Portal Console User Guide

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Contents

Introduction

Sentral's Portal module and Parent app helps you to communicate with your parent community in many ways to keep them informed and engaged.

The Portal module and Parent app handles messaging, notifications, and access to complete tasks. It provides an efficient, effective, and clear end-to-end solution that seamlessly manages key processes and workflows for parent communication and engagement.

The Portal and App empowers parents, keeps them fully updated and helps them manage and control everything related to their child's education.

> **Note:** *If you're not sure why you're seeing portal feed in the Portal Console and want to know more about the settings in other modules that affect the Portal feed, see the Portal Admin Guide in the Help Centre.*

Product versions

The version of Sentral at your school may have a different user interface to the one shown in our YouTube videos and this guide.

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 Portal 1 and Portal 2. These differences are described at a feature level in this guide.

Feature availability

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

Role-based permissions

Your access is assigned to you by the Sentral Administrator (Administrator) at your school. This determines what you can do within the Portal Console module. Where information is published to the Portal from other modules such as Interviews and Academic Reports, you'll also need relevant access within those modules.

Access

> **Video:** *Watch this video on our YouTube video for a quick intro to the Sentral for Parents App.*
>
> *Discover the Sentral for Parents App*

To access the portal console

- Select the Sentral menu icon (⠿) and then under School Admin, select Portal Console.
  The Portal Console home screen displays.

News Feed

Overview

This is where you manage feed items, post news, and edit content sent to the Parent Portal and App. Here's some examples of what you can do:

- Send news feed items as broadcast messages to a select group or to the whole school.
- Embed links and upload attachments to feeds and send them as push notification to devices.
- Display feed, notification, absences, sickbay, activity, interview information, reports and assessment items from other modules that use the Publish to portal function.

> **Video:** Watch this video on our YouTube channel to learn about creating a news feed item.
>
> _Portal Console | How to create a news feed item_

To add a new feed item

1. Select the menu icon (⁝⁝⁝) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.

2. In the News Feed section, 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 view push notification status

1. Select the menu icon (⁝⁝⁝) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.

2. In the News Feed section, select Manage Feed.

3. Select Filters, choose filter options to apply, and then select Filter Feed.

4. View information in the Push Notification column next to the feed item. Hover over the information icon to view status details.
   If the status is Failed or Warning, Try Again displays next to the feed item.

5. Select the link in the Recipient column next to the feed item.

6. In Recipients, view the status information noted against each recipient. Hover over the information icon to view details.

To edit or delete a feed item

1. Select the menu icon (⁝⁝⁝) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.

2. In the News Feed section, select Manage Feed.

3. Select Filters, choose filter options to apply, and then select Filter Feed.

4. Do any of the following:
   a. Select Edit next to a feed item, make changes, and select Save.
   b. Select Delete next to a feed item, then select OK to confirm.

Portal Documents

Overview

This is where you can upload portal documents and online forms for Portal users, as well as organise files and folders to make document management easier.

> **Video:** *Watch this video on our YouTube channel to learn about documents.*
>
> *Portal Console | Upload documents to portal*

Permissions

Depending on your school situation, access may be restricted to administrators only. Check with the Sentral Administrator at your school for information about your access permissions.

To upload a new portal document (ST)

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Portal Console | Portal Documents screen		■	
		Upload Documents button	

1. Select the menu icon (⋮⋮⋮) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.
2. In the Portal Documents section, do one of the following:
   a. Select Upload New Portal Document.
   b. Select View Documents. In Portal Documents, select Upload Documents.
   The Upload Documents screen displays within the Portal Console module.
3. Under Upload documents:
   a. Specify the document location – at the top level or in an existing folder.
   b. Choose the file.
   c. Enter a summary and description for the document.
4. Under Access restrictions, select Add Restriction to restrict access by Year level or Date range.
5. Select Save.

To upload a new portal document (MT)

> **Note:** *The Sentral Enterprise (MT) version takes you from the Portal Console module to the Documents module to complete this task. Follow the steps in To create portal folders, upload documents, and publish to the portal*

To create portal folders, upload documents, and publish to the portal

Use this option to create portal folders, add more detail, single or multiple files, and publish to the portal.

1. Select the menu icon (⋮⋮⋮) and then under the School Admin group, select Portal Console.

The Portal Console home screen displays.

2. In the Portal Documents section, select View Documents.

   The Portal Documents screen displays. This lists current folders and documents.

3. Select Go to Documents.

   The Documents module opens at Portal Documents screen with the Portal Documents tab selected.

4. In Portal Documents:
   a. Navigate to where you want to create the new folder.
   b. Enter the folder name and select Go.

5. To upload a single file, select Upload File.
   a. Add a summary (title), tags, and a description.
   b. Specify any portal access restrictions.
   c. Select a Publish to Portal option.
   d. Select Upload File.

      The file displays in the Portal Document list. You can view details, edit details, upload a new version of the document, track major changes, summarise changes, as well as delete the document and all versions.

6. To upload multiple files, select Upload Multiple Files.

7. Do one of the following:
   a. Drag and drop files onto the document space.
   b. Click the document space and browse to select files to upload. The files display in the Portal Document list.
      i. To add restrictions, select Details next to a document, and then under Portal Access Restrictions, select Change Access Restrictions. In Add Portal Access Restrictions, specify restrictions to apply and select Save. Repeat for each file.
      ii. To edit document details, select Details next to a document. Make changes and select Update Document Details. Repeat for each file.

To delete a document from Sentral

1. Select the menu icon (⁑) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.

2. In the Portal Documents section, select View Documents.

   The Portal Documents screen displays. This lists current folders and documents.

3. Select Go to Documents.

   The Documents module opens at Portal Documents screen with the Portal Documents tab selected.

4. Do one of the following:
   a. Select Delete next to a file, and then select OK to confirm. Select OK to confirm that you want to delete all revisions of the document.
   b. Select Details next to a file. Select Delete document and all revisions. Select OK to confirm that you want to permanently delete the document and all association revisions.
   c. Select Details next to a file. Under All Revisions, select Delete next to a document revision. Select OK to Confirm.

To share online forms with parents

Use the information in this section to share forms with parents, which they then download, complete and return via the Portal.

1. Select the menu icon (⁑) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.

2. Select the Portal Documents header, and then select Online Forms in the left menu. A list of current forms displays.

3. Select Upload Form.
   a. Enter a title and description for the form.
   b. Choose a file to upload.
   c. Select Save.

   No push notification is sent to parents. The form is published to the Parent Portal. Parents go to the School Forms tab to download the form and then upload the completed form.

4. To view returned forms, select View Online Form Submissions.
   a. Select Review to turn on Approve/Reject option.
   b. Select the completed form link to download the form and view details.
   c. Save, print, or file the form.
   d. Select either Accept or Reject next to the submitted form.
      The status updates to reflect your choice.

Parent Interviews

Overview

Use the information in this section to access the Interviews module – where you can create interview sessions, manage bookings, and print schedules. You can also view Upcoming Interviews.

> **Note:** *The Portal Console gives you easy access to the Sentral Interviews module. Refer to the Interviews user guide and Interviews Admin Guide for detailed information.*

To add a new interview session

1. Select the menu icon (⋮⋮⋮) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.

2. Do one of the following:
   a. Select the Parent Interviews header.
   b. Select the Visit Interviews link.
   The Interviews module opens at the Upcoming Parent Interviews screen.

3. To add a new interview session, select the Setup icon ⚙ and then select Interviews Setup.
   The Setup Parent Interview Sessions screen displays.
   See the Interviews Admin Guide for more information.

To publish to portal feed

Use these instructions to publish details of upcoming parent interviews to the portal feed and allow registrations for sessions.

1. Select the menu icon (⋮⋮⋮) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.

2. Do one of the following:
   a. Select the Parent Interviews header.
   b. Select the Visit Interviews link.

The Interviews module opens at the Upcoming Parent Interviews screen.

3. Select Actions and choose Publish to Portal feed.
4. Publish to Portal Feed:
   a. Select whether to display the Action Required flag.
   b. Select whether to send a push notification.
   c. Select Publish.

   See the Interviews Admin Guide for more information.

Usage

Overview

Sentral tracks Student and Parent portal usage and allows your Sentral Administrator to view reports and statistics based on this usage.

To view portal usage

1. Select the menu icon (⣿) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.
2. Hover over the pie chart in the Usage section to view numbers for Logged in Today or Not used Today.
3. Select the menu icon(≡) to download the chart.
4. Do one of the following:
   a. Select the Usage header.
   b. Select the See Portal Usage link.

   This generates graphs and statistics on Logins (per month) and Currently Active Users (per year).
5. View information on the Account Usage Summary screen

   It shows you how many users have logged into the Portal in the last 30 days and what date they logged in. The graph also highlights any unsuccessful logins.
6. Use the Successful and Failed buttons below each graph to adjust the data displayed in the graph.
7. Select the menu icon(≡) download or print the chart.
8. To view no linked account information, select No Linked Accounts in the left menu.

   The 'read only' listing shows accounts where Student or Family Keys exist without having been linked via the Portal by a Parent User. Use the tabs to switch between the Student and Families view. This is a read only page.
9. To view no created accounts information, select No Created Accounts in the left menu.
10. This generates a list of potential Student Users who have not yet logged into the Student Portal if your school is using this option.

Amendments

Feature availability

	Sentral Classic (ST)	Sentral Cloud (ST)	Sentral Enterprise (MT)
Portal Console | Amendments menu			■

Overview

Your school community can use the Amendments feature to keep up to date about student contact details and health details. You can view submissions by parents advising you of changes to a student's medical conditions and relevant contact details.

Portal 2 users

Use the information in this section to manage Health and Family amendment requests that parents make via the Portal.

- Family Amendment Requests – viewed and actioned in the Portal Console.
- Health Amendment Requests – accessed via the Portal Console, then viewed and actioned in the Health module.

Portal 1 and Portal 2 users

If you're a school using Portal 1 exclusively or a mix of Portal 1 and Portal 2, and you are using Profiles 1, then you can view your amendment requests via the Profiles | Family Amendment Requests screen.

> ⚠️ **Warning:** *If you're a school using a mix of Portal 1 and Portal 2, your App users do not have access to Portal 1 because Portal 1 is not supported in the App. This means that they may not be aware that the Amendments feature exists.*

To view and action medical amendment requests (MT version)

1. Select the menu icon (⠿) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.
2. Under Amendments, select Medical Amendment Requests.
   The Health module displays the Pending Medical Amendments screen.
3. Select Review next to a student.
4. Review details and do one of the following: then select with to Approve or Reject the request.
   a. Select Approve, enter a comment, and select Approve to confirm the amendment.
   b. Select Reject, enter a reason for rejecting the request, and select Reject to confirm your decision.

To manage medical amendment requests (ST version)

> ℹ️ *If you're using Sentral's ST product version, you can only manage student medical amendment requests in the Profiles module – using Profiles version 1. Select the Profiles module | Amendments | Student Medical Amendment Requests.*

To view family amendment requests (MT version)

1. Select the menu icon (⠿) and then under the School Admin group, select Portal Console.
   The Portal Console home screen displays.
2. Under Amendments, select Family Amendment Requests.
   The Family Amendment Requests (Pending) screen displays the list of requests waiting to be reviewed.
3. Select View Details next to a student.
   a. Review the amendment details updated in your school's administrative system, and then select OK.
      Depending on your school, details may be updated in Sentral's Enrolment module or another administrative system such as ERN.

b.   Select Completed next to the student.

To manage family amendment requests (ST version)

> ℹ️ *If you're using Sentral's ST product version, you can only manage family details amendment requests in the Profiles module – using Profiles version 1. Select Profiles module | Amendments | Family Details Amendment Requests.*

Portal Console – settings in other modules

Overview

The Portal Console helps you manage communication with students and parents. There are various areas that you can publish items, notifications and actions to the portal that do not require administrator access.

School Dashboard

Use My Classes to send messages

Use the information in this section to send messages and homework to students via the Student Portal.

1. Do one of the following:
    a. Select School Dashboard and then select My Classes.
    b. Select the My Classes widget.
2. Select a class. The Class Notices screen displays with the messages tab selected, and students for the class listed.
3. To send a message:
    a. Enter message details.
    b. Choose a file to attach if required.
    c. Select one or more students to receive the message.
       Select Send Message.
    The sent message is saved. Students can reply to your message.
4. To send a Homework message:
    a. Select the Homework tab.
    b. Enter a title, description, and due date for the homework.
    c. Select Save.
       The message is sent to the class.
5. To edit the homework, in My Classes:
    a. Select the class.
    b. Select Edit next to the homework item.
    c. Update details and select Save.
6. To delete the homework item, in My Classes:
    a. Select the class.
    b. Select Delete next to the homework item.
    c. Select OK to confirm.
7. To view the completion status for the homework item, in My Classes:
    a. Select View Students next to the homework item.
    b. View the list of overdue homework.
    c. Select Mark as Accepted next to students to update the status.

Use My Portal Messages to view and send messages

Use the information in this section to view and send messages to students, parents, and activity groups.

1. Select School Dashboard and then select My Portal Messages.
   The Portal Messages screen displays with the Unread tab selected.
2. To view Portal messages:

a. Select a tab to filter messages by unread, read and sent.

b. Select the Who? link to see who has not read the message.

3. To create a new message for parents or students:

a. Select New Message and choose Message Parent/Student.

b. In New Message:

   i. Search for a student and then

   ii. Choose whether to also select an option from the Parent list.

   iii. Enter message details and choose a file to upload if required.

   iv. Choose whether to send include the student as a recipient.

   v. Select Save.

   The message sent to the selected students and/or their parents and guardians displays in the Sent tab.

4. To create a new message for an activity group:

a. Select New Message and choose Message Activity.

b. In New message:

   i. Search for and select an activity.

   ii. Enter a subject and a message.

   iii. Choose a file to attach if required.

   iv. Select Save.

   The message sent to the activity group displays in the Sent tab.

Add a daily notice via the dashboard

1. Select School Dashboard and then select Daily Notices.

2. In Compose a Daily Message:

a. Use the date picker to select message dates.

b. Select the school years.

   If you tag specific years, only parents with a student/s in those years can see the message.

c. Enter a subject and message.

d. Choose an attachment to upload if required.

e. Select Save.

   Your parents see Daily Notices on the Dashboard.

Attendance

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

Portal users see an Absences menu item.

Absence responses

To view parent responses to absence notifications, select the menu icon (⁞⁞⁞) and then under Attendance, select School Attendance. Select Notifications in the left menu and then select Responses.

Future absence requests

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. Portal users see an Absences menu item, and within this, see + option that displays New Absence.

To view future absence requests, select the menu icon (⁞⁞⁞) and then under the Attendance, select School Attendance. Select Notifications in the left menu and then select Future Absence Requests.

> ⓘ *For more details, refer to the [Attendance User Guide](#).*

Payments

Integration with Payments module

If your school is configured for online payments, your school has 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.

> ⓘ *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.*

Activities

Integration with Activities module.

If your school is configured for the Activities module, you can opt to create activities such as excursions. The streamlined permission and payment process allows you to move away from using paper-based forms and publish activities to the Parent Portal.

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

Portal 1 schools

If your school uses the Student Portal, you can also opt to set up student self-registration for activities.

Student Portal users see an Activities menu item. Selecting that menu item displays an Activity participation list and an Activity selection list.

> ⓘ *For more details, see the [Activities User Guide](#), [Activities Admin Guide](#), [Portal Console Admin Guide](#).*

Academic reports

Integration with Academic Reports module

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

Portal users receive a notification. This displays in the Parent's App as a newsfeed item.

> ⓘ *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](#).*

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.

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

Portal users see details for their child under the heading Assessments & Marks.

App view

Disclaimer

The functionality of Sentral that is active within specific schools, as well as the access specified, determines what displays for different App users.

Parents may not be able to access specific functions, or they may not appear. If they have children in different schools, they'll need to use the Switch Schools option for the App and log in to the other school.

> **▶** ***Video:*** *Watch this video on our YouTube channel to learn about the Sentral for Parents App.*
>
> *Discover the Sentral for Parents App*

YouTube channel

> **▶** ***Video:*** *Interested in finding out more about the Sentral Portal Console from an Admin perspective?* View the full playlist*.*