



# Parent Guide

Compass App



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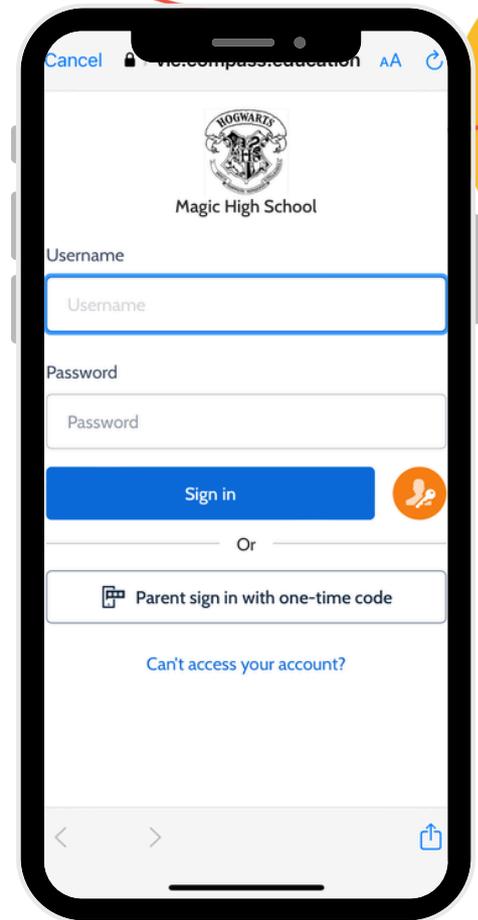
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**Please note: Not all modules may be applicable or relevant to your school.**

## Login to your Compass account

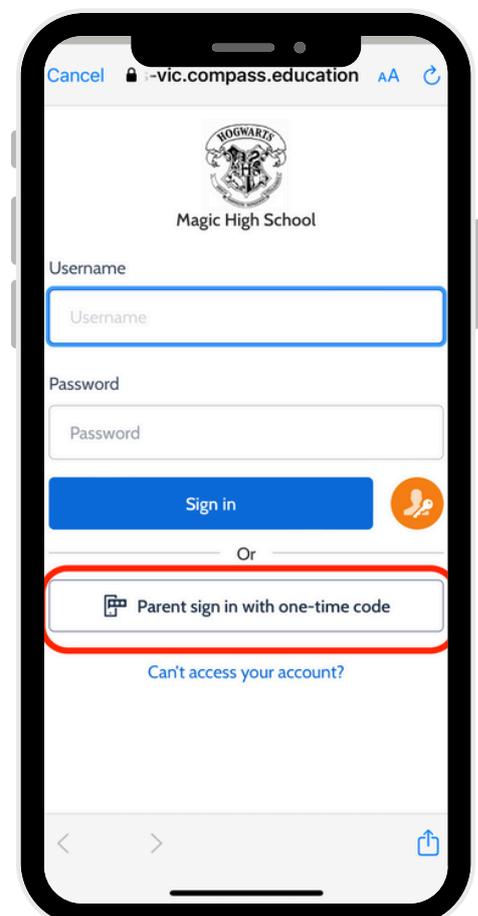
1. Tap in the search field and begin by typing your school name
2. Click on the name of your school
3. Type in your unique family username and password. This information is provided to you by your school
4. Click on the blue 'Sign in' button



## Login using a One-Time-Password

1. From the login page click on 'Parent sign in with one-time code'
2. Type in one of the following: mobile phone number, email address, or username
3. Click on 'Continue'

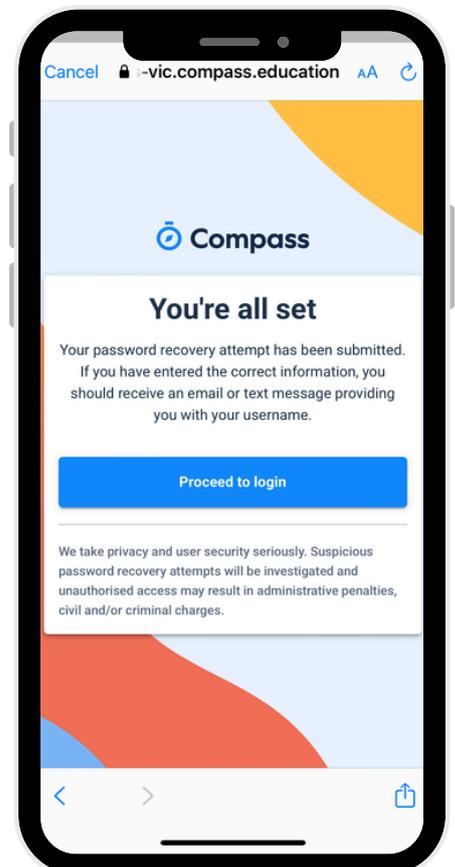
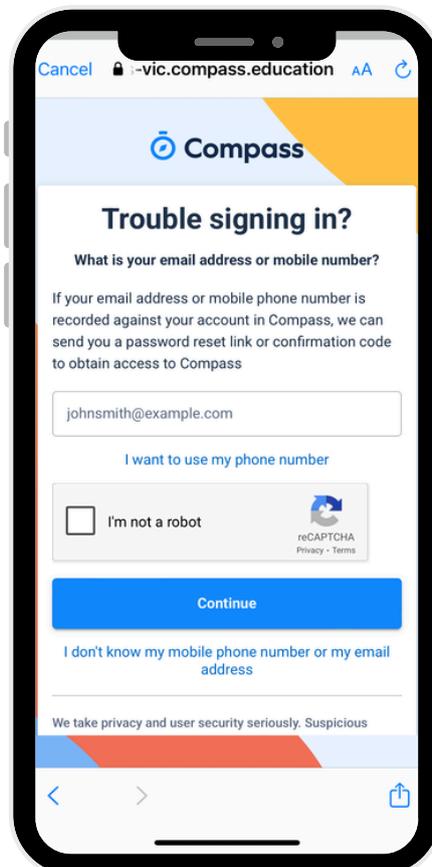
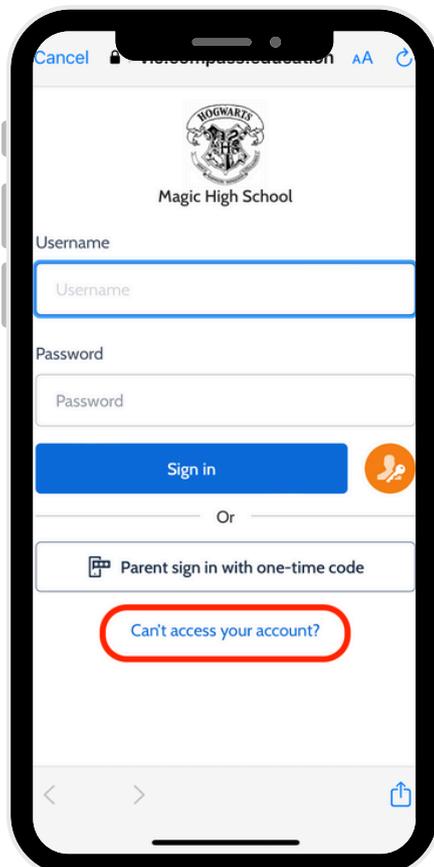
A one-time code will be sent to your chosen method of communication which you can use to login with.



## Reset your password

1. From the login page, click on 'Can't access your account?'
2. Type in your Compass username. If you don't know your username you can click on 'I don't know my username'
3. Once you have typed in your username click on 'Continue'
4. To receive a password reset link or confirmation code, type in your email address or click on 'I want to use my phone number' to type in your phone number instead
5. Complete the ReCAPTCHA and click on 'Continue'
6. Type in the confirmation code in the email or text message received and click on 'Continue'

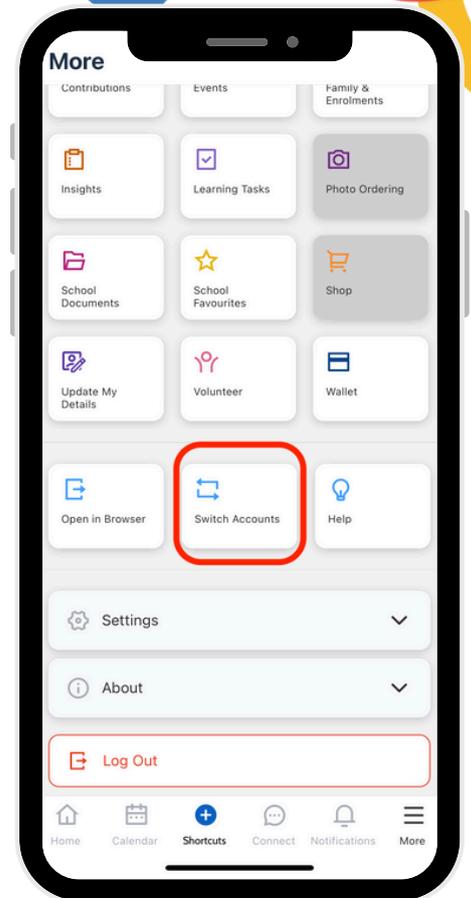
You will then be prompted to reset your Compass password.



## Switch between your Compass accounts

1. Click on the 'More' menu
2. Click on 'Switch Accounts'
3. Click on the account you want to login to

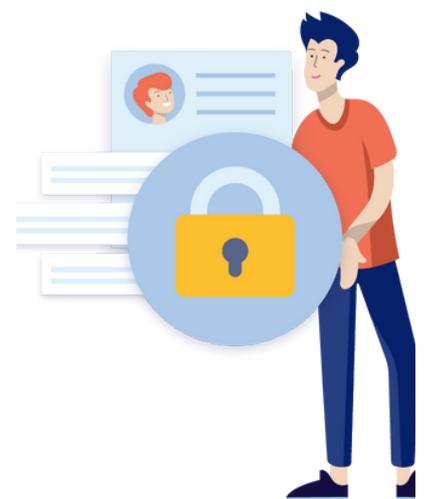
If you need to login to a new account, click on the blue plus button and search for the name of the school



## Reset your account lockout

If you attempt to log in using the incorrect details ten times in a row, you will be locked out of your account for 30 minutes.

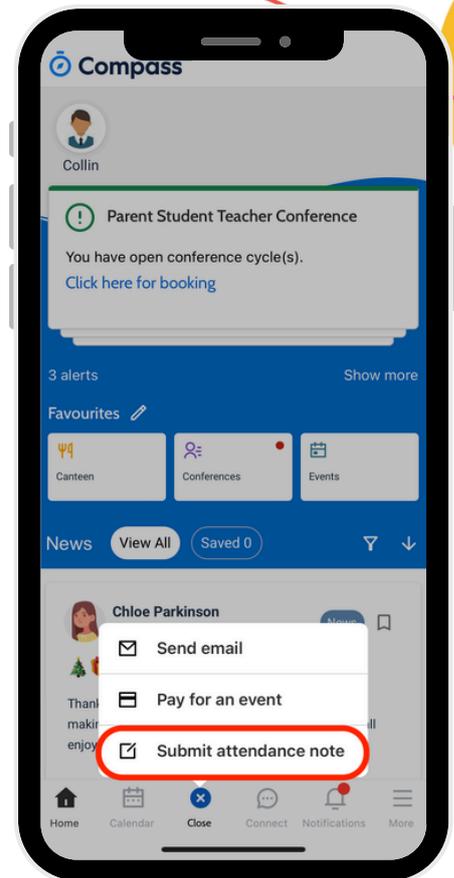
If you need access to your account before 30 minutes, we recommend contacting your school's administration office directly.



## Add an Attendance Note

If your child is going to be absent from school, you can add an attendance note to explain their absence.

1. Click on the blue 'Shortcuts' button
2. Click on 'Submit attendance note'
3. Select the reason
4. Enter any details and comments
5. Select the start/finish date and time
6. Upload any attachments
7. Click on 'Add Attendance Note' to submit the note

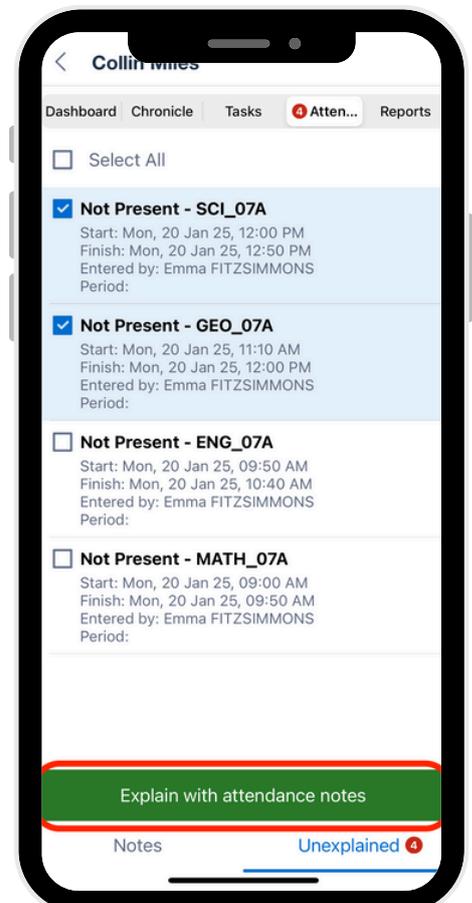


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## View your child's absences

1. From the homepage, click on your child's profile picture
2. Click on the 'Attendance' tab
3. Click on the 'Unexplained' tab

If you need to explain an absence, click on the checkbox next to the absence and explain with an attendance note.

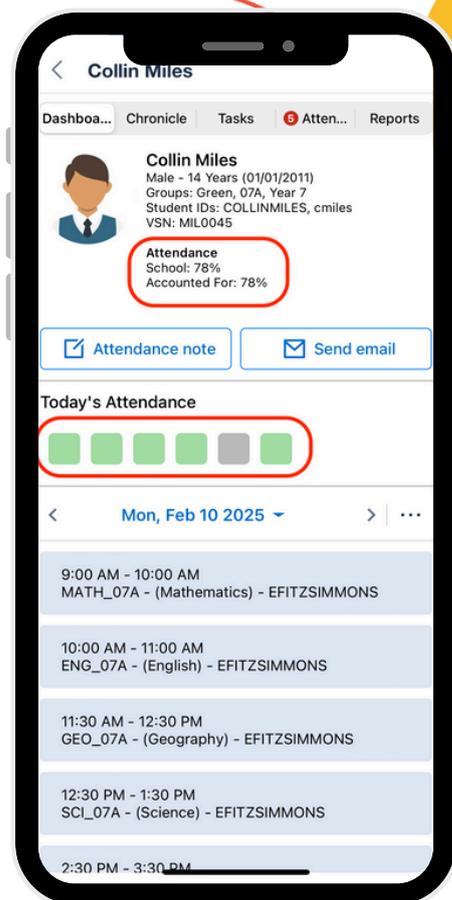


## View your child's daily attendance summary

1. From the homepage, click on your child's profile picture
2. Click on the 'Dashboard' tab

The coloured squares under 'Today's Attendance' provide an overview of the student's attendance on the current date.

You can click on the coloured squares to see more information.



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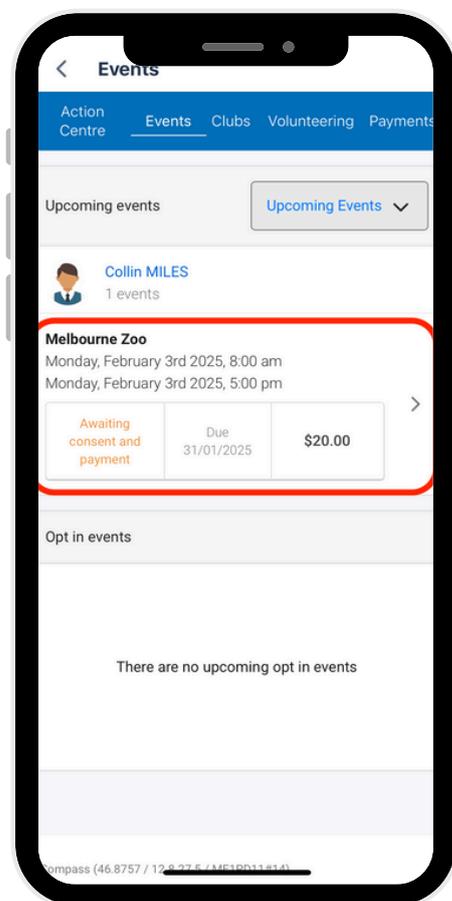
## Pay and consent for an Event

1. Click on the blue 'Shortcuts' button
2. Click on 'Pay for an event'

In your Action Centre, events that require your payment and/or consent will appear.

Click on the event to provide your payment/consent and fill out any additional questions and information.

Click on the blue 'Process' button to confirm your consent and process any payment.

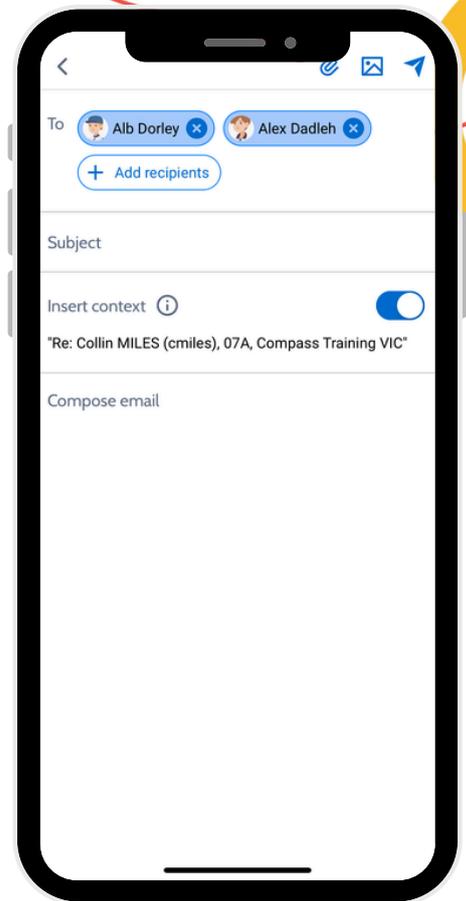


## Email your child's teacher

1. Click on the blue 'Shortcuts' button
2. Click on 'Send Email'

To send the email, click on the plane icon in the top right corner

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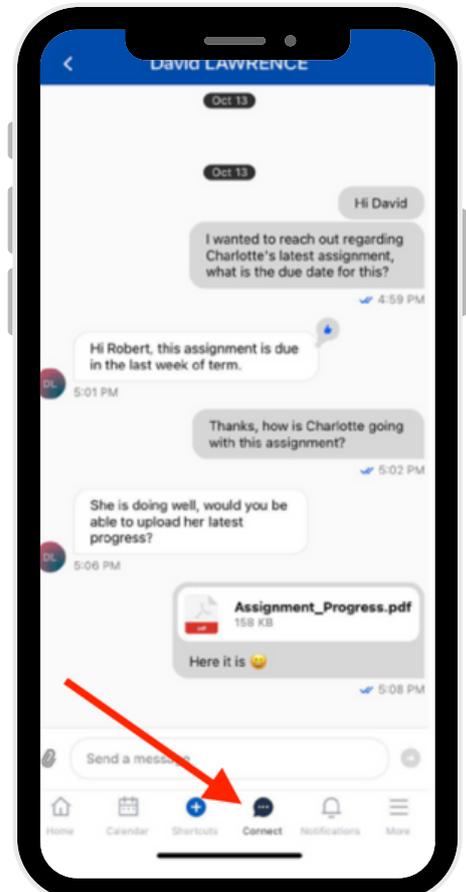


## Compass Connect

Connect is Compass' instant messaging feature that allows you to send a message to your child's teachers.

1. Click on the 'Connect' icon

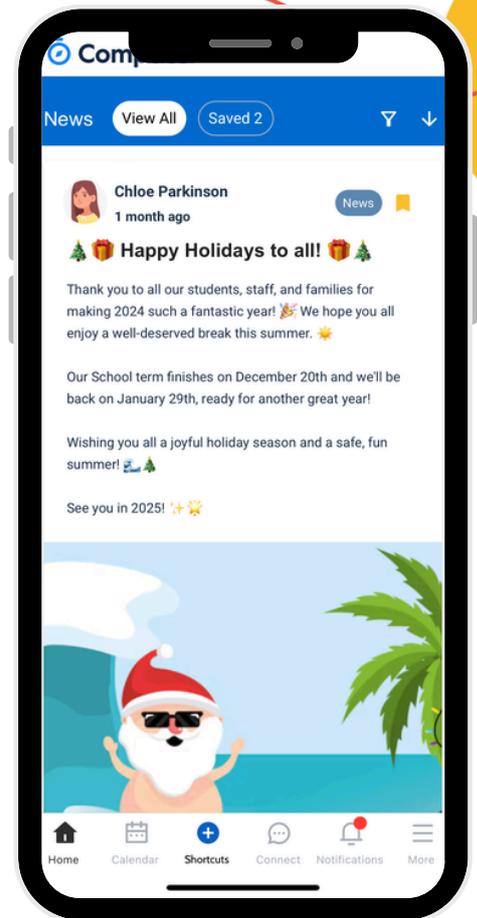
Messages will appear on the main screen. You can also start a new chat by clicking on the compose button and searching for the teacher's name.



## View school news

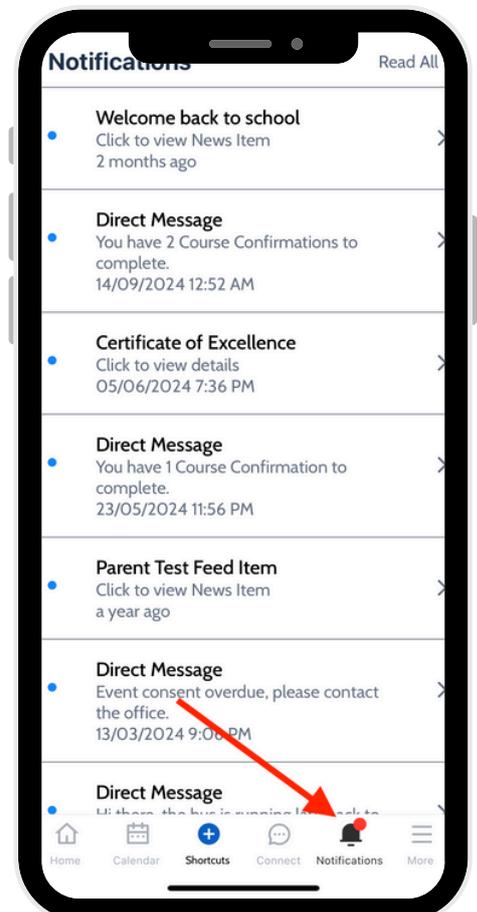
You can find news shared by your school, by going to the app homepage and scrolling down the feed.

Click on the save icon next to a Newsfeed post to save the post. You can quickly find saved news posts by clicking on the 'Saved' button.



## View notifications

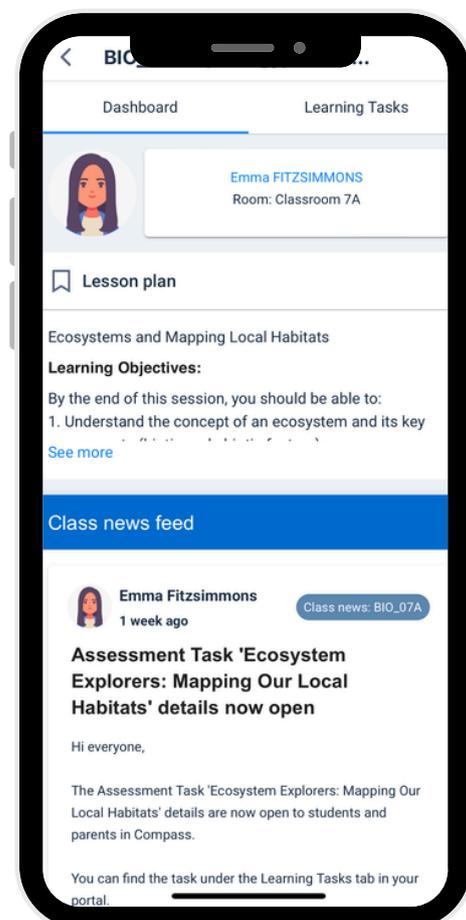
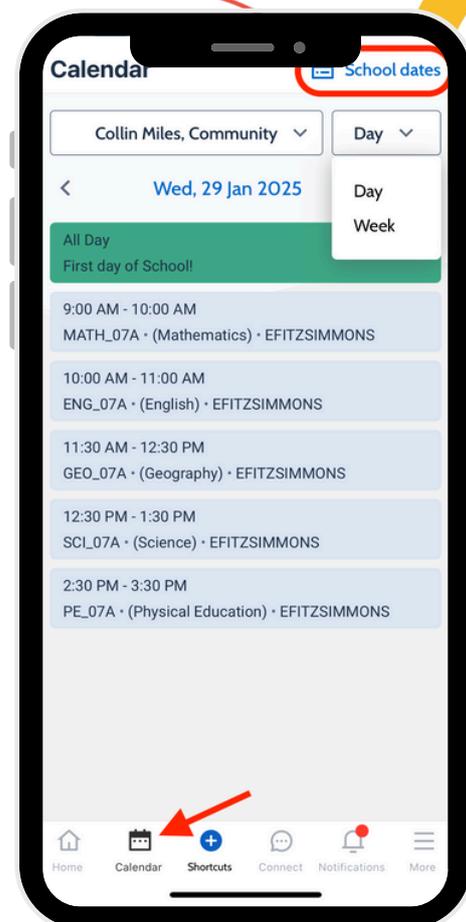
1. Click on the 'Notifications' icon
2. Here you can see push notifications sent by your school
3. Click on a notification to view it in full



## View important school dates and upcoming events

Keep track of important dates and upcoming events happening at your school by checking the Calendar.

1. Click on the 'Calendar' icon
2. Use the arrows on the left and right to navigate to a different day or click on the calendar icon and select the day you want to view
3. Change the calendar view by clicking the arrow next to 'Day'
4. Click on 'School dates' to see important school dates



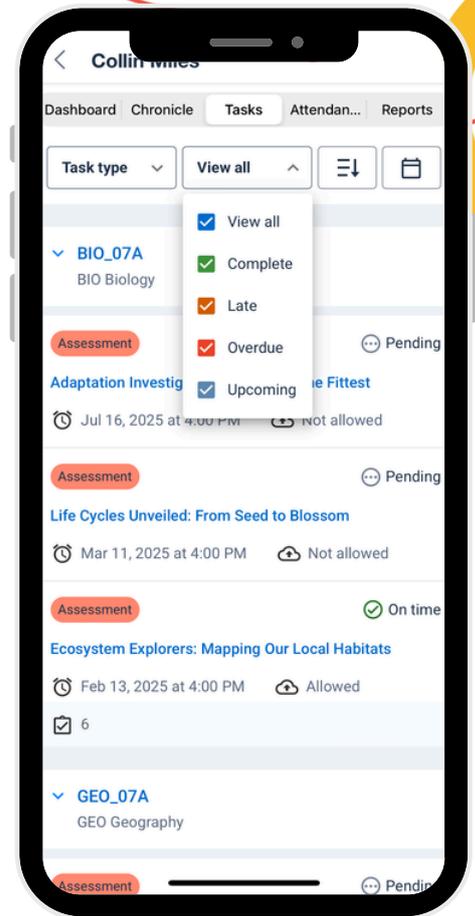
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## The class page

1. From the homepage, select your child's profile picture
2. On the Dashboard tab, refer to the classes on the student's schedule for the day
3. Click on the relevant class from the schedule to go to the class page
4. On the Dashboard tab, view any Lesson Plans and the Class News Feed

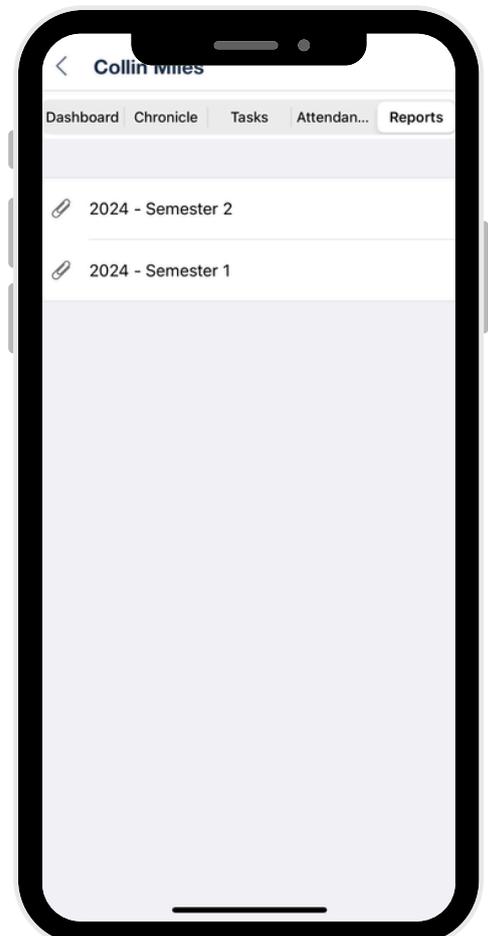
## View Learning Tasks

1. From the homepage, click on your child's profile picture
  2. Click on the 'Tasks' tab
  3. Click on the class to expand any Learning Tasks
  4. Click on the Learning Task to view the task details, results and teacher feedback
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## Download Semester Reports

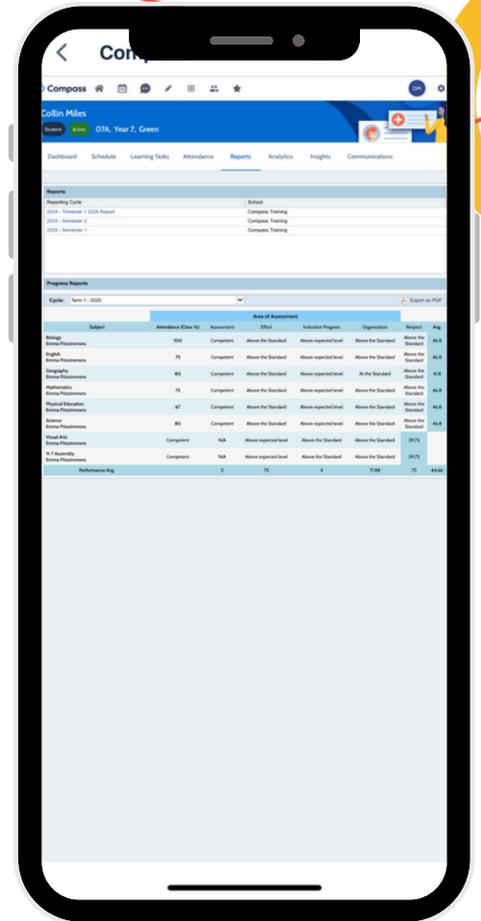
1. From the homepage, click on your child's profile picture
2. Click on the 'Reports' tab
3. Click on a reporting cycle to view the report. You can also download the report as a PDF file onto your device.



## View Progress Reports

1. Click on the 'More' menu
2. Click on 'Open in browser'
3. From your homepage, under your child's name click 'View Academic Reports'
4. Click on the 'Reports' tab
5. Select the Progress Report cycle

Click on 'Export as PDF' to download the report as a PDF file onto your device

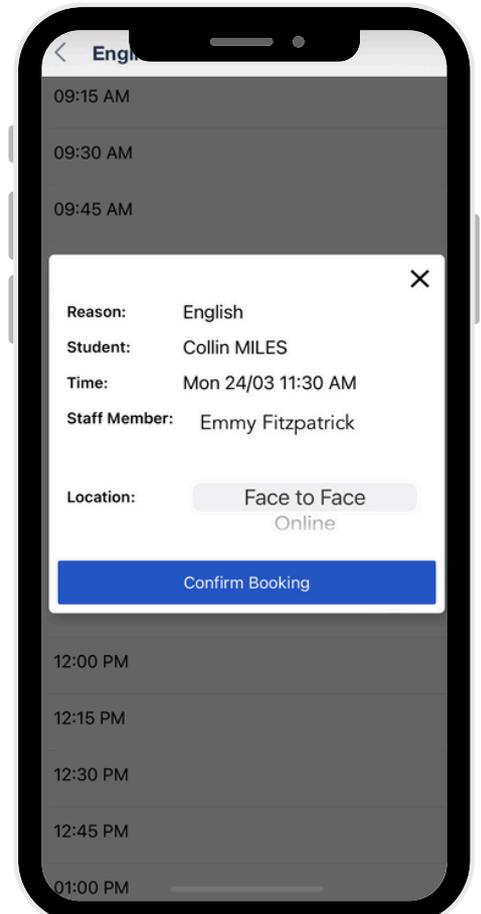


## Book Parent-Teacher Conferences

1. Click on the 'More' menu
2. Click on 'Conferences'
3. Click on the Conference cycle
4. Click on a subject to book an interview
5. Select a timeslot and confirm the booking

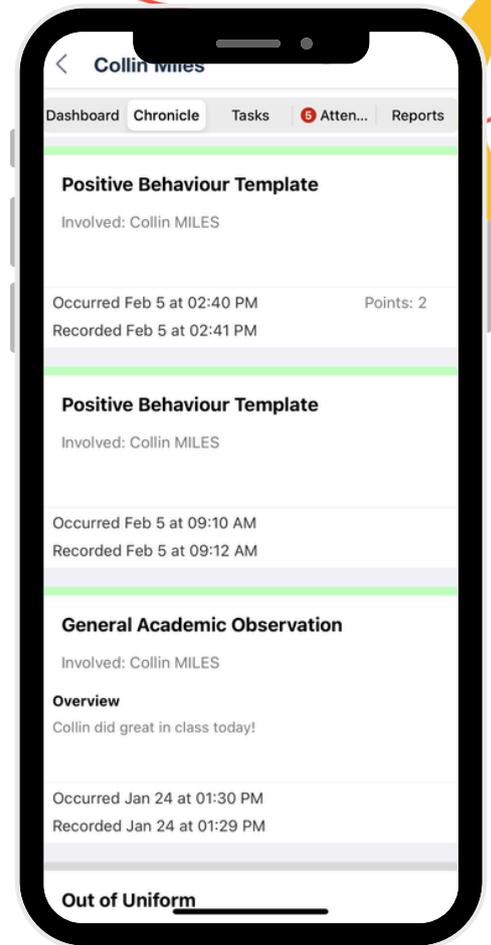
If you're school runs 'Face to Face' and 'Online' conferences, select your preferred location.

You can view your bookings by going to the booking page and clicking on the book icon in the top right corner.



## View your child's Chronicle

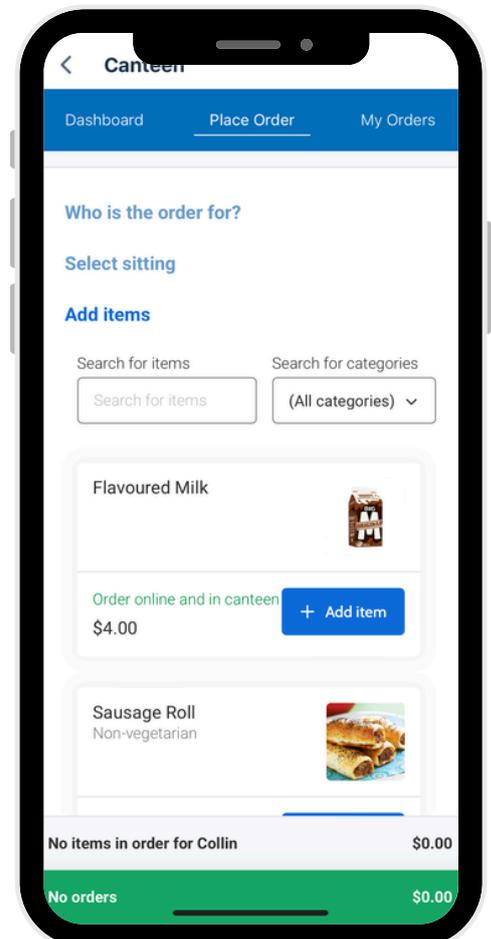
1. From the homepage click on your child's profile picture
2. Click on the 'Chronicle' tab



## Place a Canteen order

1. Click on the 'More' menu
2. Click on 'Canteen'
3. Click on 'Get Started' and select who the order is for
4. Select the date of the sitting and the menu available
5. Click on 'Add Item' to start adding items to your card

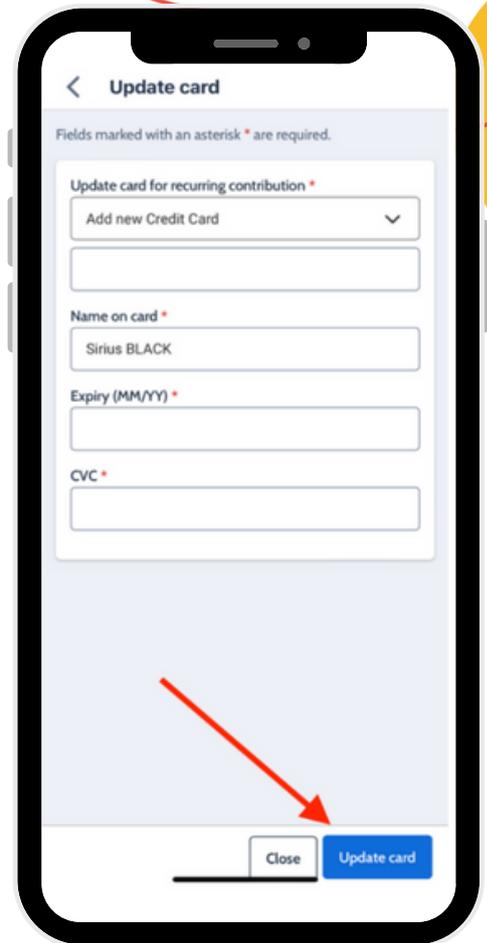
Once you've added items to your card, scroll to the bottom of the page and click on 'Proceed with order'. You can then enter your payment details and place the order.



## Update your card details linked to a Recurring Contributions

If your card details have changed or expired, update your payment card linked to a Recurring Contributions

1. Click on the 'More' menu
2. Click on the 'Wallet'
3. Click on the 'Recurring Contributions' tab
4. Click on the three dots next to the Recurring Contributions and click 'Update card'

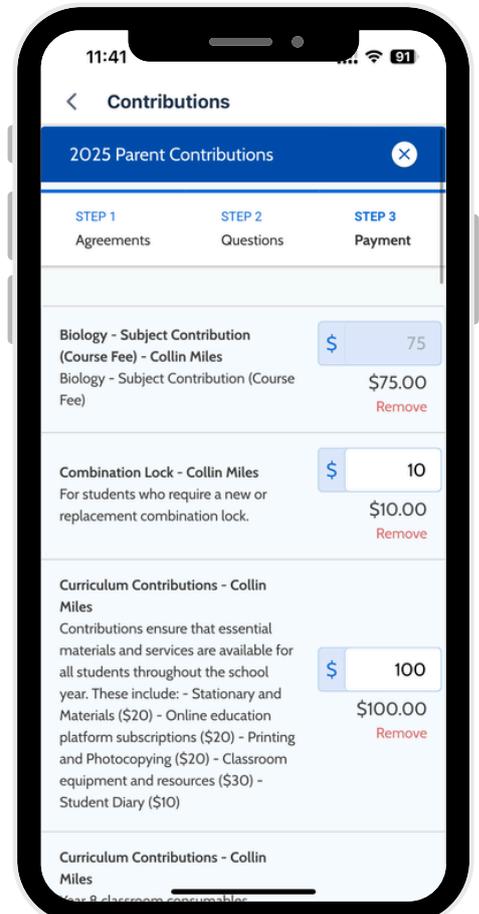


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## Make a contribution towards parent payments

1. Click on the 'More' menu
2. Click on 'Contributions'
3. From the Action Centre, click on the contribution that requires actioning
4. Click on 'Continue'
5. Select the amount you would like to contribute

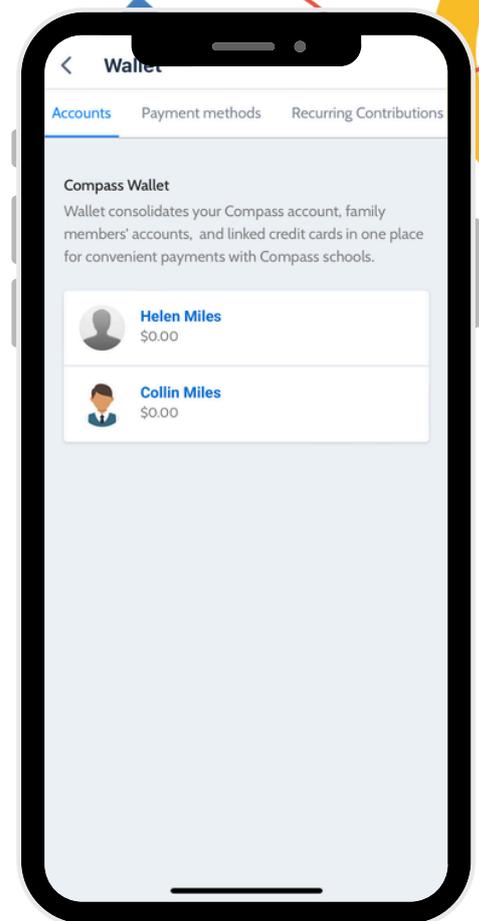
Click on the blue 'Process' button to make payment.



## Update your payment methods

1. Click on the 'More' menu
2. Click on the 'Wallet'
3. Click on the 'Payment Methods' tab and add or update your linked card. You can also remove any linked cards.

In the Wallet, you can also top up you and your child's Compass balance.



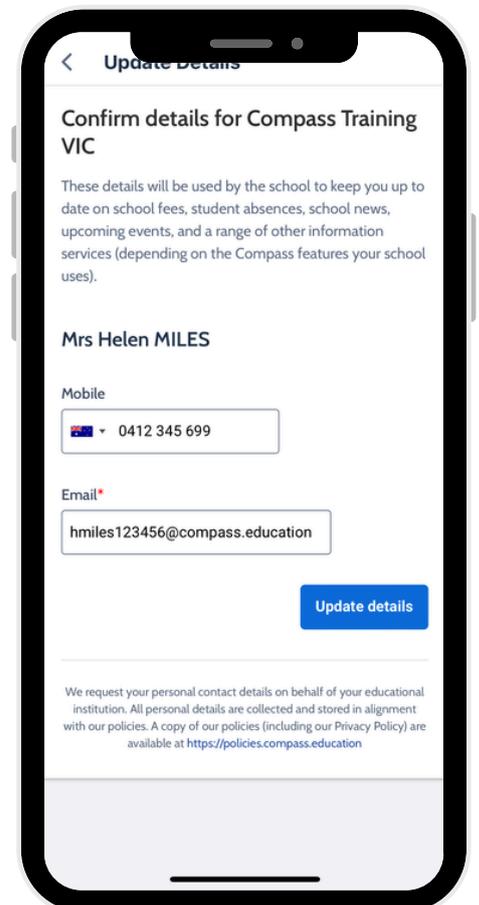
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## Update your details

Ensure your school has your most updated contact details.

1. Click on the 'More' menu
2. Click on 'Update My Details'

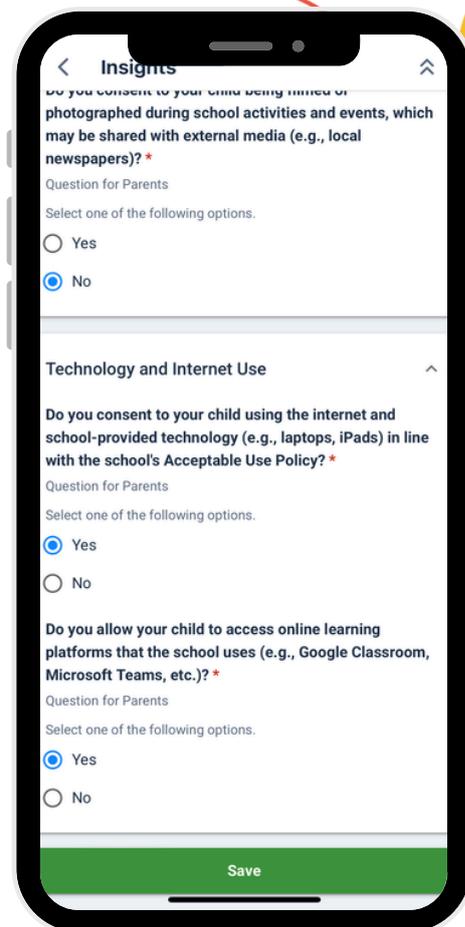
Once you have updated and confirmed your contact details, click on 'Update details'. Your school will then review the updates.



## Respond to Insights

Insights allows you to respond to questions and provide important information to your school.

1. Click on the 'More' menu
2. Click on Insights
3. Click on the Insights cycle
4. For each question, you can provide a response. Some questions may be mandatory.
5. To save your responses, click on the green save button

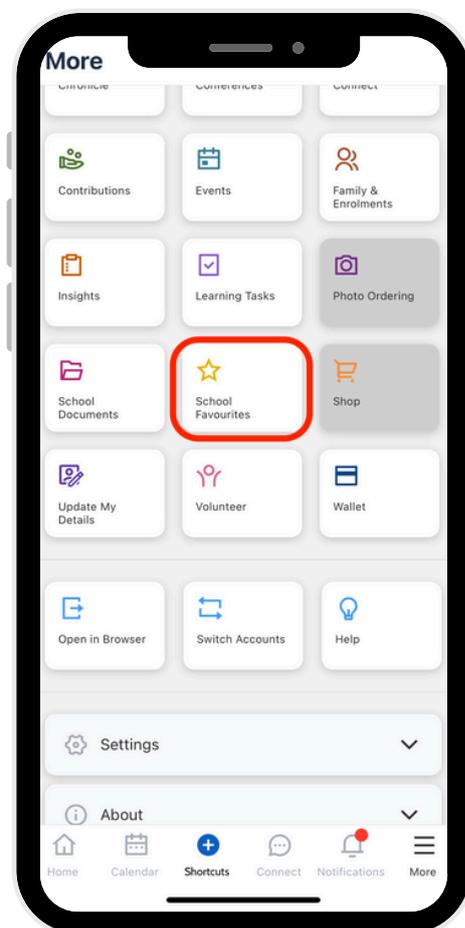


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## School Favourites

Use School Favourites to easily access a list of useful links relevant to you and your school.

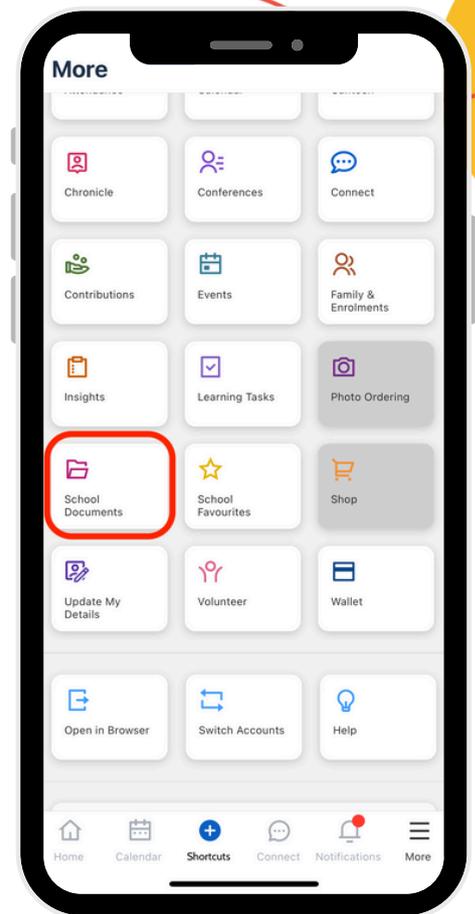
1. Click on the 'More' menu
2. Click on School Favourites
3. Click on the title of the link



## School Documentation

Use School Documentation to view and download important school information and resources.

1. Click on the 'More' menu
2. From the menu, click on School Documents
3. Within School Documents are various folders which contain content uploaded by the school
4. Click on the relevant folder, and then click on the content you wish to view



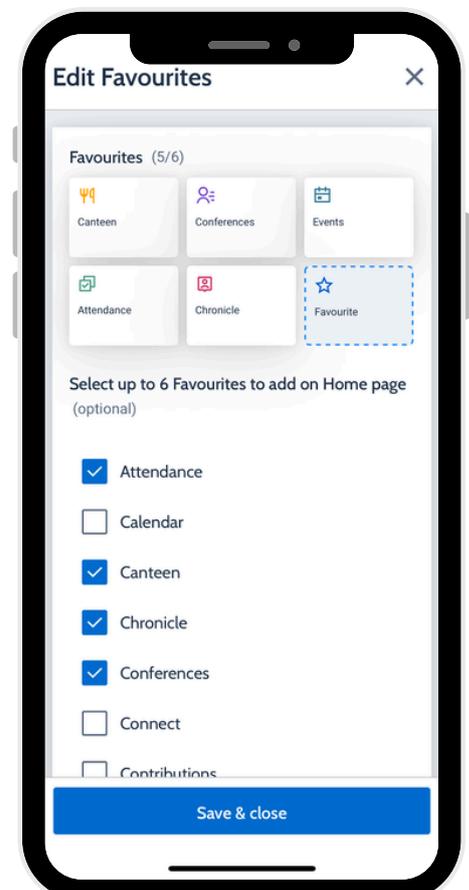
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## Favourite modules

Favourite modules from your homepage in the app so you can quickly access important tools and information.

1. From the homepage, click on the edit pencil next to 'Favourites'
2. Select up to 6 modules to favourite
3. Click on 'Save & Close'

Favourited modules will appear on your homepage for you to quickly access.



## Find more Support Resources

Compass has a wide range of helpful resources and guides which are available for parents to access.

1. Click on the 'More' menu
2. Click 'Help' to view a guide for parents and families
3. In the Table of Contents, click on the tabs to navigate to the corresponding section

