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## Link Child Failure
Parent Troubleshooting Guide
Version 1

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## Authors

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## Version History

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## Approvals

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## Contents

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## Troubleshooting Linked Child Failures for Parents

Your school may have forwarded you this guide, if you've come across issues linking to your child on parentsportal.scot. In this document, we'll cover some basic things to check, as well as instructions on how to update details on your myaccount.

## A few important pieces of information to be able to link to your child

1.  The name and address details in your mygovscot myaccount need to match what is held in the school records.  **We will show you in this document how to check/update them.**

2.  The details you enter for your child must match what is held in the school records. This includes their name, address, school and class details.

3.  The school needs your current mobile phone number and e-mail address, so you're able to receive the security code in the linking process.  **If you don't receive the security code, call the school office and inform them of your current e-mail address and mobile number.**

## How to check and update your myaccount details:

Go to the main sign in for mygovscot myaccount - signin.mygovscot.org

Click on Sign-In and enter your username and password to sign in.



Once you've signed in, you'll see a dashboard that looks like this:

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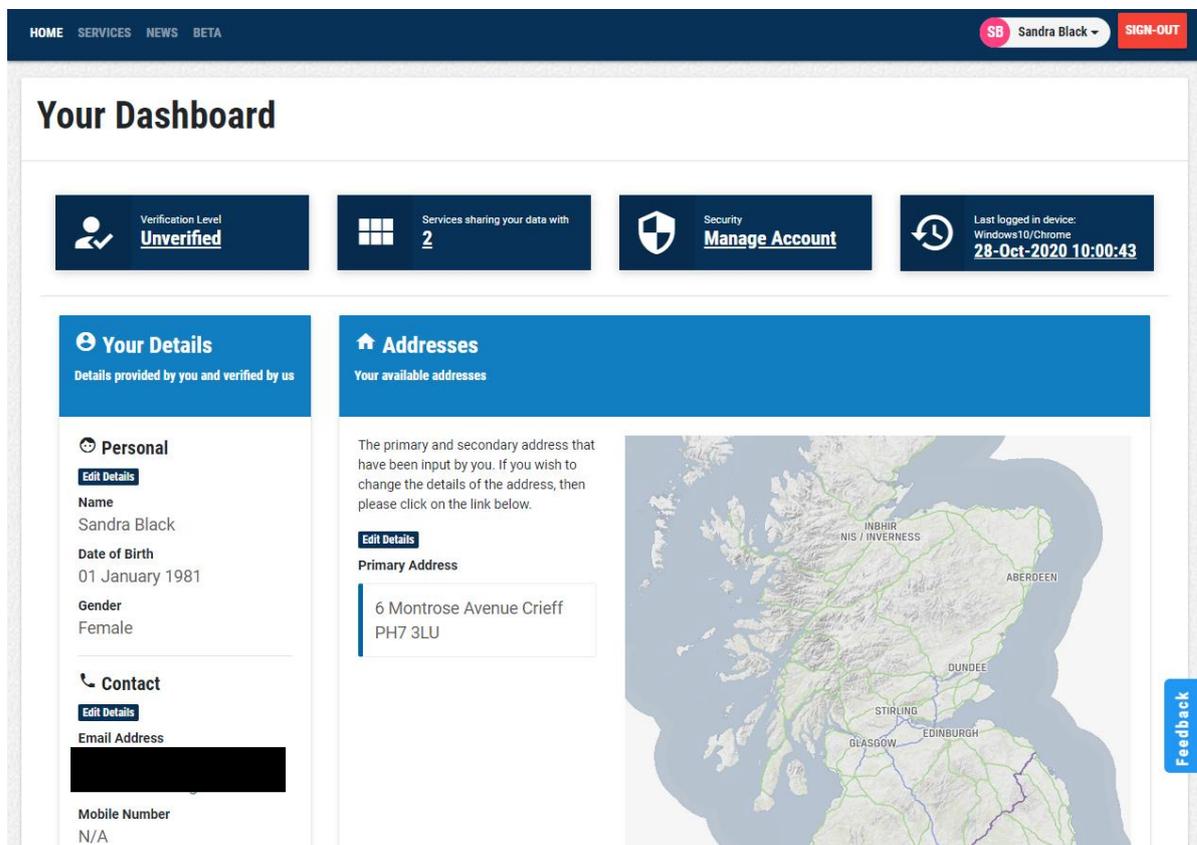
Here are a few examples of why a link child request may have failed:

- **Parents forename field and surname fields don't match**.  For example, the use of nicknames, middle names, initials, titles.  Please make sure the name on your myaccount is the same as what is in the school records.

- **Myaccount has been registered in the name of the child**, not the parent.  Please ensure the myaccount is registered in the parent's name.

- **Address doesn't match**.  Please ensure your myaccount address is the same as what is in the school records.  If it is different, it needs to be updated.

- **Address data doesn't match as it has been formatted differently.**  Please update your address by entering the postcode and select the address from the list.  If you manually enter your address it may not match what is held in the school records.

- **Home address has been given a name but as it's not registered the address doesn't match**. For example, you have entered Rose Cottage, High Street but the registered address is 12 High Street in the school data.  Please check to make sure the myaccount data matches the school records.

## If you need to update or check your personal details

Once you have signed into signin.mygovscot.org click on "Edit Details" under Personal Details and you'll see a screen like this:
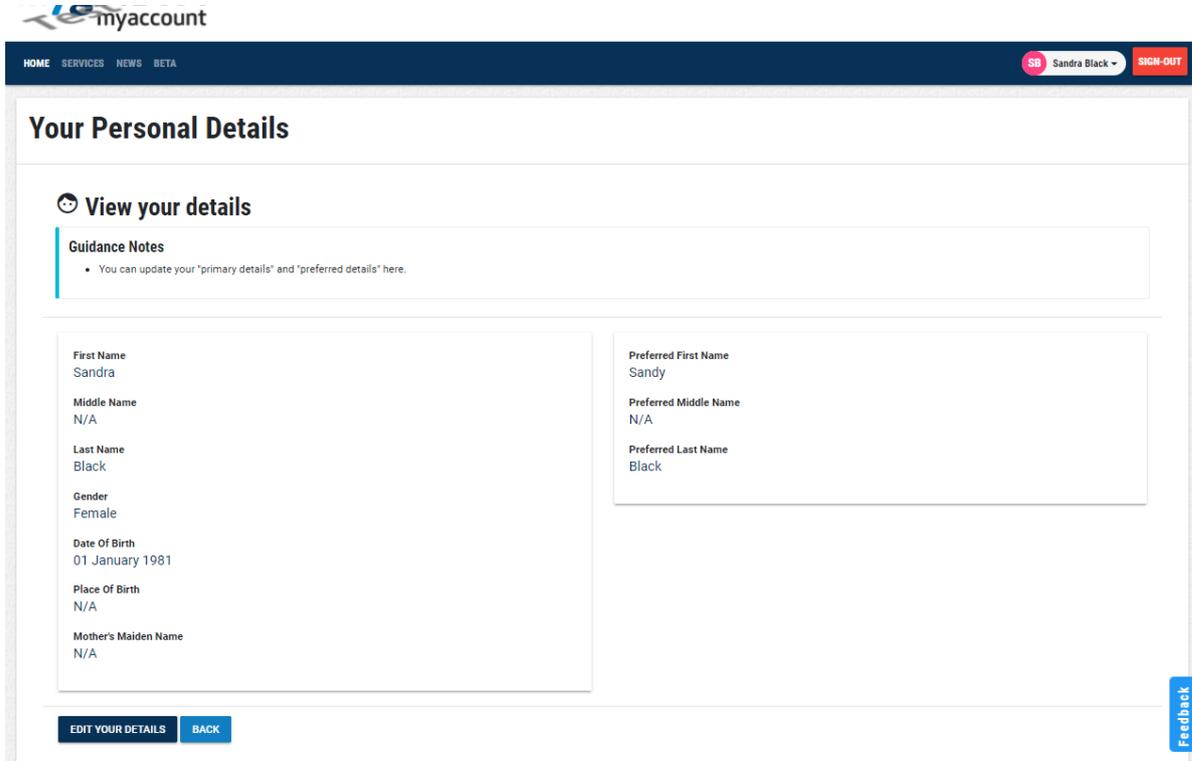


To update the details, click on "Edit your Details" and edit/update any details if required. Update the details on this page if you had registered the myaccount under your child's name.

Please make sure your name in myaccount is the same as what is held in the school records, ensuring you check the spelling.

### Here are some examples of data mismatches that would fail a link child request:

| Myaccount data | | School data | |
|---|---|---|---|
| Forename Field | Surname Field | Forename Field | Surname Field |
| Charles | Brown | Charlie | Brown |
| C. | Brown | Charlie | Brown |
| Charlie | Brown | Charlie Stuart | Brown |
| Mr. C | Brown | Charlie | Brown |
| Mrs. S. | Brown | Susan | Brown |
| Suzie | Brown | Susan | Brown |

## If you need to change or update your address details

Click on "Edit Details" in the Addresses section.

The address data may not be matching as your myaccount is still showing your previous address, or you manually entered the address, so it doesn't match.

It's important to select your address from the list supplied, and we'll take you through those steps now. For this example, the parent has entered their address manually as 6 Montrose Avenue:

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To edit or update that address, you need to "Add New Address" and find the correct address first.
A pop-up panel will appear asking you to confirm that you live in Scotland:
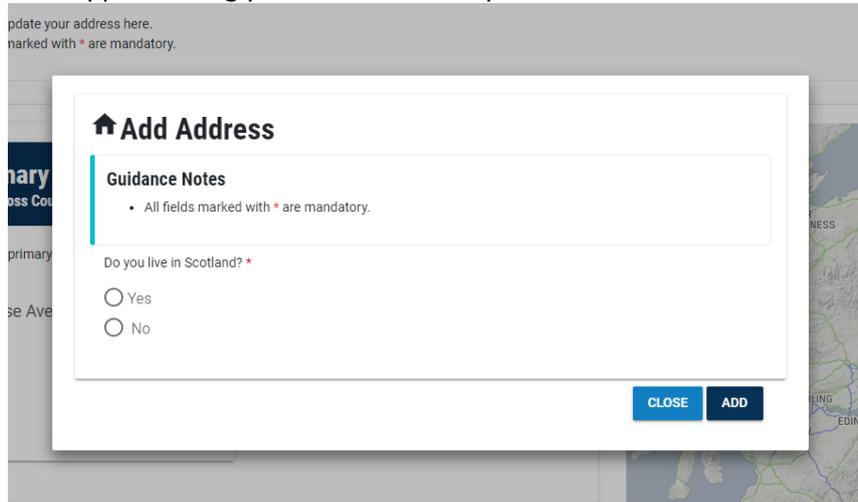


Select Yes if you live in Scotland.
You will then be asked to enter your Postcode:
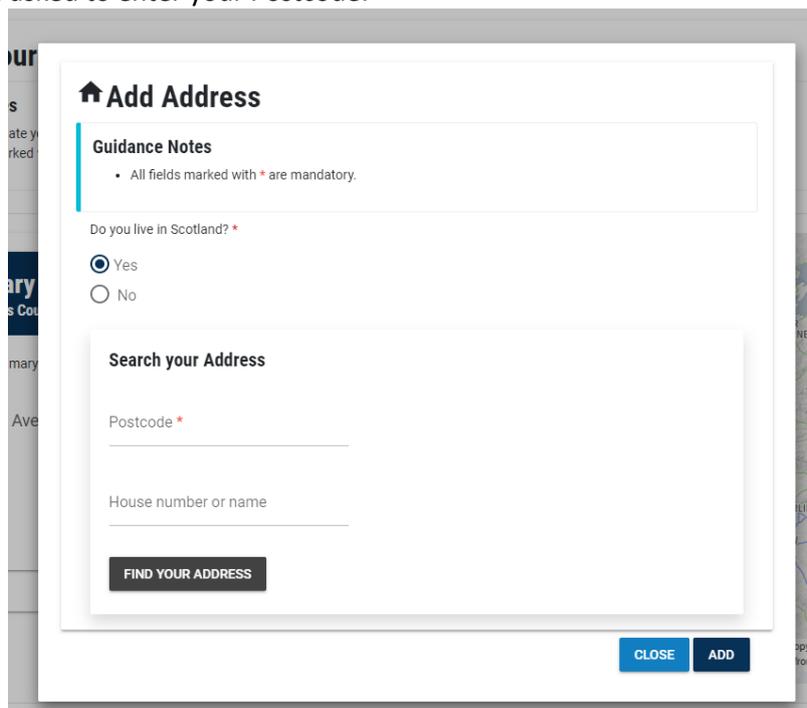
Enter your postcode. If you wish you can also enter a house name or number. Then Click on Find Your Address.



A new panel will appear listing all the properties registered with that postcode.

You should find your house/flat listed:

In this example 6 Montrose Avenue is now known as Strathearn Lodge. For some rural properties you may find your house name, but the address format may look slightly different than you're used to.

Select the correct property:



Then click on "Use Address."

You'll be taken back to this screen:

✔ Address has been added successfully.                                    ✕

## Manage Your Address

### 🏠 View your Addresses

**Guidance Notes**
- You can update your address here.
- All fields marked with * are mandatory.

🏠 **Primary Address**
Perth & Kinross Council

This is your primary address.

**Address**
6 Montrose Avenue

**Town**
Crieff

**Post Code**
PH7 3LU

🏠 **Secondary Address**
Perth & Kinross Council

This is your secondary address.

**Address**
STRATHEARN LODGE MONTROSE AVENUE

**Town**
CRIEFF

**Post Code**
PH7 3LU

MARK AS PRIMARY    DELETE

The new address has been added as a SECONDARY address. You now need to click on "Mark as Primary". Once you confirm that selection, it will now show as your primary address:

✔ Selected address has been set as primary.

## Manage Your Address

### 🏠 View your Addresses

**Guidance Notes**
- You can update your address here.
- All fields marked with * are mandatory.

🏠 **Primary Address**
Perth & Kinross Council

This is your primary address.

**Address**
STRATHEARN LODGE MONTROSE AVENUE

**Town**
CRIEFF

**Post Code**
PH7 3LU

🏠 **Secondary Address**
Perth & Kinross Council

This is your secondary address.

**Address**
6 Montrose Avenue

**Town**
Crieff

**Post Code**
PH7 3LU

MARK AS PRIMARY    DELETE

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At this point you can choose to delete the original address you held – just click on the delete button. If you now click on Back, you'll be taken back to the Dashboard and you'll see that the address has been updated:

| Verification Level **Unverified** | Services sharing your data with **2** | Security **Manage Account** | Last logged in device: Windows10/Chrome **28-Oct-2020 10:38:26** |
|---|---|---|---|

## 👤 Your Details
**Details provided by you and verified by us**

### 🕓 Personal
**Edit Details**

**Name**
Sandra Black

**Date of Birth**
01 January 1981

**Gender**
Female

### 📞 Contact
**Edit Details**

**Email Address**
████████████

**Mobile Number**
N/A

**Landline Number**
N/A

## 🏠 Addresses
**Your available addresses**

The primary and secondary address that have been input by you. If you wish to change the details of the address, then please click on the link below.

**Edit Details**

**Primary Address**

STRATHEARN LODGE
MONTROSE AVENUE
CRIEFF PH7 3LU

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Feedback

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Once your personal details and/or address details have been updated, please try and link again to your child on parentsportal.scot.

If your school has said that you've entered the incorrect details for your child, please check the following:

- **Check you've used their correct forename and not a nickname**.  For example, Christopher/Chris or Alexandra/Alex.
- **The forename field SHOULD also include any middle names UNLESS your school has requested you not to**.  (Some schools do not hold the middle name in the school records).
- **Be careful entering the date of birth** – if that's wrong, it won't link.
- Make sure you're entering their **CURRENT class and not last year's class details**.
- **Make sure you're entering their address details correctly**.  Please enter the postcode and select the address from the list.

**If you have gone through everything – updated your myaccount where required as requested by the school, and it still doesn't link, don't worry.**

We now need you to raise a request for help with our Customer Services Team. To do that, sign into parentsportal.scot and click on "Help" at the bottom of the page.  At the bottom of that page there's a link to raise a query with our helpdesk.  Please ensure you include as much detail as possible – for example, what the school have said does not match, and what you've tried to fix already.

Then our Customer Services team will be in touch with you.