Parent Portal Instruction Guide

Table of Contents

AUDIENCE:

This document provides guidance to parents and carers of students of **The Anglican Schools Corporation** to efficiently use the Edumate System features available within the Parent Portal.

INTRODUCTION:

This document will take you through a guide on the Parent Portal including school updates through news feeds, overview of student lessons/units, actioning notices sent by the school, attendance review, academic reports, dairy/calendar, processing payments and much more.

You should have already been provided with login access by your School/College. If you have **not** been provided with login details, please make contact with the School/College directly to furnish you with these details.

CLASSIC DASHBOARD MENU:

The parent portal classic home page allows you to navigate through the below menu:

- *News Feed*
- *At a Glance/Profile*
- *Progress*
- *Diary*
- *Integrity and Security*
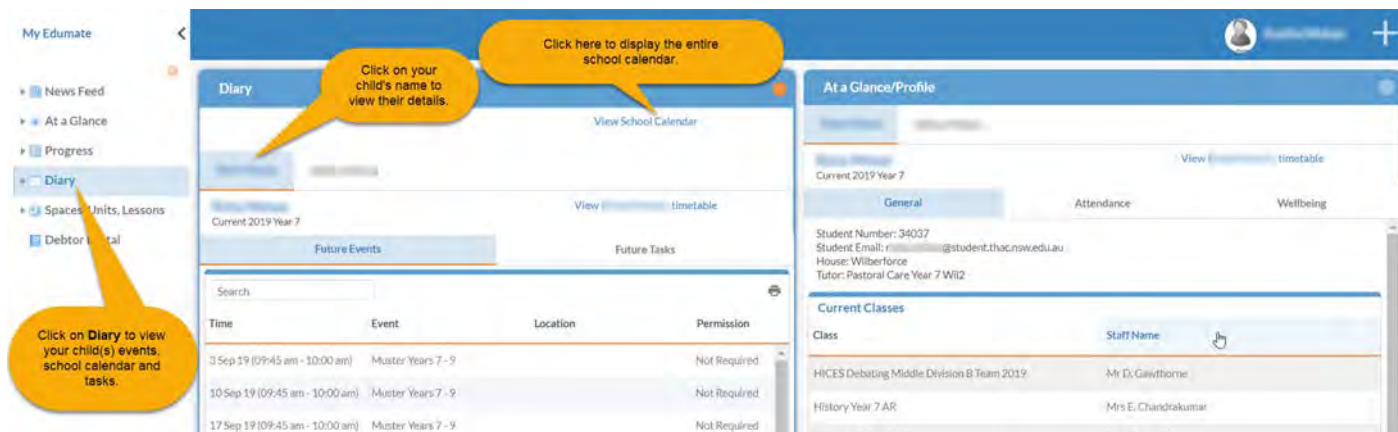- *Debtor Portal for Paying Fees & Charges*

1. Log in to the Edumate Parent Portal with the credentials provided to you by the school.

2. Once logged in, you will land on the Edumate Dashboard screen that displays:
   - ***News Feed:*** **General information** about events and information happening within the school.

   - ***At a Glance/Profile:*** General **student profile** information including timetabled classes, attendance and student welfare.

   - ***Progress:*** Click here to view your child(s) **assigned tasks & Academic Reports.**

- *Diary:* Click here to view your child's events, calendar and timetable.

- *Debtor Portal:* Click here to make process payments, view financial balance, statemets and set up automatic payments and debits.
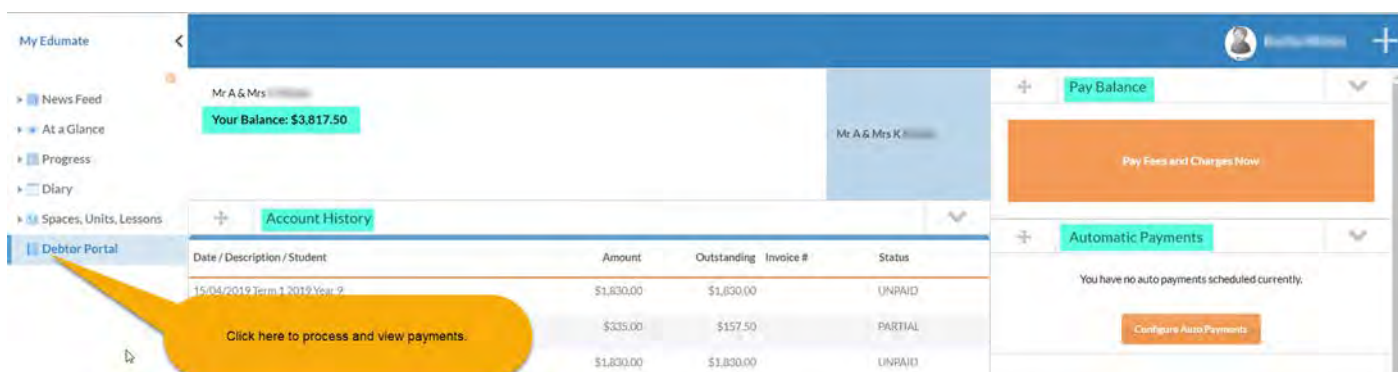
Paying Fees & Charges: Your College/School offers you the ability to pay for any school fees and charges at any time, anywhere through the **Parent Portal**.

The debtor portal provides parents with flexibity for managing your school accounts. At any time, transactions can be viewed and payments made as a One-Off payment or establish instalments for payment by direct debit.

Payment Method	Features	Surcharge
BPAY	Pay using the BPAY code on your invoice	*No fees*
Direct Debit	Via Edumate Portal only - Once off or via instalments	*No fees*
Credit Card	Via Edumate Portal only - Once off or via instalments	*0.9%*

2

MENU NAVIGATION:

News Feed

The 'News Feed' is a single, consolidated location for parents and carers to review posts created by the School.
Please Note: It is the parent and carers responsibility to check these messages regularly.
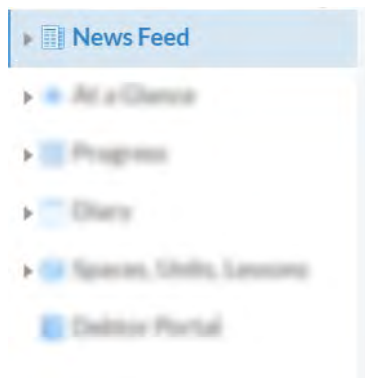

News Feed will display:

- *all **broadcasted** messages*
- *All unactioned **To Do** messages such as:*
  - *student absence response requests and attendance alerts.*
  - *appointment requests from staff.*
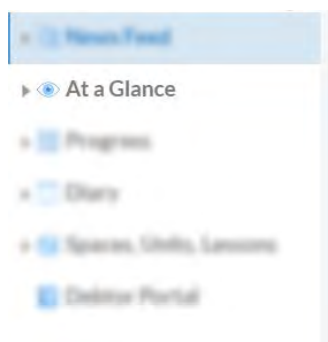 - *unactioned requests for event permissions.*

To Do Tab

This is part of the 'News Feed' and contains **unactioned** requests from the school. Actions may include

- *Student Absences explanation request.*
- *Event Permissions.*
- *Appointment Requests.*
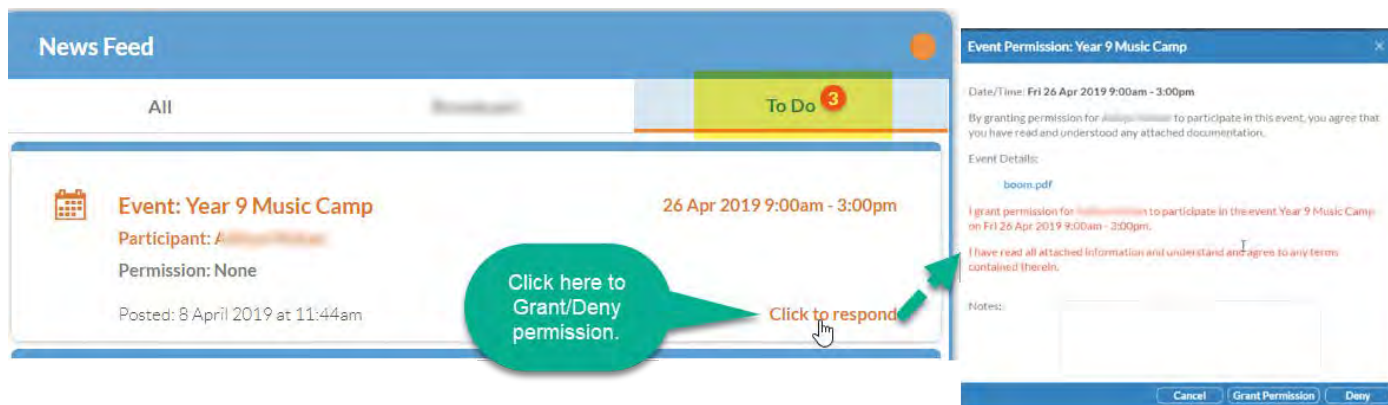
At a Glance/Profile

At a Glance provides access to general information about your child and is split into 3 sections – **General, Attendance and Wellbeing.**

General Profile

The General section displays your child's student information such as Student Number, Email, House and Tutor. Your child's list of Current Classes along with the assigned teacher is displayed.

Attendance Profile

The attendance section will show you any **absence notifications** including those that need action/verification. There is a full **absence history** and **detailed attendance information** to keep parents informed of student attendance.

4

Absence Notifications

Parents and carers can submit absence notifications along with a valid explanation reason for the school to review and approve. The notice only appears when there are unexplained or unverified absences awaiting a response by a parent or carer.

Please click on *"Recent unexplained absences exist. Click to submit carer explanation/s"*

Select the date, reason and add a valid explanation and click the **submit** button. This will send the absence response to the school for approval to add to the student record.

The absence explanation notice is usually sent if a student signs in late, stating an appointment however no parent advice has been received. This verification process takes the place of a written note or email regarding your child's absence. Once you have verified your child's absence and clicked saved, you **DO NOT** need to send a written note to the school.

Please Note: Parents and carers have **7 days** to verify an absence, as per the regulations outlined by the Board of Studies. You will receive an email notification to verify any unverified absence on the day of absence, as well as on the 5th and 7th day thereafter. Should you fail to verify the absence within the 7 days, please contact the school to discuss this further.

Absence History

You can access your child's past records of attendance.

Absence History			
Date	**Absence**	**Reason**	**Verification**
15/02/2019	Whole day	Sick (S)	via Portal
12/02/2019	Partial (arr: 08:11 AM)	Leave -Family Business (L)	Note from Carer
07/02/2019	Whole day	Late/Signin UNEXPLAINED(r...	None provided

Attendance Details

You can view the history of your child's attendance details.

Parent Portal Instruction Guide Version 2.1

Wellbeing Profile

The wellbeing section gives you information about your child's incidents and actions taken to address the incident at school. The various tabs here will contain their appropriate records and details should there be one.

SickBay/Medications

You can view your child's Sickbay incidents occurred at school along with the Medications administered to them.

Awards/Disciplines

You can view any awards and disciplinary actions received by your child.
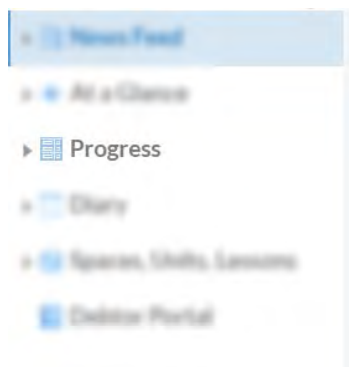
Progress

You can see details of upcoming tasks, recent tasks (including results and feedback), past tasks and Academic Reports in the Progress section.

To view all tasks that have been set for a specific course, use the **"View upcoming tasks by course".**

Upcoming Tasks
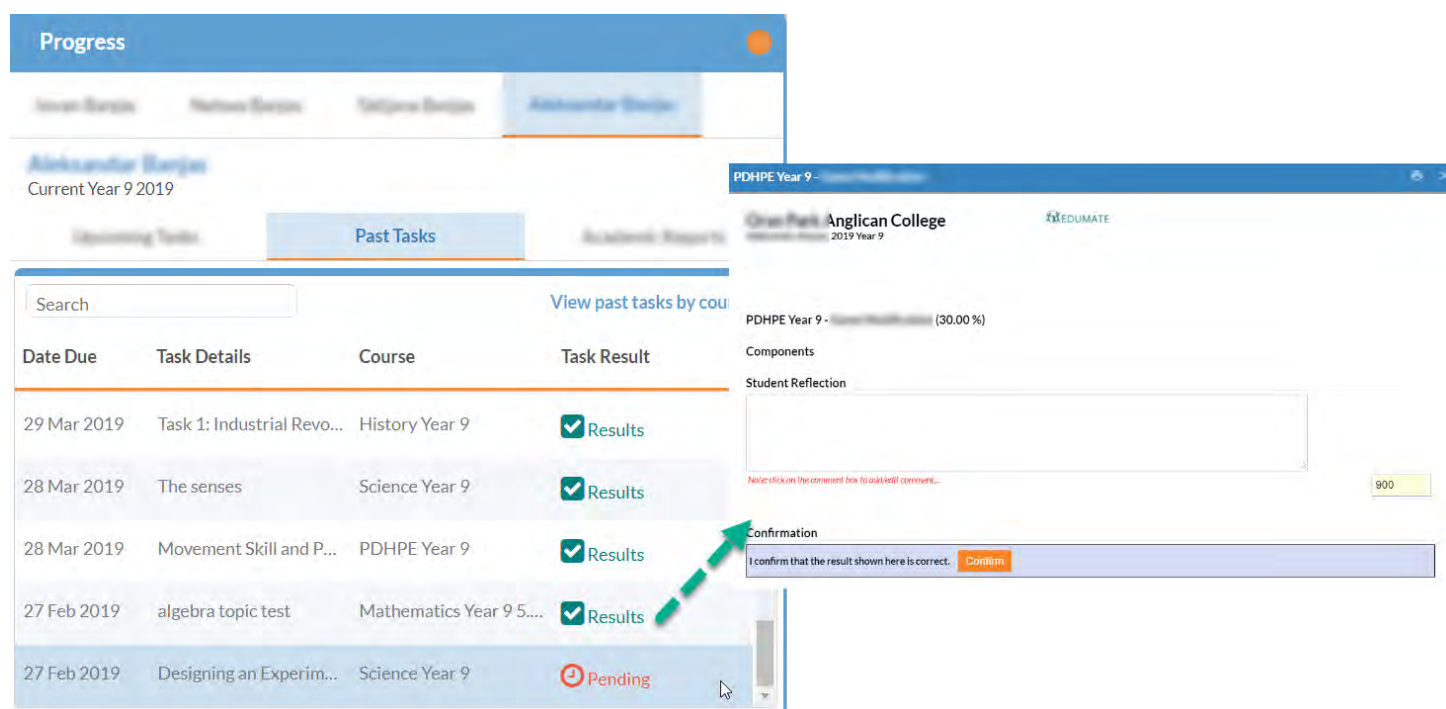
Gives you an overview forecast of any tasks set for the future date. This allows you to be aware of assignment and task due dates.

Past Tasks

Past tasks displays an historical view of tasks that have been completed. Parents and Carers can view task results and feedback provided by the school.

- 💡 *Tasks with released results will show a* ✅ Results.
- 💡 *Tasks with a result awaiting grading will show a* 🕐Pending *icon.*
- 💡 *Clicking on the* ✅ Results *link will open a pop up window displaying additional results of that task.*
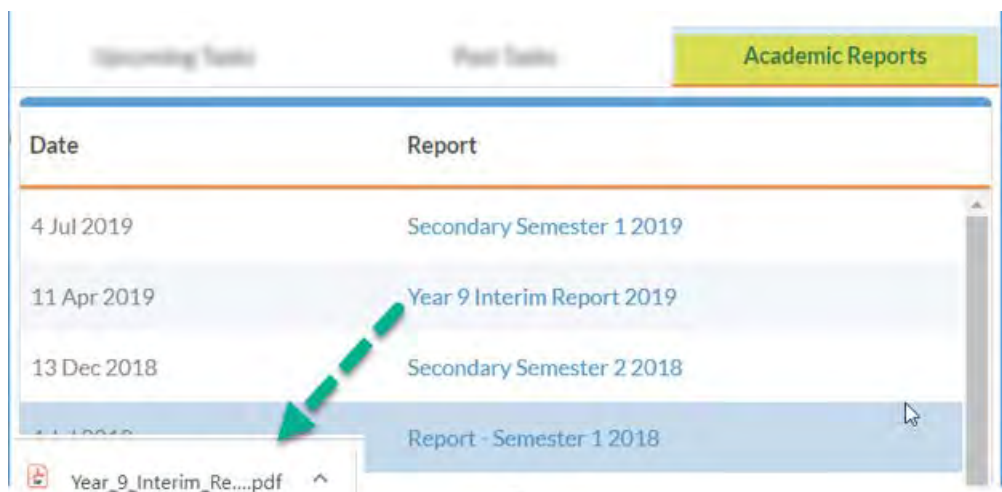
Academic Reports

The Progress section holds a historic view of your child's reports.

Parents and Carers can download semester and interim reports issued by the school in pdf format.

For any queries relating to the Academic Report, please kindly contact the School to assist.
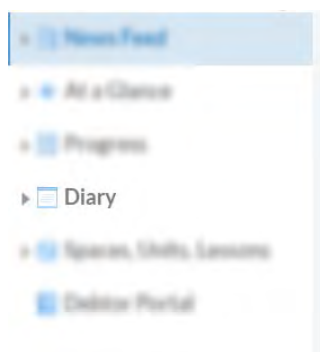
Diary

The Diary section shows information about dates for activities in the school:

- The official school calendar.
- The student's Diary.
- List of future event and future tasks for their student's.

Please Note: Events and timetables may be subject to change. To ensure you are aware of the updated times and schedules, please review the diary.
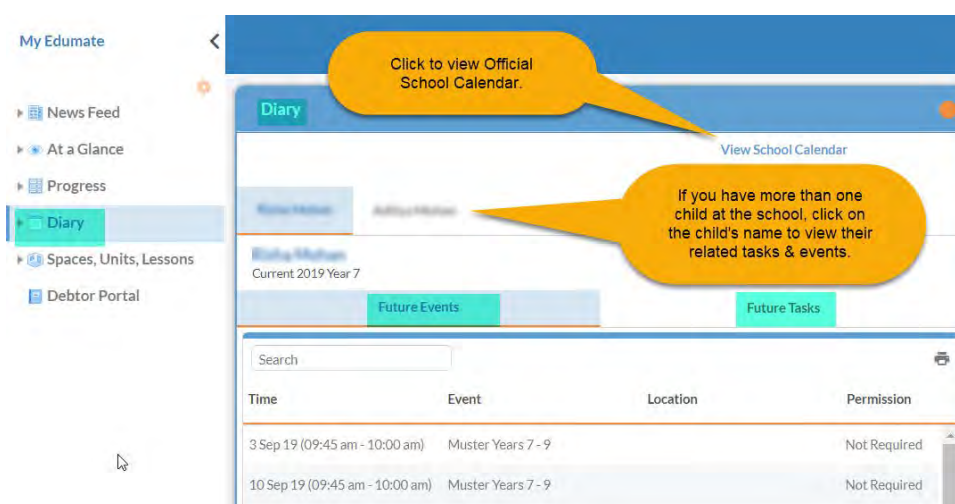
Debtor Portal
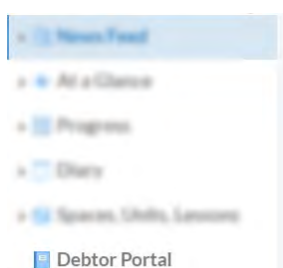
The Debtor Portal provides parents and carers with flexibility for managing their school debtor accounts. Within the debtor portal you will find a history of your invoices and payments.

When logging into the Debtor Portal you will clearly see your current balance at the top of the screen as the total outstanding balance.
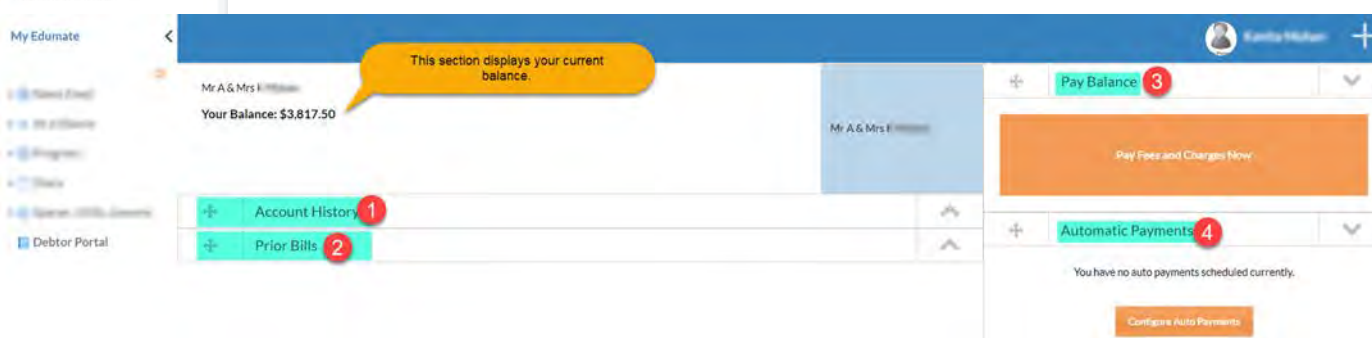
The **Account History** section lists all the transactions for your account(s) to which you are logged-in as a title holder.

1. The **Prior Bills** section lists all the recent/past bills that have been generated and sent/emailed to the debtor. These can be downloaded anytime from here if needed.
2. The **Pay Balance** section displays a button "**Pay Fees and Charges Now**", to make a once-off payment.
3. The **Automatic Payments** section displays both the status of the payment schedule feature (if one is active) and a button **"Configure Auto Payments"** to setup a new automatic payment schedule.

Account History

This section provides a full financial history with all your transactions and payments listed here. If transactions have been invoiced, the number of the invoice to which they are related to is also displayed. Transaction charges that have not yet been invoiced can be viewable here as well.
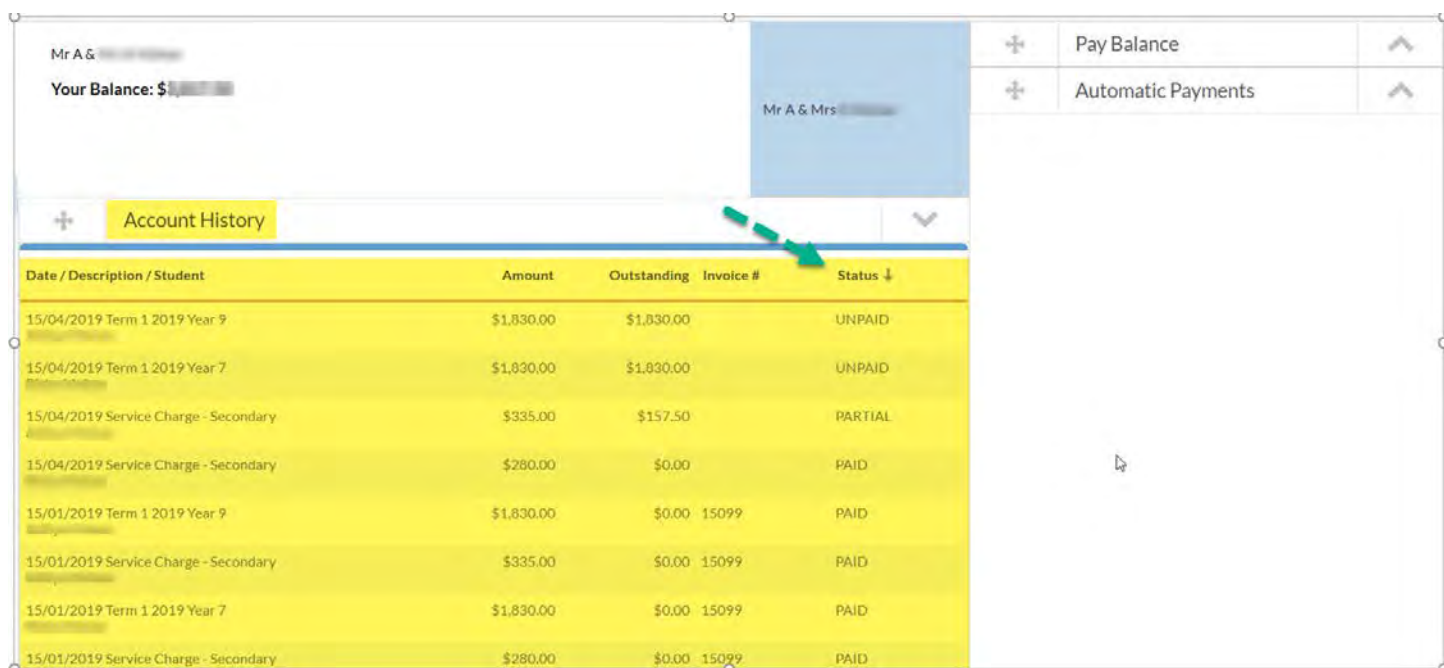
The **'Status'** column indicates whether the transaction is PAID, PARTIAL (partially paid) or UNPAID. If the transaction shows 'PARTIAL' (i.e. partially paid), the 'Outstanding' column displays the portion of the amount that is still due.

Multiple Debtor Accounts

If you have more than one debtor account (for example, you may have a responsibility to pay fees for children from more than one relationship who are all students at the school) you can view transactions from all debtor accounts.

Prior Bills

Previous payments and invoices are viewable in the Prior Bills section. Simply click on the Download link as shown below to download a copy of an invoice.

	Prior Bills				⌄
Invoice		**Date Sent**	**Date Due**	**Amount**	**Download**
400047197		15/01/2019	01/02/2019	3817.5	Download
400045893		02/10/2018	19/10/2018	0	Download
400043434		09/07/2018	27/07/2018	0	Download
400042087		17/04/2018	04/05/2018	0	Download
400040694		15/01/2018	09/02/2018	0	Download
400039363		03/10/2017	13/10/2017	0	Download
400038091		03/07/2017	21/07/2017	0	Download
400036800		10/04/2017	28/04/2017	0	Download
400036800		10/04/2017	28/04/2017	0	Download
400035524		09/01/2017	03/02/2017	0	Download
400034289		04/10/2016	14/10/2016	1590	Download
400033117		11/07/2016	22/07/2016	0	Download
400031913		18/04/2016	29/04/2016	1590	Download
			Show LESS		

Pay Balance

There are multiple forms of payment means available within the Debtor Portal. Below outlines One-Off Credit or Debit Card payments as well as setting up Direct Debits.

Once-Off Payments – Credit and Debit Card Payments

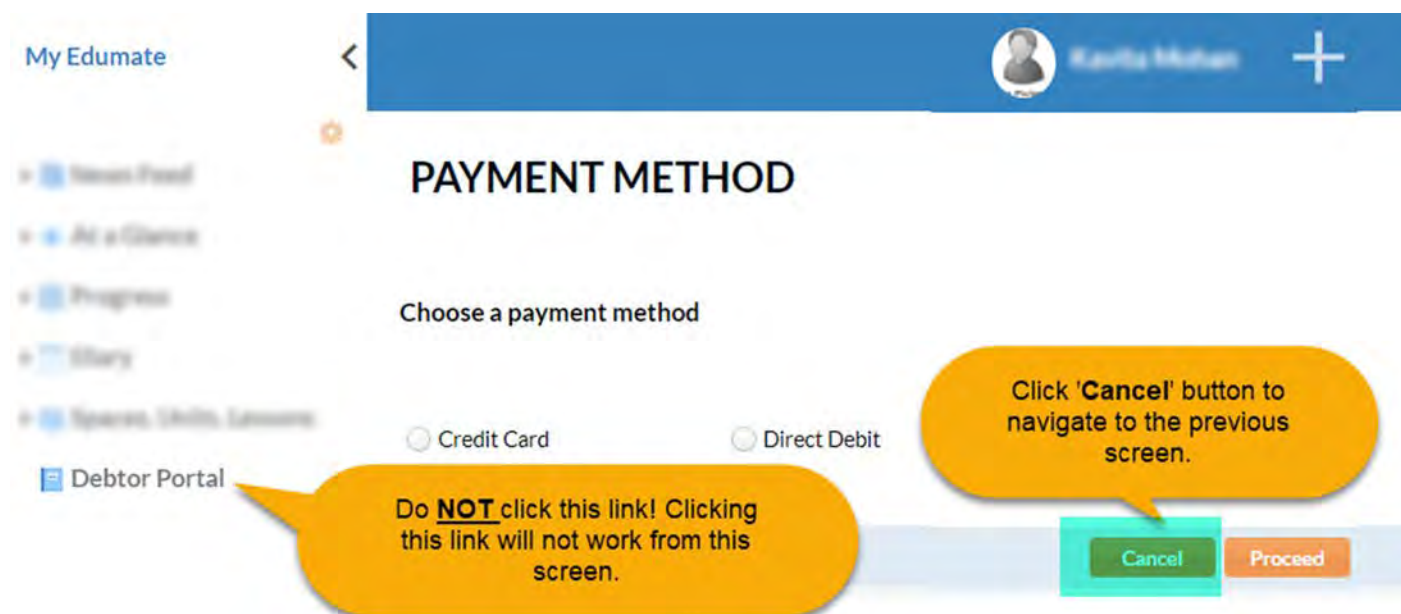To make a payment, click on the button **"Pay Fees and Charges Now"** and select a payment method.

12

Tip: If you wish to navigate to the 'Debtor Portal' screen again, press the **Cancel** button. Clicking on the "Debtor Portal" link on the left side pane will not navigate you back to the Debtor Portal.

Paying by a Credit Card

Selecting **'Credit Card'** as a payment method allows you to select the transactions you wish you pay, as well as choose voluntary donations to add to your one-off payment. Transactions can be fully or partially paid.
Once you select 'Credit Card', then click the button "Proceed".

The **'Make a Payment'** screen lists all your unpaid or partially paid transactions. Choose an amount to pay by clicking on the corresponding tick box in the 'Pay Today' column. You will notice that the 'Total to Pay Today' amount will be updated relative to the corresponding transaction(s) selected/unselected.

Partial payments against a line item can be made by double-clicking on the figure in the 'Amount to Pay Today' column and entering in a different value. Click the 'Next' button to progress to the next step.

Voluntary Contributions may be opted to pay from here:

Finalize your payment by entering your card details and click the button "Pay Now".

Paying by Direct Debit

Selecting **'Direct Debit'** as a payment method allows you to make a one-off direct debit payment against the total outstanding balance. Once you select 'Direct Debit', click the button "Proceed".

Note: If you are already paying in instalments by direct debit, the **same** bank account details are used to debit the additional once-off payment.

The **'Make a Payment'** screen lists all unpaid or partially paid transactions. Choose an amount to pay by clicking on the corresponding tick box in the 'Pay Today' column. The 'Total to Pay Today' amount will be updated relative to the corresponding transaction(s) selected/unselected.

Partial payments against a line item can be made by double-clicking on the figure in the 'Amount to Pay Today' column and entering in a different value.

Click the 'Next' button to progress to the next step.

Voluntary Contributions may be opted to pay from here:

Fill in the bank account details from which the deduction should be debited. Please **read the terms and conditions** outlined before proceeding to select "I agree".

Click the 'Pay Now' button to finalise your request.

Parent Portal Instruction Guide Version 2.1

MAKE A PAYMENT
3. Finalise Direct Debit Payment

You are making the following payments...

Total fees and charges: $1,830.00

Total donations: $0.00

Total Payment Amount: $1,830.00

Request and Authority to debit the account named below to pay

Thomas Hassall Anglican College APCA ID (　　　)

Please enter BSB and account details as numbers only, with no dashes

BSB: _____ Account#: _____ Account Name: _____

This debit or charge will be made through the Bulk Electronic Clearing System Framework (BECS) from your account held at the financial institution you have nominated and will be subject to the terms and conditions of the Direct Debit Request Service Agreement

☐ I agree to the terms and conditions outlined in the Direct Debit Request Service Agreement

View the Direct Debit Service Agreement

Fill in your bank details from which you require the amount to be debited.

Please read the DD service agreement before agreeing to it.

Cancel   Pay Now

Automatic Payments

Setting to pay by Direct Debit payments for the **first time:**

Depending on the instalment calculation method chosen, either tuition fees only or the total debtor balance can be paid in instalments by direct debit.

To set up regular payments through Direct Debit for the **first time, c**lick on the button **'Configure Auto Payments'** to set up this facility.

Tip: If by any chance you DO NOT see this button **'Configure Auto Payments',** please click the arrow as shown here.

If you DO NOT see the 'Configure Auto Payments', please click this arrow button!

16

Parent Portal Instruction Guide Version 2.1

In the Direct Debit Request screen, tick the **'Enable Automatic Payments'** to reveal the automatic payment option.

Payment method and frequency options are displayed for selection.

Change Direct Debit Instalments

If auto payments are already activated, the screen will display the **frequency** and **amount** currently being paid. Click on the **'Configure Auto Payments'** button to change these settings.

The current settings are again displayed in the Direct Debit Request screen and options for changing these.

Configuring Direct Debit Instalments Settings

The direct debit facility can be activated by clicking on the tick next to **'Enable Automatic Payments'**. Clicking on the **'Bank Account'** option will reveal fields for entering bank account details.

There is an active link for displaying the *Direct Debit Service Agreement* as well as a corresponding tick box to confirm agreement with the terms and conditions set out in the agreement. It is mandatory to accept the conditions before you proceed.

Choosing the **'Credit Card'** option will display fields for entering in card details.

In the <u>Payment Frequency section</u> of the screen, select the desired frequency of payment.

The **'Balance Due'** option will automatically debit the balance that appears on each invoice on the due date that is on the same invoice.

Further options allow you to set the day that funds will be debited.

Select the desired frequency option suitable for you: **Quarterly**, **Monthly**, **Fortnightly** & **Weekly**.

Voluntary **'Optional Items'** can be selected if desired.

The **'Optional item Selections'** part of the screen provides the option of adding to the direct debit instalments as a regular donation to the Building and/or Library fund(s). This can be deactivated by the parent or carer at any time by deselecting the option 'Add to Each Instalment'.

The column **'Amount – click to Change'** can be modified by clicking on the dollar amount at any time.

An amount can optionally be entered into the **'Top Up Amount'** field to pay charges (non-tuition fee transactions) in instalments, instead of paying these as a one-off payment.

Important Note: The **Top Up Amount** will continue to be debited in addition to tuition fee instalments until this is removed from the direct debit settings.

Click on the **'Save'** button to upload the credit card/bank account details. This is an **important step** for processing your payments.

20

Integrity & Security

Parents and carers can change personal information, approve attendance for events, provide absence verifications and operate on a linked debtor account. The integrity of the password is key to the security of the transactions with the school.

Each parent or carer (**not each family**) has their own password, which once reset, becomes the parent or carer's responsibility to keep secure, including changing it when it is compromised.

Update Personal details

You may change your personal details at any time by clicking on your name at the top right-hand corner.
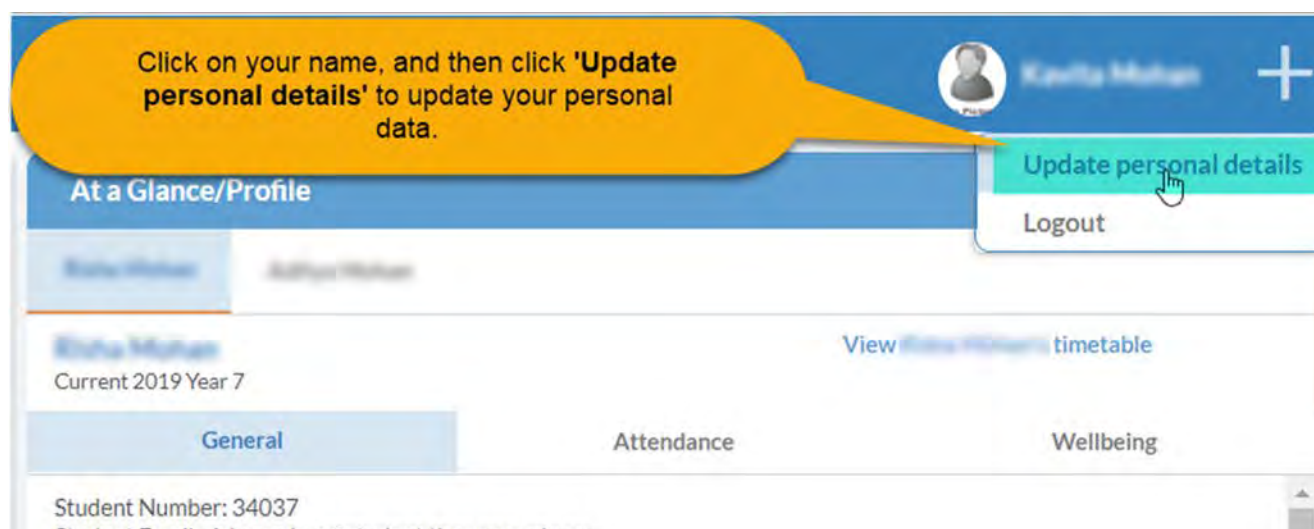
Please Note: All changes made are **subject to approval** of the school administrator. You are only allowed to change certain editable information. All greyed out information is not amendable due to security reasons. Should these need to be updated, please contact the school to discuss this further.

Once a change is submitted a message as shown below will be sent for approval. Please click the **Yes** button if you would like your changes updated in the school's system.

Login Issues

Should you be unable to login as you may have forgotten your username and/or password, then click on the **'Cant' login?'** link on the login screen. Fill in the required selection.

Parent Portal Instruction Guide Version 2.1

Once you enter a valid email and your username, you will receive a success message.

We've sent password reset instructions to your email address.

If you didn't receive the password reset email check your spam folder. If you still don't see the email, try again.

Go to login page

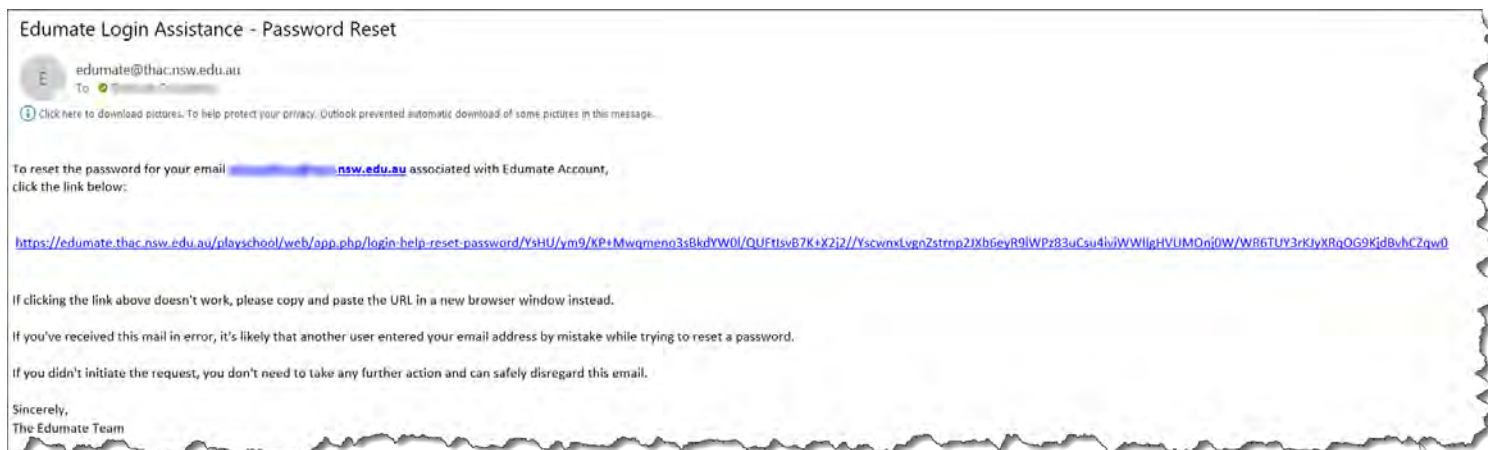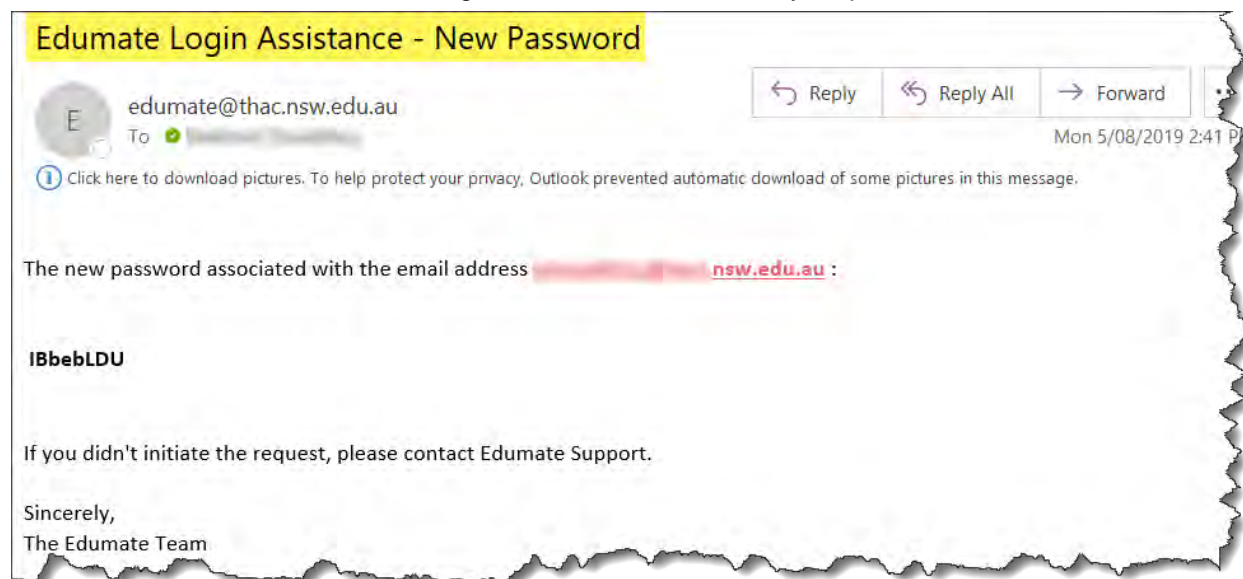An email will be sent to the registered email with the relevant instructions to follow.

Edumate Login Assistance - Password Reset

E edumate@thac.nsw.edu.au
To ✓

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

To reset the password for your email _____nsw.edu.au associated with Edumate Account, click the link below:

https://edumate.thac.nsw.edu.au/playschool/web/app.php/login-help-reset-password/YsHU/ym9/KP+Mwqmeno3sBkdYW0l/QUFtIsvB7K+X2j2//YscwnxLvgnZstrnp2JXbGeyR9lWPz83uCsu4lviWWIIgHVUMOnj0W/WR6TUY3rKJyXRqOG9KjdBvhCZqw0

If clicking the link above doesn't work, please copy and paste the URL in a new browser window instead.

If you've received this mail in error, it's likely that another user entered your email address by mistake while trying to reset a password.

If you didn't initiate the request, you don't need to take any further action and can safely disregard this email.

Sincerely,
The Edumate Team

You will receive a further email to the registered email address with your password.

Edumate Login Assistance - New Password

E edumate@thac.nsw.edu.au
To ✓

↩ Reply   ↩ Reply All   → Forward

Mon 5/08/2019 2:41 P

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

The new password associated with the email address _____nsw.edu.au :

IBbebLDU

If you didn't initiate the request, please contact Edumate Support.

Sincerely,
The Edumate Team

Update / Change a Password

It is possible to make an update to your password by selecting "Change Password" under your profile name.

NAME

Change my password

Update personal details

Logout