# Parents Guide to myEVOLVE Contents

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10. How do I update my account details?

## 1. Introduction to myEVOLVE

# What is myEVOLVE?

myEVOLVE is the parent portal which allows parents to manage all aspects of school trips, activities, co-curricular clubs and wraparound care:

- \* Consent forms
- \* Payments
- \* Bookings
- \* What's On

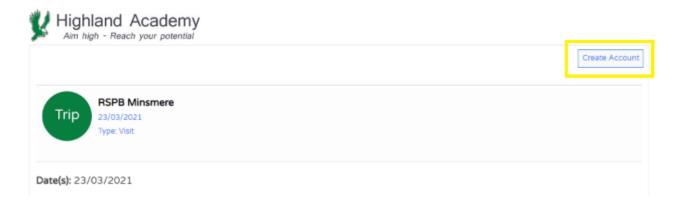
It also includes the Shop to allow parents to browse and purchase items such as uniform, equipment, school productions, donations etc.

\*\*\*\*\*

#### Do I need to have a myEVOLVE account?

No. Having a myEVOLVE account is entirely optional and will not preclude you from completing consent forms, making payments and booking trips and clubs. These requests will be sent to the email address you have registered with the school.

When you receive a consent, booking or payment request and click the secure link within the email, a page will open. Each page will contain an optional link to create a myEVOLVE account if you haven't already done so:



If you choose to Create Account, you will be prompted to choose a password to secure the account - this means you can then log in at any time.

\*\*\*\*\*

#### What's the advantage of a myEVOLVE account?

Whilst it's not mandatory to have a myEVOLVE account in order to grant consent, make payments or bookings, it enables you to review <u>all</u> outstanding forms and review all previous activities in one central place.

You will continue to receive confirmation of any payment, booking, or consent form sent via email - a myEVOLVE account simply collates these together in one easy-access resource!

# 2. How do I set up an account?

Please note firstly that a myEVOLVE account is **optional**. Without an account, your child's school or college will still be able to communicate with you about upcoming trips and events, and you will be able to:

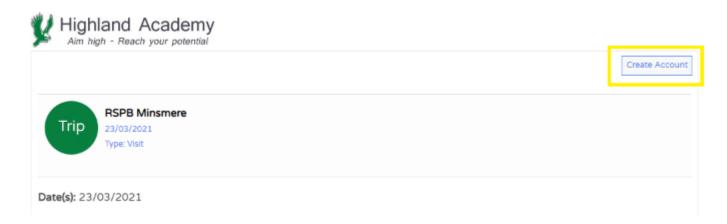
- \* Pay for trips and clubs
- \* Complete consent forms
- \* Make bookings

...all without an account!

However, if you choose to create a myEVOLVE account, you'll also be able to:

- \* Browse What's On
- \* View previous Consent Forms (NB: all consent responses will be sent to you via email)
- \* View previous Payments (NB: all payment receipts will be sent to you via email).

To do so, simply click the [Create Account] button on any of the emails sent to you from the school:

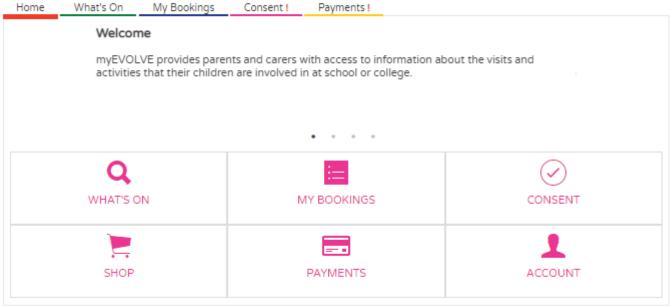


Creating the account is free, and very simple - you'll simply be prompted to enter a password to secure the account.

Once the account is created, you'll be able to manage all upcoming and previous activities from one central place - which works as well on your desktop PC as it does on a mobile device!

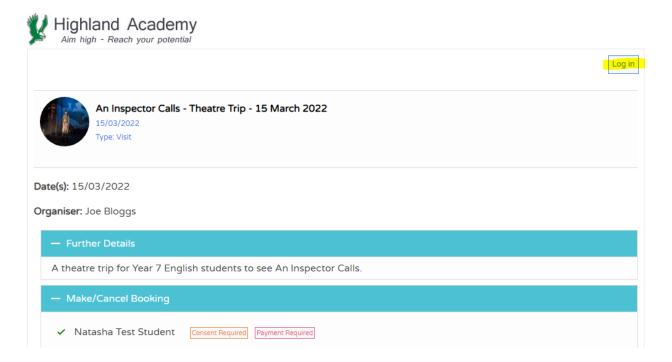




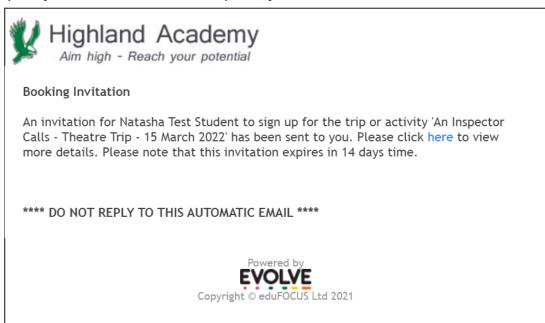


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Once an account has been created, the next time you're sent an email from the school with an invitation, consent form or payment request, you can continue to action these *without* logging in, or simply click [Log In] to log into myEVOLVE.



On receipt of your invitation to book a space, you will receive an email like the one



Below:

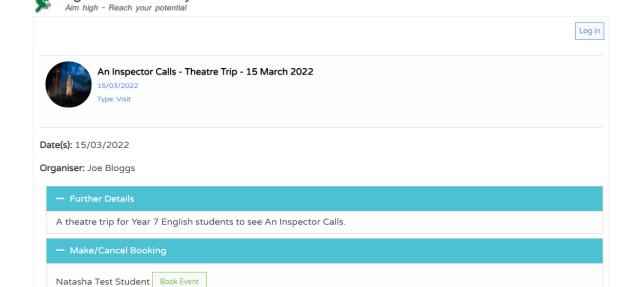
# Step 2

Click the [here] link in the email.

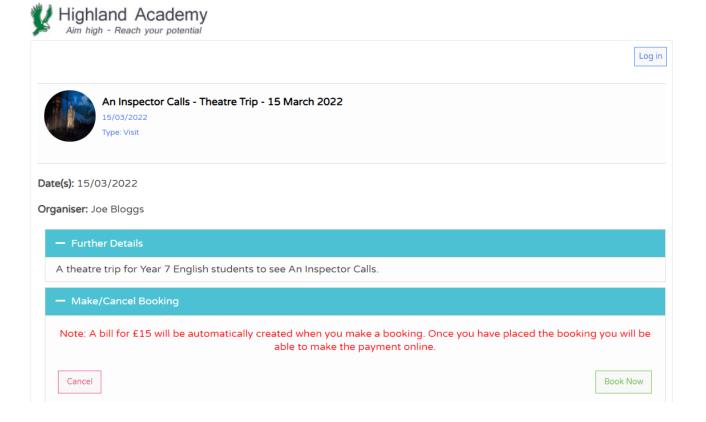
Highland Academy

#### Step 3

Review the details of the activity. To book a space, click [Book Event]

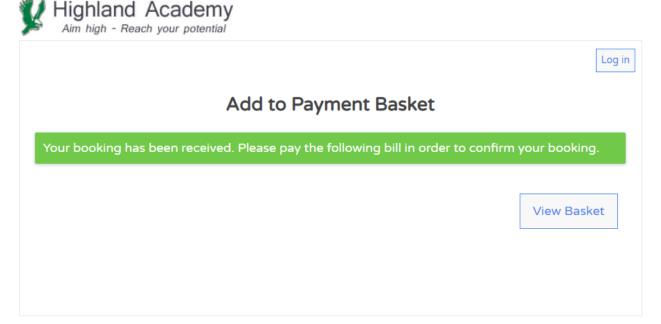


If a payment is required, a note will appear. If you are happy to proceed, click [Book Now]:



# Step 5

The payment will be added to your basket. Click [View Basket]:



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Complete the contact details form and click [Pay Now]:



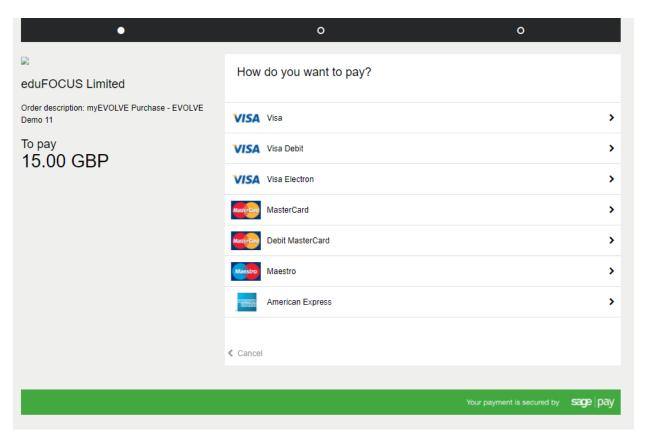
Payment Basket					
Natasha Test Student EVOLVE Demo 11: An Inspecto 15/03/2022	or Calls - Theatre Trip - 15 March 2022 (2448)	£15.00			
		Total £15.00			
Billing Address					
First Name	Jane				
Surname	Doe				
No & Road	88				
Address 2					
Address 3					
Address 4					
City	Norwich				
County	Norfolk				
Post Code	412				
Telephone					
Email	janedoe@example.com				
Delivery Address					
✓ Delivery Address same as E	Billing Address				
Order/Delivery Instruction	is .				
VISA	Powered by Sage Pay	Pay Now			

IMPORTANT: Please ensure that your bank or credit card provider has up to date contact details for you that match your address otherwise your payment may be declined

- Strong Customer Authentication (SCA) came into force in March 2022 with the aim to reduce fraud, and requires customers to have up to date contact details.

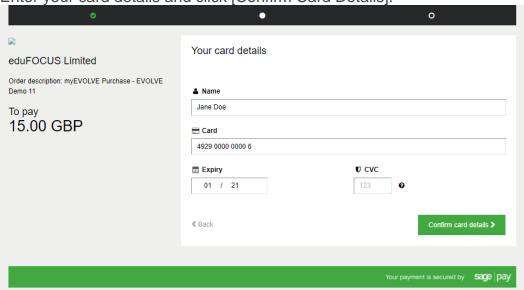
# Step 7

The Payment page will load. Choose your preferred payment option:

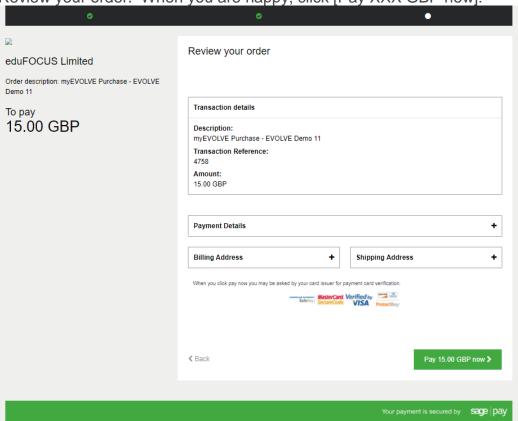


# Step 8

Enter your card details and click [Confirm Card Details]:

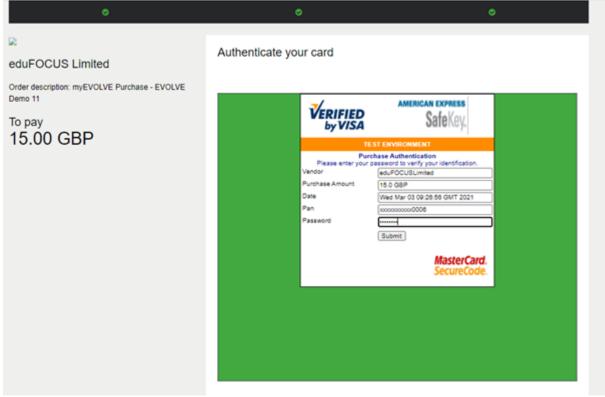


Review your order. When you are happy, click [Pay XXX GBP now]:



# Step 10

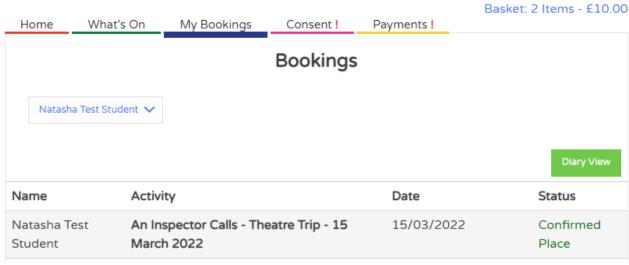
You may be asked to authenticate your card. If so, enter the details and click [Submit]:



Success! Your payment has been made. Your Booking is now confirmed and if you have a myEVOLVE account, it will appear in your Bookings tab:



Jane Doe My Account [Log out]



4. How do I make a Booking for a Clubs Programme from an Email Invite?

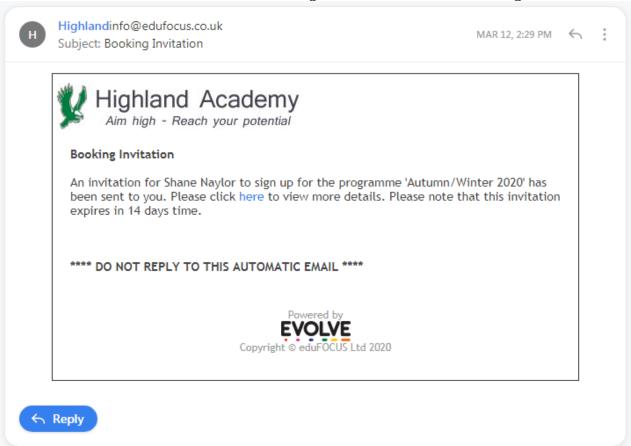
Firstly, there is no requirement for you as the parent or student to create an account this is entirely optional and simply involves setting a password for the account. The

advantage of creating an account is that the parent can keep a track of booked clubs, visits (if using EVOLVEvisits), payments, and consent requests.

When the school/college have created their programme of events, they will email you an invitation to make your bookings.

# Step 1

You'll receive an email from EVOLVE inviting them to view the Clubs Programme:

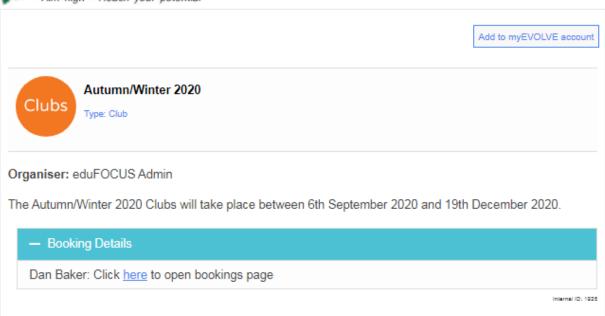


# Step 2

Click the link to view more details.

#### The website will load:



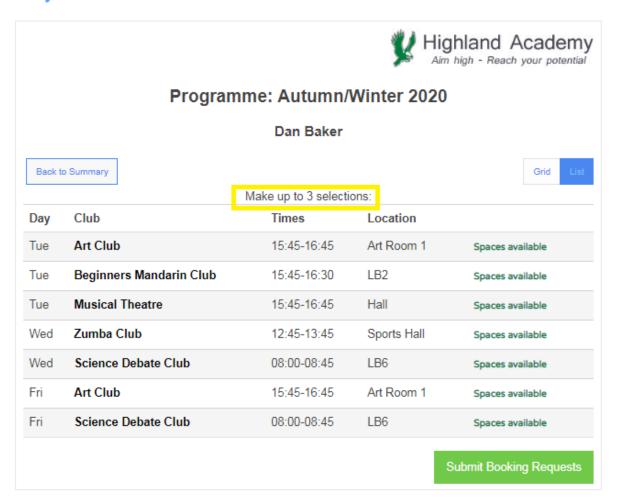


# Step 4

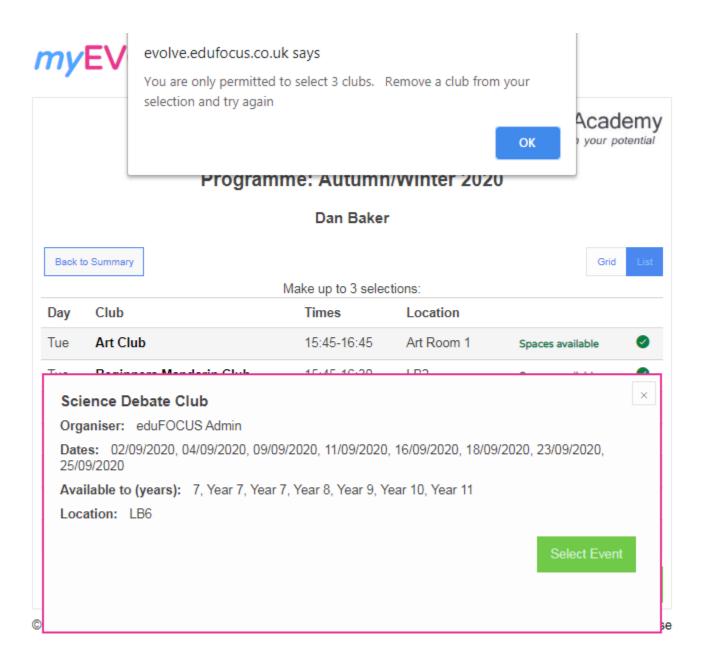
Click the link in 'Booking Details' to open the bookings page.

In this example, a restriction of only 3 bookings were allowed:



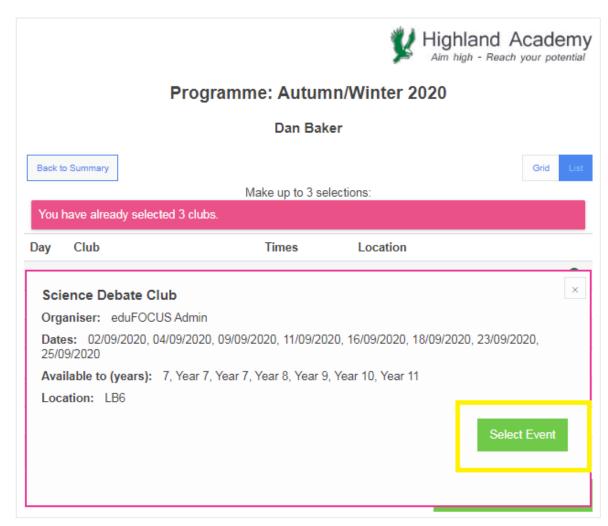


Attempting to select more than 3 clubs will prohibit you from submitting your choices:



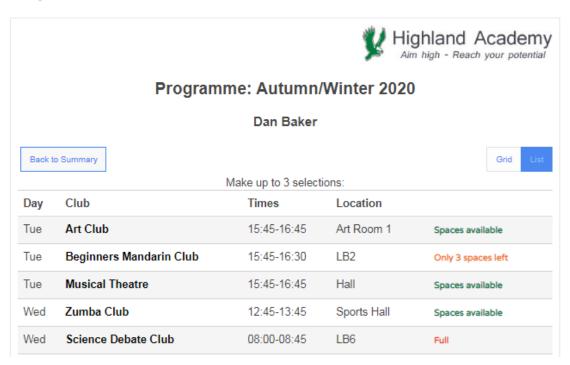
To select a club, simply click the Name to view more details. If you'd like to make a booking, click [Select Event]:





The system will show where it is already at capacity, or there are only a few spaces left:





Once you have made your choices, click [Submit Booking Requests]

#### Step 9

Confirmation appears on screen, together with an email confirmation:





# **Booking Receipt: Dan Baker**

The following bookings have been received:

- Zumba Club (12:45-13:45): Booking Request Received
- Art Club (15:45-16:45): Booking Request Received
- Musical Theatre (15:45-16:45): Booking Request Received

A confirmation email has been sent to info@edufocus.co.uk.

Continue

# 5. How do I make a Payment?

Payments can be made as part of the booking process if the confirmation of a space depends on payment at the point of booking (this is determined by your child's school), or you may be sent a payment request directly for an item, or an instalment due.

On receipt of a payment request email such as:



#### Payment Information

This email relates to the following:

Establishment: Art & Design

Student: Natasha Test Student

Payment for: An Inspector Calls - Theatre Trip - 15 March 2022

Date: 15/03/2022

Leader: Joe Bloggs

Total Outstanding Balance of £30.00 is due by 30/04/2021.

Click here to view details and make your payment online.

This email was sent by myEVOLVE.

Powered by

EVOLVE

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## Payment Information

This email relates to the following:

Establishment: Art & Design

Student: Natasha Test Student

Payment for: An Inspector Calls - Theatre Trip - 15 March 2022

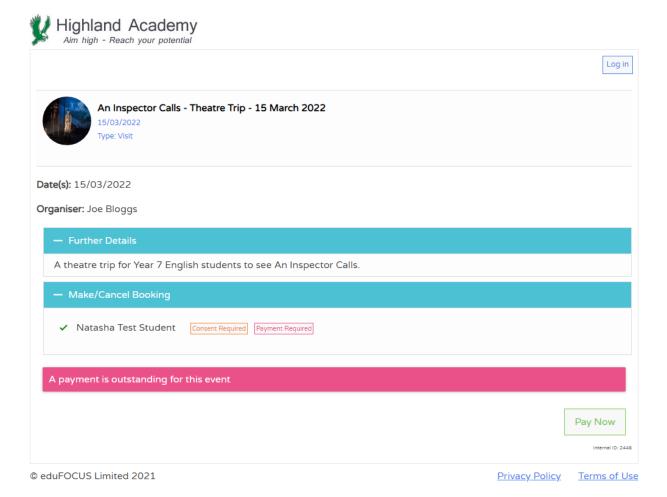
Date: 15/03/2022

Leader: Joe Bloggs

Total Outstanding Balance of £30.00 is due by 30/04/2021.

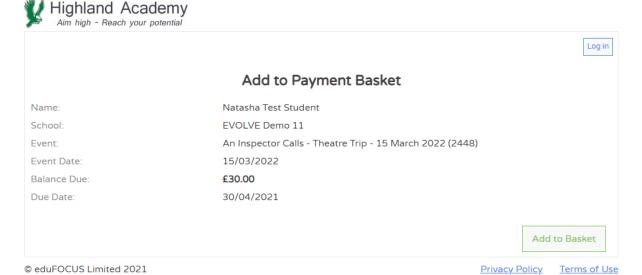
Click here to view details and make your payment online.

# The payment page will load. Click [Pay Now]:

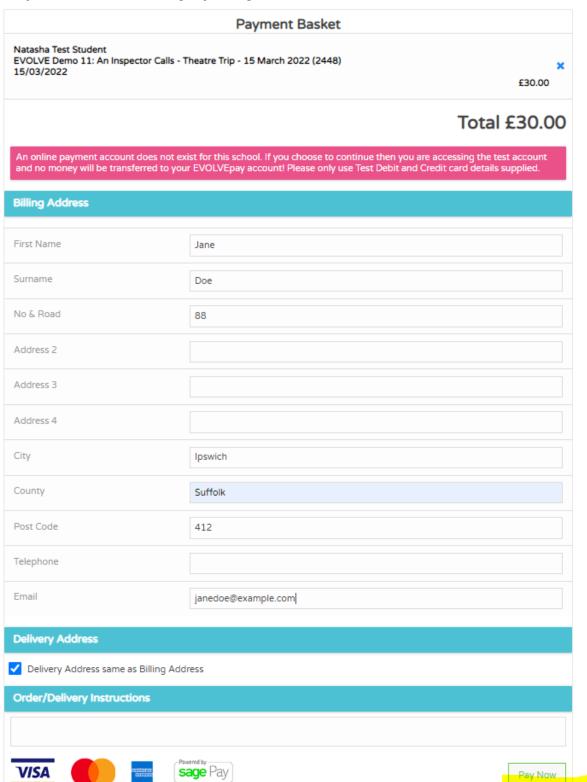


# Step 3

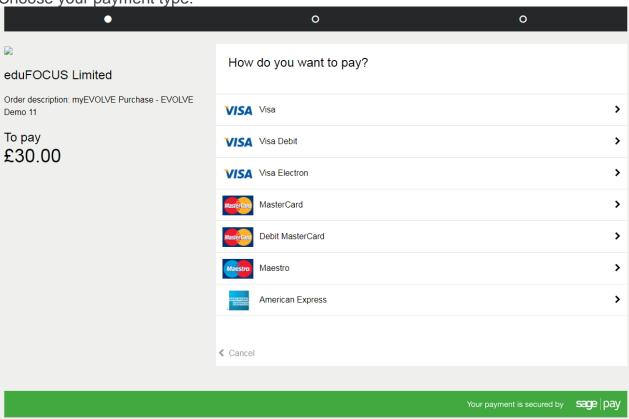
# Click [Add To Basket]:



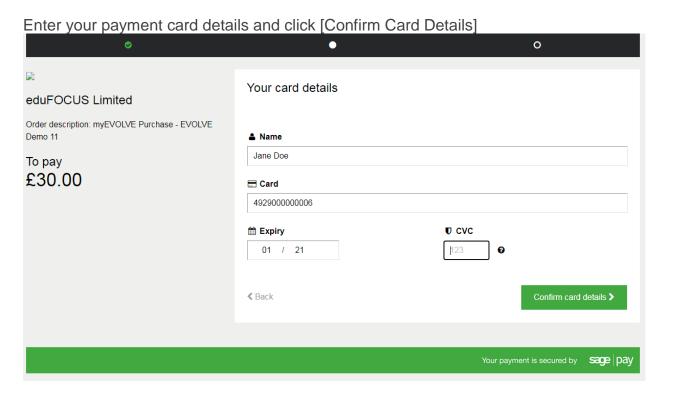
# Enter your details and click [Pay Now]:



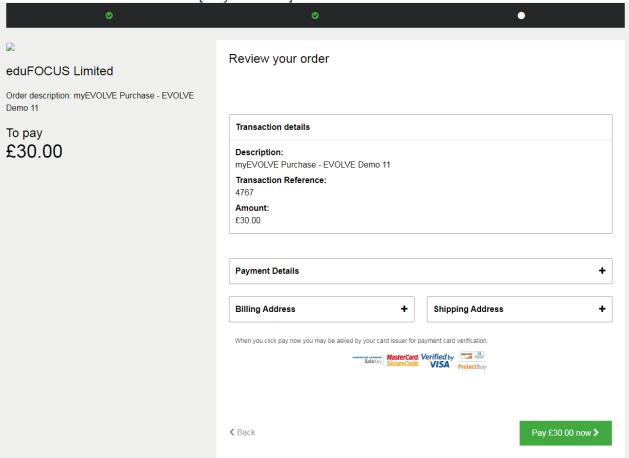
Choose your payment type:



# Step 6



Review the details and click [Pay £X now]:



# Step 8

You may be required to authenticate your card. If so, please follow the instructions on screen and click [Submit].

Success! Payment has been made and a receipt will also be emailed to you.



#### **Payment Receipt**

Thank you for your payment. The payment has been authorised and a confirmation email has been sent to janedoe@example.com.

#### Your Details:

Jane Doe 88, Ipswich, Suffolk, 412 janedoe@example.com

#### School Details:

Highland Academy (Demo 11) New Road, Small Town, EJ8 5HE

#### Payment Date:

03/03/2021 16:50:42

#### Transaction ID:

{7A7289C0-7DFA-6B0F-FB77-899BEBB490CB}

#### Purchased Items:

Natasha Test Student EVOLVE Demo 11: An Inspector Calls - Theatre Trip - 15 March 2022 (2448) 15/03/2022 (ID:130307) £30.00

Total Paid = £30.00



#### **Payment Receipt**

Thank you for your payment. The payment has been authorised and a confirmation email has been sent to janedoe@example.com.

#### Your Details:

Jane Doe 88, Ipswich, Suffolk, 412 janedoe@example.com

#### School Details:

Highland Academy (Demo 11) New Road, Small Town, EJ8 5HE

#### Payment Date:

03/03/2021 16:50:42

#### Transaction ID:

{7A7289C0-7DFA-6B0F-FB77-899BEBB490CB}

#### Purchased Items:

Natasha Test Student EVOLVE Demo 11: An Inspector Calls - Theatre Trip - 15 March 2022 (2448) 15/03/2022 (ID:130307) £30.00

Total Paid = £30.00

A completed Consent Form is also required for this event. Click [Continue] to complete the form online.

Continue

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Log in to myEVOLVE

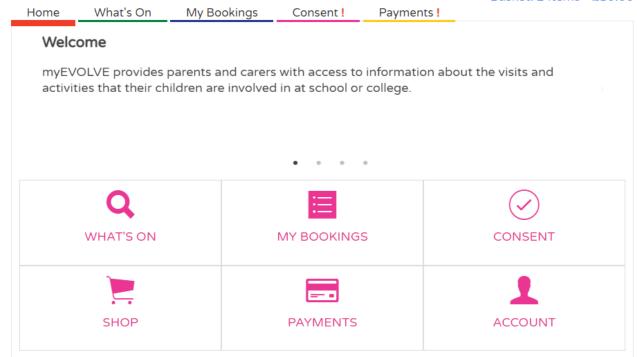
# Step 2

Click 'What's On'



Jane Doe My Account [Log out]

Basket: 2 Items - £10.00



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Jane Doe My Account [Log out]

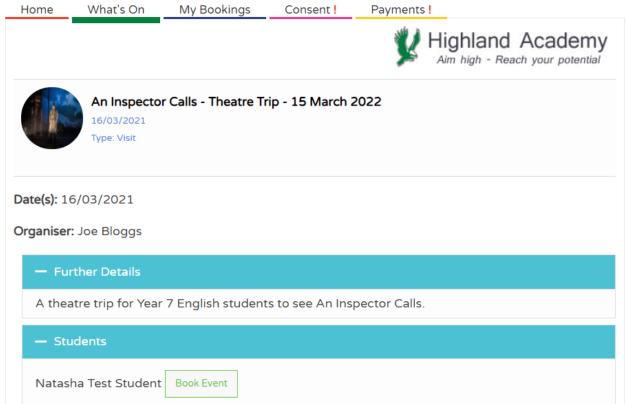
Basket: 2 Items - £10.00

Home	What's On	My Bookings	Consent!	Payments !		
Search & Book						
Pring!	Spring term 2 Multiple Event Pro			>		
Trip	Music Trip to Visit: 12/07/2021	Barcelona 12 – 16 - 16/07/2021	5 July 2021	>		
<b>X</b>	Silver DofE 20 Club: 26/09/2020 Silver DofE 2020			>		



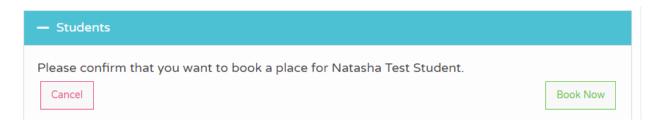
Jane Doe My Account [Log out]

Basket: 2 Items - £10.00



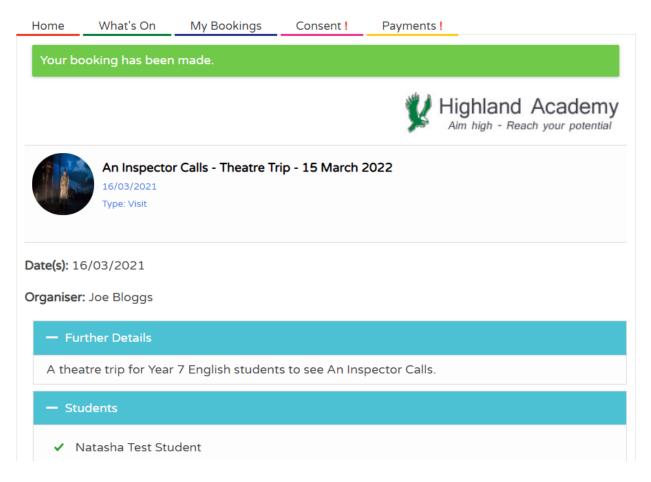
# Step 5

Click [Book Now]:





Basket: 2 Items - £10.00



# 7. How do I request a Refund?

If you have made an online payment for a trip, activity or club which is subsequently cancelled, or your child is unable to attend, and your child's school/college have agreed to refund either all or part of any online payment(s) you have made, then the school/college will be able to process an online refund on your behalf.

Please contact your child's school/college directly to request a refund.

# 8. How do I complete a Consent Form?

Completing a consent form is easy. You may be prompted to complete a Consent Form immediately after making a booking, or you may be sent a consent form a little later, directly from your child's school or college.

To complete a Consent Form:

# Step 1

Click the link in the email you have received:

# Consent Request

A request for consent has been submitted to you for the following visit or activity.

Establishment: eduFOCUS Limited

Student: Lauren White

Event: COVID-19 Test

Date(s): 21/02/2021

Staff Member in Charge:

Click here to view further details and complete the consent form. If you have any questions, please contact eduFOCUS Limited directly.

View Consent Form

\*\*\*\* DO NOT REPLY TO THIS AUTOMATIC EMAIL \*\*\*\*

This email was sent by EVOLVE.

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Or log into myEVOLVE and click [Consent]:



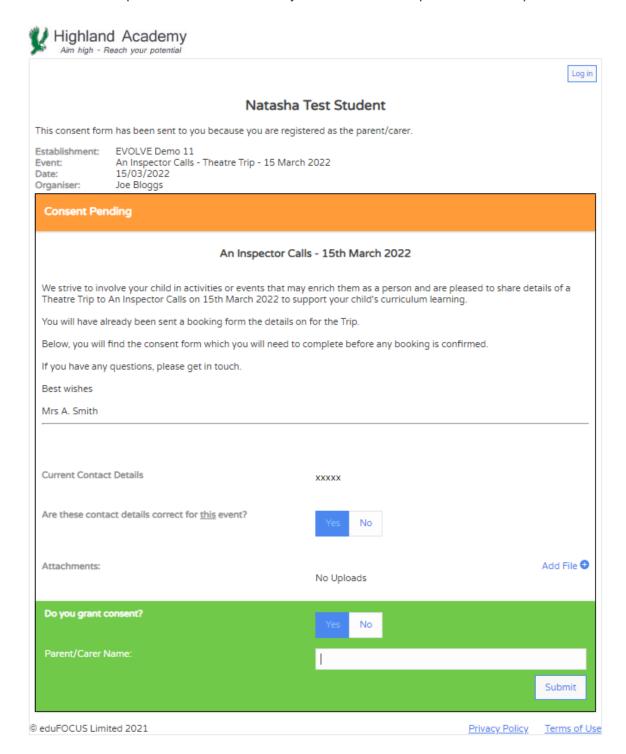
Jane Doe My Account [Log out]

Basket: 2 Items - £10.00

Home	What's On	My Bookings	Consent!	Payments!			
Consent Forms							
To Do ✔	,						
Name		Activity			Received	Status	
Natasha Tes	t Student	An Inspector Ca	alls - Theatre Tr	<u>ip - 15 March 2022</u>	03/03/2021 08:56:25	To Do	
Natasha Tes							

Or click [Continue] on the payment page if a consent form has been requested by the school at the point of payment:

Each route will open the Consent Form you have been requested to complete:



Complete all of the details requested on the consent form:



#### Natasha Test Student

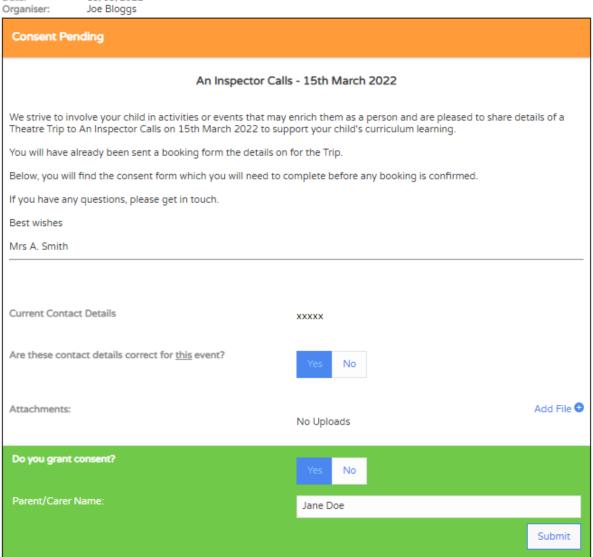
Log in

This consent form has been sent to you because you are registered as the parent/carer.

Establishment: EVOLVE Demo 11

An Inspector Calls - Theatre Trip - 15 March 2022 15/03/2022 Event:

Date:



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Click [Submit].

# Step 7

Success! The consent form has been successfully submitted.



Log in

#### Natasha Test Student

Consent form submitted and a confirmation sent to your email address. You can view this completed consent form at any time by clicking the link in the consent request email that you received. Alternatively, you can <u>print</u> a copy now for your

Establishment: EVOLVE Demo 11

An Inspector Calls - Theatre Trip - 15 March 2022 15/03/2022 Event:

Date: Organiser: Joe Bloggs

#### **Consent Granted**

#### An Inspector Calls - 15th March 2022

We strive to involve your child in activities or events that may enrich them as a person and are pleased to share details of a Theatre Trip to An Inspector Calls on 15th March 2022 to support your child's curriculum learning.

You will have already been sent a booking form the details on for the Trip.

Below, you will find the consent form which you will need to complete before any booking is confirmed.

If you have any questions, please get in touch.

Best wishes

Mrs A. Smith

A copy has been sent to your email address:



#### Consent Form Submitted

The following consent form has been successfully submitted:

Student: Natasha Test Student

Event: An Inspector Calls - Theatre Trip - 15 March 2022

Date: 15/03/2022

Staff Member in Charge: Joe Bloggs

Consent Granted by Jane Doe @ 2021-03-03 17:29:30

\*\*\*\* DO NOT REPLY TO THIS AUTOMATIC EMAIL \*\*\*\*

This email was sent by EVOLVE.

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You can now print a copy or log in to myEVOLVE (if you have a myEVOLVE account) to view the consent record at any time.

#### Please note that:

- \* Your email address in myEVOLVE also acts as your username
- \* You will need to ensure that your child's school/college is also notified of your updated email address, as these must match both the school records and myEVOLVE.

To update your email address in myEVOLVE:

# Step 1

Log in to myEVOLVE

# Step 2

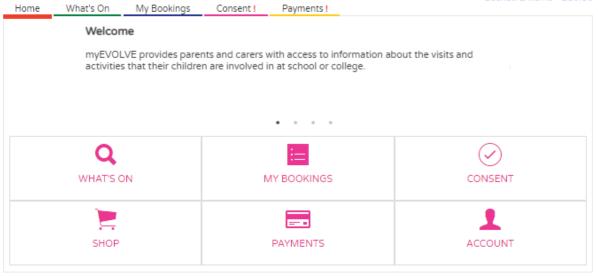




Jane Doe My Account [Log out]

Basket: 2 Items - £10.00

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Step 3

@ eduFOCUS Limited 2021

Click [Account]

# Step 4

Click [Change Email Address]

Basket: 2 Items - £10.00



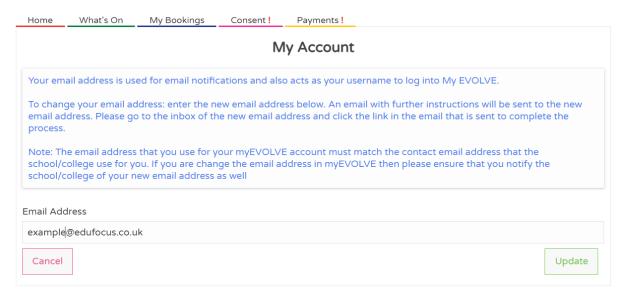
Home	What's On	My Bookings	Consent!	Payments!		
			M	y Account		
Change I	Name					>
Change I	Password					>
Change I	Email Address					>
Manually	Link Account					>
Access S	ettings					>

# Step 5

Enter your new email address:



Basket: 2 Items - £10.00

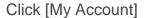


# Step 6

Click [Update].

# 10. How do I update my account details?





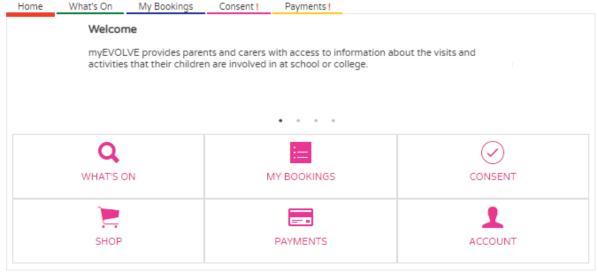


Jane Doe My Account [Log out]

Terms of Use

Basket: 2 Items - £10.00

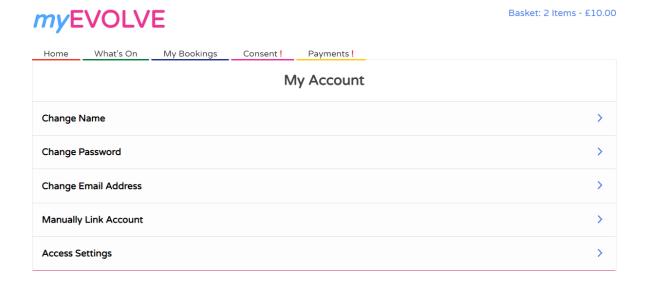
Privacy Policy



# Step 3

Click [Account]

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**Change Name:** This will allow you to update the name that appears on screen in myEVOLVE. This does not affect the data stored in your child's school or college database.

**Change Password:** This will enable you to update the password used to log in to your myEVOLVE account.

**Change Email Address:** This will enable you to update the email address that is used for email notification purposes from myEVOLVE, as well as the username to log in to myEVOLVE. This does not affect the data stored in your child's school or college database and you should always notify your child's school or college if your email address has changed so that the records match.

**Manually Link Account:** The easiest way to link a child to your myEVOLVE is by clicking the [Add to myEVOLVE Account] button at the top right of any emails that are sent to you via myEVOLVE by the school. If the school has supplied you with an activation code letter, you'll need to use the [Manually Link Account] option here.

**Access Settings:** Choose when you are required to log in to myEVOLVE, and which actions you can take without logging in.