



Altrincham Grammar
School for Girls
Bright Futures EDUCATIONAL TRUST



Parent User Guide



What does EduLink One do?

EduLink One is our new parent and student communication platform, to replace SIMS Parent. It can be accessed on any web enabled device via the browser (Chrome, Explorer etc) or via the EduLink App.

The features currently enabled allow you access to;

- **Account Information** – This screen will let you see general information about the selected child, such as contact information, form tutor etc
- **Achievement** – This will show merits awarded for achievement, with information about when the merit has been awarded and by which member of staff.
- **Attendance** – Parents will be able to view statutory attendance statistics, late information and lesson attendance statistics.
- **Calendar** – This is populated with the key dates from the parent calendar, including parents' evenings, school holidays etc.
- **Contacts** – This screen will show the contact information we hold about the account holder.
- **Exams** – This will show exam timetables and details for students who are sitting public examinations (GCSEs and A Levels), as well as internal exam details for students in Y10-Y13.
- **Links** – Parents can access useful links from within EduLink including the school website.
- **Medical Info** – This screen will show any relevant medical information the school has about the student. It will also show allergies and/or dietary requirements.
- **Noticeboard** – This will show useful documents relevant to the year group of your child, for example the Sixth Form Prospectus, or GCSE Curriculum guide
- **Reports** – This section will give you access to all of your child's reports, either since they joined AGGS or since we moved to an electronic system in 2014, whichever is later.
- **Timetable** – This gives you a view of your child's current timetable and will be kept up to date with any changes of teachers, groups or rooms as they happen.
- **Update Information** – Keep the school up to date with contact information. Parents can access and edit their details and those of their child. (NB this data can be accessed by any parent with parental responsibility and an EduLink log-in)

Is EduLink One Secure?

All data within the software is encrypted and secured using the most up to date TLS 1.2 secure encryption technology.

How do I get a log-in for EduLink One?

A student's personal data merits particular protection under the new data protection law which came into effect in May 2018. Parents with parental responsibility will be provided with a log-in for EduLinkOne as the software provides access to and editing functionality of a child's personal data.

Parents will receive their username via the email address we have registered in school, along with a link to set or reset their password in order to gain access to EduLink One.

If you have parental responsibility and do not have access, please contact reports@aggs.bfet.uk

What if I can't find my EduLink registration Email?

The registration email will be sent directly to the email address we hold for you on our system. If you cannot find this, please check your junk email. The email will come from **EduLink communication (edulinkcomms@aggs.bfet.uk)**

If you still have not received the account registration email, please contact reports@aggs.bfet.uk

Please do not email 'edulinkcomms@aggs.bfet.uk'; the email address is unmonitored and does not allow incoming mail.

Initial Set Up of EduLink One

All parents will receive a personalised email from **EduLink communication (edulinkcomms@aggs.bfet.uk)**

The email will contain your user name, which will start **aggs**

The email will also contain a link which you should follow to **set your own password**. You will need to enter the same password twice and then press 'confirm'.

Your username and password will then be registered to your account.

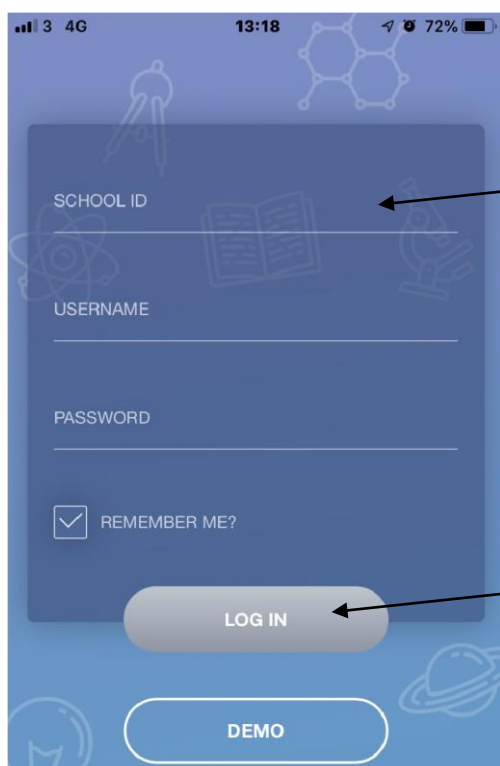
How can I access EduLink One?

EduLink can be accessed on any internet capable device. Through a browser you should go to <https://www.edulinkone.com/#!/AGGS>

The EduLink app is available to download for free on Apple or Android devices. Search for EduLink One in your app store.

Logging in via the App

Download the free EduLink One app through Google Play or the App Store.



The school ID is **AGGS**

The username and link to set your password will have been emailed to you. The email will come from **EduLink communication (edulinkcomms@aggs.bfet.uk)**– Please check your junk mail or spam folder

You can choose for the app to remember your details so that you do not have to always enter your username and password.

Press **Login**



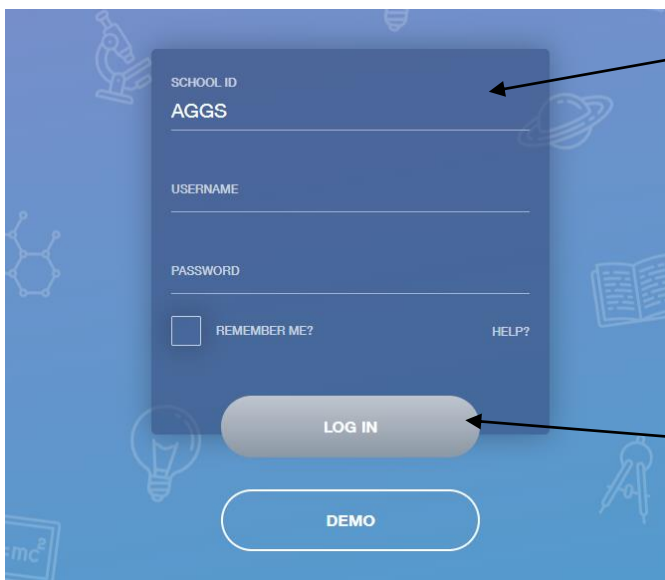
HOME SCREEN

You can navigate through the different options here to view information about your child.

Your child's photo and name will appear here and if you have more than one child at AGGS, you will be able to switch between them.

Logging in via the Desktop version

Through an internet browser (we recommend Chrome or Safari), go to <https://www.edulinkone.com/#!/AGGS>

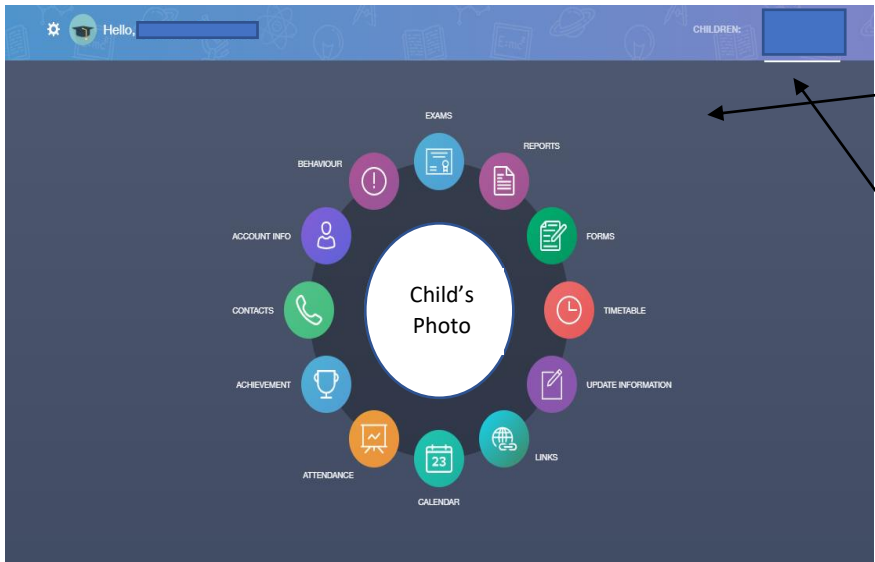


The school ID is **AGGS**

The username and link to set your password will have been emailed to you. The email will come from **EduLink communication (edulinkcomms@aggs.bfet.uk)**– Please check your junk mail or spam folder

You can choose for the app to remember your details so that you do not have to always enter your username and password.

Choose **Login**



HOME SCREEN

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Changing Your Password

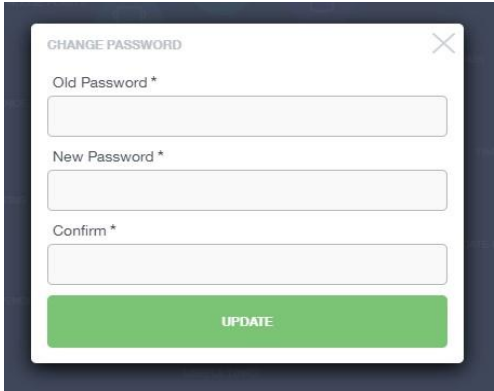
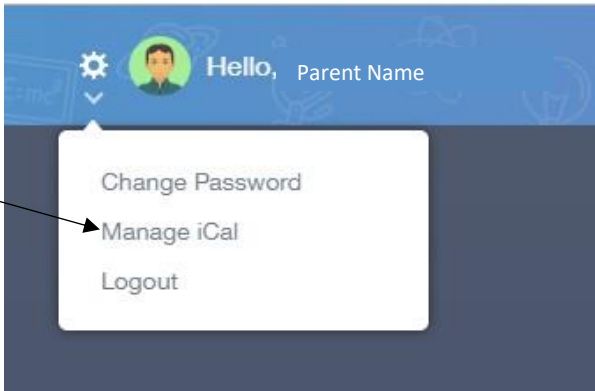
If you wish to change your password at any point, you can do this from within EduLink One.

The ICO (Information Commissioner's Office) suggests a strong password will:

- Be at least 8 characters
- Include uppercase and lowercase letters
- Include numbers
- Include symbols
- Not contain dictionary words
- Not include simple substitutions of characters, eg p4\$\$w0rd
- Not include patterns from the keyboard layout, eg qwerty

Never disclose your password to another individual, whether this be a family member or other person in the household. If you think that someone knows your password, change it immediately.

This setting allows you to export the events in the calendar to your own calendar software.



Parents can change their password in the web browser and in the app by clicking on the **settings cog** in the top left hand of the screen and selecting '**Change Password**'. The old password must be entered and the new password entered twice before clicking the '**Update**' button.

If you forget your password, the school can send you a reset email. We do not have access to any individual passwords. Please email reports@aggs.bfet.uk if you require a password reset.

Why can't I access the EduLink One site or why does the page not load correctly?

Ensure your browsers are up to date. EduLink One works best in Chrome, Safari and Firefox.

I've signed into EduLink One before but I can't sign in now. What should I do?

Ensure you are using the correct details. Your username will begin with aggs, followed by your initial and part of your surname.

Try logging into EduLink via a private browser window; this will ignore any other logged in accounts. This can be achieved using various browsers:

- In Internet Explorer, hold down **Ctrl + Shift** on the keyboard and press **P**
- In Google Chrome, hold down **Ctrl + Shift** on the keyboard and press **N**
- In Firefox, hold down **Ctrl + Shift** on the keyboard and press **P**
- In Safari, select **Safari – Private Browsing**

If you are still having difficulties having followed advice in this section, please contact reports@aggs.bfet.uk

What if I forget my username or password?

We are able to send you a username reminder or password reset email.

Contact us on reports@aggs.bfet.uk and we will send out the relevant email. Emails can only be sent directly to the email address we have registered for you on the system. If you ask us to change the email address, please be aware that it may take up to 48 hours for us to be able to send you a reset link.

Do I need to register separately for each of my children at AGGS?

No, when you sign into EduLink One, information for your children will be visible and you can choose which child you view information for by selecting in the top right of the screen.