

## CU Online – Guide for Parents and Carers

We've included some FAQ's below to help you with the new CU Online system. CU Online is a brand new system and we're pleased to have your child as one of the first users across the country. We hope you enjoy using this alongside the paper Passport to Learning but if you do have any questions or queries, please let us know and we'll do our best to help.

### **How do I log in?**

- Go to [www.childrensuniversity.co.uk](http://www.childrensuniversity.co.uk) and click on login at the top right. Choose to login as a child and use the username and password given to you.

### **What can I do when I've logged in?**

- You can add a new stamp from a completed activity by clicking the 'add a new stamp button' in the green box. You can also see the skills your child is developing and the categories of learning that they're doing the most. There are also online badges to collect.

### **The activity didn't give me a stamp code**

- If you do an activity that is normally part of Children's University, but they haven't given you a stamp code then the activity leader may not have registered their activity on the new system. As this is a brand new system, this is likely to happen. Just collect a stamp/signature in your Passport as you did before but ask them to register their activity online. If they go to [www.childrensuniversity.co.uk](http://www.childrensuniversity.co.uk) and follow the instructions for Learning Providers, they can get started.

### **I've forgotten/lost my stamp code**

- If you have completed an activity but don't know the stamp code, simply click on the 'don't have a stamp' button. This will allow you to submit information about the activity you completed – where was it? When did you do it? What did you learn? We will then be able to decide if you will receive a new stamp or not.

### **How many hours have I achieved so far?**

- In the centre of the dashboard, you can find the total number of hours so far. If you are a new member, this will be 0. If you are an existing member, this will show the last total we had for you. You can also see how many Learning Hours you need to achieve to be awarded the next certificate.

### **How can I find activities in my local area?**

- We have included a list of Learning Destinations in this pack, but you can also use the find an activity button which takes you to the search page. Here you can search by location or name, meaning if you are travelling outside of Wakefield, you can find Learning Destinations across the country.

### **How do I find my after-school clubs?**

- If you attend a CU school, you will find a list of activities at the bottom of your dashboard. Your school will decide the number of hours as each club or activity will be different.

### **I can't find the activities I usually take part in**

- If there are regular activities that you do as part of the Children's University, but you can't find them online, they may need to register on the new system. Ask your activity provider to go to [www.childrensuniversity.co.uk](http://www.childrensuniversity.co.uk) and fill out the short form under 'Learning Providers'.