

BHASVIC Advantage Quick Reference Guide

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

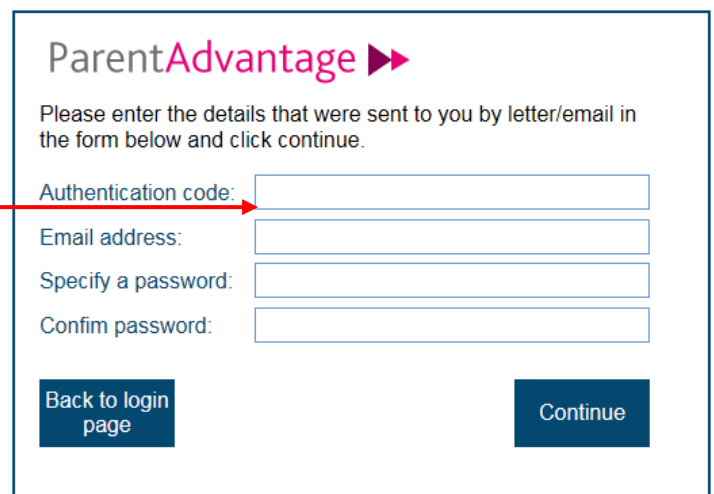
1. Introduction

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

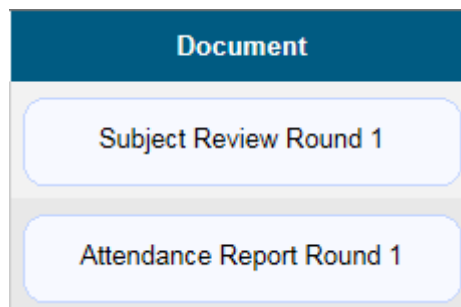
2. Instructions

2.1 Problems Authenticating account and Linking to a Student

When adding the Authentication code from the emails sent by cis@bhasvic.ac.uk 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.



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 meantime 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.