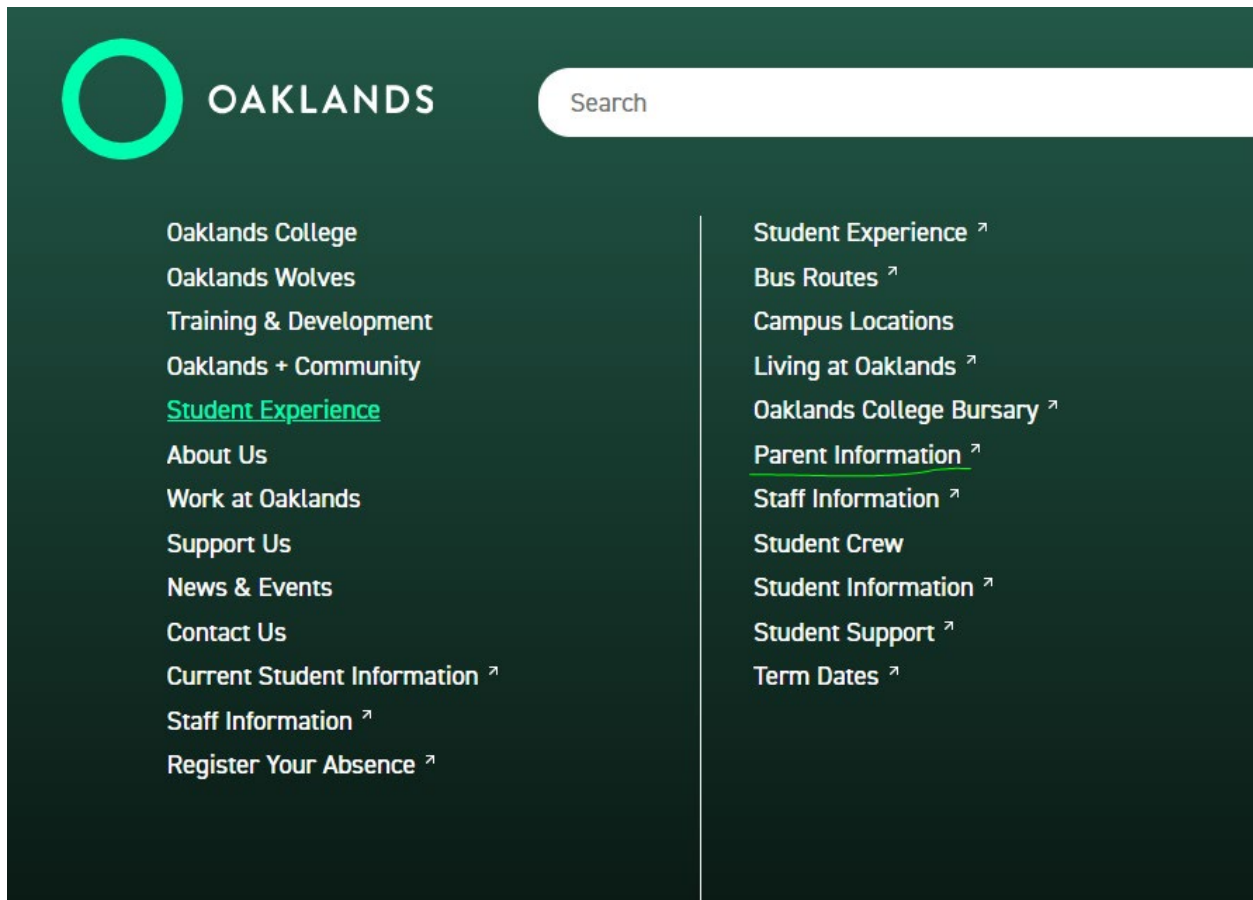




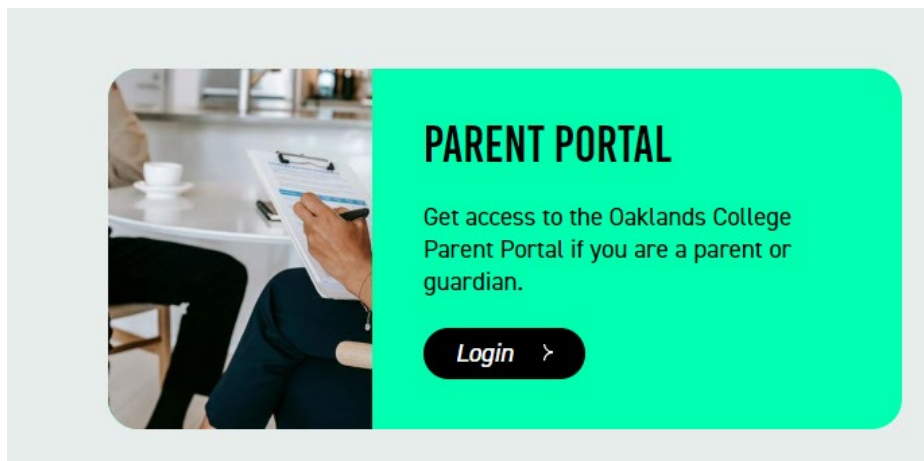
ProPortal Guidance for Parents / Guardians

Requesting an Account

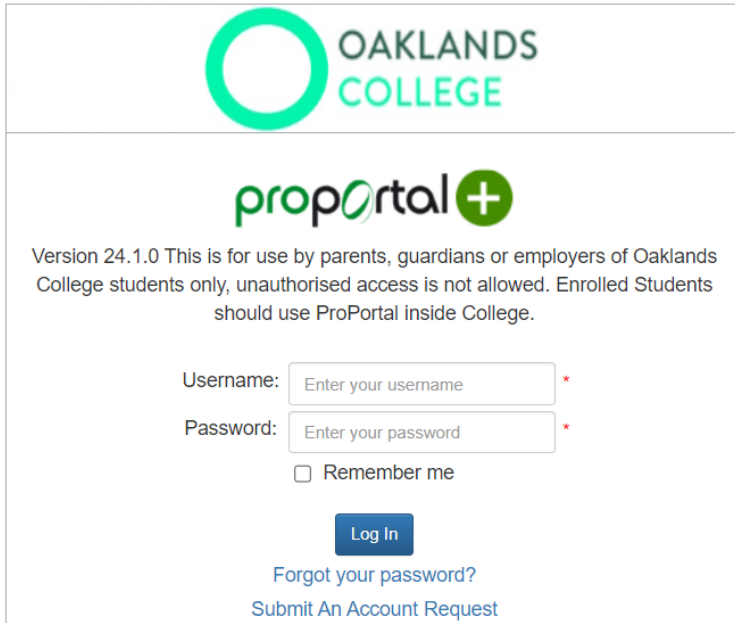
The form for requesting access to ProPortal is available from the College website under 'Student Experience' and then 'Parent Information' drop-down menu at the top of the webpage.



You will then find a link to the 'Parent Portal'

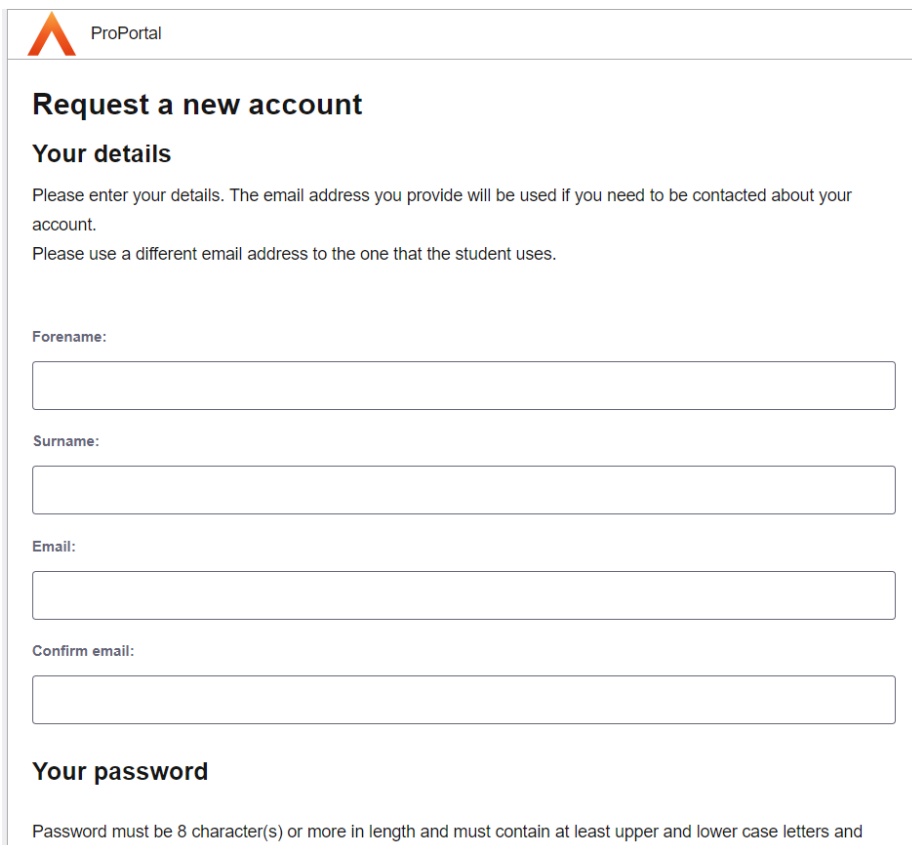


This brings up a welcome screen which will also be used for access once the account has been created.



The image shows the login screen for ProPortal at Oaklands College. At the top left is the Oaklands College logo, consisting of a green circle and the text 'OAKLANDS COLLEGE'. Below this is the 'proportal+' logo. A version notice reads: 'Version 24.1.0 This is for use by parents, guardians or employers of Oaklands College students only, unauthorised access is not allowed. Enrolled Students should use ProPortal inside College.' The login form includes a 'Username:' field with a placeholder 'Enter your username' and a red asterisk, a 'Password:' field with a placeholder 'Enter your password' and a red asterisk, and a 'Remember me' checkbox. A blue 'Log In' button is positioned below the password field. At the bottom, there are two links: 'Forgot your password?' and 'Submit An Account Request'.

Clicking on 'Submit an Account Request' brings up another form for the parent /guardian / employer to complete, which requires you to choose a password and to give details of the student for whom access is being requested.



The image shows the 'Request a new account' form. At the top left is the ProPortal logo. The main heading is 'Request a new account'. Below this is the section 'Your details'. A note states: 'Please enter your details. The email address you provide will be used if you need to be contacted about your account. Please use a different email address to the one that the student uses.' There are four input fields: 'Forename:', 'Surname:', 'Email:', and 'Confirm email:'. Below these fields is the section 'Your password'. A note at the bottom states: 'Password must be 8 character(s) or more in length and must contain at least upper and lower case letters and'.

This request is then processed by the College who will check on the student details that the person making the request is listed as a contact for the student. If this is a valid request, it will be approved, and an email sent to the parent confirming this.

Access is then available using the log in screen on page 2.

Frequently Asked Questions

I've been sent a rejected account and an approved account email?

We sometimes receive multiple requests from the same parent/ guardian, and we have to process all requests sent by the email at the same time. We have to reject duplicate requests in order to approve one of them, which can be confusing when you receive the emails all at once. Please do ignore rejected requests where we have immediately after sent you an approved request email.

The link I have is different to my child's

This is correct, ProPortal for students is a different website than for parents / guardians.

The link for Parents / Guardians is:

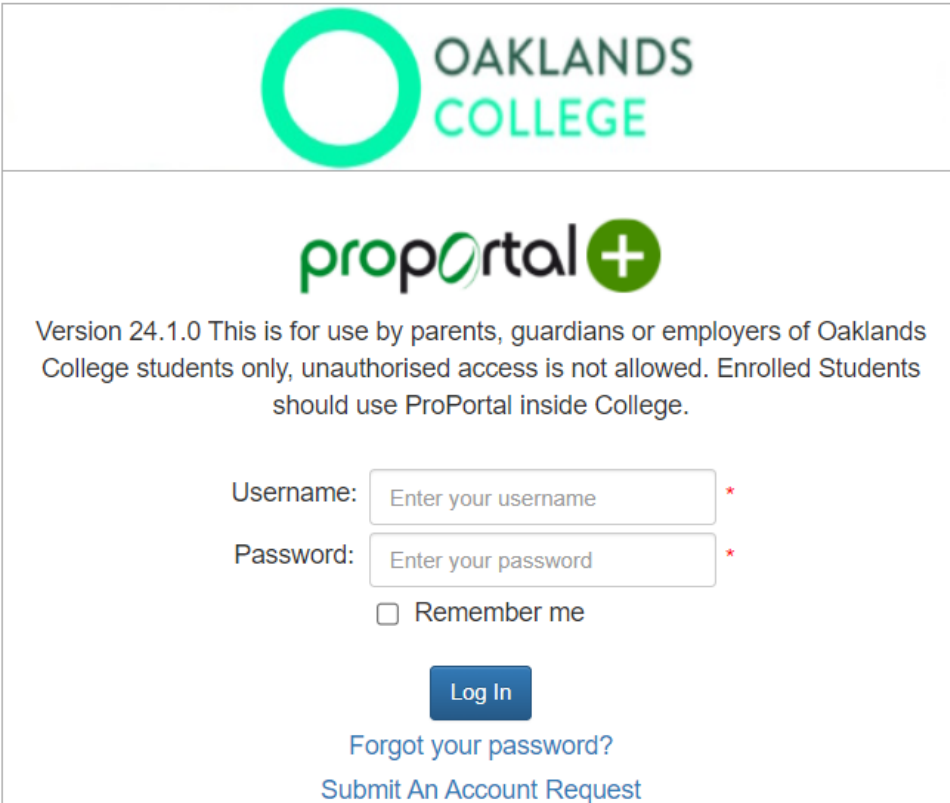
<https://proportalplus.oaklands.ac.uk/ProPortalPlus/>


The link for Students is:


<https://proportal.oaklands.ac.uk/ProPortal/>

I have forgotten my password

No worries, there is a password reset link on the log in page



 OAKLANDS COLLEGE

 proportal+

Version 24.1.0 This is for use by parents, guardians or employers of Oaklands College students only, unauthorised access is not allowed. Enrolled Students should use ProPortal inside College.

Username: *

Password: *

Remember me

[Forgot your password?](#)

[Submit An Account Request](#)