

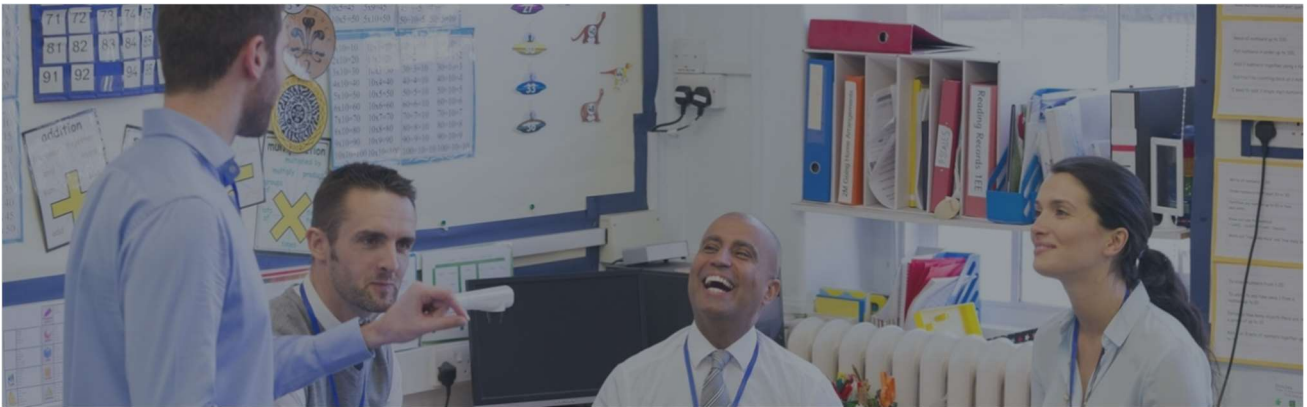


# Guide to Managing Parental Access in Evisense

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# Introduction

Evisense is a powerful tool to use within a school to evidence pupil's progress and wider achievements. Sharing all this information with parents and using Evisense as a communication hub with parents really increases the power and effectiveness of Evisense.

There are multiple ways you can give parents access. The most effective is to invite parents to use Evisense, so that they can share what their child is doing at home, and you can build that engagement with parents. This is not the only way to use Evisense with parents, there is the new Parent Mode, and the ability to print posts as a report gives schools a flexible way to share information with confidence.

Before you share Evisense with parents, it is important to think about the privacy controls within Evisense, what parents can access and how they can access the information. In this document we will cover privacy and access.

**Privacy controls are about what can be accessed/shared. Parental Access is about how they access that information. It is important that the privacy and access controls are understood and set up before you use Evisense with parents.**

Before you give parents access to Evisense, you have various decisions to make as a school, both in terms of what features you will use within Evisense, but also how you will use it with parents.

## Name Display Options

Different schools use different ways of identifying staff and children. This can be customised to make Evisense fit in with your school. In most mainstream schools you are likely to use a more formal approach, with the teacher's title and Surname – Mr Young. In specialist settings you are likely to be less formal and may just use the teacher's first name – Joe. It is important to us that Evisense reflects your school's choices. If your parents know their child's teacher as Joe, but in Evisense he appears as Mr Young, it might be off-putting to the parents, and they might not feel as connected as they should.

On the Options screen in My BSquared school can choose how they want to display the names of users, external users, parents/guardians, and students. Each has a variety of options. You can also choose to display a user's role to parents, students and external users and you can choose to display a parent/guardian's relationship to the student to external users.

# User Types

As Evisense has grown, the way we need to control access has changed. We now have several types of users with different requirements, both within the system and legally. The users within Evisense have been split into four groups:

- **Users** - school staff, with multiple different user levels including senior leaders, SENCO, teachers, and teaching assistants.
- **Parents/Guardians** – parents and guardians can be given access to the system, they will only access content linked to their child.
- **Students** - schools can create users for their students (Email address required) so they can capture their own achievements, share their voice and be part of the conversation.
- **External Users** - give limited access to external professionals such as therapists, key workers, or moderators.

When you create a post, you can control which users can have access to the post. Users can access posts for all children within the school (depending on the privacy level). Parents/Guardians can only access posts linked to their child that DOESN'T contain a student whose content should not be shared.

Students can access posts linked to them. This includes posts with other students, even protected students whose content should not be shared with others. This is so that students can collaborate with each other.

**For this reason, parents should not access the system through their child's account.**

## External Users

External users are a group of users that need to use the system in different ways. This is a new type of user we are introducing in 2024. If you are using Evisense with professionals who are not direct employees of the school/setting, we recommend setting them up as External Users. This will limit their access to only the children that are relevant to them and only posts that have the privacy set to include External Users.

If they are someone working with the students, who will be creating posts or assessing in Connecting Steps, set them up as an External Professional. If they are a someone who needs to be kept up to date and will only be viewing the posts, set them up as a Key Worker.

External Professionals can be given access to Connecting Steps and Evisense and can use the system like a typical user, but they are limited to only the students they are working with and only posts they are given access to.

Key Workers can only access Evisense and only the posts they are given access to. They cannot create posts.

## User Hierarchy

When a school starts using our software, we create the Super Administrator account. The school is then responsible for creating all other accounts. In our experience schools often just use the Administrator, Teacher, and Teaching Assistant/Learning Assistant roles. The Administrator role allowed the Super Administrator to share the administration responsibilities with other staff. We recommend using the appropriate roles within the system to reflect each person’s role within the school. All the user roles in bold text can perform administrative functions. We have grouped the users into three distinct levels:

<b>Executive Headteacher</b>	<b>Senior Leaders</b>	<b>Teachers</b>	<b>All Staff</b>
<b>Executive Principal</b>			
<b>Principal</b>			
<b>Headteacher</b>			
<b>Assistant Headteacher</b>			
<b>Deputy Headteacher</b>			
<b>Vice Principal</b>			
<b>Assistant Principal</b>			
<b>Super Administrator</b>			
<b>Administrator</b>			
SENCO			
ALNCo			
Asst SENCO			
Teacher			
Learning Assistant			
Teaching Assistant			

*Data Managers, IT Administrators and Student Administrators do not have access to Evisense.*

The three distinct levels mean schools can restrict access to content within Evisense, depending on the sensitivity of the content within the post. A user may change the privacy of a post created by a parent due to containing sensitive information that should only be accessed by appropriate people.

Schools can also use the different user levels to control the ability to edit other users’ posts. The default settings allow every user to edit their own posts. All users within the Teachers group can edit the posts created by users not in the Teachers Group (Learning Assistants and Teaching Assistants) All users within the Senior Leaders group can edit the posts created by users not in the Senior Leaders group (Super Administrator, Administrator, SENCO, ALNCo, Asst SENCO, Teacher, Learning Assistants and Teaching Assistants). Schools can edit these settings for each user level. You may want to give the SENCO the ability to edit posts created by the teachers.

## Administrators

The Super Administrator and the Administrator are not the highest level of user within Evisense. The Super Administrator and other Administrators are sometimes the IT Support people, not directly employed by the school. The highest privilege should be with the person responsible for the information within Evisense, the Headteacher or Executive Headteacher.

The Super Administrators and Administrators roles are part of the Teachers and All Staff groups. The result of this change is that there is a post privacy level that Administrators and Super Administrators cannot access. It is important when sharing sensitive information that only those who need to access the information can access the information.

Where you have set users as Administrators, we recommend changing the user role within the My BSquared Manage Users screen to reflect the person's role within the school. Schools have the option to show the user role for each user in Evisense to parents, students, and External Users. It is best the system presents the relevant role within the school rather than Administrator or Super Administrator.

**If you are a headteacher or senior leader that is currently the Super Administrator, we recommend creating a second user account for general usage, with the correct user role.**

## Privacy Levels

There are nine privacy levels within Evisense. The levels available will depend on the type of user and the type of post you are accessing. If you are adding a Newsletter, it would make sense that the parents would be the main target and only the privacy options that include them would be available. The nine privacy levels are:

- Senior Leaders
- Teachers
- All Staff
- All Staff and External Users
- All Staff, External Users and Parents/Guardians
- All Staff, External Users, Parents/Guardians and Students
- All Staff and Parents/Guardians
- All Staff, Parents/Guardians and Students
- All Staff and Students

School users can use all privacy levels, the options will be limited as previously mentioned, based on the type of post. External Users, Parents/Guardians and Students can only use privacy levels that include them. This means a student will only have three options when creating a post.

When viewing posts, you will see a closed padlock symbol if the post is set to Senior Leaders, Teachers, or All Staff (internal users only). You will see an open padlock symbol if the privacy includes external users, parents/guardians, or students. If you hover over the padlock symbol it will show you the current privacy setting. Depending on the creator of the post and your user level, you can click on the padlock symbol to change the privacy level.

## Protected Students

Protected students are students whose posts should not be seen by other people. This can be due to children being on the child protection register, they could be a child in care, or it could be parental preference. Within My BSquared, on the Manage Students screen, you can set a child to be a Protected Child. This will stop any guardians/parents other than those linked to them from seeing posts in which they are tagged.

If two children are tagged in a post where the privacy is set to allow parental access and one of them is a Protected Child, the parents of the other child will not be able to see the post.

If two children are tagged in a post where the privacy is set to allow parental access and both are Protected Childre, no parents will see the post.

If you give students access to Evisense, students can see the posts they are tagged in that they have been given access to, even those containing protected children. This is so the students can collaborate and add their views on the posts. The system would appear dysfunctional to students if we did not do this.

**It is important that parents do not use their child's accounts to access Evisense**

## Share Content with Parents Safely

When using Evisense, it is important to think of privacy levels and what you want to share with parents, even if you are not using Evisense directly with parents (allowing parents to log in). You should only share posts with parents through one of the parental access methods. There are three safe, secure ways to share posts with parents:

1. Print off reports for parents, using the 'For Parents?' option,
2. Use Parent Mode within the app or website,
3. To give access to parents by inviting them to access Evisense.

These three methods do two things, the first is they only show posts that you have set the privacy so parents can access the posts, the second is that they exclude posts that include protected students.

If you print off posts without using the For Parents? option, you might be sharing posts the parents should not see, including sharing posts containing protected children. This is the same if you simply filter the Evisense feed to just their child, without turning on Parent Mode.

If you are unsure what parents can access in Evisense, filter the Evisense feed to their child and turn on Parent Mode. This will show you what the parent can access in Evisense. If you do not see any posts, you will need to review the student's posts and change the privacy level.

## Limit What Can Be Shared

Schools can control which user roles can share posts with parents/guardians, external users, and students. Some schools do not want Teaching Assistants/Learning Assistants to be able to share posts with parents/guardians, external users and students and that posts should only be shared externally by teachers or senior leaders.

Within Evisense, for each internal user role the school sets the default privacy level used when creating each post type and the maximum (the most open) privacy level. Using this you could restrict teaching assistants from sharing evidence posts with parents as you want the teacher to review what is written before it is shared with parents/guardians, but you might be happy for them to write and share the more informal home school diary with parents/guardians.

## Approving Students' Posts

Schools who use Evisense with students are likely to want to review students' posts before sharing with parents/guardians. This is an option you can enable within Evisense. You can also choose what user roles can approve student's posts. To enable the post approval process, you need to remove the student's ability to share posts with parents. The users that can approve student posts can change the privacy of a student's post so that their parents can see the post.



## Parental/Guardian Access

When we talk about parental/guardian access, the typical way would be to invite parents to use Evisense. They can use the Evisense app or website to access the posts. This is not the only way to use Evisense with parents.

If you do not want parents to access Evisense directly, you can print out reports from Evisense that you can share with them. You can print all the evidence posts between two dates, turning on the For Parents? option.

You can also use the Parent Mode in Evisense if you want to use the app or website to take parents through posts for their child you have allowed them to see. This is especially useful if there is lots of video content you want parents to see.

These methods do two things, the first is they only show posts that you have set the privacy so parents can access the posts, the second is that they exclude posts that include protected students.

## Parental/Guardian Access Levels

When schools start to use Evisense, parental/guardian access is set to none. If schools want to allow parents to access Evisense directly, they need to set the default access level. There are four levels of access for parents:

- None
- View and Like
- View, Like and Comment
- View, Like, Comment and Create Posts.

All schools start with parents having no direct access to Evisense.

If parents have View and Like access, it means they can log in to Evisense via the app or website and they can see the posts they have been given access to. They can respond to posts by liking them, like you do on Facebook and other social media apps.

If parents have the View, Like and Comment access, it means they can log in to Evisense via the app or website and they can see the posts they have been given access to. They can respond to posts by liking them or adding a comment.

If parents have the View, Like, Comment and Create Posts access, it means they can log in to Evisense via the app or website and they can see the posts they have been given access to. They can respond to posts by liking them or adding a comment. They can also create posts for the post types you have allowed them to create posts for. As a school you may use several post types, but you might only allow parents to create Home School Diary posts.

Parental Access can be adjusted on an individual basis on the Manage Guardians screen in My BSquared. All parents are set to the default access level when they start using Evisense, but you can modify the access

level as needed. You may want more interaction with parents for a particular group of students or you may want to have more input in what a pupil can achieve at home for your EHCP pupils.

## Parental Isolation

When parents use Evisense, they will only access the posts their child is tagged in, that you have shared with them, and no protected children are tagged. They will see posts where just their child is tagged, and they may see posts where other students are tagged alongside their own child. Some schools have a policy that if the photo contains multiple students, the post is not shared with parents, while other schools are happy to share posts containing multiple students.

All comments on posts are isolated based on your connection to the students. School users will see all comments, threaded by student, students will only see comments linked to them and parents will only see comments linked to their child. This also means school users can link a comment to any of the students, the student's comments are linked to themselves, and the parent's comments are linked to their child.

In one post containing five students, you could have five different isolated conversations with input from all ten parents and five students involved. Each conversation will be linked to a student, with only the teacher, student and their parents will see the conversation relating to them.

When commenting on a post containing multiple students, you must tag a student in the comment using the @ symbol. If there is only one student in the post, it automatically tags the student.

This isolation between parents of different students means private conversations can be had and there is likely to be less confrontation, disagreements, or misunderstandings.

**The only time comments from parents are not isolated is when using the Event post type. If you are using the Event post type, all comments on that post are visible to everyone.**

## Printing and Downloading

As well as controlling parental access to Evisense, schools can limit what functionality parents can use. All parents can access their child's posts, but schools can limit access to the following features:

### Download Media

When viewing a post, parents can be allowed to download the photos, videos, or documents from Evisense. If parents can download the media, they will see a Download button in the top right of the media when viewing the post.

### Print Posts

When viewing Evisense, parents can be allowed to print off posts from Evisense. They will see a print icon under the three dots when viewing a post or at the top of the feed they will see a print icon.

### Download All Media

Schools use Evisense to capture all the things their students achieve and experience with them. When it is time for a student to leave, you can give parents the option to download all the media you have captured

with Evisense in a few clicks. It is great to share all the memories of the student's time with you and give it to parents to keep forever.

## Blocking Parents from Each Other

Sometimes parents/guardians have a non-communicative relationship. In these situations, it is hard to have constructive conversations with both parties.

Evisense allows users to block content from other users. This is required by Google in any app that allows user generated content. Within the context of Evisense it seems counterintuitive, as the app is for schools to share information with parents and celebrate their child. To ensure this does not cause any issues with accidental blocks, Administrators can view all current blocked users and remove if necessary. This feature is extremely useful in the situation described above. Each parent can block the other parent or one of the Administrators can create the blocks avoiding any unpleasanties.

All examples below are based on parents A and B being parents of the same child.

### Blocked Posts

If parent A has blocked parent B and parent B has created a post, then parent A will not see the post, or any comments linked to that post.

### Blocked Comments

If parent A has blocked parent B and parent B has commented on a post from their child's teacher, parent A will not see the comment. If the teacher responds to parent B's comment, parent A will not see the comment.

### Both Parents Commenting

If parent A and parent B have blocked each other and they both comment on their child's post, they will not see each other's comments. It will start off two separate comment threads, one for parent A and one for parent B.

### Parent Mode, Printing and Blocked Users

Printing and Parent Mode are not impacted by parents blocking each other. It will use the blocked users setting of the logged in user. If a teacher opens Parent Mode to share information with parent A, parent A will see all content from themselves and parent B. To prevent parent A from seeing the content from parent B, the teacher would need to block parent B before sharing information with parent A. The teacher would then need to remember to remove the block for parent B, so they do not miss updates from parent B.

# Notifications

The main purpose of Evisense is to share achievements, experiences, and other information with a range of people. It has also been built to drive engagement between the school and parents. To make this work effectively we need to keep everyone updated when there is something new. Evisense has three ways to keep everyone up to date:

- Email notifications – You can be sent an email when content is added.
- Internal notifications – In the app or website, you will see a list of your notifications waiting for you.
- Push notifications – If you are using the app, you can receive notifications like you can with your email and social media accounts, without even opening the app.

Users can turn off Email notifications within Evisense and then can turn off the push notifications on their device if needed.

It is important and healthy for a relationship to manage expectations. This includes between parents and school. Evisense has built in controls that schools can use to limit when staff receive notifications. If you do not want staff emailing or responding to parents outside of specified hours, you do not want them notified of updates outside of these hours either. Schools can set the days and times staff receive notifications. Individual users can adjust these settings to suit their working schedule. Users will receive a summary of missed notifications when they reach the next notification period.

It is important to implement these notification limits, it is equally important to inform parents and manage their expectations that teachers will not read or respond to posts or comments in the evening or over the weekend.

## Choose Your Notifications

By default, users will only receive notifications if someone likes or comments on one of their posts. If a user wants to receive a notification when someone else adds an evidence post for a student in their class, they can set up a notification rule. A SENCO may want to be notified every time there is new Home School Diary post for a group of students, they can set up a notification rule for Home School Diary posts and that group. There is a lot of flexibility to make it work for your school.

## Parent/Guardian Notifications

It is important that parents/guardians are updated when new posts or comments are added linked to their child. They will be notified for the following reasons:

- If their child is tagged in a new post
- If someone writes a comment linked to their child on a post
- If someone comments or likes a post the parent created
- If someone replies to their comment
- If a post has had its permission changed so the parent can now access the post

# Keeping Everyone Safe

Evisense has lots of safeguarding features built in. In this document we have covered all the controls around restricting access to content and the various levels of access parents can have. All these features allow you to be proactive and set the rules for how the system will be used, how it will be accessed and what content is shared.

## Reporting Posts/Comments

Sometimes the system is not used as it should be. This is where you need to react to something that has happened. If someone has created a post or added a comment that is not appropriate then any user, parent/guardian, external user, or student can report the post/comment. The process is like reporting a post on social media, where you pick a general reason and then provide more information. The significant difference between Evisense and social media is that as soon as a post is reported, it is hidden for everyone.

When a user reports a post/comment, they also have the option to block the user that created the post/comment.

When a post or comment is reported, a notification is sent to all users marked as Safeguarding Leads. You set Safeguarding Leads by editing users on the Manage Users in My BSquared.

**If no Safeguarding Leads have been set by the school, then the Super Administrator is the Safeguarding Lead and will receive the notification.**

The Safeguarding Lead can view a list of all reported posts/comments, see who reported it and the reasons why. They then need to decide on the action to take. They can do one of the following:

- Reinststate the post/comment, due to there being no issue.
- Change the privacy of the post to restrict access (not applicable to comments).
- Edit the post/comment as required.
- Delete the post/comment due to the inappropriate nature of the post/comment.

Whatever action the Safeguarding Lead takes, they will need to give a reason for their actions. This is then logged and stored for future reference. They also have the option to suspend the user who created the post/comment.

## Suspending Users

All users, external users, parents/guardians, and students can be suspended apart from the Super Administrator. There are a variety of reasons you may suspend a user, but the one most people will think of is inappropriate use. It could be a student posting something inappropriate or it might be a parent downloading a photo containing other students from Evisense and uploading it to social media.

To suspend someone, find them on the appropriate screen in My BSquared and you will see an option called Suspended. Turning this on prevents access to all B Squared software they have access to.

## Auditing

We audit what is accessed within Evisense. This is not directly accessible by schools, but they can request audit logs if required from our support team for specific users. We audit all logins, post views, likes, responses to posts and media downloads. We can share with schools what has been accessed, when and from what device (if using the app) or IP address.

## Questions/Support

If you have any questions about the topics contained within this document or need support implementing any of the options/settings discussed in this document, please contact our support team – [support@bsquared.co.uk](mailto:support@bsquared.co.uk)