Compass

Compass Questions & Answers, for Parents
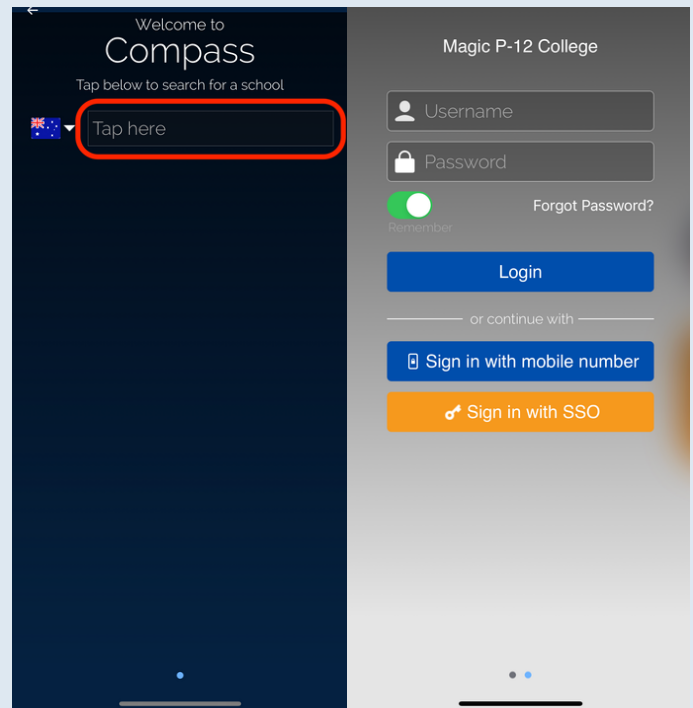
Compass

Contents

Compass

How can I login?

To easily login to your Compass account, follow the steps below.

1. Tap in the search field and type the name of the school
2. From the drop down list, select the school
3. To login, you will require your unique family username and password. This information is provided to you, by the school
4. Ensure 'Remember' is toggled on
5. Select the blue 'Login' button

I forgot my username, how can I find this?

The school will provide you with your unique Compass username which is used to log into your Compass account. If you have forgotten your username, follow the simple steps below to retrieve it.

1. On the login page, select 'Forgot Password'
2. On the Compass Forgot Password page, click on the 'I don't know my username' link
3. Type in the email address or mobile number recorded against your Compass account and select 'Continue'
4. You should then receive an email of text message providing you with your username
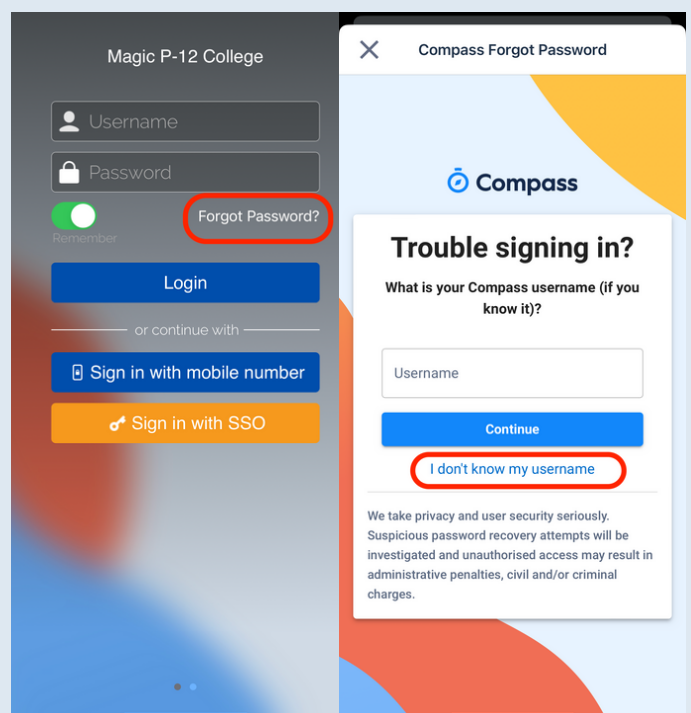
Compass

How can use the One-Time-Password to login?

If you've forgotten your Compass password, on the login page, click on 'Sign in with mobile number' to get a One-Time-Password sent to your mobile phone.

You can then use the One-Time-Password to login to your Compass account.
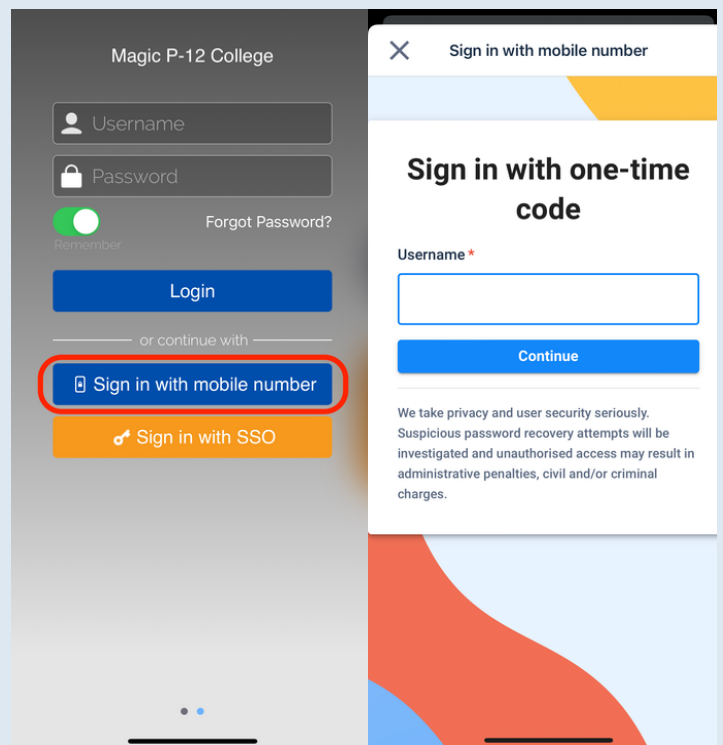
How can I switch between accounts?

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 switch between your accounts.

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

Compass
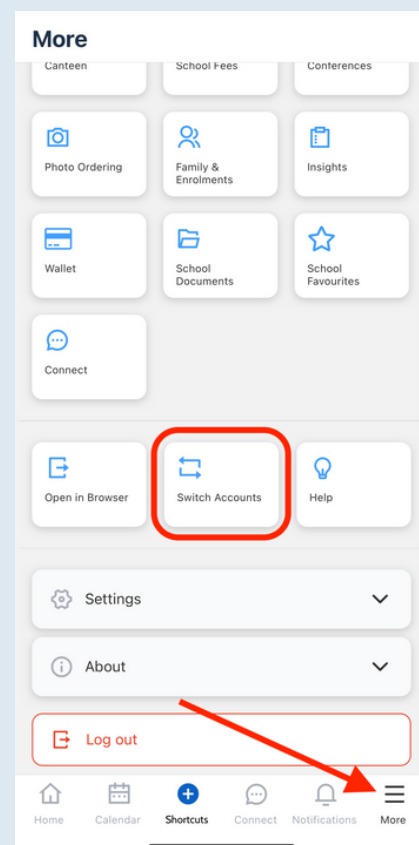
How can I unlock my account?

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 require access to your account before 30 minutes, we recommend contacting your school office directly.

How can I explain my child's absence?

If your child is going to be absent from school, login to your Compass account and submit an attendance note.

1. Click on the blue 'Shortcuts' button
2. Select 'Submit attendance note'
3. Select the child you need to add the note for
4. Select the Reason
5. Enter any Details/Comments
6. Select the Start/Finish Date and Time
7. Upload any attachments
8. Click on 'Add Attendance Note'
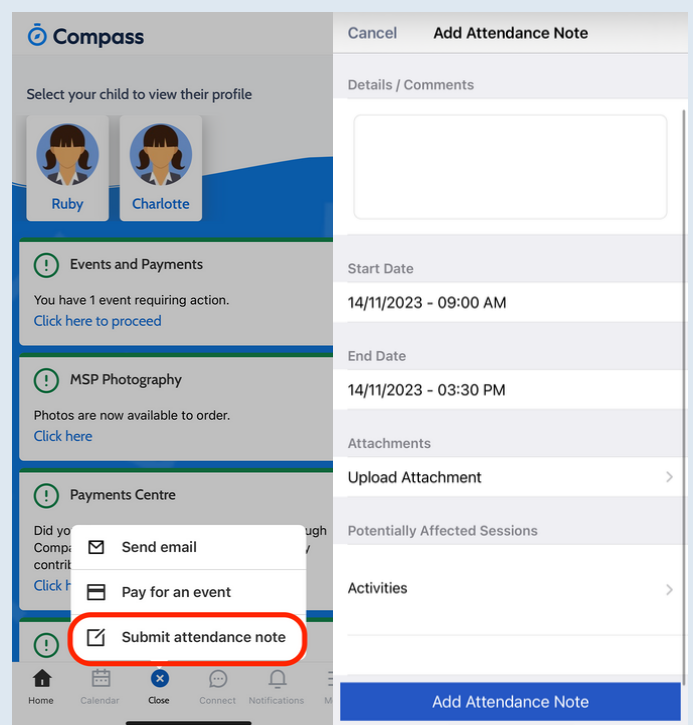
Compass

Where can I see my child's absences?

You can view your child's unexplained absences and explain these in the Compass App.

1. From the homepage, select your child's profile picture
2. Click on the 'Attendance' tab
3. Click on the absences you would like to explain
4. Click on 'Explain with attendance note'
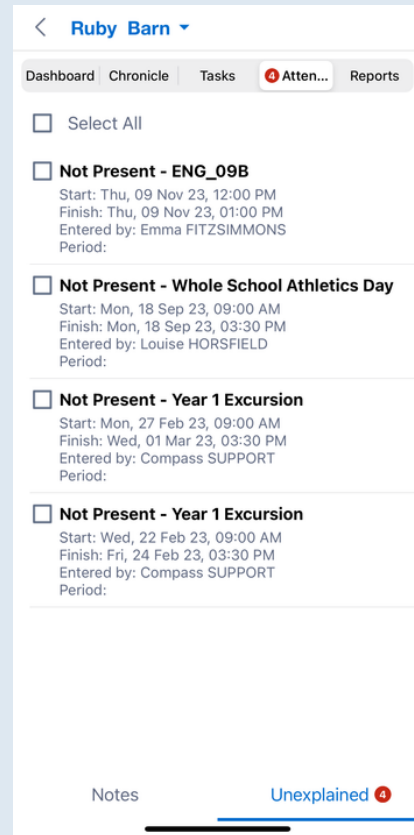
Where can I view my child's attendance summary?

View your child's attendance for any school day, directly within the Compass App.

1. From the homepage, select your child's profile picture
2. On the Dashboard tab, see 'Today's Attendance'
3. Click on a square under 'Today's Attendance' to see the student's attendance in the class
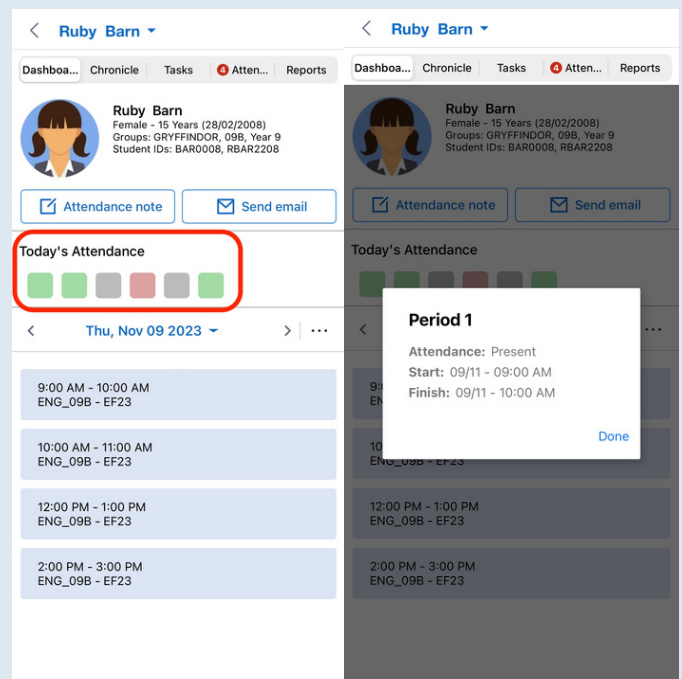
Compass

Where can I view my child's class schedule?

View your child's class schedule directly within the Compass App.

1. From the homepage, select your child's profile picture
2. On the Dashboard tab, see the student's schedule for the day
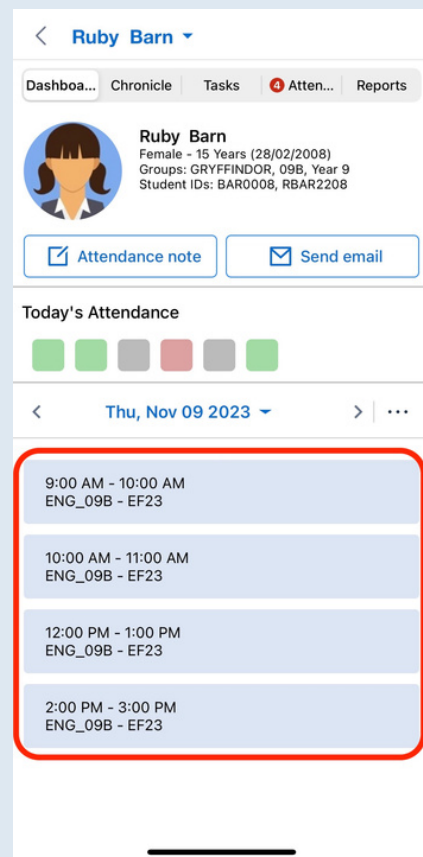
How can I pay or consent for an Event?

You can pay and consent for events your child is attending conveniently within the Compass App.

1. Click on the blue 'Shortcuts' button
2. Click on 'Pay for an event'
3. On the 'Action Centre' tab see all Events that require actioning
4. Select the Event that requires your consent/payment
5. Fill out the all required fields in the consent form
6. Fill out the payment details section and process a payment

Compass
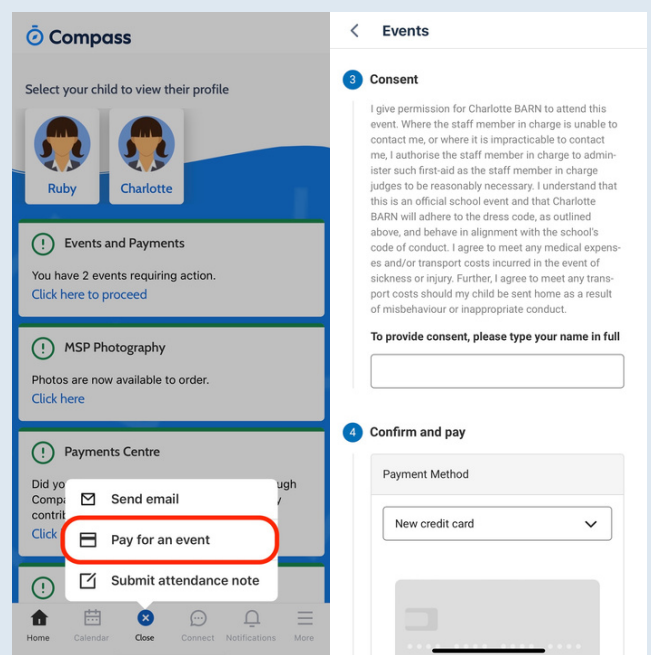
How can I update my credit card details linked to a payment plan?

Update the credit card linked to a payment plan if your card details have changed or expired.

1. Click on the 'Tools' menu
2. Click on 'Recurring Contributions'
3. Under Payment Methods, click on the 'Recurring Contributions' tab
4. Click on 'Show instalments' to see the status
5. Click on 'Update Card'
6. Fill out the card details
7. Click on 'Update card for Recurring Contributions'
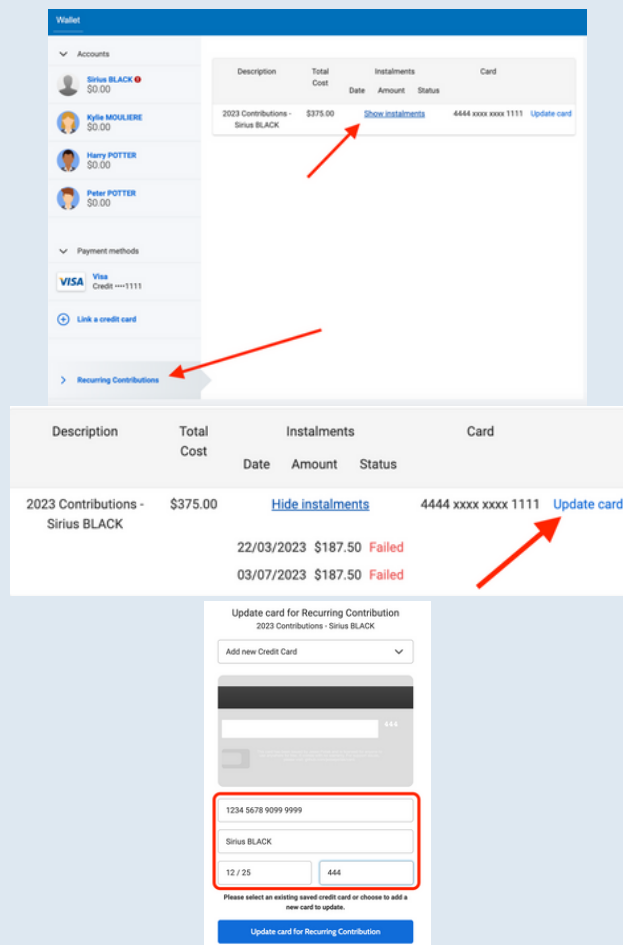
How can I make a financial contribution towards my child's school fees?

If your school has put School Contributions onto Compass, you can easily make a contribution within the Compass App.

1. Click on the 'More' menu
2. Click on School Fees
3. Go to the Action Centre tab
4. Click the contribution that states Action Required
5. Select Continue
6. Make a contribution and enter your payment details to process a payment
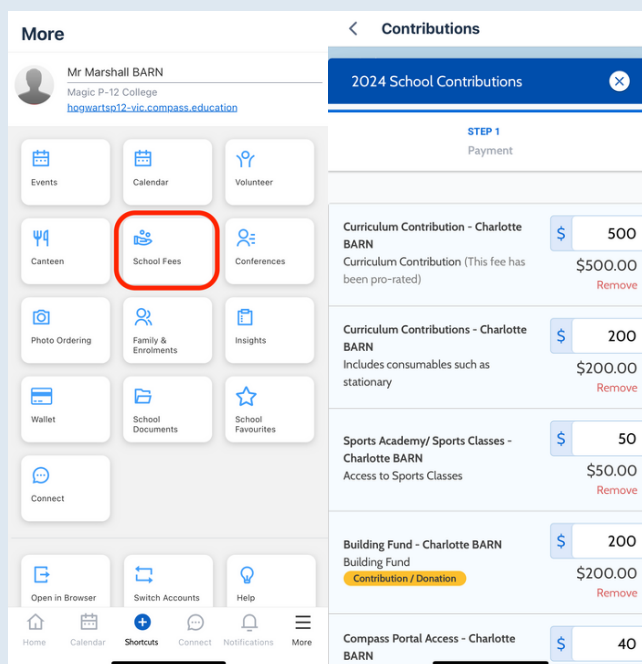
Compass

Where can I find notifications from the school?

You may receive push notifications from the school to your Compass App. Login to your Compass account to view any notifications.

1. Click on the 'Notifications' icon
2. Here you can see all push notifications sent by the school
3. Click on a notification to view it in full
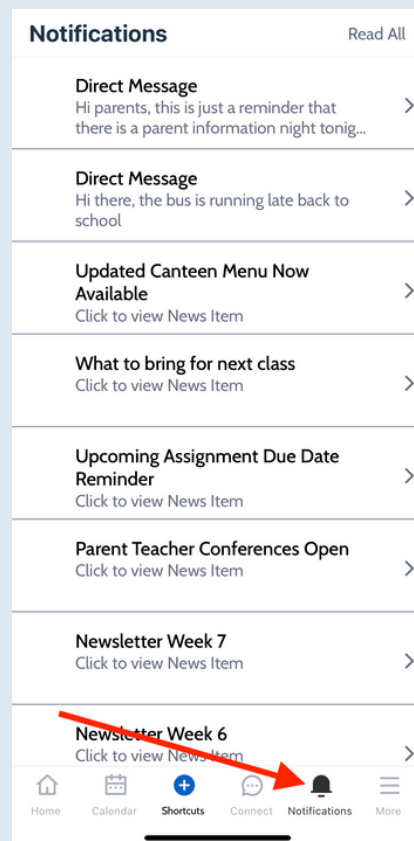
How can I view news items posted by the school?

Stay informed by checking News Feed items posted by the school from your homepage in the Compass App.

1. From the homepage, navigate to the 'Latest News' section
2. Sort the News Posts that appear by either 'Most recent', or 'Most important'
3. Save a News Post by selecting the flag in the top right hand corner
4. View all saved posts by selecting the 'Saved' option near the top

Compass
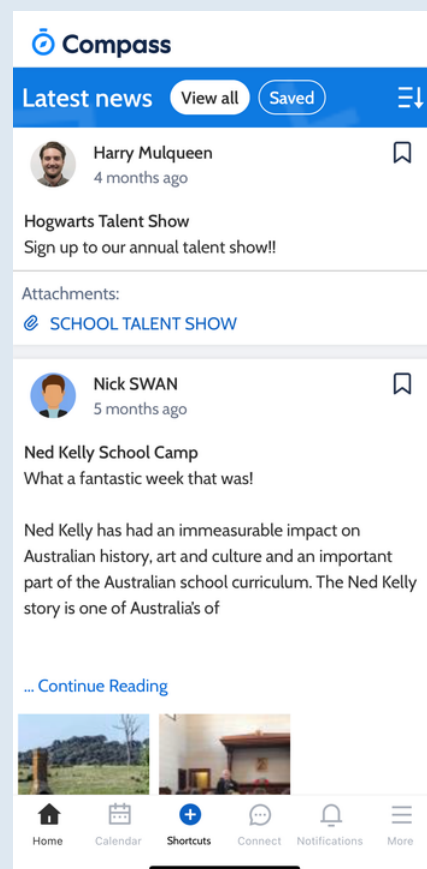
Where can I see key school dates and events?

Keep track of important dates and events at your school by using the Calendar.

1. Click on the 'Calendar' icon
2. Use the arrows on the left and right to navigate to a different day
3. Select the calendar icon, and select the date for the day you would like to see the schedule for
4. Click the dropdown next to the 'Day' view, to switch to the 'Week' view
5. Click on 'Term Dates' to see the school term dates
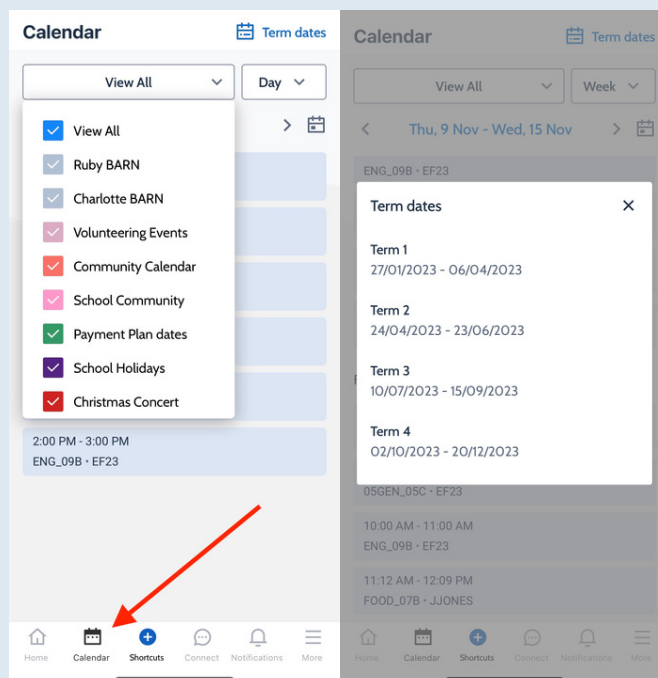
Can I translate the homepage in Compass?

You can translate your entire Compass homepage, including 'My News' with the Google Translate feature.

1. Open Compass in a desktop browser
2. On the homepage, in the bottom right-hand corner, see the Google Translate feature
3. Select your preferred language to translate the text on the homepage
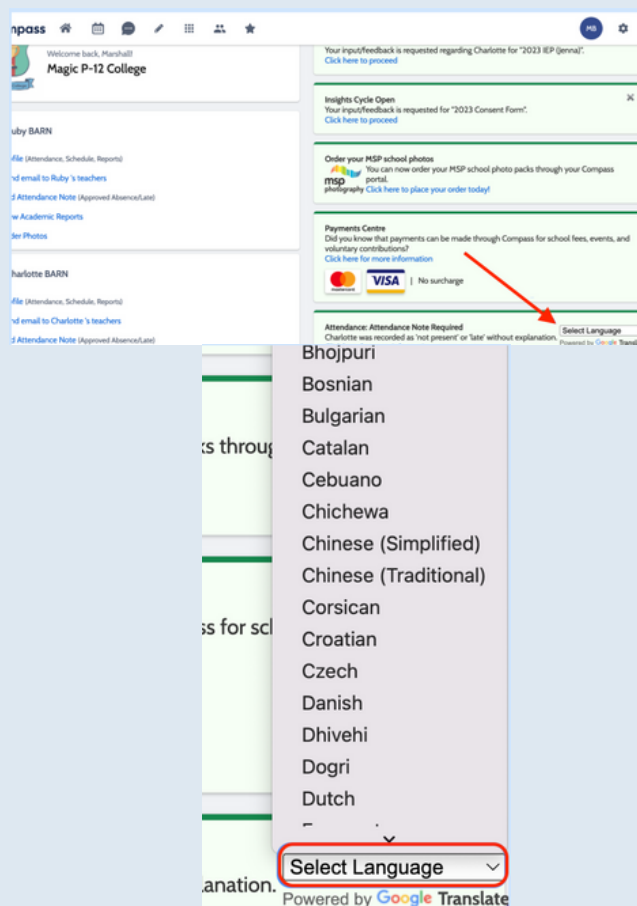
Compass

How can I email my child's teacher?

Send emails directly to your child's teachers within the Compass App.

1. Click on the blue 'Shortcuts' button
2. Click on 'Send Email'
3. Select the name of your child
4. Edit the recipients list if need be
5. Add a subject and compose the email
6. To send the email, click on the aeroplane icon in the top right corner
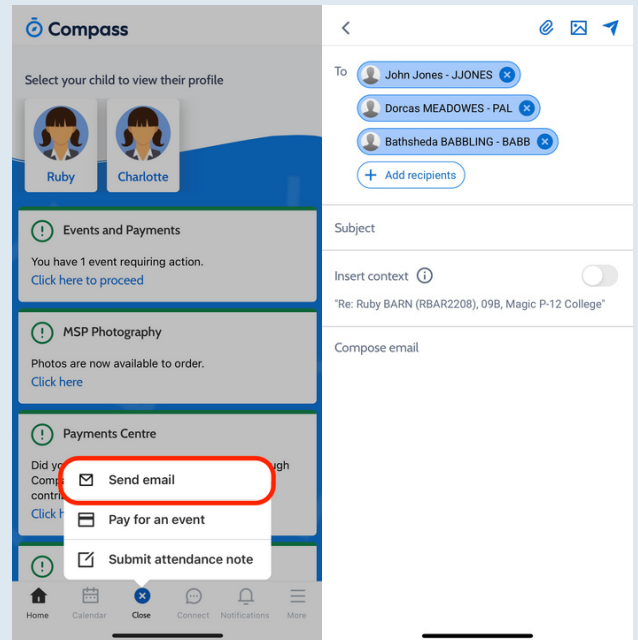
How can I book Parent-Teacher Conferences?

Book Parent-Teacher Conferences using the Conferences feature available in the Compass App

1. Click on the 'More' menu
2. Click on 'Conferences'
3. Click on the Conference cycle
4. Click on each Subject to book an interview
5. Select a timeslot and confirm the booking
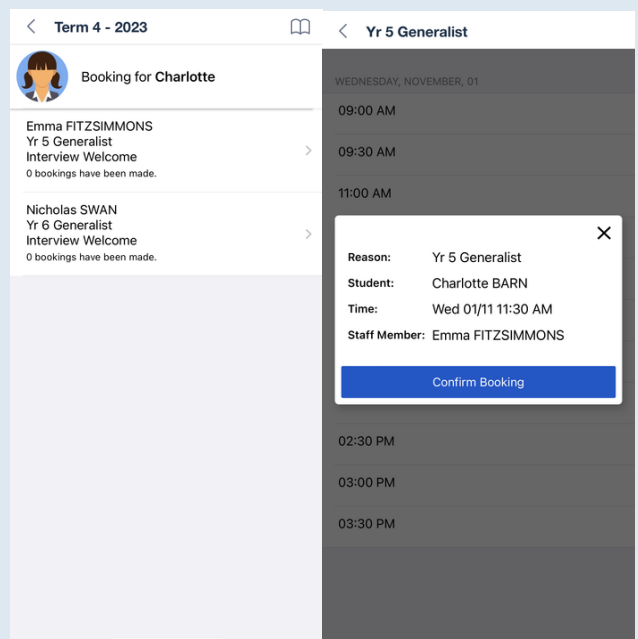
How can I access an online Parent-Teacher conference?

If online Parent-Teacher Conference bookings have been set up by your school, when making a booking, you can choose to attend the booking online.
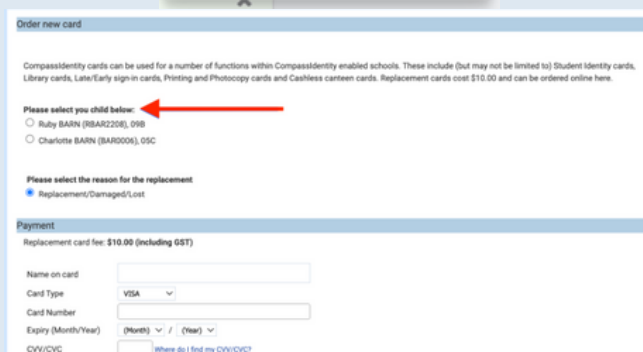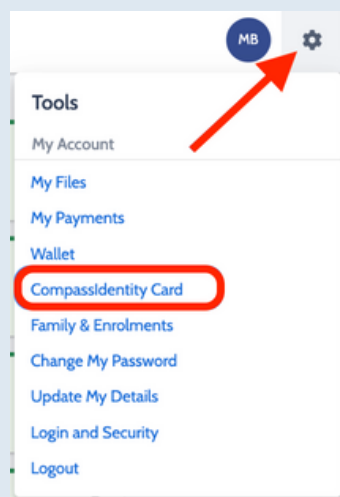
1. Click on the 'More' menu
2. Click on Conferences
3. Click on the Conference cycle
4. Click on the Subject to see your booking timeslot
5. If your booking is online, you will see an online meeting link URL that is clickable
6. Click on the URL to be directed to the online meeting
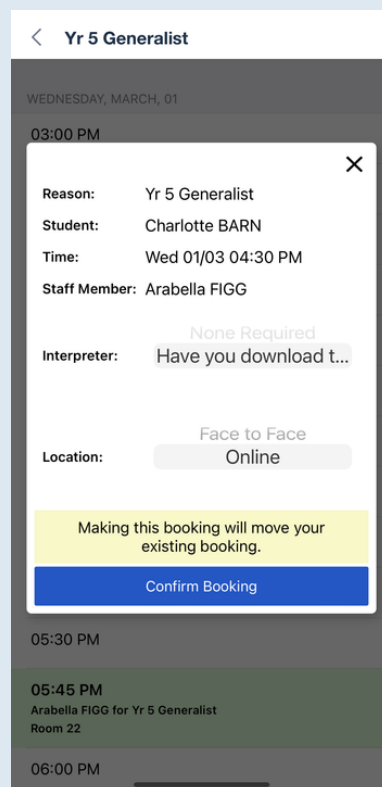
How can I order a new Compass Identity Card for my child?

Replacement cards cost $10.00 and can be ordered directly within your Compass portal.

1. Click on the 'Tools' menu
2. Click on 'CompassIdentity Card'
3. Click here to order a new Compass Identity card
4. Select your child below and fill out your card details
5. To finalise the order, click on 'Order Now'

Compass

How can I access my child's class page?

Within the Compass App, access each of your child's Class Pages to see any class information, news and Learning Tasks.

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
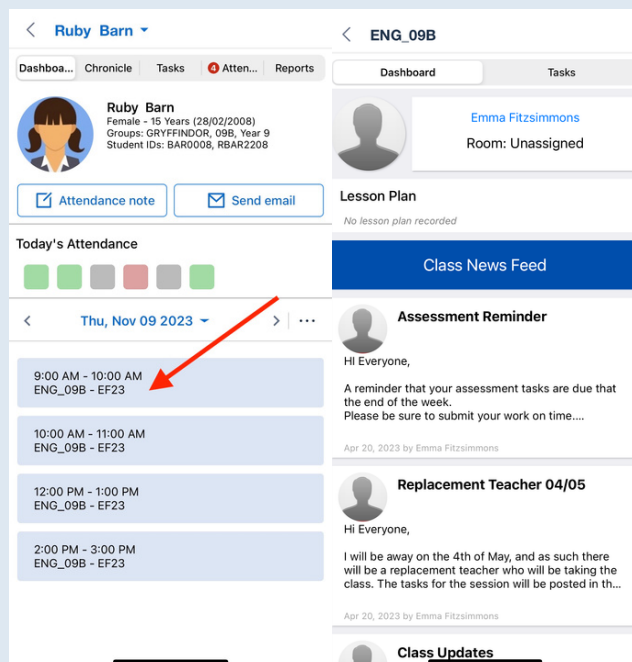
How can I view my child's reports and grades?

Access student academic reports and grades directly within the Compass App.

1. From the homepage, select your child's profile picture
2. Click on the 'Reports' tab
3. Click on a reporting cycle to view and download the report
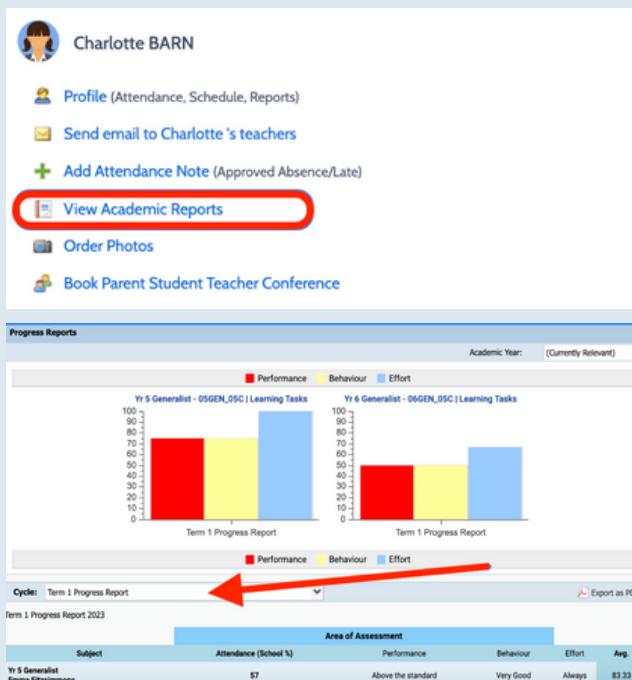
1. Click on the 'Tasks' tab
2. Click on the relevant class to expand and view any tasks
3. Click on the task
4. On the 'Feedback' tab, view any grades and feedback
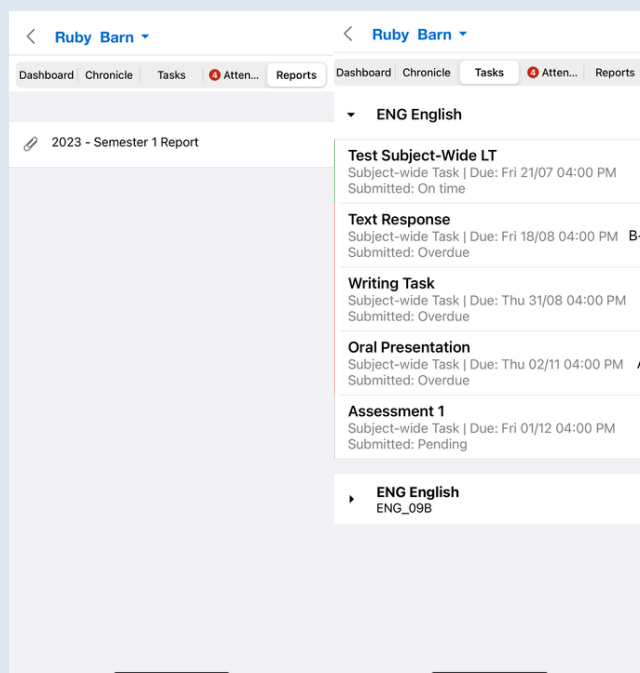
Compass

How can I access my child's Progress Reports?

Progress Reports provide an indication of your child's progress in their classes. You can view Progress Reports directly in Compass via a desktop browser.

1. To view your child's progress reports, click the 'View Academic Reports' option under their details on your dashboard.
2. On the 'Reports' tab, refer to the 'Progress Reports' section
3. Click on the Progress Report cycle to view the results in full
4. To export the report, click on 'Export as PDF'
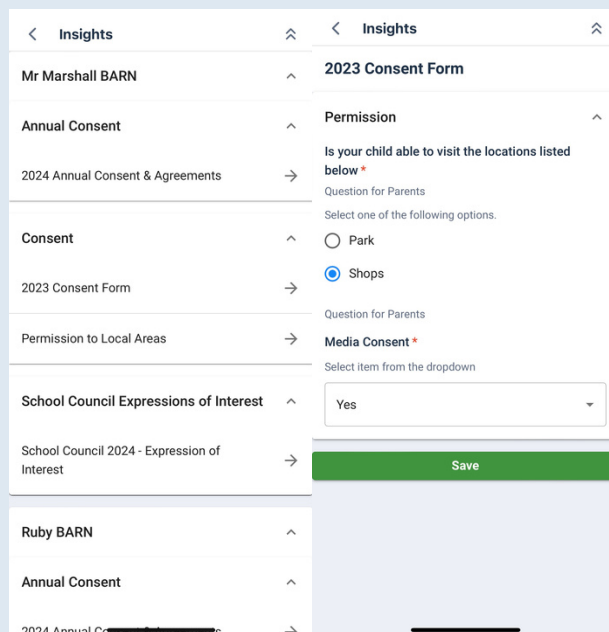
How can I provide responses to an Insights cycle?

Insights allows you to communicate important information in the form of responses to questions to the school

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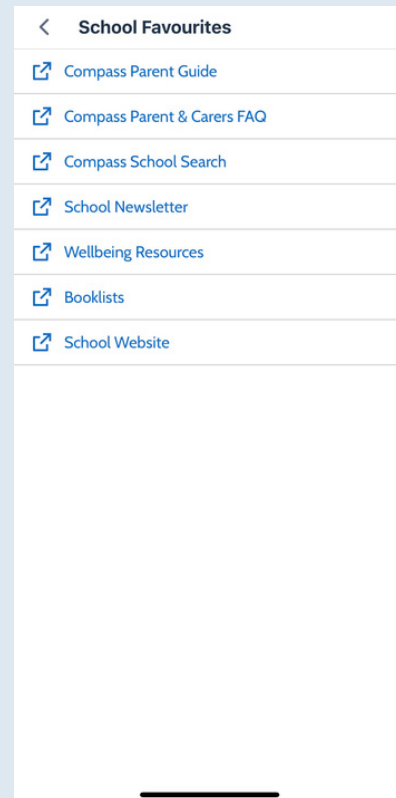5. To save your responses, click on the green save button

Compass

How can I access School Favourites?

Use School Favourites to easily access a list of useful school links.

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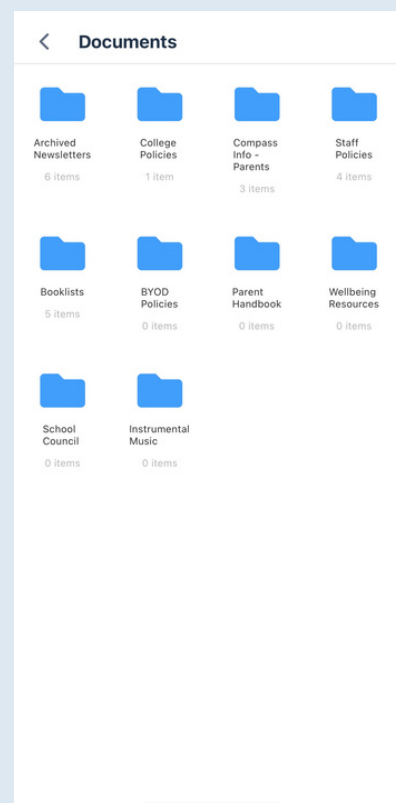2. Click on School Favourites
3. Click on the title of the link

School Favourites
- Compass Parent Guide
- Compass Parent & Carers FAQ
- Compass School Search
- School Newsletter
- Wellbeing Resources
- Booklists
- School Website

How can I access 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

Documents
- Archived Newsletters — 6 items
- College Policies — 1 item
- Compass Info - Parents — 3 items
- Staff Policies — 4 items
- Booklists — 5 items
- BYOD Policies — 0 items
- Parent Handbook — 0 items
- Wellbeing Resources — 0 items
- School Council — 0 items
- Instrumental Music — 0 items

Compass

How can I update my credit card details?

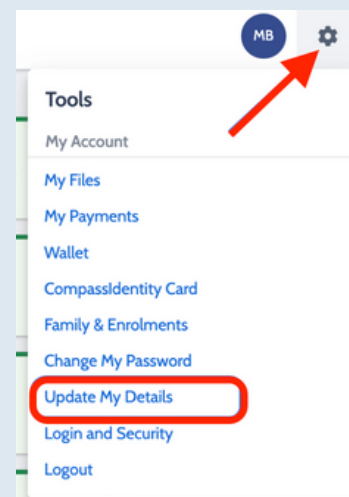You can update your card information in your Compass Wallet directly within the Compass App.

1. Click on the 'More' menu
2. Click on Settings and select Wallet
3. Under the Payment Methods section, select the rubbish bin icon to remove the card from your wallet
4. You can add a new card by selecting the grey plus icon and enter in your card details
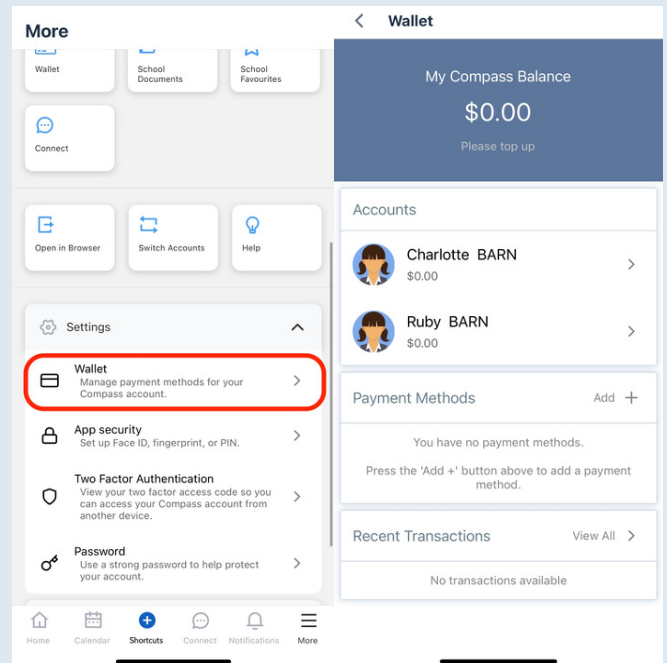
How can I update my contact details?

Ensure your contact details are always up to date in Compass by using the 'Update My Details' section.

1. Click on the 'Tools' menu
2. Click on 'Update My Details'
3. Type in your updated Mobile/Email address
4. Click on 'Update My Details'

Compass

Does Compass have any resources available to parents?

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 on Help, to view a guide for parents and families
3. In the Table of Contents, click on the below tabs to navigate to the corresponding section
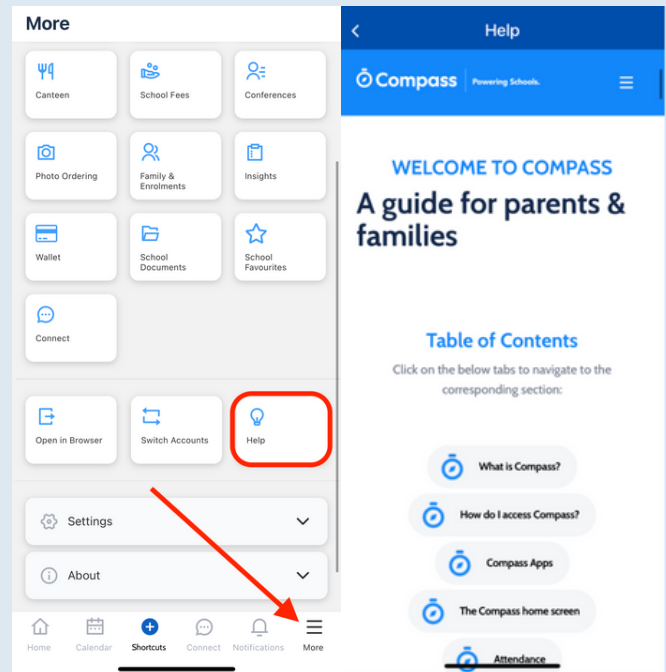
Compass Parent and Carers FAQ

Our Parent & Carers FAQ guide has been specifically designed to help you get the most out of your Compass experience.

Click on the link here to access the Parent & Carers FAQ on our website.