

# COMPASS Parent Portal Support

## General Questions

How do I find out my username/password for the parent portal?

The school will provide parents with their username and password to their portal. These have been emailed, however, if you haven't received a welcome email from compass please contact Mrs Anderiesz at [Landeriesz@parra.catholic.edu.au](mailto:Landeriesz@parra.catholic.edu.au)

What happens if I have login issues with the portal?

If you forget your username or password you can provide your email address or mobile phone number to verify your identity and reset your password. If this doesn't solve your problem you should contact the school.

What features are available in the Parent Portal?

As a parent you will have access to the following information:

- Profile Dashboard
- Age and date of birth
- House group, class, scholastic year
- Student ID code
- Student email address

Student: **Betty Astaire** - 2Red, Year 2



The screenshot shows a navigation menu with tabs: Dashboard, Schedule, Learning Tasks, Attendance, Reports, and Insi. Below the menu, the student's profile is displayed. It includes a profile picture of a young girl, a name 'Student: Betty Astaire', and the following details: 'Details: -11 year, 2 months (20/05/2030)', 'Groups: Thorpe, 2Red, Year 2', 'Student IDs: 9987654, BASTAIRE', and 'Email: bastaire@parrastu.catholic.edu.au'. There is also a section for 'Today's Attendance' with a row of five dots, and buttons for 'Email' and '+ Add'.

Can I see both my children on the same portal, even if they are at different schools?

No. Each school has their own unique portal.

Can I see all of my children in the one parent portal if they are at the same school?

Yes, all children will be displayed within a single parent portal if they attend the same school.

Can I update my contact details within the portal?

There is an option to update your mobile phone number and email address. This will be sent to the school to process the changes.

As a parent can I see my child's medical alerts within the parent portal?

At present, medical alerts are not visible within the parent portal. These will be available in the near future.

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### Attendance Questions

**Will I receive an SMS if my child is absent?**

Yes, Compass will send out an SMS with a link to the parent portal that will allow you to add an explanation for your child's absence.

Lisa is not present at school as of 09:15 AM. Please log to provide reason [mpass.co/XJETGP2jYJ](https://mpass.co/XJETGP2jYJ)

**What absence reasons can I select when adding an attendance note?**

The following is a list of the drop-down options available when you explain an absence:

- Medical - Illness
- Medical - Appointment
- Travel
- Other Explained Absence
- Domestic Necessity
- Natural Disaster

You will be able to enter further details in the notes field provided.

**Once I enter an attendance note can I edit it later?**

Once the note has been saved you are unable to make further edits. Any changes can be made by contacting the school.

**If the absence reason I select is inappropriate can the school change it?**

Yes, schools are able to change absence note reasons if they feel another reason may be more appropriate.

**As a parent will I be able to view information on previous attendance notes?**

Attendance notes will be visible via the Notes/Approvals tab. This will display the date range that applies to the attendance note, reason, staff member/parent who entered the note and the date the note was entered.

**If we are planning on going away can I add an attendance note for the time we will be away in the future?**

An attendance note can be added for future periods, however any extended leave must be submitted via an application to the school. The school has the right to review and reject requests for extended leave applications as usual.

**Why can't I add an attendance note to explain my child's absence after 7 days?**

Explanations for periods of absence can only be provided via the portal up to seven days after the absence. After this time you will need to provide an explanation directly to the school.

**What do the coloured squares mean on the Attendance Summary tab?**

The Attendance Summary grid displays a coloured box to represent each day of your child's attendance.

Key	Attendance Status
	Student was present
	Partial Absence (Unexplained)
	Whole Day Absence (Unexplained)
	Whole Day Absence (Explained)
	Whole Day Absence (School Activity)
	Partial Absence (Explained)
	Partial Absence (School Activity)

## Absences

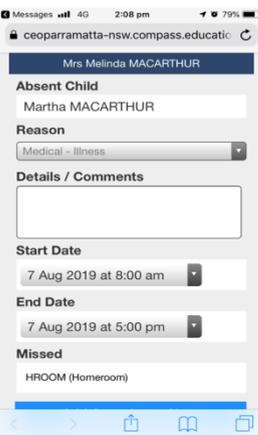
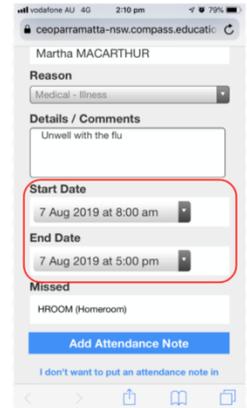
How do I explain an absence after receiving an SMS notification?

Step 1 Click on the link provided within the SMS



Step 5 Enter further details into the Details/Comments

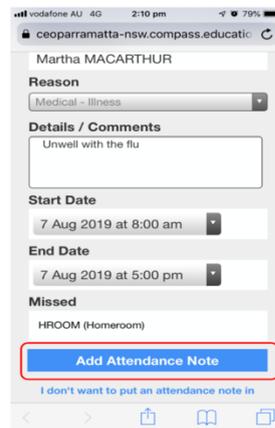
Step 6 Select the appropriate date range from the dropdown menus



Step 2 The link will direct you to an attendance note

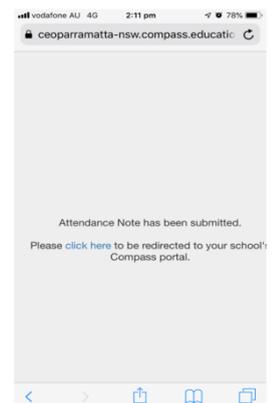
Step 7 Press the "Add Attendance Note" button

Step 3 Under "Reason" select the most appropriate reason from the dropdown menu



Step 8 Once complete you may close the window, or click to be redirected to your school's Compass portal

Step 4 Select "Done" once the reason has been selected



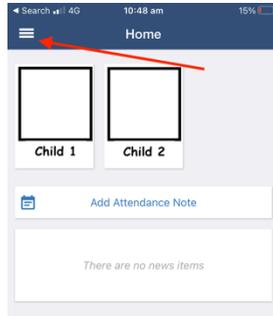
## Updating My Details

### How to change my password

You can change your password through the app or by logging into the online Compass portal

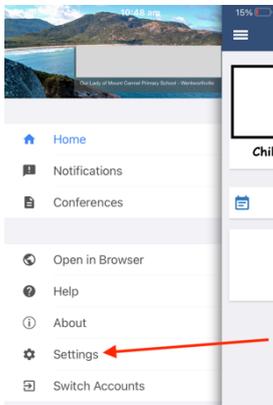
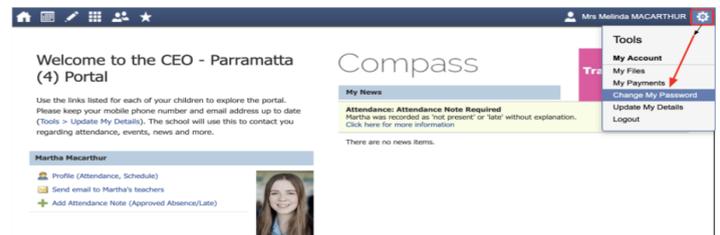
#### Via App:

Step 1 Select the Home button

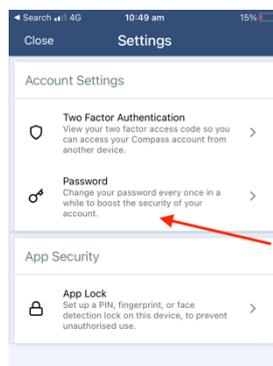


#### Via the Online Portal:

Step 1 Select the cog icon and from the drop-down menu select "Change My Password"

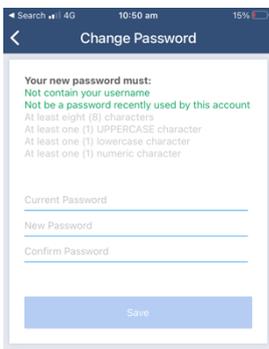


Step 2 Go to Settings



Step 3 Choose Password

Step 2 Enter your old password and then enter your new password in the following two fields. Ensure you follow the password requirements listed on the screen



Step 4 Enter your old password and then enter your new password.

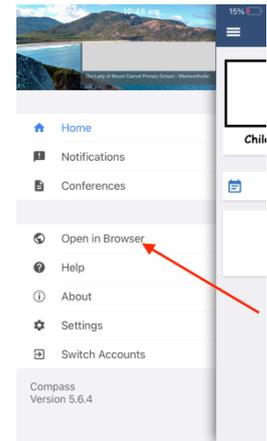
Step 3 Select "Save"

## How to change my contact details

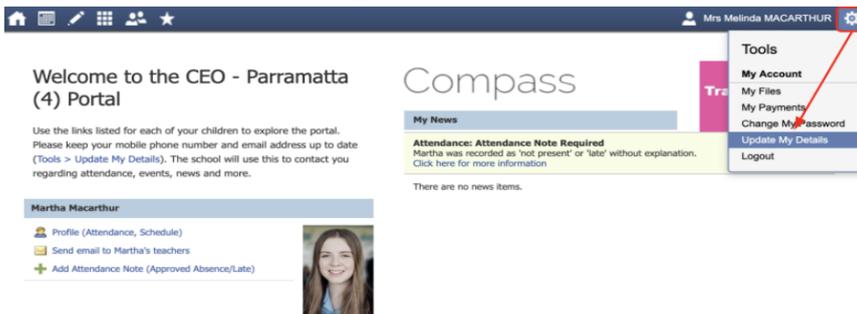
You can only change your details via the online portal

Step 1 Select the Home>Open in Browser via the app

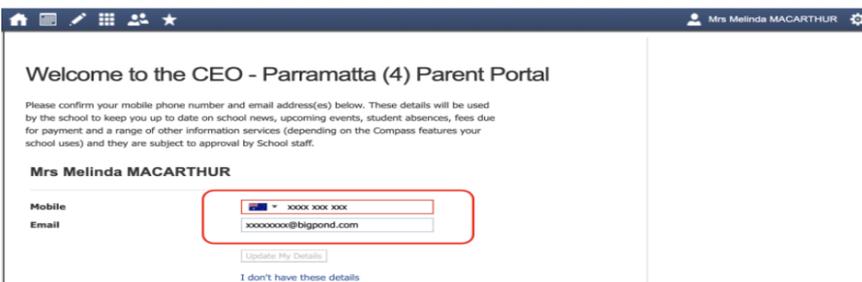
Step 2 Select the Tools > Update My Details link from the home page:



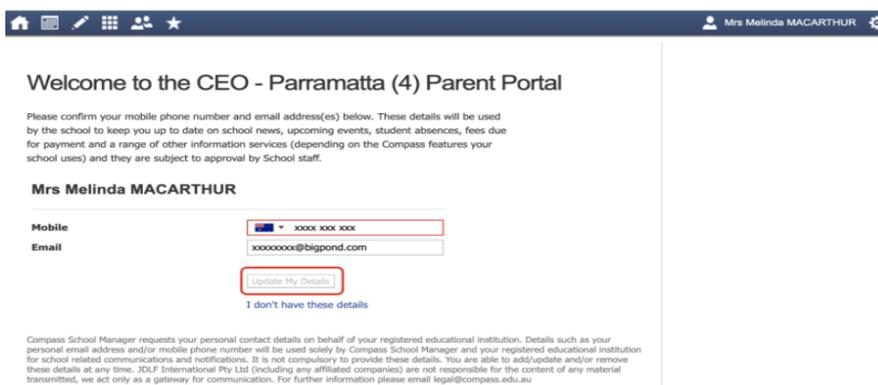
Alternatively, you may select the cog icon and from the drop-down menu select Update My Details



Step 3 Enter your new mobile number and/or email address in the fields provided



Step 4 Select Update My Details



Info: An email will be sent to the school confirming your new details. The school may make contact with you to confirm you have requested these changes.