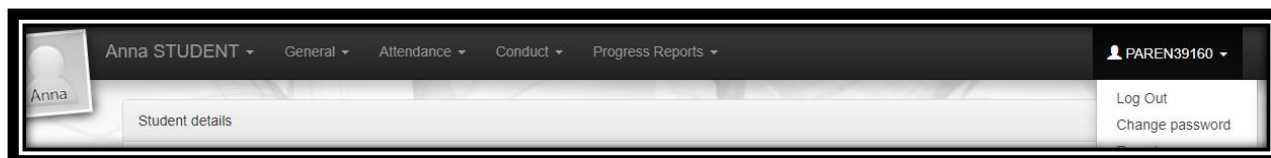
Forgotten password:

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.
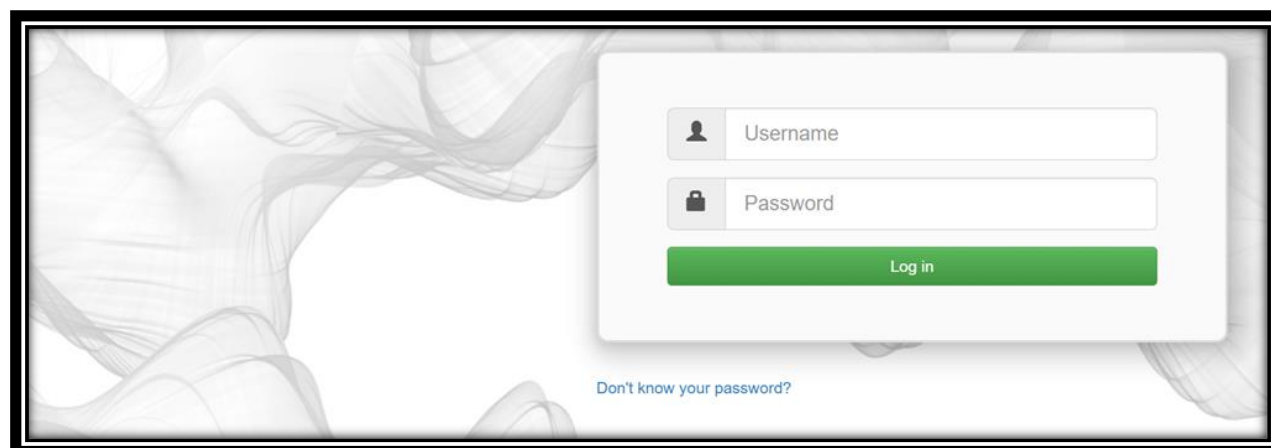
Hazelwick Insight App

Before accessing the Insight App you will need to download the Insight App (TASC Software Solutions) to your device from either the App Store or from Google Play.

  Once downloaded onto your device the App icon shown should appear.
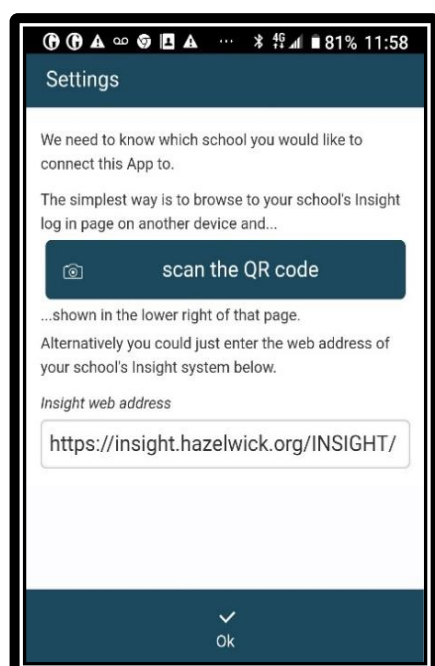
Launching the App for the first time

On launching the App for the first time you will be requested to scan the schools' QR code. Click on the 'scan the QR code' button to allow the App to access your camera. You can scan the school's QR code here and then click the OK button at the bottom of the Settings page.

Opening the App
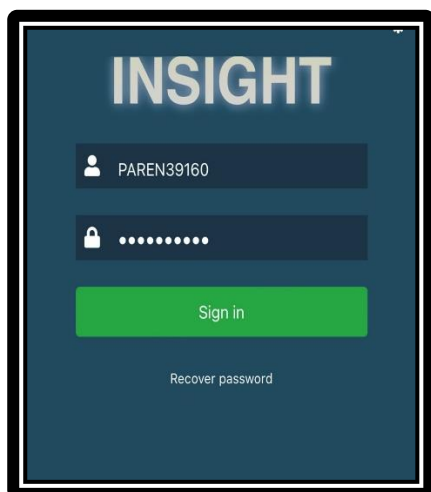
On accessing the App you will be asked for your usual Insight username and password. Should you have forgotten these details, use the recover password link.

The App has all the same features as the web portal but it is laid out differently to fit the smaller screen area. Some of the Menu options are also named differently; **Dashboard** is Snapshot, **Progress Reports** is Reports and **Conduct** is Achievements/Behaviours.
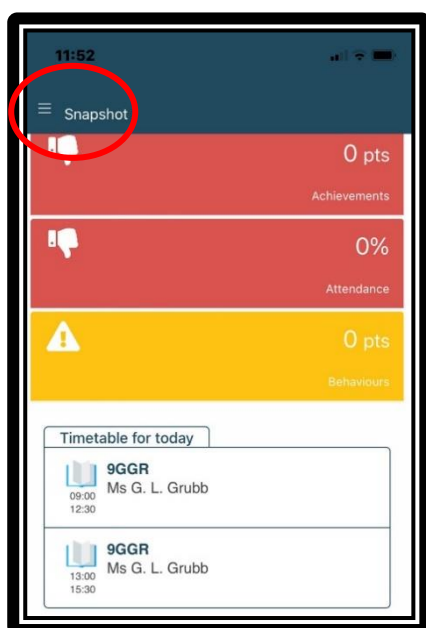
App home page

On accessing the App you will automatically be taken to **Snapshot** (Dashboard) page giving you a list of key information for your son/daughter.

Using the dropdown menu, in the top left corner, you can select the other areas of more detailed information.
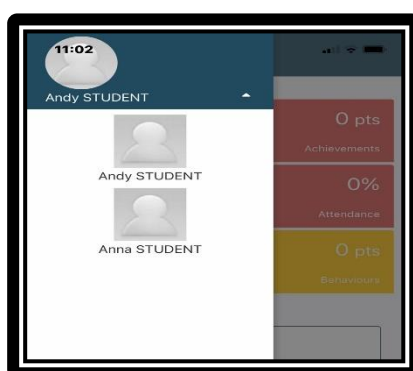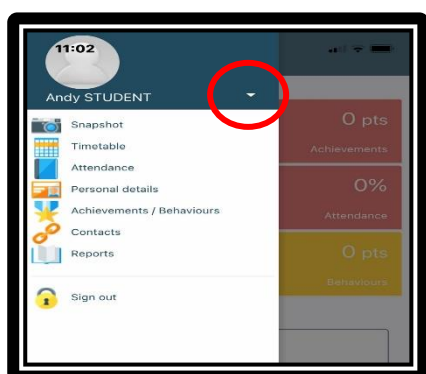
If you have more than 1 child you can chose which one to view using the dropdown arrow and selecting as required.

You can view and update your contact information in the **Personal Details** area.

If you live at the same address as the child, you will also be able to view and update their medical details.

If you haven't already done so in the web portal, the first time you view your details you will need to make amendments or confirm your information is correct before moving on. The green confirmation button can be found at the very bottom of the personal details area by scrolling down.

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.

Viewing the Insight webpage via a Mobile device

There is also an App that can be downloaded to your device to make using Insight even easier. Please see the instructions provided in this guide for more information.

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 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