

# parentsportal.scot

## UPDATED GUIDANCE DIFFERENCE BETWEEN MAIN AND SECONDARY CONTACTS 15<sup>TH</sup> JUNE 2020

This note provides an overview of the difference between Main and Secondary Contact access for parentsportal.scot.

### MAIN CONTACT

The Main Contact will have access to all the services that are enabled by a Local Authority on parentsportal.scot. The Main Contact will have access to view and update data contained within the Annual Data Check Service. The Main Contact will also be able to respond to Permission Slips, granting or denying permission as required.

#### **WILL THE MAIN CONTACT SEE DATA ABOUT THE SECONDARY CONTACT?**

If the Secondary Contact lives at the **SAME ADDRESS** as the Main Contact, the data for the Secondary Contact **WILL** be displayed in the Annual Data Check Section.

If the Secondary Contact lives at a **DIFFERENT ADDRESS** to the Main Contact and the Parental Rights Box **IS TICKED** for the Secondary Contact, the data **WILL NOT** be displayed to the Main Contact.

If the Secondary Contact lives at a **DIFFERENT** address to the Main Contact and the Parental Rights Box **IS NOT TICKED**, the data **WILL** be displayed to the Main Contact in the Annual Data Check Section. The Secondary Contact will be listed alongside other emergency contacts.

#### **WHAT IF A MAIN CONTACT SHOULD NOT SEE SPECIFIC DATA WITHIN THE ANNUAL DATA CHECK, INCLUDING DETAILS ABOUT EMERGENCY CONTACTS?**

Our guidance is that parent/contact should not be considered suitable for parentsportal.scot. If Annual Data Check is enabled as a service on parentsportal.scot, school staff should reject a link child request and current paper processes should continue for that parent/contact where a redacted Annual Data Check is sent to them to review.

Should a parent/contact already have access to parentsportal.scot but an event requires for their access to be removed, school staff can break the link by unticking the "Parental Rights" flag.

### SECONDARY CONTACT

The Secondary Contact will have access to all the services that are enabled by a Local Authority on parentsportal.scot apart from two. The Secondary Contact is unable to access the Annual Data Check Service. As a result, they are unable to view or update any of the data contained with the Annual Data Check form. The Secondary Contact can however update their own details if required (address, phone number, email address) via the Update My Details section. For Permission Slips a Secondary Contact has view-only access, they can read information about a trip or policy that permission has been requested for, but they are unable to respond to grant or deny permission.

#### **CAN THE SECONDARY CONTACT SEE ANY INFORMATION ABOUT THE MAIN CONTACT?**

No. No information or data will be displayed about the Main Contact to the Secondary Contact.

For a Secondary Contact to request a link however, they will need to know the address of the child.

If they know the address and pass Steps 1 and 2 when linking the child, the school staff still decide whether a link should be approved or not.

If they do not know the address of the child, they will be unable to submit a link child request.

**ANNUAL DATA CHECK WHEN SECONDARY CONTACT LIVES AT A DIFFERENT ADDRESS TO THE MAIN CONTACT**

As the Secondary Contact will not have access to the Annual Data Check, a notice should be sent to Secondary Contacts (who have the parental rights box ticked and live at a different address) to request that they view and update their details if they are incorrect.