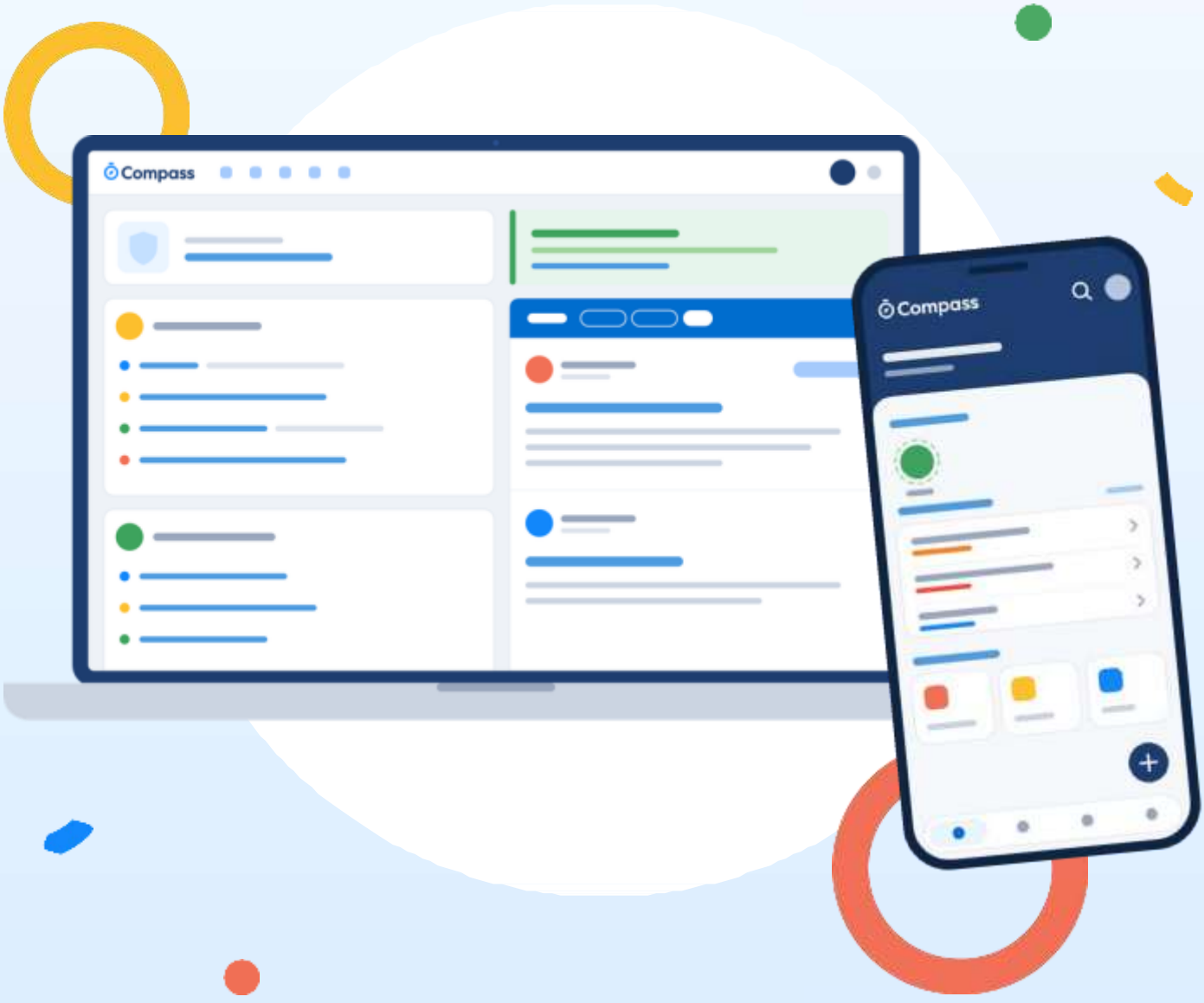
Compass

PARENT GUIDE

Getting Started with Compass



About this Guide

The Compass Parent Portal is an online portal that allows you to access up-to-date information about your 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 or Google Play Store on your device).

Within the Compass Parent Portal, you can:

- Add Attendance Notes to explain student absences
- View your child's homework and assessment tasks
- View academic reports
- Book parent-teacher conferences
- Consent and pay for school events
- View school news

This guide is designed to assist you with navigating the school's parent 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 your school. If you have any questions regarding your Compass parent portal, please contact the school for assistance.

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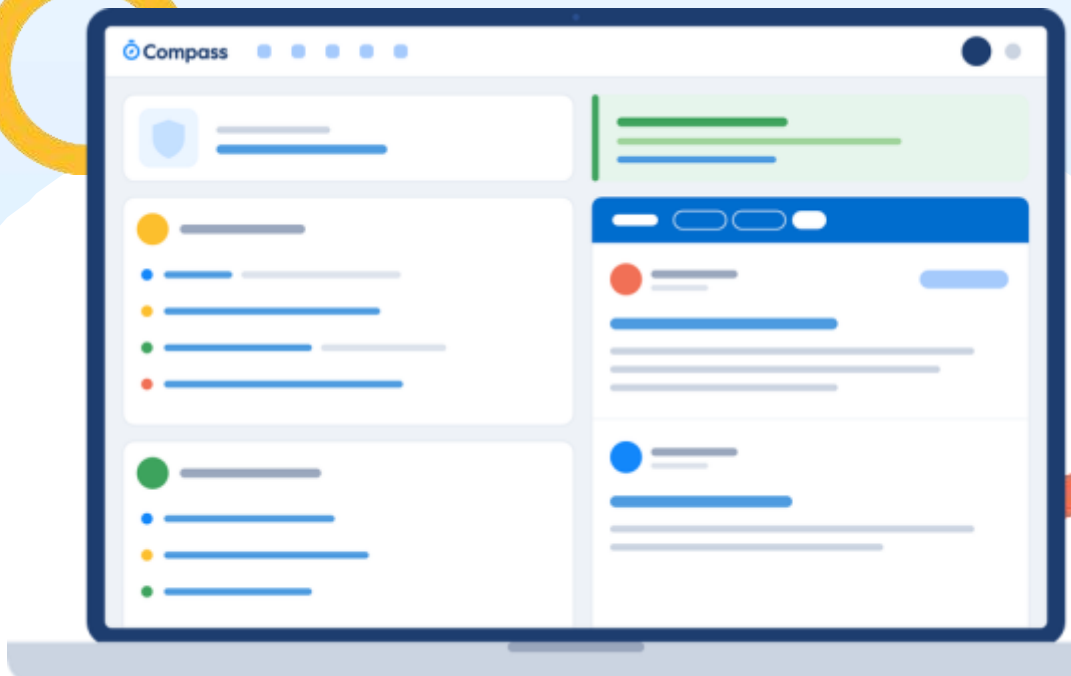
How-To: Parent-Teacher Conferences

How-To: Update Your Details

Compass

COMPASS PARENT PORTAL

Web Browser



How to Access Compass via Web Browser

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

Each family receives its own login for your school's Compass portal. This login information is provided to you by the school.

If you need assistance locating the Compass portal link for your school, go to:
https://schools.compass.education/

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

Recommended browsers





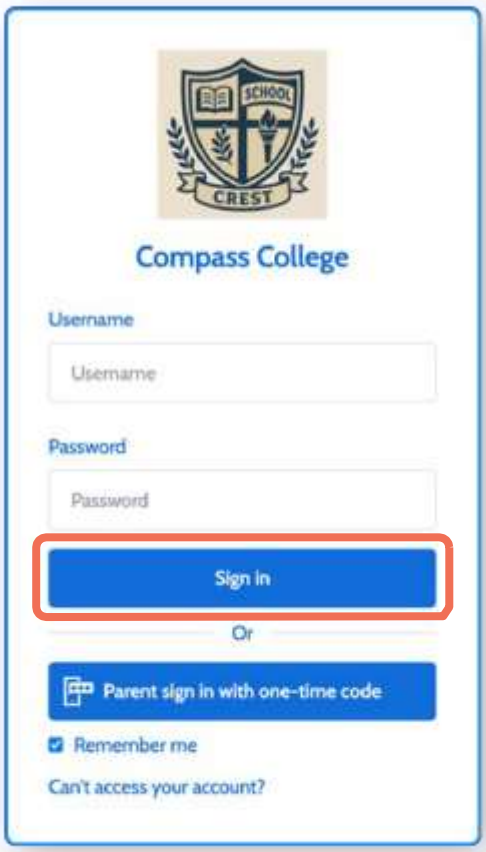
How to Log In

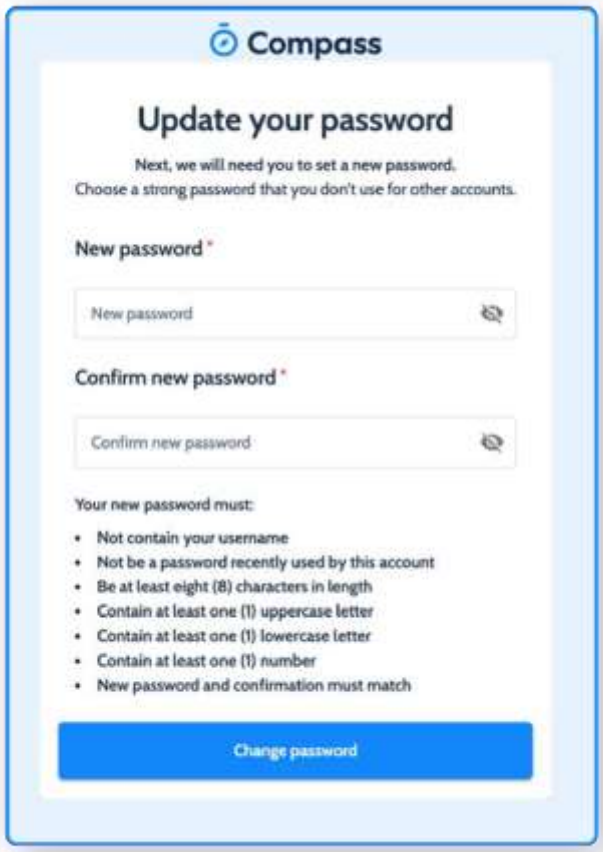
To log in, you will require your unique family username and password. These details will be provided to you by your school. If you have not yet received your login details, please contact the school office. You will initially be provided with a temporary password.

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

When logging in for the first time, enter the temporary password. You will then be prompted to create a new password of your choosing. Once you have entered your new password, click **'Change password'**.

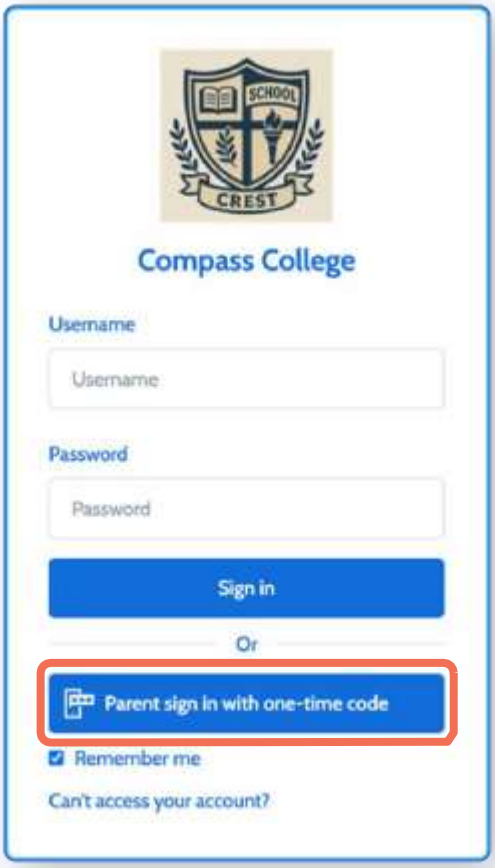
You may also be required to confirm your email address and mobile number when logging in for the first time. These details may be used by the school for SMS/email communications and password recovery.





How to Log In

You can also log in by clicking **'Parent sign in with one-time code'**. When choosing this option for the first time, you will be prompted to provide either your phone number, email address or username. You will then receive a one-time code which you can then use to log in.

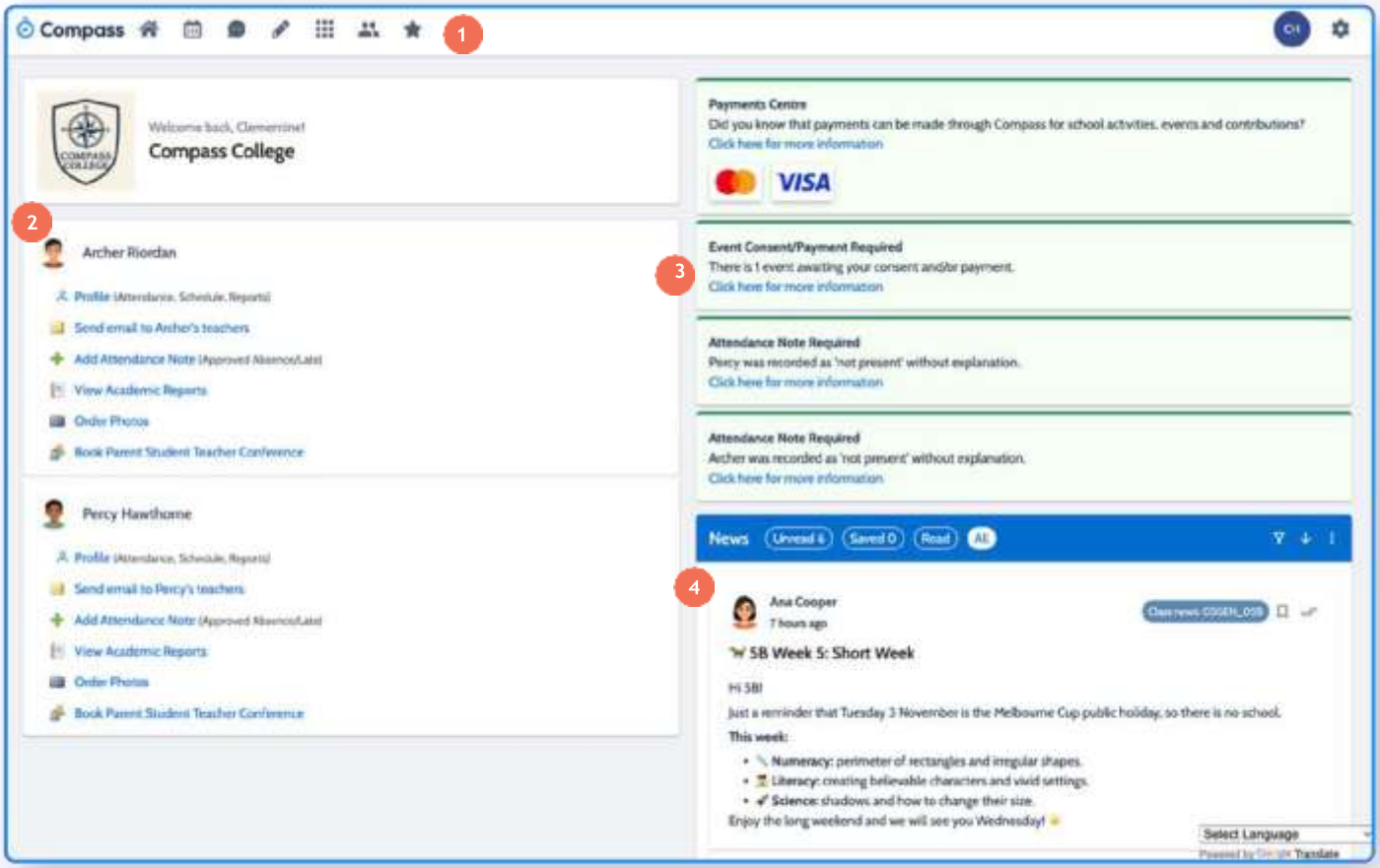




If you attempt to log in using the incorrect details ten times in a row, you will be locked out of your account for thirty minutes. If you have forgotten, or are unsure of your details, please contact the school office.

The Homepage

When you log in, you will be taken to the homepage, 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 sending an email to a teacher or adding 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 News Feed

Posts in the News Feed 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 **Compass homepage**.

The Calendar icon will take you to the **Calendar** module where you can view the available calendar layers, such as school events, your child's schedule, etc.

The Pencil icon opens the **Teaching and Learning** menu. From here, you can view all the Learning Tasks assigned to your child/children.

The Grid icon will open the **Organisation** menu. From here, you can access the Events page where you can consent and pay for excursions, incursions and camps, as well as pay for school contributions/fees.

The People icon opens the **Community** menu. From here, you can book parent-teacher conferences (when available), and you can also access any available School Resources.

The Star icon opens the **Favourites** menu. This contains links to useful websites the school recommends.

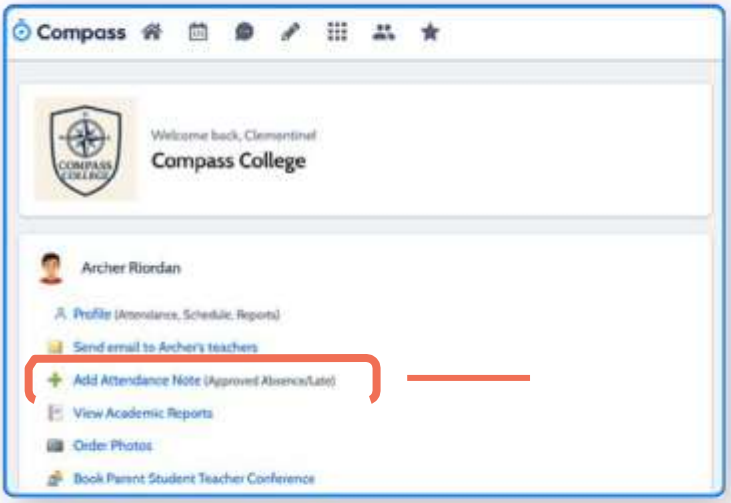
The Cog icon gives you access to the **Tools** menu. From here, you can opt to change your password, view your payment history and update your details.

You can customise the layout of your Compass homepage by clicking on the cog icon → Edit Home Page Layout.

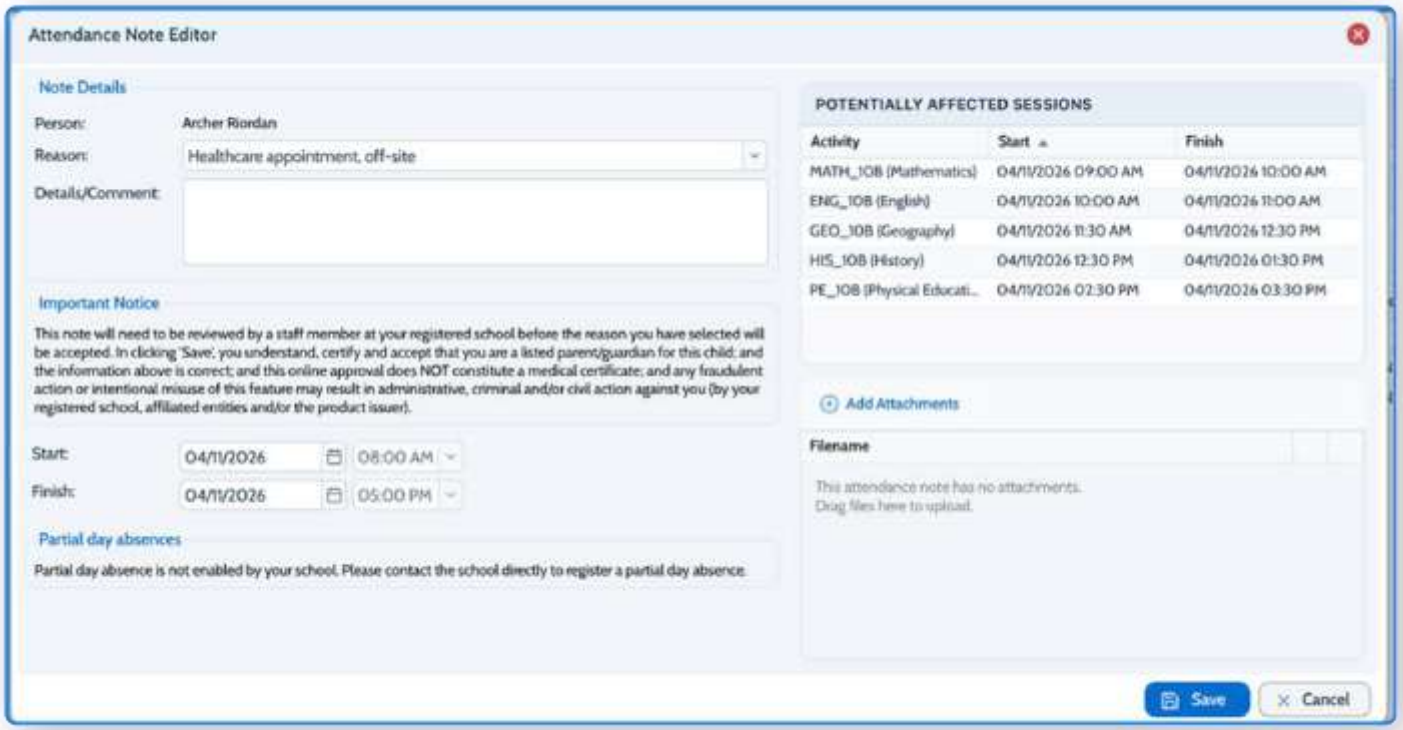
How-To: Add an Attendance Note for an Upcoming Absence

If your child is going to be away, you can add in an Attendance Note to advise the school and explain your child's absence.

To do this, on the homepage, click **'Add Attendance Note (Approved Absence/Late)'**. This will open the Attendance Note Editor where you can follow the steps below to create an Attendance Note.

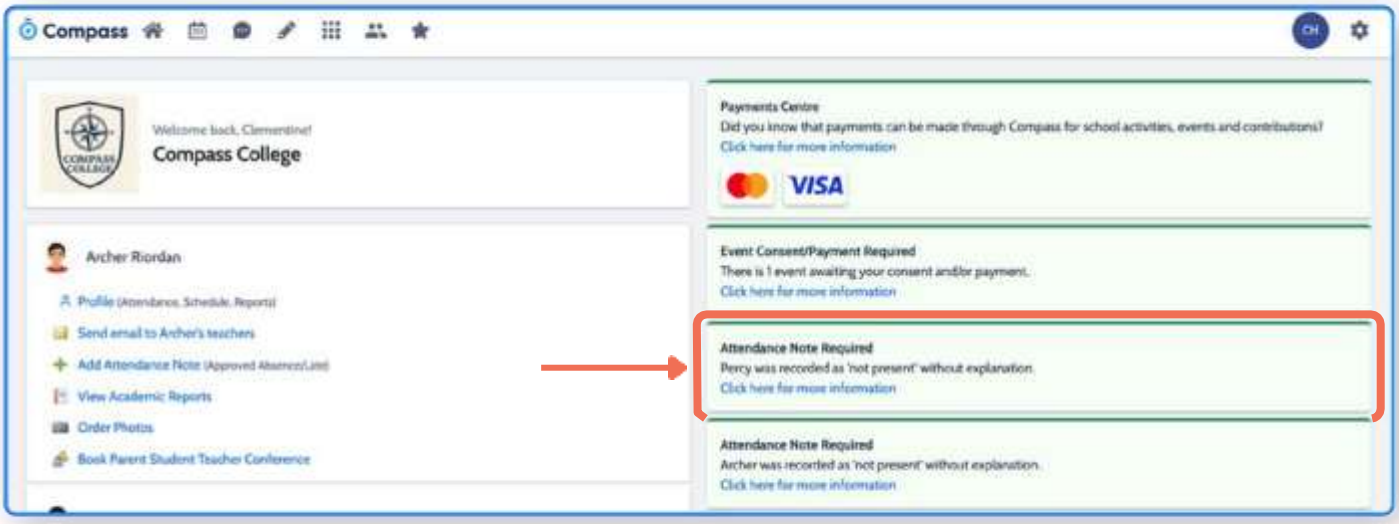


1. Select the applicable reason from the dropdown list
2. Add any additional information using the Details/Comment box
3. Select the start and finish date/time
4. Click 'Save'

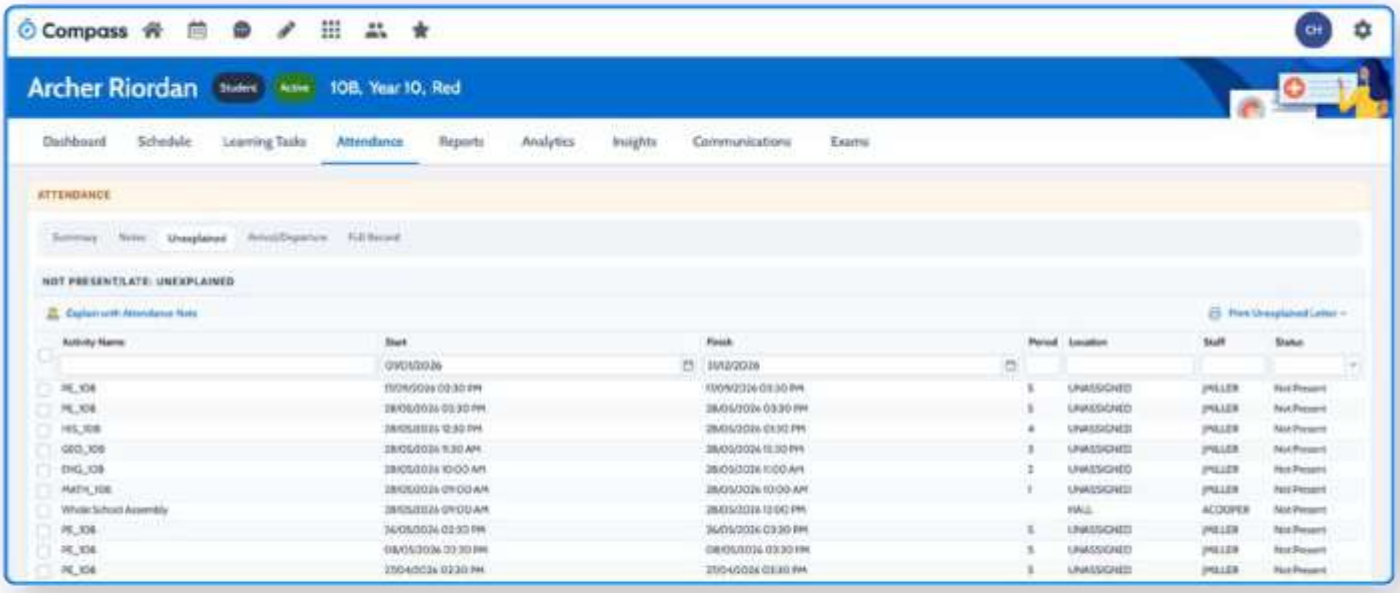


How-To: Add an Attendance Note for an Unexplained Absence

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 homepage advising you that an **Attendance Note is required**.



Clicking the alert 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.



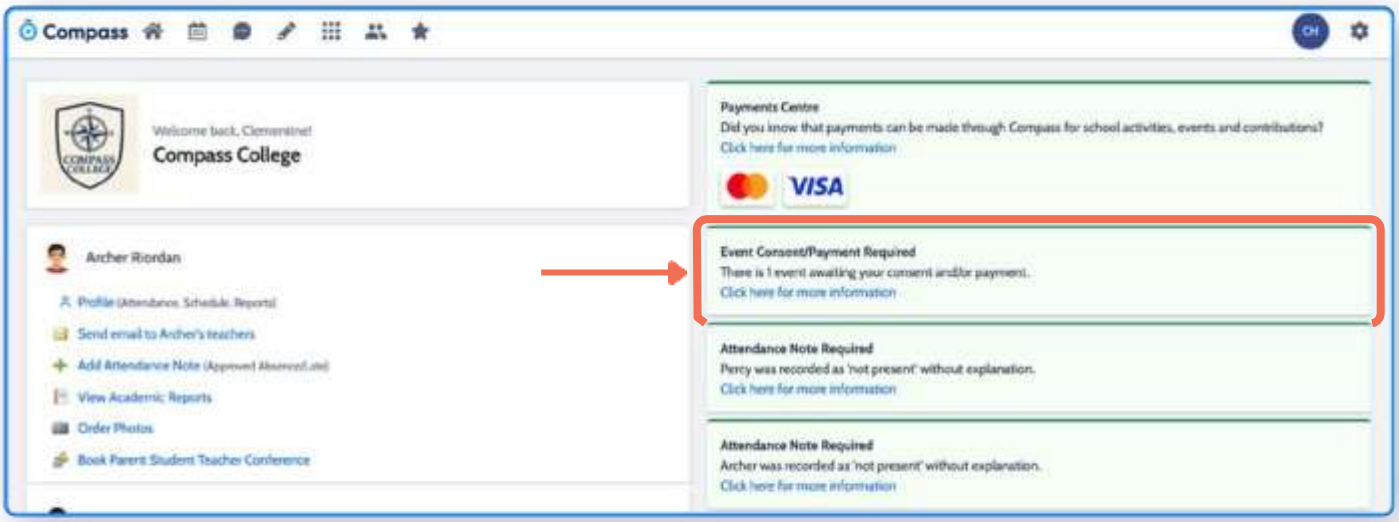
To explain an unexplained absence or session, follow these steps:

1. Select the session (or sessions) that you are adding an Attendance Note for
2. Click ‘Explain with Attendance Note’
3. From the Attendance Note Editor pop-out window, select the applicable reason for the absence from the dropdown list
4. Add any required information to the Details/Comment box
5. Click ‘Save’



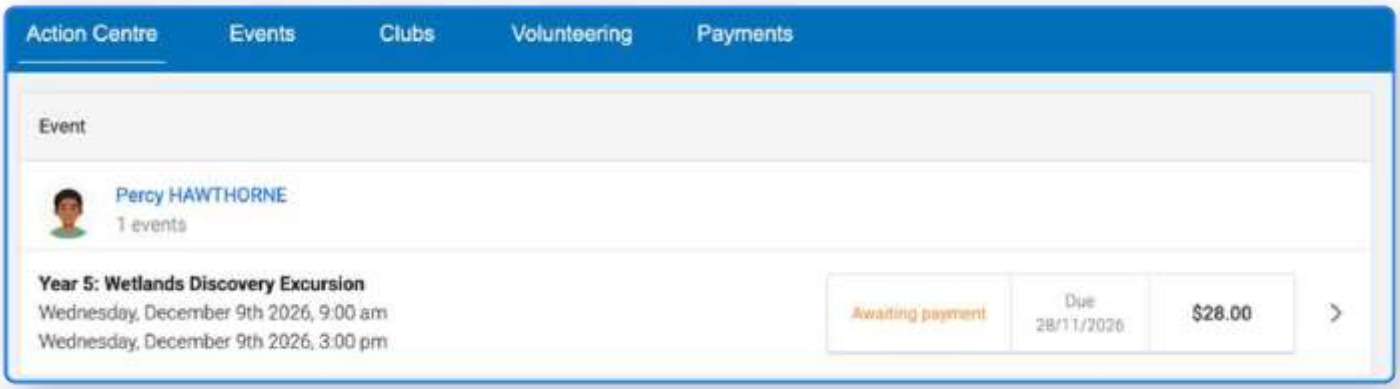
How-To: Consent & Pay for an Event

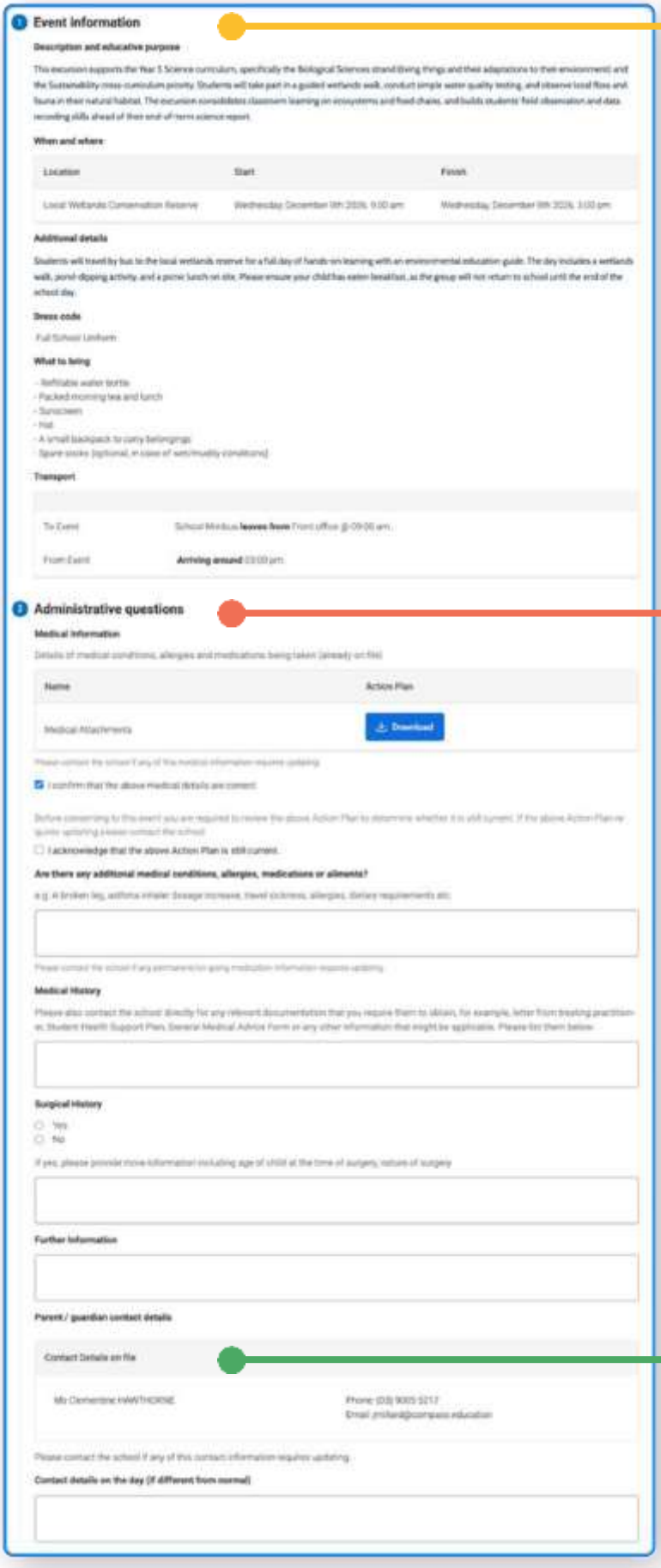
If your child has an upcoming event that requires your **consent and/or payment**, you will see an **alert** on your Compass homepage. Clicking on the alert will take you to the **Action Centre**. You can also access this by going to the grid icon or the Organisation menu, and selecting 'Events'.



Within the Action Centre, you will see any events requiring action from you. If you have more than one child at the school, events will be listed here under each child.

Simply click the event you wish to action to view more details, and to provide consent and/or payment.





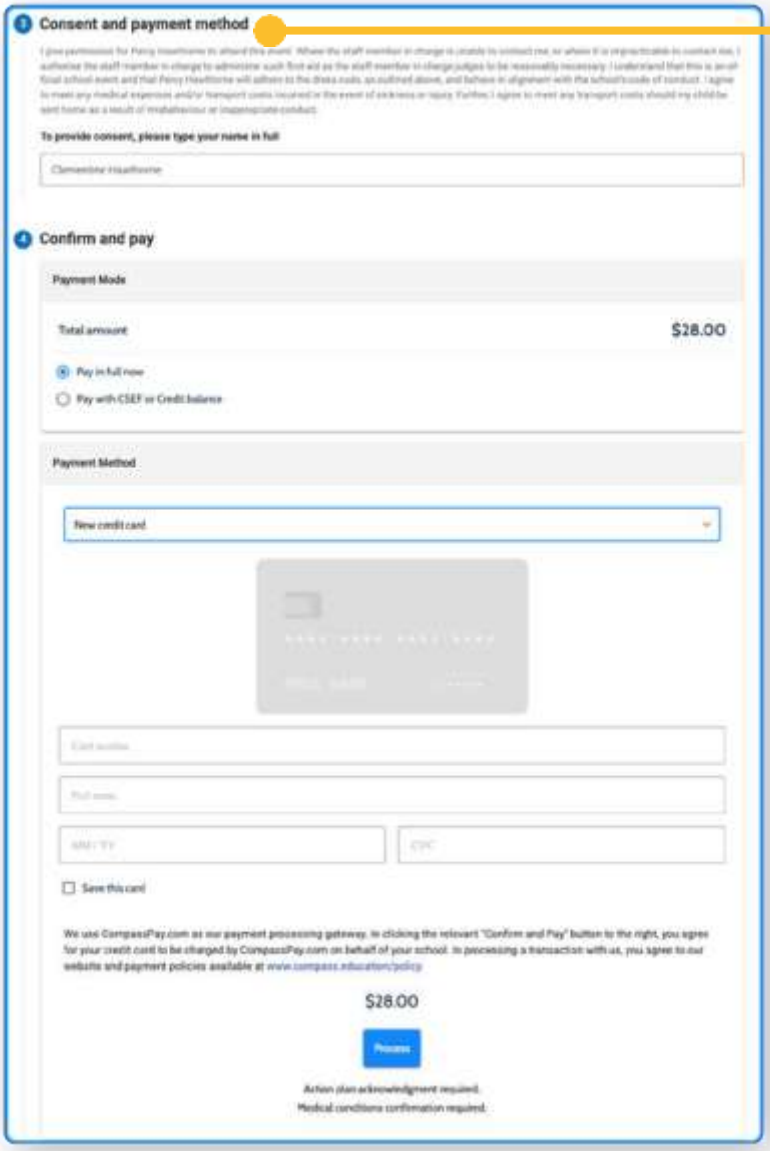
Under the **Event information** section, you will be able to view key details about the event such as the activity description, educative purpose, location, dress code, transport details, and more!

The **Administrative questions** section contains any administrative information you need to review or respond to.

Here you will also find any medical information requiring review, including any Action Plans currently on file for your child. 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).

If your child has any further medical conditions not listed, please add the details in the applicable section.

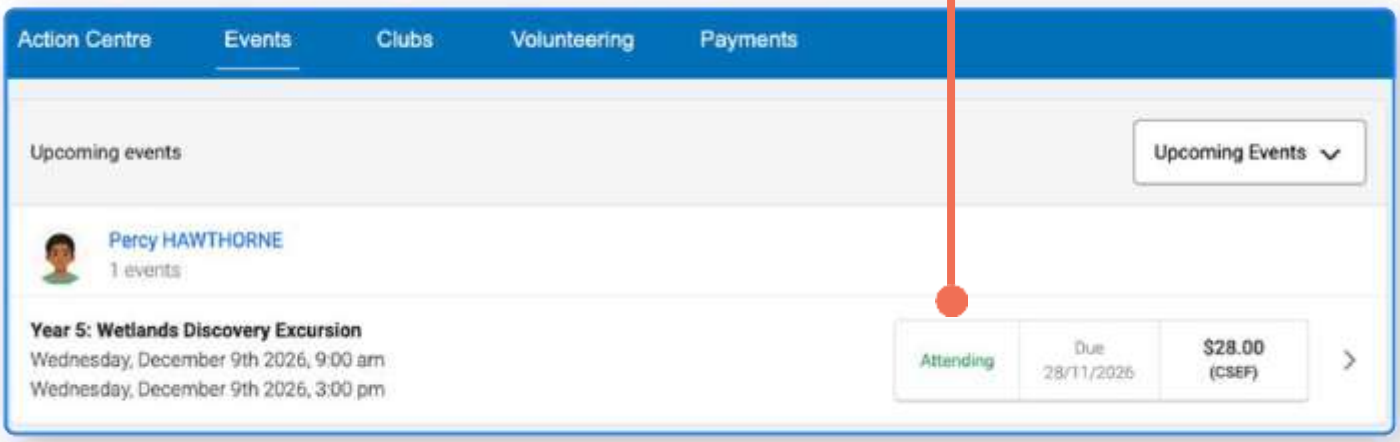
You will then see the **current contact details** on file for you. If these need updating, or different contact information is required for this event, please add these details in the space provided.



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

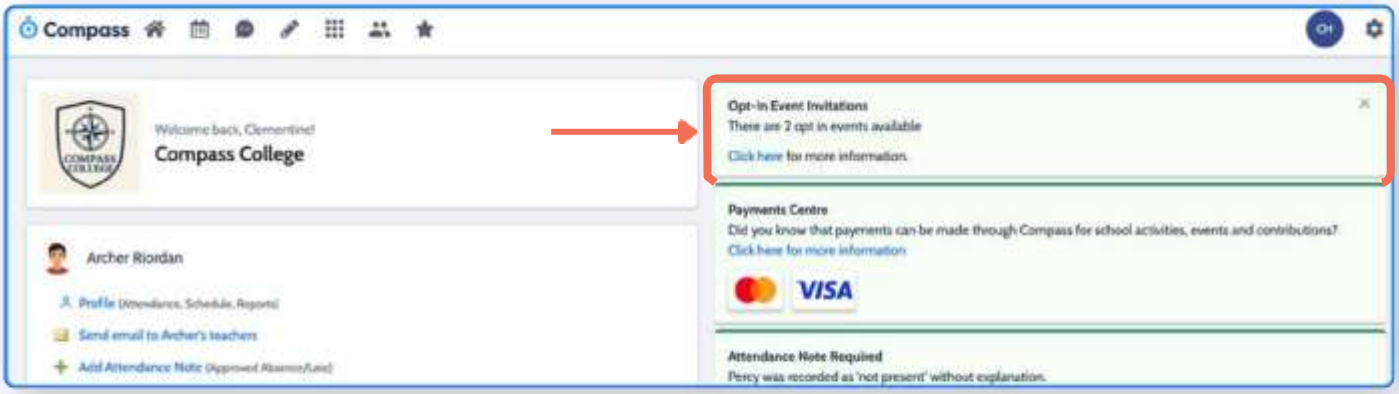
Once you have completed the consent/payment, the event will update to show your child as **'Attending'**.

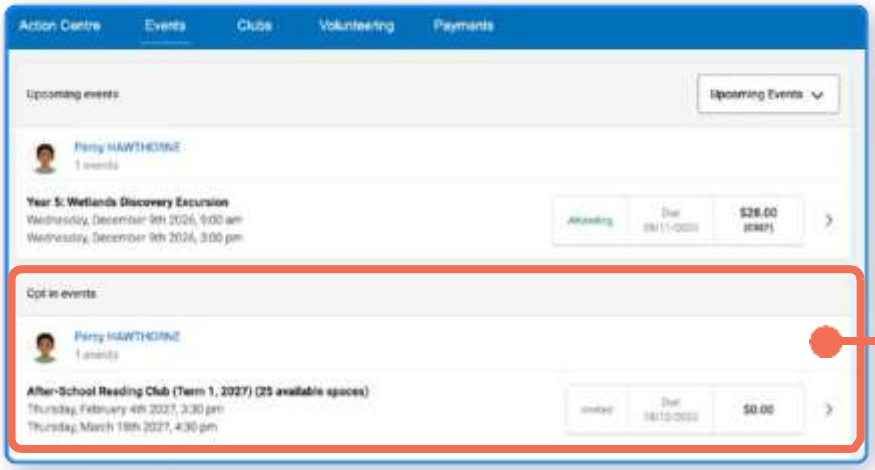
The **Events** tab in the **Action Centre** will show events, both processed and those still requiring your action. To access information on upcoming events that you have already processed, simply click on the event here.



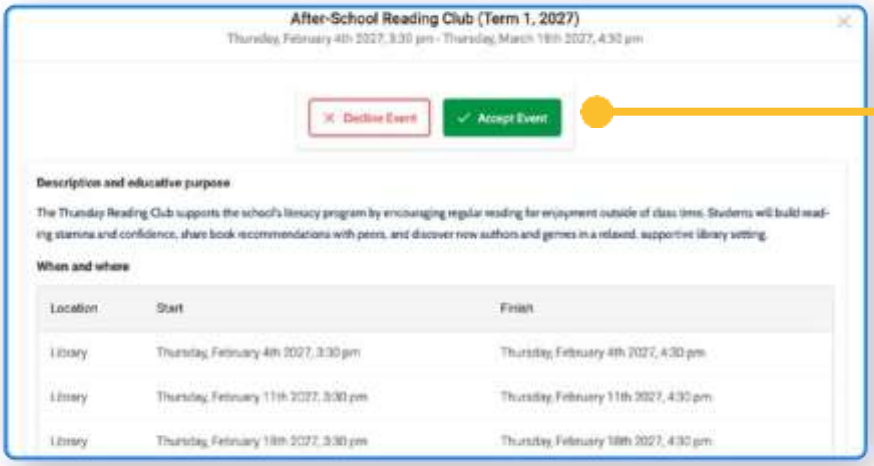
How-To: Opt into Optional Events

Sometimes the school may offer optional events. These events may have attendee limits and work on a first-come, first-served basis. Any time there is an optional event that your child has been invited to, an **alert** will show on your homepage.





When you click the alert, you will be taken to the **Action Centre**. From here, click the option to expand the list of **available opt-in events**. Simply click on any opt-in events you would like your child to attend.



When you open the opt-in event, you will be able to see the event details and the option to **decline or accept** the invitation.

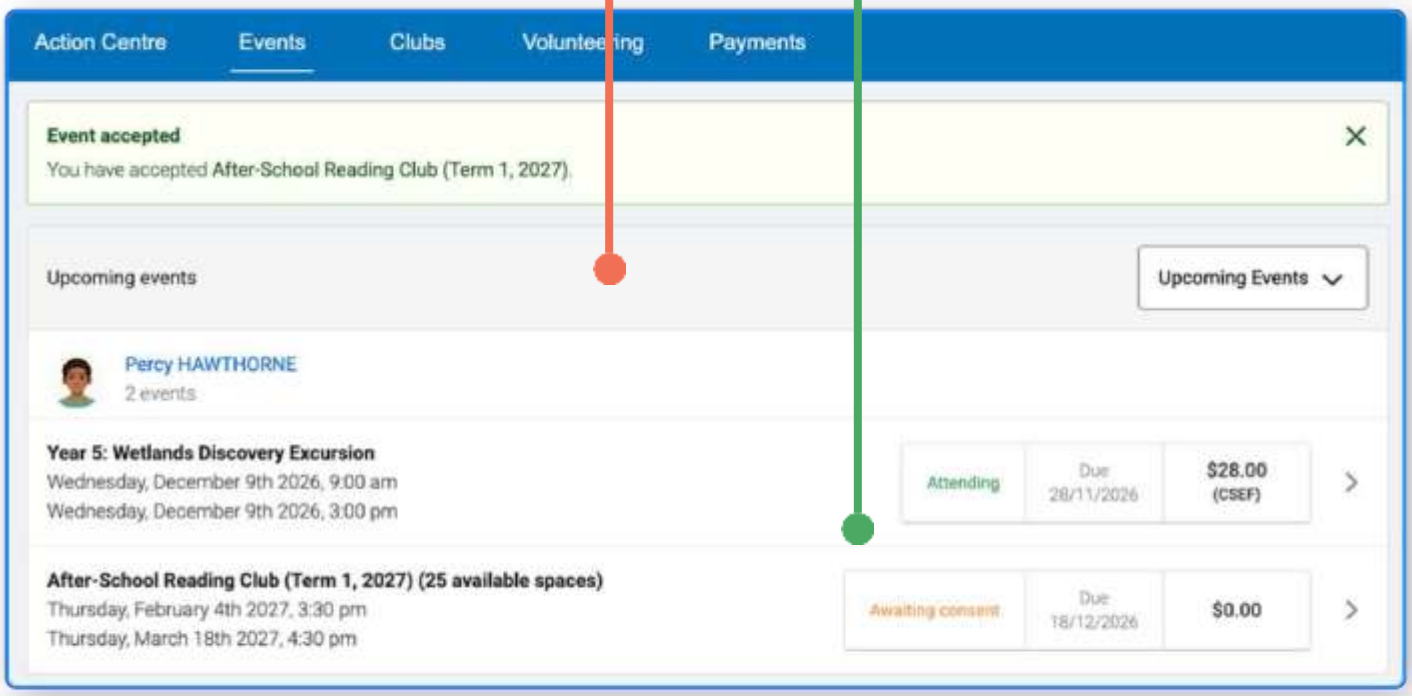
If you choose to accept the invitation, it will move from the 'Opt in' section to the **'Upcoming events'** section.

If consent/payment **is** required, this will be indicated here.

If consent/payment **is not** required, no further action is needed and your child will show as **'Attending'**.

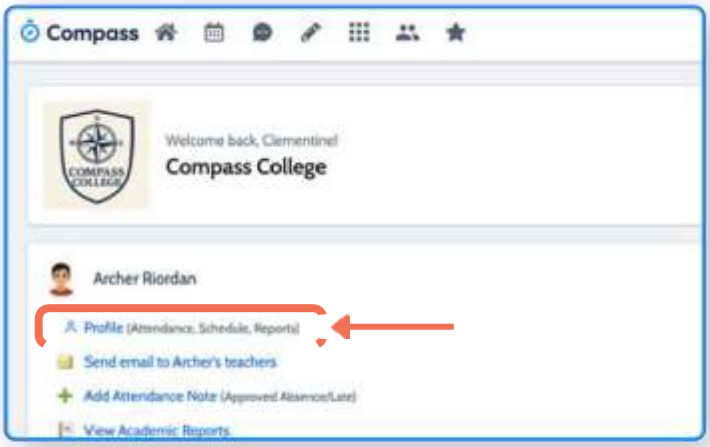
Where consent/payment is required, you will need to click the event and **complete the consent/payment** to secure your child's place.

When your child's status shows **'Attending'**, this indicates that they have a secured place in the opt-in event.



Important: If you do not proceed to process the **consent/payment** before 11:59 PM on the day you accepted the invitation, your child will no longer be considered an attendee of the event. Their status will revert to 'invited', and you will need to re-accept the invitation to secure their place. If there is an attendee limit for the event, being able to re-accept their invitation will only be possible if the maximum attendee limit for that event has not yet been reached.

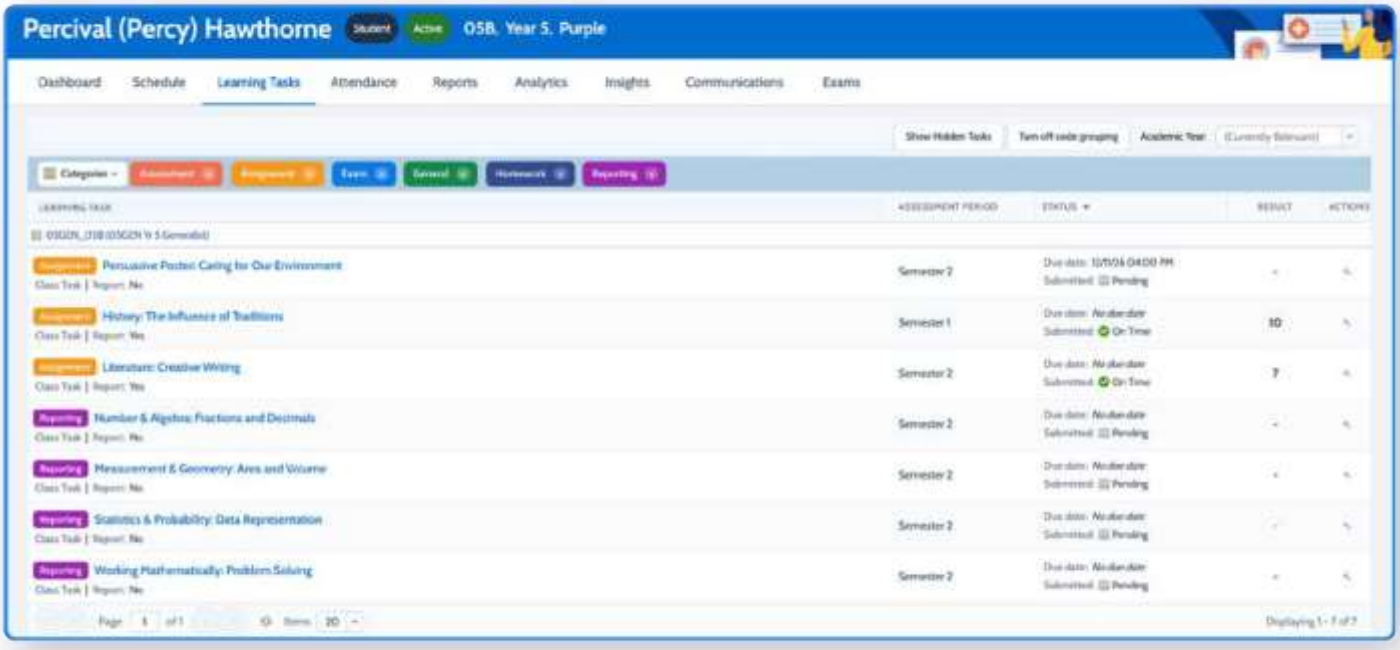
How-To: View Learning Tasks



Learning Tasks are used to issue homework, projects, assessments and assignments. They can also be used to provide feedback on work being completed in class.

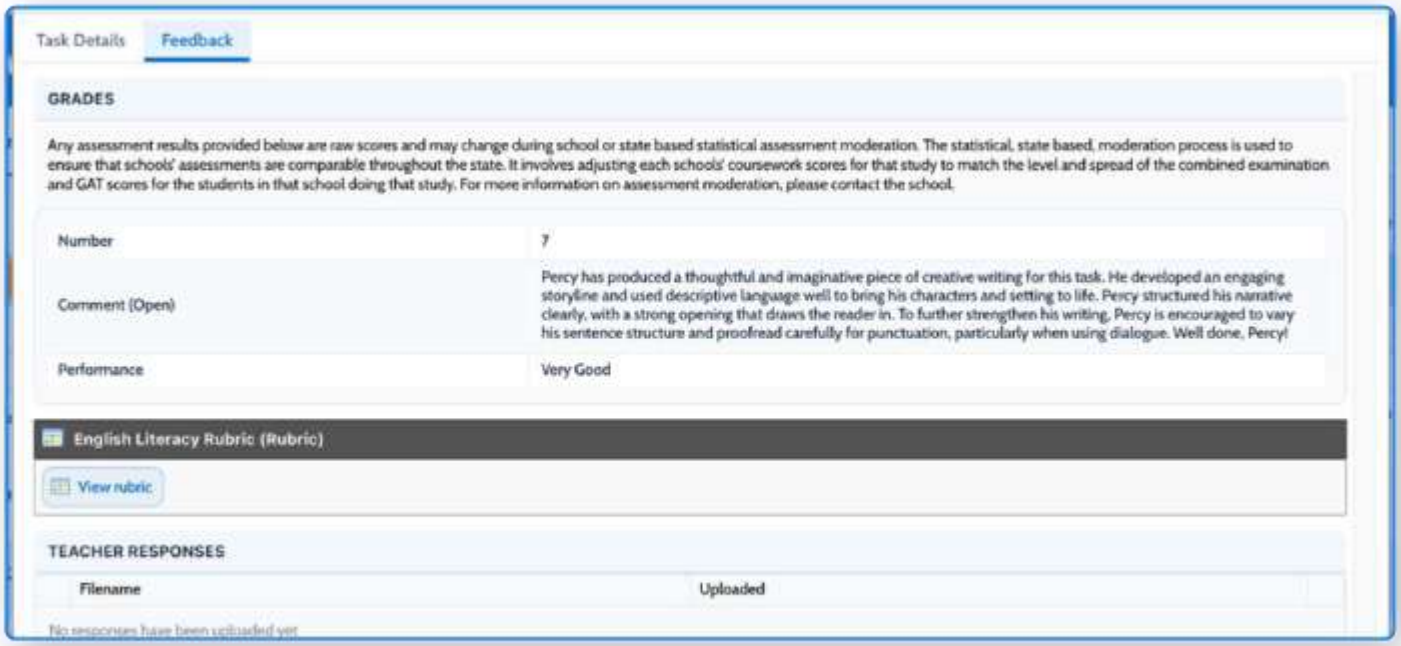
To view your child's tasks, you can either go to the pencil icon and click 'Learning Tasks', or click the **'Profile'** option for that child on your homepage.

This will open up the student profile page where you will then navigate to the **Learning Tasks tab**. Under this tab, you will see a list of all of your child's Learning Tasks, across their subjects and classes.



The school may have hidden some past tasks (for example, Semester 1 tasks when heading into Semester 2). You can click 'Show Hidden Tasks' to have these tasks displayed in the list.

Click the title of a task to view the details of the task, as well as any **results/feedback** provided by the teacher.



Some Learning Tasks may also include rubrics for you to view. Simply click **'View rubric'** from the Learning Task to open the rubric.



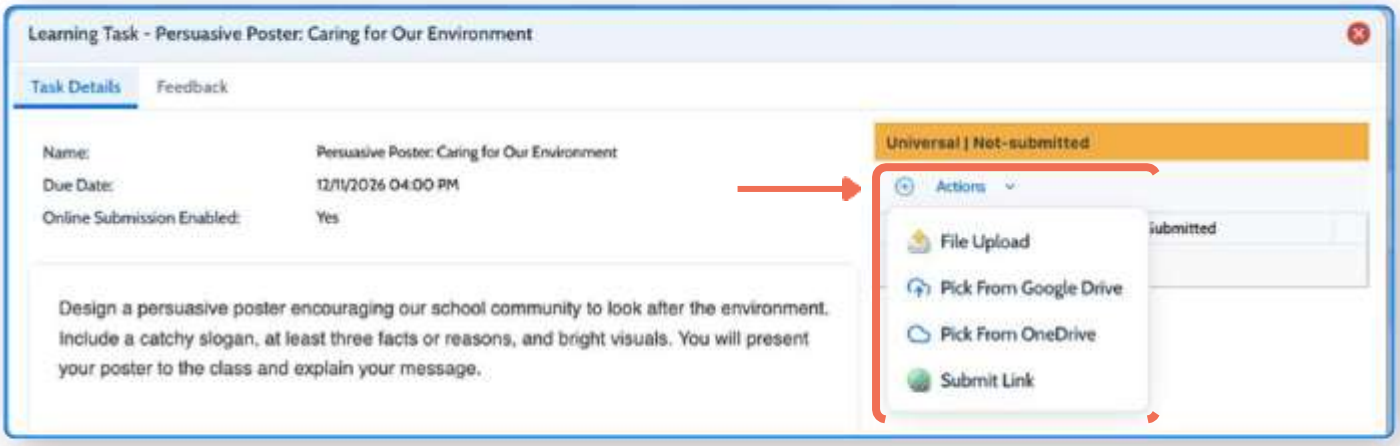
If you have more than one child at the school and wish to view all their Learning Tasks collectively, you can click the pencil icon to open the Teaching and Learning menu, and select 'Learning Tasks'.

How-To: Submit Your Child's Work for a Learning Task

If you are required to assist your child in submitting work online for a Learning Task, you can do so by going to the student's profile page and to the **'Learning Tasks'** tab.

1. Click the title of the Learning Task to open the task
2. Click '+ Create Submission' OR '+ Action' and select the applicable option from the dropdown list
3. Select the relevant file, document or link you would like to upload

If you don't see either of these upload options, it means online submission has not been enabled for this task; please contact the teacher for further assistance.



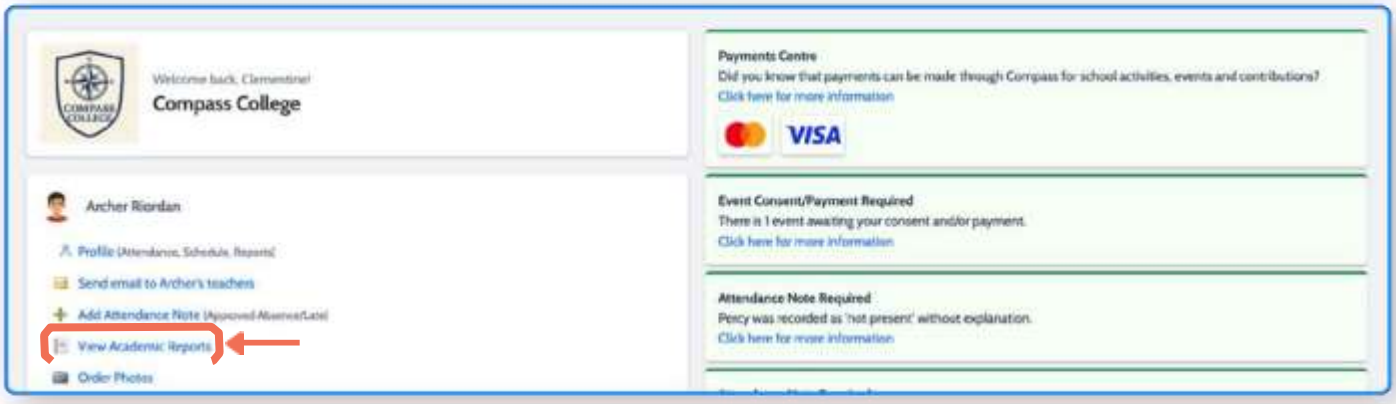


Once you have uploaded the submission, if you would like to view it at a later date, simply click the **cloud/download icon** next to the file to download it.

How-To: View Your Child's Reports

You can view your **child's academic reports** directly from the school's Compass portal. This includes end-of-semester reports, as well as any interim reporting your school may conduct.

To view your child's reports, click the **'View Academic Reports'** option under the child's name on your homepage. This will open the **Reports tab** on the student profile page, where you will see all available academic reports listed.



Simply click the **blue title** of the specific report you wish to access and it will download to your device as a PDF for you to view.



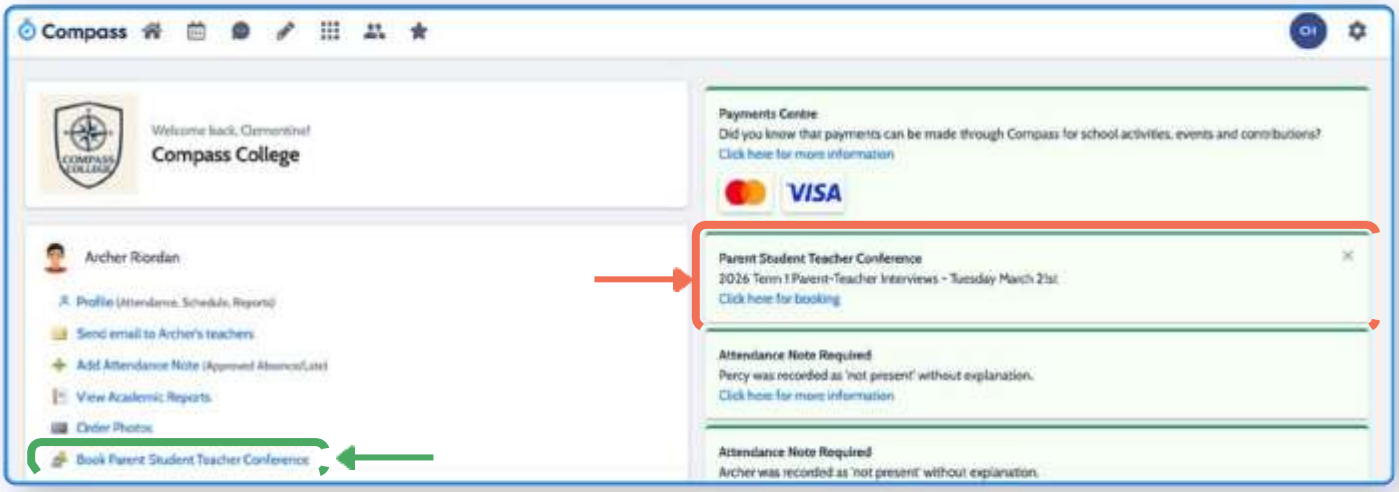
If your school uses **Progress Reports** for interim reporting, these will appear under the 'Progress Reports' section in this tab.

You may also see an alert appear on your homepage around reports time, letting you know that reports are ready for you to view. Just click the link in the notification to view these reports!

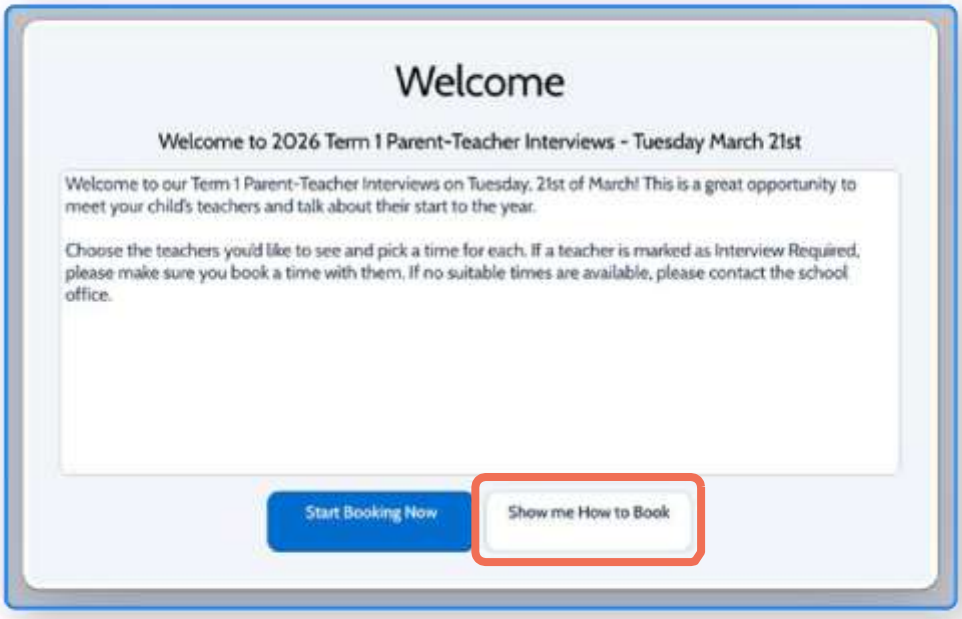
How-To: Book Parent-Teacher Conferences

When a parent-teacher conference cycle becomes available, an alert will appear on your homepage prompting you to make a booking. **Click the link** in the notification to open the conferences booking page.

Alternatively, you can click the **'Book Parent Student Teacher Conference'** option located under your child's name on the homepage.

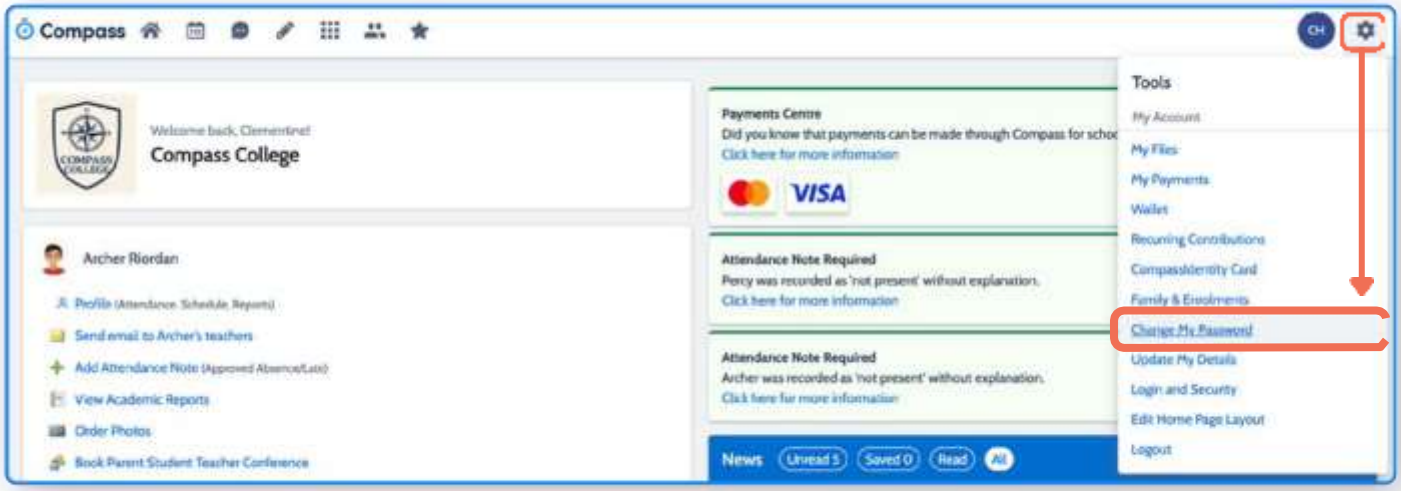


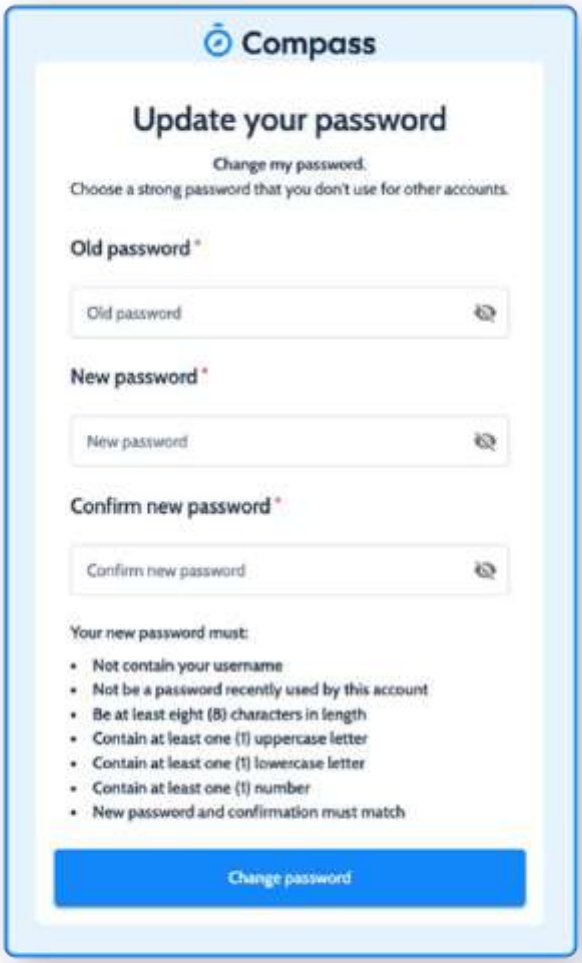
From the conference booking page, you will first see a welcome message from the school that will include details about the conference. Click the **'Show me how to book'** option for guided instructions on how to secure your conference booking/s.



How-To: Change Your Password

If you need to update your password, you can do this by going to the cog icon or the Tools menu, and selecting **'Change My Password'**.

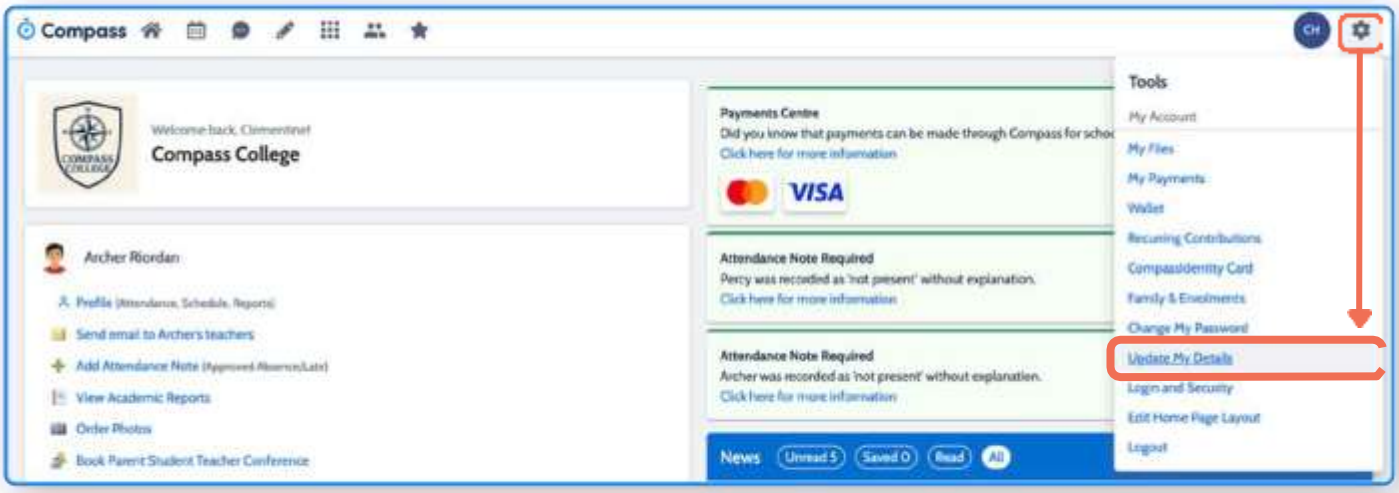




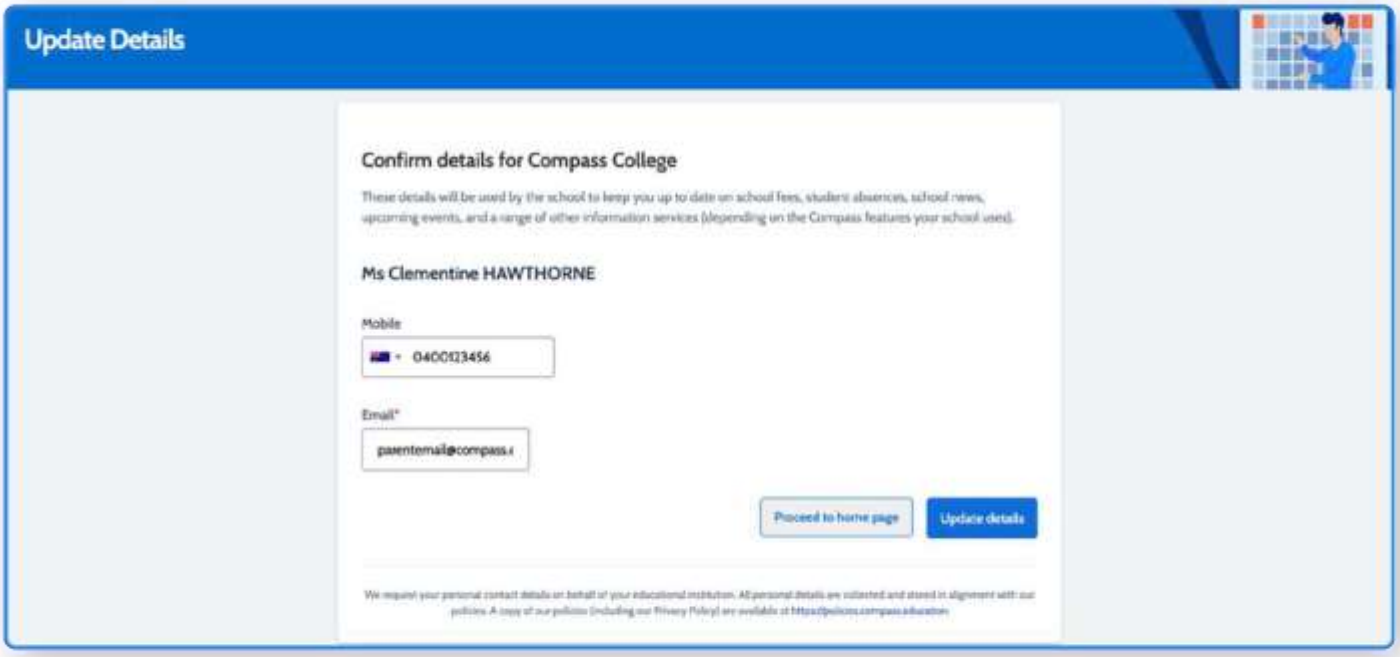
Type in the required information, ensuring your new password meets the **set guidelines**. Once you're done, click 'Change password' to update.

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 icon or the Tools menu, and select **'Update My Details'**.

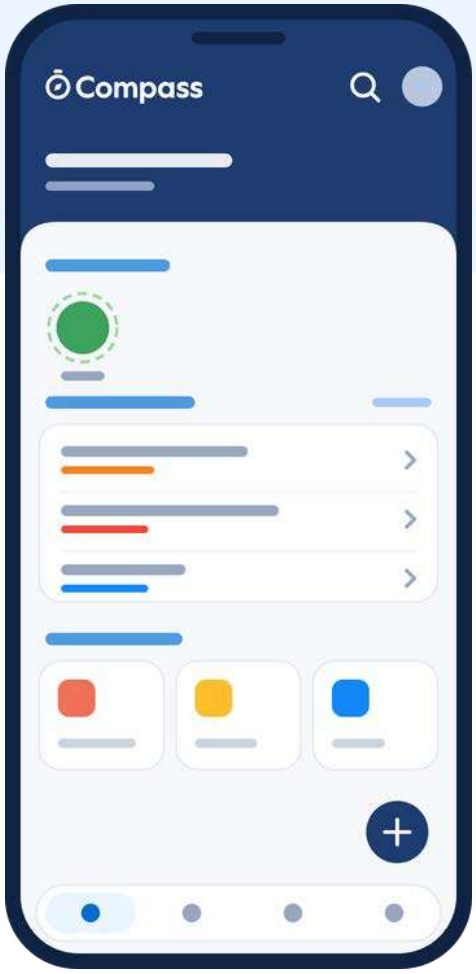


From here, simply add in your **new contact information** and click 'Update details'. This will trigger a notification to the school advising them of these changes.

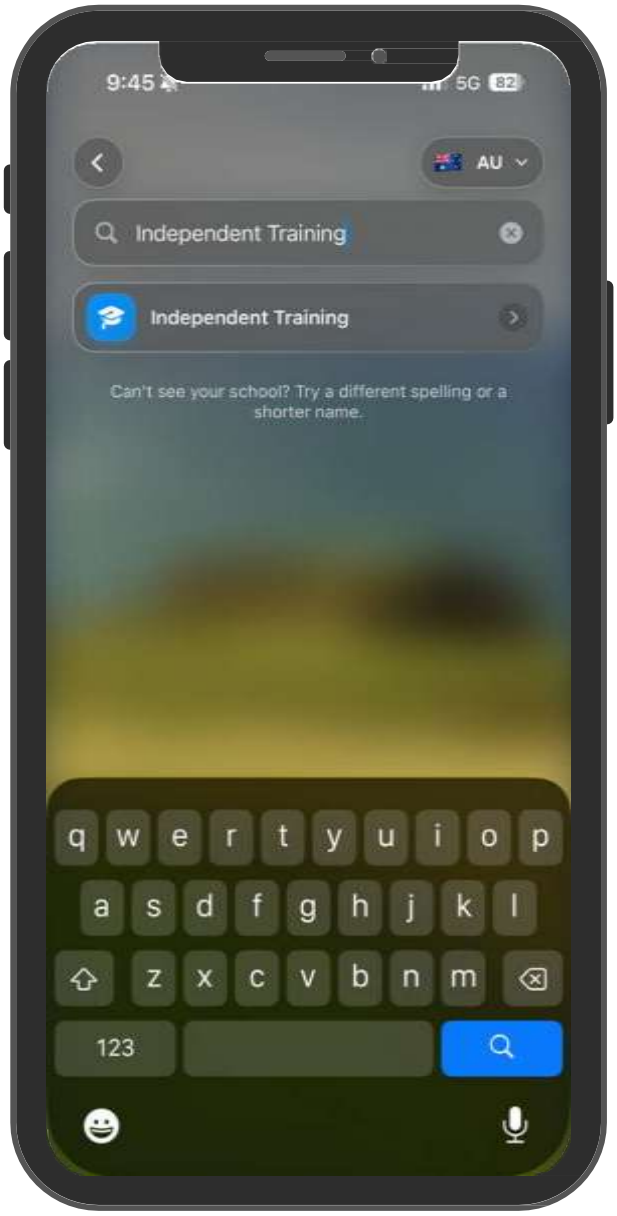


COMPASS PARENT PORTAL

Compass School Manager App



How to Access Compass via the Compass School Manager App



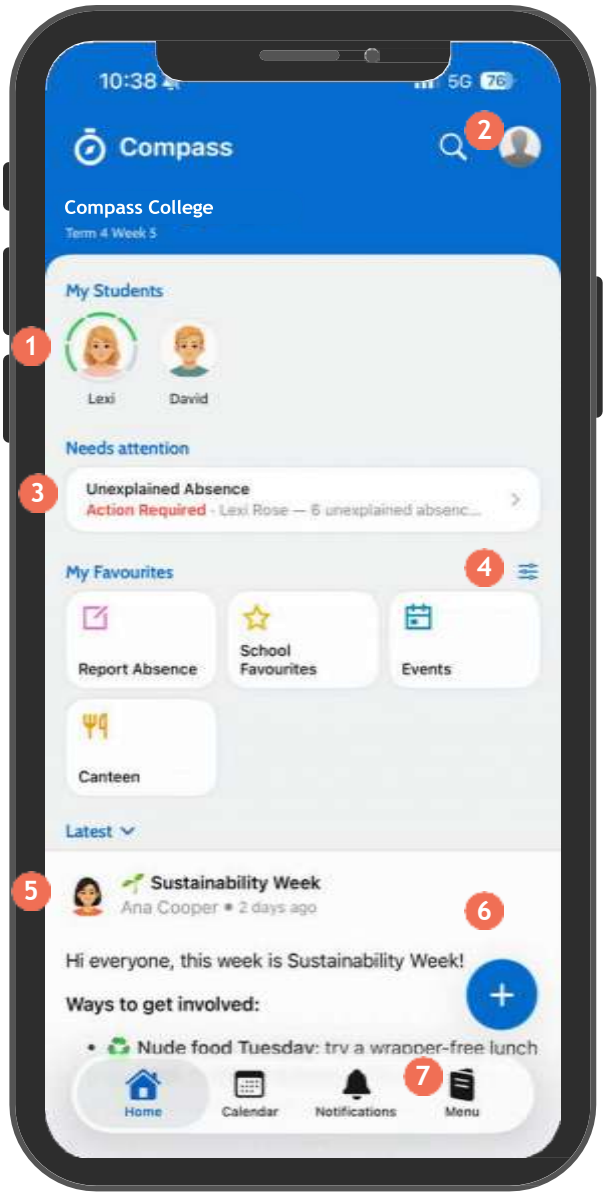
You can use the **Compass School Manager** app to stay connected with your child's school from your phone.

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 login details, which are the same details you use to log in to your Compass parent portal.

The App Homepage



When logged in, you will see:

1 Student Profiles

Each of your children who attend the school will appear at the top of the screen under **My Students**. Tap their image to open their profile. Within the profile you can access information pertaining to your child, such as their schedule and attendance, Learning Tasks, Chronicle and Reports. See page 38.

2 User Profile

Includes app settings, ability to add or switch accounts, and log out. See page 37.

3 Needs attention

Notifications of items that require your action. Tap on an item to action it.

4 My Favourites

Your most-used modules, easily accessible via your Homepage. Tap the edit icon to update tiles.

5 NewsFeed

Scroll through to view the latest posts from your school.

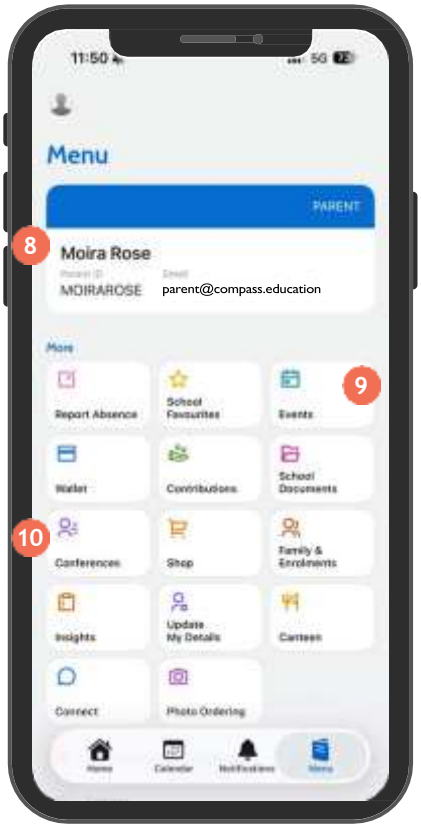
6 Shortcuts

The + button allows you to perform quick actions such as adding an Attendance Note or paying for an event.

7 Menu

Gives you access to additional actions - see next page.

The App Menu



8 User Information

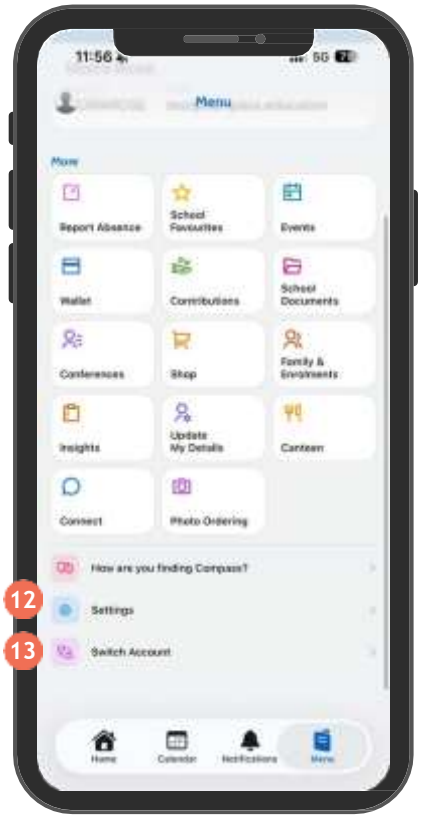
Contains your name, username and email address. We recommend you regularly check these details are correct.

9 Events

Process consent and/or payment for your child's upcoming events. See page 40.

10 Conferences

Allows you to book parent-teacher conferences. See page 41.



12 Settings

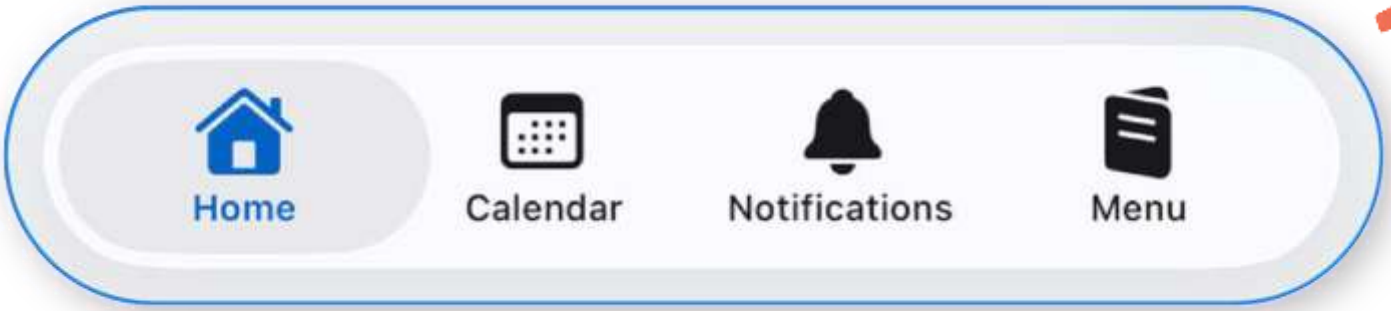
App settings such as notification and light/dark mode preferences, additional security settings, log out button, information about the app and Compass, and more.

13 Switch Account

Switch between your Compass accounts, for example if you have children at different schools. See page 37.

Please note: some options on this screen may not be available at your school. If you have any questions regarding your Compass parent portal, please contact the school for assistance.

The App Navigation Bar



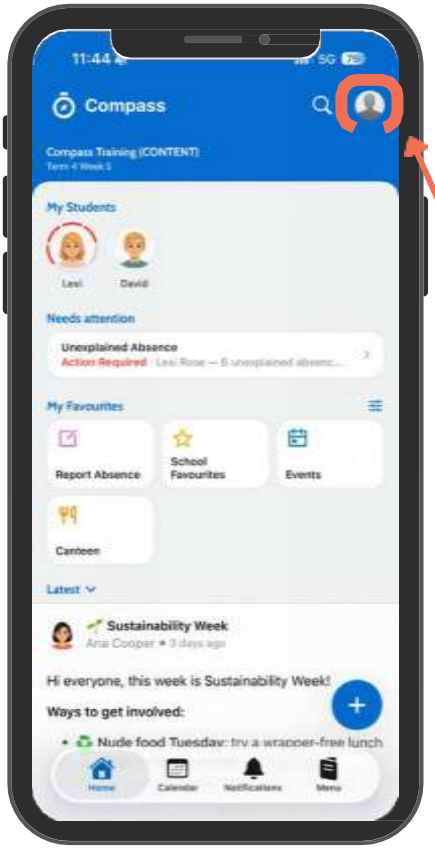
Tap **Home** at any time to go back to the **Homepage**.

Tap **Calendar** to see what's on, such as school events and your child's schedule.

Tap **Notifications** to see messages your school has sent through NewsFeed, Chronicle and more.

Tap **Menu** to find Conferences, Events and more. See page 35.

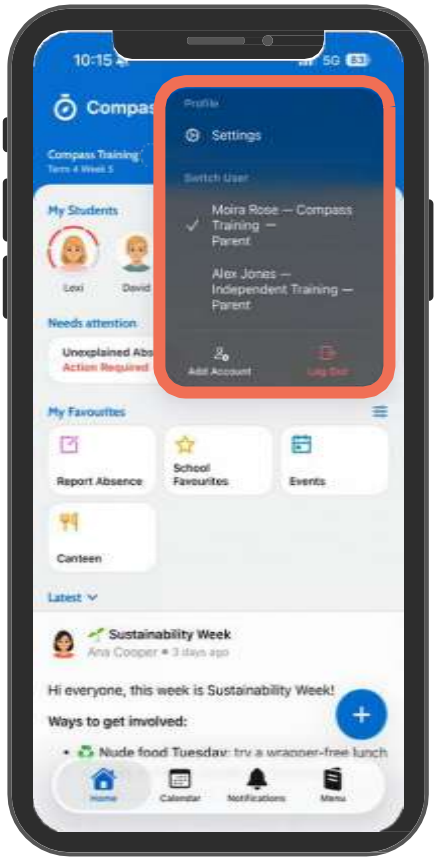
How-To: Switch Accounts



If you have children attending different schools that use Compass, or you are also a school staff member, you can remain logged in to multiple accounts within the one app.

Add Another Account

1. Tap your **profile image** in the top right corner
2. Tap **Add Account**
3. Search for the school and select it
4. Log in using the same details you use for that school's Compass portal



Switch Between Accounts

1. Tap your **profile image** in the top right corner
2. Under **Switch User**, tap the account you want to use

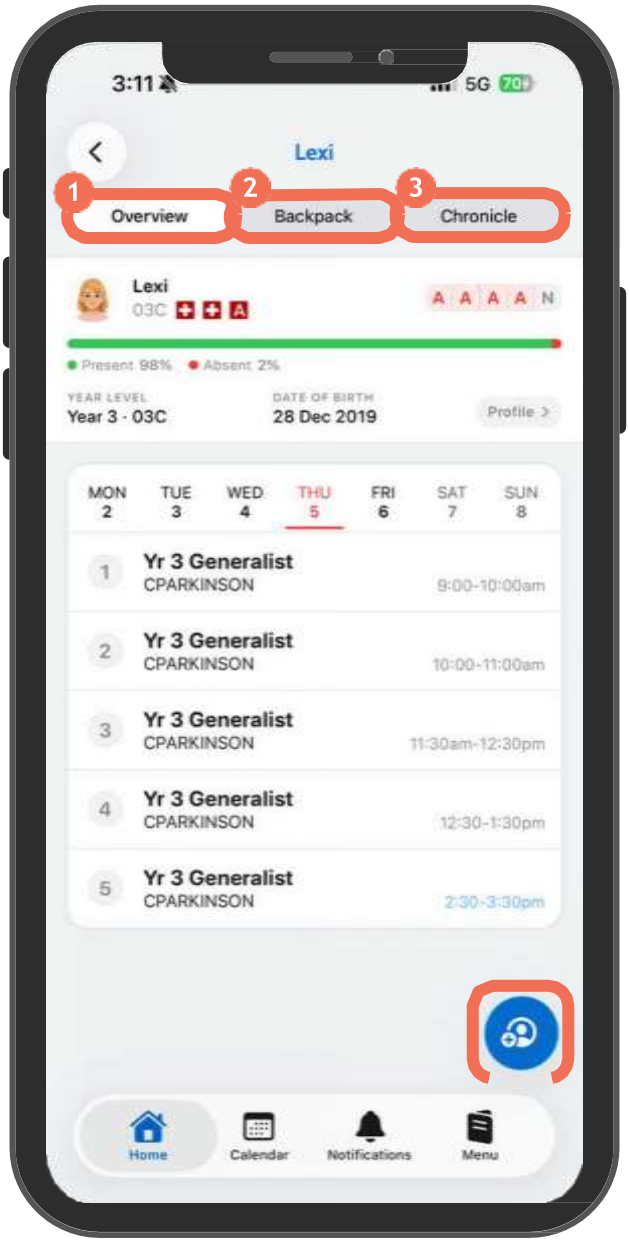
A tick shows which account you are currently using.

Your Profile Menu

Tap your profile image at any time to open:

- **Settings** for notifications, appearance and security
- **Switch User** to move between your accounts
- **Add Account** to log in to another Compass school
- **Log Out** to sign out of the current account

How-To: View Your Child's Profile



Tap your child's image under **My Students** on the Homepage to open their profile. Use the tabs along the top to move between each area. To report an absence for this child, tap the round button in the bottom right corner.

1 Overview

See your child's attendance at a glance, along with their form group, year level and timetable for the week. Tap a day to see that day's schedule.

2 Backpack

See your child's upcoming due work and recent absences. Tap **View All Absences** to see every absence.

To add or explain an absence, see page 39.

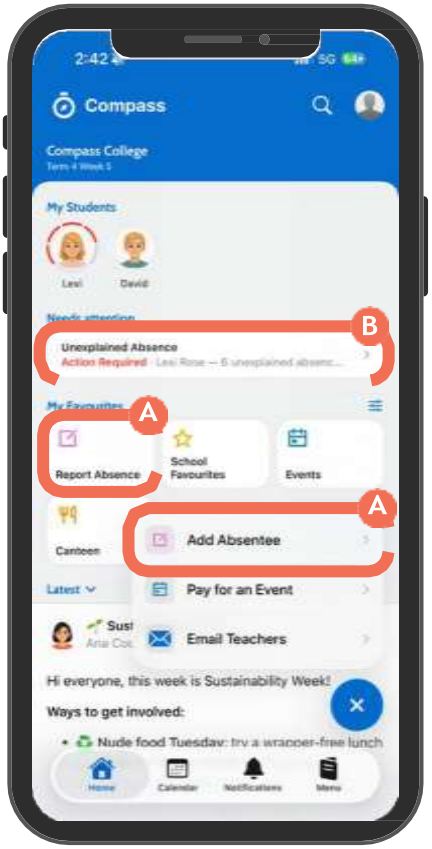
Under **Pins**:

- **Teachers** shows your child's teachers
- **Reports** lists your child's semester and progress reports, which you can tap to download
- **Learning Tasks** shows tasks, which you can filter by type and status

3 Chronicle

View entries your school has recorded about your child, such as awards and behaviour notes. Use **This Year** and **Categories** to filter the list, or tap **Summary** or **Points** for an overview.

How-To: Add Attendance Notes

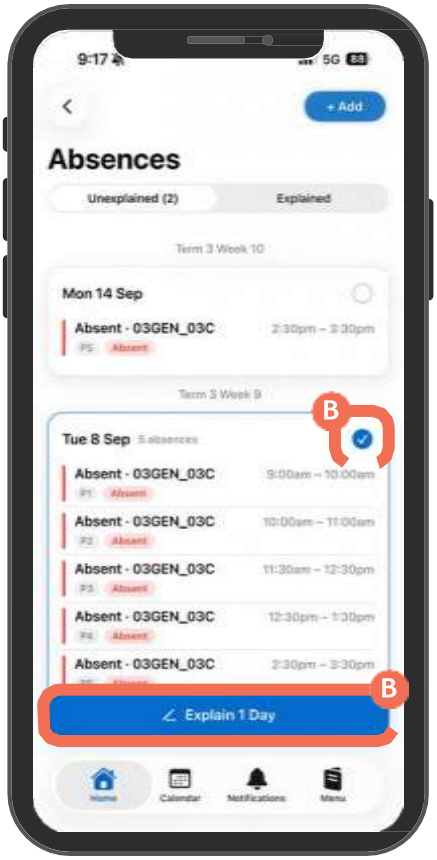


A Report an Upcoming Absence

If your child is going to be away, you can add an Attendance Note in the app to let the school know in advance.

1. Tap the + icon and select **Add Absentee**, or tap **Report Absence** in **My Favourites**
2. If you have more than one child at the school, select the relevant child/ren
3. Choose the relevant **Reason**
4. Select the start and finish date and time*
5. Add any details or attachments as needed
6. Tap **Submit**

*Note: Ability to enter specific times will depend on the school's settings.



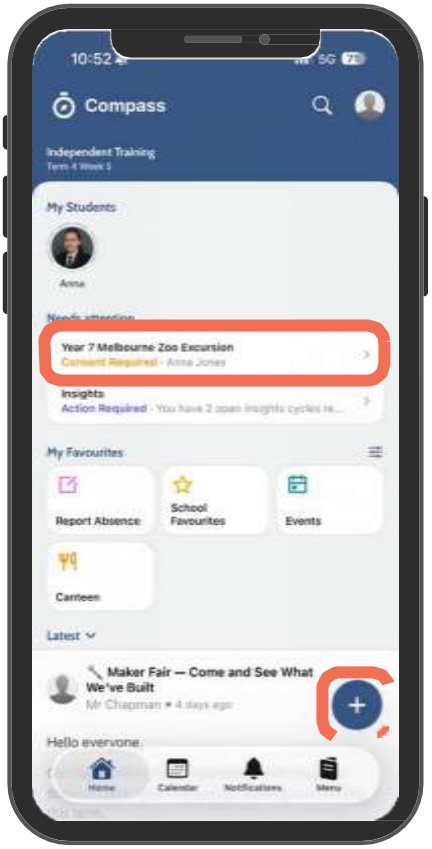
B Explain an Unexplained Absence

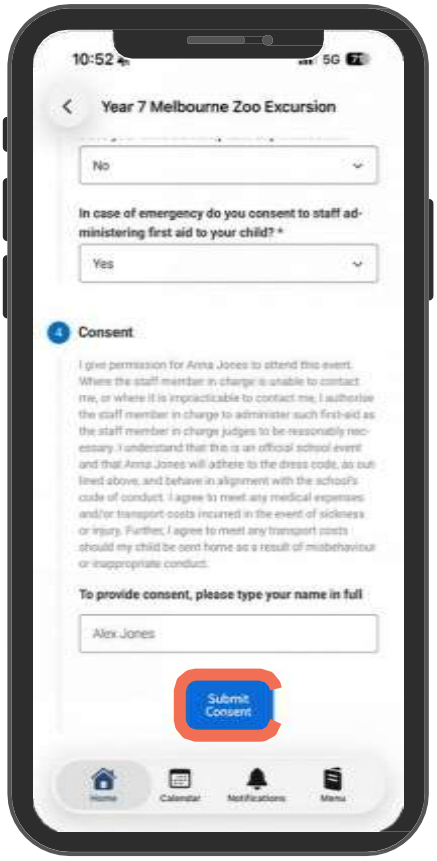
If your child has been marked Not Present without an explanation, you will see an **Unexplained Absence** alert under **Needs attention** on your Homepage.

1. Tap the **Unexplained Absence** alert
2. Tap the circle next to the day/s you are explaining
3. Tap **Explain**
4. Choose the relevant **Reason** and add any details
5. Tap **Submit**

Depending on your school, your Attendance Note may need to be reviewed by a staff member before the reason is accepted.

How-To: Consent & Pay for Events





Consent & Pay for an Event

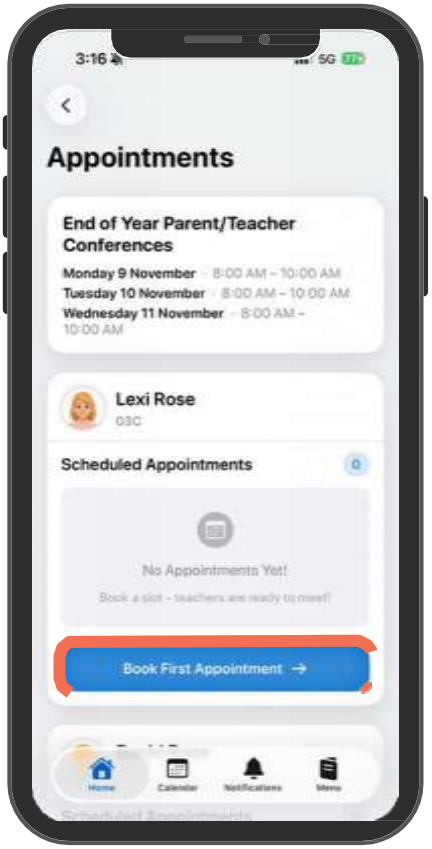
If your child has an upcoming event, such as an excursion or camp, that requires consent and/or payment, you will see an alert under **Needs attention** on your Homepage.

1. Tap the event alert, or tap the + icon and select Pay for an Event or tap Menu and select Events
2. In the **Action Centre**, tap the event you want to action
3. Read the **Event information**
4. Under **Administrative questions**, check the medical information and contact details on file, and tick the boxes to confirm they are correct
5. Answer any **Additional questions** (those marked with an asterisk are mandatory)
6. Under **Consent**, type your full name
7. If there is no cost, tap Submit Consent
8. If payment is required, choose your **Payment Mode** and **Payment Method** under **Confirm and pay**, enter your card details and tap Process

The Submit Consent or Process button remains greyed out until you have completed all required fields and typed your full name.

Opt-in Events: Your school may also invite your child to opt-in events, which often have limited places. Accept or decline the invitation in the **Action Centre**, then complete any consent or payment required. See the **important note** on page 17 for more information.

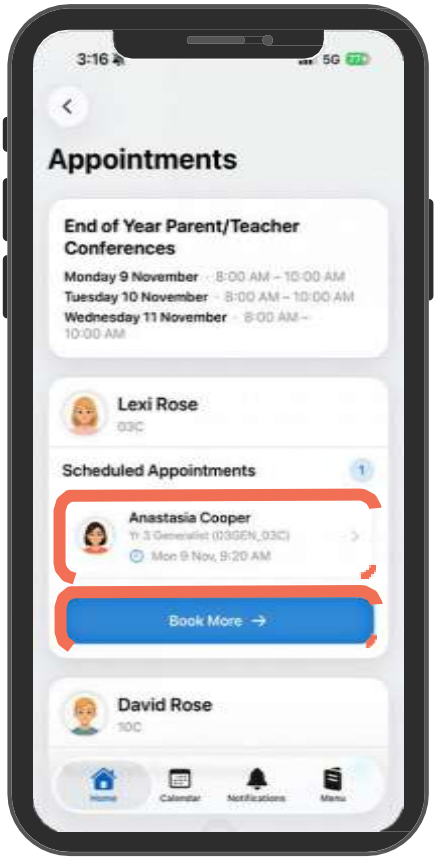
How-To: Parent-Teacher Conferences



Book a Parent-Teacher Conference

When your school opens bookings for parent-teacher conferences, you will see a **Book Now** alert under **Needs attention** on your Homepage.

1. Tap the conference alert, or tap **Menu** and select **Conferences**
2. Under your child's name, tap **Book First Appointment**
3. Tap **Book** next to the teacher you would like to meet
4. Select a date, then tap a time slot
5. Tap **Continue** - a message will confirm your appointment is booked



Face-to-face or online: If your school offers both, you can choose your preferred option when booking.

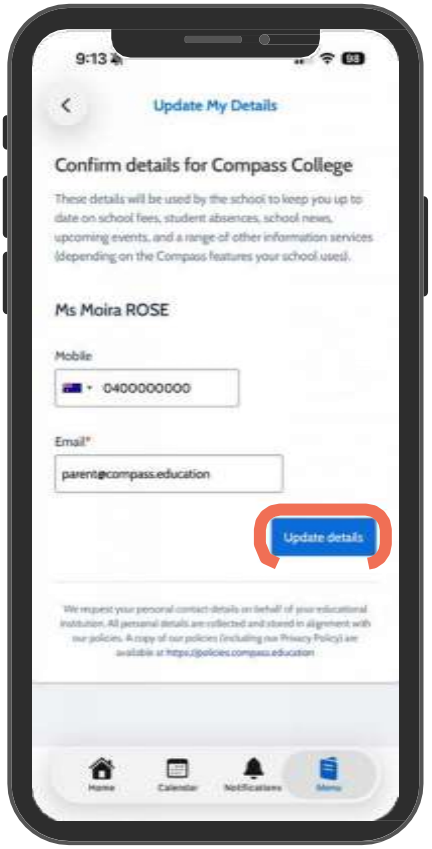
View or Change Your Appointments

Your bookings appear under **Scheduled Appointments** for each child. To book with another teacher, tap **Book More**.

Tap an appointment to see its date, time and duration. If you can no longer attend, tap **Cancel Appointment**.

Booking tip: Times are booked on a first-come, first-served basis, so it's best to book soon after bookings open. If you have more than one child, each child has their own section, so you can book with each of their teachers.

How-To: Update Your Details



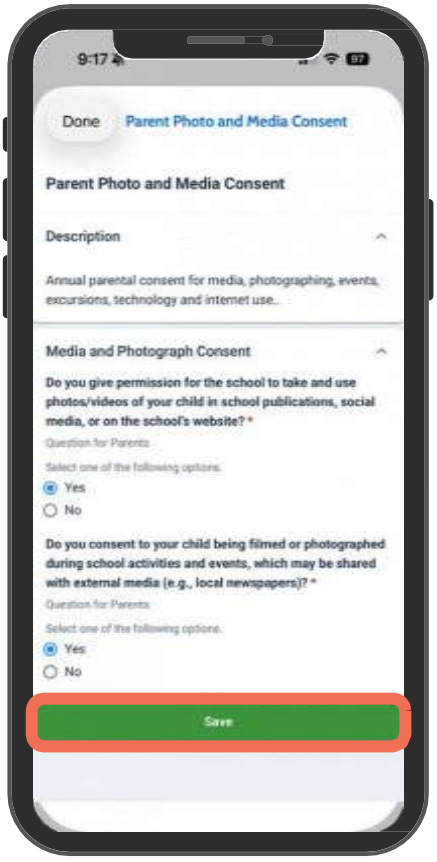
Update Your Contact Details

Your school uses these details to keep you up to date about absences, fees and school news.

1. Tap **Menu** and select **Update My Details**
2. Check your mobile number and email address, and make any changes
3. Tap **Update details**

Your school will review the changes before they are applied.

Depending on your school, you may also be able to update your child's medical details here. Tap the **edit** icon next to your child's name.



Respond to Insights

Insights lets you answer questions and give important information to your school, such as consent for photos or technology use.

1. Tap **Menu** and select **Insights**
2. Select the Insights cycle
3. Answer each question; questions marked with an asterisk are mandatory
4. Tap **Save**

Forms: Your school may also ask you to fill in forms, such as an expression of interest. Tap **Menu** and select **Forms**, then tap the form and follow the prompts.