



Horizons Parent Portal Guide

LOGGING IN TO THE HORIZONS PARENT PORTAL FOR THE FIRST TIME

If you prefer to use a computer, or you'd rather not use an App, you can login to our Parent Portal for Horizons MIS system. You will receive an email from the school (BG/ BM / BL @pupilasset.co.uk) within this select the link to reset password.

Your password will need to be at least eight characters long and include a number, failure to follow these guidelines will result in you being unable to login. Follow the instructions to set your password which will enable you to log in.

You need to inform your school if your email address has changed. If you do not receive the email please contact the school office, in the meantime you can use the link below. You will need to enter your email address and you will be sent a new password to log in:

<https://horizons.junipereducation.org/login>.

Once you have logged in you will have access to the following:

Payments – Make payments for specific trips, clubs, music lessons or items and see your payment history.

School Shop – Make top up payments for school meals which is £2.51 per day.

Attendance – Shows attendance for the year.

School information – View contact information for your child's school.

Events – View and give consent to any upcoming events your child is set as attending.

Profile – Update and notify the school of changes to your details the school holds for you.

USING THE APP

An app is also available. You can download the app for free on Android or Apple smart phones and devices.

DOWNLOAD APP – FROM APP STORE (iOS)

DOWNLOAD APP – FROM PLAY STORE (Android)



Once you have created login details you will be able to sign in with them on the Login screen.

If you have any issues logging in, tap First Login/Forgot Password to generate a choose password email.

If you have forgotten your username (the email address you registered with school) you will need to contact the school office.

Once successfully logged in, you can choose a 4-digit pin which can be used instead of your password to login. The **home** screen of the app will show any pupils your email address is linked to in Horizons.

N.B. If your child does not show up, please contact the school as we may need to update your child's pupil record.

Tap your child's name to open their record where you will see various menu options reflecting the settings the school has put in place.

FREQUENTLY ASKED QUESTIONS

If you are experiencing issues with the Pupil Asset App please reinstall the app to ensure that you have the latest version. You can download for [iOS](#), or [Android](#).

I've forgotten my password/username, what do I do?

*Click or tap the **Forgotten your password** link on the login page to generate a new one. If you've forgotten your username (the email address you registered with your school) you will need to contact your school office.*

If your contact details change, you need to inform the school office.

How do I know if a payment has been processed?

The charge will say paid, and move into your payment history.

What happens if I have paid for a meal on a day my child is absent?

The system will recognise if a child is absent on the day a meal is taken and cancel it automatically for you. If your child is not absent for a full day but will miss their school meal, please inform the school office.

Can another party make payments for my child?

Anyone with linked access to a pupil and their own Pupil Asset account can make payments for that pupil.

Who should I contact if I have questions about a recent payment, charge or purchase?

The school office will be able to help you with queries.

What do I do if I do not receive an email to access the parent portal

If you do not receive an email, please contact the school office to confirm your email address.