



## BHASVIC Advantage Quick Reference Guide

### 3. How to ... *Solve General Problems with Parent Advantage*

#### 1. **Introduction**

The purpose of this document is to provide brief notes explaining common problems that arise with Parent Advantage

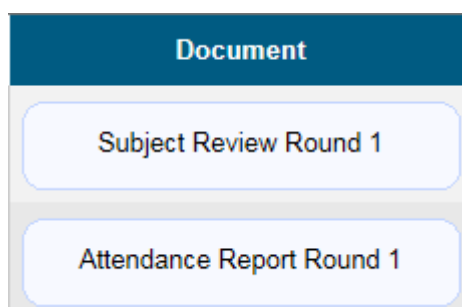
#### 2. **Instructions**

##### 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 data. 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.

The screenshot shows the 'Parent Advantage' login page. At the top, it says 'Parent Advantage' with a pink double arrow icon. Below this is a instruction: 'Please enter the details that were sent to you by letter/email in the form below and click continue.' There are four input fields: 'Authentication code:', 'Email address:', 'Specify a password:', and 'Confirm password:'. At the bottom, there are two buttons: 'Back to login page' and 'Continue'.

##### 2.2 **Opening Subject Reviews**



For each student that you have linked to your account you should now be able to see a Subject Review for Round one and an Attendance Report.

The most common issue with regards to being unable to open either is down to a pop up blocker installed on your computer/device. Both the Subject Review and Attendance Report are opened as a PDF in a separate window.

Another issue that we have come across is the inability to open these within Safari. We have noted the problem and have passed it back to the software suppliers to work on a fix. In the mean time we ask if you are able to use a different browser such as Google Chrome or Internet Explorer.

**3. How to ... Solve General Problems with ParentAdvantage**

**3. Further Information**

If you encounter any problems with these notes, or need more detailed advice, please contact the CIS team at BHASVIC for further assistance. Our preferred method of contact is by email at [cis@bhasvic.ac.uk](mailto:cis@bhasvic.ac.uk).