



FAQs

ClassCharts Parent App



September 2024 edition

DRONFIELD HENRY FANSHAW SCHOOL

Established 1579

ClassCharts Parent App

I received the initial introductory email but haven't yet received my activation email?

If you haven't yet received your activation email then send a message to mhayes@DHFS.uk

After some security checks, you will receive your activation email within 3 working days.

I haven't received a username and password?

Unlike other information systems, you are not sent any login credentials. By clicking on the activation email this then takes you to a screen that allows you to associate a method to login. This will then save you having to remember an extra set of login details for ClassCharts.

I don't have one of the login types it suggests. How do I login?

You will need one of the following login types. These are free to register online:

Facebook, Google eg GMail, Microsoft Office 365, Twitter

If you don't have one they are free to setup.



ClassCharts Parent App

Some of the personal details are wrong within the system. How do we correct this?

The ClassCharts system allows you to send changes in via the App. If that doesn't work then you can contact the school directly. We do encourage all parents to keep their information up to date, especially your contact details.

I've spoken to friends and they have received the introductory letter and activation but I haven't. Why is this?

Contact us on ClassCharts@dhfs.uk.

ClassCharts can be used by both Parents/Carers. Simply login using the main email address, and the same login code as displayed on the registration email.



www.dhfs.uk

Twitter

Please follow the school Twitter X account **@DHFSupdate**. We tweet and re-tweet key information daily including successes, events, closure information, updates, open day information, deadlines, training opportunities, vacancies and transition information.



@DHFSUpdate



www.dhfs.uk



FAQs

I have forgotten my password, what can I do?

We can easily reissue your password code to you. Please email us on classcharts@dhfs.uk

What if I have changed my email address or other contact details?

If any of your contact details have changed, please contact your child's House Support Manager to update. Alternatively, you can let us know by emailing Classcharts@dhfs.uk.

What if we require more than one account?

We anticipate that most families will use a single login but in circumstances where more than one parent/carer has the right to access data please contact the school.

What if I have more than one child at the school? Will I need an account for each child?

If you have more than one child at the school, you will only require **one login** which will allow you to access each of your children's records. If you have a child join the school after you have received your login details, your child will appear on your existing Parent account.

What happens when my child leaves the school?

When your child leaves the school, whether this is in Year 11 or at another point in their secondary education, they will no longer appear on your Parent account. If you have only one child at the school, your account will be disabled. We therefore encourage parents/carers to save any reports or other information they would like to keep before your account is disabled or your child is removed from your account.

Who do I contact if I am having problems with my account?

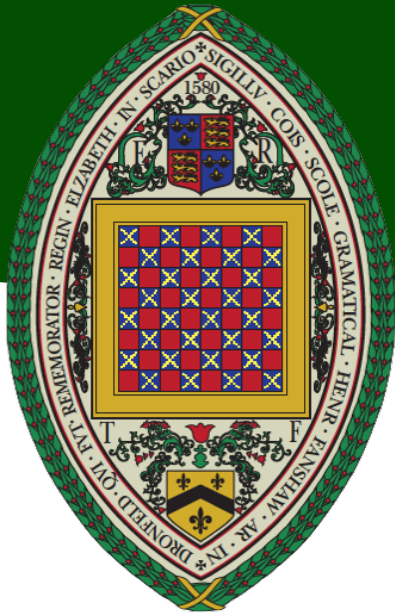
Please contact the school by emailing parentapp@dronfield.derbyshire.sch.uk.

Please allow up to 7 working days to receive a response. Please note, this account is not monitored during the school holidays.

What happens if I have no access to a computer/internet?

Please contact the school to discuss this with us





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SCHOOL**

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