



Sentral – Parent Portal Set Up Guide for Parents (Smart Phone App)

Staying in touch with your child's learning journey is easy with the Sentral Parent Portal. Receive secure news items on the web and through the companion mobile application, Sentral for Parents - with targeted news so you only see information relevant to your children.

The Parent Portal can be accessed via a web browser or by downloading the Sentral for Parents app on your smart phone. Parents are granted access to their children's data via a unique access key issued by the school. This key will be emailed to parents, and you will need this key to setup the Parent Portal.

Depending on the functionality the school has turned on, the Parent Portal will allow parents to:

- Provide permission for school activities
- Update address, medical and contact information
- Book and manage parent/teacher interviews
- Receive student report cards and view NAPLAN electronically
- Browse school documents and resources
- View school calendar
- Notify of planned absences and respond to unexpected absences

This guide will assist parents in setting up and using the Parent Portal specifically via the smart phone app.

Notes for parents before you begin:

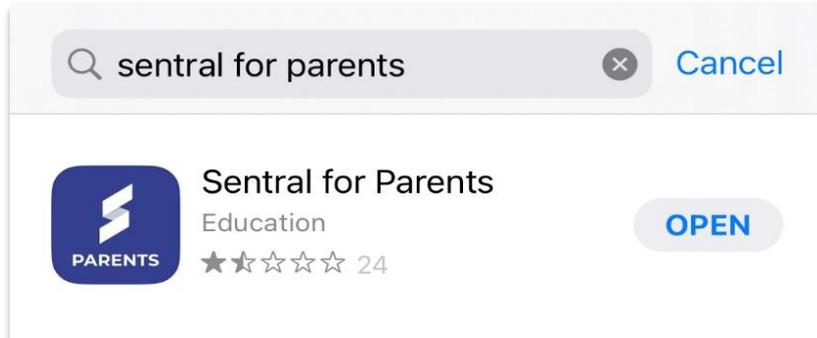
- An account must be created for each legal guardian wanting access to the student's information using the assigned student access key provided.
- Each user will require a valid email address to be able to create an account. ***You must have access to this email to finalise your account setup.***

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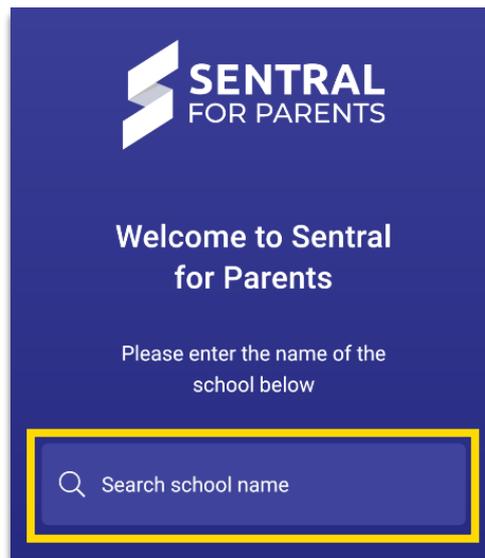
Step 1 – Download the Sentral for Parents Phone App

Using your smartphone open the App Store or Google Play Store, search **Sentral for Parents** and install the application.

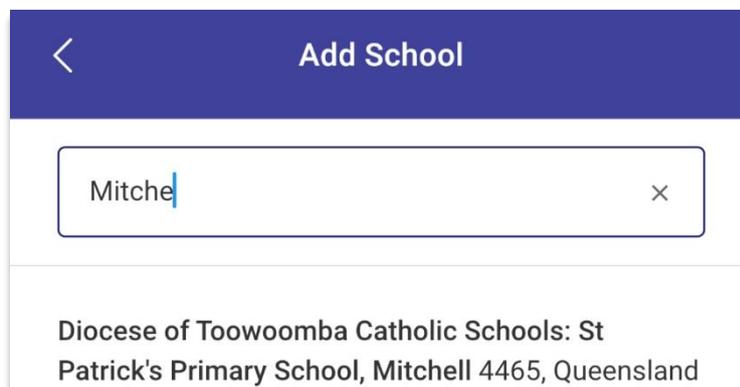


Once downloaded, open the Sentral for Parents app. On the first-time logging into the app parents will be asked to select the relevant school.

Search the school by selecting the **Search school name** section and type in the school's location or name i.e. – Mitchell



Select the correct school “**Diocese of Toowoomba Catholic Schools: ***School Name*****”



Step 2 – Create Sentral User Account (New Users)

Within the app, select **Register Here** and follow the prompts to create an account.

Diocese of Toowoomba
Catholic Schools

Log In

Email or Username*

Password*

[Forgot password?](#)

Log in

By logging in, you agree to our [Privacy Policy](#)

Don't have an account yet? [Register here](#)

[I can't log in](#)
[Go to Student Portal](#)

SENTRAL
FOR PARENTS

Diocese of Toowoomba
Catholic Schools

Create Your Account

First Name*

Last Name*

Email*

Password*

Confirm Password*

Schools*

[← Back](#)

Create Account

When selecting Schools please ensure that you pick the correct school. Please contact the school office if you have selected the incorrect school.

A verification email will be sent to the email address you specified above. Open your emails to locate this email and select “**verify**”.

Please verify your email address

Hello Minnie,

Welcome to Sentral for Parents!
Please verify your email address by clicking the button below to complete your account registration for the following school(s):

- St Patrick's Primary School, Mitchell

[Verify](#)

This link will expire within 24 hours. You must verify this email before your account can be finalised.

This link will expire in 24 hours. If you did not initiate this request, please ignore this email.

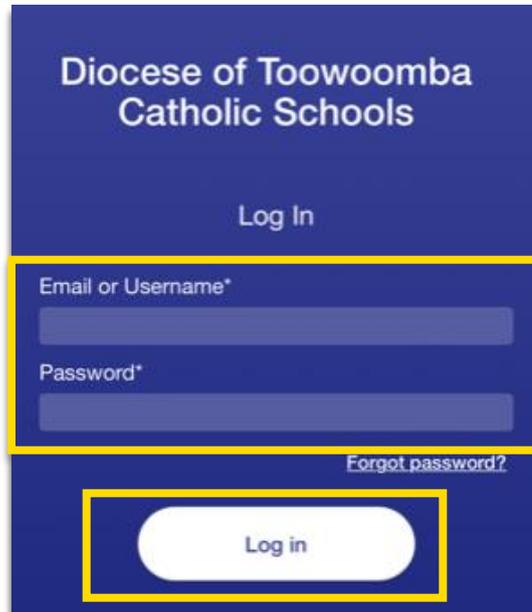
Regards,
Sentral

Once verified, your account is now created and you can return to the app.

Step 3 – Logging into the Mobile App

Within the app, users will be prompted to log in by entering the **username (email address)** and the **password** you have created in Step 2.

Enter your details and select the “**Log In**” button.



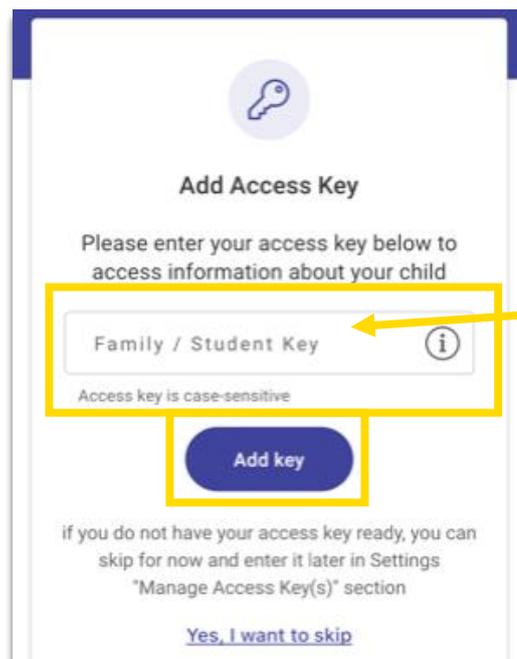
Step 4 – Add the Family/Student Access Key

To be linked to the school and your child/ren, you will need to enter the unique access key provided in the instructions email. After completing step 3 users will be prompted to enter the family/student access key that was emailed through separately by the school. **Please contact the school office if you have not received this code via email.**

Enter the Access Code

Select **Add Key**

Setup is now complete.

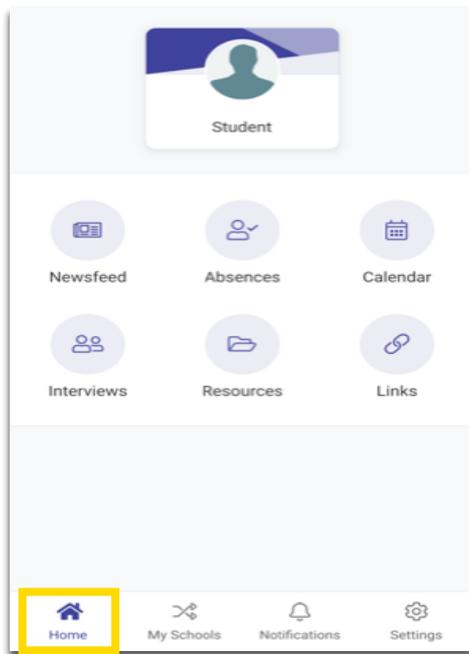


The access code is case sensitive and must be entered exactly as it appears with no spaces.

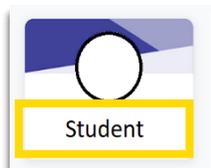
Step 5 – General Navigation

Home Screen

This screen will allow you to access all features available at your school. Different functionality may be turned on at different schools therefore the screens may appear different to the below.



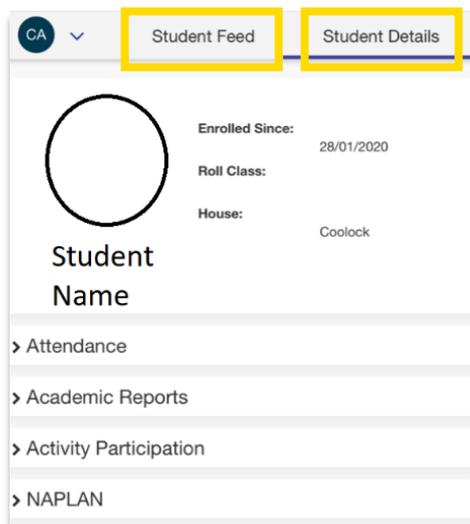
Student Information



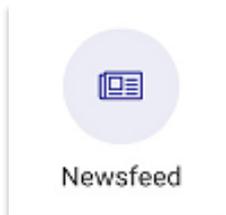
Select the **student's name** to view their profile details. If you have more than one child at the school their profiles will also be available on this screen.

Student Details is where you will find your child's previous academic reports, activity participation and attendance details.

Student Feed is News Feeds items specific for that child.



Newsfeed



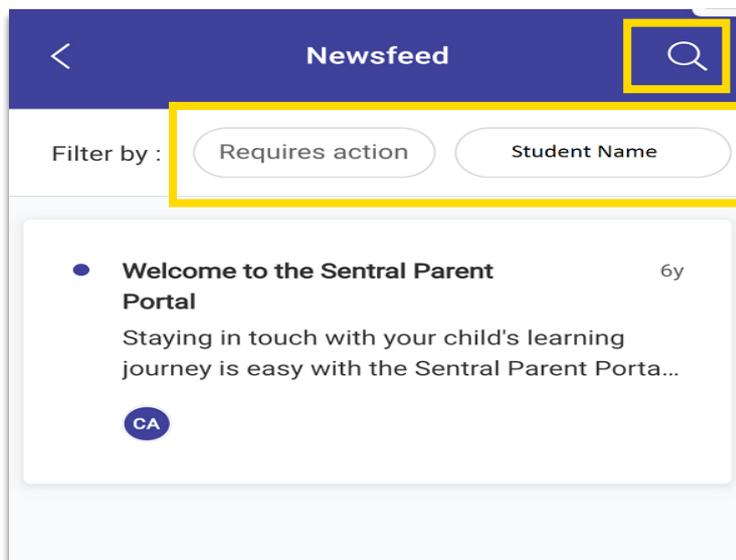
The Newsfeed contains news items from the school relating to your child. Some items may require you to take a specific action, others will be informational only.

By default, the Newsfeed displays All news items for your school. You can apply filters by clicking on them to refine the search to show only items that **Requires Action** or **Student Filters**. Click again to turn the filter off and view all news feed items.

The Requires Action column displays news items that require your action. Once actioned these items will no longer appear in this filtered list.

Clicking on the student's name will filter to that specific student and will allow you to action specific items related to that student.

You can also use the search functionality by selecting the **magnifying glass**.



The Newsfeed items can also contain Attachments that you can download. The app will require access to your device to enable downloads which can be turned on in your device settings.

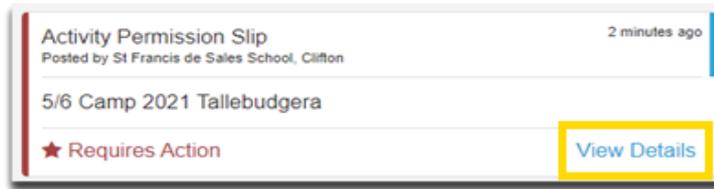
When a Newsfeed item requires you to take an action (e.g., grant approval), clicking on the item will take you to a screen that will allow you to perform that action.

These actions include:

- Activities
- Academic Reports
- Interviews
- News feed items requiring action.

Activity Approval

Activity Permission Slips are published to the Parent Portal through the **Newsfeed tab**.



When a Portal user clicks on the Feed item to view the details, the activity details are displayed, as well as toggle button for parents/guardians to grant or deny permission to attend the activity. Medical details and emergency contacts for the student will also appear, as well as fields where parents can suggest amendments to this data. This is for the period of the Activity only.

Under 8's Day

Eligible Students

Venue
Clifton State School

Date/Time
09/06/2023 00:00:00

Permission Slip Due Date
07/06/2023

Description
Under 8's Day held at Clifton State School Students will bus to Clifton and participate in rotational activities at the state school before returning back to school by approximately 2:30 a.m.

Attachments

Any attending children will need consent and information to be provided to the school

Student Attendees

Do you consent for [] to attend this activity?

Medical details

No medical conditions recorded.

Amendments for medical details

[]

These medical amendment details are for the period of the activity only.

In case of emergency

Contact Name 1
[]

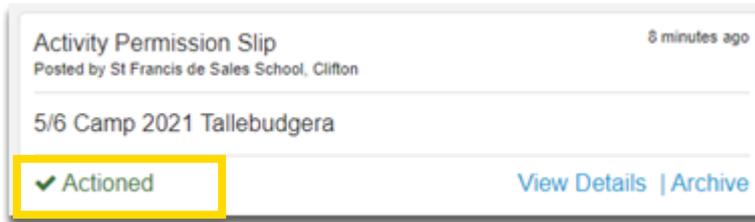
Contact Name 2
[]

Emergency Contact Name 1
[]

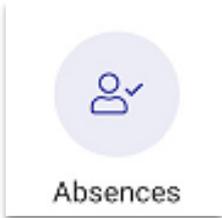
Phone
[]

These contacts will only be contacted in the instance that the Parent/Legal Guardians could not be contacted.

Once actioned, the Portal User will then see the feed item as **Actioned**.

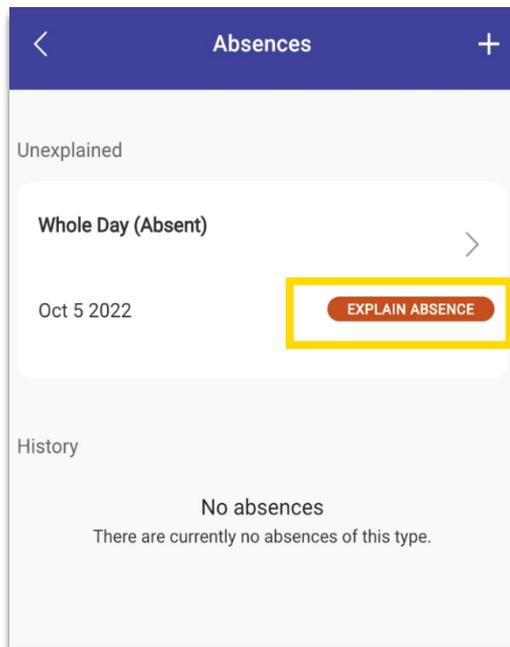


Absences

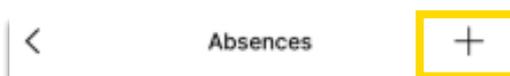


Absences allows the parent to communicate absence information to the school. This includes past absences that require explanation. A 'future' absence occurs when a parent is aware a child will be away from school at a future date (e.g., Holidays).

The first screen displays a list of your children's unexplained absences that require action as well as history of previous absences that have been published to portal.



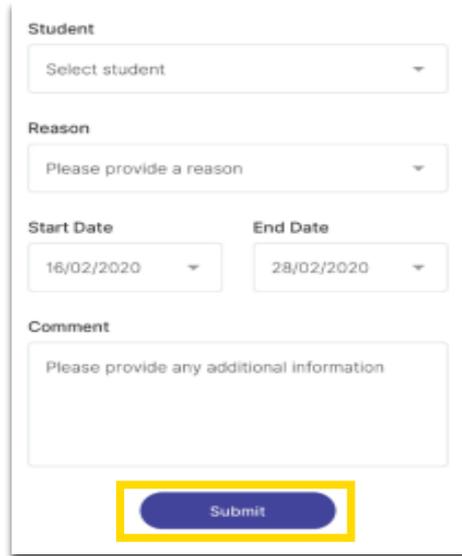
You can submit an absence by clicking on the **(+)** icon in the top right corner of the screen.



If you submit an absence via the Parent Portal, there is no need to contact the school office.

The next screen will allow you to select:

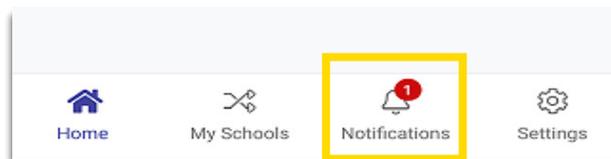
- The absent Student/s in your family
- The Reason for the absence
- The Start and End date for the absence
- Any additional comments or supporting information
- Complete all fields and click the “**Submit**” button.



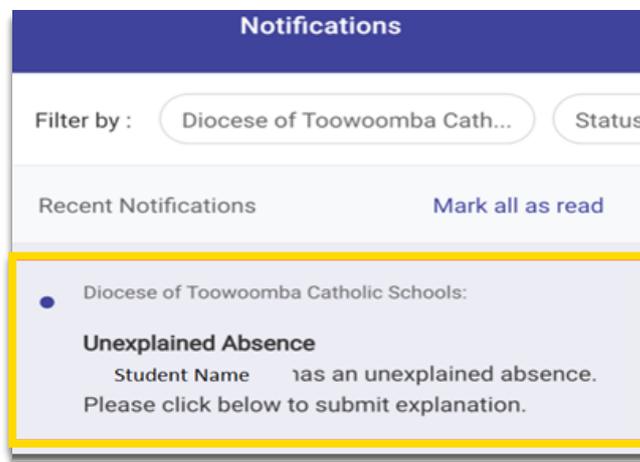
The screenshot shows a form with the following fields: 'Student' (dropdown menu with 'Select student'), 'Reason' (dropdown menu with 'Please provide a reason'), 'Start Date' (dropdown menu with '16/02/2020'), 'End Date' (dropdown menu with '28/02/2020'), and 'Comment' (text area with 'Please provide any additional information'). A blue 'Submit' button is highlighted with a yellow box at the bottom.

If you have **not** already submitted an absence and your child is not present for the daily roll marking, you will receive an **Unexplained Absence** request from the school. These will come through the Parent Portal app as a notification.

Open the **notifications** tab

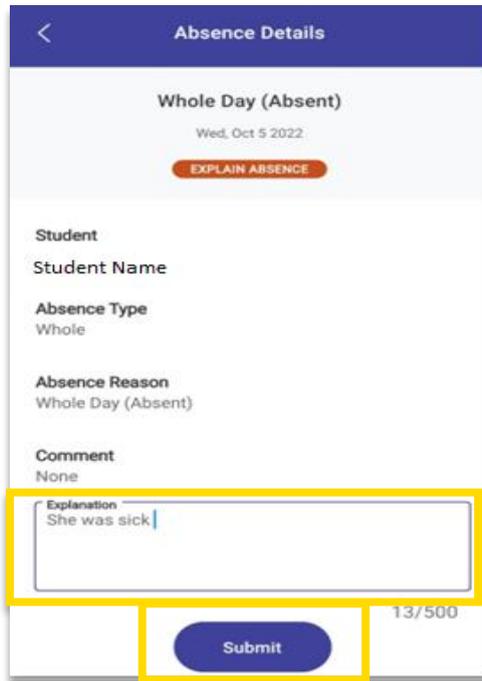


Open the absence notification by selecting it

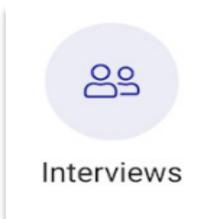


Type into the explanation box to confirm the details of the absence.

Select **Submit**.

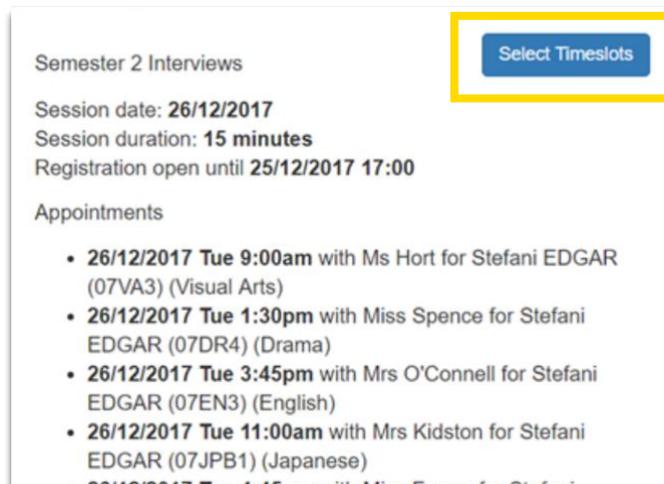


Interviews

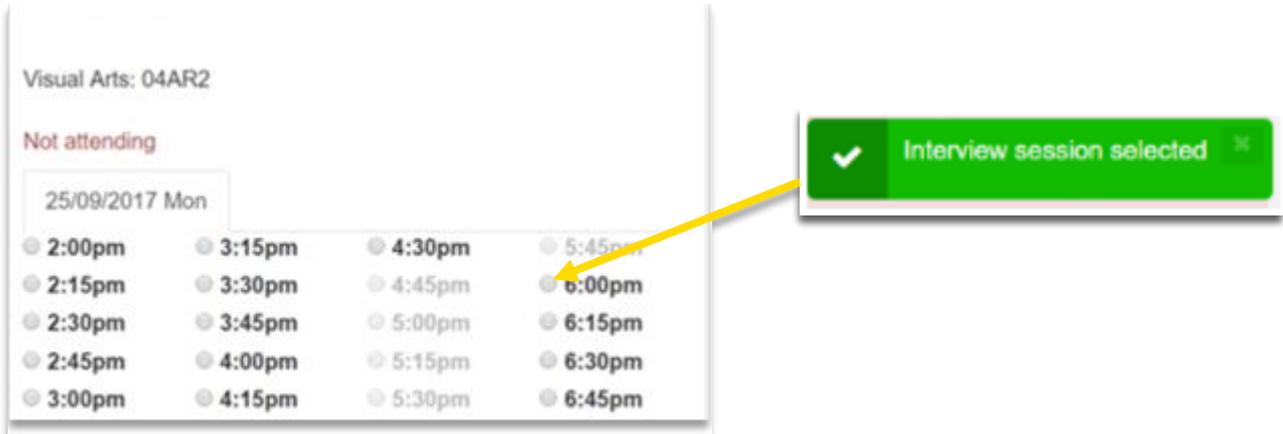


Interviews relate to Parent and Teacher interviews. These are generally in relation to student achievement and success. Interview bookings enable one-on-one sessions between staff and parents.

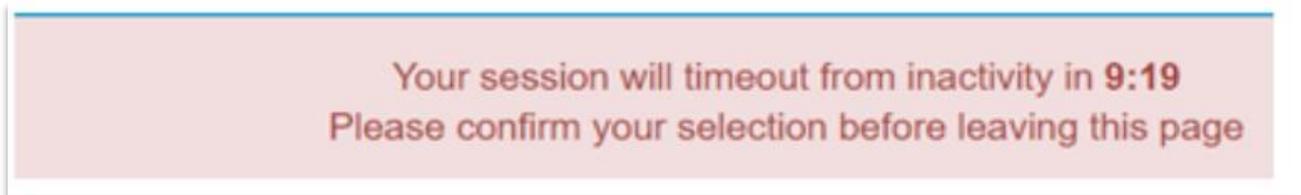
When available parents can book available time slots through this tab by **Select Timeslots**



Available timeslots can be selected, and unavailable timeslots are greyed out. Select an available timeslot by clicking in the corresponding radio button.



As per the note provided, you will see your time banner to advise how long you have to finalise your bookings. As there is often a large volume of parents and teachers managing bookings it is important to **confirm your bookings** before leaving the page.

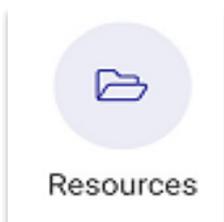


Click on **Save Bookings** for confirmation.



A list of your confirmed interviews and timeslots will now display and you will receive an email with this information.

Resources

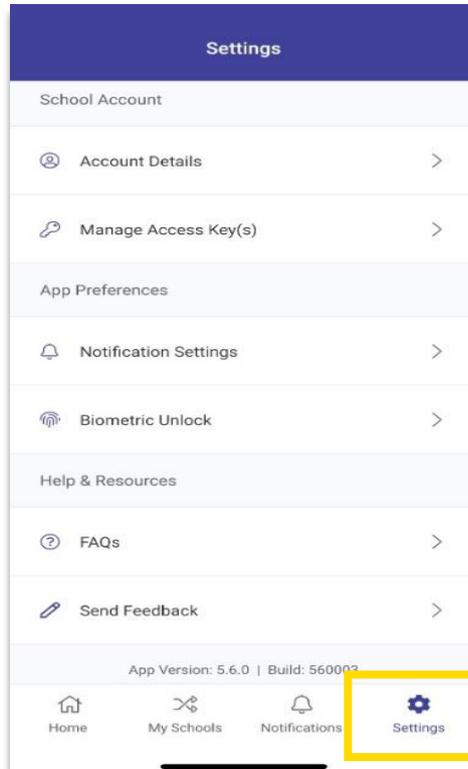


Resources allow Parents to:

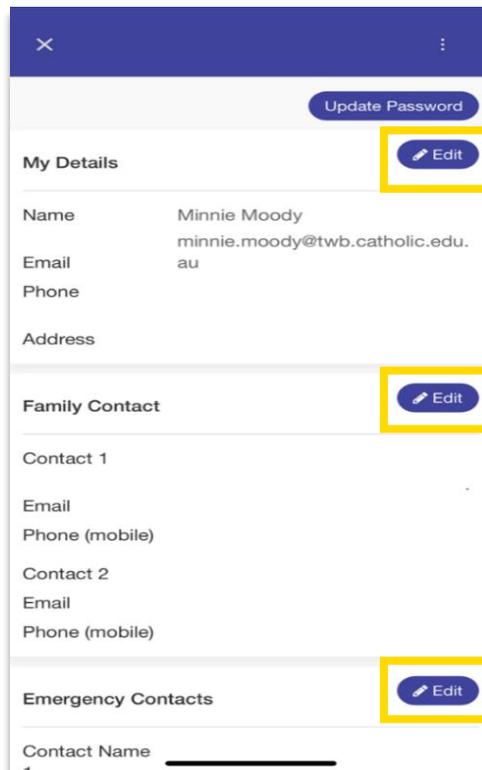
- Download files uploaded by the school.
- Open folders to view files stored within.

Settings

The below illustrates the functions that are available in settings. They include:



Account Details – Select Edit to update your contact details, child’s emergency contacts, email, and password.



Manage Access Keys – Allows you to add or manage your current Access Key

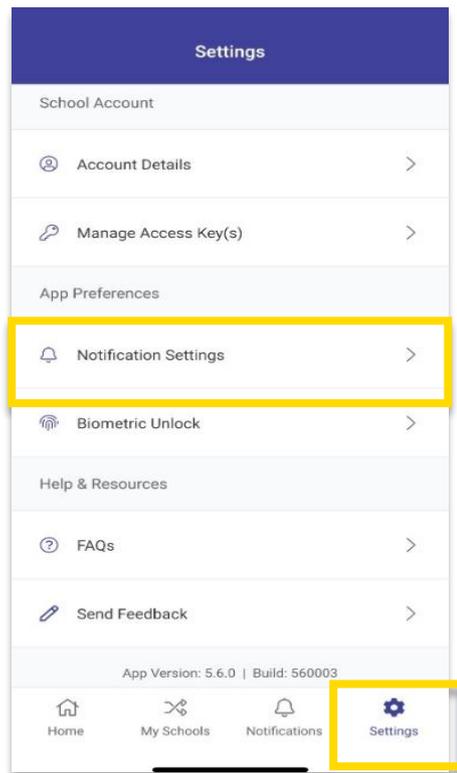
FAQ – This links you to the Frequently Asked Questions

Push Notification Settings

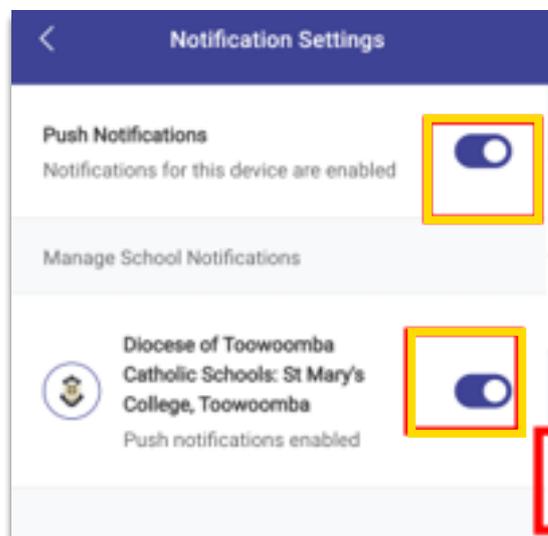
It is important that to receive push notifications that users have this setting enabled on their device. Under Settings you can Enable/Disable Push Notifications. To do this:

Open the Portal App

Select **Settings – Notification Settings**



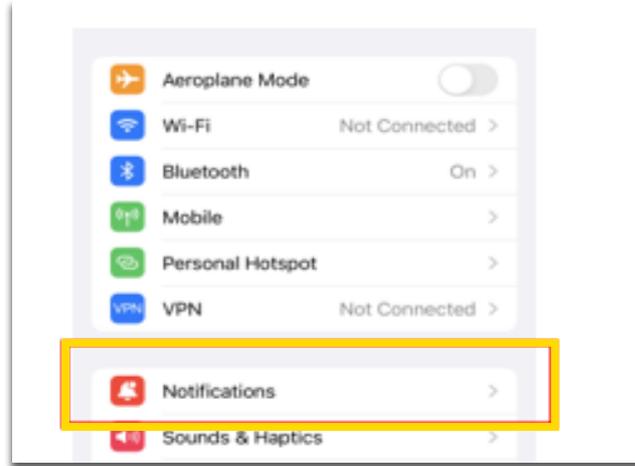
Ensure that Push Notifications are turned on



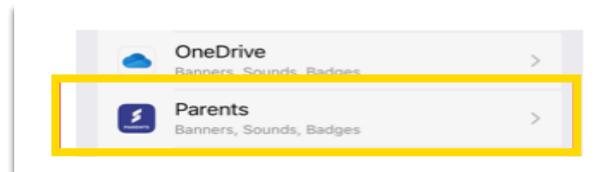
Open **Settings** on your device

**Please note that these screens are for an iPhone Device, other devices may have different settings.*

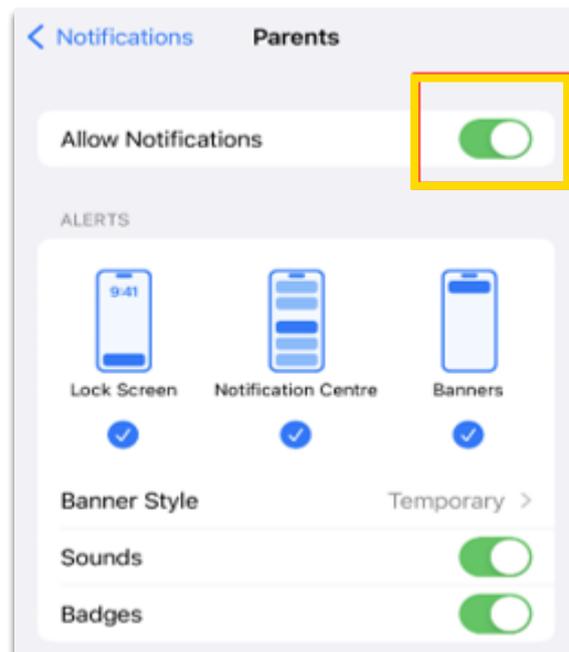
Select **Notifications**



Scroll down the list to select the **Parents App**



Ensure **“Allow Notifications”** is turned on



Alumni Students

When a student is made alumni at the school, the unique Access key associated with their enrolment is immediately and automatically revoked from parents or caregivers.

Please ensure that prior to leaving the school that you download and keep copies of report cards etc.

Assistance

Please contact the school for any issues or questions relating to the Parent Portal application.

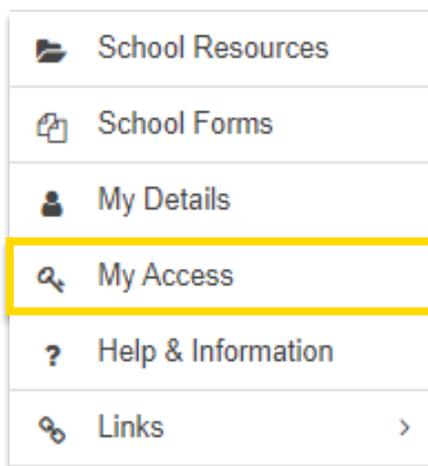
Troubleshoot – Add a new School to an Existing User Account

If you already have an existing Sentral portal account and wish to add a new school and family/student access code, you will need to do this through the portal **web browser**.

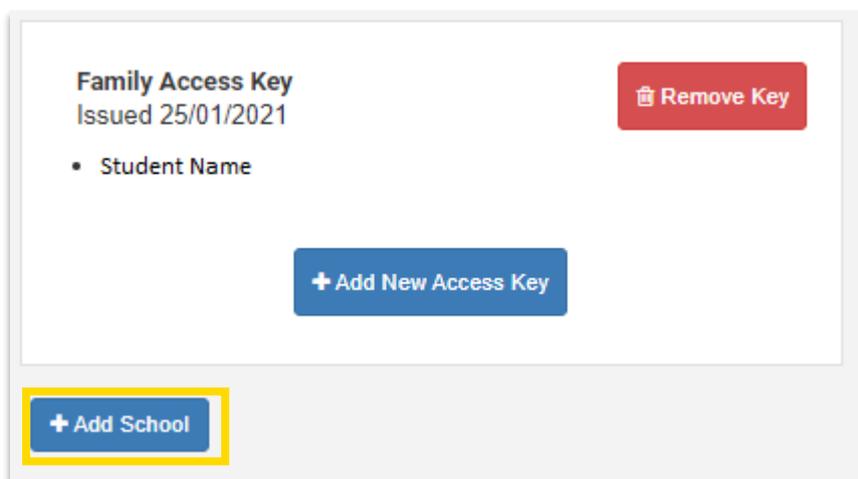
Log into your existing Parent Portal via the web browser:

<https://sis.twb.catholic.edu.au/auth/portal?action=login>

Select **My Access**

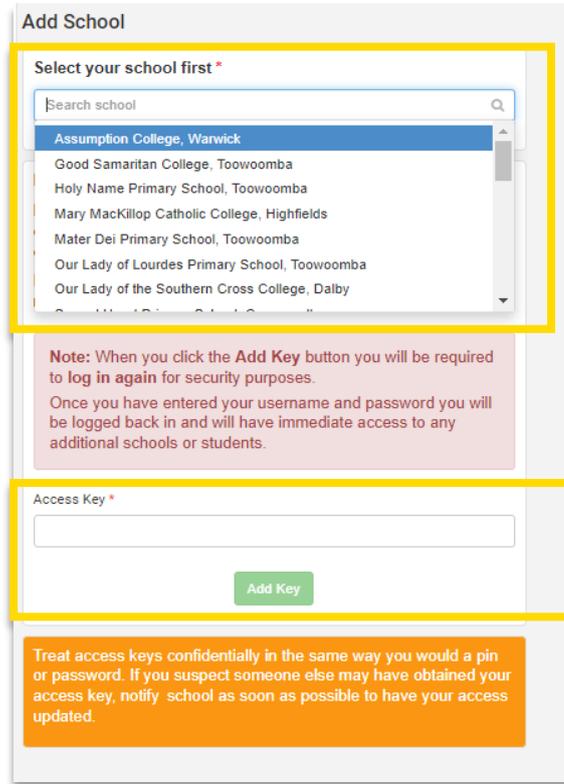


Select **+ Add School**



Use the search functionality to select the school you wish to add.
Enter the unique **Access key** issued to you by the school.

Select **Add Key**



Once added from the web browser, you can log into the Sentral for Parents App and utilise the **“My Schools”** tab to switch between schools.

