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Introduction to Parental Registration in OPENHIVE

An explanation of the
methods available for giving
parents access to OPENHIVE

Version 1.1



Introduction

The purpose of this document is to explain the options available in OPENHIVE for giving your family users access to the service. There are a number of methods available in OPENHIVE, from simply creating one generic user for all families to use, all the way through to giving each family their own security code to log on and claim their child.

This document aims to detail each of the options available. When you have chosen which option you would like to use, further guides are available to help you with that particular method from the OPENHIVE Provisioning Team.

Options Available

There are four options available to you. Here is a list of the options, and there will then follow a more detailed explanation of each option.

- Option 1 - Create one generic user for all families to use
- Option 2 - Import family users and manually link them to their children
- Option 3 - Import family users and provision them on import
- Option 4 - Import family users and don't provision them on import

Option 1 is only suitable for schools who are **not** using OPENHIVEinsight. Options 3 and 4 are only suitable for schools who **have** purchased OPENHIVEinsight. Option 2 can be used by all schools, but if the school does not use OPENHIVEinsight having a username and password for each parent will be of limited use.

Option 1 - Create one generic user for all families to use

If you choose this option, all you need to do is create one family user in OPENHIVEiD and then distribute the username and password to all your families. This will allow all of your families to view any information you have added to the Family site on your OPENHIVEportal, but won't allow them to access OPENHIVEinsight, and also won't give them any personalised information about their children.

Summary: This is the easiest method to use, but is limited as you can't give families individual information on their children.

Option 2 - Import family users and manually link them to their children

This method is the most time consuming, as you will need to manually create your family users within OPENHIVEiD and then manually link these family users to their children, also within OPENHIVE. This is a method which isn't commonly used by schools, but does allow you to provide your families with individual information about their children if you can't import the family data from your MIS.

Summary: Very time consuming to set up, but does provide personalised information on children. Try to avoid using this method if possible.

Options 3 and 4

Options 3 and 4 are very similar. Both methods require the school to run an MIS report and import this into OPENHIVEiD, which then creates accounts for your families - one per parent - and then automatically links the children to these parents.

The difference between the two methods is what happens next - with Option 3 the family accounts are fully set up from the start, so you can give your families their usernames and passwords and they can start using them straight away.

Option 4 is more secure, and utilises what are known as claim codes. The way these work is as follows:

- a. The school imports the MIS report for family users into OPENHIVEiD
- b. The school prepares and sends a letter containing a claim code to each parent
- c. The parent then uses the claim code and answers some security questions, which proves that they are the parent of the child.
- d. The school finalises the creation of the parent's user account in OPENHIVEiD
- e. The school sends the username and password to the parent

Option 4 is the most secure method, because if you send the claim code to the family and it is lost or obtained by a third party it cannot be used to access information about the child as they won't be able to answer the security questions, and the claim code can be cancelled if necessary. This method does cause extra administration work for the school, however, because when the claim code has been used by the parent to successfully claim their child/children the school still has to send the family their username and password before the family can access OPENHIVE.

Summary: If you want to use OPENHIVEinsight with your families, you need to choose one of these two options. The quicker method is Option 3, but for an extra layer of security you can use Option 4.

Overall Summary

Overall Summary: For schools only wanting parents to access a family site on the OPENHIVEportal, Option 1 is the most suitable. For schools using OPENHIVEinsight, Option 3 is probably the best method as this allows families to log straight on and start using OPENHIVEinsight.

Contacting Us

When you have chosen which method you would like to use, please contact the OPENHIVE Provisioning Team. We will then provide you with information and guidance on using the method you have chosen.

Telephone: 01782 338 247

E-mail: OPENHIVEprovisioning@synetrix.co.uk

Please feel free to contact us if you need any further information on any of these methods.