



## BHASVIC Parent Advantage Quick Reference Guide

### 3. How to ... *solve general problems with Parent Advantage*

#### 1. Introduction

This document briefly explains common problems that parents/carers experience with Parent Advantage.

#### 2. Instructions

##### 2.1 Problems authenticating account and linking to a student

When adding the Authentication code from the emails sent by [cis@bhasvic.ac.uk](mailto:cis@bhasvic.ac.uk) a lot of people copy and paste (Ctrl + C and Ctrl + V) the code. If you do this, please make sure that you do not inadvertently copy the spaces before and/or after the code. The system treats the spaces as invalid characters and will not authenticate your account as a result.

Parent Advantage ▶▶

Please enter the details that were sent to you by letter/email in the form below and click continue.

Authentication code

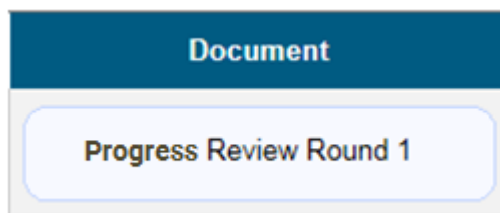
Email address

Specify a password

Confirm password

Back to login page Continue

##### 2.2 Opening Progress Reviews



After the Progress Review publication date you should be able to see a Progress Review Round 1 (or 2) for each student that you have linked to your account.

The most common issue if you are unable to open a document in Parent Advantage is the pop up settings in the browser you are using. The Progress Review is a PDF file and opens in a separate tab or window, or may download, depending on your browser and device. Please check your browser settings and be sure to allow pop ups from the Parent Advantage website.

#### 3. Further Information

If you encounter any problems with these notes, or need more detailed advice, please contact the CIS team for further assistance by emailing [cis@bhasvic.ac.uk](mailto:cis@bhasvic.ac.uk)