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# User Handbook

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## User Account

- In order to access all the features of the website, including but not limited to participating in discussions, leaving experiences and ratings, you must create “TheSchoolReport Account”.
- To create “TheSchoolReport Account” you will need to complete a simple registration process, you can do this by either clicking on “Register” on the top right had corner of the menu list, or when you are on the homepage you can click “Register for free” which appears in the middle of the page.
- You will then be redirected to the “register for free” page where you will need to provide your full name, telephone number, email, password and address. You will also need to agree and tick “I agree to The School Report Terms”.
- Your email address will be used to send your verification emails to, along with your unique username which you will need to log into your Account.
- TheSchoolReport is a free service.
- You are only allowed to create one active and verified account at a time.
- To login to your account please click “login into your Account” at the top right hand side of the homepage. This is above the menu bar. You will need to enter your username that was sent to you and your selected password. You will have the choice to click “keep me signed in”. This

eliminates the need for you to enter these details each time you return to the website and wish to access the features.

- If you want to deactivate your account, you may do so by notifying TheSchoolReport at any time by emailing [results@theschoolreport.co.uk](mailto:results@theschoolreport.co.uk) or completing the contact form here [XX](#).

## Share an experience

- As a user of the website you are given the opportunity to share your parental voice with other parents and schools and post your personal experience of a specific school.
- To share an experience you will need to register an account with TheSchoolReport as explained above.
- You can then click onto “share you experience – Find out more” box on the left hand side of the homepage. You will be directed to a school search page. You will then have the choice to insert the school name, town, city or postcode to find the school you wish to share your experience of. Once you have done this, you will be directed to the “search results” where you can select the correct school by clicking “Experiences & Ratings for each year”.
- Once you have chosen the school you wish to share your experience of, you will need to select the “school year” by clicking the button for “View experiences for this year”.
- You will then need to click “share an experience – click here” where you will be redirected to a pop up box. If you have not already registered, you will see the simple registration form, the same window will have an option to sign in if you already have an account.
- Once you have done this, you will be directed to another pop up box where you will select a title to go into “title goes here”. Underneath, you will insert your text in “share your opinion and experiences here”.
- You must refrain from posting any personal information belonging to head teachers, teachers, assistants, students or any other individuals, such as full real names, addresses, telephone numbers or email addresses.
- Once you are happy with your comment, you will need to click “submit”.

- You will then be directed to a “Thank you” page. You will have the option to return to the homepage or Share an experience, Rate a School or View the results.

## Rate a school

- To rate a school you will need to register an account with TheSchoolReport as explained above.
- You will need to click onto “rate a school” box in the middle of the homepage. You will then be directed to a school search page. You will have the choice to insert the school name, town, city or postcode to find the school you wish to rate. Once you have done this, you will be directed to the search results where you can select the correct school by clicking “Experiences & Ratings for each year”.
- Once you have chosen the school you wish to rate, you will need to select the school year by clicking the button for “View experiences for this year”. You will then need to click “Rate a school – click here”.
- If you have not already registered, you will see the simple registration form, the same window will also have an option to sign in if you already have an account.
- Once you have done this, you will be redirected to a pop up page titled “Make a rating of your experience of this school”.
- TheSchoolReport uses an alphabetic rating system, please see below:

A - Excellent	C - Average	E - Poor
B - Good	D – Below Average	F - Not Applicable

- You will then see a list of questions each of which you will be able to use the rating system for. These questions are related to the schools services, examples are:
  - Your child’s happiness and well-being within this year group
  - Your child’s progress within the year group
  - The quality and style of teaching within this year group
  - The class size within this year group
  - The homework policy within this year group
  - The ethos within this year group

- Once you have done this, you can submit the ratings by clicking on “submit” at the bottom of the page. You are not required to complete all questions, and can submit your ratings at any time. Those questions that you do not leave a rating for are defaulted to Not Available.
- Once you have submitted your ratings, you will be directed to a “Thank you” page. You will have the option to return to the homepage or Share an experience, Rate a School or View the results.

## **View the results/School Search**

- You are able to search through the different schools on the website by clicking on the “School Search” button on the menu bar at the top right hand corner of the homepage.
- You are also able to search schools by clicking “View the results” box on the right hand side of the homepage.
- Either way, you will be redirected to the School search page, where you can search the school by the name, town, city or postcode. Once you have the results, you are able to filter your search by distance from the location or the overall rating. To do this you only need to select what rating or distance on the left hand side table and click “Apply Filters”.
- Once you have selected a school to view, you will be redirected to the school’s overview page. On the left hand side, there is a panel where you can find the following information:
  - Status of school for example independent or state
  - Website for the school
  - Year groups average rating based on the users of the website
  - Overall school rating based on the website
  - A map to help with the location of the school
- You can then click onto a specific year group to view users’ experiences by click “view experiences for this year”.
- You can sort the users’ experiences by newest or oldest posts.

## Contact us

If you need any clarification or have any questions please email us at [results@theschoolreport.co.uk](mailto:results@theschoolreport.co.uk) or visit our contact homepage here [XX](#) where you can complete a contact us form.