

User Guide for Parents/Guardians

Information and instructions on how to best use the TripComms application as a user with access to the user portal.

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Account Setup

When your school creates an account for you, you will receive an email from TripComms containing a unique link.

Clicking the link will take you to the account verification page where you will be asked to set your password and security answers which will be used to recover your account if you ever forget your password.

Warning: The link you receive will expire after 72 hours, if you do not verify your account before this time you will need to contact your school as they will need to generate a new link for you to use.

Logging In

Go to <https://fyp.daniel-ellis.co.uk/login> and enter your email address and password.

Warning: If you incorrectly enter your details 3 times within 24 hours your account will be automatically disabled for 24 hours as a security precaution.

Forgotten your Username or Password?

Click the 'Forgotten username or password?' link displayed on the login page or follow this link <https://fyp.daniel-ellis.co.uk/recover-account>.

1. You will need to enter the email address associated with your TripComms account.
2. An email containing a unique link will be emailed to you, when you receive this email please read any instructions in the email and click the link.
3. This link will load the TripComms account reset page where you will be asked to answer one or more of your security questions.
4. If successful you will then be allowed to enter a new password or email. Once you confirm this change your account will automatically be updated allowing you to login.

Warning: The password reset link and email reset link you receive will expire after 24 hours. If you do not reset your password within this time the link will expire and you will need to start the account recovery process again.

Updating My Account

To update your personal details or change your password you should click the 'My Account' link in the main menu. You will be able to update the following details:

- **Name**
- **Email address:** Used for logging into your TripComms account and receiving notifications
- **Phone number:** TripComms will never contact you using this information. This number can be accessed by your school in the event of an emergency.
- **Address:** TripComms will never contact you using this information. Your address is used during some of our processes but only when you authorise it. (Example: when completing a medical form, we will automatically populate your address)
- **Childs Name**
- **Password:** Change the password you use for logging into your TripComms account.

My TripComms

From the TripComms portal homepage you will have access to several tables. You will always have access to the 'All Trips' table but all other tables are only displayed when they contain information. We implemented this functionality to provide you with a clean dashboard view of trips that are of importance to you.

These tables provide column ordering and global search functionality making it easy for you to find groups of trips or even individual trips.

Once you have found the trip you are after simply click the table row to be taken to the trips details page.

Responding to a Trip

Whenever you view a trips details page you will have up to 3 actions which can be performed, each one is explained below.

Return a Permission Form

It is important that your school has your permission to take your child on a trip. Gone are the days of signing a paper slip and sending it into school with your child, with TripComms you can choose whether to allow your child's participation and sign the form online.

On the trip details page, simply click the 'Return Permission Form' button and the permission form will pop up for you to complete and sign.

Return a Medical Form

Once you have granted permission for your child to attend a trip the 'Return Medical Form' button will appear allowing you to complete and sign the form.

Clicking the button will display a popup window with a neatly laid out form for you to complete. You are required to sign the form before submitting it.

Once you submit the medical form it will be saved in a secure location and only be accessible to yourself and the members of staff running the trip. At no point will TripComms view this information. If you want to check the document at any point, select the documents tab at the bottom of the trip details page and click the document to open it.

Make a Payment

If a trip requires payment, the 'Make a Payment' button will be displayed after you have granted permission for your child to participate.

Please click this button and follow the on-screen instructions carefully.

What happens if a trip is cancelled?

Unfortunately, sometimes your school might have to cancel a trip, if they need to do this they will communicate this information to you through TripComms and you will receive an email explaining why. If you require further information about a cancelled trip you should contact your school.