

# A Guide to ProPortal for Parents

Havering Colleges  
New City College Group

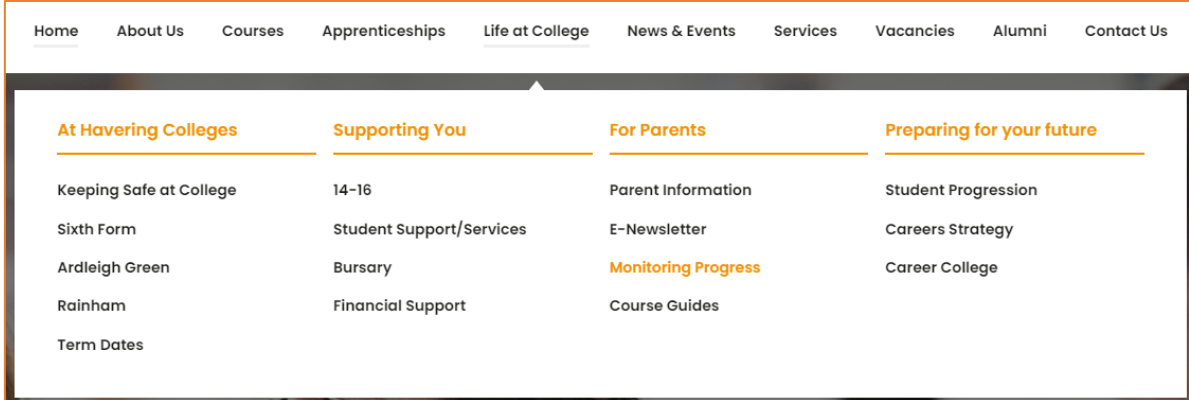
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### Accessing the system

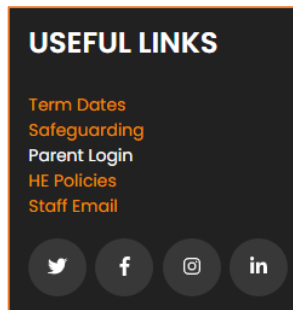
Go to the Havering Colleges website (<https://www.havering-college.ac.uk/>), hover your mouse cursor over 'Life at College', under the 'For Parents' sub heading select 'Monitoring Progress';



From the web page click on the link as indicated below;



Alternatively scroll down on any page of Havering Colleges website to the bottom on the page and click on 'Parent Login' under 'Useful Links';



Alternatively open your web browser and type in the address bar and press enter;

<https://parentportal.ncclondon.ac.uk/ProPortal/>

From the ProPortal dialog box type the username and password provided by the college and click on the 'Log In' button;

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Username: Enter your username

Password: Enter your password

Remember me

Log In

Forgot your password?  
[Submit An Account Request](#)

### Submitting An Account Request

If login credentials have not been provided by the College an account can be requested. Click on 'Submit An Account Request' to open the account request form;

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Username: Enter your username

Password: Enter your password

Remember me

Log In

Forgot your password?  
[Submit An Account Request](#)

There are 4 sections that need to be complete before the request can be submitted by click 'Submit Request'; details of the person requesting the account, a password, the details of the student that will be linked to the account and what the relationship is to that student;

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Please enter your details. The email address you provide will be used if you need to be contacted about your account.

Requested Username:

Forename:

Surname:

Email:

Confirm Email:

Password must be 8 character(s) or more in length and must contain at least upper and lower case letters and numbers.

Password:

Confirm Password:

Enter the details of the student you would like an account to access.

Student Ref:

Forename:

Surname:

Date of Birth:

Please provide some additional information to authenticate your request.

What is your relationship to the student?

**Submit Request**

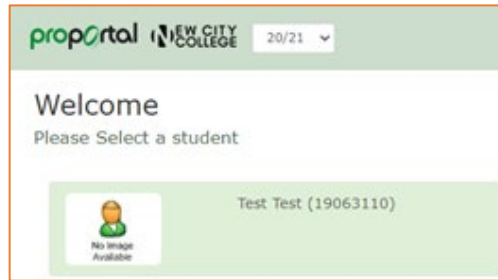
Back

To complete the request the email address stated in the account request must be validated. An email will be sent to this address. Click on the enclosed link to authenticate the email.

After the email has been validated the account request will be reviewed and approved by the Administrator. A second email will be sent confirming the request has been activated and the account holder can now login on using the username, for example; [account.holder@emailaddress.com](mailto:account.holder@emailaddress.com).

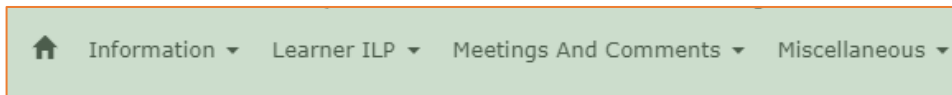
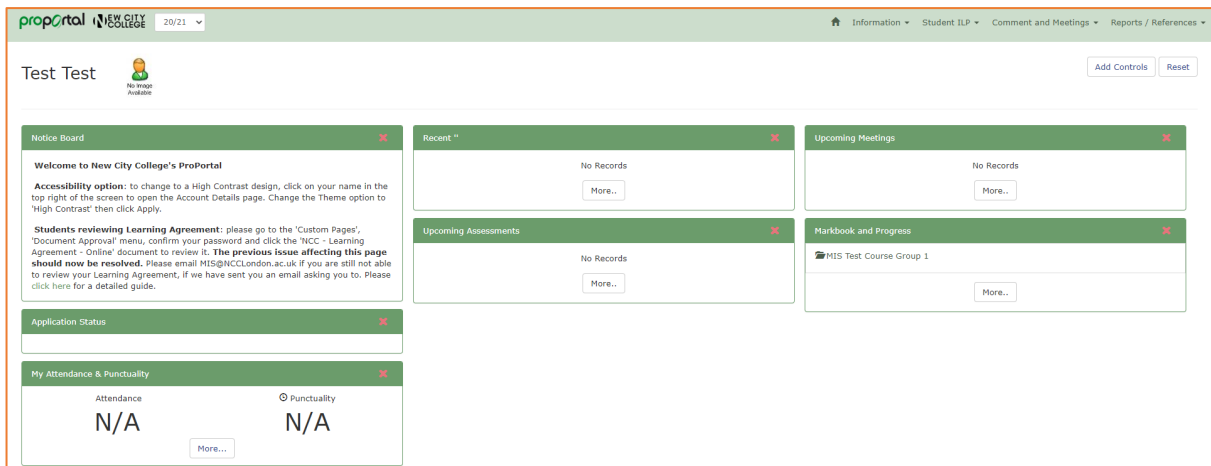
Click on the 'Back' button and enter the username and password stated on the account request form.

Once logged on, the ProPortal Home page is displayed showing the student(s) name and photograph. Click on the student name and this will open the student's dashboard;



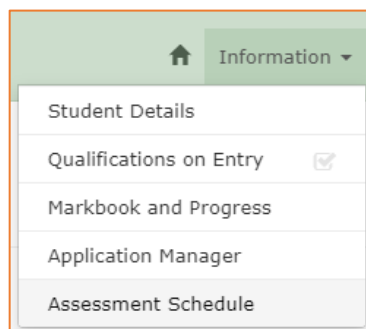
### The Dashboard

The Dashboard gives an overview of the system in one place: To access other information choose an option from the menu options and drop down lists;



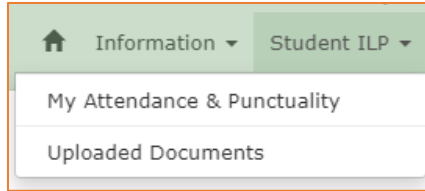
### Information

Information such as 'Student Details', 'Qualifications on Entry' and Assessment Schedule' are available by selecting the option from the drop down menu bar at the top of the screen;



### Student ILP

Information such as Attendance and Punctuality are available by selecting the option from the drop down menu at the top of the screen. 'My Attendance and Punctuality; screen is displayed;



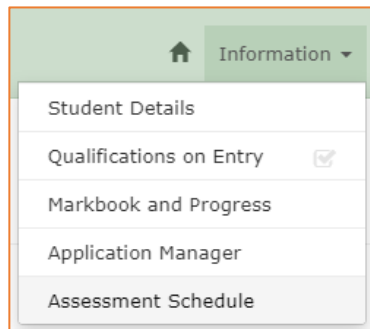
Code	Att	Att%	Auth	Auth%	Lates	Punct	Recent	Last Att
Coaching Group - Business, Law & Accounting - Year 1	4 / 4	100.0	0	100.0	0	100.0	100	20/10/2020
English Language GCSE	9 / 9	100.0	0	100.0	0	100.0	100	22/10/2020
History - Pathway 2 - European AL - Year 1 of 2	1 / 1	100.0	0	100.0	0	100.0	0	22/9/2020
Law AL - Year 1 of 2	27 / 27	100.0	0	100.0	0	100.0	100	22/10/2020
Psychology AL - Year 1 of 2	24 / 24	100.0	0	100.0	0	100.0	100	21/10/2020
Religious Studies (Ethical Philosophy) AL - Year 1 of 2	19 / 19	100.0	0	100.0	0	100.0	100	22/10/2020
<b>Total/Averages</b>	<b>84 / 84</b>	<b>100.0</b>	<b>0</b>	<b>100.0</b>	<b>0</b>	<b>100.0</b>		<b>22/10/2020</b>

**Key**  
 Att = Attendance (No. Attended / Total)  
 Att% = Attendance %  
 Auth = Authorised Absence  
 Auth% = Authorised Absence %  
 Punct = Punctuality  
 Recent = Recent Attendance %  
 Last Att = Date of Last Attendance

**How is the Attendance Calculated:**  
 Attendance % = (No. Attended / Possible Attendance) \* 100  
 Attendance including Authorised Absence % = ((No. Attended + Authorised Absences) / Possible Attendance) \* 100  
 Punctuality % = (1 - (No. of Lates / No. Attended)) \* 100

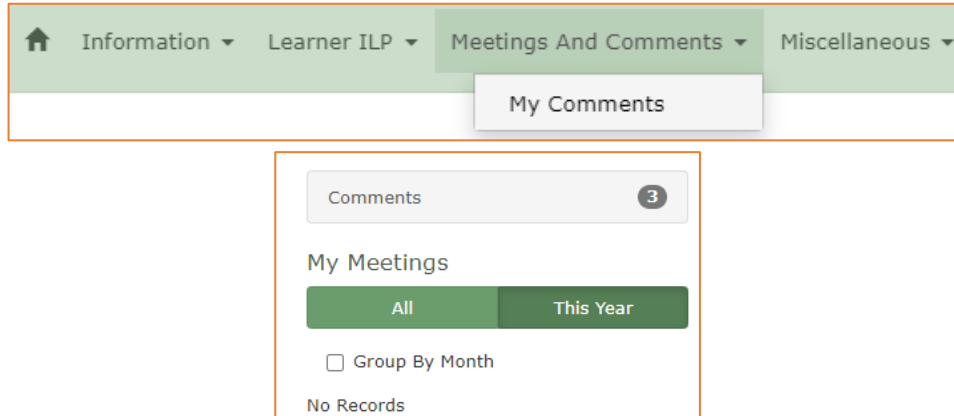
### Assessment and Marks

To view assessments given to the student, click on 'Assessment Schedule'. This displays a summary of all course assessments and shows the title, maximum mark, date set and expected;



### Comments

Students and parents can now create and respond to comments in ProMonitor. To view, select 'Meetings and Comments' and choose 'My Comments'. Then click on 'Comments' on the far left. A List of comments will be displayed;



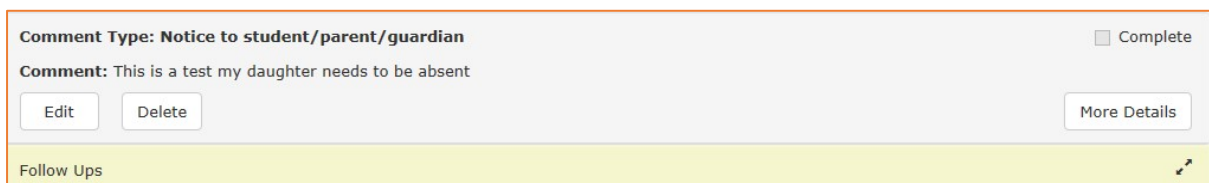
Click on the 'More Details' button to view the whole comment and to mark as 'Read'.

### Adding comments

Click on the 'Add' button and the comment dialog is displayed, choose a 'Comment Type' from the drop down list and type the message.

Click to choose a 'Teacher' or 'Manager' from the list. It is possible click on more than one by holding down the 'Ctrl' button the keyboard then click on the appropriate staff and then click on the 'Save' button.

Your message will now appear under 'My Messages'.



### Progress Review Reports

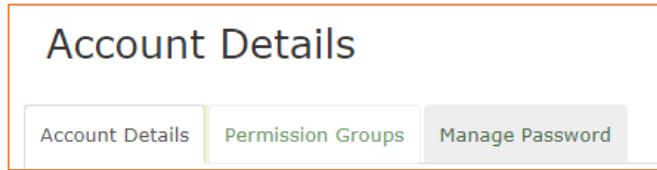
To view Progress Review reports, click on 'Reports / References' and choose 'Published Progress Reviews'. Reports that are available will be listed here. Click on the 'Download' button to open and view the file.

If you have problems opening the report file, you may need to install Adobe Reader. Browse to the Adobe site at <http://get.adobe.com/reader> and proceed to download.

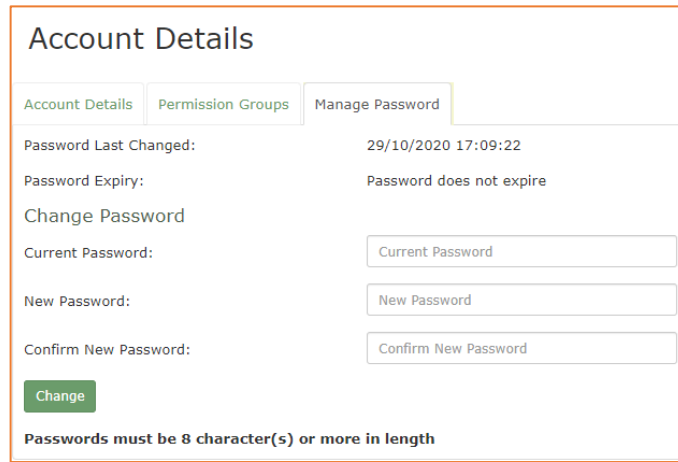


### Change Password

To change your password click on your name in to top right corner of the screen. Your Account Details are displayed;

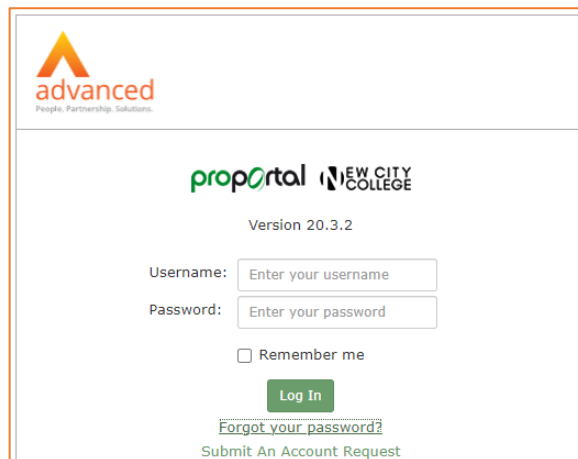


Click on the Manage Password tab. Enter a new password and confirm password and click Change. Click on home icon to return to main page;



### Forgotten Password

Click on the 'For your password?' link at the bottom of the screen to display the Reset Password dialog box;



Enter your username (email address) and the email address in the box as indicated and click on the 'Reset' button;

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Please enter your username and email address so we can send you an email to reset your password. Note: the email must be the same one your account is associated with. If you don't have an email associated with your user account or it is no longer valid then please contact an administrator to reset your password

Enter your username

Enter your email address

Reset Cancel

If you have forgotten your username (College ID Number for Students and Email Address for Parents) or if you are having any other trouble logging in, please email: MIS

Confirmation that the email address was correct and an email containing the new password will be sent to your email account.

The message will appear in your inbox of your email account – an example is shown below;

ProPortal Login Details for Parent/Guardian name here from ProPortal to you

Your ProPortal login details are:

Username Parent/Guardian  
Password: nB9N2N8p

This username and password will allow you to log in to ProPortal. Please type the Username and Password exactly as shown above. You may reset your password from within ProPortal. Do this by clicking on your name in the top right-hand corner of ProPortal.

Once this password has been changed the password we have provided you will no longer be valid.

If you have any problems with access or using ProPortal (Parent Portal) please contact MIS Helpdesk email [MIS@NCCLondon.ac.uk](mailto:MIS@NCCLondon.ac.uk) stating the account holder's name and/or Student ID number of the student(s).