

parentsportal.scot

Link Child Failure  
Parent Troubleshooting Guide  
Version 2



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## Troubleshooting Linked Child Failures for Parents

Your school may have forwarded you this guide, if you've come across issues linking to your child on parentsportal.scot. In this document, we'll cover some basic things to check, as well as instructions on how to update details on your myaccount.

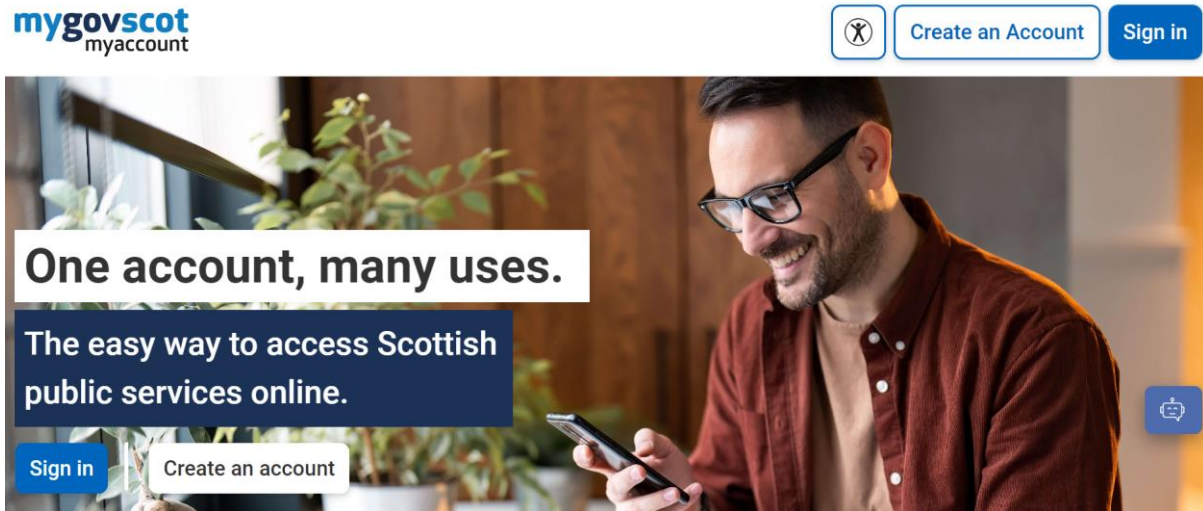
### A few important pieces of information to be able to link to your child

1. The name and address details in your mygovscot myaccount need to match what is held in the school records. **We will show you in this document how to check/update them.**
2. The details you enter for your child must match what is held in the school records. This includes their name, address, school and class details.
3. The school needs your current mobile phone number and e-mail address, so you're able to receive the security code in the linking process. **If you don't receive the security code, call the school office and inform them of your current email address and mobile number.**

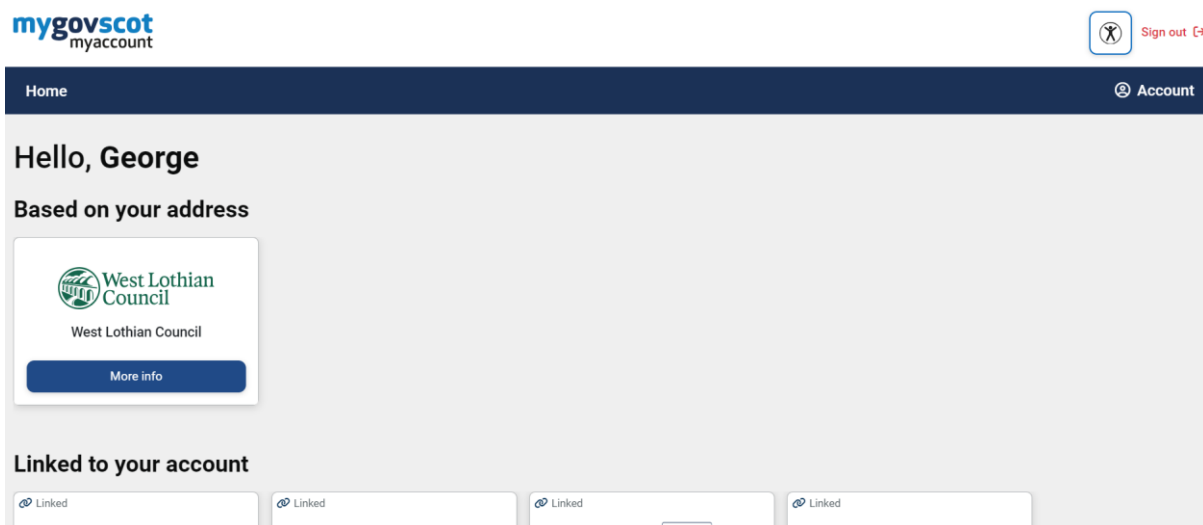
## How to check and update your myaccount details:

Go to the main sign in for mygovscot myaccount - [signin.mygovscot.org](https://signin.mygovscot.org)

Click on Sign In and enter your email address and password to sign in.



Once you've signed in, you'll see a dashboard that looks like this:

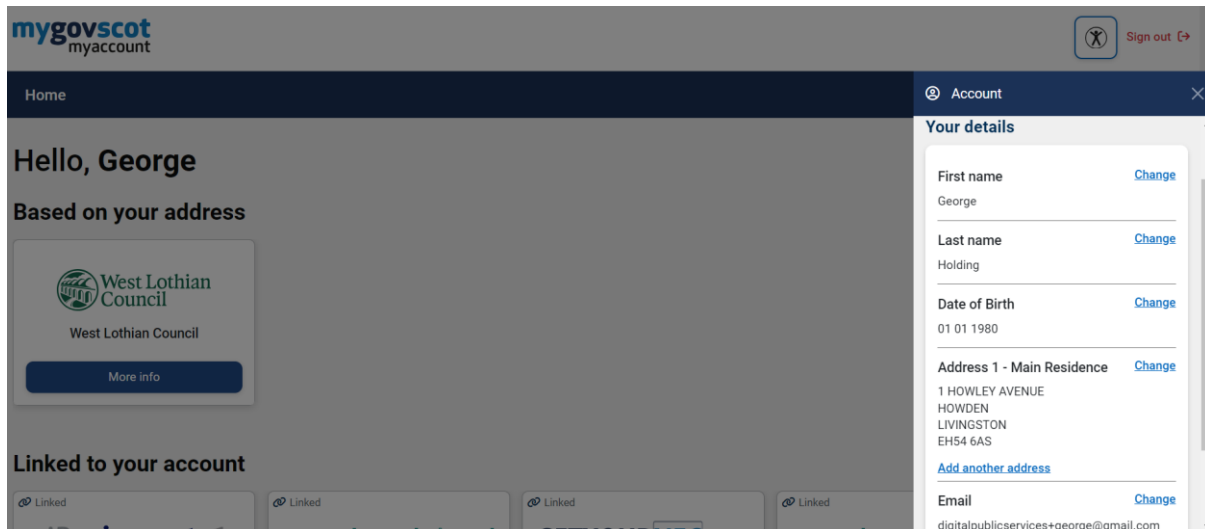


Here are a few examples of why a link child request may have failed:

- **Parent's forename field and surname fields don't match.** For example, the use of nicknames, middle names, initials, titles. Please make sure the name on your mygovscot myaccount is the same as what is in the school records.
- **mygovscot myaccount has been registered in the name of the child,** not the parent. Please ensure the mygovscot myaccount is registered in the parent's name.
- **Address doesn't match.** Please ensure your myaccount address is the same as what is in the school records. If it is different, it needs to be updated.
- **Address data doesn't match as it has been formatted differently.** Please update your address by entering the postcode and select the address from the list. If you manually enter your address it may not match what is held in the school records.
- **Home address has been given a name but as it's not registered the address doesn't match.** For example, you have entered Rose Cottage, High Street but the registered address is 12 High Street in the school data. Please check to make sure the myaccount data matches the school records.

### If you need to update or check your personal details

Once you have signed into [signin.mygovscot.org](http://signin.mygovscot.org) click on “Account” at the top right of the homepage and you’ll see a screen like this:



To update the details, click on “Change” at the section you would like to update and edit any details if required.

Please make sure your name in mygovscot myaccount is the same as what is held in the school records, ensuring you check the spelling.

Here are some examples of data mismatches that would fail a link child request:

Myaccount data		School data	
Forename Field	Surname Field	Forename Field	Surname Field
Charles	Brown	Charlie	Brown
C.	Brown	Charlie	Brown
Charlie	Brown	Charlie Stuart	Brown
Mr. C	Brown	Charlie	Brown
Mrs. S.	Brown	Susan	Brown
Suzie	Brown	Susan	Brown

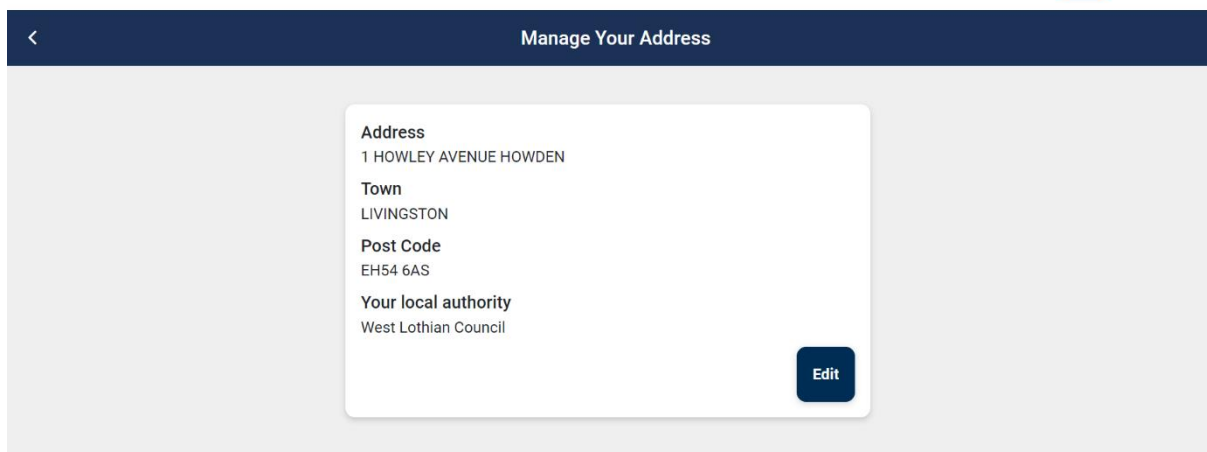
## If you need to change or update your address details

The address data may not be matching as your mygovscot myaccount is still showing your previous address, or you manually entered the address, so it doesn't match.

It's important to select your address from the list supplied, and we'll take you through those steps now.

Click on "Change" in the Address section.

To edit or update that address, you need to click "Edit" and find the correct address first.

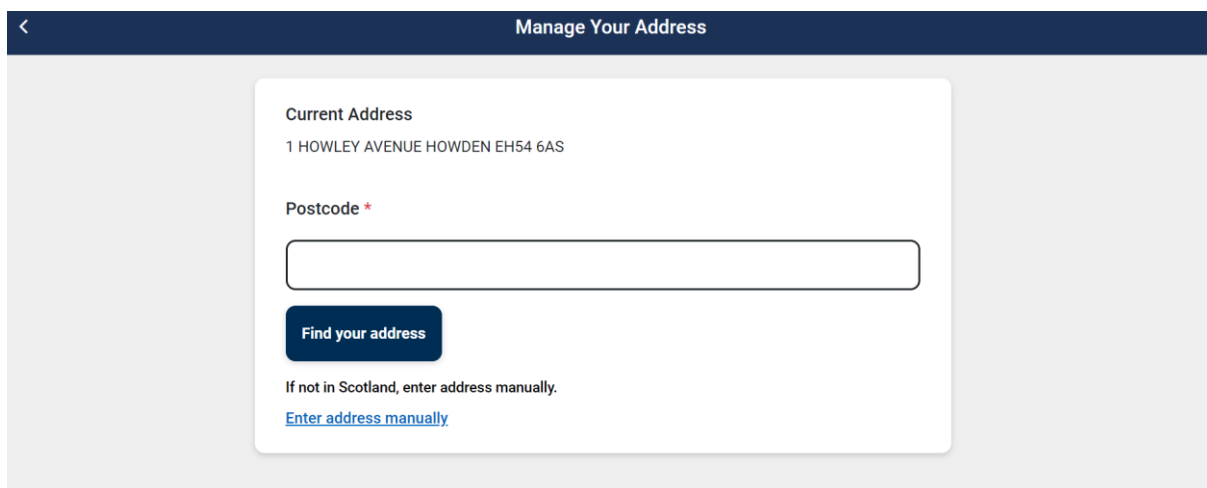


The screenshot shows a dark blue header with a back arrow and the text "Manage Your Address". Below the header is a white card with the following details:

- Address**  
1 HOWLEY AVENUE HOWDEN
- Town**  
LIVINGSTON
- Post Code**  
EH54 6AS
- Your local authority**  
West Lothian Council

An "Edit" button is located at the bottom right of the card.

You will then be asked to enter your Postcode:



The screenshot shows a dark blue header with a back arrow and the text "Manage Your Address". Below the header is a white card with the following form:

- Current Address**  
1 HOWLEY AVENUE HOWDEN EH54 6AS
- Postcode \***
- Find your address** button
- If not in Scotland, enter address manually.  
[Enter address manually](#)

Enter your postcode. Then Click on Find Your Address. Select the correct address from the list below.

Manage Your Address

Current Address  
1 HOWLEY AVENUE HOWDEN EH54 6AS

Postcode \*  
EH54 6FF

Find your address

Please select address

POLICE STATION WEST LoTHIAN CIVIC CENTRE LIVINGSTON EH54 6FF  
SHERIFF COURT WEST LoTHIAN CIVIC CENTRE LIVINGSTON EH54 6FF  
WEST LoTHIAN CIVIC CENTRE HOWDEN SOUTH ROAD HOWDEN LIVINGSTON EH54 6FF  
WEST LoTHIAN CIVIC CENTRE HOWDEN SOUTH ROAD LIVINGSTON EH54 6FF

Can't find your address?  
[Enter address manually](#)

If the address is correct, select Continue. If not, select Change and you can go back and select a different address. Please note, for some rural properties, you may find your house name, but the address format may look slightly different than you're used to.

Manage Your Address

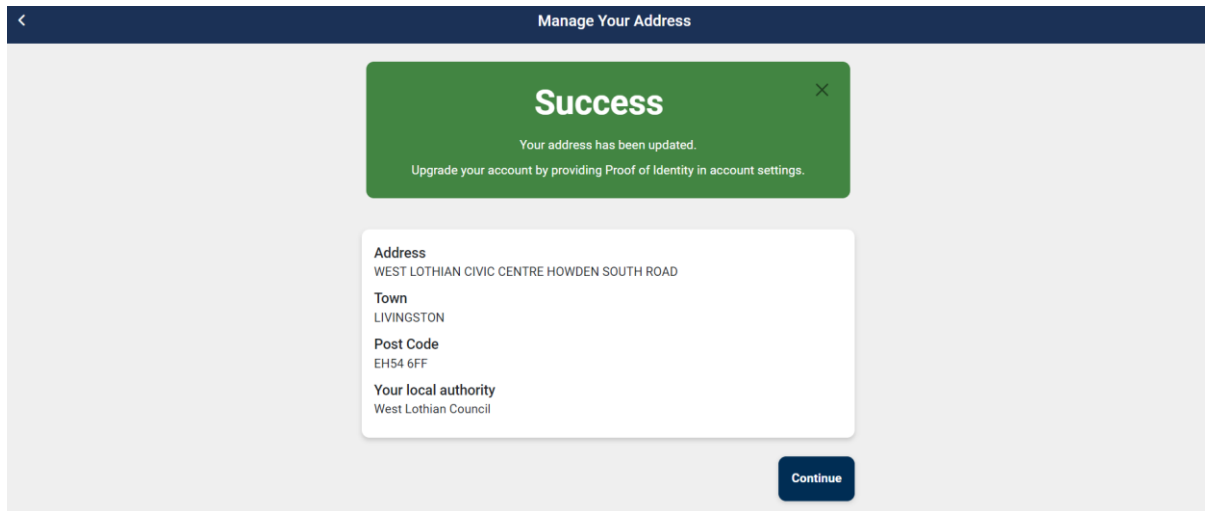
Current Address  
1 HOWLEY AVENUE HOWDEN EH54 6AS

Selected Address  
WEST LoTHIAN CIVIC CENTRE HOWDEN SOUTH ROAD HOWDEN LIVINGSTON EH54 6FF

Change

Continue

You'll be taken back to this screen to show that your address has now been updated successfully.



Once your personal details and/or address details have been updated, please try and link again to your child on parentsportal.scot.

If your school has said that you've entered the incorrect details for your child, please check the following:

- **Check you've used their correct forename and not a nickname.** For example, Christopher/Chris or Alexandra/Alex.
- **The forename field SHOULD also include any middle names UNLESS your school has requested you not to.** (Some schools do not hold the middle name in the school records).
- **Be careful entering the date of birth** – if that's wrong, it won't link.
- Make sure you're entering their **CURRENT class and not last year's class details.**
- **Make sure you're entering their address details correctly.** Please enter the postcode and select the address from the list.

**If you have gone through everything – updated your myaccount where required as requested by the school, and it still doesn't link, don't worry.**

We now need you to raise a request for help with our Customer Services Team. To do that, sign into parentsportal.scot and click on "Help" at the bottom of the page. At the bottom of that page there's a link to raise a query with our helpdesk. Please ensure you include as much detail as possible – for example, what the school have said does not match, and what you've tried to fix already.

Then our Customer Services team will be in touch with you.