



Parent Guide



The Compass Parent Portal is an online portal that allows you to access up-to-date information about our school and your child's progress.

The portal is accessible via the web and also via the Compass School Manager App (available for download via the App store on your device).

Within the parent portal are many different features including the ability to:

- Add Attendance Notes
- View Semester and Progress Reports
- Book Parent Teacher Conferences
- Consent and Pay for school events
- Order school lunches via the Canteen
- View school news items

This guide will assist you with navigating the portal and includes step by step information on how to complete key processes.

Please note, some processes detailed in this guide may not be applicable (or in use) at our school. If you have any questions regarding your Compass parent portal, please contact the school for assistance.

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Parent Portal via Web



How to Access Compass

Compass is a web-based system that is accessible on any modern web browser (Chrome, Firefox, Safari etc).

Every family receives a separate log in to our school's Compass site. This log in information is provided to you by the school.

If you need assistance locating the Compass site link for our school, go to:


schools.compass.education

You will then be able to search for our school and access the link.

Recommended browsers



How to Log in




Greenfields College

Username

Password

Sign in

or

 **Sign in with Google**

Remember me

[Can't access your account?](#)

To log in, you will require your unique family username and password. These details will be provided to you by the school however if you are yet to receive them, please contact the school office. You will initially be provided with a temporary password that you will be prompted to update to one of your choosing when you log in for the first time.

To log in, go to your school's Compass site. Type in your username and password and click '**Sign in**'. Your username will be your parent code at the school. This will be different from your child's student code, and it will not be your email address.

If it is the **first time** you are logging in, you will be required to confirm your email address and mobile number. These details may be used by the school for SMS/email communications and password recovery.

Compass Login Help

What is your email address or mobile phone number?

If your email address or mobile phone number is recorded against your account in Compass, we can send you a password reset link or a confirmation code to obtain access to Compass.

or

Please complete the below recaptcha:

I'm not a robot

Continue

[I don't know my mobile phone number or my email address](#)

We take privacy and user security seriously. Suspicious password recovery attempts will be investigated and unauthorised access may result in administrative penalties, civil and/or criminal charges.

Once you have confirmed your details, you will be **required to change your temporary password** to one of your choosing. When you have entered your new password, click '**Save**'.



If you attempt to log in using the incorrect details ten times in a row, you will be locked out of your account for thirty minutes. If you have forgotten, or aren't sure of your details, please contact the school office.

Next, you will need to change your password

Your new password must:

- Not contain your username
- Not be a password recently used by this account
- Be **at least eight (8) characters** in length
- Contain **at least one (1) UPPERCASE letter**
- Contain **at least one (1) lowercase letter**
- Contain **at least one (1) number**

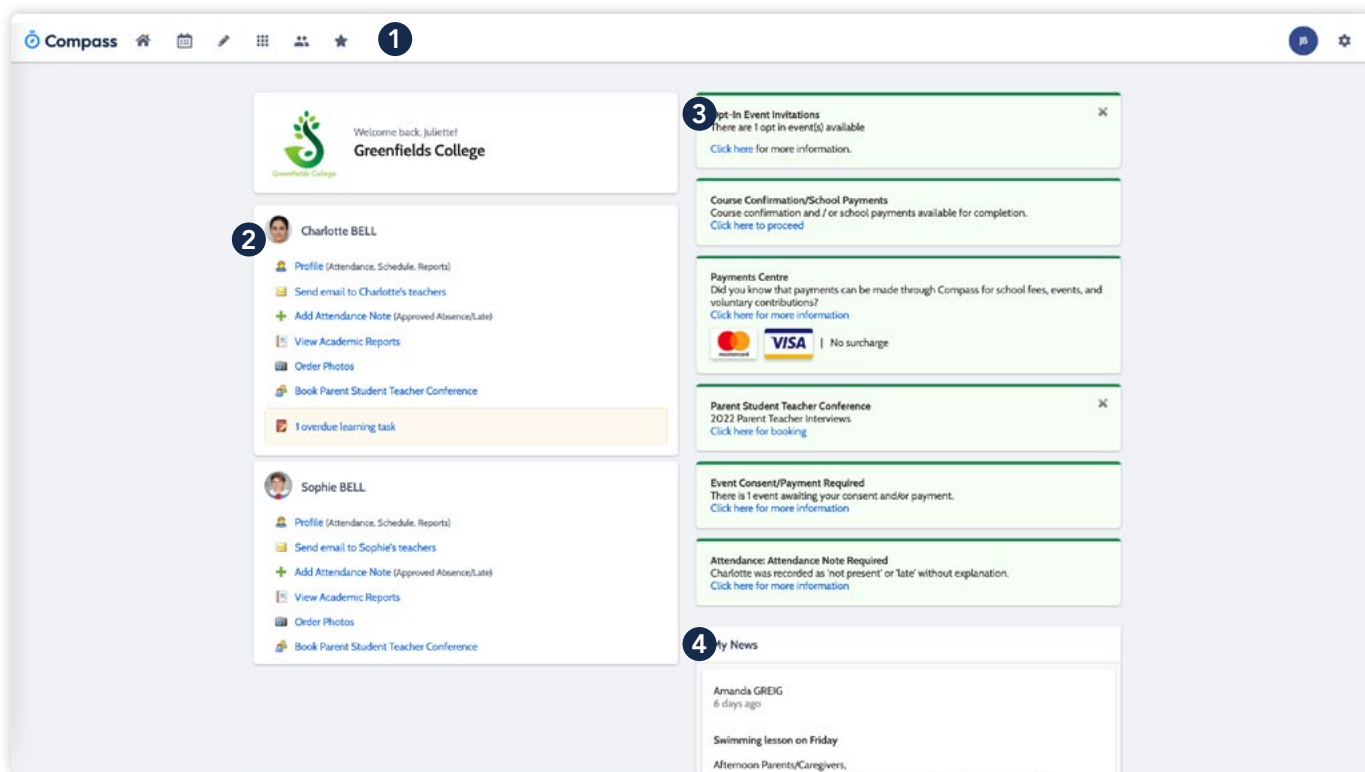
New Password:

Confirm New Password:

Save

The Home Page

When you log in, you will be taken to the Home Page, which is made up of the following components:



1 Menu options

Across the top of the screen, you will see a series of menu icons, each with drop-down options. These are further explained in the following section.

2 Child Information

This section will display each child you have at the school. From here, you can access their profile for key information or perform actions such as send an email to a teacher or add an attendance note.

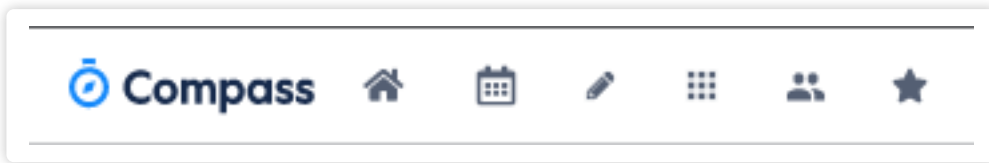
3 Alerts


On the top right, you will find a list of clickable notifications that will prompt you to action something.


4 Newsfeed

Posts in the Newsfeed allow the school to communicate key information to you. Posts remain accessible for as long as the school has determined, with the most recent posts displayed first. Posts that are set as Priority, however, will always show at the top.


Menu Icons




 The Home icon can be clicked at any time to take you back to the [Home Page](#) in Compass.

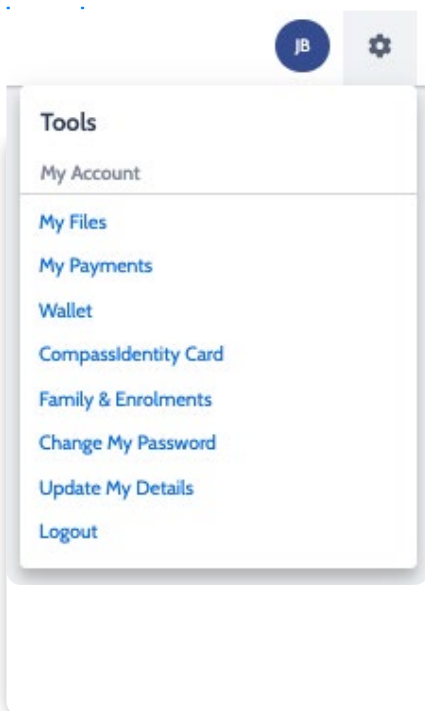
 The Calendar icon will take you to view the available [Calendars](#) i.e. school events, your child's schedule etc.

 The Grid icon will open the [Organisation menu](#). Here you can access the Events page and also the Course Confirmation page to pay school fees.

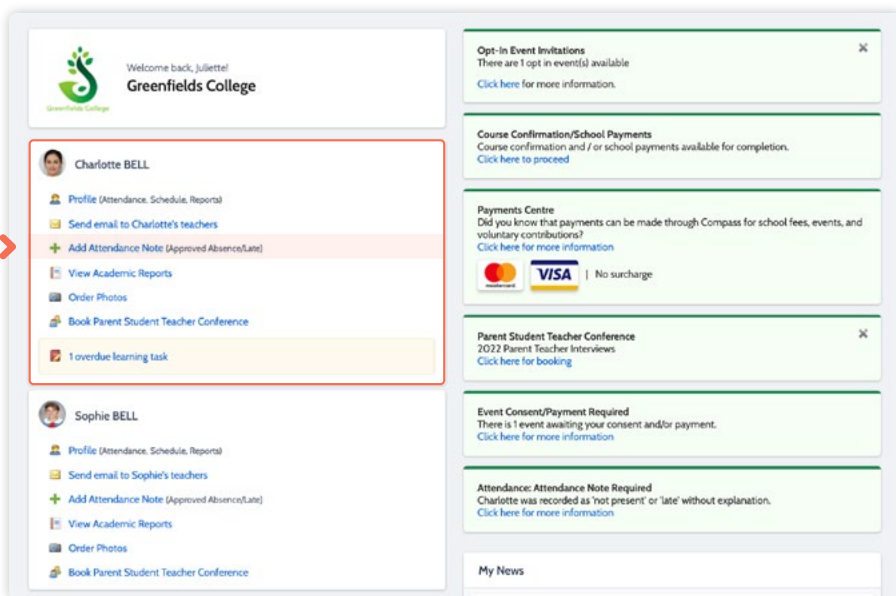
 The People icon is the [Community menu](#). Here you can book parent teacher conferences (when available). You can also access any School Resources made available from this menu.

 The Star icon opens the [Favourites menu](#). This contains links to useful websites the school recommends.

 The Cog icon gives you access to the [Tools Menu](#). Here you can opt to change your password, view your payment history and update your details.

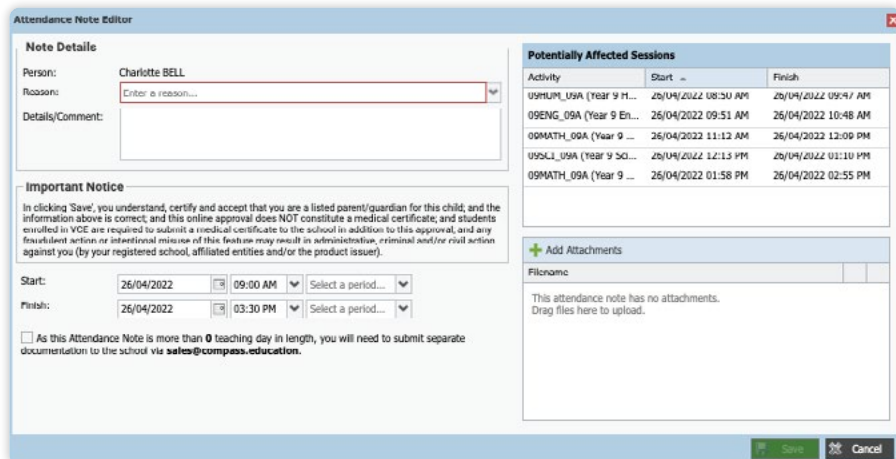


How To: Add an Attendance Note for an upcoming Absence



If your child is going to be away, you can add in an Attendance note to advise the school.

To do so, click '[Add Attendance Note \(Approved Absence/Late\)](#)'.



A Note screen will open.

Select the applicable reason from the drop down list; add in any additional information if applicable in the Details/Comment box.

Select the start and finish date/time of the absence and click '[Save](#)'.

How To: Add an Attendance Note for an Unexplained Absence

If your child has been marked Not Present without an explanation, you will be required to add an **Attendance Note**.

You will see an alert on your homescreen.

Click the alert and it will take you to your child's **'Unexplained'** attendance tab where you will see any sessions listed for which they were marked as Not Present or Late.

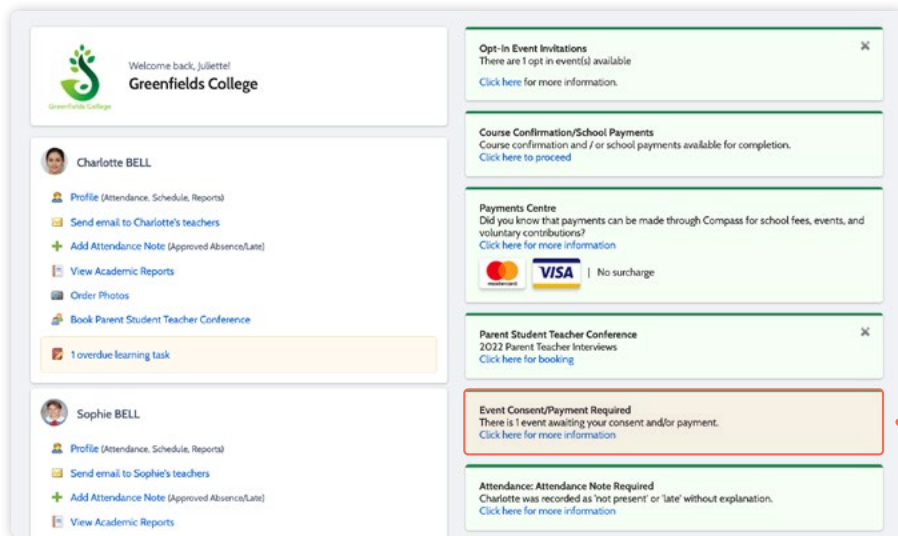
Select the session (or sessions) that you are adding a note for and then click **'Explain with Attendance Note'**.

This will cause the Attendance Note screen to pop open.

Select the applicable reason for the absence and add in the relevant details/comment.

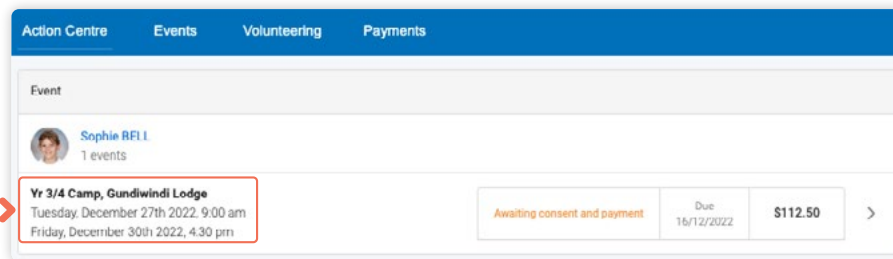
Click **'Save'**. This will assign the attendance note to the sessions you selected and they will update to no longer show as unexplained absences.

How To: Consent and Pay for an Event



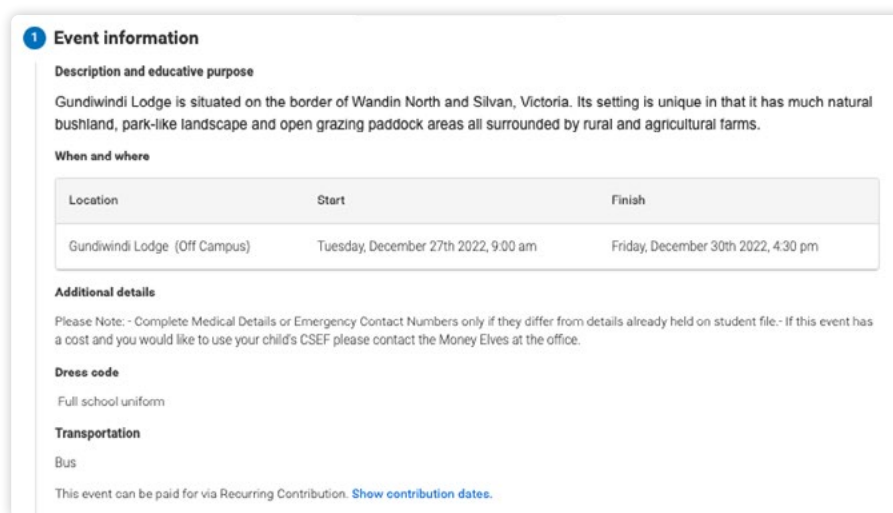
If your child has an upcoming event that requires your **consent and/or payment**, you will see an alert on your homescreen.

Click the alert and it will take you to the Events page (alternatively you can click the grid menu icon at the top of the screen and select 'Events').



On the 'Action Centre' tab you will see any events requiring your action. If you have more than one student at the school, events will be listed here under each child.

Click the event you wish to action.



You will see the details of the event.

How To: Consent and Pay for an Event (continued)

2 Administrative questions

Are there any additional medical conditions, allergies, medications or ailments?
e.g. A broken leg, asthma inhaler dosage increase, travel sickness, allergies, dietary requirements etc.

Please contact the school if any permanent/on-going medication information requires updating.

Parent / guardian contact details

Contact Details on file

Ms Juliette BELL	Mobile: +61498987525 Email: parent@compass.education
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Please contact the school if any of this contact information requires updating.

Contact details on the day (if different from normal)

Next will be any **administrative information** that you are required to review or respond to.

If you are required to review a medical Action Plan to confirm that it is current, you will need to tick the acknowledgement box to proceed (if the Action Plan on file is no longer current, please contact the school office to advise).

If your child has any further medical conditions not listed, please add the details in the available section. If they do not have any additional medical conditions, you can leave this field blank.

You will then see the current **contact details** on file for you.

If these need updating or different contact information is required for this event, please add that information in the space provided.

How To: Consent and Pay for an Event (continued)

4 Consent and payment method

I give permission for Sophie BELL to attend this event. Where the staff member in charge is unable to contact me, or where it is impracticable to contact me, I authorise the staff member in charge to 1) consent to any medical or surgical attention deemed necessary by a medical practitioner, and 2) administer such first-aid as the staff member in charge judges to be reasonably necessary. I understand that this is an official school event and that Sophie BELL will adhere to the dress code, as outlined above, and behave in alignment with the school's code of conduct. I agree to meet any medical expenses and/or transport costs incurred in the event of sickness or injury. Further, I agree to meet any transport costs should my child be sent home as a result of misbehaviour or inappropriate conduct.

Contact tracing:

Some excursion venues are required to collect contact details and are responsible for managing record keeping for contact-tracing in line with current public health directives. Most venues are required to use electronic record keeping that connects with an Application Programming Interface (API) linked provider or a digital system provided by Services Victoria. The Department of Health has strongly recommended that a contact number for each individual student is provided. A school phone number alone is not considered sufficient. Providing contact details for individual students will expedite contact tracing so that individuals can be contacted by the Department of Health if required. Parents/carers/guardians are advised that, when required, the school will be providing excursion venues with contact details for students. The phone number on school file for the student will be provided as the nominated contact number. Venues will be collecting student names and contact phone numbers for a legitimate purpose and are subject to Victorian privacy laws so will handle the information securely and only retain it for the required 28-day period.

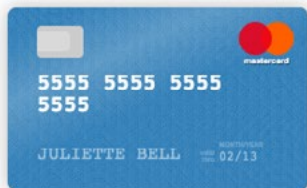
To provide consent, please type your name in full

Juliette Bell

5 Confirm and pay

Payment Method

New credit card



5555 5555 5555 5555

Juliette Bell

02 / 13

999

Save this card

Payment

Total amount

\$112.50

Pay in full now

Pay in Recurring Contributions

Process

We use CompassPay.com as our payment processing gateway. In clicking the relevant 'Confirm and Pay' button to the right, you agree for your credit card to be charged by CompassPay.com on behalf of your school. You understand that the amount charged will be the "Total Due" or amount indicated to the right. Refunds for cancelled online orders will be made to your Compass Balance regardless of original method of payment. This payment and use of this website is in alignment with the Compass School Manager terms and conditions of use available at <http://compass.edu.au/policy/>.

You will then be required to provide **consent and payment** (please note, not all events will require both, it will vary depending on the type of the event set up by the school).

Action Centre | Events | Volunteering | Payments

Event accepted ✕

You have accepted Zoo Excursion.

Upcoming events Upcoming Events ▾

Charlotte BELL

2 events

Outdoor Education Rock to Reef

Monday, August 1st 2022, 9:00 am
Monday, August 1st 2022, 3:30 pm

Attending
Due: 01/08/2022
\$0.00
>

Zoo Excursion

Tuesday, November 1st 2022, 8:50 am
Tuesday, November 1st 2022, 2:55 pm

Awaiting consent
Due: 01/12/2022
\$0.00
>

Yr 3/4 Camp, Cundiwindi Lodge

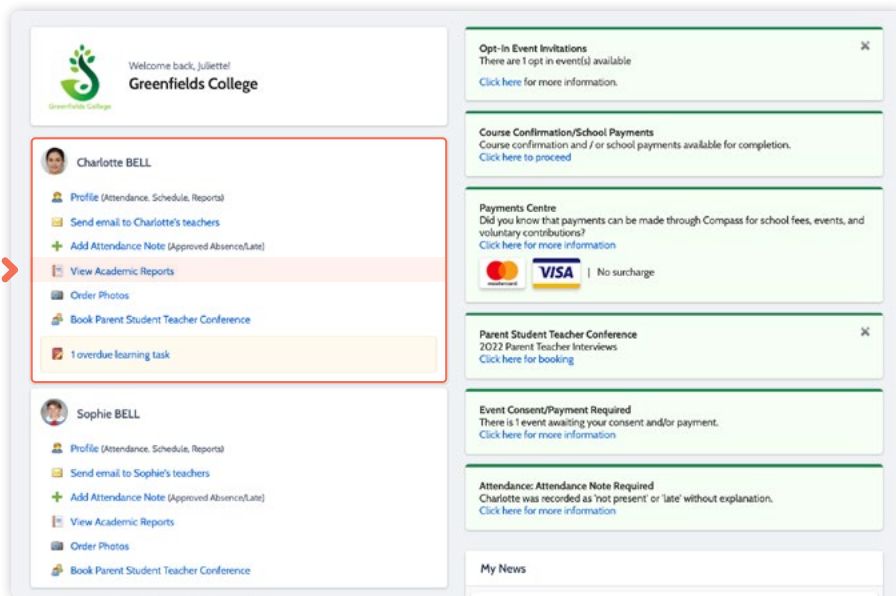
Tuesday, December 27th 2022, 9:00 am
Friday, December 30th 2022, 4:30 pm

Awaiting consent and payment
Due: 16/12/2022
\$112.50
>

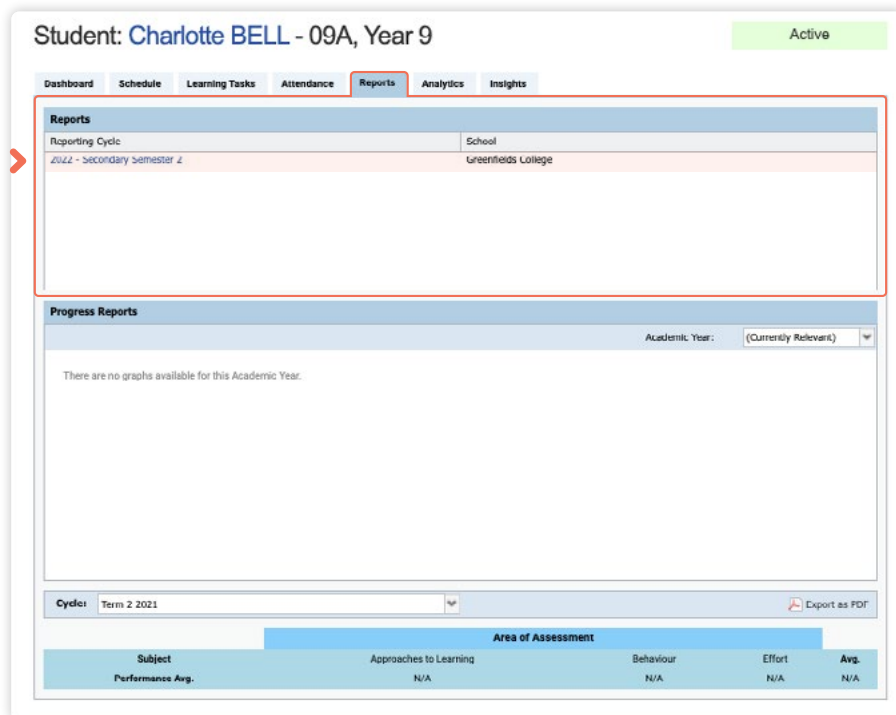
Once you have completed the consent/payment, the event will update to show your child as **'Attending'**.

The **'Events'** tab will show all events, both processed and those still requiring your action. To access information on upcoming events that you have already processed, click the event.

How To: View your child's Report



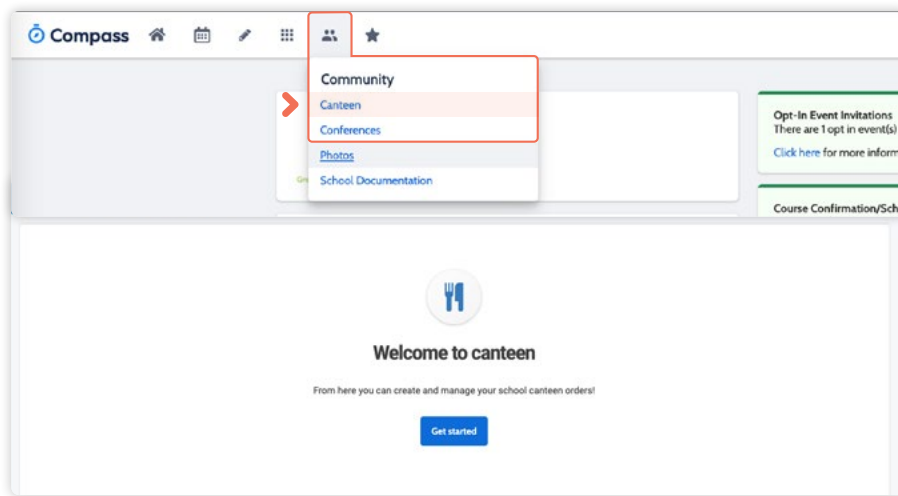
To view your **child's report**, click the option under their details on your dashboard.



This will take you to the **'Reports'** tab of your child's profile. Here you will see any available reports listed.

Click the **blue title** of the specific report you want to access and it will download as a pdf file to your device for viewing.

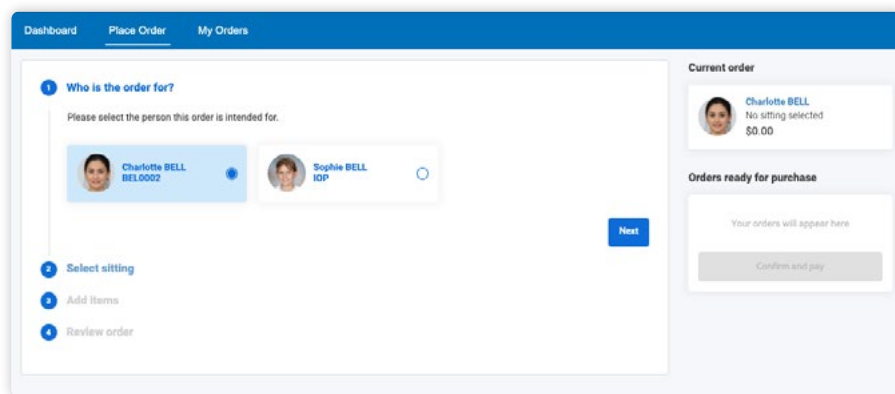
How To: Place a Canteen Order for your child



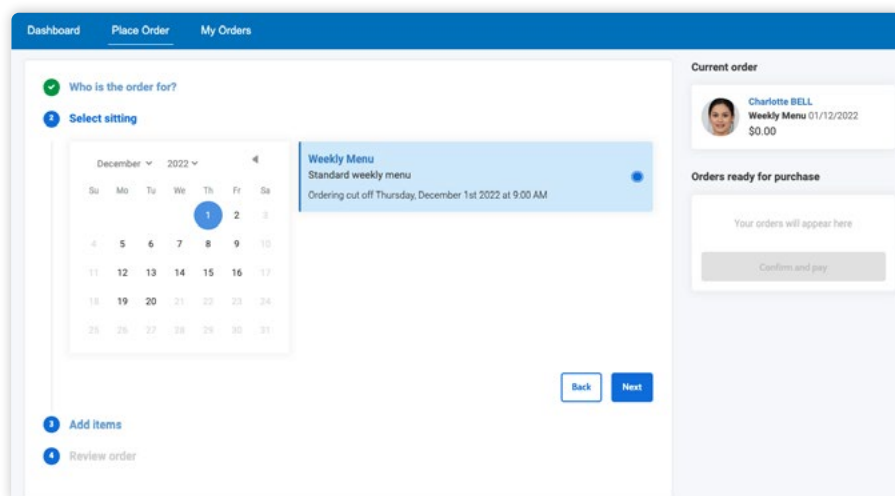
If your child has been given access to the student Compass portal (generally Secondary students), they are able to place orders from their account.

You can also place a canteen order on their behalf from within your Compass parent portal. To do so, go to the people icon at the top of the portal and select '**Canteen**'.

This will take you to the Canteen page. Click '**Get Started**' and you will be taken to the ordering tab.



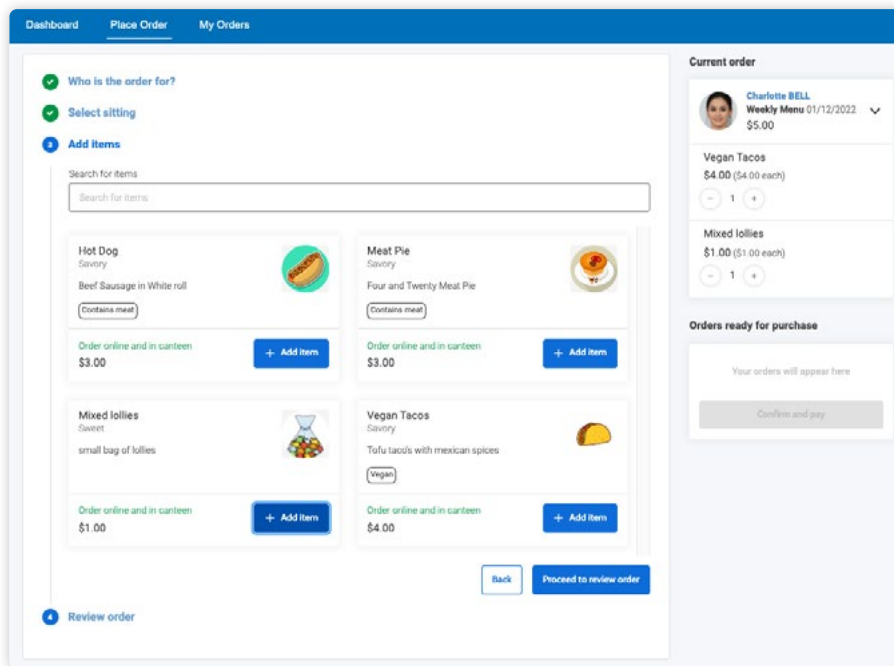
On the '**Place Order**' tab, select the child you are ordering for and then click '**Next**'.



Next you will need to select the date the order is for. Some dates may have more than one menu available, for example, there may be the standard canteen menu and then perhaps a 'special' day, like a sausage sizzle menu available for that date. If there is more than one menu available to order from for the date you selected, you will need to select which menu you are ordering from.

Click '**Next**' to proceed.

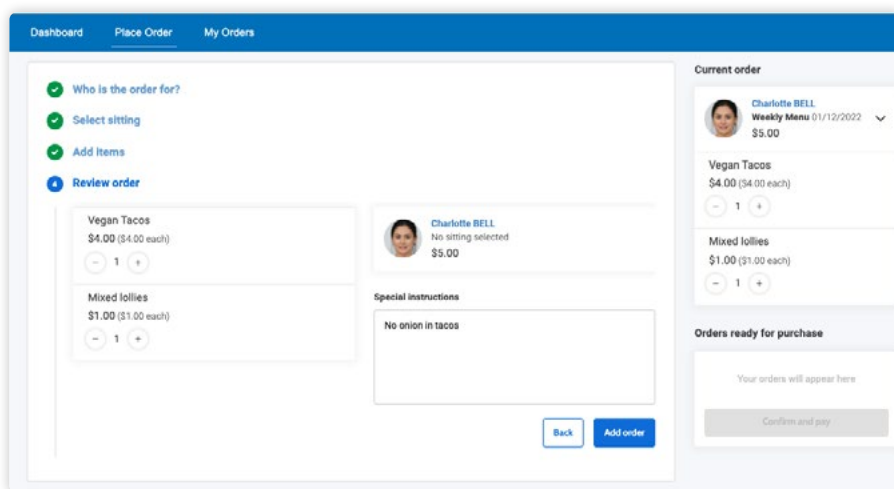
How To: Place a Canteen Order for your child (continued)



You will see the menu items listed, scroll through and click **'add item'** for each item you want to order for that date.

You will see the added items show under the order details. You can also adjust quantities if needed for the added items.

When you have finished adding items, click **'Proceed to review order'**.



Review the order. You can remove an item by clicking the cross icon next to it. You can also add any additional information in the available section.

When you are happy with the order, click **'Add order'**.

How To: Place a Canteen Order for your child (continued)

The screenshot shows the 'Place Order' page. At the top, there are navigation tabs: 'Dashboard', 'Place Order', and 'My Orders'. A yellow notification box at the top left states: 'Order for Charlotte BELL has been added to your cart'. Below this, the cart items are listed: '1 x Vegan Tacos - \$4.00' and '1 x Mixed Lilies - \$1.00', with a total of '\$5.00'. The main section is titled 'Who is the order for?' and asks the user to select the person the order is intended for. Two options are shown: 'Charlotte BELL BEL0002' and 'Sophie BELL 10P', each with a radio button. A 'Next' button is at the bottom right. On the right side, there is a summary box titled 'Orders ready for purchase' showing the selected item 'Charlotte BELL Weekly Menu 01/12/2022' for '\$5.00' and a 'Total due' of '\$5.00' with a 'Confirm and pay' button.

This will add the order to your cart. If it is the only order you are placing at this time, click **'Confirm and pay'**. Alternatively, you can proceed to make additional orders for other children or other dates and add them to your cart.

Once all orders are added to your cart, you will need to click *'Confirm and pay'* to pay for them in order for them to be received by the canteen.

The screenshot shows the 'Confirm and pay' page. On the left, there is a disclaimer: 'We use CompassPay.com as our payment processing gateway. In clicking the relevant 'Confirm and Pay' button to the right, you agree for your credit card to be charged by CompassPay.com on behalf of your school. You understand that the amount charged will be the 'Total Due' or amount indicated to the right. Refunds for cancelled online orders will be made to your Compass Balance regardless of original method of payment. This payment and use of this website is in alignment with the Compass School Manager terms and conditions of use available at <http://compass.edu.au/policy/>.' Below this is a dropdown menu for 'New credit card'. A red box highlights this dropdown. Below the dropdown is a visual representation of a Mastercard with the number '5555 5555 5555 5555', the name 'JULIETTE BELL', and the expiration date '04/13'. Below the card image are input fields for the card number, name 'Juliette Bell', and expiration date '04/13' and '999'. On the right side, there is a summary box showing the selected item 'Charlotte BELL Weekly Menu 01/12/2022' for '\$5.00' and a 'Total due' of '\$5.00'. At the bottom right, there are 'Cancel' and 'Process payment' buttons.

Select the card you want to pay for the order with (or in the card drop-down, select the option to add a new card if required) and click **'Process Payment'**.

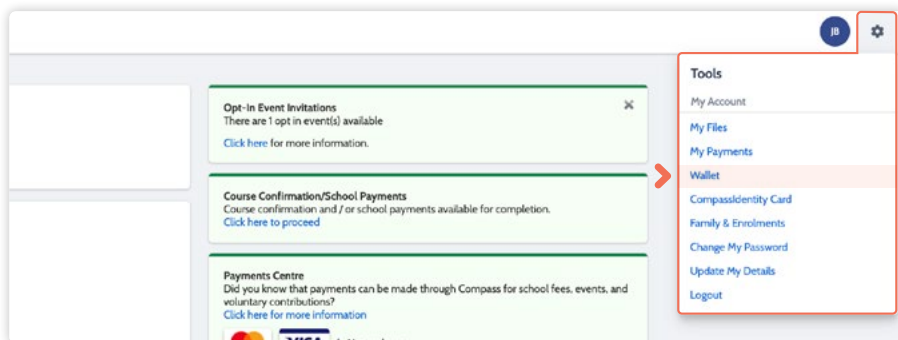
The screenshot shows the 'My Orders' page. At the top, there are navigation tabs: 'Dashboard', 'Place Order', and 'My Orders'. Below the tabs, there are two profile cards for 'Charlotte BELL' and 'Sophie BELL'. Underneath, there are tabs for 'Upcoming' and 'Past'. The 'Upcoming' tab is selected. Below the tabs, there is a large empty box with a warning icon and the text 'You have no past orders.'

To view any existing upcoming orders or past orders for your child, click to the **'My Orders'** tab.



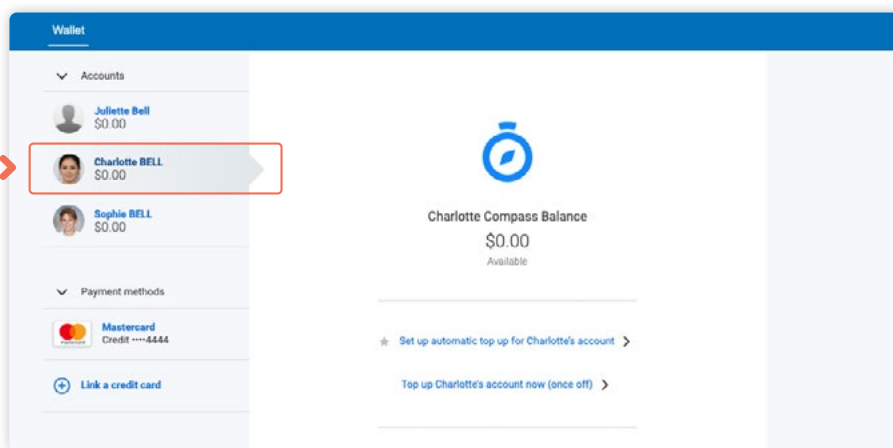
If you need to cancel an upcoming order, you will have the option to do so when viewing the order on the **'My Orders'** tab provided you are attempting to cancel the order before the cancellation deadline set by the school.

How To: Top up your child's Canteen Balance



For students using their Compass Student ID card to place canteen orders or purchase ad-hoc at the canteen, parents can top-up the child's card balance.

To do so, go to the cog icon in the top right of your portal and select **'Wallet'**.

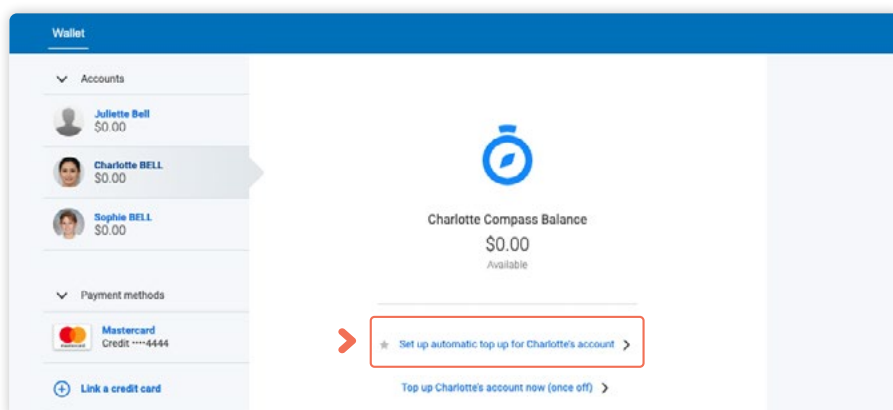


On the **Wallet page**, click the child whose balance you want to top up.

You will see their existing balance and two top up options, one to set up an automatic regular top up and another for a once-off top up.

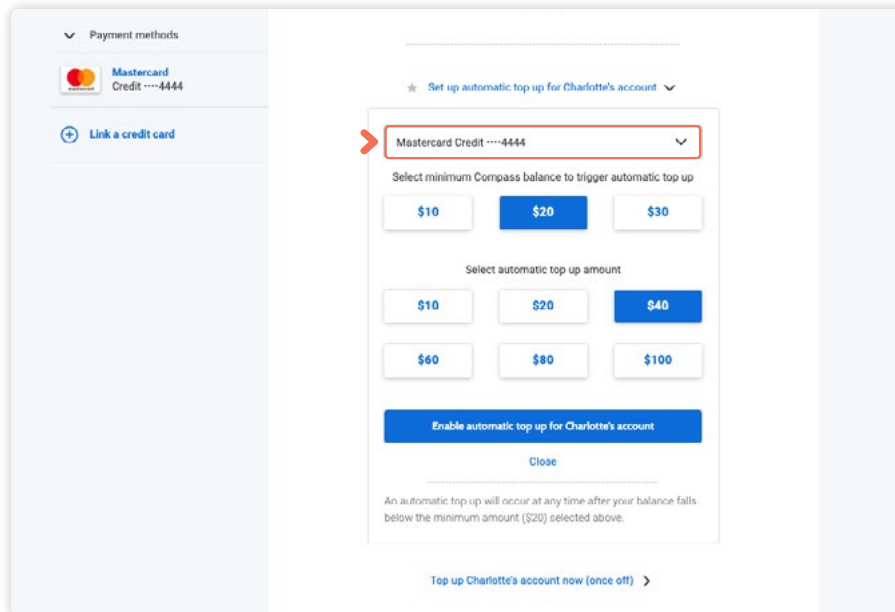


Before proceeding with any top up, ensure you have selected the correct child from the left hand side list of users whose balance you want to top up. You are not able to move funds between different Compass Wallets after they have been added. If you need funds moved or refunded, please contact your school office.



To set up a regular **automatic top up**, click that option. It will expand to show the possible selections.

How To: Top up your child's Canteen Balance (continued)

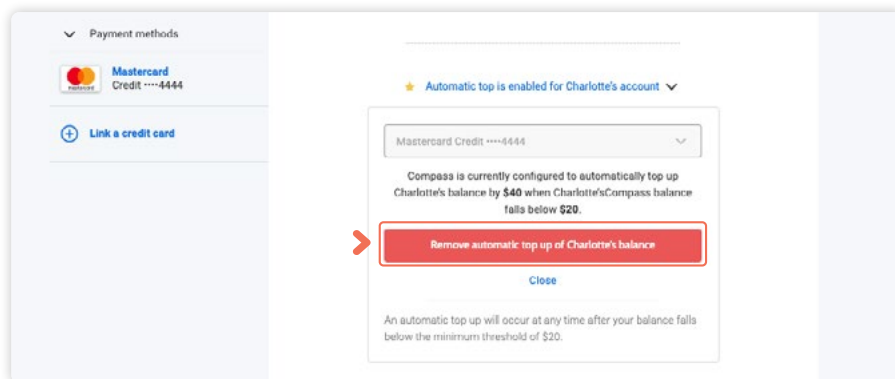


Choose the card you want to link to automatic top-ups.

Set the **minimum Compass balance** to trigger the top-up for your child (i.e. when their balance reaches \$10, a top up payment will trigger).

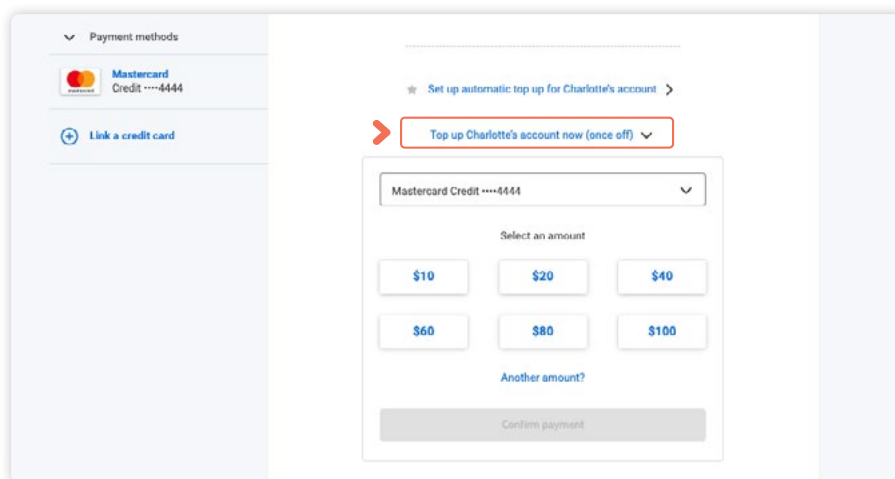
Then **set the top-up** amount that is to occur (i.e. when their balance reaches \$10, top up with a \$40 payment).

Once you have made your setting selections, click '**Enable automatic top-up**' and the automated system for that child's card will be in place.



If you ever need to remove the automatic top up, click '**Automatic top-up is enabled**' and it will expand to show the details.

You will then have access to click the '**Remove automatic top up**' red button.



To simply do a once off top-up, click '**Top up account now (once off)**'.

It will expand and you can select the card to be debited and also the top up amount.

Click '**Confirm Payment of \$ to account**' to process.

How To: Book a Teacher Conference

Welcome back, Juliette!
Greenfields College

Charlotte BELL

- Profile (Attendance, Schedule, Reports)
- Send email to Charlotte's teachers
- Add Attendance Note (Approved Absence/Late)
- View Academic Reports
- Order Photos
- Book Parent Student Teacher Conference

1 overdue learning task

Sophie BELL

- Profile (Attendance, Schedule, Reports)
- Send email to Sophie's teachers
- Add Attendance Note (Approved Absence/Late)
- View Academic Reports

Opt-In Event Invitations
There are 1 opt in event(s) available
[Click here for more information.](#)

Course Confirmation/School Payments
Course confirmation and / or school payments available for completion.
[Click here to proceed](#)

Payments Centre
Did you know that payments can be made through Compass for school fees, events, and voluntary contributions?
[Click here for more information](#)

Parent Student Teacher Conference
2022 Parent Teacher Interviews
[Click here for booking](#)

Event Consent/Payment Required
There is 1 event awaiting your consent and/or payment.
[Click here for more information](#)

Attendance: Attendance Note Required
Charlotte was recorded as 'not present' or 'late' without explanation.
[Click here for more information](#)

When a parent teacher conference cycle becomes available, an alert will appear on your dashboard prompting you to make a booking.

[Click the alert.](#)

Welcome

Welcome to 2022 Parent Teacher Interviews

Welcome Parents and Carers,

We are running our 2022 Parent Teacher Interviews On Site and Remotely, please book through Compass for a time. Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt.

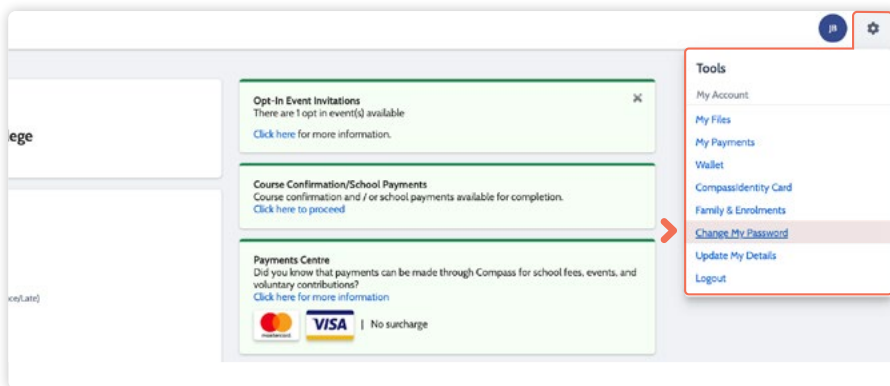
Thank you and we hope to see you soon,
Scott Blackwell, PST Coordinator.

[Start Booking Now](#) [Show me How to Book](#)

This will take you to the conference cycle and you will see the [Welcome message](#) from the school that will include details about the conference.

Click the ['Show me how to book'](#) option for guided instructions on how to secure your conference booking.

How To: Change your Password



If you need to change your password, go to the cog icon and select '**Change my Password**'.

Change My Password

Your new password must:

- Not contain your username
- Not be a password recently used by this account
- Be **at least eight (8) characters** in length
- Contain **at least one (1) UPPERCASE letter**
- Contain **at least one (1) lowercase letter**
- Contain **at least one (1) number**

Old Password:

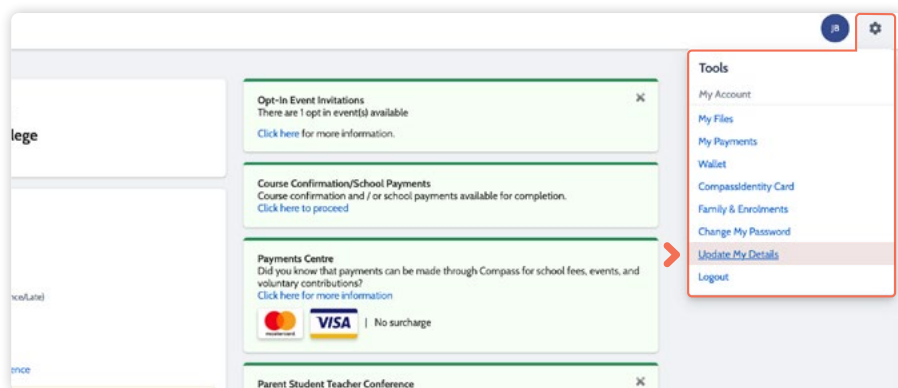
New Password:

Confirm New Password:

Key in the required information ensuring your new password meets the set guidelines.

Click '**Save**' to update.

How To: Update your Contact Details



If you need to update the mobile number or email address on file for your account, go to the cog menu icon and select '[Update my Details](#)'.

Welcome to the Greenfields College Parent Portal

Please confirm your mobile phone number and email address(es) below. These details will be used by the school to keep you up to date on school news, upcoming events, student absences, fees due for payment and a range of other information services (depending on the Compass features your school uses) and they are subject to approval by School staff.

Ms Juliette BELL

Mobile

Email

Google Sign In

These details are correct - Proceed to Parent Portal

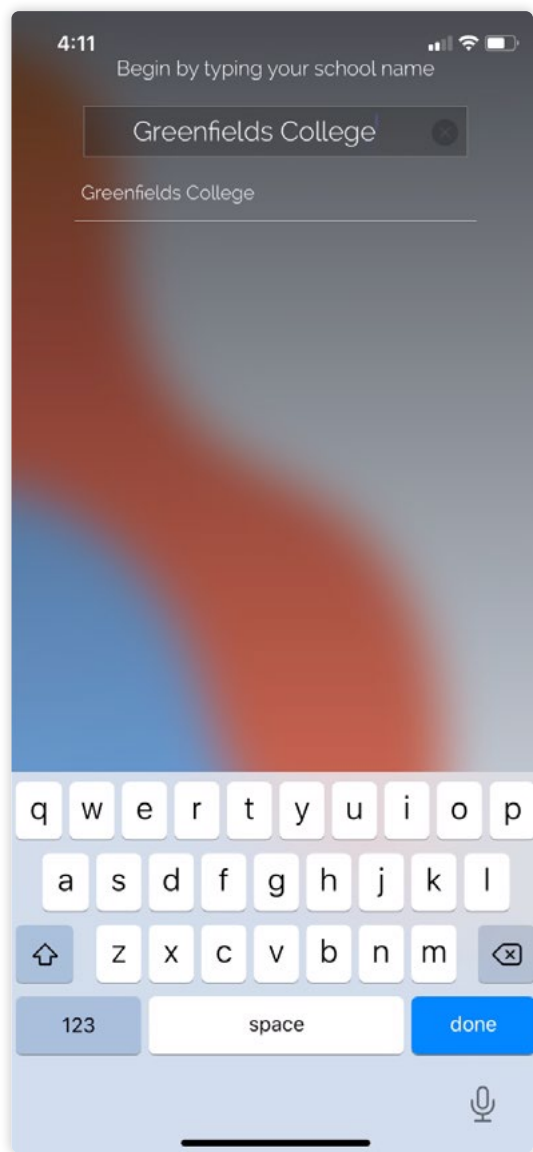
Compass School Manager requests your personal contact details on behalf of your registered educational institution. Details such as your personal email address and/or mobile phone number will be used solely by Compass School Manager and your registered educational institution for school related communications and notifications. It is not compulsory to provide these details. You are able to add/update and/or remove these details at any time. JDLF International Pty Ltd (including any affiliated companies) are not responsible for the content of any material transmitted, we act only as a gateway for communication. For further information please email legal@compass.edu.au

Add in your **new contact** information. This will trigger a notification to the school advising them of these changes.

The Compass School Manager App



Using the Compass School Manager App



You can use the [Compass app to action tasks](#).

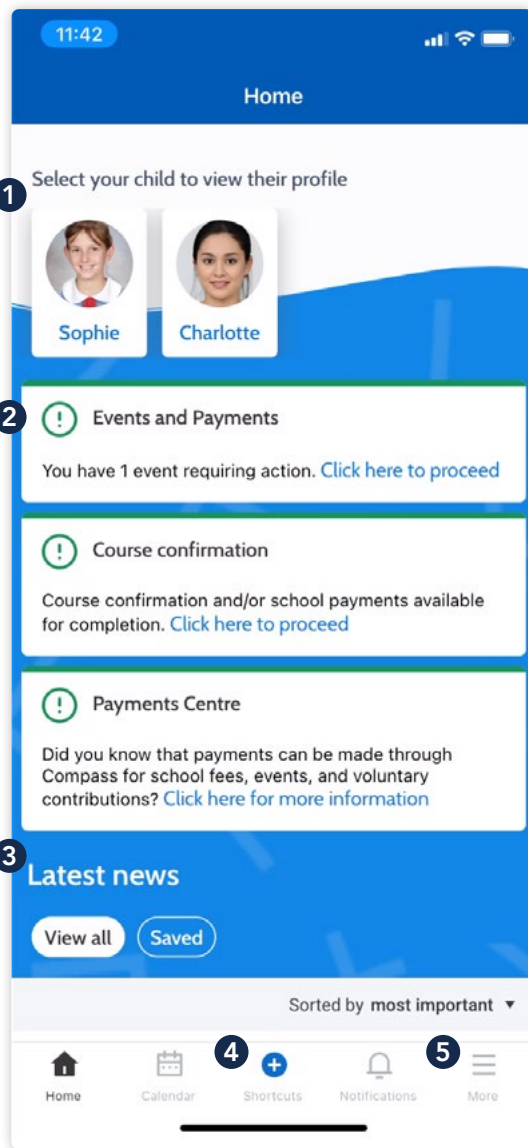
The app is available to download for free from the Apple App Store or the Google Play store.



Once installed and opened for the first time, you will be prompted to choose which school your child attends.

After selecting the school, you will be required to enter your log in details which are the same details you use to log in to your Compass parent portal.

The App Home Page



When logged in, you will see:

1 Profiles

Each of your children who attend the school will appear at the top of the screen. Click their image to go to their profiles.

Within the profile you can access information pertaining to your child such as their schedule, learning tasks, attendance approvals and reports.

2 Alerts

Notifications of items that require your action.

3 Newsfeed

Scroll through to view the latest posts from your school.

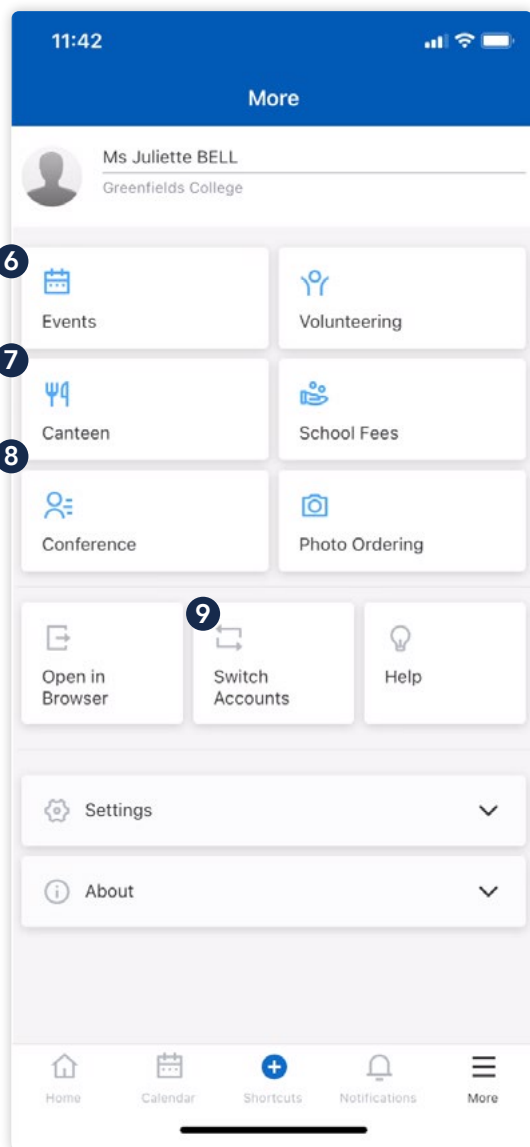
4 Shortcuts

The shortcuts button allows you to perform quick actions such as adding an attendance note or paying for an event.

5 More

Gives you access to additional actions – see next page.

The App Home Page (continued)



6 Events Consent/payment

Process consent/payment for your child's upcoming events.

7 Canteen

Place canteen orders for your child.

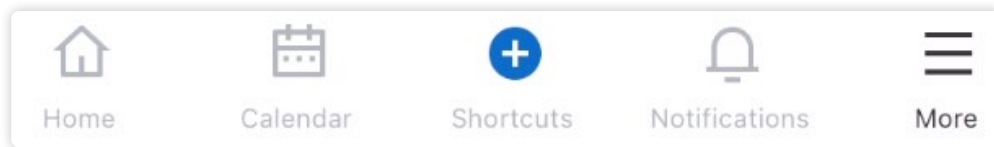
8 Conferences


Allows you to book teacher conferences.


9 Switch Accounts


If you have children attending different schools that use Compass (i.e. a child in Primary School and a child in Secondary School), you can use the 'Switch Accounts' option at the bottom of the menu to toggle between your parent account at each Compass school.


Menu Icons (App)




-  The House icon can be clicked at any time to take you back to the **Home screen** in Compass.

-  The **Calendar** icon will take you to view the available Schedules i.e. school events, your child's schedule etc.

-  The 'Plus' icon will give you access to **'Shortcuts'**, such as paying for an Event, and adding an Attendance note.

-  The bell icon opens your **Notifications**. This contains a list of all notifications received.

-  The hamburger menu icon gives you access to the **More menu**. Conferences, Events, Canteen, and much more can be found in this menu.

