Parent FAQ's

I have forgotten my password for the EfL Parent View Portal, how do I reset it?

If you go to your secure portal link there is a Forgot Password link, please use this to go through the reset password process.

If you have forgotten your secure portal link then please contact your child's class Teacher or a member of the class team who will be able to reset this for you. You will be sent two automated email from 'The Teacher Cloud'. the first email will contain your unique link to a secure webpage (please save it to your favourites or save the email for future reference) and the second email will contain your reset password instructions.

How do I subscribe to EfL Parent Nofitications?

To subscribe to email notifications to alert you when evidence has been put live, please log into your child's EfL portal. Select 'Notifications' from the menu tab and then choose from either None, Daily or Weekly.

How do I upload my child's own Parent Evidence from home?

To upload your own evidence of your child's learning at home, please log into your child's EfL portal. Select 'Uploads' tab and then choose up to 3 files to upload from your device. If accessing via a smartphone or tablet it will let you choose photos or videos from your device camera roll.

Then select a tag, add any comments and click submit!

Evidence you submit will be part of your child's learning journey.

My parent evidence won't upload?

Please check your browser is up to date, if you're not already using Google Chrome as your browser please try switching to Google Chrome as this works best with EfL. If you're still having trouble with the evidence (Photo or Video) uploading then please try and upload parent evidence with just a comment and no photo or video, if that works then the issue is likely to be with the photo or video itself and not EfL. Please try a different photo or video and if issue persists then please contact school and we will raise the issue with EfL.