

User Guide – Parent Hub Log in Instructions:

August 2024



Purpose of this document

Parent Hub has been newly implemented for 24/25 and allows parents/guardians to view information about their linked learners.

This document includes information for parents/guardians on how to access the Parent Hub and some frequently asked questions.

1. Access Permissions

Access permissions are granted by the learner. The learner must log in to the Student Hub and add a contact – See document ‘User Guide – Granting Parent Access’ for instructions on adding a contact. Curriculum teams will encourage and support learners to add contacts, parents/guardians can also encourage their learners to complete this process.

Once a learner adds a contact on the Student Hub, a member of the administration team will confirm the account that has been created, this is to prevent duplicate accounts being created.

2. Log in to Parent Hub

Once the account has been confirmed by the administration team, parents/guardians will receive an email from Abingdon & Witney College inviting them to log in to the Parent Hub.

Parent Hub can be accessed via the Abingdon & Witney College website: <https://abingdon-witney.ac.uk/>

The first time login will ask you to confirm the date of birth for your learner and then create a password to login.

A screenshot of a mobile application interface for 'ebs: ontrack™'. The screen is dark-themed with white text. At the top, it says 'ebs: ontrack™'. Below that, it reads 'You have been invited to create a parent hub account by Lucy'. Underneath, it asks 'Please enter Lucy's Date of Birth'. There are three dropdown menus for 'dd', 'mm', and 'yyyy'. At the bottom, there is a blue button labeled 'CONTINUE'.

3. Content

Once successfully logged in, you can view the following information related to your learner(s) studying at the college;

For support with parent hub please email enquiries@abingdon-witney.ac.uk

Learner Details

Displays basic personal details, at a glance you can see the learners last register attendance and their next register event.

Timetable

Displays the learners timetable.

Applications

Displays the progress status of any active applications at the college so you can support your learners to complete the next stage, ie. book an interview or accept an offer.

Meetings

Displays any meetings that have taken place between curriculum staff and the learner.

Targets

Displays any targets that the learner has set for themselves or curriculum staff have set for the learner.

Progress reviews

Displays termly progress reviews written by the curriculum teams.

4. Frequently Asked Questions

“My Learner has granted me access via the student hub but I haven’t received an email inviting me to create an account.”

Once a learner adds permission for a parent/guardian, the account needs to be confirmed by a member of our admin team. This is to ensure that no duplicate records are created. The invitation email will be sent as soon as the account has been confirmed.

“I’ve forgotten my password, how can I reset it?”

If you’ve forgotten your password or entered an incorrect password too many times, you can reset the password from the log in screen. Click “Forgotten Password” and enter your email address used to create the account. You will then receive an email with a link to reset your password.

“Why can I no longer access Parent Hub?”

Parent Hub permissions are granted by the learner through the Student Hub. Learners are able to remove/update the permissions at any time. If you previously had access but find you are no longer able to view your learners information, discuss this with your learner as they will need to re-enable your access through the Student Hub.

“I have a question about my learners progress/attendance on their course.”

You can contact your learners tutor directly to discuss their progress/attendance.

“I have a question about my learners application for a future course.”

You can contact the admissions team directly to discuss applications by emailing admissions@abingdon-witney.ac.uk