



# Compass Questions & Answers, for Parents



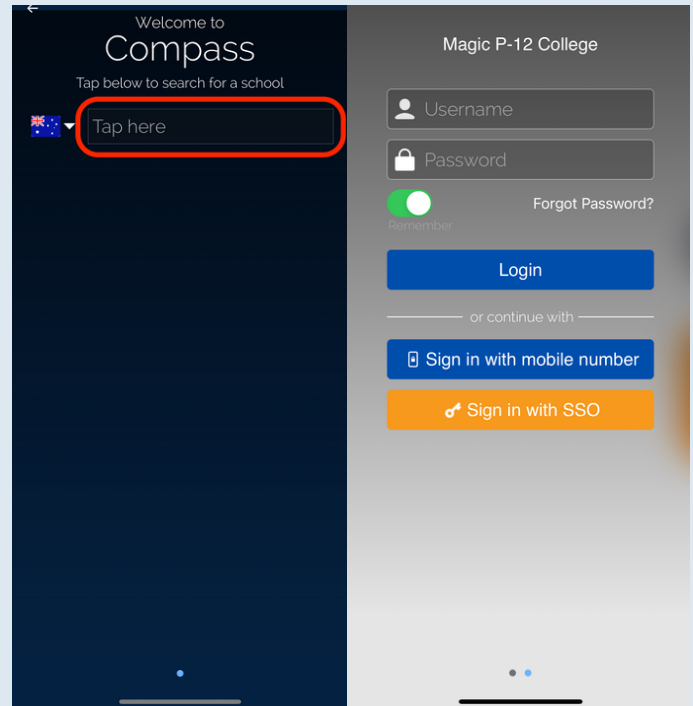
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## How can I login?

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

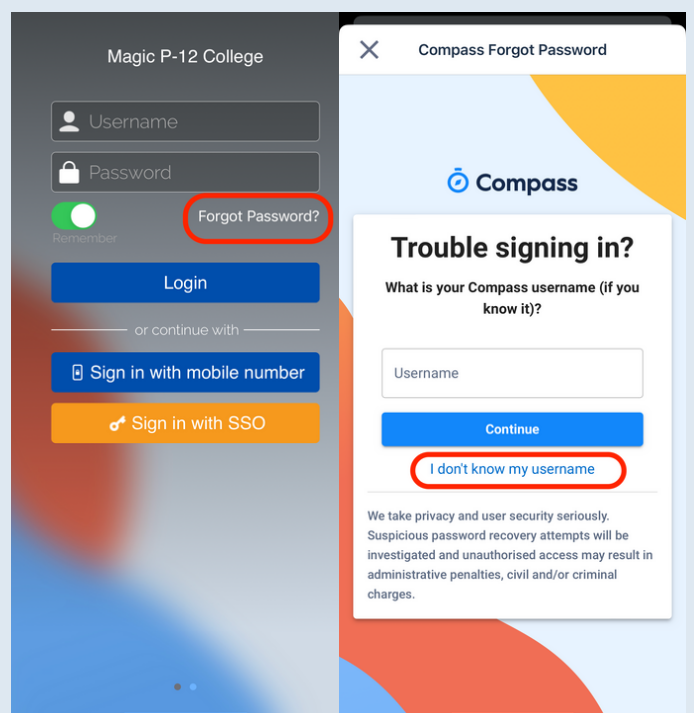
1. Tap in the search field and type the name of the school
2. From the drop down list, select the school
3. To login, you will require your unique family username and password. This information is provided to you, by the school
4. Ensure 'Remember' is toggled on
5. Select the blue 'Login' button



## 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.

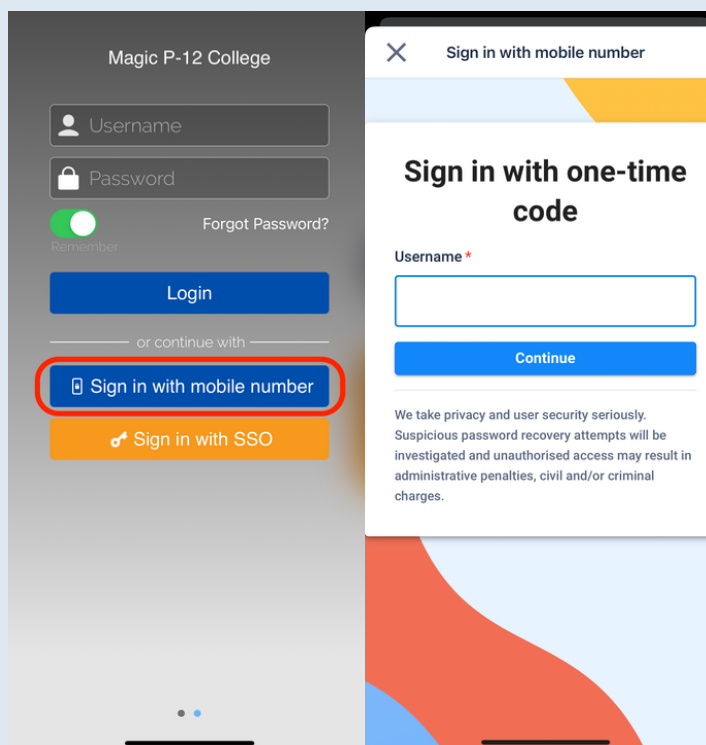
1. On the login page, select 'Forgot Password'
2. On the Compass Forgot Password page, click on the 'I don't know my username' link
3. Type in the email address or mobile number recorded against your Compass account and select 'Continue'
4. You should then receive an email of text message providing you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



## 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.

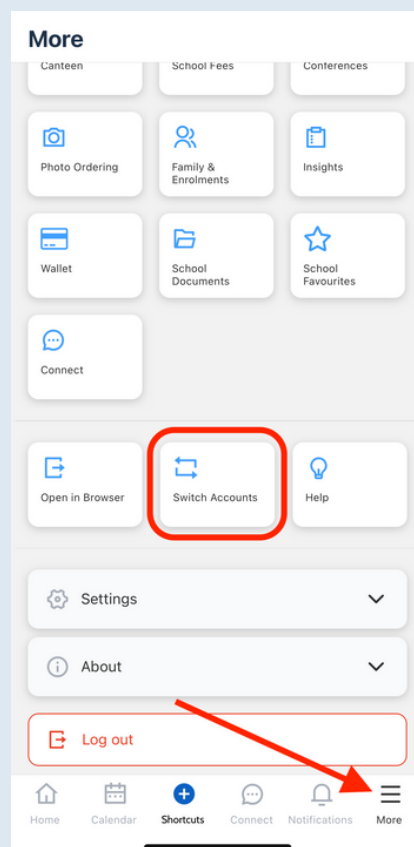
You can then use the One-Time-Password to login to your Compass account.



## 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



## 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.

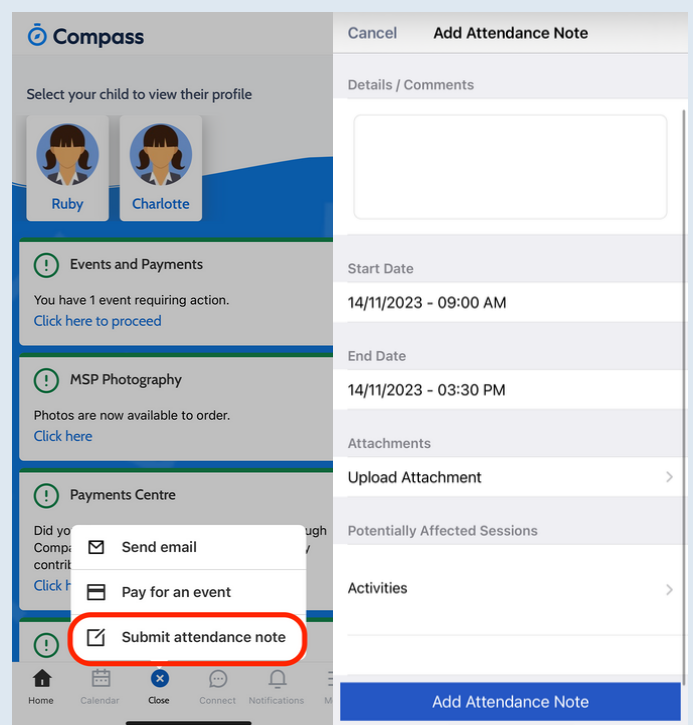
If you require access to your account before 30 minutes, we recommend contacting your school office directly.



## 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.

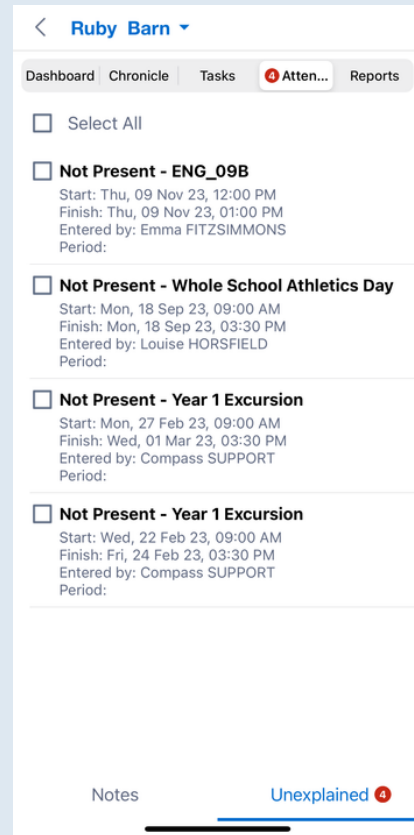
1. Click on the blue 'Shortcuts' button
2. Select 'Submit attendance note'
3. Select the child you need to add the note for
4. Select the Reason
5. Enter any Details/Comments
6. Select the Start/Finish Date and Time
7. Upload any attachments
8. Click on 'Add Attendance Note'



## Where can I see my child's absences?

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

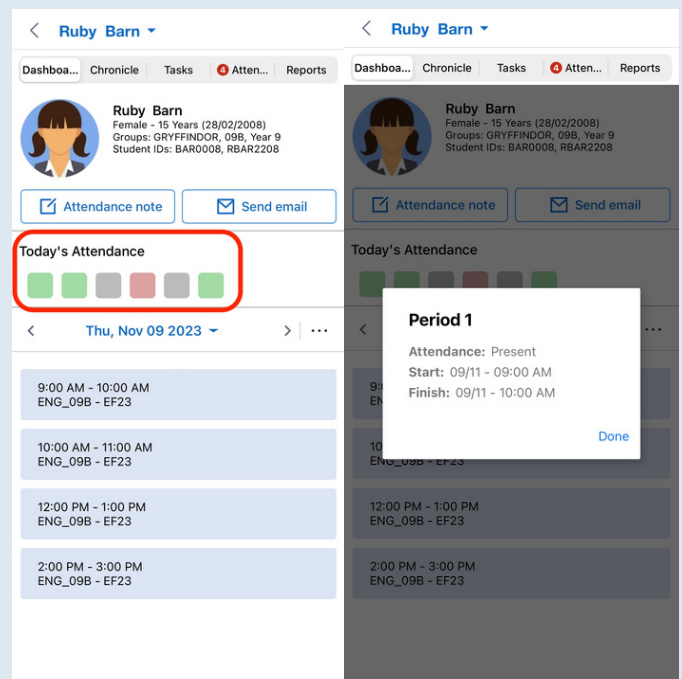
1. From the homepage, select your child's profile picture
2. Click on the 'Attendance' tab
3. Click on the absences you would like to explain
4. Click on 'Explain with attendance note'



## Where can I view my child's attendance summary?

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

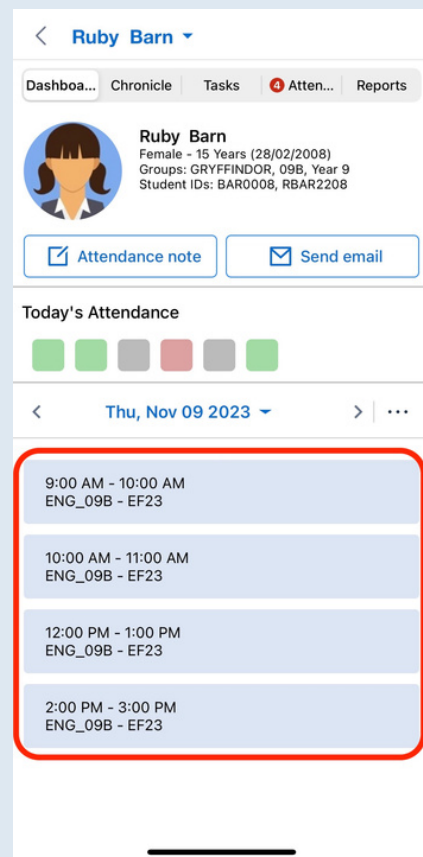
1. From the homepage, select your child's profile picture
2. On the Dashboard tab, see 'Today's Attendance'
3. Click on a square under 'Today's Attendance' to see the student's attendance in the class



## Where can I view my child's class schedule?

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

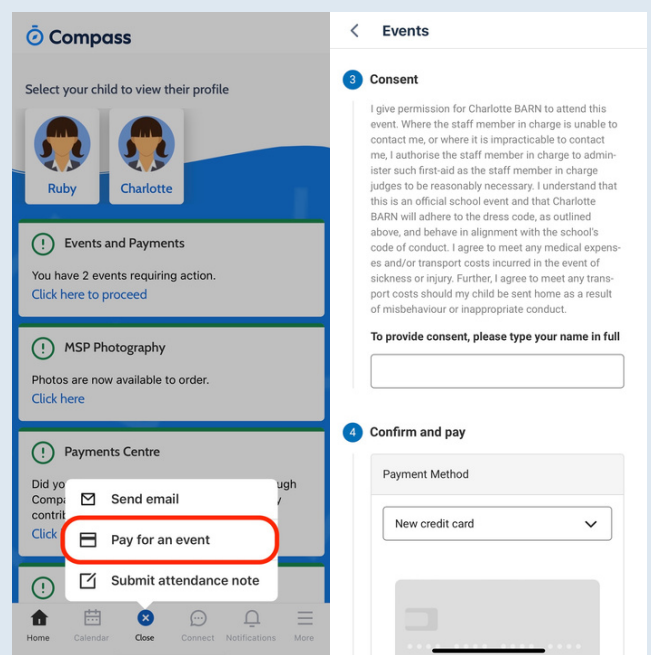
1. From the homepage, select your child's profile picture
2. On the Dashboard tab, see the student's schedule for the day



## 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.

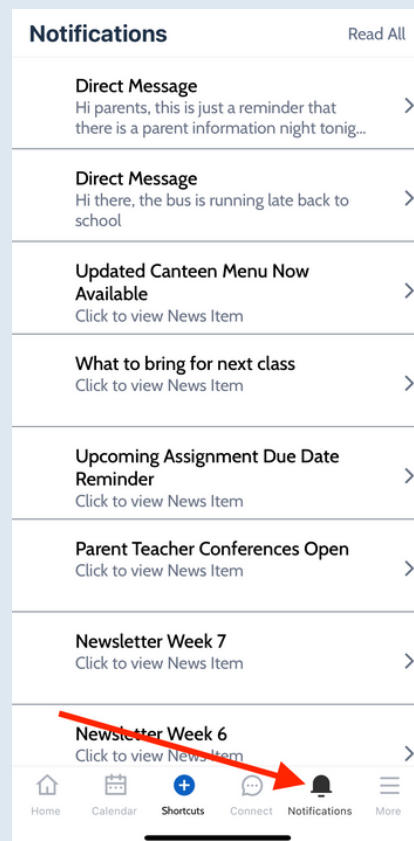
1. Click on the blue 'Shortcuts' button
2. Click on 'Pay for an event'
3. On the 'Action Centre' tab see all Events that require actioning
4. Select the Event that requires your consent/payment
5. Fill out the all required fields in the consent form
6. Fill out the payment details section and process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



## 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.

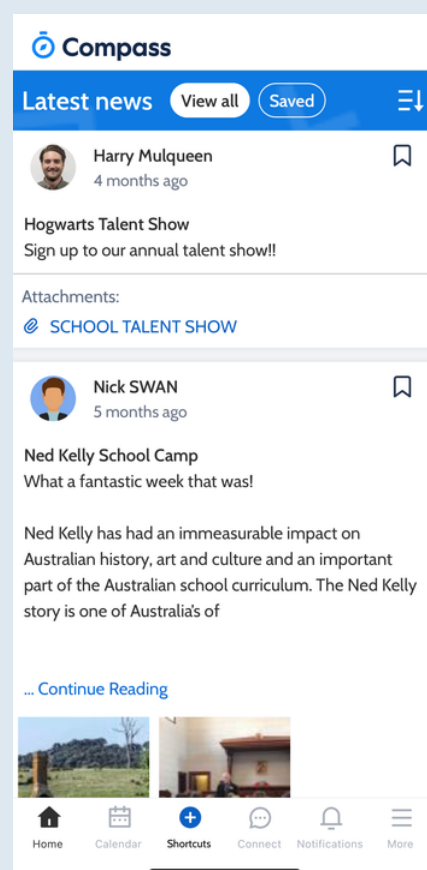
1. Click on the 'Notifications' icon
2. Here you can see all push notifications sent by the school
3. Click on a notification to view it in full



## 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

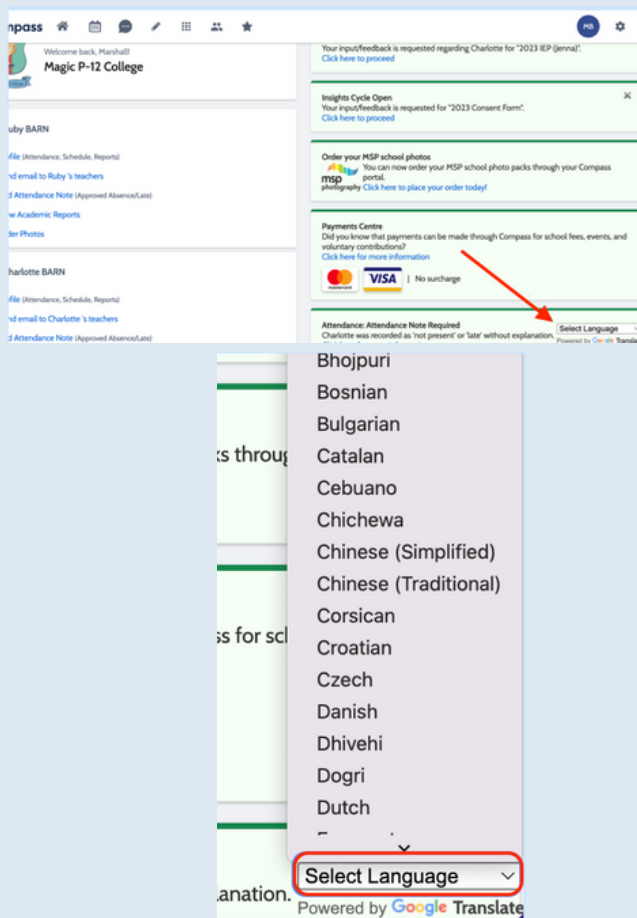




## Can I translate the homepage in Compass?

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

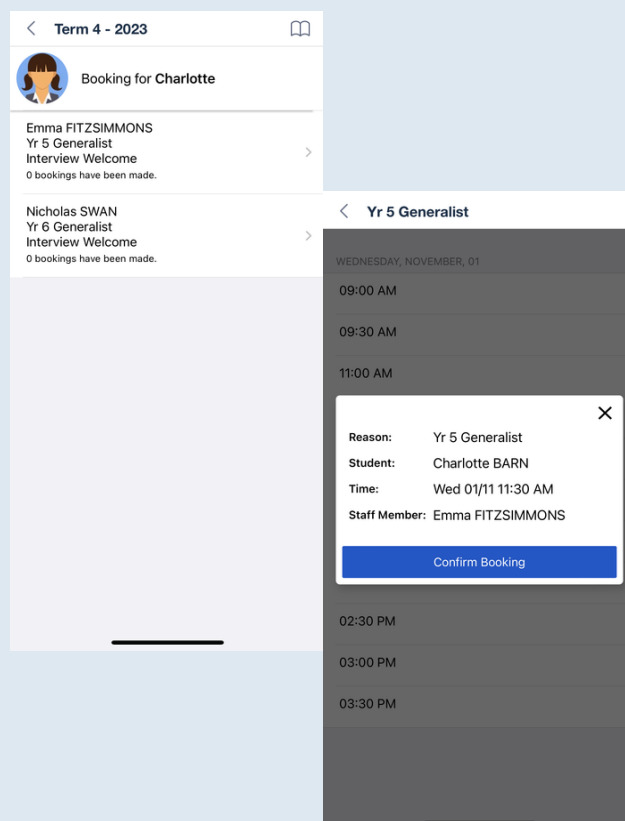
1. Open Compass in a desktop browser
2. On the homepage, in the bottom right-hand corner, see the Google Translate feature
3. Select your preferred language to translate the text on the homepage



## How can I book Parent-Teacher Conferences?

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

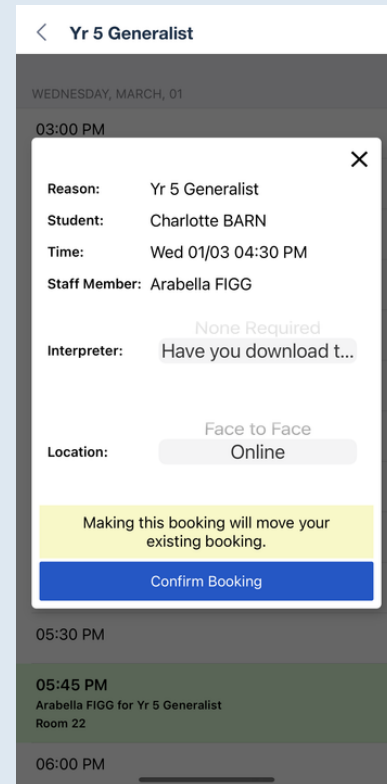
1. Click on the 'More' menu
2. Click on 'Conferences'
3. Click on the Conference cycle
4. Click on each Subject to book an interview
5. Select a timeslot and confirm the booking



## 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.

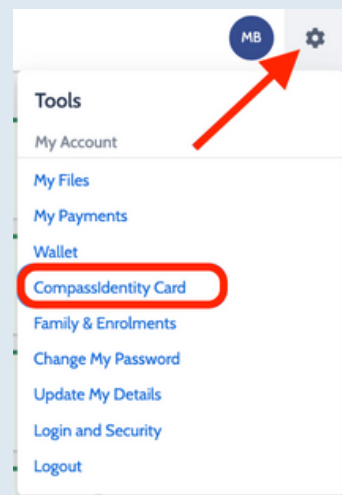
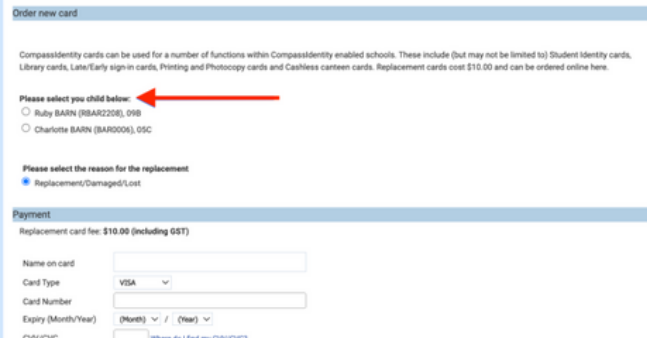
1. Click on the 'More' menu
2. Click on Conferences
3. Click on the Conference cycle
4. Click on the Subject to see your booking timeslot
5. If your booking is online, you will see an online meeting link URL that is clickable
6. Click on the URL to be directed to the online meeting



## 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.

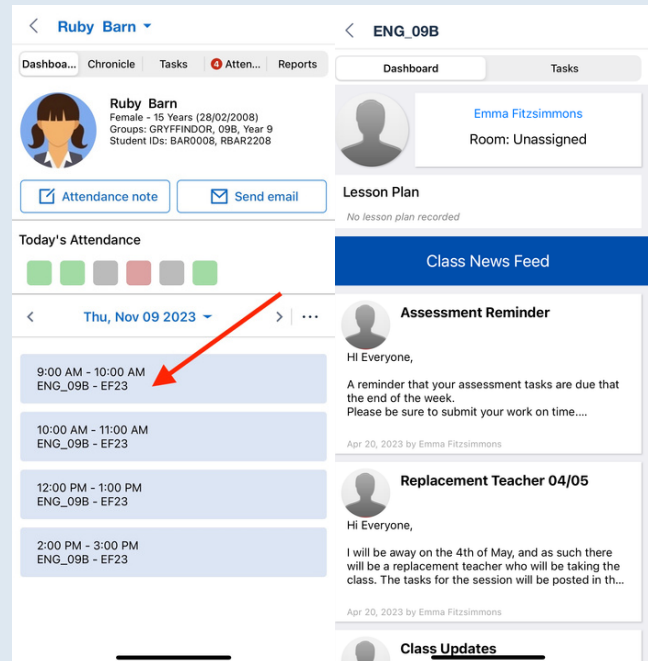
1. Click on the 'Tools' menu
2. Click on 'CompassIdentity Card'
3. Click here to order a new Compass Identity card
4. Select your child below and fill out your card details
5. To finalise the order, click on 'Order Now'

## 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.

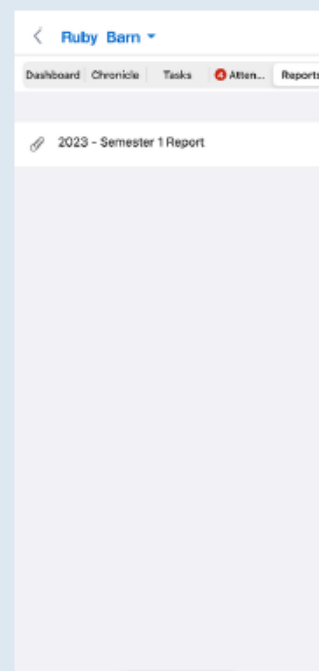
1. From the homepage, select your child's profile picture
2. On the Dashboard tab, refer to the classes on the student's schedule for the day
3. Click on the relevant class from the schedule to go to the Class Page
4. On the Dashboard tab, view any Lesson Plans and the Class News Feed



## How can I view my child's reports?

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



## 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'

Charlotte BARN

- 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

Progress Reports

Academic Year: (Currently Relevant)

Yr 5 Generalist - 05GEN\_05C | Learning Tasks

Yr 5 Generalist - 05GEN\_05C | Learning Tasks

Term 1 Progress Report

Term 1 Progress Report

Performance Behaviour Effort

Cycle: Term 1 Progress Report

Term 1 Progress Report 2023

Export as PDF

Subject	Area of Assessment				Avg.
	Attendance (School %)	Performance	Behaviour	Effort	
Yr 5 Generalist English (Literature)	57	Above the standard	Very Good	Always	83.33

## 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'

Tools

- My Account
- My Files
- My Payments
- Wallet
- CompassIdentity Card
- Family & Enrolments
- Change My Password
- Update My Details**
- Login and Security
- Logout

### Welcome to the Magic P-12 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.

Mr Marshall BARN

Mobile

Email

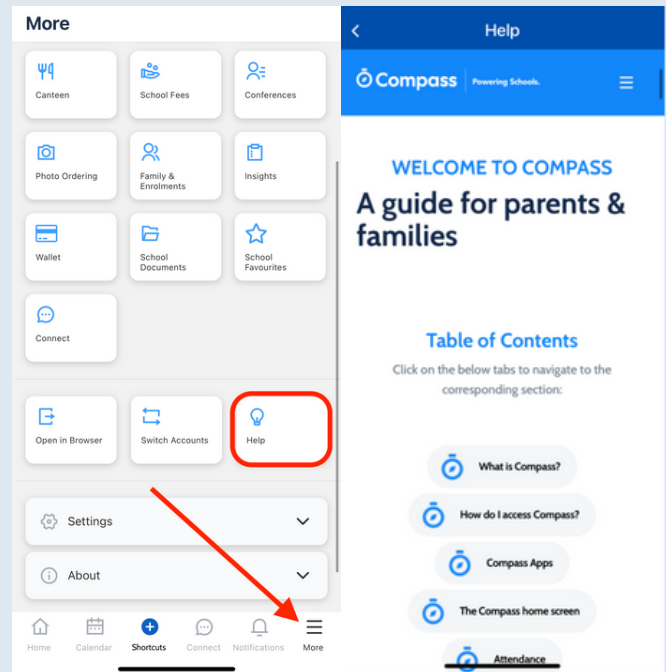
These details are correct - Proceed to Parent Portal

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. JOLP 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

## 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.

