



## Child Passport – User Guidelines for Parents

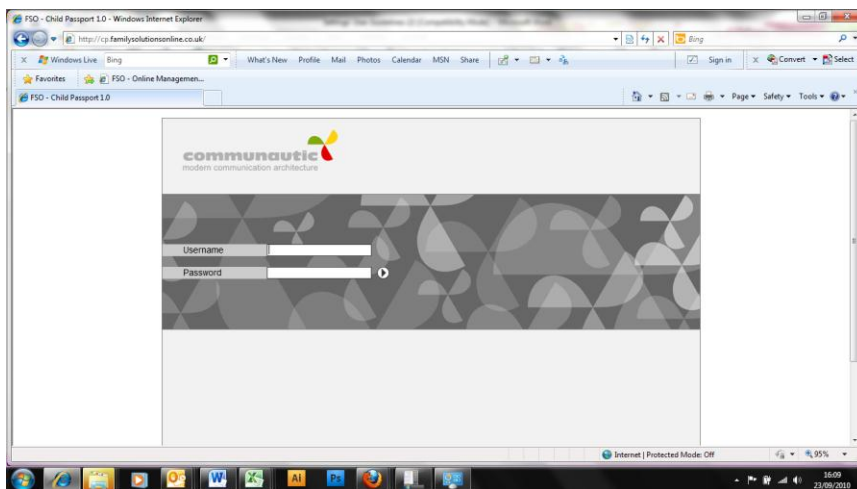
### Information about:

1. Getting Started
2. Carrying out an Assessment of your Child (a Parent Assessment)
3. Viewing a Report about a Child
4. Creating Parent Notes
5. Gathering Feedback
6. Getting Support

### 1. Getting Started

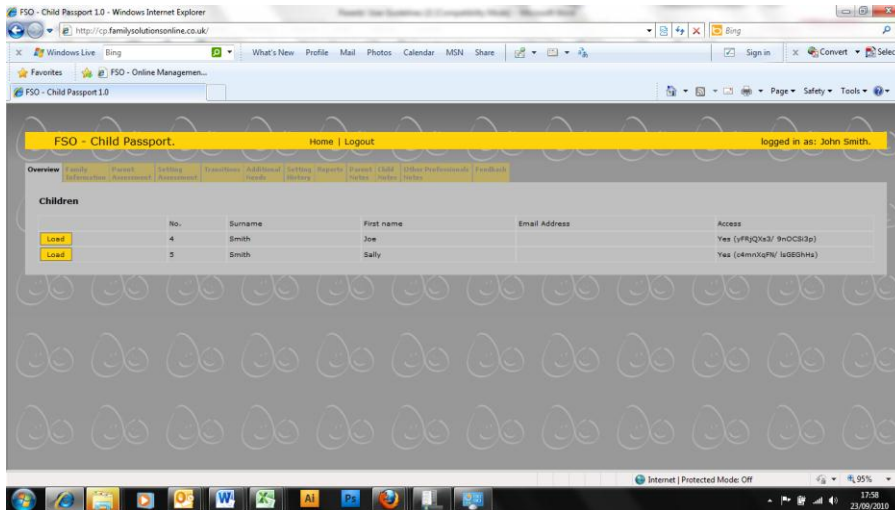
- 1) The Child Passport can be accessed via your Internet browser at:

<http://cp.familysolutionsonline.co.uk/>



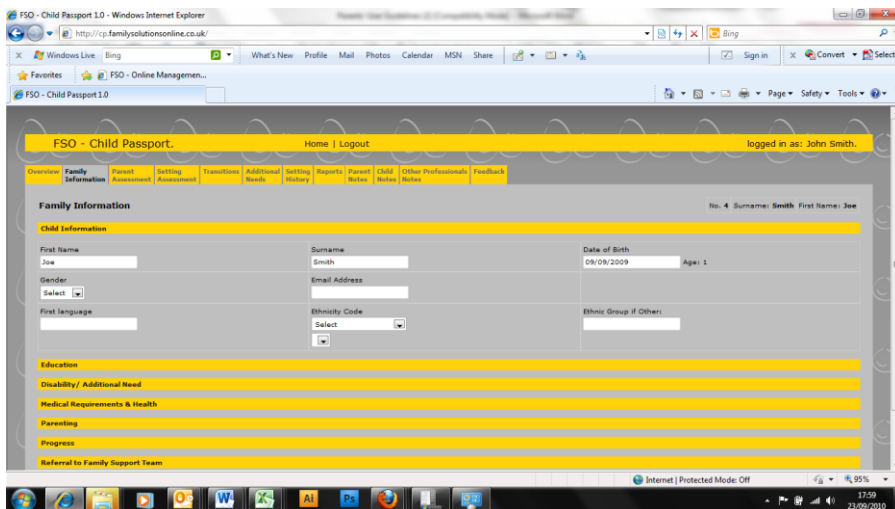
- 2) Enter your user name. This is the user name you have been provided with in a letter from Family Solutions.

- 3) Enter your password. You will have received half of this password in a letter from Family Solutions and need to telephone Tendis Ltd on 020 8743 1270 for the other half. For added security, this password will change every 30 days.
- 4) You will now see the Overview tab.



The names of any children in your family who have a Child Passport will appear here.

- 5) To view the Child Passport for a Child in your family, click the yellow 'Load' button next to the child's name.



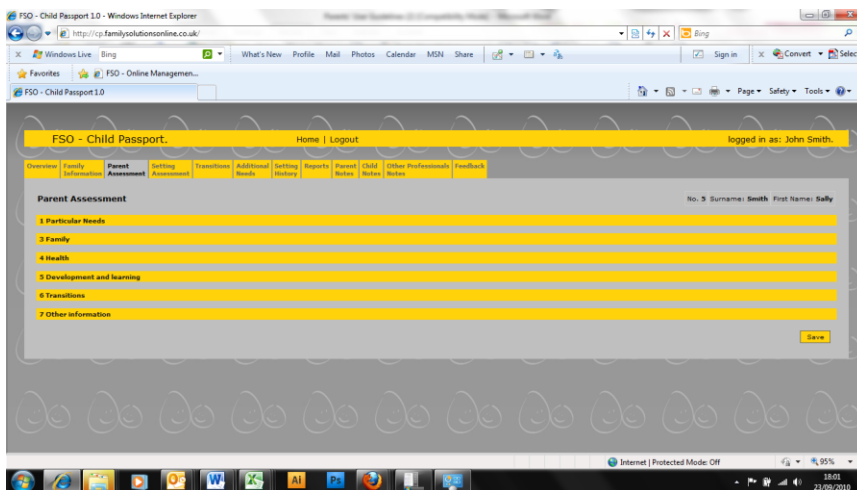
- 6) Click on the Yellow Tabs along the top of the Child Passport to view the information held in the Passport. Records can be expanded and minimised by clicking on the yellow bars.

## 2. Carrying out an Assessment of your Child (a Parent Assessment)

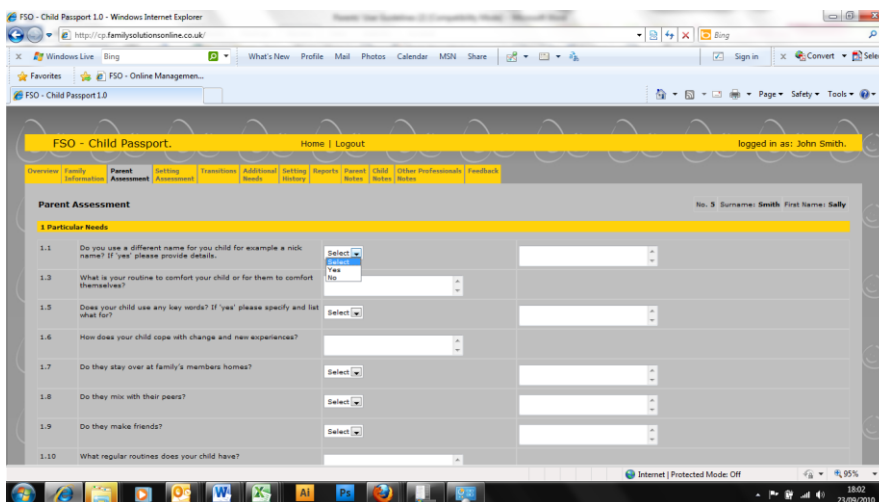
You have the ability to create and save Parent Assessments within the Child Passport. Parent Assessments are listed in chronological order. Previous Parent Assessments you have created can be expanded for viewing by clicking on the Yellow Bar at the top of each Assessment. Clicking again on the Yellow Bar will minimise the Assessment on the screen.

**To create your first Parent Assessment:**

- 1) Click the yellow 'Parent Assessment' tab.



- 2) Complete the Parent Assessment details for your child, expanding each of the seven subject areas to see the questions by clicking the Yellow Bars. Clicking a Yellow Bar a second time will shrink the subject area.



- 3) Click the yellow 'Save' button'.

### To create subsequent Parent Assessments:

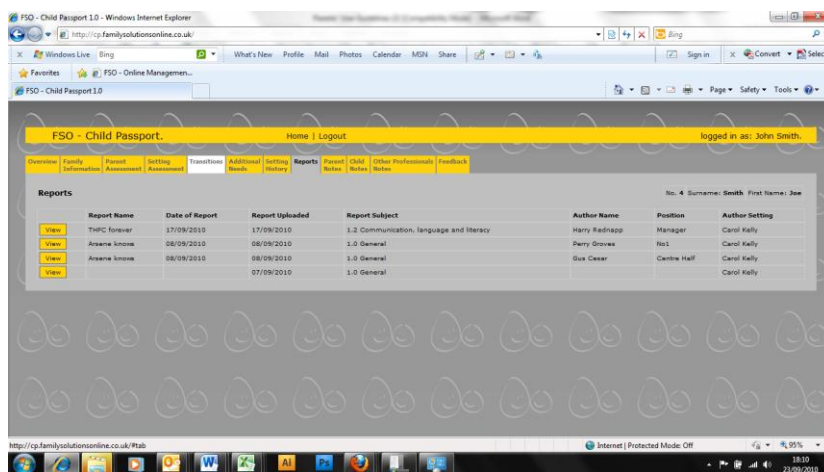
As some of the information in your subsequent Parent Assessments may be the same as in previous assessments, you will not have to create a new Parent Assessment from scratch each time you wish to save one. **You will only need to change the information you wish to update.**

- 1) Click on the Yellow Bars to view the information in your last Parent Assessment (which will appear at the top of the screen).
- 2) Update the details that have changed since your last Parent Assessment.
- 3) Click the yellow 'Save' button.

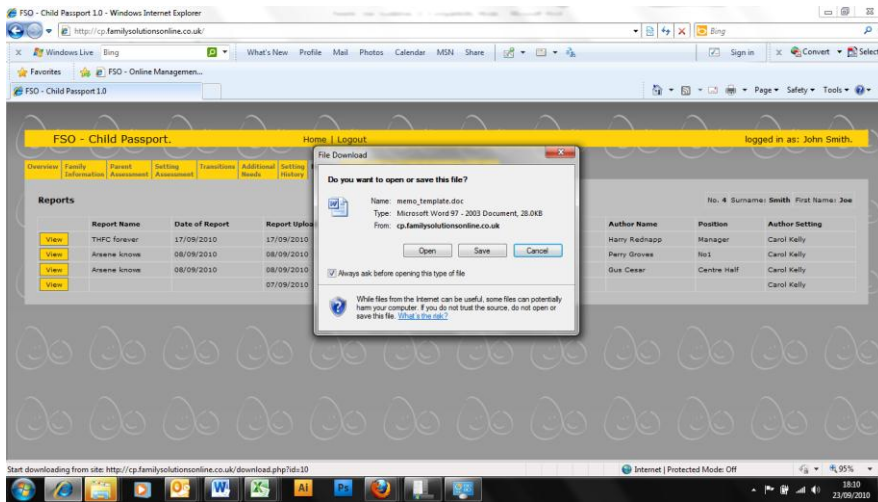
## 3. Viewing a Report about a Child

### To view a Report:

- 1) Click the yellow 'Reports' tab.



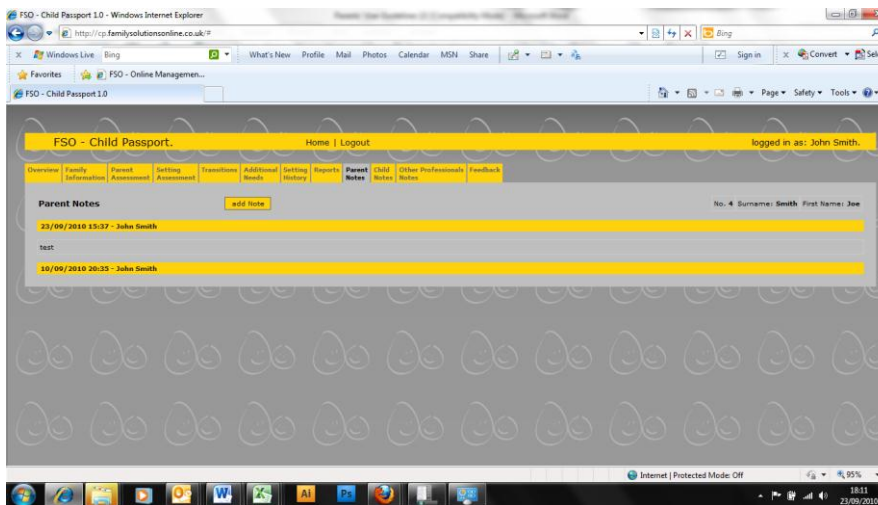
- 2) Click the yellow 'View' button next to the Report you wish to view.
- 3) A Windows dialogue box will appear, enabling you to either View or Save the Report, in the software in which it has been saved, on your PC.



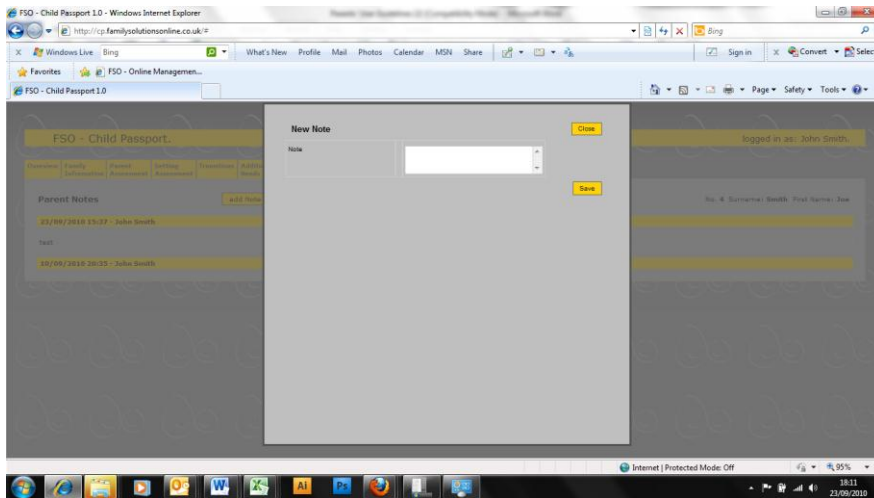
## 4. Creating Parent Notes

To create a note which will be recorded in the Child Passport:

- 1) Click on the yellow 'Parent Notes' tab.



- 2) Click the yellow 'Add Note' button.



- 3) Type your note in the note box.
- 4) Click the yellow 'Save' button.

## 5. Gathering Feedback

The Child Passport has a feedback function, which lets you gather feedback from relevant parties via a secure web link. The feedback will be stored securely in the Child Passport and will form part of the child's record.

Utilising this function will enable the recipient to receive an email with any text you have chosen to add and a link as shown below:

*'Please follow this link to post your response:*

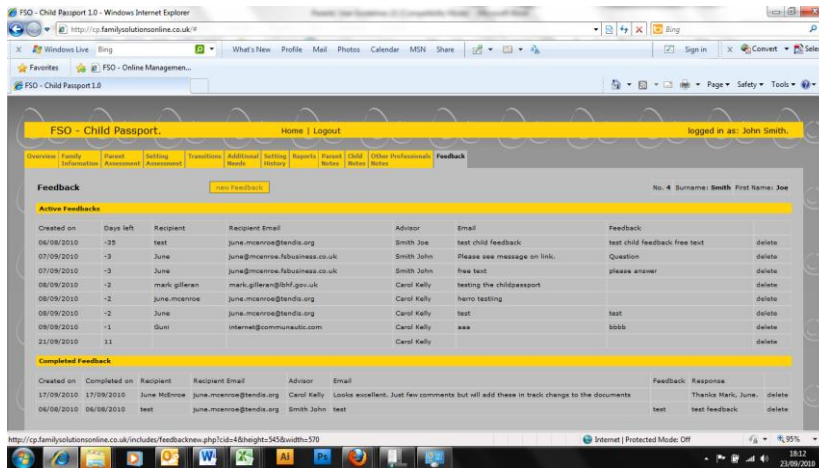
<http://cp.familysolutionsonline.co.uk/feedback.php?key=9967d7ff564db78cbd17f9296482b86552>

*This link is valid for 14 days'.*

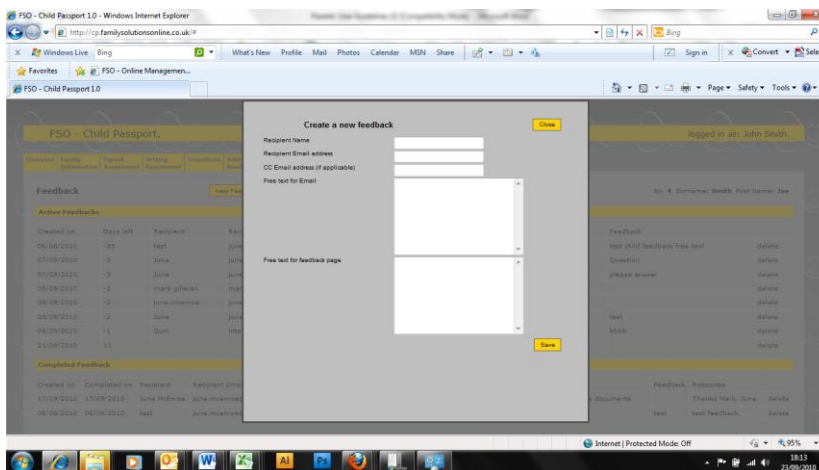
If the recipient follows the link, they will have access to the secure message you have prepared for them and they can type and submit a reply to be securely recorded in the Child Passport.

### To gather feedback:

- 1) Click on the yellow 'Feedback' tab.



2) Click 'New Feedback'.



3) In the 'Create a New Feedback' box, complete:

Recipient Name

Recipient Email Address

CC Email Address (if applicable)

Free Text for Email (a message which will appear in the email the recipient receives) You do not have to type anything here, but may wish to.

Free Text For Feedback-THIS INFORMATION WILL BE SECURELY STORED (i.e. it will not appear in the recipient's email inbox or sent items box, only in the Child Passport.)

4) Click on the yellow 'Save' button.

*The recipient will receive an email with your free text message, if you have typed one and, below it, a message like this:*

*'Please follow this link to post your response:*

*<http://cp.familysolutionsonline.co.uk/feedback.php?key=9967d7ff564db78cbd17f9296482b86552>*

*This link is valid for 14 days'.*

*If the recipient follows the link, they will see the message you typed in the 'Free Text For Feedback' box and they can type and submit a reply to be securely recorded in the Child Passport.*

## **6. Getting Support**

If you would like support using the Child Passport please call Tendis Ltd on 020 8743 1270 between 10am and 5pm.

Tendis Limited would also like to hear from you if you have any comments or suggestions regarding the Child Passport, or encounter any problems while using it. Please email: [hello@tendis.org](mailto:hello@tendis.org).