

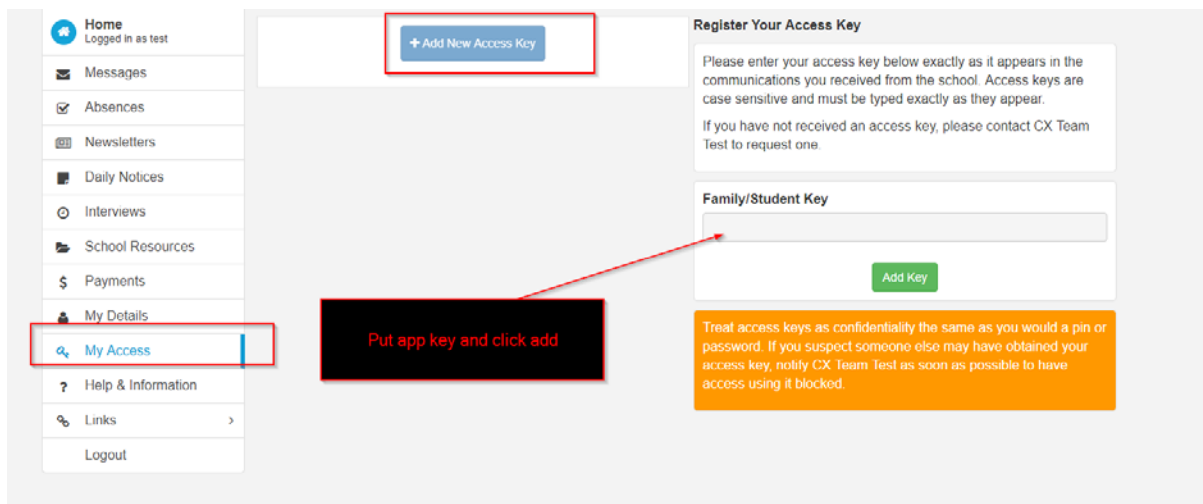
Sentral for Parents App Access

How to create an App account

You will need to make sure the app is up to date, if you are unsure if the newest version is installed, you can uninstall it and then install it again.

Please do the following:

- Log in to the Sentral web portal <https://sentral.silverton-ps.vic.edu.au/portal2>
- Click My Access (on left)
- Click Add New Access Key
- On the right of the screen, enter the App key provided in your email and click add key



- Fill out the email and password fields (This can be the same as the portal account or different.)

Since you do not have an App account linked for this Portal account. Please enter your credentials below and select from the two options

...

Email

Password

- Click **I need a new App account** and this will then create the account

Password

[🔍 I already have an App Account](#)

[👤 I need a new App Account](#)

If you do not wish to create an App user account at this point please use the following option to link your access key

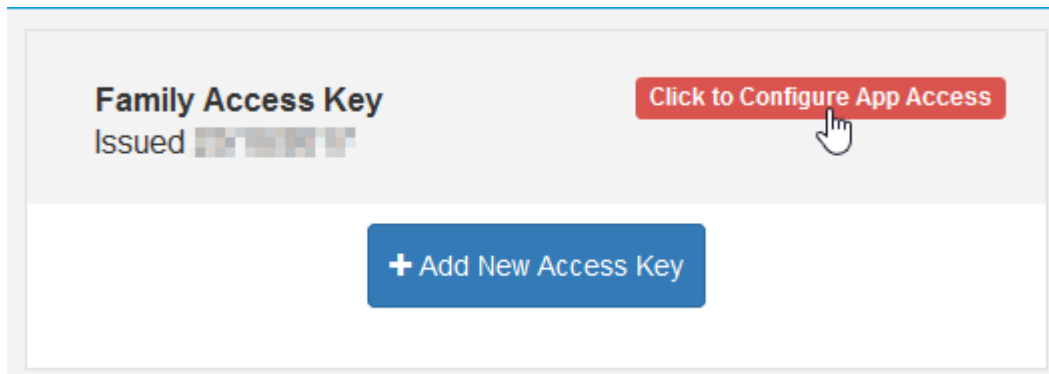
[🔑 Add access key without App user registration](#)

This will then add the key to the parent account and give app access.

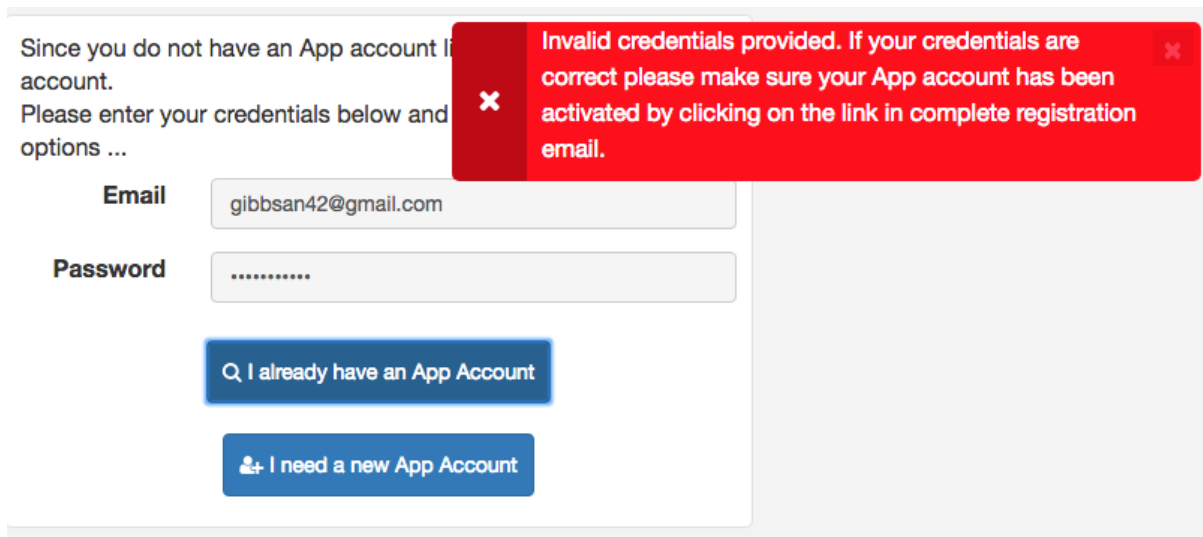
If you click **I need a new App Account** and a message appears **“You have an existing account”**, then please reset your password using the **Forgot your password?** link on the app login screen (Instructions on next page)

If you already have an App Key linked to your account

If a key has already been added to the account and under My Access the key states **“Click to configure App access”** this can be selected and the App username and password can be added to the account

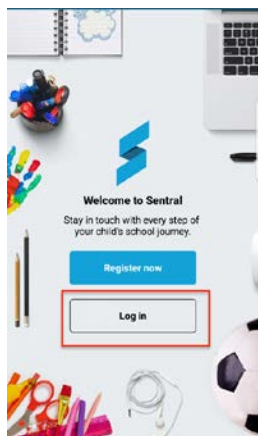


In the case that clicking **“I already have an app account option”** produces an error when the email and password has been entered, the password needs to be reset on the App.



To reset the app password you will need to access the App and click Login (see instruction on next page)

Resetting your App password



At the bottom of the page click forgot your password and enter your email address

Access your email and click the link to reset your Silverton Primary School portal account password. This will open a new screen for you to enter a new password and confirm.

Subject: Portal Password Reset

Silverton Primary School
Student and Parent Portal

You are receiving this request because someone has requested to reset your portal account password. If this was not you, please **disregard** this email.

If you did request to reset your password, please proceed with the reset by opening the following address in your browser. In most cases you can click on the link below to do this.

You will then be prompted to enter a new password for your account.

[Click here to reset your Silverton Primary School portal account password](#)

Silverton Primary School Student and Parent Portal : Powered by [Sentral](#)