

What is Operoo?

Operoo is an award-winning platform for automating consent forms, medical records, field trips, staff forms, incident reporting and group messaging. Operoo is used by schools and other organisations across the world.

It allows you to keep your child's emergency contact and medical information updated; it is a simple process for you to confirm this information is still current and makes it quick and easy to make any changes. It also puts you in control of this data so you will always know what emergency contacts and medical information is shared with the Academy as well as ensuring sensitive personal data is kept secure and private.

Parents and guardians can access Operoo to respond to medical, trip and other general consent forms using their mobile phone, tablet or PC. Operoo can be accessed on any internet-enabled device at <https://www.operoo.com/> You can also download the Operoo app free of charge on most devices. Universal use of this system enables us to respond better to emergencies knowing we have the most up to date knowledge from parents and help us perform our duty of care effectively.

Operoo Frequently Asked Questions

I am having difficulty accessing Operoo, what can I do?

If you are having difficulties with Operoo please see the following helpful advice:

- Log out of the web browser / restart your device (if a PC) or if a smart device (iPad) swipe up to completely close the application/window
- Re-click the link from our email (this should open a new web browser)
- Look in the top right-hand corner and check that EUROPE is selected. Now try and login again
- Then try - Click "Request Confirmation Email"
- This should send you confirmation of the email address linked to the account
- Click "Forgot Password" and request password change (unfortunately we can't do this for you)
- Check your junk email folder in case the password reset goes into there

How do I access Operoo?

Initially parents/guardians who are listed on our systems as priority 1 received an invitation to set up an Operoo care profile for their child (children). By following the instructions on the email, you can quickly create an account and add details to your child's profile. Operoo can be accessed on most internet enabled devices. You can download the app to your mobile/portable devices to make accessing the system even easier.

Website <https://www.operoo.com/>

IOS and Android search for Operoo to download the app.

What if I have problems creating my profile?

Operoo have a support section at <http://support.operoo.com/> where parents can get general support like getting the app installed etc. Our admin team will also be able to answer any queries specifically about your child, their care profile and if a care plan is required. Please email wrdadmin@paigntonacademy.org (Waterleat Road students) or brdadmin@paigntonacademy.org (Borough Road students) for support and we will get back to you.

Why do I have to give details about my child's dentist when creating their profile?

We don't need to know details of your child's dentist only their doctor. You can ignore this part of the setup, unfortunately it is part of default setup and we can't change this.

Why do I have to upload a photo of my child?

We already hold photos of your child on our admin system, Sims, and we will use this photo as the Operoo profile. Again, we are unable to stop Operoo asking for this information but you do not need to do this.

I've created the profile for my child (children). How do I share this with my partner/other carer for my child?

Operoo is designed to put parents in charge of the information they are sharing. You are able to share the Operoo profile with others with either read only or read and change access. This is entirely up to you. A guide for this can be found by [clicking here](#).

Is my data secure on Operoo?

We have undertaken a full Data Protection Impact Assessment of Operoo, its systems and data processes to ensure they are fully compliant with current GDPR data protection laws. Operoo will always notify users by email when their account is accessed from a new device or browser. Operoo uses encryption to protect data in transit and at rest. In terms of security, the user's accounts are always password protected, and they use a strong password policy and non-reversible hashing for storage of the password. There is also the additional security option to enable Two-Step Verification/Two-Factor Authentication, which prevents anyone from accessing a user's account without possessing their mobile device. This is used by our administrators for the system.

Why do they ask about transfusions, surely this is not a school decision?

In nearly all cases the Academy can define exactly the questions, consents and surveys we send out through Operoo. As a global product the one area we had less control is on the initial setup of medical profile and its associated consent. We mentioned in the initial letter that we did not need to know dentist details but a number of parents have raised the question around questions/consent concerning transfusions and surgical treatment. Unfortunately, we were not able to amend these at the time. We can assure all parents that, in the unlikely event of a serious accident involving a child here, the school staff would not be authorising transfusions or surgical treatment. This remains a matter for trained medical professionals and parents/guardians. The only thing we may use this response for is if a medical professional in an emergency situation asked the school if we knew whether the family consented to blood transfusions.