

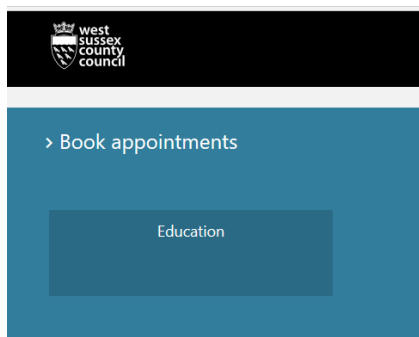
Parent/Carer guide to booking Educational Psychologist telephone consultations

Please note that you will be unable to book an appointment if you are using the Internet explorer 11 browser as it is no longer supported. We recommend that you use one of the following;

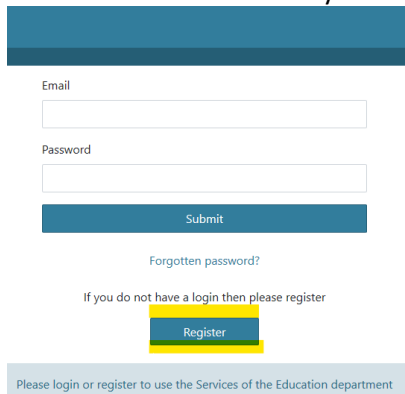
- Chrome
- Chromium
- Safari
- Edge

[Link to the booking system:](#)

Click on the Education button which will take you to the login page.



If this is the first time that you have used the booking system, then you will need to Register for an account

A screenshot of a login/register form. It features two input fields: 'Email' and 'Password'. Below the 'Password' field is a blue 'Submit' button. Underneath the 'Submit' button is a link that says 'Forgotten password?'. Below that is a line of text: 'If you do not have a login then please register'. Underneath this text is a blue 'Register' button. At the bottom of the form is a light blue footer bar with the text 'Please login or register to use the Services of the Education department'.

Once you have registered you will be able to log in to the booking system.

If you have forgotten your password then please select **Forgotten password** and you will be sent an email with instructions on how to get into your account.

Once you have logged in the following webpage will open

Click on “book a consultation” and you will then be taken to the booking page. The dates and times available will be shown.

Select a date, pick a time and then click on Next

You will then be asked to complete your booking details, filling in the following

- Your name
- School/nursery/preschool
- Role at school –please enter NA
- What you wish to discuss drop down – Select child issue.
- Provide the date of birth for the child
- **Parental consent form – you do not need to upload anything**
- Some details about the issue that you wish to discuss
- The phone number that the Educational psychologist can contact you on for your consultation.

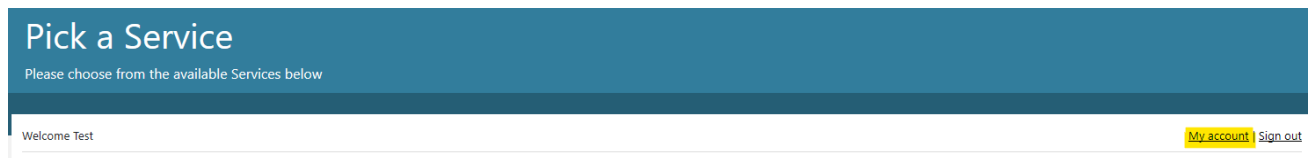
Click the next button at the bottom right of the screen

You will be shown a page with the details of your booking. If you wish to change anything please click on the back button

You need to agree to the privacy and data storage conditions by ticking the box for your booking to proceed. The system will automatically send you a copy of your booking information. You will also receive a reminder about your booking 3 days before the appointment.

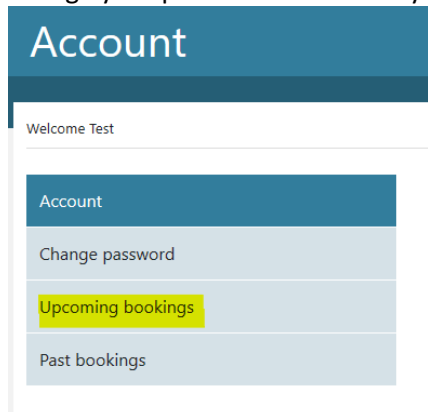
If you wish to amend the date and time of your booking or cancel it, please follow the instructions on the email.

Amending or cancelling your booking

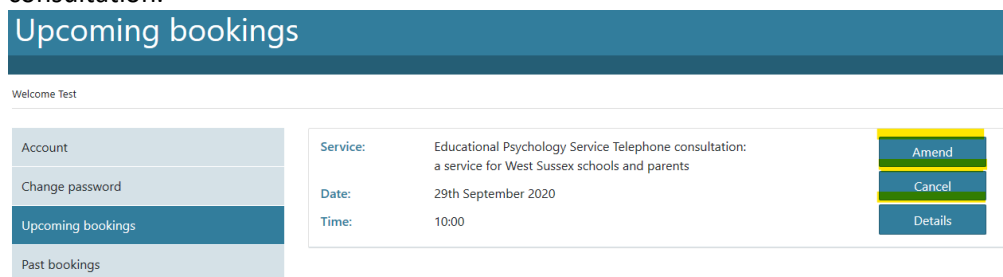


Once you have logged in to the system select **My account** at the top right of the Pick a Service page.

You will be taken to the Account page where you can see and edit your details. You also have the option to change your password and check your bookings



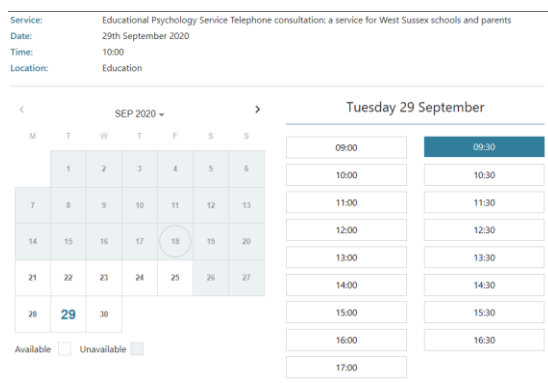
You can view the details of your booking or amend or cancel your booking up to 1 hour in advance of your consultation.



Amend your booking

Select the amend button

Choose the new date and time that you would like a consultation and then click on reschedule booking at the bottom of the pane.



You have chosen to reschedule to the following date and time: 29 September 2020, 09:30

You will be sent an automatic email telling you your new consultation date and time

Cancel your booking

Select the cancel button

Check the details and if you are happy to cancel the booking then click on the continue button.

You will be asked whether you are sure you want to cancel. If yes, then click the red cancel button

Cancel booking

Service: Educational Psychology Service Telephone consultation: a service for West Sussex schools and parents
Date: 29th September 2020
Time: 09:30
Location: Education

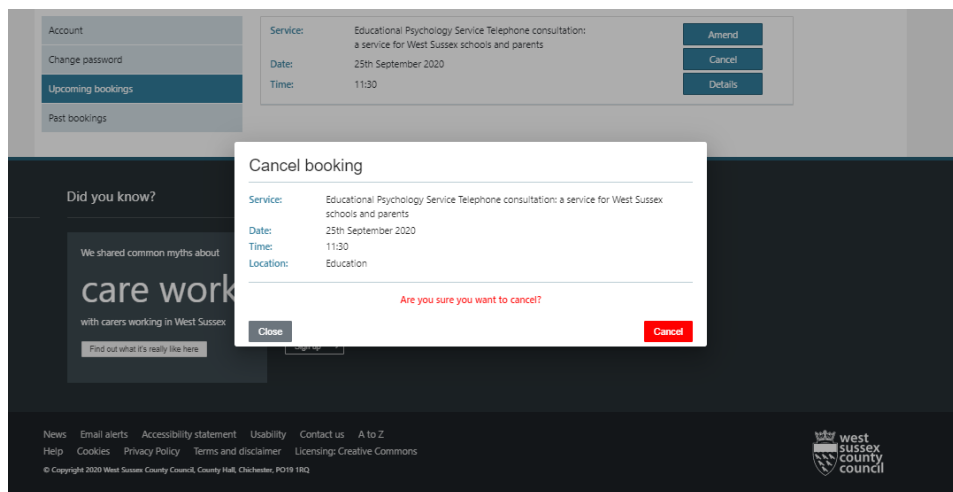
Once your booking has been cancelled your appointment will be removed from the system.

Close

Continue

You will be taken back to your account and you will also receive an automatic email to tell you that your booking has been cancelled

You will be asked whether you are sure you want to cancel. If yes, then click the red cancel button



You will be taken back to your account and you will also receive an automatic email to tell you that your booking has been cancelled

