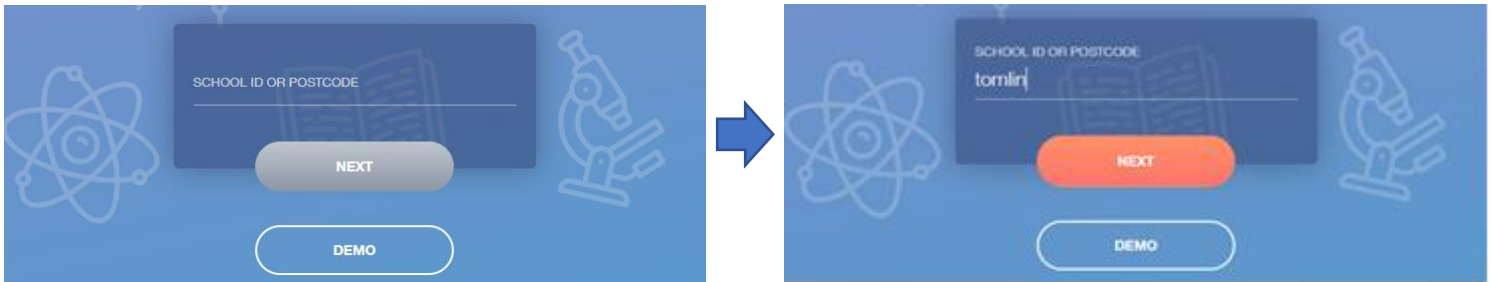# edulink one

Parent Guide

www.edulinkone.com

To log into EduLink through the app or website, please follow the steps below:

1. Enter the School ID (tomlin or GU168PY), tap/click Next

2. Enter the email address the school have on file for you and the password provided in your welcome letter and click/tap the 'LOG IN' button.

IMPORTANT! *Only select 'Remember me?' if you are using a private computer or device, to ensure that nobody else will be able to access your account as it contains personal information.*
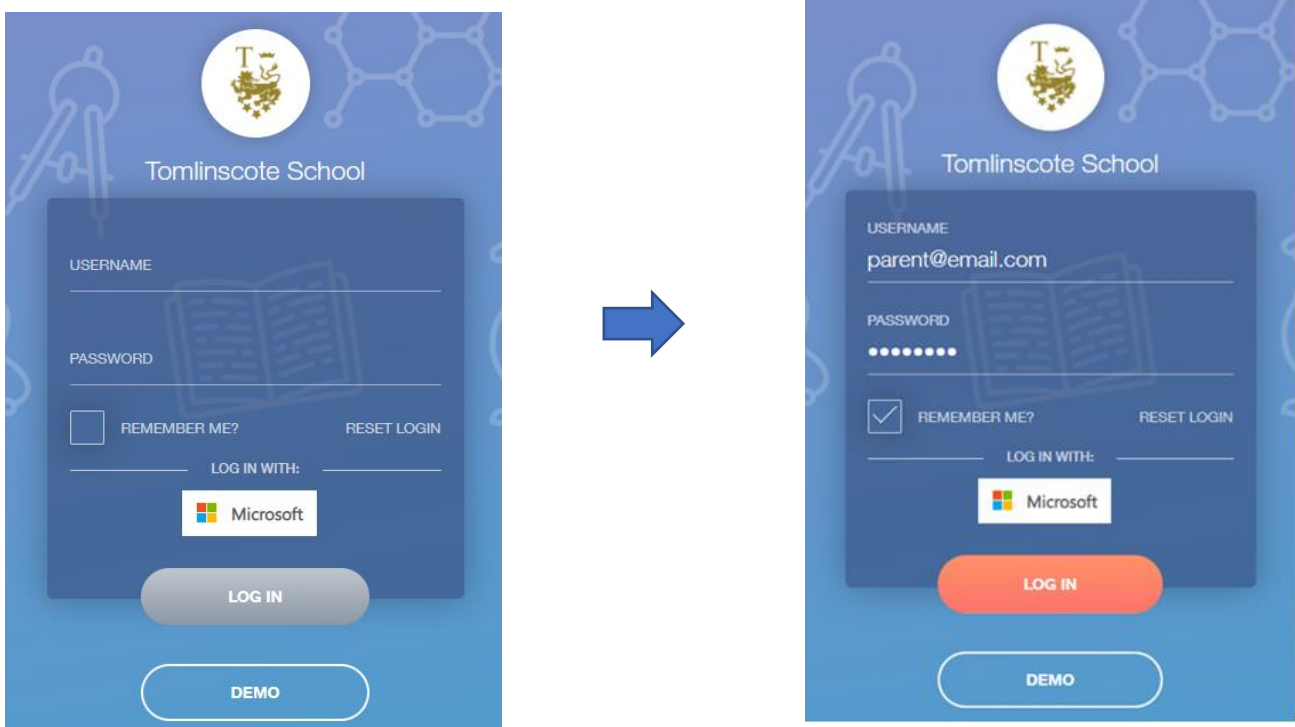
If at this stage you get an error message and you are unable to log in please contact the school on
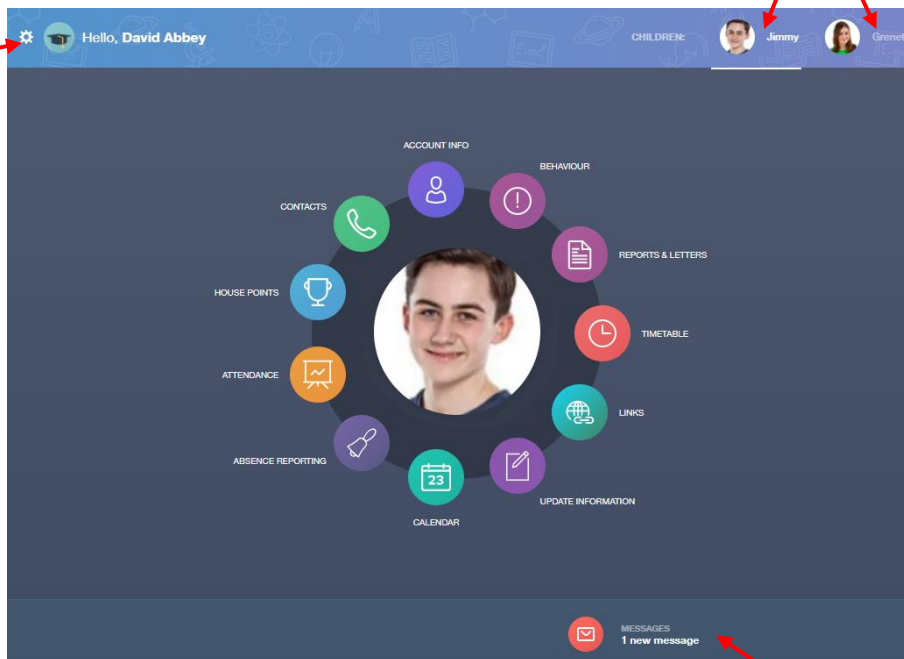data@tomlinscoteschool.com

Once you have logged in, your home screen will look something like this:

Desktop/tablet view:

If you have more than one child at Tomlinscote you can change between children here.

Click on setting to Log Out.

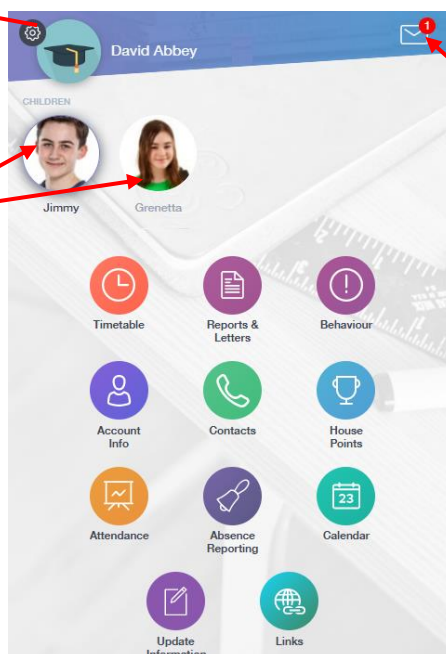There is also a time-out function set to enhance security.

Hello, **David Abbey**

CHILDREN: Jimmy Grenetta

ACCOUNT INFO

BEHAVIOUR

CONTACTS

REPORTS & LETTERS

HOUSE POINTS

TIMETABLE

ATTENDANCE

LINKS

ABSENCE REPORTING

UPDATE INFORMATION

CALENDAR

MESSAGES
1 new message

Here you can view any messages/notifications that have been sent through EduLink e.g. detention notifications.

Smartphone view:

Click on setting to Log Out.
There is also a time-out function set to enhance security.

David Abbey

CHILDREN

Jimmy   Grenetta

Here you can view any messages/notifications that have been sent through EduLink e.g. detention notifications.

If you have more than one child at Tomlinscote you can change between children here.

Timetable   Reports & Letters   Behaviour

Account Info   Contacts   House Points

Attendance   Absence Reporting   Calendar

Update Information   Links

Account info
View the details we have on record for your child(ren), including tutor group, form tutor and House. If any personal details are incorrect, you can request these be changed through your EduLink login, via the Update Information section.

Behaviour
This section allows you to view any detentions set, including date, time, and location. Further details will have been sent in messages at the time of setting.

Exams
When open, the exams section will allow you to view any exams your child(ren) have been entered for and eventually their exam timetable. This section is only relevant in the year you take an official exam.

Reports & Letters
This section will show any individual letters, certificates and reports that have been emailed home for your child. General letters will not be available here.

Forms
Occasionally, teachers may add forms for you to complete here. There will be a little red circle with a number if you have any to complete.

Timetable
This section allows you to view your child(ren)'s timetable for the next two weeks, including rooms and teachers.

Links
This section contains useful links to websites.

Update Information
This section allows you to request any updates to you and your child(ren)'s details that we have on file. Updates with then need to be approved by our admin staff before taking effect.

Home Learning
This section allows you to see the home learning that your child(ren) have been set. Please note, the system will not confirm if home learning as been completed/submitted as many pieces of home learning are not submitted through Google Classroom.

Calendar
This is the school calendar as available on the school website. A dot indicates there is an entry on that date. Tap the date to view the details. You can also add your own calendar entries which will be individual to you.

Absence Reporting
Here you can complete a short form to inform the school of any absence for your child(ren). This will then automatically be passed to our attendance officer.

Attendance
This section allows you to see your child(ren)'s attendance for AM and PM registers, including details of any sessions they may have been late or absent for.

House Points
Here you can view any House points awarded and also a total so far, this academic year.

Contacts
This section allows you to view the contact details we have on file for you.

Messages
The message section allows you to read any notifications of House points, detentions, and messages from school staff.

How do I log into the EduLink app/website for the first time?

If you are a parent of a child at Tomlinscote School and are recorded as such on our system, an EduLink One account will exist for you. The first time you log in open the app or website (https://www.edulinkone.com/), enter the school ID (tomlin) and click next.

The first time you log in click on the words 'RESET LOGIN' (underneath the login fields). You can then enter your email address and you will receive an email from EduLink one letting you set/reset your password.

Please note that this can take some time to come through depending on how many emails are currently being processed on the system. Also check your junk mail as the email contains a link which could mean it is classed as junk by your email provider.

Once you have clicked on the link in the email you receive, you enter your choice of password and will be logged into the website/app. Next time you need to access the account use your email and the password you have set to access your account.

If you do not receive an email please contact data@tomlinscoteschool.com and we will help you log on.

How do I find out my username?

Use the email address we have on file for you as your username. If you get a message to say you do not exist or there is a problem please email data@tomlinscoteschool.com as there may be a problem with your email address on our system.

How do I add a second parent/contact?

Firstly, select the 'Update Information' icon from your menu wheel.

On the next screen, select the child you need to add the parent/contact to. If you have multiple children at the school then you may need to do this for each child individually if the parent/contact is not already connected.

To select the child click on the name to left in website view, or the two black arrows in app view.

Website view:
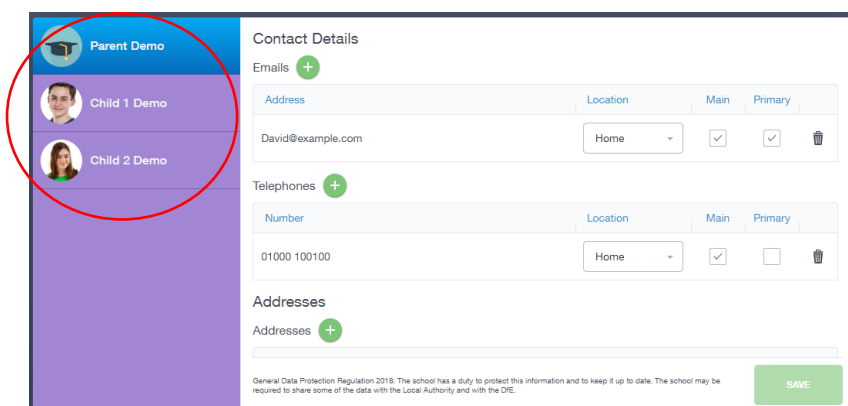
App/Phone view:
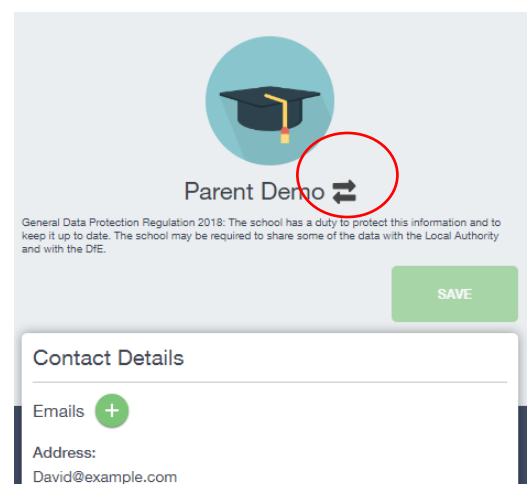
Once you have selected your child scroll down until you reach the Family/Home section. Click on the ⊕ symbol next to Family contacts and add the contacts details, making sure you add the relevant contact details.

When you have added an email address, please make sure you tick 'Main' AND 'Primary' to make sure you receive communications from us.

> *Please make sure you add a unique email address to contacts with Parent Responsibility, otherwise it may cause problems with accessing your edulink accounts.*

When adding a telephone number please make sure you tick **'Primary'** next to your number which allows text messages to come through. Tick **'Main'** next to the number you would rather be called on (which can be the same as the **'Primary'** number).

When selecting contact Priority, please use the following as a guideline:

Priority 1 = Contact with PR living at the same address as the student

Priority 2 = Contact with PR living at a different address to the student

Priority 2 = Contact without PR living at the same address as the student

Priority 3 = Other contacts in case of emergency, ie neighbour, grandparent, also, parents who do not wish to receive emails from the school.

How do I change my address/my family's address?

Firstly, select the 'Update Information' icon from your menu wheel.

If you already have an address showing which is no longer correct then please click on the [Move] icon to the right of the address showing.

Once you have entered the address detaills, the system will ask you to select whether the move is just for you or for all occupants. If you select all occupants this will update for everyone currently living at this address according to our system. If it is just you changing address then please make sure you select only move this occupant.

If you have no address showing, then please click on the [+] icon to add a new address. *Please note, using the green plus icon does not allow you to move a whole family and only adds an extra address to your account, so please use move if you need to change your address and if you need to move the whole family!*

I've updated my details, why can't I see the changes in my EduLink account?

To allow us to monitor changes to parent details, and as a failsafe if somebody makes a mistake, the school has to approve all changes. These changes may take a few days for up to check and approve so please do not worry and we will update your details as soon as possible. It also might be that we have a query as to what you are trying to change, in which case we will contact you directly.