

Staff view — open a student's portal

For school staff. Find any student and see their portal exactly as they see it, to help them over the phone or at the front desk.

1 What this page is for

WHAT THIS SCREEN IS FOR

When a student calls with a question — *when does my class start?, how much do I still owe?, where is my assignment?* — staff open that student's portal and look at the same screen the student is looking at. There is nothing to edit here; it is a window, not a control panel.

THE STUDENT LIST

The list shows every student in the enrollment system who has an email address, sorted by last name, with their email and phone. The line under the title says how many students are on file.

- Type in the search box to narrow the list. It matches first name, last name or email, as you type.
- The list shows up to 200 matches at a time. If you do not see someone, type more of their name.
- Students with no email on file do not appear, because the portal finds records by email.

THE PURPLE BAR AT THE TOP

While you are signed in as staff a purple bar stays at the top. On the list it reads *Staff view — choose a student* with your email and a **Sign out** button. Inside a student's portal it reads *Staff view — you are looking at <name>'s portal* with a **Back to student list** button.

STAFF SEE EXACTLY WHAT THE STUDENT SEES

Staff are allowed to read draft lessons in the database, but the portal hides them again here, so the staff view matches the student's view item for item. If a lesson is missing for the student, it is missing for you too — fix it on the Classes site.

Names, emails and phone numbers on this screen are confidential. Do not turn the screen toward other students or share screenshots.

2 The purple staff bar

This bar only appears for staff. It reminds you that you are looking at someone else's portal.

- **Back to student list** reloads the page and takes you back to the list.
- **Sign out** (on the list screen) ends your staff session.

You cannot change anything in a student's portal. Every change to dates, payments or lessons is made in Transition Enroll or on the Classes site.

3 Step by step

Help a student on the phone

1. Sign in with **Staff sign-in** on the sign-in screen.
2. Type part of the student's name or email in **Search by name or email**.
3. Click **Open portal** on their row.
4. The student's portal opens with the purple staff bar at the top. Walk them through the same screen they see.
5. When you are finished, click **Back to student list**.

Check why a student cannot see their lessons

1. Open the student's portal from the list.
2. If **My lessons** is missing, the student has no enrolled class with a lesson plan attached. Open the Classes site and attach the plan to their cohort.
3. If **My lessons** shows *Nothing posted yet*, the plan is attached but every item is still a draft or has a future *not before* date. Change the items to posted on the Classes site.
4. Reload the student list and open the portal again to confirm.

Sign out

1. On the student list, click **Sign out** in the purple bar.
2. Inside a student's portal you can also use **Sign out** at the top-right.

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If something looks wrong

I signed in as staff but I see a single record, not the list.

Your email is not on the staff list. Ask Edmund to add it.

I opened a student and see "We couldn't find a student record".

Their email in the list does not match any registration. Check the email in Transition Enroll; it may have a typo or a second address.