Portal Admin Guide

August 2024

Overview

This document describes key steps for successfully setting up Sentral Portal Console and Parent app. The system is built to create parent accounts and define information to display to parents. This document describes the configuration of Portal Console from a school perspective. The Portal function allows for control over parent communication and interactions.

You'll find a detailed description for the setup of each area in Portal Console. as well as a checklist of pre-requisites, decisions, and recurring tasks that you need to complete periodically.

Disclaimer

This document is a guide only, and Sentral accepts no liability for your configuration of the software.

Product versions

Your school will have one of the products listed in the Feature availability table below – with the main difference being the Classic versus Indigo user interface.

Differences exist between product versions, and between states due to curriculum differences. These differences are described at a feature level in this guide.

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Portal Console	■	■	■

Permissions

Overview

The Portal Console module is a powerful module with many features and functions that can address your school's communication and engagement needs. Administration of this module is usually assigned to a select group of staff with access to all the functionality in the module.

There are two main scenarios:
- Your school is new to Sentral
- Your school already uses Sentral, and existing access levels are in place.

New Sentral customer

Use your Global Admin account to apply Portal Console Admin permissions to selected staff. If required, configure the access levels further to control the actions they can perform in the module.

For details, refer to the following guides in the Help Centre:
- Admin Guide – Induction for New School
- Admin Guide – Setup
- Admin Guide – Getting Started with Sentral.

Existing Sentral customer

Check the configuration already in place. It may not be out-of-the-box.

For details, refer to the following guides in the Help Centre:
- Admin Guide – Induction for New School
- Admin Guide – Setup
- Admin Guide – Getting Started with Sentral.

Access

To access Portal Console from the Sentral home screen:

- Select the menu icon (⠿) and choose Portal Console from the School Admin group.
- Select ⚙ Setup and choose Portal Console Setup.

Access for parents and students

By default, student and parents do not have any access to the portal.

Consult with your leadership team to decide:

- what aspects are made visible
- who is allowed into the system
- what setting you want students to use when they log in.
  You can set students to use their school computer login or the Department or Active Directory portal login.

Integration with other Sentral modules

The Portal Console is a gateway or window between your school and the parent community. Within Portal Console setup, you can nominate features from other modules that you want working within the Portal. You may also need to do some additional configuration steps in the other modules.

For more information about additional configuration steps in other modules, see Portal Console – integrations with other modules.

> ⓘ **Note:** *If you're a school using Portal 1 only, you don't have Portal Console as a module. You also don't have the option to use the Sentral App for Parents.*

Legacy Portal 1 vs Parent Portal 2

Availability

The table below shows portal availability by product.

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Portal 1	■	■	
Portal 2	■	■	■

Existing Sentral customers

If your school is still using Portal 1, consider moving to Parent Portal 2 and the new Portal Console module.

Sentral created a Parent Portal that works with the Sentral Parents App, and this is the go forward platform. The original Parent Portal (Legacy or Portal 1) will come to end of life.

New Sentral customers

If your school is new to Sentral, then you don't need to do anything. The default for new Sentral users is Portal 2.

To select a portal version

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Student & Parent Portal | Portal Version menu option	■	■	No Portal 1 in MT

1. Select the Setup icon ⚙, and then select Student & Parent Portal.
2. Select Portal Version in the left menu.
3. View the available options.

Portal Version

○ Use Portal 1
○ Default to Portal 2
○ Use Portal 1 and trial Portal 2
○ Use Portal 1 and Portal 2
● Use Portal 2

4. Do one of the following:
   a. If your school is new to the portal, select **Use Portal 2**.
      The Portal Console displays as one of the listed modules under the School Admin group.
   b. If your school has been using Portal 1 without Student Portal, select **Default to Portal 2**.
      Portal 2 is the default for Parent Portal users, although if they're using the Portal web version, they have the option to switch. The Parents App only supports Portal 2.
   c. If your school has Sentral ST and has been using Student Portal, we recommend that you select **Default to Portal 2**.
      When your users log in, the default landing page will be Portal 2. If you are a school that is using features and functionality specific to Portal 1, users will be able to access these by switching to Portal 1 from within Portal 2.

Other considerations

This section highlights the key areas for to consider prior to setting up the Sentral Parent Portal module.

Consideration, dependencies, and prerequisites

Consideration	Action	Reason
Default access	By default, students and parents do not have any access to the portal. Consult with your leadership team to decide: ● what aspects are made visible ● who is allowed into the system ● what setting you want students to use when they log in. You can set students to use their school computer login or the Department or Active Directory portal login.	This information affects how you configure the Portal Console and the additional configuration steps that might be required in other Sentral modules.
Household and student details	Review Parents/Caregiver details and consider family relations.	The success of implementing this module relies on the accuracy of data from your data layer source/enrolments module. This helps to ensure parents and

Consideration	Action	Reason
		caregivers have access to their children with consideration given to complex households.
Students, staff, and roll classes	Ensure user accounts for staff members at the school are created, as well as roll classes with students in them. Note: You may be using Sentral Enrolments or synchronising from another school enrolments system.	This information is required for the Parent Portal module to operate.
Parent registration	Decide on the parent registration process – whether to manage self-registration or put in place an authorisation process via the Administrator of Portal Console.	Granting access is a decision for your school. Managing registrations can be labour intensive.
Sentral modules & communication	Consult with your leadership team to decide which modules to make available to parents and students via their Portal accounts.	These modules are the ones that may require you to complete additional configuration steps. Refer to the next section for more details.
	Consider how you will share information about the portal with your parent and student community, including its purpose and its part in the school communication and parent engagement process.	Good planning is the key to a successful rollout.
Key systems	Understand the options for generating access keys for complex households and custody issues. If both Contact Keys and Family/Student Keys are available to your school, consult with your leadership team to decide which key system to use. - Contact Keys – available to your school if you have Sentral Enterprise (MT) and you are using Sentral Enrolments as your administration system. Use this option to create a key that links a Portal user to a specific Contact ID (that is – their identity in Sentral) rather than to student(s). For more, see To manage parent access – contact keys - Family Keys – available in all Sentral products. Use for all families that are not listed in the school's admin system as having custody issues. - Student Keys – available in all Sentral products. Use for all parents that are listed in the school's admin system as having custody issues.	This is critical for the success of the Portal rollout. Contact keys create a key that links a Portal user to a specific Contact ID (that is – their identity in Sentral) rather than to student(s).

To complete quick setup

Use the Quick Setup if you prefer to use a wizard style setup – noting that you may still need to look at other settings in the left menu that are not part of Quick Setup.

> **Video:** *Watch this video on our YouTube channel to learn more about portal setup.*
>
> [*Portal Console Setup | Initial Setup Instructions - start here*](#)

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
School settings | Key System			■

1. Select the menu icon (⣿) and choose Portal Console.

2. Select the Setup icon ⚙, and then select Portal Console Setup.

3. On the School Settings page:

   a. Select either Contact Keys or Family/Student Keys.

      — If you're a government school or your school is not using Sentral's Enrolments module, then select Family/Student Keys.

      — If you're a school using Sentral's Enrolments module, then it is recommended that you select Contact Keys.

      At present, this functionality is only available for schools using Sentral Enrolments as their administration system. See Enrolments Admin Guide or Contact Keys User Guide.

   b. Select whether to allow outside school access.

   c. Enter the school's email address.

   The settings here are basic. We recommend that you complete more actions once you finish using the wizard. Refer to topics under [To complete standard portal setup](#)

4. Under Enable features, define the modules you want parents, students, and guests to see.

   See Access Controls.

5. Under Parent Access, select Parents.

6. Under Parent Access Instructions:

   a. View the definitions on the screen for access keys.

   b. Select an access key option for each student.

      The options differ by Product and Portal version. Either Student keys, Family keys and None, or Select all and Select none.

   c. Select Generate Access Keys.

      This generates family or student access keys in bulk for Parent Portal users to access their related students. A confirmation screen displays the number of family, student keys generated as well as families with no keys.

   d. Select Confirm.

7. Select Next.

8. Under Notify Parents:

   a. Select Email or Letter.

   b. Select whether to use the default template.

   c. Modify the email or letter content to suit your school's situation.

      Email merge fields for Parent details work in a similar way to printing letters.

9. Select Next.

10. Select Finish.

11. To view the parent and student keys you created, select Parent Access in the left menu.

12. To complete additional configuration steps, select options from the left menu.

    See: To manage parent access – Family Keys

You can begin using the Student Parent Portal with the option to Send Family keys by email or print the letters.

To complete standard portal setup

Some menu options differ between product versions.

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Settings | Manage Portal Settings		■ Additional options available	■ Option to choose Key System
Settings | Advanced Portal Settings			■ Additional menu options: Admissions, Class Data Login Settings

To configure settings

Use these steps to configure portal settings at a detailed level to suit your school's needs.

> ▶ **Video:** *Watch this video on our YouTube channel to learn about Initial Settings.*
>
> *Portal Console Setup | Initial Settings*

1. First, use Quick Setup to select Allow Outside Access and enter your school's email address.

2. Do one of the following:

    a. Select the menu icon (⣿) and choose Portal Console. Select the Setup icon ⚙, and then select Portal Console Setup.

    b. If Portal Console Setup is already open, select General in the left menu and then choose Settings.

3. Select General in the left menu and then select Settings.

4. Under Manage Portal Settings:

    a. (MT) Choose between using contact keys or family/student keys.

    b. (MT) Select whether to use level-based permissions.

    c. (ST version) Select whether to allow outside access.

    d. Enter the school email address use for sending notification emails.

    e. (ST version) Select a portal version.

        For more information about portal versions, see Legacy Portal 1 vs Parent Portal 2

    f. Select a password complexity option.

    g. Select a portal calendar to display for portal users.

    h. (ST version) Select whether to show a timezone warning to parents selecting interview timeslots.

i. (ST version) Check the Maintenance Mode option selected. This is disabled by default. This allows you to close the portal to parents and enter the message you want parents to see when you enable maintenance mode.

5. Under Advanced Portal Settings, select Parent Settings.

   This is not available in Quick Setup.

   a. Select the Parent Registration checkbox to allow self-registration for parents.
   b. If your school wants to approve each registration:
      i. (ST version) Select the User registration requires approval checkbox.
      ii. Select the Send a notification email checkbox and enter an email address.

6. Under Advanced Portal Settings, select Parent Interviews.

   This is not available in Quick Setup.

   a. Select the Parent Interviews checkbox if your school wants to publish parent interviews via the Portal so parents can book in session times.
   b. Parent Interview Menu – customise the display name in the Parent Portal.
   c. Allow Interview Requests – select an option to manage requests for interviews outside of the interview period.
   d. Request Interview Text – customise the name of this request.

7. Under Advanced Portal Settings, select Absence Settings.

   This is not available in Quick Setup.

   a. Select the Parent absence explanations checkbox if your school wants to publish absences via the portal so parents can reply and explain absences.
   b. Choose whether to only allow explanation for whole day unexplained absences.
   c. Choose a time limit options for parents to explain an absence.

8. Under Advanced Portal Settings, select Markbook.

   This is not available in Quick Setup.

   a. If your school uses the Markbook module, select what elements of Markbook are visible to parents.

9. (MT version) Under Advanced Portal Settings, select Admissions.

   This is not available in Quick Setup.

   a. Select what draft enrolment status you want to set for new admissions that are submitted.

10. Under Advanced Portal Settings, select Messages.
    a. Choose whether to send news feed items alerting portal users to a staff message.
    b. (MT version) Select whether to notify parent users via email they have a new message.
    c. (ST version) Select whether to notify teachers when a new portal message is received from a parent.

11. (MT version) Under Advanced Portal Settings, select Class Data.
    a. Choose whether to create a news feed item to alert users when a student's class assignment has changed.

12. (MT version) Under Advanced Portal Settings, select Payment and Invoices.
    a. Invoices menu – customise the display name in the Parent Portal.
    b. Choose whether to hide invoice date and due date.

13. Under Advanced Portal Settings, select Other Module Settings:
    a. Choose whether to display daily variations on the student timetable.
    b. Choose whether to disable historic wellbeing data from displaying.
    c. Wellbeing Widget – customise the name of the widget in the Parent Portal.
    This is not available in Quick Setup.

14. Under Advanced Portal Settings, select Login Settings.
    a. Specify the maximum amount of login attempts and how long a portal account is locked out after it has been suspended.

15. Select Save.

To configure access controls

Use the information in this section to define the modules Parents, Students, and Guests (ST version) have access to.

> ▶ **Video:** *Watch this video on our YouTube channel to learn about Portal Access Controls.*
>
> *Portal Console Setup | Access Controls - who gets access to what?*

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
User interface differences between products		▪ Features categorised into three sections: Manage Portal Access Manage Parent Portal Access Manage Legacy Student and Parent Portal Access	

> ⓘ **Note:** *The user interface for access controls differs between product versions.*

1. First, use Quick Setup to select Allow Outside Access and enter your school's email address, and then configure Settings.

   See To complete quick setup and To complete standard portal setup

2. Do one of the following:
   a. If Portal Console Setup is already open, select General in the left menu and choose Access Controls.
   b. Select the menu icon (⁝⁝⁝) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select General in the left menu and choose Access Controls.

3. In Access Controls:
   a. Select Parents.
   b. Choose access permissions for portal features.

      The user interface for access controls differs between product versions.
   c. Repeat for:
      — Students
      — Mentors (Legacy Student and Parent Portal).

4. Select Save.

Portal features by user type

Portal feature	Access	Extra detail	Parents	Students	Mentors	Guests
Absences	Off/View	Explain Absences and/or request	▪	▪		
Academic Reports	Off/View	Download published reports, mark and	▪	▪	▪	

Portal feature	Access	Extra detail	Parents	Students	Mentors	Guests
		comment details and/or self-assessment				
Activity Participation (S1 version)	Off/View	Grant permission, student keys and/or activity selection	■	■	■	
Activity Timeline (ST version)			■	■	■	
Address Details	Off/View/Edit		■			
Conferences	Off/View		■	■		
Continuous Assessment	Off/View		■	■	■	
Continuums	Off/View		■	■	■	
Daily Notices	Off/View		■	■	■	
Forms	Off/Document & submit		■	■	■	
Homework	Off/View		■	■	■	
Insights (ST version)			■	■	■	
Interviews	Off/View & book		■			
Invoices	Off/View		■		■	
Links	Off/View		■	■	■	
Markbook	Off/View		■	■	■	
Medical Information	View/Edit		■			
Messages	Off/Read & respond	Start a conversation		■	■	
NAPLAN	View		■	■		
Newsletters	Off/View & download		■	■	■	
Payments	Off/Access	Access payments / View statements	■			■
Plans	Off/View		■	■	■	

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Portal feature	Access	Extra detail	Parents	Students	Mentors	Guests
School Resources	Off/View & download		■	■	■	
Timeline	Off/View	Wellbeing Meetings Plans	■	■	■	
Timetable	Off/View	View class details	■	■	■	
Wellbeing (confidential items will NOT display)	Off/View		■	■	■	

To configure Portal1 theme

Use the information in this section to configure the Portal 1 Theme. For Portal 2, customise the login screen for the Student and Parent Portal via Enterprise Setup.

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Portal 1 Theme Setup menu option		■	

1. Do one of the following:
   a. Select the menu icon (⠿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select General in the left menu and choose Portal 1 Theme Setup.
   a. If Portal Console Setup is already open, select General in the left menu and choose Portal 1 Theme Setup.
2. Do any of the following:
   — Specify colours.
   — Enter parent portal welcome text.
   — Select a display option for the school logo.
   — Select whether to display a border around the school logo.
3. Select Save.

To configure templates – contact keys

Use the information in this section to specify the content of your emails and letters to contacts when sending out their access key information. This menu option displays if you enable Contact Keys in Settings.

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
**General	Templates**			■

1. Do one of the following:

a. Select the menu icon (⠿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select General in the left menu and choose Templates.

b. If Portal Console Setup is already open, select General in the left menu and choose Templates.

2. Under Contacts Email Content:

a. Select whether to use the default email template for the contact email content. If you turn this on, you can't customise the text.

b. Do any of the following:

  i. Use the template 'as is'.

  ii. Use the template as a foundation and use the merge fields to personalise various sections.

  iii. Prepare content without using the template.

3. Under Contacts Letter Content:

a. Specify address indentations.

b. Select whether to use the default letter template for the contacts letter content. If you turn this on, you can't customise the text.

c. Do any of the following:

  i. Use the template 'as is'.

  ii. Use the template as a foundation and use the merge fields to personalise various sections.

  iii. Prepare content without using the template.

d. Select whether to show the mailing address on family letters.

4. Select Save.

To configure letter setup

Use the information in this section to specify the content for family and custody specific letters to parents when sending out their access key information.

ℹ **Note:** *Each family member receives a letter with their own unique access key.*

▶ **Video:** *Watch this video on our YouTube channel to learn about letter and email setup.*

Portal Console Setup | Letter and email setup

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
General | Letter Setup	■	■	■ If using Family/Student Keys

1. Do one of the following:

a. Select the menu icon (⠿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select General in the left menu and choose Letter Setup.

b. If Portal Console Setup is already open, select General in the left menu and choose Letter Setup.

2. Specify address indentations.

3. Select whether to use the default letter templates.

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4. Do any of the following:
   a. Use the template 'as is'
   b. Use the template as a foundation and use the merge fields to personalise various sections.
   c. Prepare content without using the template.

5. Select whether to show the family mailing address on family letters.

6. Select an option for custody specific letters:
   — Yes
   — No
   — (ST version) Non-Residential Family Address.

7. Select Save.

To configure email setup

Use the information in this section to specify the content for both family and custody specific emails to parents when sending out their access key information.

Video: *Watch this video on our YouTube channel to learn about letter and email setup.*

Portal Console Setup | Letter and email setup

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
**General	Email Setup**	■	■	■
			If using Family/Student Keys

1. Do one of the following:
   a. Select the menu icon (⠿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select General in the left menu and choose Email Setup.
   b. If Portal Console Setup is already open, select General in the left menu and choose Email Setup.

2. Select whether to use the default email templates.

3. Do any of the following:
   a. Use the templates 'as is'
   b. Use the templates as a foundation and use the merge fields to personalise various sections.
   c. Prepare content without using the templates.

4. Select whether to show the family mailing address on family letters.

5. Select to use messaging contacts for custody specific emails:

6. Select Save.

To manage Portal 1 student profiles

Use the information in this section modify the student portal profile screens.

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)

		Sentral Cloud (ST)	
General | Portal 1 Student Profiles menu option		■	

1. Do one of the following:
   a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select General in the left menu and choose Portal 1 Theme Student Profiles Setup.
   b. If Portal Console Setup is already open, select General in the left menu and choose Portal 1 Student Profiles Setup.
2. To add a new section:
   a. Select Add Section.
   b. Enter a name and description.
   c. Select Save.
   d. The new section displays at the bottom of the list.
3. To edit a section:
   a. Select Edit next to the section.
   b. Update the name and/or description.
   c. Select Save.
4. To delete a section:
   a. Select Delete next to the section.
   b. Select Confirm.

To configure Portal Login Setup

Video: Watch this video on our YouTube channel to learn about the portal login setup.

[Portal Console Setup | Change login screen background image](#)

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Portal Login menu option		■	

Use these steps to upload a background image for the portal login page.

1. Do one of the following:
   a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select General in the left menu and choose Portal Login.
   b. If Portal Console Setup is already open, select General in the left menu and choose Portal Login.
2. Do one of the following:
   a. Choose a file to upload a background image.
   b. Select the option to use the default background image.
3. Select Save.

To configure future absence reasons

If enabled for your school, use the information in this section to define which future absences reasons to make visible for parents to select in the Parent Portal.

> **Video:** *Watch this video on our YouTube channel to learn about configuring future absence reasons.*
>
> *Portal Console Setup | Future Absence Reasons*

1. Do one of the following:
   a. Select the menu icon (⣿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select General in the left menu and choose Future Absence Reasons.
   b. If Portal Console Setup is already open, select General in the left menu and choose Future Absence Reasons.
2. Select Add New Reason:
   a. Enter a name for the reason.
   b. Select a reason to link to.
   c. Select Save.
      The new reason is added to the list.
3. To edit a future absence reason, select Edit next to the reason, update the reason name, and select Save.
4. To remove a future absence reason, select Remove next to the reason, and select Confirm.
5. To view future absences, select View Future Absences.
   The Attendance screen displays future absence requests from families.

To configure school applications

Use the information in this section to create and edit links to school applications that you want to show in the Portal.

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
**General	School Applications**			■
**Setup	Student and Parent Portal	School Applications**		■	

1. Do one of the following:
   a. (MT) Select the menu icon (⣿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select General in the left menu and choose School Applications.
   b. (ST) Select the Setup icon ⚙ and choose Student and Parent Portal. Select Setup in the left menu and choose School Applications.
2. Under Manage School Application Categories:
   a. Select Add Category
   b. Enter a name and description.
   c. Select Save.
      The category is added to the list. This enables an application to be stored correctly.

3. Under Manage School Applications:
    a. Select Add Application.
    b. Enter application details
    c. Select Save.

4. To edit a category, select Edit next to the category, update details, and select Save.

5. To remove a category, select Remove next to the category, and select Confirm.

6. To edit an application, select Edit next to the application, update details, and select Save.

7. To remove an application, select Remove next to the application, and select Confirm.

To manage student access

Use the information in this section if you want to set up the Portal to communicate with students directly.

> **Video:** *Watch this video on our YouTube channel to learn about managing student access.*
>
> *Portal Console Setup | Choose account provider - managing student access*

Choose account provider

The Sentral Authentication Providers system allows you to integrate student authentication into the portal with your existing school-based system. This functionality allows for single sign on for students.

> **Warning:** *If you are unsure about any of the settings or options here, lodge a case with the Sentral Helpdesk before you make any changes.*

1. Do one of the following:
    a. Select the menu icon (⣿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Student Access in the left menu and select Choose Account Provider.
    b. If Portal Console Setup is already open, select Student Access in the left menu and select Choose Account Provider.

2. Select from the following options:
    — Active Directory
       Authenticate against local Windows Server
    — Novell Netware
       Authenticate against a local Netware Server
    — DET NSW
       Authenticate DET NSW Staff using their Portal accounts.

3. Enter authentication provider settings.

4. Select Save.

What it means for passwords

The General | Access Controls section allows you to enable or disable features of the portal for students, and this is very similar to how you mange access for parents. However, if student accounts are from an external source, you cannot reset passwords in Sentral. If the accounts are external, the password option is disabled.

The message that displays is 'This account is linked to an external authentication provider. The password must be changed in that external provider and cannot be directly changed within Sentral.'

> **Note:** *Refer to password reset instructions provided by the external authentication provider.*

To manage parent access – Family Keys

Use the information in this section to manage parent access and generate content sent to parents.

> **Note:** *If your school is using contact keys, access to students is defined by the 'Has Portal Access' toggle found in either: Enrolments | Student Overview | Associated Contacts or under Student Overview, within an Associated Household, and within that contact's record.*

> **Video:** *Watch this video on our YouTube channel to learn parent access to the portal.*
> *Portal Console Setup | Parent Access to Portal with Access Keys*

View instructions for access keys

1. Do one of the following:
   a. Select the menu icon ( ) and choose Portal Console. Select the Setup icon and choose Portal Console Setup. Select Parent Access in the left menu and select Instructions.
   b. If Portal Console Setup is already open, select Parent Access in the left menu and choose Instructions.
2. View the definitions on the screen for Family and Student Keys.
   — Family access key
     For families not listed in the school's admin system as having custody issues
   — Student access key
     For parents listed in the school's admin system as having custody issues
   — Email/letter from the school
   — Information about the parent's registration URL and personal access key – their unique alphanumeric access code.

Use the filter options

1. First, view instructions.
   See View instructions for access keys
2. Select Parent Access in the left menu and choose Family Keys.
3. Select a filter option:
   — No filter
   — Search by surname
   — Students without keys
   — Year level
   — Roll class
   — Show keys generated today
   — Show with no user accounts.

4. Select Go.

Generate access keys for Portal and Sentral for Parents App

If you haven't used the Quick Setup, then this is where you generate access keys, and perform other actions such as printing letters or sending emails to parents.

> (i) **Note:** A key generated here gives access to every student in each family.

1. First, filter the list.
   See Use the filter options

2. Select one or more students.

3. Use the Actions dropdown to do any of the following for the selected students:
   a. Generate keys & print letters

      The access keys are generated, and the Print Family Keys screen displays the selected list of contacts. This extra validation step allows you to modify the key selected and choose contacts for whom to generate the PDF letters.

   b. Generate keys & send emails

      The access keys are generated, and the Email Family Keys screen displays the selected list of contacts. This extra validation step allows you to check recipients before sending access key information.

   c. Generate keys

      The access keys are generated.

   d. Print letters

      The Print Family Keys screen displays for you to generate, and view or download the letter.

   e. Send emails

      The Email Family Keys screen displays for you to send emails.

   f. Export keys

      The export file is generated in Excel format for you to check and validate information.

   g. Revoke

      Revoke options allow you to revoke unassigned, assigned or all keys.

View access key details

1. First, generate access keys.
   See Generate access keys for Portal and Sentral for Parents App

2. Do one of the following:
   a. Select Parent Access in the left menu and choose Family Keys.
      i. In Manage Family Keys, filter the list to find the student and family access keys.
         There should be an access key for each family member.
         See Use the filter options
   b. Select a link to view details, including issue date, issued by and users.
   c. View usage information next to an access key.
      When you select an access key, you can see when it was generated and who it was generated by.
      Then when the key is activated, it provides the email address to whom it is linked.

.

Revoke access keys

Use the information in this section to revoke keys if you discover misuse, security issues or if keys were generated in error. Revoking keys

1. Do one of the following:
   a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Parent Access in the left menu and select Family Keys.
   b. If Portal Console Setup is already open, select Parent Access in the left menu and choose Family Keys.
2. In Manage Family Keys, select an access key link.
3. In Access Key, select Revoke Key.
4. Recommended: Inform parents when you revoke an access key.

To manage student keys

You'll need to generate student keys to issue to parents or carers who do not reside in the student's primary residence. Holders of Student keys will not be able to see details of the residential guardian. Student keys can be used for split families and in the instance of any custody issue.

There are two ways to generate student keys:
- Quick setup – family and student keys are generated from the same screen.
- Student Keys menu option – family and student keys are done separately.

The additional piece to consider is that you need to select the correct parent or non-residential contact to receive their own access key so you can generate the correct email/letter. Emergency contacts may now be visible in this list as optional key recipients.

Follow the steps in the topic called To manage parent access.

To manage parent access – contact keys

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Contact Keys			■
Letter Setup **Email Setup**			■

Enable the system

1. First, enable contact keys via Portal Console | Setup Portal Console | General | Settings.
   See To configure settings
2. Associate contacts with students.
   Access to any student is defined by the 'Receives Portal Access' option via:
   — Enrolments | Student Overview | Associated Contacts
   — Student Overview, within an Associated Household, and within that contact's record.
3. Create letter and email templates for access keys.
   See To configure templates – contact keys

Use the filter options

1. Do one of the following:
   a. If Portal Console Setup is already open, select Parent Access in the left menu and choose Contact Keys.

b. Select the menu icon (⣿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Parent Access in the left menu and choose Contact Keys.

2. Do one of the following:

    a. Search for a contact or student surname.

    b. Apply filter options:

        — Has Access Key?

        — Has linked students?

        — Specify whether to include contacts with mismatched emails.

    c. Use both search and filter options.

Generate and issue contact keys

Use the information in this section to generate contact keys and distribute them to the contacts at your school.

1. Do one of the following:

    a. If Portal Console Setup is already open, select Parent Access in the left menu and choose Contact Keys.

    b. Select the menu icon (⣿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Parent Access in the left menu and choose Contact Keys.

    The Manage Contact Keys screen displays all parent-type contacts available.

    This does not mean that the relationship of the contact to the child is necessarily parental. Grandparents, aunts and uncles, step-parents and case workers could be included as well. It means that it does not display students or staff.

2. View contact details:

    ● **Contact ID** – the internal ID for the contact.

    ● **Contact Name** – the contact's full name.

    ● **Contact Email** – the contact's email as set in Enrolments.

    You'll need an email to be entered for the contact if you want to send a key via email. You can still print physical letters for contacts with no email address.

    ● **Portal Username** – the username associated with this contact.

    This should be empty when you perform the first-time setup and populate with the email address the contact used once they enter their key.

    ● **Students** – the names of any students for which this user has the 'Has Portal Access' set. It may be empty if this has not been turned on for any students for this contact.

    ● **Access Keys** – the access key for the contact. Each key is single use. Each contact should only have one key.

3. Select one or more contacts.

4. Select Actions and choose Generate Keys.

    This generates a key for any contact(s) you select, who don't already have a key.

5. Do one of the following for the selected contacts:

    a. Select Actions and choose Print Letters.

    This generates PDF letters for the contact(s)containing those keys for printing and distribution.

    b. Select Actions and choose Send Emails.

   This sends emails to the contact(s), containing those keys.

Revoke contact keys

Use the information in this section to revoke keys if you discover misuse, security issues or if keys were generated in error.

1. Do one of the following:

    a. Select the menu icon (⣿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Parent Access in the left menu and select Contact Keys.

b. If Portal Console Setup is already open, select Parent Access in the left menu and choose Contact Keys.

2. In Manage Contact Keys, select a contact's access key link.

3. In Access Key, select Revoke Key.

4. Recommended: Inform parents when you revoke an access key.

Update users to contact keys

Use the information in this section to revoke keys if you discover misuse, security issues or if keys were generated in error.

1. Do one of the following:

   a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Parent Access in the left menu and select Update Users to Contact Keys.

   b. If Portal Console Setup is already open, select Parent Access in the left menu and choose Update Users to Contact Keys.

2. In Resolve Unknown Accounts:

   a. Select the Search 🖉 icon for a portal user.

   b. Enter search details for the contact and select from the results displayed.

   a. Select whether to Include ⊙ or Exclude ⊗ the contact.

   b. Select Save.

3. Repeat for other contacts.

4. Do one of the following:

   a. Choose Confirm Selected.

   b. Choose Exclude Selected.

5. Select Generate Access Keys.

   If there is more than one page of results, select next page to find the Generate Access Keys button.

Manage users

Overview

Use the information in this section to manage user details, create new users, access keys, registrations, deactivated accounts, send verification email, unlinked parents and app access.

> 💡 **Tip:** Selecting all gives you student and parent information on one screen. We recommend using filtering to view parents and Students separately.

> ▶ **Video:** Watch this video on our YouTube channel to learn about managing all users.
>
> *Portal Console Setup | Manage all portal users*

To create a new parent user

Use these steps to create a new parent or student user.

1. Do one of the following:

a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Manage Users in the left menu and select All.
   b. If Portal Console Setup is already open, select Manage Users in the left menu and choose All.
2. In Manage Portal User Accounts, select New User and choose Parent.
3. In Add User, enter an email address and username, and select Next.
4. In User Details:
   a. Enter a password and specify whether the new user needs to change their password on login.
   b. Enter contact details.
   c. Select Save.

To create a new student user

Use these steps to create a new student user via the Students menu.

1. Do one of the following:
   a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Manage Users in the left menu and select Students.
   b. If Portal Console Setup is already open, select Manage Users in the left menu and choose Students.
2. In Manage Portal User Accounts, select New User.
3. In User Details:
   a. Enter a username.
   b. Select a user type – Student or Mentor.
   c. Enter a password and confirm the password.
   d. Specify whether the new user needs to change their password on login.
   e. Enter a student account name and select from the matches displayed.
   f. Select Save.

To edit student users

1. Do one of the following:
   a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Manage Users in the left menu and select Students.
   b. If Portal Console Setup is already open, select Manage Users in the left menu and choose Students.
2. In Manage Portal User Accounts, select Edit next to a user.
3. In User Details, do any of the following:
   a. Edit the username.
   b. Select Remove Student Link to remove the current student account and then search for another student to link.
4. Select Save.

To reset student passwords

⚠ **Warning:** *A Student password can be changed but act with due caution here as details do come from Active Directory or Department of Education authentication. If the password comes from an external system, you cannot alter it.*

1. Do one of the following:
   a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Manage Users in the left menu and select Students.
   b. If Portal Console Setup is already open, select Manage Users in the left menu and choose Students.

2. In Manage Portal User Accounts, select Actions next to a user, and select Password from the menu.
3. In Change password:
   a. Enter a new password.
   b. Re-enter the new password.
   c. Specify whether the user needs to change their password on login.
   d. Select Save.

To remove a student's access to the portal

1. Do one of the following:
   a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Manage Users in the left menu and select Students.
   b. If Portal Console Setup is already open, select Manage Users in the left menu and choose Students.
2. In Manage Portal User Accounts, select Actions next to a user, and select Deactivate from the menu.

To edit unlinked students

> ℹ **Note:** *Students who are not linked to their external IDs cannot access the student portal.*

1. Do one of the following:
   a. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Manage Users in the left menu and select Unlinked Students.
   b. If Portal Console Setup is already open, select Manage Users in the left menu and choose Unlinked Students.
2. In Manage Portal User Accounts:
   a. View the list of students not linked to the external ID.
   a. Select Edit next to a student.
3. In User Details, do any of the following:
   a. Edit the username.
   b. Search and select the matching student.
   c. Select Save.

To reactivate an account

1. Do one of the following:
   a. If Portal Console Setup is already open, select Manage Users in the left menu and choose Deactivated Accounts.
   b. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup. Select Manage Users in the left menu and select Deactivated Accounts.
2. In Deactivated User Accounts, select Reactivate next to a user.

To view user registrations - legacy

This function has been retired. Previously, if your school configured parent settings so that new users require approval once they've logged into the school URL. you could view the Registration details and then Approve or Remove Users.

New accounts are not submitted for approval. You can use this page to review any accounts that were previously unapproved. Approving or rejecting accounts does not affect the user's ability to log in. If you need to remove an unwanted account, do so from the Manage Users screen.

Portal Console – integrations with other modules

Attendance

Integration with Attendance module

If Portal Console | Absence Settings | Parent absence explanations is turned on at your school, parents can reply to and provide reasons for student absences.

If the Future Absences feature is switched on at your school, parents can request leave for students can pre-emptively seek a leave of absences for reasons such as holidays, religious events, and medical appointments.

Access

Typically, the access given to manage late arrivals, manage roll status, and approve future absence requests is given to Front Office Staff.

Settings

There is one setting in the Portal Console Setup, under General | Access Controls | Manage Portal Access:

- Attendance: Can access Attendance Overview

There are several settings in the Portal Console Setup, under General | Access Controls | Manage Parent Portal Access:

- Absences: Allow parent to explain student absences
- Absences: Allow parent to notify the school of future absences
- Absences: Allow parent to view student absences.

Portal view

If these settings are selected, your parent community sees an Absences menu item in the Portal.

> ⓘ *For more details, see the Attendance Admin Guide.*

Payments

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Payments module		■	■
		Victorian government schools	Independent schools

Integration with Payments module

If your school is configured for online payments, you have the option to create new payment requests for adhoc items like mufti days, as well as track portal payments by parents for activities or adhoc bills.

ⓘ *Portal users see a Payments menu item.*

Access

Typically, the access required to manage transactions in Sentral is given to Business or Office Managers.

Settings

Portal console

There are two settings in the Portal Console Setup, under General | Access Controls | Manage Parent Portal Access:

- Payments: Allow parent to view and pay school invoices
- Payments: Allow parent to view statement of account for linked debtors.

Payments

There is also a setting in the Payments module setup:

- Allow invoices with status of Submitted to show in Portal.

ⓘ *This setting is not relevant for Victorian government schools. It may be used by independent schools.*

Portal view

If both Portal Console settings are selected, your parent community sees a Payments menu item in the Portal. Selecting that menu item displays a list of payment requests and a Statement of Account section. If the 'Allow parent to view statement of account for linked debtors' setting is not selected, parents see the Payments menu item, but the Payments screen won't show the Statement of Account section.

ⓘ *For more details, refer to Sentral Payments Module documentation. This describes features of the Payments module and Fees and Billing module, both of which can communicate a request for payment to parents, as well as taking payments from parents online.*

Sentral Finance (NSW DoE schools)

Integration with Finance module

If your government school is configured for online payments, you have the option to create new payment requests for adhoc items like mufti days, as well as track portal payments by parents for activities or adhoc bills.

> ⓘ *Portal users see a Payments menu item.*

Access

Typically, the access required to manage transactions in Sentral is given to School Administration Manager and School Administration Officer.

Settings

Portal console

There are several settings in the Portal Console Setup, under General | Access Controls | Manage Parent Portal Access:

- Invoices: Allow parent to view school invoices
- Payments: Allow parent to allocate credit
- Payments: Allow parent to request refunds
- Payments: Allow parent to view and pay school invoices
- Payments: Allow parent to view statement of account for linked debtors.

Sentral Finance module

There is also a setting in the Finance module setup:

- Allow invoices with status of Submitted to show in Portal.

Portal users also need to be linked to contacts in the Finance module. This is so that a Portal user can only allocate credit that originates from payments where they are recorded as the original payer.

Portal view

If all Portal Console settings are selected, your parent community sees a Payments menu item in the Portal. Selecting that menu item displays a list of payment requests and a Statement of Account section. It also allows parents and carers to allocate available 'fees in advance' credit to outstanding fees directly through the Parent Portal.

- If 'Allow parent to view and pay school invoices' is not ticked, the Payments menu option won't appear in the portal.
- If 'Allow parent to view and pay school invoices' is ticked but 'Allow parent to view statement of account for linked debtors' is not ticked, the Statement of Account section (including Unallocated credit) won't appear on the Payments screen.
- If 'Allow parent to allocate credit' is not ticked but the above two settings are ticked, the unallocated credit balance will be visible in the Statement of Account section but the parent won't be able to allocate it.
- If the parent's Portal user is not linked to their contact in the Finance module, they won't be able to allocate credit in the Portal, even if your school has enabled the setting.

Activities

Integration with Activities module

If your school is configured for the Activities module, you can opt to create activities such as excursions with customised questions. The streamlined permission and payment process allows you to move away from

using paper-based forms and publish activities to the Parent Portal. You can also opt to set up student self-registration for activities, which then allows students to register their interest in participating in activities.

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Information only notification option			■

The integration with the portal:

- sends notifications about activities to parents to ask for:
  — Information only (no permission or payment required)
  — permission and responses to customised questions
  — payment
  — permission and payment
- accepts permissions, responses to customised questions, and payments that parents submit via the portal.

> (i) *For more details, see the Activities User Guide.*

Access

Typically, Teachers are given the access required to create activities, while other roles such as Executives, and perhaps Business or Office Managers, manage the approval workflow.

Settings

Portal console

There is a setting in the Portal Console Setup under General | Access Controls | Manage Portal Access:

- Activities: Can access current activities

There is also a setting in the Portal Console Setup under General | Access Controls | Manage Parent Portal Access:

- Activities: Allow parent to give permission for a school activity/excursion

> (i) *There are user interface differences between product versions. ENT and S1 parent portal features are listed as one list, whereas for ST (new portal) they are categorised under Manage Portal Access, Manage Parent Portal Access and Manage Legacy Student and Parent Portal Access.*

Activities module

There two settings in the Activities Setup to switch on:

- Under Student Portal – Student Self Registration
- Under Settings | Publish to Portal Settings | Should invoices be created for parents when an activity is published to portal?
  This is relevant for schools using the Finance module.

Within each activity, there are two settings on the Student Portal tab to switch on:

- Show in Portal
- Allow Self Registration.

Within each activity after workflow approval, there are Publish to Portal options to select:
- Ask parents for:
  — Information only (no permission or payment required)
  — Permission only
  — Payment only
  — Permission & Payment.
- Send Push notification to parents via the Sentral App.

Portal view

If these settings are selected, students see an Activities menu item in the Student Portal. Selecting that menu item displays an Activity participation list and an Activity selection list.

Once published, parents receive a notification to either ask for attendance permission and/or pay the cost of the excursion via the Portal.

Academic reports

Integration with Academic Reports module

If your school is configured for Academic Reports, you have the option to publish reports to the Parent Portal.

> **Tip:** *Academic Reports need to be completed as signed off by supervisors prior to publishing.*

Settings

Portal Console

There is a setting under General | Access Controls | Parents | Manage Portal Access:
- (ST version) Reporting: Can access published reports.
- (MT version) Academic Reports: View: Download Published Reports; Mark and Comment Details

Academic Reports

There is a setting under Publish Reports | Manage Published Reports (or Publish) | Publish Reports Overview:
- Show reporting period in portal.

There is also a setting in Academic Reports Setup under General | Global Config:
- Enable Reports Publishing.

> *For information on setting up the portal to publish reports, see the section on Access Controls in the Admin Guide – Portal Console, which you'll find in the Help Centre. For information on publishing the reports, see the Publish Reports section of the Academic Reports User Guide.*

Access

Typically, the access required to publish reports in Sentral is given to teachers, supervisors and admin staff.

Markbook

Integration with Markbook module

If your school is configured for the Markbook module, Faculty Heads can opt to share Markbooks they've created with parents and students. A task or calculation (column) can be published to the Portal.

> **ⓘ** *Publishing of data is at the direction of the school as the entire Markbook does not have to be visible in portal.*
>
> *For information on publishing columns to the Portal, see the Markbook User Guide.*

Settings

Portal Console

There is a setting under General | Access Controls | Parents | Manage Parent Portal Access:

- (ST version) Markbook: Allow parent to view published markbook columns.
- (MT version) Markbook: View

Markbook

In an open Markbook, with a column header selected, there is a menu option:

- Publish Column to Portal.

Portal view

Parents can view details for their child under the heading Assessments & Marks.

Parents app summary table

The table below outlines functionality available in Portal 1 and Portal 2. There is some functionality available in Portal 1 that is not currently available in Portal 2, including Plans and NAPLAN. There is also overlap in functionality between the two (e.g. Interviews and Messages). We recommend using Portal 2 for these offerings to make them available for parents using the Sentral for Parents App, which only supports Portal 2.

ⓘ   If, however, your Portal Version is set to Version 1 only, then you are restricted to using functionality available to Portal 1.

Function	Description	Configuration settings to enable this function
Newsfeed	A method of sending all or selected parents a newsfeed item with an Action Required and/or Push Notification.	Portal 2 schools – this is default functionality and cannot be disabled. It is central to portal Newsfeed. Portal 1 schools – not available. For parents to see any documents or images added to a newsfeed, ensure you have permitted this in Portal Console Setup | Access Controls. Within **Manage Portal Access**, turn on **Resources: Can access portal documents.**
Messages	Allows messages to be sent between teachers & parents (linked via a Roll Class or Class to their student).	Portal 2 schools – within **Manage Parent Portal Access**, turn on **Messaging: Allow parent to view and message teachers**. Portal 1 schools – enable Messaging from Settings | Student and Parent portal | Portal Access. Under Dashboard, select Yes to Can access messages from Teachers in the Parents column.
Absences	Allows schools to notify parents of absences and allows parents to explain absences or advise of future absences.	Within **Manage Parent Portal Access**, turn on appropriate Absences.
Attendance Overview	A parent or carer can view a breakdown of a student's attendance across the school year.	Within **Manage Portal Access**, turn on **Attendance: Can access Attendance Overview**
Calendar	Allows parents to view Calendar of School Events.	Within **Settings**, under **Portal Calendar**, select a calendar to show in the Portal. No Calendar disables this feature.
Daily Notices	Allow parents to see Daily Notices added to the Dashboard.	Within **Manage Portal Access**, turn on **Dashboard: Can view daily notices.**
Interviews	Parents can book in for parent/teacher interviews.	Within **Manage Portal Access**, turn on **Interviews: Allow Parent to view their upcoming Parent / Teacher interviews**.
Payments	Parents can make payments towards activities and other school bills set up in Sentral.	Within **Manage Portal Access**, turn on **Payments: Allow Parent to view & pay school invoices**.
Allocate credit from Parent Portal	NSW Department of Education schools only with the Finance module.	Within **Manage Portal Access**, turn on **Payments: Allow parent to allocate credit**. Within **Manage Portal Access**, turn on **Payments: Allow parent to view and pay school invoices** Within **Manage Portal Access**, turn on **Allow parent to view statement of account for linked debtors**

Function	Description	Configuration settings to enable this function
	Enables parents to allocate available 'fees in advance' credit to outstanding fees directly through the Parent Portal	Within Sentral Finance, link Portal users to contacts.
Request refund	Enables parents to request refunds.	Within **Manage Portal Access**, turn on Payments: Allow parent to request refunds Within Sentral Finance, link Portal users to contacts
Resources	Parents can view any documents uploaded by the school.	Within **Manage Portal Access**, turn on **Resources: Can access portal documents**. This also needs to be selected for parents to be able to view and download any documents and images added to a newsfeed item.
Newsletters	Parents can view any Newsletters uploaded by the school.	Within **Manage Portal Access**, turn on **Resources: Can access school newsletters**.
Links	Parents can easily navigate to useful and commonly used URL links added by the school.	Within **Manage Portal Access**, turn on **Applications: Allow Parent to view custom menu links**.
Forms	The school can provide forms for parents to fill in and return.	Within **Manage Portal Access**, turn on **Resources: Can access portal documents**.
Academic Reports	Parents and carers can view and download any published academic report in pdf	Within **Manage Portal Access**, turn on **Reporting: Parents can access published reports.**
Timetable	Parents and carers can view a student's timetable	Within **Manage Portal Access**, turn on **Timetables: Can access student timetable.**

Sentral for Parents App Setup Guide

Use the information in this section to configure the Sentral for Parents App.

Newsfeed

Description

A method of sending all or selected parents a newsfeed item with an Action Required and/or Push Notification

To configure Newsfeed

Use these steps to ensure that the Portal Console is available in your Sentral Menu.

1. Select the Setup icon ⚙ and choose Student and Parent Portal.
2. Confirm that you have selected one of the following options:
   - Default to Portal 2
     Parents have access to Portal 1 and Portal 2
   - Use Portal 1 and Portal 2
     Parents have access to Portal 1 and Portal 2
   - Use Portal 2

> 💡 **Recommendation:** *Parents only have Portal 2 access.*
>
> *The other two options ('Use Portal 1' and 'Use Portal 1 and trial Portal 2' do not support the Sentral for Parents App functionality.*

To use as a school

1. Select the menu icon (⠿) and choose Portal Console.
2. Under News Feed, do one of the following:
   a. Select Add New Feed Item.
   b. Select Manage Feed and then select New Feed Item.
3. Enter details for the new feed item, and then select Save.

To use as a parent

1. Open the Parents app and select Newsfeed.
2. View the newsfeed ordered by date – showing the most recent item first.
3. Filter based on Requires Action and by individual student.

Messages

Description

Allows messages to be sent between teachers and parents.

Parents are restricted to initiating a message to a teacher linked via a Roll Class or Class to their student.

To configure messages

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)

Access control | Parents	Features listed in one section.	User interface differences. Portal features divided into three sections	Features listed in one section.
	Notifications under Parent Settings.	Notifications under Parent Settings.	Notifications under Messages

1. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup.
2. Select General in the left menu and select Access Controls.
3. In Access Controls, under Configure Access, select Parents.

   ST users
   a. Expand Manage Parent Portal Access.
   b. Select Messaging: Allow parent to view and message teachers.
   c. Select Save.

   MT users
   a. Under Manage Portal Access, next to messages:
      — Read and respond to messages
      — Start a conversation
      — Select Save.

4. Select General in the left menu and select Settings.

   ST users
   a. Under Advanced Portal Settings, expand Parent Settings, and select the option:
      — Notifications: Allow Parent Portal users to be notified via email when they receive a new Portal message or Activity permission slip.
   b. Under Advanced Portal Settings, expand Messages, and select options:
      — Portal Messages: Create a feed item to notify users when staff send a message.
      — Email Notification to Teachers: Email the teacher on receiving a new portal message from a parent.
   c. Select Save.

   MT users
   a. Under Advanced Portal Settings, expand Messages, and select options:
      — Portal Messages: Create a feed item to notify users when staff send a message.
      — Notifications: Allow Parent Portal users to be notified via email when they receive a new Portal message.
   b. Select Save.

To use as a school

1. On the Sentral Dashboard, do one of the following:
   a. Select My Dashboard and choose My Portal Messages.
   b. Select Messages 💬 Messages and choose Portal Messages.
   c. Select the Portal Messages widget – if your Dashboard is configured to display this widget.
2. Under Portal messages, perform any of the following actions:
   a. Filter messages and action messages.
   b. Create new messages to selected parents/students, or about a selected activity.

To use as a parent

1. Open the Parents app and select Messages.
2. Do any of the following:

a. Initiate a new message.

b. View a message.

c. Reply to a message.

Absences

Description

Allows the school to notify parents of absences. Allows parents to explain absences or advise of future absences.

To configure absences

1. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon 🔧 and choose Portal Console Setup.

2. Select General in the left menu and select Access Controls.

3. In Access Controls, under Configure Access, select Parents.

   ST users

   a. Expand Manage Parent Portal Access.

   b. Select options to suit your school's preferences:
      — Absences: Allow parent to explain student absences

         Enables parents to give a reason for an already recorded Unexplained Absence.
      — Absences: Allow parent to notify the school of future absences.
      — Absences: Allow parent to view student absences.

         Needed for parents to do anything with Absences.

   c. Select Save.

   MT users

   a. Under Manage Portal Access, next to Absences:
      — Select View.
      — Select whether to enable Request Absences and Explain Absences.
      — Select Save.

4. Select General in the left menu and select Settings.

   a. Under Advanced Portal Settings, expand Absence Settings.

   b. Select further options to suit your school's preferences.
      — Parent absence explanations: Allow Parent Portal users to submit absence explanations.
      — Display whole absences only: Only show whole day absences in the absence explanation screen.
      — Explain absences [Timeframe].

   c. Select Save.

5. Select General in the left menu and select Further Absence Reasons.

   a. Use this to set up what parents can choose from and what reason they default to.

   b. Select Save.

6. Select the menu icon (⋮⋮⋮) and choose Attendance. Select the Setup icon 🔧 and choose Attendance Setup.

   ST users

   a. Select Setup and choose Future Absence Notifications.

   a. Use this to set who gets a notification when a Future Absence is submitted

   b. Select Save.

To use as a school

Send an absence notification as a parent portal feed

1. Select the menu icon (⋮⋮⋮) and choose Attendance.
2. Select Notifications in the left menu and choose SMS & Email Notifications.

    This takes you out of the Attendance module and into the Messaging module. Messaging | Send Messages | Send Absence Notifications.
3. In Absences Notifications, apply filter options and then select Search.
4. Under Publish to Parent Portal Feed, select and send one or more feed items.

Action unexplained absences

1. Select the menu icon (⋮⋮⋮) and choose Attendance.
2. Select Notifications in the left menu and choose Responses.
3. In responses:
    a. Filter responses by New Responses, Explained Responses, or All Responses.
    b. Action responses.
    c. Select Save.

Action Future Absence Requests

1. Select the menu icon (⋮⋮⋮) and choose Attendance.
2. Select Notifications and choose Future Absence Requests.
3. Filter requests by status or select to view all requests.
4. Action requests and select Save.

To use as a parent

1. Open the Parents app and select Absences.
2. Select '+' to advise of Future Absence.
3. Select Unexplained Absence to provide an explanation.

Calendar

To turn on calendar

1. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup.
2. Select General in the left menu and select Settings.
3. In Manage Portal Settings, under Portal Calendar, choose a calendar to show in the Portal. If you select No Calendar, the feature is disabled.
4. Select Save.

To use as a school

1. Select the menu icon (⋮⋮⋮) and choose the Calendars module in the Scheduling group.
2. Add, edit or delete events in Calendars module.

    Parents will be able to see text added to the Note section, but not the Personal Note section.

    See the Calendars Admin Guide.

To use as a parent

1. Open the Parents app and select Calendar.

2. Use navigation tools to find events on particular days.

Daily Notices

Use the information in this section to let parents see Daily Notices added to the Dashboard.

To turn on daily notices

1. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon 🔧 and choose Portal Console Setup.
2. Select General in the left menu, select Access Controls and choose Parents.
3. Expand Manage Portal Access.
4. Select Dashboard: Can view daily notices.
5. Select Save.

> ⓘ **Note:** *Parents can see historical Daily Notices tagged with at least one year (see below).*

To use as a school

1. On the Sentral Dashboard, do one of the following:
   a. Select My Dashboard and choose Daily Notices.
   b. View the Daily Notices widget.
2. Select New Daily to compose a message.
3. Enter details.

   For school years, select one or more options to make the notice viewable to parents. If you tag specific years, only parents with students in those years can view the notice. If you don't select an option, the notice only displays on the School Dashboard.
4. Select Save.

To use as a parent

1. Open the Parents app and select Daily Notices.

   The Daily Notices menu item from Portal opens in the App.
2. Filter the items based on Title, Years, and Dates.

Interviews

Parents book in for parent/teacher interviews.

To turn on Interviews

1. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon 🔧 and choose Portal Console Setup.
2. Select General in the left menu, select Access Controls and choose Parents.
3. Expand Manage Parent Portal Access.
4. Select Interviews: Allow parent to view their upcoming Parent/Teacher Interviews.

To use as a school

1. Select the menu icon (⋮⋮⋮) and choose Interviews in the Communication group. Select the Setup icon 🔧 and choose Interviews Setup.

2. Set up interview session(s). See the Interviews Admin Guide.
    a. Specify the registration dates to when parents can book.
    b. Refer to various other settings within Interviews Setup to control details.

To use as a parent

1. Open the Parents app and select Interviews.
   The Interviews menu item from the Portal opens in the app.

2. Book and edit (based on Interview settings) during the registration period specified by the school.

3. View booked dates and times for current and future sessions.

Payments

Description

Parents make Payments towards Activities and other school bills set up in Sentral.

To turn on Payments

1. Select the menu icon (⁞⁞⁞) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup.

2. Select General in the left menu, select Access Controls and choose Parents.

3. Expand Manage Parent Portal Access.

4. Do one of the following:
   ST Users
   ● Select Payments: Allow parent to view and pay school invoices.
   MT users
   ● Select both options: Access Payments and View Statements

To use as a school

1. Select the menu icon (⁞⁞⁞) and choose Activities in the Student Admin group. Select the Setup icon ⚙ and choose Activities Setup.

2. Create an activity in the Activities module with a Payment included.

3. Select the menu icon (⁞⁞⁞) and choose Payments in the Finance group. Select the Setup icon ⚙ and choose Payments Setup.

4. Manually set up a Payment from the Payments module.

To use as a parent

1. Open the Parents App and select Payments.
   The Payments menu item from the Portal opens in the app.

2. Do any of the following:
   a. Make payments.
   b. View Paid amounts.
   c. View and allocate available credit.

Resources

Description

Parents can view Documents uploaded by school.

> **Note:** *You can't disable this functionality if you are using the 'Forms' functionality.*

To configure resources

Turn on resources

1. Select the menu icon (⋮⋮⋮) and choose Portal Console. Select the Setup icon 🔧 and choose Portal Console Setup.

2. Select General in the left menu, select Access Controls and choose Parents.

3. Expand Manage Portal Access.

4. Do one of the following:

   ST users
   - Select Resources: Can access portal documents.

   MT users
   - For School Resources, select View and download.

To use as a school

Upload document

1. Select the menu icon (⋮⋮⋮) and choose Portal Console in the Student Admin group.
   The Portal Console home screen displays.

2. Do one of the following:
   a. Select Portal Documents header link.
   b. Select the Upload New Portal Document link.
   c. Select the View documents link.
   The Upload Documents screen displays.

3. In Upload Documents:
   a. Enter Details.
   b. Choose a file.
   c. Select Add Restriction to restrict access by Year level or Date range.
   d. Select Save.

Add to a news feed item

1. First, upload the portal document.

2. On the Portal Console, select Add a New Feed Item.

3. In New Feed Item:
   a. Complete details
   b. Select an existing file or a new file to upload.
   c. Select Save.

How to use as a parent

1. Open the Parents app and select Resources.
   The Resources menu item from the Portal opens in the App.

2. Download any document or resource.

3. If in a News Feed:

a. Select the Newsfeed menu option.
b. Open the news feed item.
c. Select Download to view the document.

Newsletters

Description

Parents can view any Newsletters uploaded by school.

To turn on newsletters

1. Select the menu icon (⣿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup.

2. Select General in the left menu, select Access Controls and choose Parents.

3. Expand Manage Portal Access.

4. Select Resources: Can access school newsletters.

5. Do one of the following:

   ST users

   ● Select Resources: Can access school newsletters.

   MT users

   ● Next to Newsletters, select View and download.

To use as a school

1. On the Sentral Dashboard, do one of the following:
   a. Select My Dashboard and choose School Newsletter.
   b. View the School Newsletter widget and select Upload.

2. Upload the newsletter.

3. To publish the newsletter:
   a. Select Notify next to the newsletter.
   b. Select options and then select Send.

To use as a parent

1. Open the Parents app and select Newsletters.
   The Newsletters menu item from Portal opens in the App.

2. Download the Newsletter to view in the App.

Links

Description

Parents can navigate to useful and commonly used URL links supplied by school. For example, the school website, Facebook page, Canteen supplier.

To grant access for parents to view configured links

1. Select the menu icon (⣿) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup.

2. Select General in the left menu, select Access Controls and choose Parents.

3. Expand Manage Parent Portal Access.

4. Do one of the following:

   ST users

- Select Application: Allow parent to view custom menu links.

MT users

- Next to Links, select View.

To use as a school

> ⓘ **Note:** *This functionality is not managed via the Portal Console.*

1. From the Dashboard, select the Setup icon ⚙ and choose Student and Parent Portal.
2. Select Setup in the left menu and then select School Applications.
3. Select Add Application.
4. In Add Application:
   a. Enter a name.
   b. Set Module to None.
   c. Insert URL (include http:// or https:// prefix if applicable).
   d. Set Show on Parent Dashboard to Yes.

To use as a parent

1. Open the Parents App and select Links.
2. Select a link to go to the website within the app.
3. Select the 3 dots to open in a browser.
4. Select X in the App to return to the More menu.

Forms

Description

Schools can provide forms for Parents to download and complete. Parents can then upload the completed form.

To turn forms on

> ⓘ **Note:** *You can't disable this functionality if you are using the 'Resources' functionality.*

1. Select the menu icon (⦂⦂⦂) and choose Portal Console. Select the Setup icon ⚙ and choose Portal Console Setup.
2. Select General in the left menu, select Access Controls and choose Parents.
3. Expand Manage Portal Access.
4. Do one of the following:

   ST users

   - Select Resources: Can access portal documents.

   MT users

   - Next to Forms, select Download and submit.

To use as a school

1. Select the menu icon (⣿) and choose Portal Console.
2. Under Portal Documents, select View Documents.
3. Select Online Forms in the left menu.
4. Upload and/or view submitted forms.

To use as a parent

1. Open the Parents app and select Forms.
The School Forms menu item from the Portal opens in the app.
2. View forms from school.
3. Upload completed forms back to school.

Settings

The following are also available for parents via the Settings cog in the App and will give a brief rundown of their function.

Accounts Details

View and manage account details such as email address and password.

Notifications

Set push notifications and school notifications to On or Off for the Parents app.

Manage Access Key(s)

Add or delete access keys for access to students.

Biometric Unlock

Enable or disable biometric unlock for the Parents app.

Log Out

Log out of the Parents app.

FAQ

A list of frequently asked questions and access to Support and Feedback.

App version

Active App version and device details. This is helpful where a parent may need to determine if they are on the latest version. If a parent is experiencing issues and the school is unable to solve, then including the App version and device details in any support tickets logged with Sentral is very helpful.