GVS USER GUIDE

Version 1

Glasgow Virtual School

Login

Username (*)

Password (*)

Login

Forgot Password?

GLASGOW Virtual SCHOOL

LOVE | LISTEN | LEARN

Our Services:

The following services are incorporated in GVS:
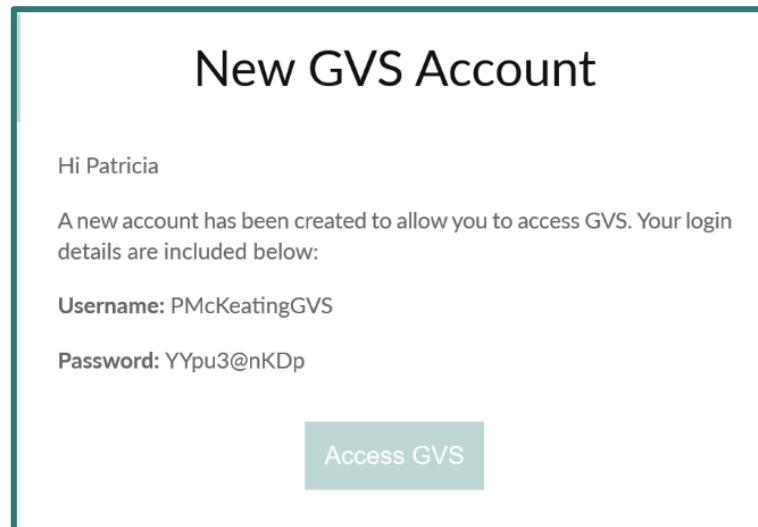
CEL {	Care Experienced Learners
ILS {	Interrupted Learners' Service
HES {	Hospital Education Service
EVIP {	Enhanced Vocational Inclusion Programme
MCR {	Pathways Mentor Programme

Gateway

CONTENTS

MY ACCOUNT

You will receive an email from **donotreply@ceg.org.uk** which will contain your initial Username and Password.

Within my account you can change your username password, set a challenge question, if you forget your password, and setup 2 factor authentication for increased security in the system.

THE ENVIRONMENT

Whenever you login to the GVS you will land on the Dashboard. The dashboard contains tiles for items that need your attention. In order to return to the dashboard at anytime from the menu, just click the Heart Logo.
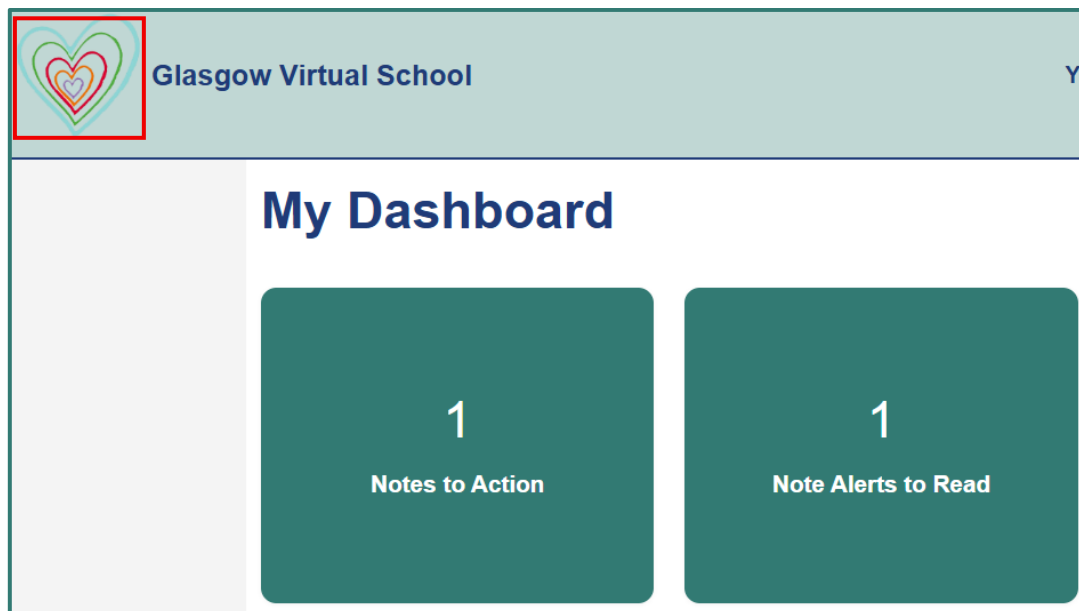
UPDATE MY ACCOUNT – PASSWORD/USERNAME/PROFILE/CHALLENGE QUESTION

As with any web-based resource you will be able to update your own details within the system.
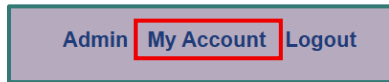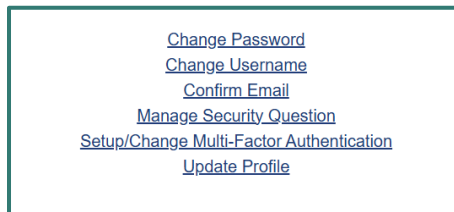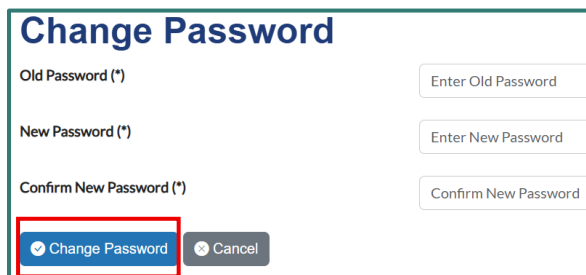
1.   Locate the **My Account** link which is at the bottom of the screen after you login.

Admin **My Account** Logout

This will display a menu of options

Change Password
Change Username
Confirm Email
Manage Security Question
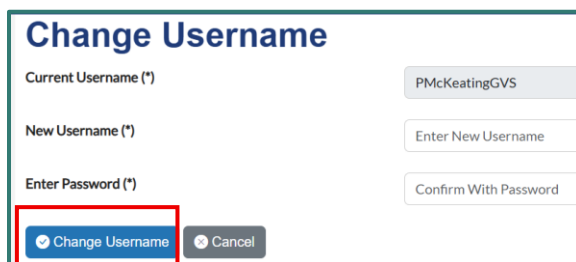Setup/Change Multi-Factor Authentication
Update Profile

2.   **Select My Account > Change Password**. Enter your **Old Password** followed by your **New Password** twice. Click **Change Password** to save the details.
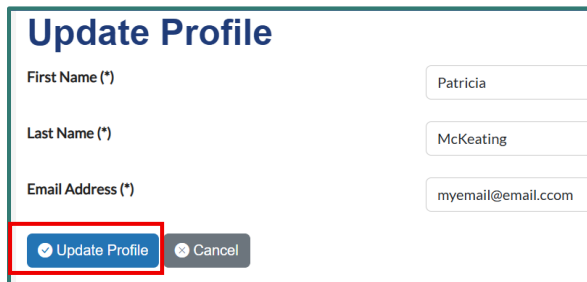
Change Password

Old Password (*)	Enter Old Password
New Password (*)	Enter New Password
Confirm New Password (*)	Confirm New Password

Change Password   Cancel

You will need to provide your existing password here and follow the guidelines on password complexity.

2.   **Select My Account > Change Username**. You will need to enter your current Username, your new username and your current password. Click **Change Username** to save the details**.**
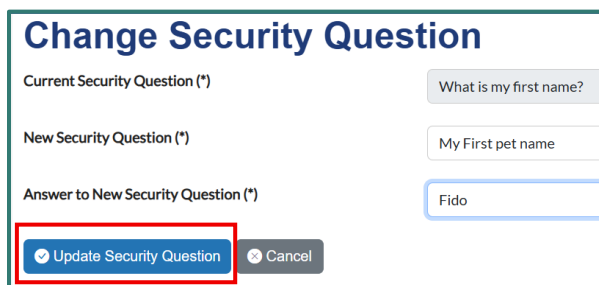
Change Username

Current Username (*)	PMcKeatingGVS
New Username (*)	Enter New Username
Enter Password (*)	Confirm With Password

Change Username   Cancel

Your username is generated by the system and may not be as memorable as you would like. Therefore, you can use this feature to change your username.

3. **Select My Account > Update Profile**. Make the necessary changes. Click **Update Profile**.

Update Profile

First Name (*)   Patricia

Last Name (*)   McKeating

Email Address (*)   myemail@email.ccom
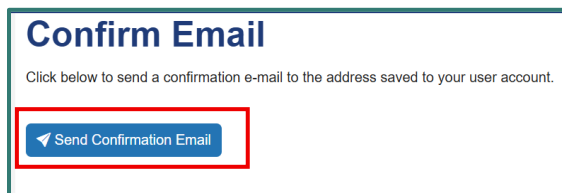
[✓ Update Profile] [✗ Cancel]

Your Profile includes your first name, Surname and email address. Any of these items can be changed here.

4. **Select My Account > Manage Security Question**. Add a question and your answer. Click **Update Security Question** to save the details.

Change Security Question

Current Security Question (*)   What is my first name?

New Security Question (*)   My First pet name

Answer to New Security Question (*)   Fido

[✓ Update Security Question] [✗ Cancel]

Like most web-based systems these days, if you forget your password the system will ask you a security question. This will save contacting admins to reset your password.

5. **Select My Account > Confirm Email**. Click **Send Confirmation Email**.

Confirm Email

Click below to send a confirmation e-mail to the address saved to your user account.

[✈ Send Confirmation Email]

In order to setup 2 factor authentication the system will need you to confirm your email address. You will have received a a link when you first received your login details. If you have lost this you can generate the email again using this feature.

SETUP 2 FACTOR AUTHENTICATION

As the GVS system will contain some sensitive information, it is recommended that you setup 2 factor authentication. 2 Factor authentication simply means you need two things to log in. This could be your password plus a code sent to a device/app that only you have access to.

1. **My Account > Setup/Change Multi-Factor Authentication**. Open the authenticator app that you will use and Click ADD (+). Then scan the QR Code. (In this example I have used the MS Authenticator app.)
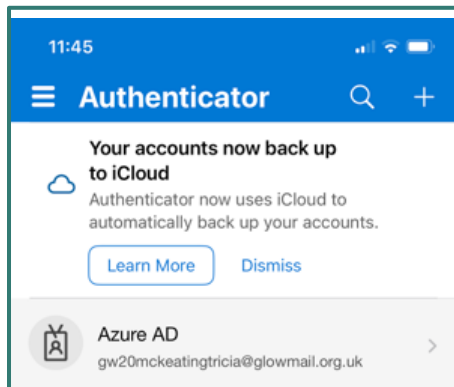
Most of you will already have an authenticator app on your mobile device. Just add this account to it.

2. If successful you will receive a code to add then click **Verify**.
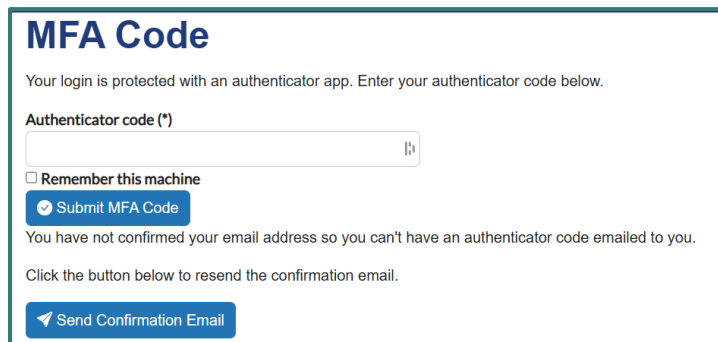

Every time you now login it will require you to authenticate in your app too.

3. Click **Logout** at the bottom of the screen. Next time you login you will have to use 2 factor authentication.

When you have finished using the system it is always good practice to Logout.

4. After you have entered a Username and Password you will see this screen to enter the code that should be displayed in the app you chose to authenticate. Type in the **Authentication code** and Click **Submit MFA Code**.

You should now be logged in to the GVS system.

YOUNG PEOPLE

Within the young people menu, you can add new young people or view and edit information held about them.
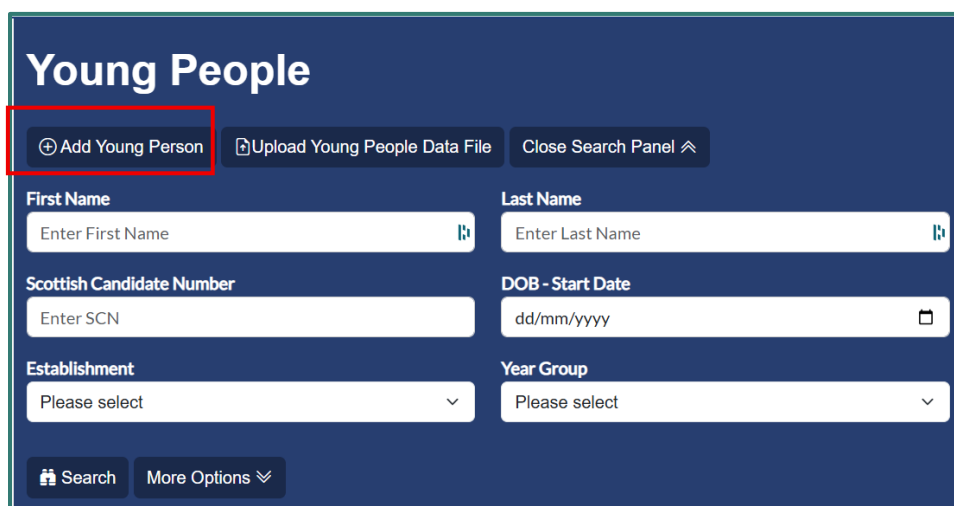
ADD A YOUNG PERSON

There will be periodic updates for certain categories of young people into the system but at any time you can create your own young people accounts. The key element of creating a young person account is to make sure you use the **correct Scottish Candidate Number** for them as this is the unique element that the GVS system uses throughout.

1. Click the **Young People** link from the main menu at the top of the screen.
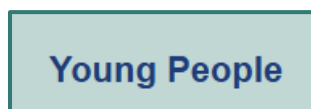
The Young people screen will be displayed with a search form that you can use to find existing young people..

2. Click **Add Young Person**.

The Add Young Person form will be displayed.

3. **Fill in the Personal Information** and Click **Next Section.**

The system will now display the form for School Information.

4. **Fill in the School Information** and Click **Next Section.** Note that a young person maybe accessing more than one GVS service e.g. CEL, ILS etc. Multiple items can be selected from the **GVS Service** drop-down.

5. **Fill in the Other Information** and Click **Next Section.**

    Note: the ASN Details box will only appear if ASN button is ticked Yes.

6. There is also a section for **Positive Destination** but this would only be filled at the end of a session if the young person is leaving the school.

7. **Fill in the Contact Information** and Click **Next Section. Note Care First Number is required.**
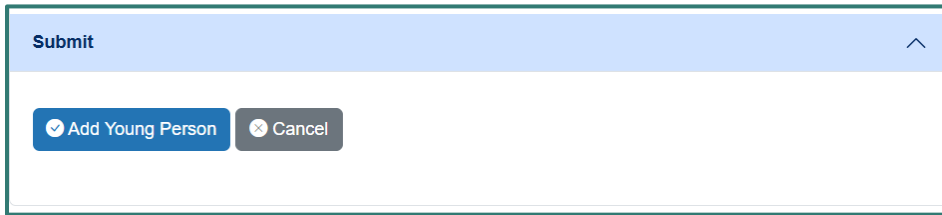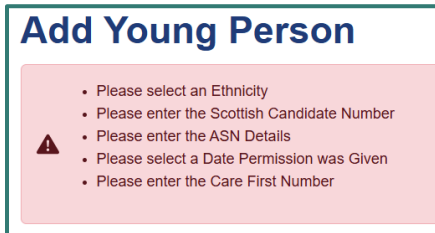
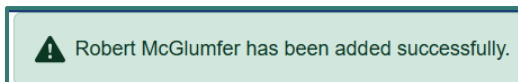8. When you have filled in all sections Click **Add Young Person** in the Submit Section of the form.

9. If you have missed any information that is required you will get an error like this, listing all information that has to be addressed.
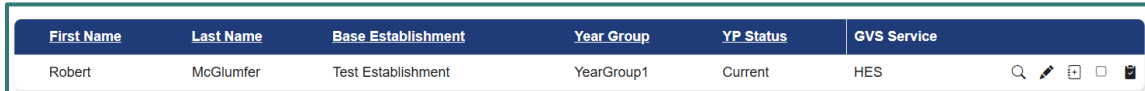
10. Once you have completed the changes or if there were no errors a confirmation message will appear to say that the Young Person Record has been successfully created.


11. You will now be able to search for this young person and manage accordingly within the Young People menu.
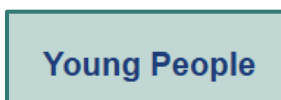
First Name	Last Name	Base Establishment	Year Group	YP Status	GVS Service	
Robert	McGlumfer	Test Establishment	YearGroup1	Current	HES	

VIEW A YOUNG PERSON

To view the information held on a young person we must first find them within the system using the search facility provided.

1. Click the **Young People** link from the main menu at the top of the screen.

The Young People Search form will be displayed.

2. You can use any of the criteria on the search form to find the young person you wish to view. The most common one maybe Surname. Type your search criteria in the appropriate box. In the example shown I am looking for anyone with a Last Name of Smith. Click **Search**.

The results of your search criteria will be displayed. You will see action buttons to the right of the Name.

3. As you hover over each action button to the right a tooltip will appear to let you know what each icon is for. We will look at each action button in more detail later but for now you can see the function listed below.

[View] [Update] [Add Note] [Select] [Add Referral]

4. Click **View** (Spyglass) to View the details for the young person you have located.

The full pupil record will be displayed.

5. You can expand and contract each section using the arrows to see each of the different groupings of information. We can also see the Update icon (Pen)shown in this view so you can also update from this screen too.

6. Expand the **Contact Information** and you will see the details displayed. Click the arrow again to collapse the section.

7. From the Session area below, we can select an **Academic Session** and view Qualifications, Notes, Monthly Updates, Young Person Programme, Referrals and export data from here. Click on each tab to view the information stored. In this example we have selected **Session 2025/2026.** Select the **Notes** tab and from there we can use **View** the note by clicking on the View icon.

8. You can now read the full content of the pastoral note.

|	
Event Date 17/09/2025	**Owner** Dorothy McTesty
Note Category Pastoral	**Event Type** General Event
Note John excelled in his Forest School session today.	

9. Click the **Young People** link on the menu for a fresh search.

Young People
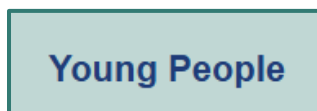
UPDATE A YOUNG PERSON

We have seen in the previous section how we can update a record for a young person while viewing the information. If we want to go straight to Update say for example contact information we would follow the steps below.

1. Click the **Young People** link from the main menu at the top of the screen.

Young People
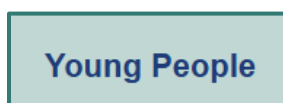
The search facility will be displayed.

2. Click **Search** without adding in any criteria.

Establishment	Year Group
Please select ▾	Please select
🔍 Search More Options ⌄	

All our pupils will be displayed. You do not always have to add criteria before searching.

3. Click **Update** (Pen icon) to the right of the pupil you wish to update.

First Name	Last Name	Base Establishment	Year Group	YP Status	GVS Service					
◆ Joe	Blogs	Leaver	YearGroup1	Non-Current	GIFSS	🔍	✎	⊞	☐	📋
◆ Jane	Doe	Test Establishment	YearGroup1	Non-Current	CEL	🔍	✎	⊞	☐	📋
◆ Sam	Jones	Test Establishment	YearGroup1	Non-Current	CEL	🔍	✎	⊞	☐	📋
◆ John	Smith	Establishment 2	YearGroup2	Non-Current	CEL, GIFSS	🔍	✎	⊞	☐	📋
◆ John	Steel	Establishment 2	YearGroup2	Current	CEL	🔍	✎	⊞	☐	📋
Michael	Walker	Test Establishment	YearGroup1	Current	CEL	🔍	✎	⊞	☐	📋

The system will lock the record while you are updating so that two users cannot try and update the same information at the same time.

4. Check the **Lock Expires in:** time to should have plenty of time to make the update.

5. Expand the section that you wish to update. In this example we have expanded the **Contact Information**.

6. Expand the Submit section once you have finished updating. You do not have to click next section each time to go through all section. Click **Update Young Person**.

Any changes made will now have been saved.

FURTHER SEARCH CRITERIA

Generally, you will know who you are looking for which will inform which search criteria you will use. In this section we will explore some of the other options. We have seen Last Name and First Name, Seemis Reference and Scottish Candidate Number are fairly self-explanatory.

1. Let's look at DOB Start and End. You maybe looking for a particular group of young people who fall into an age category. Type in a **date range** that you are looking for and **Click Search.**

DOB - Start Date	DOB - End Date
01/01/2010	31/03/2010

First Name	Last Name
♦ John	Smith
♦ John	Steel

All young people that match that date range for their DOB will be displayed.

2. Click the **Establishment** drop down, **Select an option** and **Click Search.**

Establishment
Please select
Please select
Test Establishment
Establishment 2

First Name	Last Name	Base Establishment
♦ Jane	Doe	Test Establishment
♦ Sam	Jones	Test Establishment
Michael	Walker	Test Establishment

All young people within that establishment will be displayed.

3. Click the **Year Group** drop down, **Select an option** and **Click Search.**

Year Group
Please select
Please select
YearGroup1

First Name	Last Name	Base Establishment	Year Group
♦ Joe	Blogs	Leaver	YearGroup1
♦ Jane	Doe	Test Establishment	YearGroup1
♦ Sam	Jones	Test Establishment	YearGroup1
Michael	Walker	Test Establishment	YearGroup1

All young people within that Year Group will be displayed.

4. Click the **Young Person Status** drop down, **Select an option** and **Click Search.**.

Young Person Status
Please select
Please select
Current
Non-Current

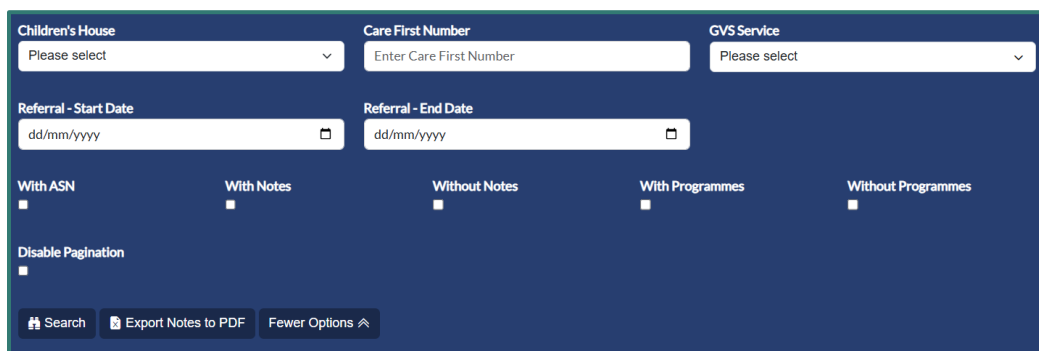| First Name	Last Name	Base Establishment	Year Group	YP Status
♦ Joe	Blogs	Leaver	YearGroup1	Non-Current
♦ Jane	Doe	Test Establishment	YearGroup1	Non-Current
♦ Sam	Jones	Test Establishment	YearGroup1	Non-Current
♦ John	Smith	Establishment 2	YearGroup2	Non-Current

All young people within that Status will be displayed.

5. There are also **More Options** for searching. Click the **More Options** arrows.
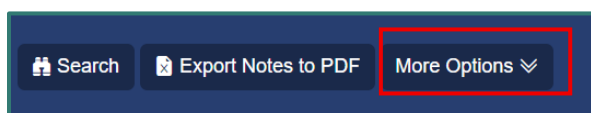
Another list of search options will be displayed.

6. Here we have other drop downs and radio buttons to tick.

7. We can combine search criteria to meet a certain list of requirements. In this example we are searching for pupils who have additional Support Needs and also have Pastoral Notes within the system. Click Search.

The results will be displayed. We can then further view to look at the content of the notes as we have seen previously in the View Young Person section.

NOTES

The notes section provides the facility to add and update Pastoral Notes as well as being able to export notes from the system.

VIEW NOTES FOR A YOUNG PERSON

There are two ways to View Notes, from within the Young People Menu or within the notes section itself. In this section we will look at each one in turn.

1. Click **Young People** from the main menu at the top of the screen.
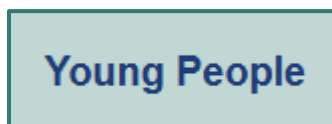
The Young People search form will be displayed.

2. You must use the search form to find the young person first before we can see their notes. In this example I am using the Last Name to search for a young person called McGlumfer. Click **Search**.

Young People

| ⊕ Add Young Person | 🗎 Upload Young People Data File | Close Search Panel ≪ |

First Name	Last Name
Enter First Name	McGlumfer

All young people with that Surname will be displayed.

3. Click the **View** icon to view further information on this young person.

First Name	Last Name	Base Establishment	Year Group	YP Status	GVS Service					
◆ Joe	Blogs	Leaver	YearGroup1	Non-Current	GIFSS	🔍	✎	⊡	☐	🗒

The record for the young person will be displayed.

4. Click **Notes** from the tabs at the bottom of the screen. By default only notes from this session will be displayed if you wish to view notes from the previous sessions then use the drop-down arrow to select the **Session** and **Submit** to confirm.

Session

| 2025 / 2026 ⌄ | Submit |

| Qualifications | Notes | Monthly Updates | Young Person Programme | Referrals | Export |

Date	Note Category	Event Type	
23/11/2025	Attendance	General Event	🔍
20/11/2025	Behaviour	General Event	🔍
10/11/2025	Wellbeing	Significant Event	🔍

A list of notes for this session will be displayed.

5. Click **View** to expand the content of the note.

Event Date 23/11/2025	**Owner** Patricia McKeating
Note Category Attendance	**Event Type** General Event

Note
Concerned about attendance on Friday. Monitor for a couple of weeks and contact carer.

Highlight Text Call Parent Carer	**Highlight Until** 29/11/2025

Action

Action Required By Patricia McKeating	**Action** Call Parent/Carer Next Week

| ✔ Mark Action as Complete |

Alert

Alert Monitor Robert McGlumfer attendance on a Friday.	**Alert Date** 23/11/2025

| ✔ Mark Note Alert as Read |

All information within this note will be displayed.

6. From the View Note section there are also other actions that can be performed shown below. We will look at these in detail in another section of this guide.

You can also view the notes for a young person from the Notes menu.

7. Click **Notes** from the main menu.
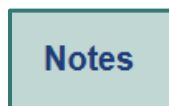
The Notes search panel will be displayed. This will let you search for notes by various criteria like Category, Event Type, Owner etc. See the section on notes search for further details but in this example, we just want to see all the Notes for Robert McGlumfer.

8. Click **Young Person Search Filters.**

A new set of search criteria will be displayed.

9. Type in your search criteria to find the young person. In this example I have used Last Name McGlumfer. Click **Search**.

A list of all the notes for that young person will be displayed no matter the date, category event type etc.

10. From this list we can see a list of action buttons / icons to the right.

In order they are **View, Download, Update, Link Children to Note, Set an Alert and Delete**.

First Name	Last Name	Establishment	Event Date	Note Category	Event Type	
Robert	McGlumfer	Test Establishment	23/11/2025	Attendance	General Event	🔍 📄 ✏️ 📎 🔔 🗑️
Robert	McGlumfer	Test Establishment	20/11/2025	Behaviour	General Event	🔍 📄 ✏️ 📎 🔔 🗑️
Robert	McGlumfer	Test Establishment	10/11/2025	Wellbeing	Significant Event	🔍 📄 ✏️ 📎 🔔 🗑️

11. We have already seen a similar list of actions when we were in viewing the note from the young people menu. Each of these actions will be covered in its own section within the guide.

ADD A NOTE - GENERAL EVENT

1. Click the **Young People** link from the main menu at the top of the screen.
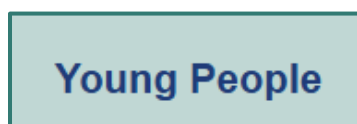
The Young People search form will be displayed.

2. Use the search facility to locate the young person you wish to add a note for. Click **Add Note** icon to the right.

Remember your tooltip will remind you what each of the action buttons will do.

3. Fill in the **Add Note** form using the drop-down values available to you. This note is a **General Event**.

The owner will automatically be filled in but if you are filling this in on behalf of someone else you can change the owner of the note.

4. If you click the **Advanced** button, you will be able to set an **Action** for a member of staff and set **Highlight text**.
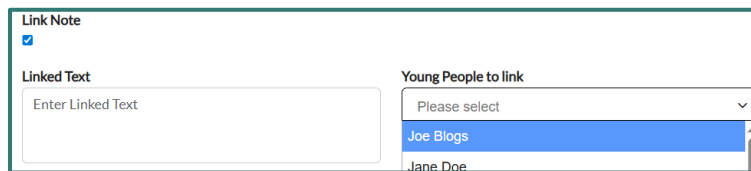
The Pupil will be highlighted until the date in the highlight Until field. And the Young Person and note will be shaded a different colour. The text set in the Highlight Text field will display as you hover over the alert icon.
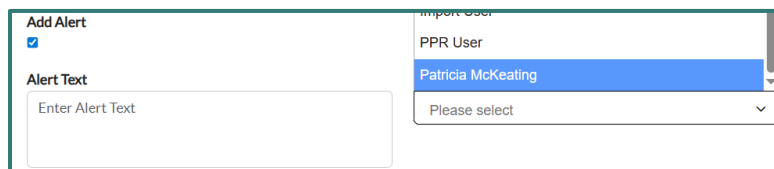
When you set an action for another member of staff they will be notified by email and it will be listed on their dashboard.

5. You can choose to link this note to other Young People by clicking **Link Note** and selecting from the available list and you must also add **Linked Text**.
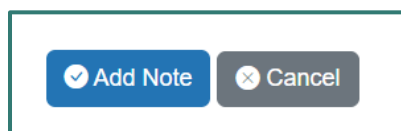

A copy of this note will also be added to the linked young person's record.

6. You can also **Alert** another member of staff to this note using **Add Alert** also remembering to add the **Alert Text** for the recipient.
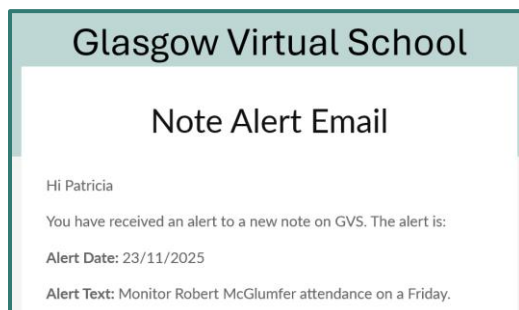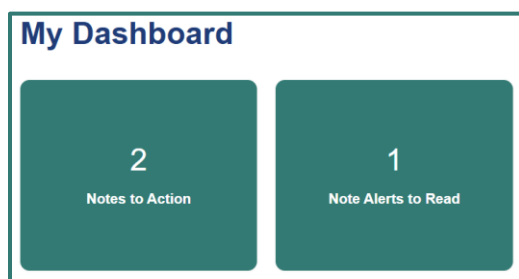

7. Click **Add Note** when you have completed.

A number of things will have happened on creation of this note.

8. The member of staff you chose to alert will receive an email containing the **Alert Text**.

Glasgow Virtual School

Note Alert Email

Hi Patricia

You have received an alert to a new note on GVS. The alert is:

Alert Date: 23/11/2025

Alert Text: Monitor Robert McGlumfer attendance on a Friday.

9. The **Dashboard** will show actions for the staff member you chose to action the note

My Dashboard

2 Notes to Action

1 Note Alerts to Read

We will look at how to action these tiles later in the guide.

10. As we chosen to highlight the young person their name will appear highlighted on the Young People list until the date you specified.

First Name	Last Name	Base Establishment	Year Group	YP Status	GVS Service					
◆ Joe	Blogs	Leaver	YearGroup1	Non-Current	GIFSS	🔍	✏	⊞	☐	📋
◆ Jane	Doe	Test Establishment	YearGroup1	Non-Current	CEL	🔍	✏	⊞	☐	📋
	Jones	Test Establishment	YearGroup1	Non-Current	CEL	🔍	✏	⊞	☐	📋
	Mackie	Test Establishment	YearGroup2	Current	CEL, EVIP, ILS	🔍	✏	⊞	☐	📋
◆ Robert	McGlumfer	Test Establishment	YearGroup1	Current	HES	🔍	✏	⊞	☐	📋

1 Notes with Alert
1 Notes with Action
1 Notes with Highlight
1 Linked Notes

ADD A NOTE - SIGNIFICANT EVENT

Event types deemed significant are shown in the **i** icon in the add note screen but maybe changes in the circumstances for the young person that may have a significant impact on their wellbeing.

1. Locate the child you wish to add a note for from the Yung People menu and Click Add Note

Add note for Robert McGlumfer

The Add Note form will be displayed.

2. Fill in the standard information as before. Hover over the information button on **Event Type**.

Significant Event Should be one of the following:
Adoption panel
Awards
Child and adolescent mental health services assessments
Case conference decisions
Change of care arrangements
Change of family composition
Change of names or address
Change of school placement
Children's hearing decisions
CP NOCs
Disclosures
Domestic abuse
Exclusions
Health concerns
Imprisonment
Incidents reported by other agencies
Injuries
Legal status
Looked after review
Loss and bereavement

Event Date (*)
10/11/2025

Owner (
Patric

Note Category (*)
Wellbeing

Event Type (*) ⓘ
Please select

Note (*)
Enter

A list of possible significant events will be displayed.

3. Change **Event Type** to **Significant Event.** When you have selected Significant Event a new section will appear – Significant event details. These MUST be filled in before you can save the record.

4. You can create further actions within the **Advanced** section, Link others in the note or set alerts for other members of staff as we have seen before in the general event. When you have filled in the form Click **Add Note**.
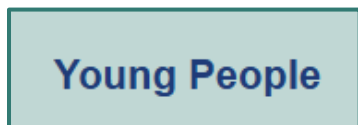

A confirmation message will appear.

⚠ Note for Robert McGlumfer has been added successfully.
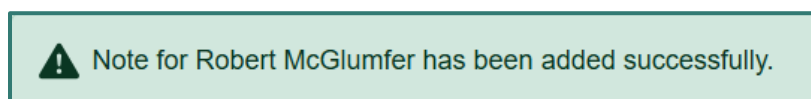
6. Both events can now be seen in the Notes section when you choose to View the Young Person.

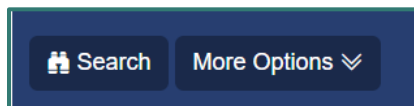## ADD A NOTE TO MULTIPLE PUPILS

You can create one note and add it to multiple pupils at the same time.

1. Click the **Young People** link from the main menu at the top of the screen.
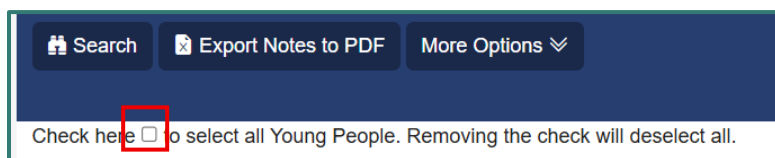

The Young People search menu will appear

2. Click **Search** without adding any criteria.
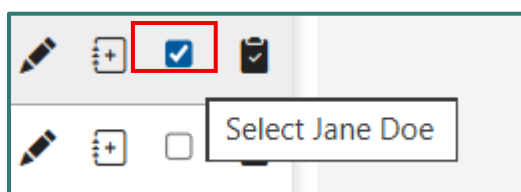

All pupils will be displayed.

3. You can select All pupils using the check box shown.

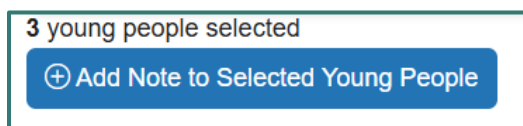4. Click the **Select** box for each pupil that is involved.

The check box will be ticked and the total number of young people selected will be displayed.

5. Click **Add Note to Selected Young People**.

The Add Note form will be displayed. All Young people selected will be listed at the top of the note.

6. Fill in the form as previously seen in General or Significant event.

7. Click **Add Note**.

This note will now appear in the Notes Section of all 3 individuals.

8. Click on the **Notes** tab on the top menu and Click **Search** you will see the same note for all 3 Young People.

9. In the list of notes you will see the same note repeated for all those selected..

Joe	Blogs	Leaver	20/11/2025	Behaviour	General Event
Jane	Doe	Test Establishment	20/11/2025	Behaviour	General Event
Robert	McGlumfer	Test Establishment	20/11/2025	Behaviour	General Event

ADD A NOTE WITH AN ATTACHMENT

If you have a document you wish to add as part of a note you can add it in as an attachment.

1. Find the young person and Click the icon to **Add Note**.

First Name	Last Name	Base Establishment	Year Group	YP Status	GVS Service		
Laura	Mackie	Test Establishment	YearGroup2	Current	CEL, EVIP, ILS	🔍 ✎	⊡

2. Fill in the details of the note as we have seen previously.
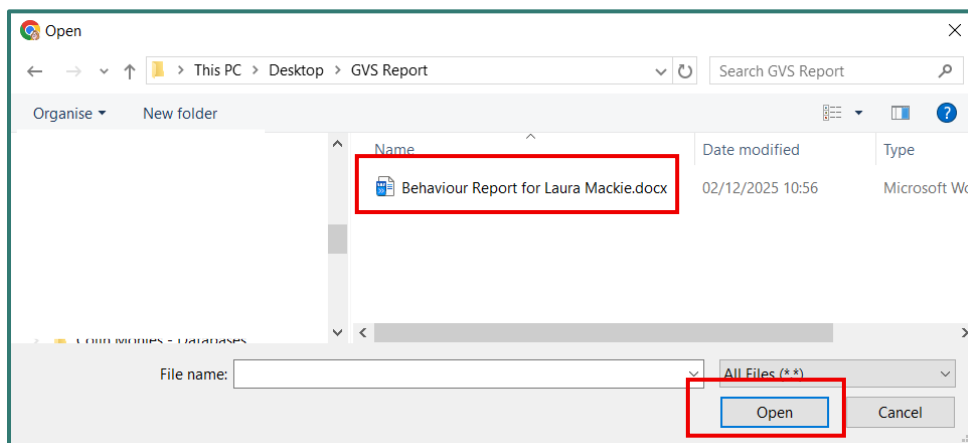
Event Date (*)

02/12/2025

Owner (*)

Patricia McKeating

Note Category (*)

Behaviour

Event Type (*) ⓘ

General Event

Note (*) ⓘ

Laura's behaviour in the last 2 weeks has been unacceptable.

3. Click **Choose File** from the Document File section of the note.

Document File

Choose file   No file chosen

You can now browse your file system to find the document you wish to attach. The file can be of any type but only 1 attachment is allowed per note.

4. **Select the File** and Click **Open**.

Open

← → ∨ ↑ 📁 > This PC > Desktop > GVS Report   ∨ ↻   Search GVS Report   🔍

Organise ▾   New folder

Name   Date modified   Type

📄 Behaviour Report for Laura Mackie.docx   02/12/2025 10:56   Microsoft Wo

File name: All Files (*.*)

Open   Cancel

The file will now be uploaded into the GVS system.

5. Click **Add Note** to save the note.


The note can now be seen in the list of Notes.

6. If you look at the list of notes there is an alert icon which shows it has an attached document. You can only have one attachment per note but you can replace this attachment with a more updated document at any time.

EDIT A NOTE

From time to time, you may wish to edit the information in a note. The editing of a note is different for a General Event and a Significant Event in this section we will look at both. This can also be completed in the View Young Person section but for this example we are going to use the Notes area.

**1.** Click **Notes** from the Main Menu at the top of your screen.
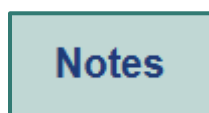
A search facility for all notes will be displayed.

2. Click **Search** to view all notes in the system.

First Name	Last Name	Establishment	Event Date	Note Category	Event Type						
Laura	Mackie	Test Establishment	02/12/2025	Behaviour	General Event						
Robert	**McGlumfer**	**Test Establishment**	**23/11/2025**	**Attendance**	**General Event**						
Joe	Blogs	Leaver	21/11/2025	Attendance	General Event						
Jane	Doe	Test Establishment	20/11/2025	Behaviour	General Event						
Robert	McGlumfer	Test Establishment	20/11/2025	Behaviour	General Event						
John	Steel	Establishment 2	20/11/2025	Behaviour	General Event						
John	Steel	Establishment 2	18/11/2025	Attendance	General Event						

In the Notes section you will see each note listed if you View Notes from the Young People section they are grouped by the Young Person. Each pupil name may be repeated if they have more than one note.

3. Locate a note listed as a **General Event** and Click **Update** (pen icon).
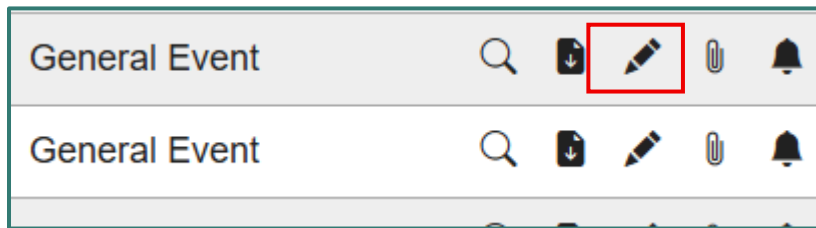
The content of the note will be displayed.

4. The Note will be locked while you are making changes. Note that you can actually change the original text of the note as well as other fields shown. When you have finished Click **Update Note.**
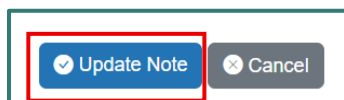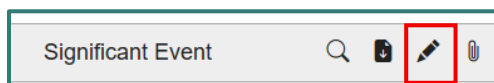

A confirmation message will be displayed.

5. If you view the note there is a **Note Text History** showing who and what was updated and the Date that it was updated.

6. Locate a Significant Event from your **Notes** list. Click the **Update** icon.

The content of the note will be displayed.

7. For this type of event, you do not get the option to make changes to the original text or fields. All you can do is add additional note text. Click **Update** when you have added the **Additional Note Text**.

You will be able to see this addition in the note history.

SEARCHING FOR NOTES

There are multiple criteria available on which to search for notes. This will make it easy to find an exact note or group of notes that you are looking for. In this example we will look at a single search citeria followed by using multiple search criteria.

1. Click **Notes** from the main menu.
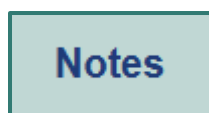
The Notes search panel will be displayed.

2. Select from the drop-downs or radio buttons that match what you are looking for. In this example I have selected the **Owner** as Patricia McKeating. Click **Search**.

3. If we now wish to add a further criteria we would Click **Open Search Panel** to display other options.

Owner	Note Category	Event Type
Patricia McKeating ⌄	Please select ⌄	Please select
Date Created - Start Date	**Date Created - End Date**	**Deadline**
01/08/2025 📅	31/07/2026 📅	dd/mm/yyyy
Action By Me ☐	**Created By Me** ☐	**Highlighted** ☐
Completed ☐	**Linked Notes** ☐	**Notes With Documents** ☐

4. If I now add **Note Category** as Wellbeing and **Event Type** as Significant Event, then all 3 conditions must be true to be displayed in the results. Click **Search**.

Owner	Note Category	Event Type
Patricia McKeating ⌄	Wellbeing ⌄	Significant Event ⌄

5. In my sample data set there is only 1 note that matches all 3.

First Name	Last Name	Establishment	Event Date	Note Category	Event Type
Robert	McGlumfer	Test Establishment	10/11/2025	Wellbeing	Significant Event

Showing items 1 through 1 of 1

6. We can use any combination of the remaining fields to find exactly what we are looking for.

Dates – Created / Started or a Deadline.

Checkboxes for Action By Me / Created By Me / Highlighted / Completed / Linked Notes / Notes with Documents.

| Date Created - Start Date	Date Created - End Date	Deadline
01/08/2025 📅	31/07/2026 📅	dd/mm/yyyy 📅
Action By Me ☐	**Created By Me** ☐	**Highlighted** ☑
Completed ☐	**Linked Notes** ☐	**Notes With Documents** ☐

7. As well as having all these filters available to us we can also Open up the Young Person Search Filters from here and add any of those into the mix. There is the ability to search on notes and/or young people in this area. Whereas in the Young People menu you start by looking for an individual and then see all their notes.

🔍 Search   Young Person Search Filters ⌄

DOWNLOAD NOTES

In this section we will look at how you can download or export a note out of the system to PDF.

1. Click **Notes** from the main menu at the top of your screen.
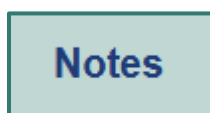
The notes search facility will be displayed.

2. Use the **Search** facility to find the note that you are looking for. At least one note will be displayed if your search criteria is correct.
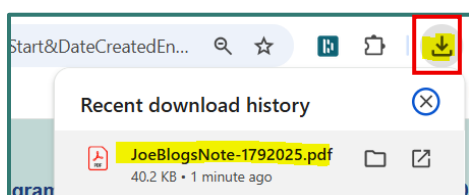
First Name	Last Name	Establishment	Event Date	Note Category	Event Type	
Joe	Blogs	Leaver	17/09/2025	Wellbeing	General Event	🔍 📄 ✏️ 📎 🔔 🗑️

3. Click the **Download note for ….** Icon.
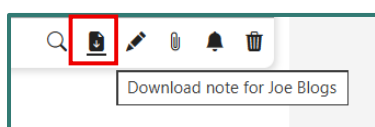
The download process will commence.

4. You will generally see a message at the top right of your screen.

The PDF viewer will launch to show you the content of the note.

5. This PDF can then be printed or emailed to another user. Obviously GDPR regulations will have to be adhered to.

Joe Blogs   04/07/2007

Date	Owner	Category	Highlight Until	Event Type	Deadline
17/09/2025	Robert Tester		07/11/2025	General Event	

17/09/2025	**Date Added**	17/09/2025
Joe seemed a little anxious today		
	Added By	Robert Tester
	Date Updated	17/09/2025
	Updated By	Robert Tester

DOWNLOADING/EXPORTING MULTIPLE NOTES

We have seen how you can download a note for printing or exporting from the system. You may wish to export multiple notes at the same time, for example all notes with a Type of significant event. We can achieve this using the Young People tab.

1. Click the **Young People** tab and **Search** for the young person using your own criteria. Click **View**.

First Name	Last Name	Base Establishment	Year Group	YP Status	GVS Service	
❗ Robert	McGlumfer	Test Establishment	YearGroup1	Current	HES	🔍

The young person's record will be displayed.

2. Click **Notes.**

All notes added for the session chosen will be displayed. You can now filter these notes by Event Type or Note Category or both.

3. Select **Significant Event** from the Event Type drop-down list. Click **Submit**. You do also have the option to select category for example all notes with a category = Wellbeing.

The notes will now be filtered to only show significant events.

4. Click the **Export** tab. You can now to select Export Notes or Export Advanced notes to PDF. Advanced notes have more of the headings of the note e.g. Owner, category, type and highlight information. Click **Export Notes to PDF**.

The content of the two notes that you selected are now downloaded to your local computer and can be found in your downloads folder.

5. An advanced note will look similar to the image below.

Robert McGlumfer   01/01/2010

Date	Owner	Category	Highlight Until	Event Type	Deadline
10/11/2025	Patricia McKeating	Significant changes in family, household, housing circumstances		Significant Event	
10/11/2025 Mum has met a new partner and Gran has some issues with his relationship with Robert. Patricia McKeating - 23/11/2025 15:36:20 Added this new text				**Date Added**	23/11/2025
				Added By	Patricia McKeating
				Date Updated	23/11/2025
				Updated By	Patricia McKeating

6. A simple note will look similar to this.

07/12/2025 13:49:59

Robert McGlumfer   01/01/2010

	Date Added	23/11/2025
10/11/2025 Patricia McKeating Mum has met a new partner and Gran has some issues with his relationship with Robert. Patricia McKeating - 23/11/2025 15:36:20 Added this new text		
	Added By	Patricia McKeating
	Date Updated	23/11/2025
	Updated By	Patricia McKeating

We have already seen how we can alert other staff to a note while we are creating the note. We can also set new alerts after the note has been created.

1. Click **Notes** from the main menu. Search for the Note you wish to update.
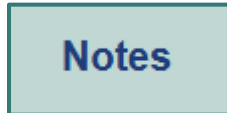
The notes matching your search criteria will be displayed.

2. Click the **Add Alert** (small bell) icon to the right of the note. You will see the tooltip appearing as you hover over the icon.

The content of the note will be displayed.

3. Add the **Alert Text** for the recipient. Select the **Alert Date**, this will default to today. Select the **Staff to Alert** from the drop-down list of available staff. You can add more than one member of staff and you can use the **x** to remove anyone that you have added in error. When you have finished Click **Add Alert**.

4. A confirmation message will be displayed and both members of staff in this example will have received an email.

⚠ Alert was successfuly for 2 Staff.

Glasgow Virtual School

Note Alert Email

Hi Patricia

You have received an alert to a new note on GVS. The alert is:

Alert Date: 28/11/2025

Alert Text: Monitor the anxiety levels forJoe for the next week.
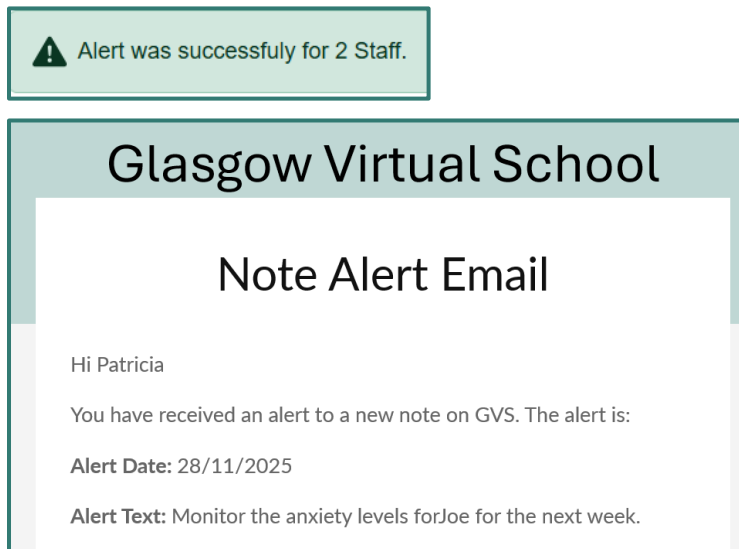
LINKING A NOTE AFTER THE NOTE HAS BEEN CREATED

We have already seen that we can link other young people in a note at the time of creation. You can also add the link later after the note has been created.

1. Click **Notes** from the main menu. **Search** for the Note you wish to update.
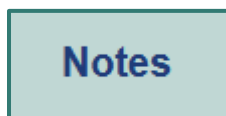
Notes

The notes matching your search criteria will be displayed.

2. Click the **Link Note** (paper clip) icon to the right of the note. You will see the tooltip appearing as you hover over the icon.

First Name	Last Name	Establishment	Event Date	Note Category	Event Type						
Jane	Doe	Test Establishment	20/11/2025	Behaviour	General Event	🔍	📄	✏	📎	🔔	🗑

🔍 📄 ✏ 📎 🔔 🗑

Link note to Jane Doe's note
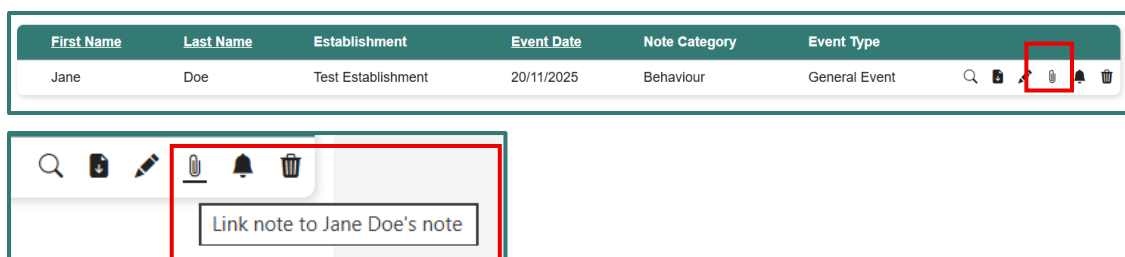
The content of the note will be displayed.

3. Type the **Linked Text** in the free text box. Select **Young People to Link** from the drop-down list. You can select as many as you like and use the **x** to remove anyone. Click **Link Note** when you have finished.

4. A confirmation message will be displayed and that note will be added to the young people you selected to link. The note also shows as a linked Note.

5. If you select to View the linked note you will see others that are linked.

MARKING NOTES AS ACTIONED

If a note has been created with actions for you. They will be displayed on your dashboard. The total number is also shown. In this example we have two.

1. Click the **Notes to Action** tile from your dashboard.
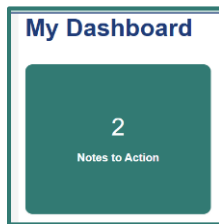
The list of notes to be actioned by you will be displayed.

2. Click View to see the note and mark it as being actioned.

The content of the note will be displayed.

3. Click **Mark Action as Complete**.

You will be asked to confirm you wish to proceed.

4. Click **Yes** to proceed or **No** to cancel.

5. Assuming you click Yes a confirmation message will appear and if you return to your dashboard your Notes to Action should have been reduced by 1.

MARKING ALERTS AS READ

If alerts have been created for you, you should have received an email.

1. Click Note Alerts to Read.
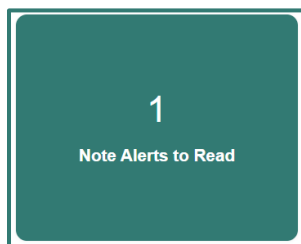
A list of alerts to read will be displayed.
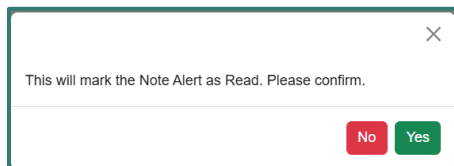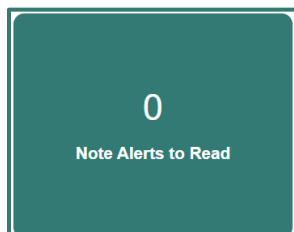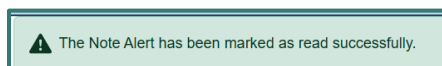
2. Click the View icon

The content of the note will be displayed.

3. Click the **Mark Note Alert as Read** button.
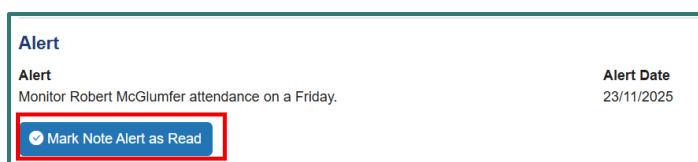
You will be asked to confirm you wish to proceed.

4. Click **Yes** to proceed or **No** to cancel.

5. Assuming you click Yes a confirmation message will appear and if you return to your dashboard your Notes to Action should have been reduced by 1.

DELETING A NOTE

For some reason it may be necessary to remove a note from a young person's record. You can either do this from the **Young People** menu or the **Notes** menu. In this section we will look at both.

1. From the main menu, click **Young People** and use the search function to find the person whose note you want to remove.

2. Click **View** young person.

First Name	Last Name	Base Establishment	Year Group	YP Status	GVS Service	
◆ Jane	Doe	Test Establishment	YearGroup1	Non-Current	CEL	🔍

3. Click **Notes** from the available tabs. Click **View** on the note you wish to delete.

Qualifications	Notes	Monthly Updates	Young Person Programme	Referrals	Export

Date	Note Category	Event Type	
20/11/2025	Behaviour	General Event	🔍
08/08/2025	Attendance	General Event	🔍
08/08/2025	Award	General Event	🔍

4. Click **Delete Note**.

View Note

Jane Doe 🔍

🔔 Add Alert   📄 Download Note
🗑 Delete Note

First Name	Last Name	Date of Birth
Jane	Doe	01/01/2009

Base Establishment
Test Establishment

You will be prompted to confirm you wish to delete this note click Yes to confirm or No to Cancel.

5. Click **Delete Note for ….** (trash can icon).

Joe	Blogs	Leaver	20/11/2025	Behaviour	General Event	🔍 📄 ✏ 📎 🔔 🗑
Jane	Doe	Test Establishment	20/11/2025	Behaviour	General Event	🔍 📄 ✏ 📎 🔔 🗑
Robert	McGlumfer	Test Establishment	20/11/2025	Behaviour	General Event	🔍 📄 ✏ 📎 🔔 🗑

You will be prompted to confirm you wish to delete this note click Yes to confirm or No to Cancel.

6. In both scenarios a confirmation of deletion will be displayed.

⚠ Note has been deleted successfully.
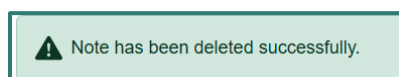
There is a test environment that you can use to gain the skills required for the live system.

The web address for the test system is:

https://beta.glasgowvirtualschool.org.uk/

The logins for the test system are:

Please Note: Do not change these login details!! These logins are being used by multiple users and Gateway.

User Type	Username	Password
Admin – CP Coordinator	RTesterGVS	IJ&LSu2c98
Admin - Non CP Coordinator	DMcTestyGVS	5SWM7\fy7U
Staff – Staff User	jblogsGVS	NXVvP%pd2R
Staff – Notes Only	NUser GVS	GVSNotes45@
Non Staff – ISMS User	TTesterGVS	GVSNotes45@

Multi Factor Authentication (MFA)

As these logins are used by multiple users MFA has not been enabled for them. If MFA was setup for any of these users, then only the person who set this up would be able to login.

Please **DO NOT** setup MFA for any of user listed above.