



How do I get a login name and password?

If you are a student or parent of a student at The Tiffin Girls' School and would like access to our webPortal powered by TASC Insight, please contact Helpdesk@tiffingirls.org if you haven't yet been provided with login information.

What do I do if I forget my password?

When you click on the webPortal link on the school's website you are directed to the webPortal launch platform. Underneath where you would otherwise enter your login credentials you will find a tool that will allow you to reset your password to a temporary one. This new temporary password will be emailed to you and should be changed immediately upon logging into the webPortal.

What will I find on the webPortal when I login?

You will be able to view attendance and achievement information for your daughter including her daily timetable, up to date information and historic records such as external exam results. You can also book parents evening appointments and students can make their initial GCSE and A Level options via the site. Current and past reports will be available at the click of a button as will Schemes of Learning (the plans subjects use to map out what will be taught for the year).

What if I spot a mistake on my child's record?

We make every effort to ensure that information is accurate and are always grateful for your support with this. If you spot an error, please email Helpdesk@tiffingirls.org and we will attend to it as soon as possible. The webPortal provides live access and so you may have to be patient and allow a little time for corrections to take place. If the query concerns attendance, it may be necessary to consult with a number of staff before we can make any changes and this can take a little while.

Can I see whether my child has arrived safely at school?

You can see your child's attendance marks as soon as the register is taken in SIMS – normally at morning registration and at the beginning of every lesson. There are, however, a number of reasons why normal registration may not always occur and the data is then updated as soon as possible but, if you find a lesson's attendance marks are missing for your child, please do not contact the school immediately, unless you have genuine reason to worry that there has been a serious problem.

Can I report absence due to illness via the webPortal?

Yes. There is a link within the webPortal that will allow you to report an absence due to illness (only) within one week (7 days) of the absence. All other absences (known in advance or for reasons other than illness) should be reported in to school in the same way as is usual.

Is the information secure?

Data Security is of paramount importance. INSIGHT meets the requirements as requested by Becta in the Secure Remote Access and Data Security paper. We also use a secured server and web domain.

Who gets access?

In most cases, both parents are entitled to and are provided with a login in order to view their child's information and we usually issue individual login details to each parent. Accounts can be merged if two parents would rather. If you have legal guardianship of a child you will also be entitled to access.