



Με τη συγχρηματοδότηση  
της Ευρωπαϊκής Ένωσης

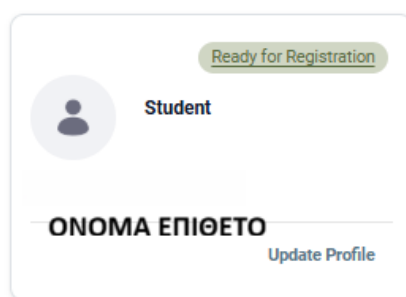


### Instructions for Parents – Completing Profile in eΔΕΑ

It has been observed that your child's profile, which you created in the eΔΕΑ system, has not been completed correctly.

Please ensure that all required information has been entered accurately and that, in the relevant section of the student's profile, the status is shown as **“Ready for Registration”**, as illustrated below.

#### Manage Student Information |



If the status “Ready for Registration” is **not** displayed, then one of the following four situations may apply. Depending on your specific case, you need to make the corresponding corrections, as described below:

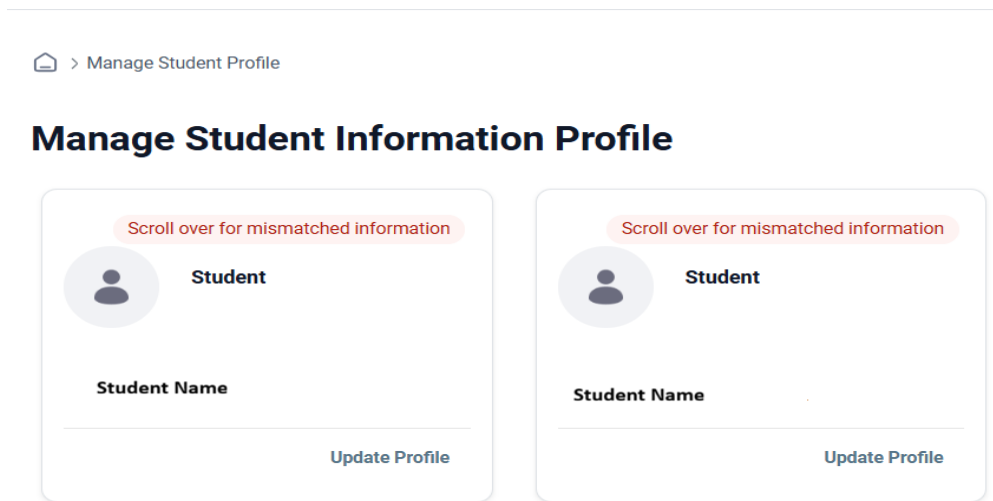
1. **Mismatched information**
2. **Click to enter additional information**
3. **Pending second parent consent**
4. **Second parent incomplete**

If you are unable to complete the profile correctly, please contact the eΔΕΑ Support Call Center at **22558618** (Mon–Fri, 08:00–16:00) or via email at **eΔΕΑ-support@schools.ac.cy**.

## **1. If “Mismatched information” is displayed, then:**

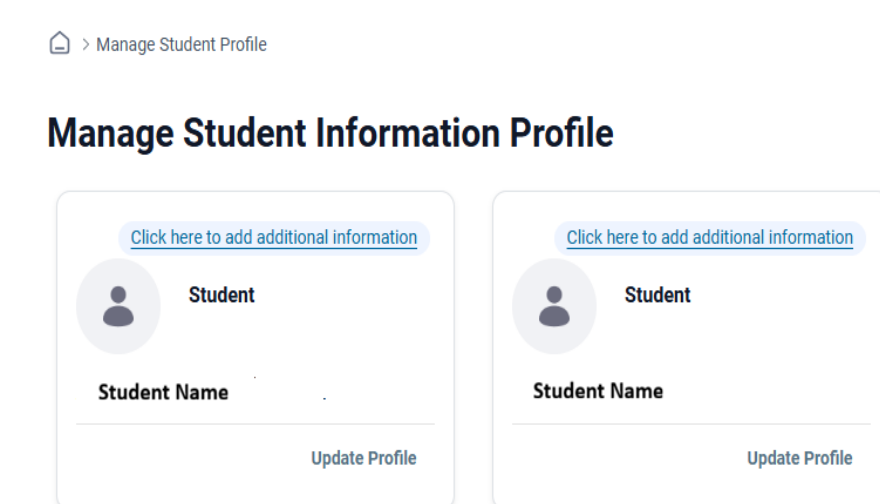
This message appears when both parents/guardians have created a profile for their child in the eΔEA system, and some of the student’s information differs between the two profiles each parent has created. By hovering over the red notification “Information Mismatch”, the system demonstrates the field(s) where the differences have been detected.

First, you need to check the profiles that each parent has created for their child and correct any inconsistencies in the information or in the way it has been recorded (e.g., uppercase/lowercase letters, spelling, accent marks) and then save.



## **2. If “Click to enter additional information” is displayed, then:**

In this case, one of the two parents/guardians must select the indication shown in blue letters, which is located at the top of the student’s profile in order to complete the additional required information in the corresponding tabs of the profile.




Then, he/she must complete the profile creation process by selecting the “Complete Profile” option in the “Other Information” tab.

[Student Details](#) [Contact Info](#) [Preliminary Special Need](#) [Family](#) [Health](#) [Financial Information](#) [Financial Provisions](#) [Other Information](#)

Please note and provide other information you deem necessary (i.e the name of the child that you want to be placed in the same class with your child)

**Supporting Documents**

Other files

  
**Click to upload**  
The supported file formats are: .jpg, .png, .jpeg, .pdf.  
The maximum file size is: 5 MB.

Back

Cancel

Save

Complete Profile

### **3. If “Pending second parent consent” is displayed, then:**


In this case, either the second parent/guardian must create an account in the eΔEA system and proceed with creating the student’s profile, or you need to change the way you indicated authorization.

If the second parent/guardian has already created an account in the eΔEA system and has created the child’s profile, they will receive a notification from the system requesting their consent. In this situation, they must log in to their account, open the notification, and click on the link provided in the notification.

 > Manage Student Profile

## **Manage Student Information Profile**

Pending Consent by the Second Parent

 **Student**

**Student Name**  

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Update Profile

To change the authorization, you can select the second option: “I am authorized by the second parent/guardian to act on their behalf in the system”, attaching the relevant “Parent/Guardian Consent” form, which you can download from the system under the “Student Information” tab.

## Student Basic Information

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## Custody Information

Custody Type \*

Joint custody with Parents/Guardians

How will the authorization and consent be obtained by the Second Parent/Guardian?

- ☐ The Second Parent/Guardian will create a Parent Profile and will authorize the Student Profile.
- ☒ I have been personally authorized by the Second Parent/Guardian to act on their behalf in the System. A consent document will be attached
- ☐ You can download the Consent form using the 'Download Template' option located under 'Consent by the Parent/Guardian' below

Consent by the Second Parent \*

[Download template](#)



[Click to upload](#)

The supported file formats are: .jpg, .png, .jpeg, .pdf.

The maximum file size is: 5 MB.

The field is mandatory.

## 4. If “Second parent incomplete” is displayed, then:


In this case, the parent/guardian who created the student's profile through his/her own account and attached the consent form from the second parent/guardian must complete the information for the second parent/guardian.

To do this, select "Update Profile" from the student's profile box, then go to the "Family" tab. Click the blue button labelled "Edit the second parent/guardian profile", and finally, click "Save." To ensure the second parent/guardian profile is completed correctly, verify that the second parent's/guardian's information is filled out accurately and his/her personal details (name, occupation, telephone number etc.) are different from the information of the parent/guardian who created the profile. The system will detect if the second parent's/guardian's information matches the first parent's/guardian's and it will mark the student profile as "Incomplete." Also, ensure that all fields marked with an asterisk (\*) are completed.

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## Manage Student Information Profile

The Second Parent Profile is incomplete

 Student

Student Name

Update Profile