



Child Passport – User Guidelines for Professionals

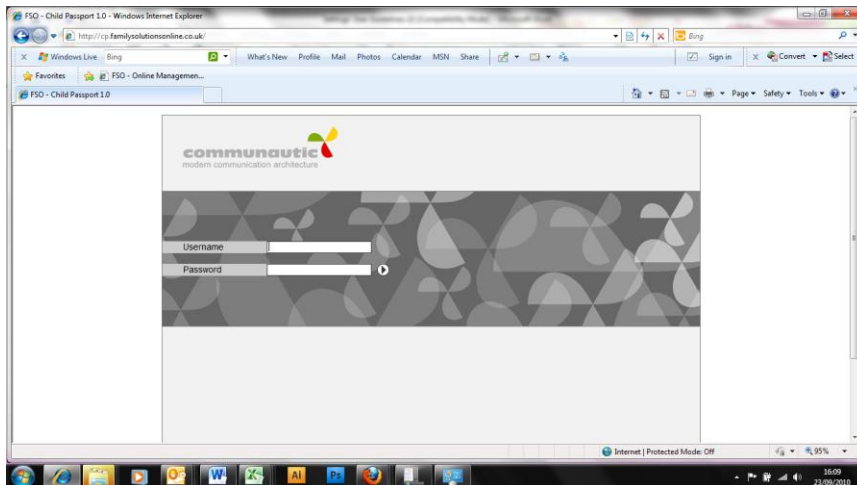
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1. Getting Started

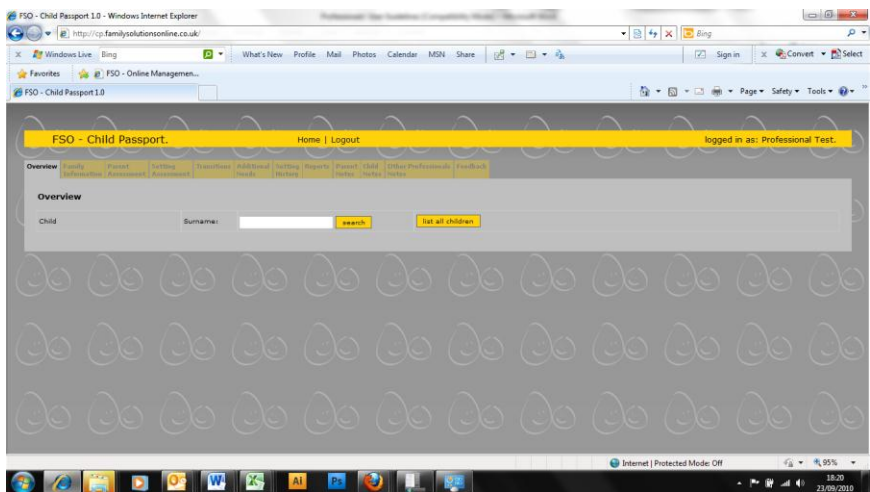
- 1) The Child Passport can be accessed via your Internet browser at:

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



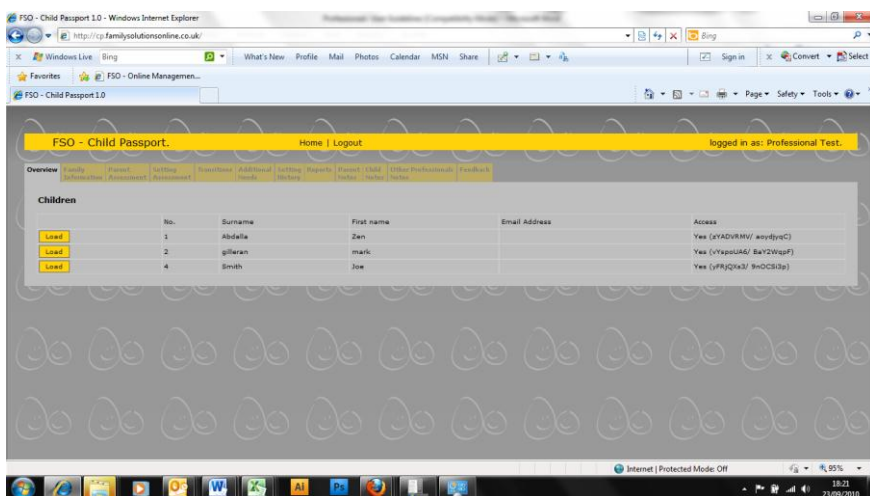
- 2) Enter your user name. This is the user name you have been provided with in a letter from Family Solutions. Each Professional has one user name and this user name will not change.
- 3) Enter your password. You will have received half of this password in a letter from Family Solutions and need to telephone Tendis Ltd on 020 8743 1270 for the other half. For added security, this password will change every 30 days.

You will now see the Overview tab.



The names of any Children you are working with who have a Child Passport will appear here.

- 4) To view the Child Passport for a Child, either type their Surname in in the Surname Search box and click the 'Search' button or click the 'List All Children' button to pick from a list of all Children you are working with, who have a Child Passport.



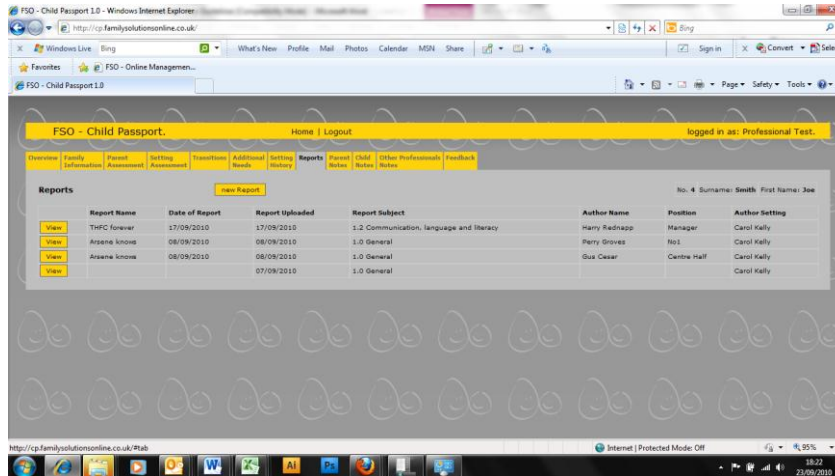
- 5) Click 'Load' to view a Child's Passport.
- 6) Click on the Yellow Tabs along the top of the Child Passport to view the information held in the Passport. Records can be expanded and minimised by clicking on the yellow bars.

2. Uploading a Report about a Child

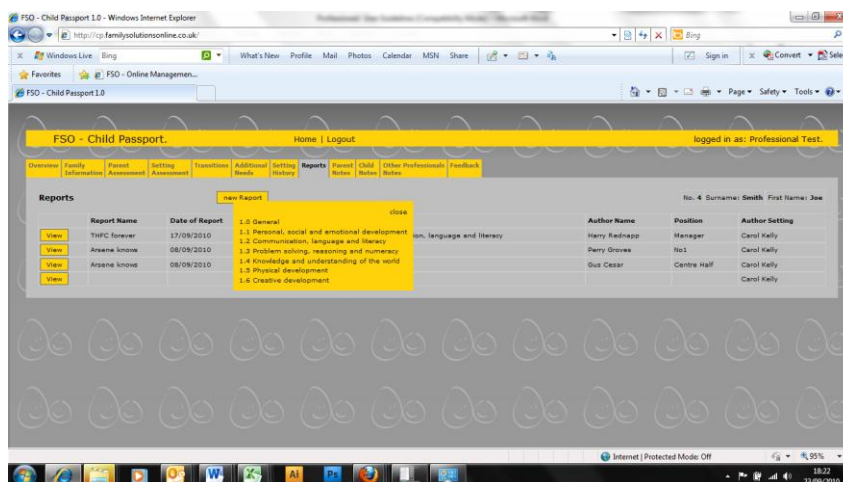
The Child Passport allows you to upload and save Reports about a Child.

To Upload a Report:

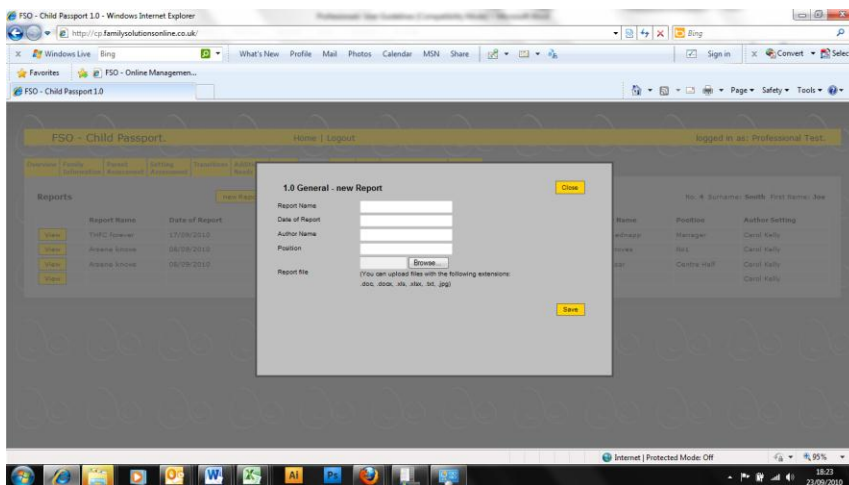
- 1) Click on the yellow 'Reports' tab.



- 2) Click on the yellow 'New Report' button.



- 3) Select the Category in which you would like your report to appear.



- 4) Complete the New Report Details:

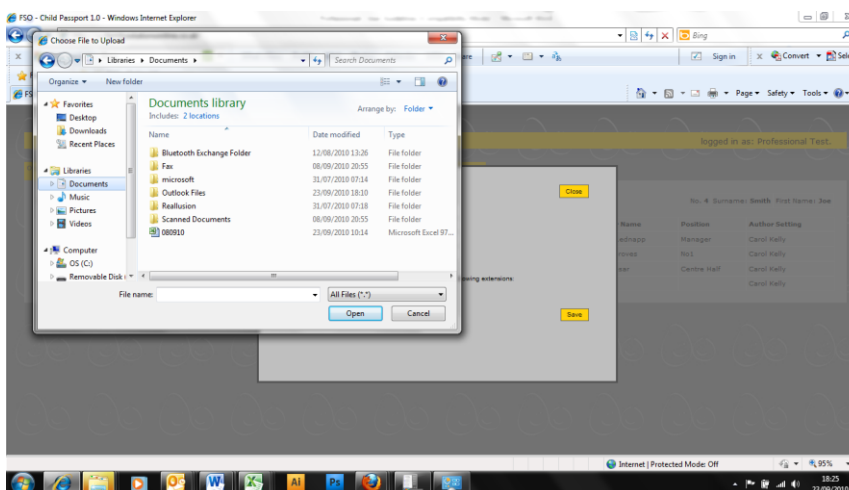
Report Name

Date of Report

Author Name

Position

- 5) Click on the 'Browse' button to locate the file you wish to upload.

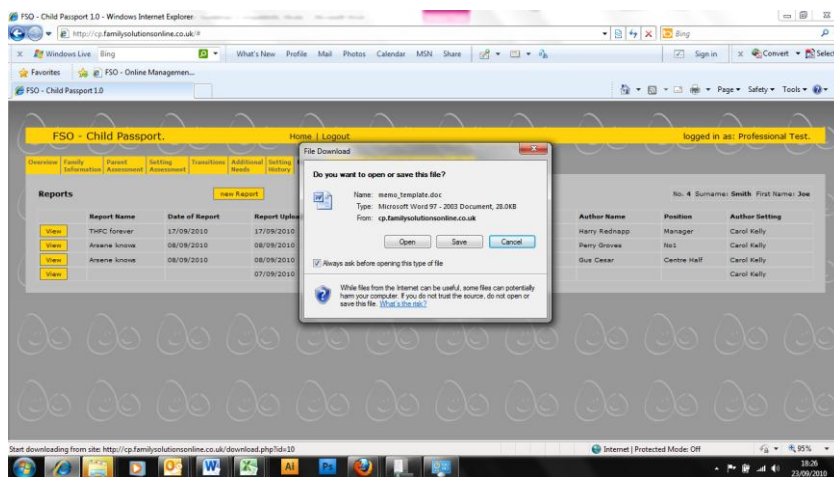


The file now forms part of the Child Passport for this child and can be seen in the list of Reports about the child. This allows it to be added to assessments which Settings may carry out on the Child (Setting Assessments) if required.

3. Viewing a Report about a Child

To view a Report:

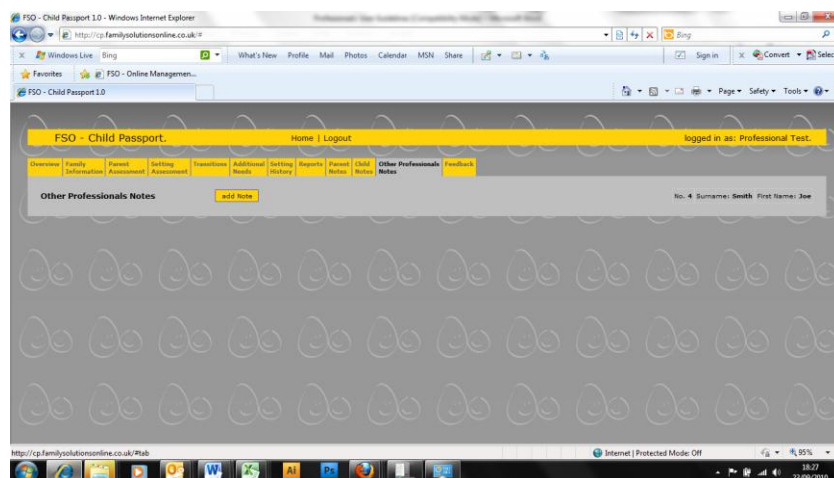
- 1) Click the yellow 'Reports' tab.
- 2) Click the yellow 'View' button next to the Report you wish to view.
- 3) A Windows dialogue box will appear, enabling you to either View or Save the Report, in the software in which it has been saved, on your PC.



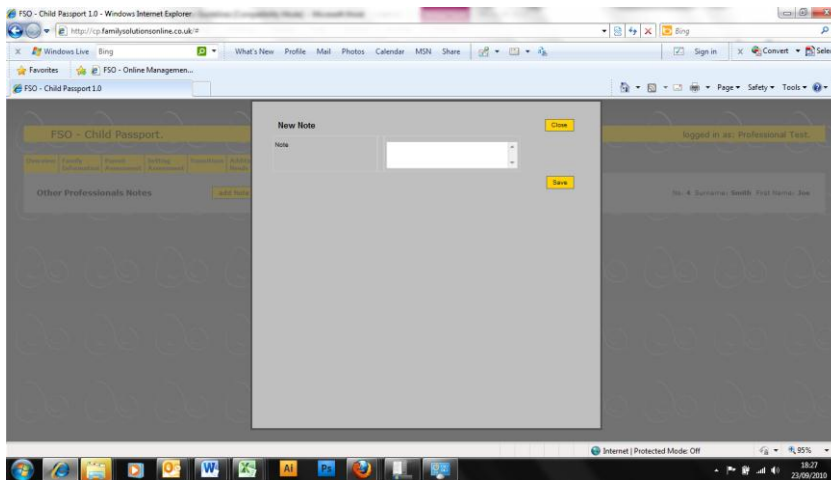
4. Creating Professionals' Notes

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

- 1) Click on the yellow 'Other Professionals 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:

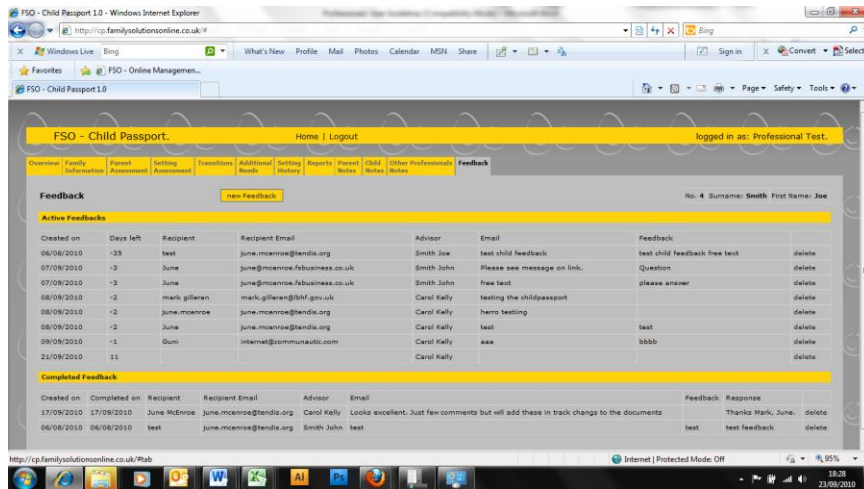
<http://cp.familysolutionsonline.co.uk/feedback.php?key=9967d7ff564db78cbd17f9296482b86552>

This link is valid for 14 days'.

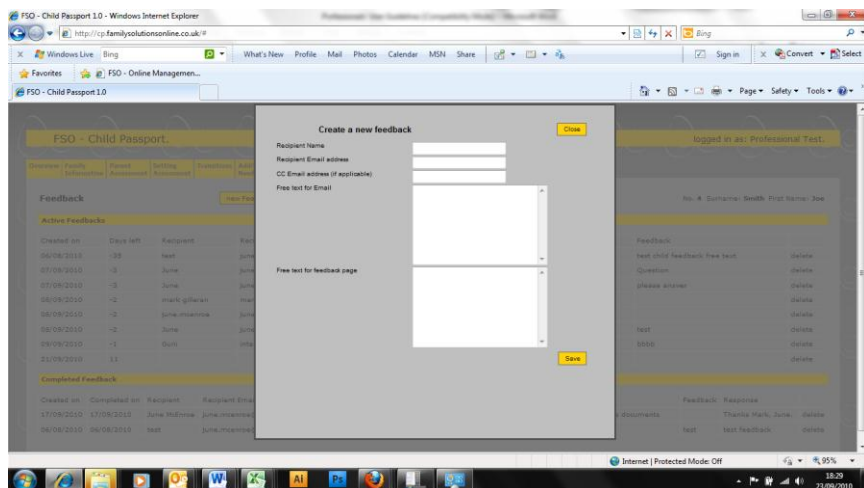
If the recipient follows the link, they will have access to the secure message you have prepared for them and they can type and submit a reply to be securely recorded in the Child Passport.

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.