

Parent Portal Frequently Asked Questions

What is the Parent Portal?

The Parent Portal is a secure online platform for sharing key student information between schools and parents and carers.

The Parent Portal helps streamline the everyday school administrative tasks parents and carers need to do for their children by offering a one-stop-shop tool and minimising printed documents in its second phase.

What services are available in the Parent Portal?

Using the Parent Portal, parents and carers can:

- notify the school if their child is sick or explain an absence
- book parent-teacher interviews
- receive academic reports
- receive the school newsletter
- receive messages from their child's teachers
- make payments
- access the school calendar and their child's student timetable.

How do I register to use the Parent Portal?

To access the Parent Portal, you will need to create or have access to an ACT Government Digital Account which you can do using the link in the email sent to you from your school.

Why do I need an ACT Government Digital Account to access the Parent Portal?

The ACT Digital Account offers community members secure identity verification to access ACT Government digital services using a single account. Digital Account users only need to provide their identification documents once to access an ever-increasing range of ACT Government digital services. Using the Digital Account to access Parent Portal, you can be sure your identity information is secure and safe.

Identification documents needed for Parent Portal

To access the portal, you will need to create or have access to an ACT Government Digital Account. The mobile number, first and last names for your Digital Account must be an exact match for those the school uses to contact you. If you already have a Digital Account in which any of these are different from what's on the school's records, you can:

- contact the school to have your mobile number in the school records changed, so you can use your existing Digital Account (recommended), or
- make a new Digital Account just for use with Parent Portal.

You can sign up now and complete the Identity Verification process at any time to get ready for your school's launch if you have not already done so.

To complete Identity Verification with your Digital Account, you must provide the details of **one primary AND one secondary Australian identity document** (e.g. Drivers Licence number, Medicare Number). These identity document details will be verified against your account name and Date of Birth, using the Australian Government Document Verification Service (DVS).

Primary identification document

- Australian Birth Certificate
- Australian Citizenship Certificate
- Record of Australian Immigration Status (ImmiCard)
- Australian Visa
- Australian Driver Licence
- Australian Change of Name Certificate
- Australian Marriage Certificate
- Australian Passport (current or expired up to 2 years)

Secondary identification document

- Current Australian Medicare Card
- Australian Passport (if it is not used as the primary document)
- Centrelink Concession Card
- Australian Driver Licence (if it is not used as the primary document)

Both primary and secondary identity documents must be in the same name. Details of these identity documents will be verified, using the Australian Government Document Verification Service (DVS) to confirm your first name, last name and date of birth.

If any of the documents have a different name or an incorrect date of birth, you will need to contact the issuing authority for the document (e.g., Medicare, Australian Passport Office, etc) to have it reissued with corrected details.

Is signing up to the Parent Portal mandatory?

No, signing up to the Parent Portal is not mandatory. There are many benefits to signing up and it will simplify your communications and administration processes with your child's school. If you choose not to register, you will continue to receive these communications and requests via the existing channels.

Will I still receive communications/reports/absences if I don't have an account?

If you choose not to register for the Parent Portal, you will continue to receive these communications and requests via the existing channels.

Can I message my child's teacher using the Parent Portal?

You are not able to use the Parent Portal to start conversations with your child's teachers. You may receive messages from teachers about specific issues and you will be able to respond to them directly. If you need to speak with your child's teacher, please contact them directly via phone or email.

How do I access the Parent Portal?

You can access the Parent Portal via a web browser on your mobile phone, tablet or computer. You can also use the *Sentral for Parents* app, which you can download for free through the [App Store](#) or [Google Play Store](#).

Is the Parent Portal available via a mobile app?

Yes, you can now access Parent Portal through the *Sentral for Parents* app. You can download *Sentral for Parents* for free through the [App Store](#) or [Google Play Store](#), depending on the type of mobile device you have. The *Sentral for Parents* app has the same functions and level of security as Parent Portal. You can also get notifications straight to your phone when we add new information to Parent Portal.



Why is the school name not appearing in the App 'Search school name' field?

If you downloaded the App prior to your school going live, it is recommended to try deleting and reinstalling it. The school name will only appear in this field once your school has officially launched the App.

How do I know when new information or a new request is available in the Parent Portal?

If you have downloaded the *Sentral for Parents* app, you can receive push notifications when new information or a new request is available.

I forgot my email address, username or password, what can I do?

Visit <https://www.myaccount.act.gov.au/s/trouble-logging-in>.

Do I need multiple ACT Digital Accounts if I have more than one child at the school?

No, you will only need one ACT Digital Account regardless of how many children you have attending ACT public schools. You will receive a separate access for each child at the school which will link their student information with your existing ACT Digital Account.

Do I need multiple ACT Digital Accounts if my children are in different ACT public schools?

No, you will only ever need one ACT Digital Account. We are among some of the first ACT public schools to launch Parent Portal, with other schools to follow shortly. If you have children at nearby schools you will not need to sign up to the ACT Digital Account twice. You will be able to easily add a student to your account once their school has access to the Parent Portal.

I am having trouble doing level 2 identification with my ACT Digital Account

For a list of primary and secondary documents that are required for level 2 identification visit <https://www.myaccount.act.gov.au/s/support>

The contact number for the ACT Digital Account is 13 22 81.

Is my data safe?

To provide confidence that the ACT Digital Account complies with the Information Privacy Act 2014 (IPA) an independent Privacy Impact Assessment (PIA) was undertaken. The PIA reviewed compliance with the Territory Privacy Principles within the IPA including risks to individual privacy and community expectations.

The PIA confirmed that management of personal information in the ACT Digital Account exceeds the requirements of the IPA, and strategies have been implemented to enhance the protection of your privacy.

Will all parents and carers listed as primary contacts on a student's records receive a separate access code?

Parents and carers listed as primary contacts 1 and 2 will receive a separate access code as the account for Parent Portal is for an individual and not a household.