



SPARKS CONNECT

Parent & Guardian User guide

A patient, step-by-step guide to your family workspace.

Start at <https://childsparks.org>, the Child Sparks website, and follow the Sparks Connect link. Direct access: <https://connect.childsparks.org>.

Any issues? Email technology@childsparks.org.

Version 1.0

Generated by Child SParks

Updated 12 September 2026

Numbered steps · screen details · task maps · practical help

Use the contents page to jump to a task. Start at the beginning if you are new to Sparks Connect.



Find the task you need

Your Sparks Connect journey

Join Sparks Connect

Complete and submit your application

Choose your address country

Sign in with Face ID, fingerprint or screen lock

Sign in: request your code

Sign in: enter the six digits

Find your way around Home

Add your child

Open and update a child's information

Upload and view your child's documents

Invite another parent or guardian

Request to join a Regional Group

Complete an assessment, one question at a time

Read results and start a Progress Check

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After an event: attendance and feedback

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Prepare a support summary and find advice

Account, mobile use and getting unstuck

If something goes wrong

How to use this guide

Select a contents entry to jump to that task. Use [Back to contents](#) at the foot of any page. In Word, Ctrl+click follows a link. Follow the numbered steps in order. "What happens next" explains how to check the result. "Helpful to know" covers common questions.

Laptop screenshots use fictional demonstration records from the current design. Task maps and journey maps explain a process; they are not screenshots. Your available controls depend on your approved role and scope.

Only the controls allowed for your approved role, working context and scope are available. If your screen differs, check those first.



TASK 01

Your Sparks Connect journey

Sign-up → application steps → review → approved workspace

This map shows the main stages of your journey. The status in your account tells you where you are now.

JOIN CHILD SPARKS

1

Account created

Start your own Parent / Guardian application.



2

Email verified

Confirm the code sent to your inbox.



3

Application submitted

Send your details and evidence for review.



4

Application review

The team checks your application.



5

Application approved

Your family workspace becomes available.

YOUR FAMILY WORKSPACE

6

Add your child

Create a profile for each child.



7

Initial Assessment

Record your child's strengths and support needs.



8

Create a first goal

Choose one practical family goal.



9

Track progress

Update goals and complete progress checks.



10

Ongoing support

Use events, advice and family support as needed.

Read down the left column, then down the right. Your account shows your current status.

Journey map. Your journey from application to the approved workspace. Read down each column.

STEP BY STEP

1. Read down the left column, then continue at the top of the right column.
2. Use the six-step form shown on the application page that follows. Approval unlocks your workspace; email verification alone does not.

What happens next. Your approved workspace opens after membership review. There is no need to start a new application while you wait.

Helpful to know. The application form shows its six-step roadmap. After submission, the status page shows the wider journey. More Information Required means update and resubmit your existing application.



TASK 02

Join Sparks Connect

Welcome → Join Sparks Connect

If you are new, apply for your own Parent / Guardian membership first. You add your children after your membership is approved.

TASK MAP



STEP BY STEP

1. Go to <https://childsparks.org>, the Child Sparks website, and follow its Sparks Connect link. You can also go directly to <https://connect.childsparks.org>. Select Join Sparks Connect, then Parent / Guardian.
2. Enter an email address you can open now. Verify it using the newest six-digit code sent to that address.
3. Work through the saved application steps. Enter your contact details, address and the other required information. Read each question before moving on.
4. Upload the identity and address evidence requested on the form. Use the file types and size limits displayed beside the upload control. Check that the whole document is clear and readable.
5. Read the acknowledgements, check your application and submit it once. Look for the pending-review status.
6. If more information is requested, sign in again and continue the existing application. Read the message, correct the relevant details and resubmit.

What happens next. Your application shows its current status. Approval opens your Parent workspace; it does not automatically create a child profile.

Helpful to know. If you have already applied, sign in with the same email. Starting again with a different email can create confusion.

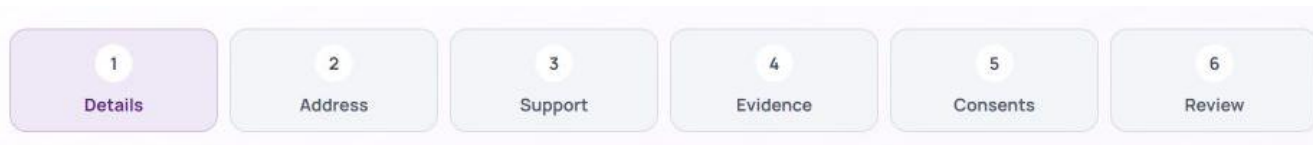


TASK 03

Complete and submit your application

Application → Details → Address → Support → Evidence → Consents → Review

The numbered roadmap at the top shows all six form steps and highlights your current step. Use Continue to move forward and Previous to return.



Screen detail. The six-step application roadmap. The highlighted step is Details in this example.

STEP BY STEP

1. Details: enter First name, Last name and Telephone. Check the Verified email, then select Continue.
2. Address: enter Address line 1 and Town or city. Choose your address country; United Kingdom is the default. Address line 2 and postcode are optional.
3. Support: referral source and support interests are optional. Complete them if useful, or select Continue.
4. Evidence: upload Identity evidence and Proof of address separately. Follow the formats and size limits beside each control.
5. Consents: read the information, complete required acknowledgements and choose your communication preferences.
6. Review: check your details and evidence. Use Previous to correct them; select Submit application once and wait for Pending.

What happens next. The submitted application is ready for an authorised reviewer. Your family workspace opens after approval.

Helpful to know. Save draft before taking a break. Sign in with the same email to resume. Emergency contact is optional and can be added later in Profile and account.



TASK 04

Choose your address country

Application → Address

Use the country where your address is located. The flag identifies the country; it does not describe nationality.

1 Details 2 Address 3 Support 4 Evidence 5 Consents 6 Review

Address and contact

Address line 1 REQUIRED Address line 2

Town or city REQUIRED Country REQUIRED

United Kingdom

Postcode / postal code (if applicable)

Draft saved.

[← Previous](#) [Save draft](#) [Continue >](#)

Screen detail. Address step: choose the country and use Continue or Save draft.

STEP BY STEP

1. Enter your street address in Address line 1 and your Town or city.
2. Open Country. United Kingdom is selected initially; choose another country if that matches your address.
3. Add Address line 2 or a postcode/postal code if relevant. These fields are optional.
4. Select Continue to move to Support, or Save draft to pause. A saved country does not by itself approve a role or Regional Group.

What happens next. Your address is saved with the application and used to route authorised local review.

Helpful to know. If your country or access looks wrong after saving, email technology@childsparks.org. Do not choose a different country just to reveal a feature.



TASK 05

Sign in with Face ID, fingerprint or screen lock

Sign In → Sign in with Face ID / fingerprint

Use this option when you have already set up faster sign-in for this account. Your laptop or device chooses the available method.

Screen detail. Laptop Sign In: use the saved device method, or the email-code form below it.

STEP BY STEP

1. Go to <https://connect.childsparks.org> and select Sign In. Look for Sign in with Face ID / fingerprint above the email form.
2. Select the button and follow your device prompt. On a laptop this may use Windows Hello, Touch ID, a security key or the device screen lock, depending on your setup.
3. Wait for your workspace to open. If you cancel or no saved method is available, select the email route and request a verification code.
4. To set up faster sign-in, first sign in with email. If Set up faster sign-in appears, select Set up now on your own device, or Maybe later.
5. You can also open Profile and account → Security → Faster sign-in. Follow the offered setup instructions; complete any identity check requested before continuing.

What happens next. Once setup succeeds, the saved sign-in method can be used on a compatible device. Sparks Connect does not receive your fingerprint or face data.

Helpful to know. The button is shown only when device sign-in is enabled and supported. Email remains available. For problems, email technology@childsparks.org; never send your device PIN or verification code.



TASK 06

Sign in: request your code

Welcome → Sign In

You do not need a password for the standard email-code sign-in. Keep your email inbox open in a second tab or on your phone.

SIGN IN

Verify your email address

Enter your email address and we will send a six-digit verification code.

[Sign in with Face ID / fingerprint](#)

You can also use your device screen lock. Your device chooses the available method.

or use email

Email address

you@example.com

☐ Keep me signed in on this device
Leave this off on shared or public devices.

[Send verification code](#) [Cancel](#)

[I no longer have access to this email](#)

Screen detail. Laptop Sign In: use the saved device method, or the email-code form below it.

STEP BY STEP

1. Go to <https://connect.childsparks.org> and select Sign In.
2. Click or tap Email address. Type the email used for your membership. Check for spelling mistakes or an extra space.
3. Leave Keep me signed in on this device unticked if you share the device. Use it only on a private device you control.
4. Select Send verification code once. Allow up to two minutes for the email to arrive. Keep the verification screen open.
5. Open your email inbox. Look for the newest Sparks Connect verification email. Check junk or spam if you cannot see it.

What happens next. The next screen says Enter your verification code and identifies the email address used.

Helpful to know. The code lasts five minutes. Wait for the displayed resend countdown before requesting another code. If delivery keeps failing, email technology@childsparks.org.



TASK 07

Sign in: enter the six digits

Sign In → Enter your verification code

The code is temporary. Use the newest message, and never give the code to another person.

SIGN IN

Enter your verification code

Enter your email address and we will send a six-digit verification code.

Code sent to **guide.parent@sparks-demo.example.test** [Change email](#)

Six-digit verification code

Code expires in 2:47. [Resend code available in 02:47](#)

ⓘ If the email address can receive Sparks Connect messages, a verification code has been sent. The email can take up to 2 minutes to arrive.

[Verify and continue](#) [Cancel](#)

Child Sparks - Registered charity 1219134 childsparks.org

Screen detail. Laptop verification: enter the newest six-digit code and follow the countdown.

STEP BY STEP

1. Return to the Sparks Connect verification screen.
2. Click or tap the first digit box. Type the six digits from your email in order; check every digit before continuing.
3. Select Verify and continue. Wait for your account page to open.
4. If the code has expired, use Resend code when the countdown allows it. Open the newest email and enter that new code.
5. If the email address is wrong, use Change email and correct it. If you no longer have that inbox, return to the sign-in screen and use I no longer have access to this email.

What happens next. An approved Parent account opens the family workspace. An application awaiting review may return to its application status instead.

Helpful to know. Use the newest code. It expires after five minutes; the resend countdown controls when another can be requested. Never share a code, including with the support team.

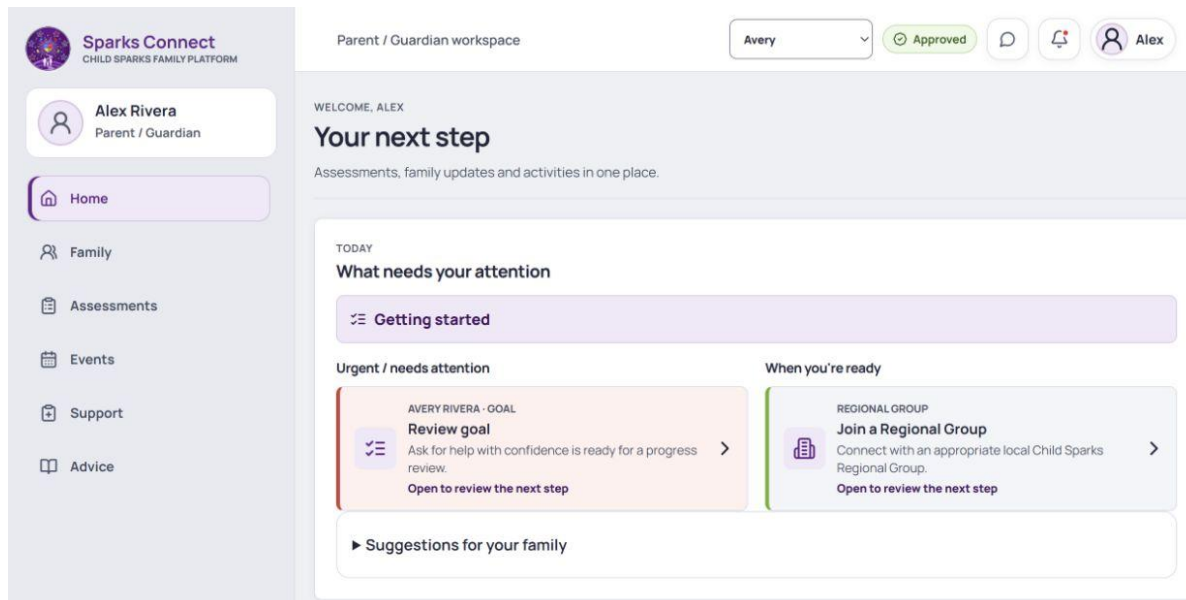


TASK 08

Find your way around Home

Home

Home brings together your family's next steps. You can return here whenever you lose your place.



Screen detail. Laptop Home: primary navigation is on the left; attention cards show the next task.

STEP BY STEP

1. Open Home. Read Your next step and What needs your attention. Open Getting started for journey guidance.
2. Read What needs your attention. Open a task card to see the full task before making a change.
3. Find the Active child selector in the header. Choose the child you want before opening an assessment, goal or child-specific page.
4. Use View family or a child card to open family information. Use View events to find activities.
5. Use Family, Assessments, Events, Support and Advice for the main tasks. On a phone, open More for destinations that do not fit on the bottom bar.
6. If you have another approved role, select Parent / Guardian in the working-context selector. Single-role accounts do not need this selector.

What happens next. The page heading and selected child's name match the task you intend to do.

Helpful to know. On a phone, the bottom bar has Home, Family, Assessments, Events and More. On a wider screen, use the left navigation. Book Club appears only when you have access.

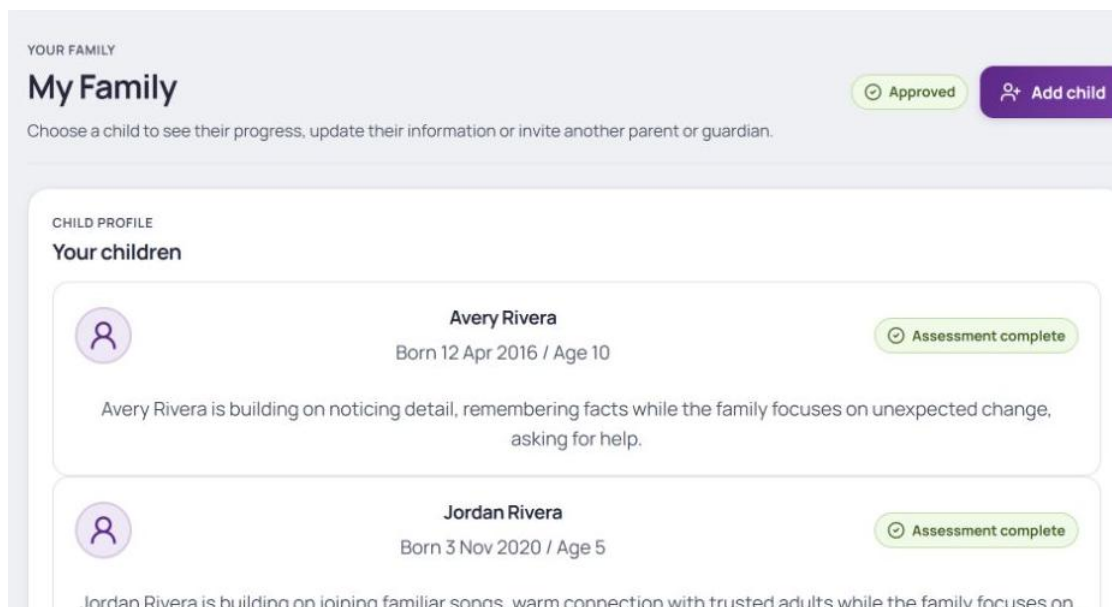


TASK 09

Add your child

Family → Add child

Have the child's name, date of birth and your relationship to them ready. Start with the essentials; optional information can be added later.



Screen detail. Family: select Add child or open the child card.

STEP BY STEP

1. Select Family. Look through Your children first so you do not add the same child twice.
2. Select Add child. Enter First name and Last name. Add Preferred name if the child uses a different name.
3. Enter Date of birth carefully. Check the day, month and year before saving.
4. Choose your relationship: Mother, Father, Guardian, Carer or Other authorised adult. Choose the option that accurately describes your role.
5. Open Add helpful information (optional) if you are ready to add more. You can leave optional details for later.
6. Select Save child profile once. Wait for confirmation and check that the child now appears in Your children.

What happens next. A child card appears in Family. Open it and check the details before starting an assessment.

Helpful to know. If Add child is unavailable, check whether your Parent membership is approved. If the child is already registered by another guardian, arrange the appropriate guardian invitation.



TASK 10

Open and update a child's information

Family → child card

Each child has their own information, history and next steps. Always check the name before editing.

Screen detail. Child workspace: check the name, then choose the page or tab you need.

STEP BY STEP

1. Select Family and open the child's card. Check the child's name and date of birth.
2. Use Overview to review strengths, interests, education and support information. Open the available profile-edit control to correct permitted details.
3. Save your changes and wait for the success message. Reopen the section if you need to confirm what was saved.
4. Use Events for that child's activity and Family timeline for their history.
5. Follow the child-page links to Assessments, Progress and goals or Support summary when you need those workspaces.
6. To work with another child, change the child selector or return to Family and open the other card.

What happens next. The correct child's information and history are displayed. Changes stay with that child.

Helpful to know. Check the child name before every edit. Documents and Events and attendance are tabs within the child record; Assessments, Progress and goals and Support summary are child-page links.



TASK 11

Upload and view your child's documents

Family → child → Documents

Documents belong to the child shown at the top. Uploading is optional; select an existing file rather than taking a photograph in the form.

Overview and progress Events and attendance **Documents** Family timeline

Documents

Documents shared for this child. Uploads are optional and viewing is read-only. Refresh

▼ Upload Document

Choose file

Choose file No file chosen

PDF, JPEG, PNG or WebP. Maximum 10 MB.

Title (optional)

Category

General Documents

Screen detail. Documents is a child tab. Expand Upload Document to choose a file.

STEP BY STEP

1. Open Family, select the correct child, then select Documents.
2. Expand Upload Document and choose a file. The current standard options are PDF, JPEG, PNG and WebP, up to 10 MB; follow the limit displayed.
3. Add a Title and Description if helpful. Choose General Documents, Supporting Evidence, Assessment / Reports, Artwork or Other.
4. Select Upload document once. Wait for the saved entry and read its viewing status; use Refresh if processing continues.
5. Select View when enabled. Read the protected preview, then select Close preview. Check uploader, date, category and any session link.
6. If Word or another Office format is not offered, export it to PDF first. A failed or blocked document cannot be opened; email technology@childsparks.org for technical help.

What happens next. The file appears under this child. A preview is read-only; the page states whether additional virus scanning was performed.

Helpful to know. Keep the original in your own secure files. Do not email child documents to technical support unless the team arranges an appropriate secure route.



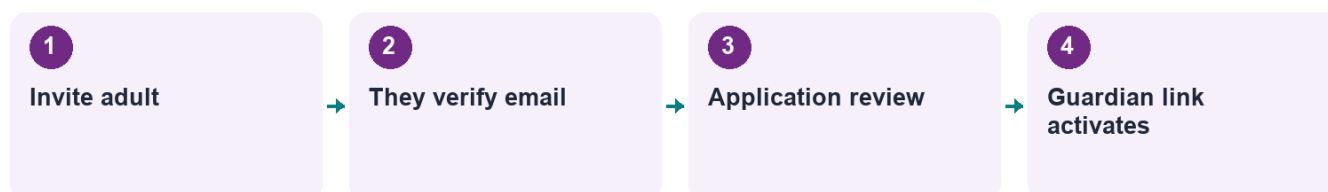
TASK 12

Invite another parent or guardian

Family → Household overview and parents / guardians

Each adult uses their own account. An invitation begins the process of linking an authorised adult to a child.

TASK MAP



STEP BY STEP

1. Select Family and expand Household overview and parents / guardians.
2. Open the guardian invitation option. Enter the other adult's email carefully and choose the child and relationship requested by the form.
3. Review the email, child and relationship before sending. Explain to the recipient that they should use their own email account.
4. The recipient follows the invitation, verifies that email, completes their own membership application and provides the required evidence.
5. Return to the guardian area to check the invitation status. Accepted or awaiting membership does not yet mean the relationship is active.
6. Use the displayed revoke or relationship-removal controls only when the invitation or access should end. Read the confirmation before continuing.

What happens next. The relationship becomes active after the required membership approval. You can see its status in the family area.

Helpful to know. Do not share your sign-in code. A guardian invitation and consent for a support professional are different processes.



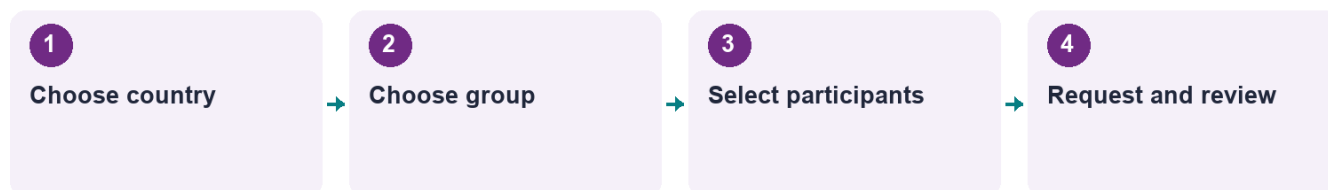
TASK 13

Request to join a Regional Group

Family → Your Regional Group

Regional participation is separate from your application approval and a child's assigned region.

TASK MAP



STEP BY STEP

1. Open Family and scroll to Your Regional Group.
2. Choose Country, then the relevant Regional Group.
3. Select the children you want included. Leave all children unselected for Parent/family-only participation.
4. Add an optional note for the reviewer, then select Request to join once.
5. Return to the group area to check the status. Respond to a request for information rather than submitting duplicate requests.

What happens next. The authorised Regional Group team reviews your participation request.

Helpful to know. A request does not immediately grant regional participation. If the expected group is missing, email technology@childsparks.org.



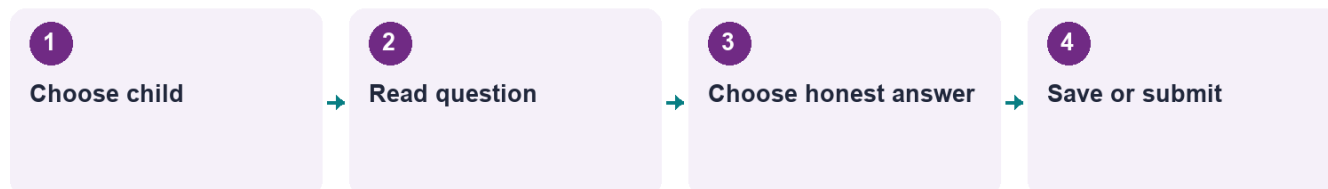
TASK 14

Complete an assessment, one question at a time

Assessments → choose child

Answer from what you observe in everyday life. The aim is to understand the child's strengths and support needs.

TASK MAP



STEP BY STEP

1. Select Assessments. Check the child shown on the page. Start the initial assessment or resume the saved draft.
2. Read the question and its descriptions. For a rating question, read the behavioural descriptions before choosing a number from 1 to 10.
3. Use Not applicable, Not observed or Unsure when one of these is more accurate than a number. Do not guess just to move on.
4. Add a short note if an example helps explain your answer. Continue through the questions at your own pace.
5. Use the available save-draft control before taking a break. When you return, sign in with the same account and resume the draft.
6. Review the answers, complete any missing items and submit once. Wait for the submitted result before leaving.

What happens next. A submitted assessment becomes a saved historical snapshot. It is no longer an editable draft.

Helpful to know. If you are interrupted, look for the saved draft before starting another assessment. Ask the team for help with a material error in a submitted result.



TASK 15

Read results and start a Progress Check

Assessments → submitted result

The first submitted assessment is your starting point. Later Progress Checks help you see change over time.

Screen detail. Assessment results: read the date and check Progress Check availability.

STEP BY STEP

1. Open Assessments for the child and read the submitted date. Check that you are looking at the result you intended.
2. Read the strengths and support areas together. Use the written labels as well as any colours.
3. Use Assessment PDF when available if you need a copy. Keep downloaded child information in a private place.
4. When the page says Progress Check ready, select Start Progress Check.
5. Answer using your current observations, then review and submit. Do not copy earlier answers simply to make the results match.

What happens next. The new submitted check is added to the child's history. If a check is locked, the page explains when it becomes available.

Helpful to know. A Progress Check normally has a 14-day waiting period. Follow the date and availability shown in your account.



TASK 16

Set a small, practical goal

Family → child → Progress and goals

Choose one change that would help in daily life. A useful goal says what you will practise and how you will notice progress.

Screen detail. Goals & Progress: available reports and review timing for the selected child.

STEP BY STEP

1. Open the child and follow Progress and goals. Check the child's name and choose a time window for the history you want to review.
2. Read existing goals before adding another. Open the goal-creation control when a new goal is needed.
3. Choose the relevant area and write a specific goal. For example: 'Practise asking for a break during homework three times this week.'
4. Add the practical actions and review information requested by the form. Save the goal and check that it appears.
5. When you review it, record what has changed. Update its progress and use the available achieved, paused or closed status when appropriate.
6. Download an available progress report only when you need it. If emailing a report, carefully check the eligible confirmed guardian recipient.

What happens next. The goal and its review history remain with the selected child.

Helpful to know. Keep the first goal manageable. A report button may be unavailable until there is enough assessment history.

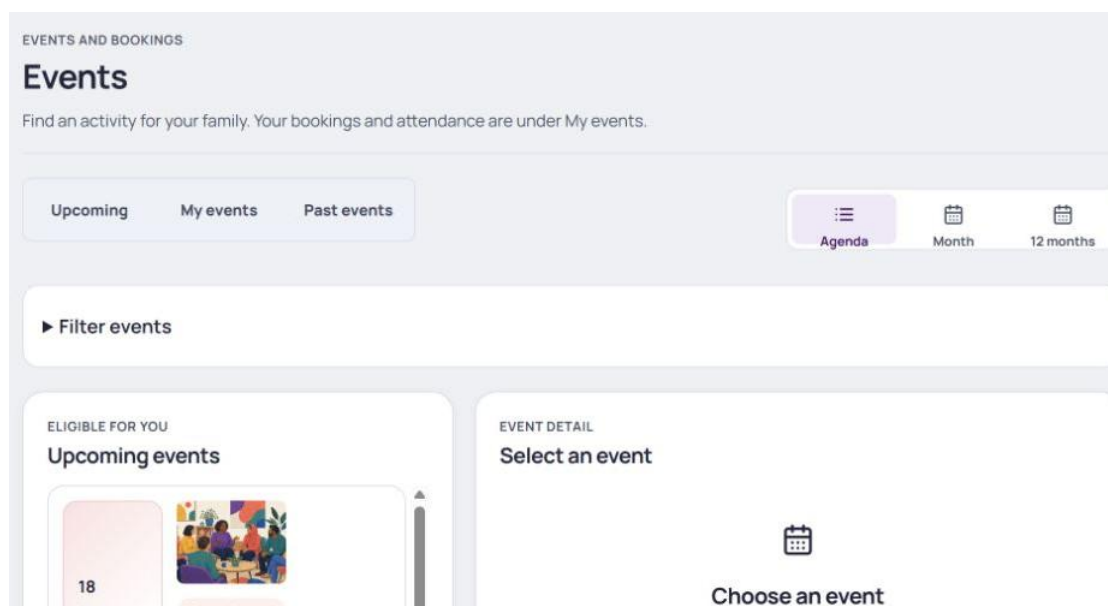


TASK 17

Find an event and book a place

Events → Upcoming → event

Check the event details before booking. A place belongs to the attendee you select, so take care when booking for more than one child.



Screen detail. Events: use Upcoming, My events or Past events and open an event.

STEP BY STEP

1. Select Events, then Upcoming. Use the available date, type, format or location filters if the list is long.
2. Open an event. Read the date, start and finish times, venue or online format, accessibility information, eligibility, cost and booking deadline.
3. Select the permitted attendees. Check each Parent or child name; do not assume choosing an active child books that child automatically.
4. Submit the booking once and wait for the result.
5. Read the booking status. Confirmed means a place is booked; a waiting-list status means you should wait for a confirmed place.
6. Open My events to find your booking again. If plans change, use the cancellation option when available and check the updated status.

What happens next. My events shows the booking and attendee status.

Helpful to know. Event visibility and each attendee's eligibility depend on country and audience as well as dates, capacity and existing bookings. A waiting-list entry is not a confirmed place.



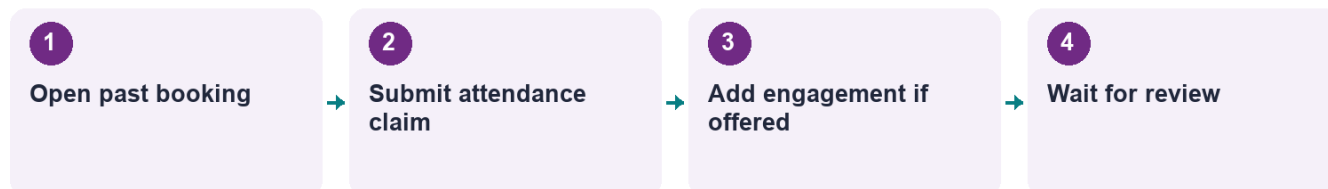
TASK 18

After an event: attendance and feedback

Events → My events or Past events → event

Some events let you tell the team that you attended and record Event Engagement. These are separate from reserving a place.

TASK MAP



STEP BY STEP

1. Open the completed event and find the booking for the correct attendee.
2. If an attendance-claim action is shown, read it and submit accurate attendance information.
3. Check the status afterwards. A Parent attendance claim stays pending until an authorised team member reviews it.
4. If Event Engagement is available, read the five areas, enter your ratings and review them before submitting.
5. Return to the event to view the submission and its status. Contact the team if you need to correct a submitted record.
6. If the session offers artwork uploads, open the child's Events and attendance after the session. Uploading artwork is optional; saved artwork also appears in Documents.

What happens next. A claim or engagement submission is recorded for review. It does not immediately become confirmed attendance.

Helpful to know. Future or cancelled events do not offer the same post-event actions. A submitted engagement record may be view-only.



TASK 19

Ask for help and follow your request

Support → new request

Use Support for a private request about help for your child. Keep the explanation clear and focused on what would make a difference.

Screen detail. Support requests: expand the form and complete the reason and desired outcome.

STEP BY STEP

1. Select Support, then expand New support request. Choose the child and Type of support; a sole child may already be selected.
2. Complete Reason for your request and What would you like help to achieve? Give a clear example and the practical outcome you need.
3. Review Information you agree may be shared for this request. Select only the relevant fields and read the consent statement.
4. Expand Contact and timing (optional) if needed. Confirm consent and select Submit support request once.
5. Return to Current, open the request and read its status and history. Use Secure case message and Send update to reply; attach a supporting file within the request when needed.
6. Use the separate Safeguarding section for a confidential concern. Do not put safeguarding details in general feedback or technical-support email.

What happens next. Your country Committee team can handle the request; Trustees and Administrators can also help. Any Professional access still requires the appropriate approval, assignment and consent.

Helpful to know. Technical problems: technology@childsparks.org. For child/family support, keep the details in the protected request. An urgent danger needs the appropriate emergency service, not an email wait.

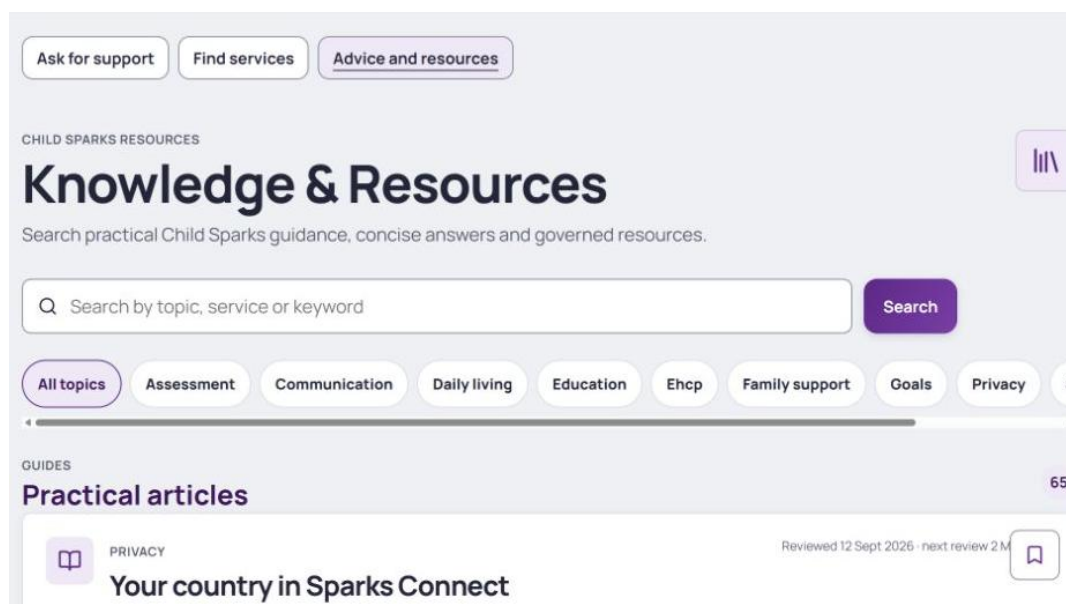


TASK 20

Prepare a support summary and find advice

Family → child → Support summary; Advice

A family support summary helps organise what you want others to understand. Advice provides general information and useful resources.



Screen detail. Advice: search and open the relevant published resource.

STEP BY STEP

1. From the child's page, open Support summary. Choose EHCP preparation, Strengths & insights or Support & Safety as needed.
2. Read the existing information. Add the family's contribution and practical support details using the available controls.
3. Check any visibility, classification and review-date choices, then save. Download the summary PDF if you need an authorised copy.
4. Select Advice for Knowledge & Resources. Search for a topic, choose a category and open Preview guide to read an article.
5. Use a Services link where offered to search the directory. Open Service details and read eligibility, contact steps and accessibility information before contacting the provider.

What happens next. Saved family contributions remain in the child workspace. Advice and directory entries can be reopened without changing the child's record.

Helpful to know. The EHCP preparation summary is family preparation, not an official EHCP. If a drafting assistant is available, review and edit its wording before saving.



TASK 21

Account, mobile use and getting unstuck

Profile menu → Profile and account; phone → More

Your account controls your own details and preferences. Start here for sign-out and presentation settings.

APPLICATION AND ACCOUNT

Account

[→ Sign out]

Manage contact details, application status, notification preferences and privacy consents from one account.

 **Alex Rivera**
Choose a Sparks avatar or upload a private JPG, PNG or WebP image.

 Choose avatar

 Upload photo

▶ Emergency contact (optional)

 United Kingdom

Screen detail. Profile and account: emergency contact, security and notification settings.

STEP BY STEP

1. Open your profile menu and select Profile and account. On a phone, open More or the navigation menu to find your account options.
2. Use Emergency contact (optional) to add a contact later. Review notification preferences and accessibility choices such as Larger text and Higher contrast.
3. Review communication and accessibility preferences. Try the available larger-text, contrast or reduced-motion options if they help.
4. On a phone, use Home, Family, Assessments and Events on the bottom bar, then More. Scroll a form to find its action buttons.
5. If a save fails, read the message, correct the highlighted field and retry once the problem is resolved. Do not leave the page while unsaved work remains.
6. Sign out from Account on a shared device. For help, tell your Child Sparks contact the page name, what you selected and the visible error, without including a verification code.

What happens next. Preferences show the saved choice, or sign-out returns you to the welcome/sign-in screen.

Helpful to know. Use the bell for notifications. Faster sign-in appears only when enabled for your device and account; email codes remain available. For any issue, email technology@childsparks.org.



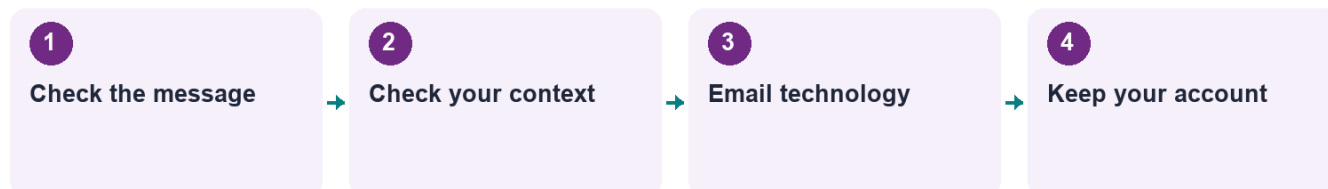
TASK 22

If something goes wrong

Help → technology@childsparks.org

For any issue using Sparks Connect, email technology@childsparks.org. The steps below help you give the team useful information.

TASK MAP



STEP BY STEP

1. Start at <https://childsparks.org>, the Child Sparks website, and follow its Sparks Connect link. The direct platform address is <https://connect.childsparks.org>.
2. For a missing code, allow up to two minutes, check junk/spam and confirm the email spelling. Wait for the resend countdown; use only the newest code.
3. For a failed save, stay on the page, read the message and correct highlighted fields. Check whether the record saved before submitting again.
4. For a missing page or record, check the selected working context, child, club, country or Regional Group and any filters.
5. Email technology@childsparks.org with the page name, what you tried, the time, device/browser and exact error text. A screenshot can help if private information is hidden.
6. Never send your verification code, identity evidence, child reports or confidential case details in a technical-support email. Use the protected Support request for family or club matters.

What happens next. The technology team has enough context to investigate. Keep using the same account while the issue is resolved.

Helpful to know. Do not create duplicate accounts or applications to get around an error. If you have lost access to your email, use I no longer have access to this email on Sign In.