

# Insight Finham Park 2

## Parents Frequently Asked Questions

**Attendance data** – When viewing School attendance data, please bear in mind that at times staff will be unable to update the registration data during the registration session. This data will normally be updated at a later time, Please contact the School only if this is a regular occurrence.

\*If you have an email address, please check to confirm that it is correct – Requirement for Future Password reset.

### **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 & password.

By default, Insight creates the username from the 1st Contact we have held on our system, in most cases this is the mother. Only if a parent is not co-habiting and is listed as the 2nd contact will they receive their own unique username and password.

### **Changing my personal details / amending**

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 & 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.

Please note that you will only see your own address and personal details, in compliance with the Data Protection Act. (Emergency contact is not shown)

If your personal circumstances change, please inform the School via [admissions@finhampark2.co.uk](mailto:admissions@finhampark2.co.uk)

**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 & click on the 'Submit' button. If you have an email address & it was listed correctly in Insight, you will receive your new password via email. Look for the recipient name [Insightsims@finhampark2.co.uk](mailto:Insightsims@finhampark2.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, expect your details to arrive by post. (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 in your amended password and again to confirm your new password.

### **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), & click on 'Report Absence' Select 'Historical absence' or 'Planned absence' and then select your valid reason from the drop down menu. Enter in the remaining required fields.

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 ICT Technicians, only contact the School if you notice this is a re-occurring event.

### **I have more than one child, how do I view their individual details? (The Merge Feature is not used)**

At the centre bottom of the Insight webpage, you should see separate pictures for your children. If they have not yet had a School photograph taken, then an empty picture frame will be displayed (see example). Simply click on your child that you wish 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, then please contact the School as the information may be entered incorrectly within our system.

## Mode of Travel

Our School Information System known as SIMS only allows one mode of travel to be selected. If your child walks and also catches the bus, then either of these could be shown

## Viewing the Insight webpage via Mobile device

Please be aware, not all mobile phones support the Insight website. Although devices such as iPad's 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.

If you login using a mobile device and only see the title with the contact email addresses at the top of the webpage, this is an indication that it will not work, please use a computer with Internet Explorer or equivalent.

For 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.

## 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 & hold down the 'CTRL' key & then the 'F5' key this will force a reload of any webpage.

## Workplace Internet Restrictions

Some workplaces restrict specific services / website's, Insight uses TCP Port 80; please pass this information on to your IT administrator providing the address <http://insight.finhampark.co.uk>

## 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

## 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 [techsupport@finhampark2.co.uk](mailto:techsupport@finhampark2.co.uk) . For technical support queries only, such as lost Username, problems logging in, contact [techsupport@finhampark2.co.uk](mailto:techsupport@finhampark2.co.uk) and we will aim to respond within 24 hours Please do not use the 'Contact' form on the main School Website for queries relating to Insight

**We would also be grateful for any feedback about Insight to help our development of the system in future. Please address any feedback to [techsupport@finhampark2.co.uk](mailto:techsupport@finhampark2.co.uk)**