

HIGHLANDS SCHOOL

**An introduction to
Parentpay and
Insight**



YOU WILL BE ABLE TO LOG INTO PARENTPAY IN JULY

What does Parentpay do?

- enables you to pay for your child's school meals and other items such as school trips
- offers a highly secure payment site
- gives you a history of all the payments you have made
- allows the merging of accounts if you have more than one child at school
- shows you all items available for payment relevant to each of your children
- emails a receipt of your payment to the email address you register
- offers you the ability to set automated email/SMS payment reminders

How does Parentpay help you?

- gives you the freedom to make payments to school whenever and wherever you like
- stops you having to write cheques or search for cash to send to school
- gives you peace of mind that your payment has been made safely and securely
- helps with budgeting; payments are immediate, there is no waiting for cheques to clear
- payments for many of the larger trips can be made by instalments up to the due date
- you never need miss a payment or have insufficient credit with automated email/SMS alerts
- Parentpay is quick and easy to use

How does Parentpay help our school?

- reduces the administrative time spent on banking procedures
- keeps accurate records of payments made to every service for every student
- payments do not bounce
- reduces paper 'waste'
- allows for easy and quick refunds to be made back to the payment card
- improves communication between the school and parents concerning payments
- offers a more efficient payment collection process, reducing the amount of money held on school premises
- helps us improve school-home communication with its integrated email/SMS messaging centre

How do I get started?

We will send you an activation email containing your temporary username and password to enable you to setup your Parentpay account. During the activation process you will be guided through changing your username and password to something more memorable; you can also merge your accounts if you have more than one child at Highlands.

Parentpay Frequently Asked Questions

When can I log in to my account? Once you have received your activation letter from the school. Login details and passwords will be issued in July and you will be able to active your account and start making payments.

Which cards can I use? Parentpay accepts Mastercard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards

Is it safe to make payments on the internet? Yes. Parentpay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither Parentpay nor the school have access to your card details.

How can I check it's secure? Standard website addresses begin with http: the address for a secure site will always begin with https: You will also see a padlock at the bottom/top right of the screen on our login page, and after logging in. You should not enter card details or personal data on any web page that doesn't start with https:

What about our personal information? Parentpay holds a very limited amount of information about you and your child, solely for the purpose of administering your account, however they do not use your information for any other purpose. We do not share this information and Parentpay operate under strict guidelines set out by the Data Protection Act 1998.

Parentpay will never contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from Parentpay, please contact the School Manager at Highlands School on 020 370 1100.

More information

More information can be found on the Parentpay website, alternatively contact the school on 0208 370 1100.



YOU WILL BE ABLE TO LOG INTO INSIGHT IN SEPTEMBER

Instructions on how to log onto INSIGHT to follow.

**Please note that passwords will be issued
in September.**



INSIGHT

INSIGHT is the Highlands School parental access gateway and we welcome you!

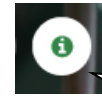
Your own personal username and password will be automatically sent to the email address you have provided to the school. Please go to your inbox and look for an email from "Highlands School INSIGHT" to find your password details. The password provided in the email will have one life and as soon as you log in you will be required to enter a new password, which only you will know. Your new password should be made up of a mixture of capital letters, lowercase letters and numbers. Please keep this password safe as it protects your personal data and remember to log out when you have finished, particularly if you are using a shared computer.

If you have any problems or queries, please email insight@highlands.enfield.sch.uk; we will try to reply within 72 hours during term-time. If your username and password haven't arrived please check your junk-mail folder before contacting us.

April 2019

LOG ONTO INSIGHT

Access to Insight is via the frontpage of the Highlands website.



Click on this icon to go to the Insight login screen.

If this is the first time you have logged into Insight you will be prompted to change your password and you won't be able to proceed until you have done this.

Type your email address which is your username.

Enter the password provided in the email, and click Login button.

Enter a new password that only you know.

Now enter that new password a second time, and click OK button.

Success

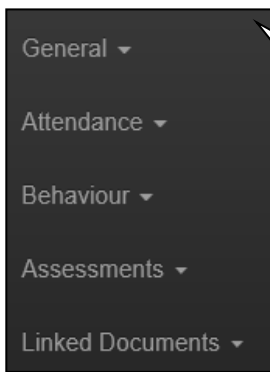
Your password was changed successfully.

This box confirms the change has been successful, click **Close** button.

Close

GENERAL MENU

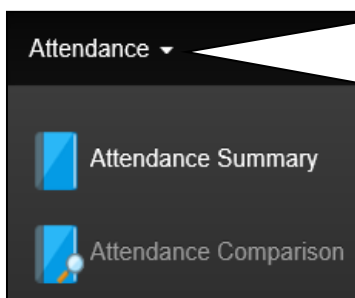
The first screen is the Dashboard which will display your child's name with a picture (if you have more than one child at the school you will see a dropdown arrow beside their name where you can select each child but you will need to have "Merged" together the accounts first via the Log Out Menu). This first page is a quick overview of your child's Achievements, Attendance and Behaviour, further down the screen you will find their Timetable. *Note: Timetable displays the current week and will display a present or absent mark only for the first and last sessions of the day.*



These menus display as a dropdown or as a list across the top of the page depending on the device you are using

PERSONAL DETAILS Please check in the General Menu that the personal details we have on file are up-to-date and correct. If you notice any errors, please send a letter detailing any changes to The School Office.

Move to a different page by clicking or tapping the dropdown arrow to display the pages available.



Expand this arrow beside a menu and choose a page to move to a different screen

ATTENDANCE MENU

Here you will find a collection of graphs displaying your child's overall attendance at school. Attendance Summary is a complete picture of the year to date (scroll down the page to find a key of the codes), Attendance Comparison displays your child's attendance on a graph and compares their attendance to the rest of the students in their form and against the rest of their year, Attendance Career presents a graph of percentages for the year to date and finally, Report Absences gives you the opportunity to report historical absences which are sent directly to the school office.

REPORT ABSENCES

This feature allows you to use Insight to report a historical absence. Click here to inform the school about the type of absence and then enter any further information in the box below, click Update button to send the reason to the School Office

What is the reason for the absence?

Medical Appointment

Hospital appointment to check up an old injury.

BEHAVIOUR MENU

Find here Achievements, Behaviours, Detentions, Removals (Internal Exclusions) and Cash in. Students will have their own username and password and the ability to "cash-in" their credits which they have earned from Achievements; they can order generic high street vouchers which can be redeemed in various stores.

IMPORTANT If you receive a message from Highlands School regarding your child's behaviour, Behaviour Menu – Detentions OR Removals page is the place to go to find out more information about date and time.

ASSESSMENT MENU

In this menu details can be found of Exam Entries which your child has been entered into, Examination Results of exams they have already received their grades for and Key Stage Results levels awarded at the end of Key Stage 2 and 3.

Date	Start	Room	S...
17 May 2017	09:00		Math Core
24 May 2017	09:00	6664	Math Core

EXAMINATION TIMETABLE This is a copy of the exam timetable passed to students detailing important dates and times of forthcoming exams

LINKED DOCUMENTS MENU

Find displayed here the latest assessment information for your child.

Year 11
Report Y12 AS EO...
Report Y12 AS Inte...
Report 6 Form Pro...
Student profile - Cl...

LINKED DOCUMENTS
Listed here will be current and historical documents.

FORGOTTEN YOUR PASSWORD?

You can reset your own password via the "Don't know your password" link which is at the bottom of the log in screen. Click this link to arrive at the screen below:


Forgotten your password?
Enter your username or email address to receive instruction.

Submit

If you forget your password, enter your username (the email address supplied to the school), click **Submit** button and a new password will be sent to this username. *Note: This will only work if the School has your current email address on our system*

LOG OUT MENU

To keep your data secure close the browser or log out when you have finished.



Log Out
Change password
Merge accounts

Click here and choose Merge Accounts to join together, in one account children who live at the same address

INSIGHT MOBILE PHONE APP

Download the APP

- Apple: In the app store type “Insight” (the app is called “Insight by TASC”)
- Android: Search via Google and typed “Insight App by Tasc”




Log In

- When prompted to get the alert notifications click “Allow”
- You can find the QR Code on the Insight website log in screen (or scan the QR code here on this page)
- Students Log in with your Highlands computer username and password
- Parents use the email address supplied to the school and their personal password



Scan this QR Code when prompted

Alternatively, where you log in, click  and type in <https://insight.highlands.enfield.sch.uk/INSIGHT>