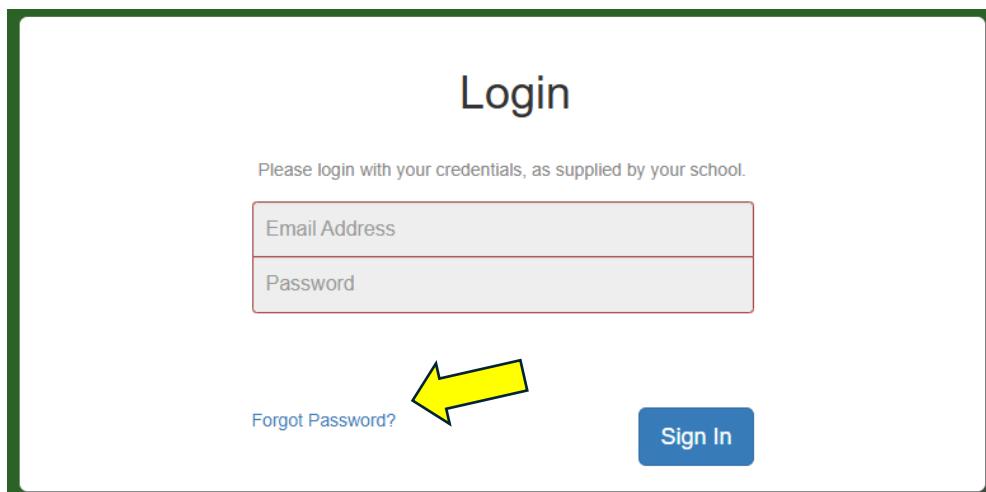


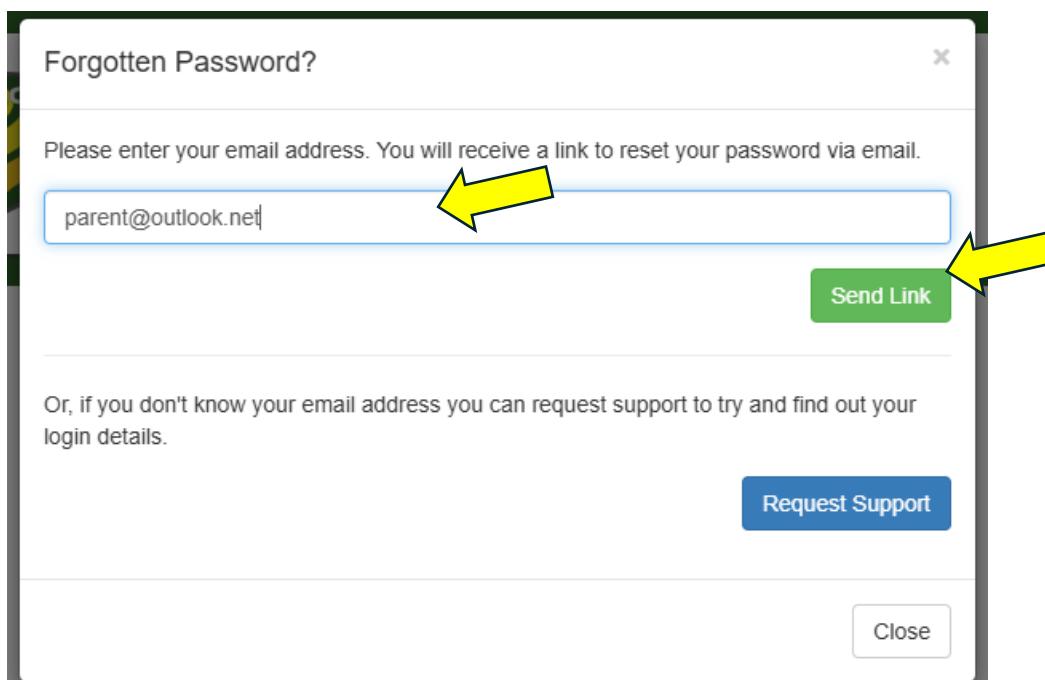
Signing into the Parent Access Module (PAM) via the web

1. Open your preferred browser
2. Enter URL: <https://pam.insertschooldomain.catholic.edu.au>
 - a. For example: <https://pam.spballarat.catholic.edu.au>
3. All PAM accounts have been reset, and users will need to create a new password to gain access to PAM
 - a. Select “Forgot Password?” to receive a password reset link:



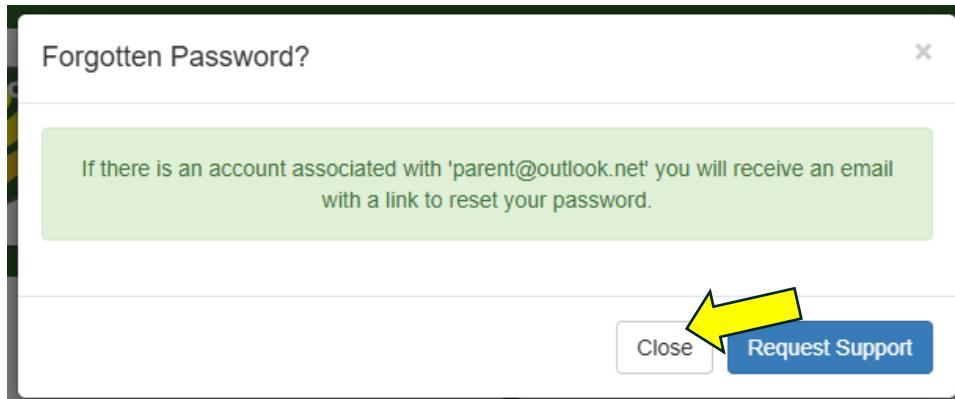
The screenshot shows the PAM Login page. It has a 'Login' title at the top. Below it is a message: 'Please login with your credentials, as supplied by your school.' There are two input fields: 'Email Address' and 'Password', both with placeholder text. Below these fields is a 'Forgot Password?' link. To the right of the link is a 'Sign In' button. A yellow arrow points to the 'Forgot Password?' link.

4. Enter the email address associated with your PAM account in the “Email Address” field and click “Send Link”



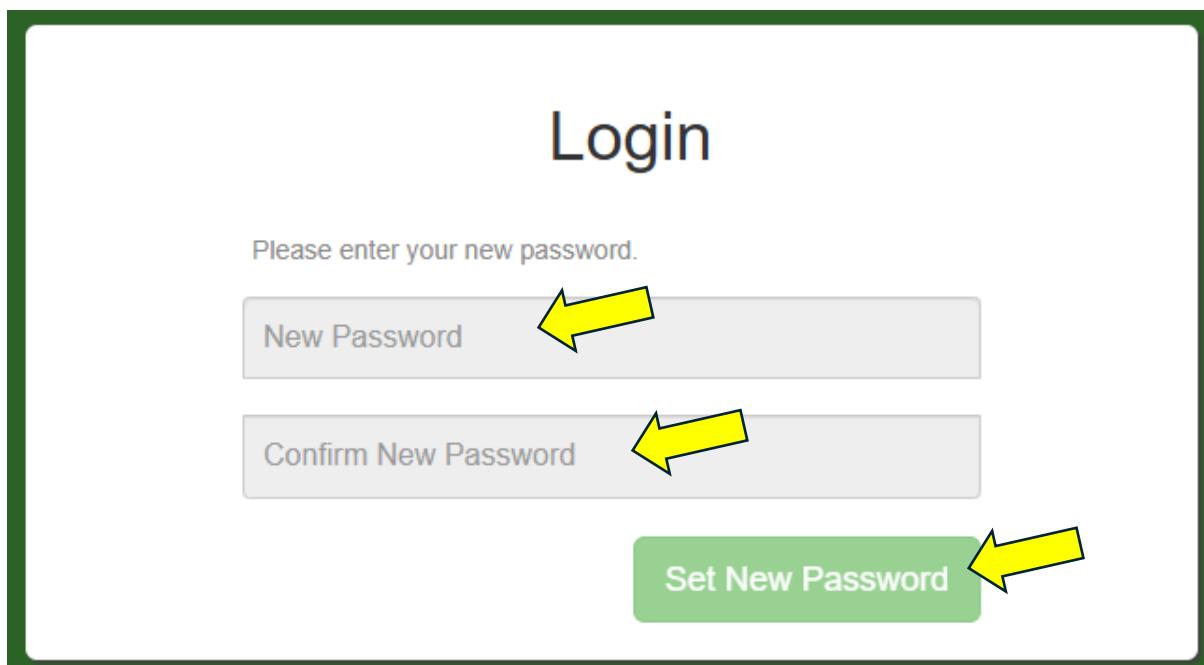
The screenshot shows a 'Forgotten Password?' dialog box. It has a title 'Forgotten Password?' and a message: 'Please enter your email address. You will receive a link to reset your password via email.' Below the message is an input field containing 'parent@outlook.net'. To the right of the input field is a 'Send Link' button. A yellow arrow points to the input field, and another points to the 'Send Link' button. Below the dialog, there is a 'Request Support' button and a 'Close' button.

5. A confirmation screen will appear. Select “Close”

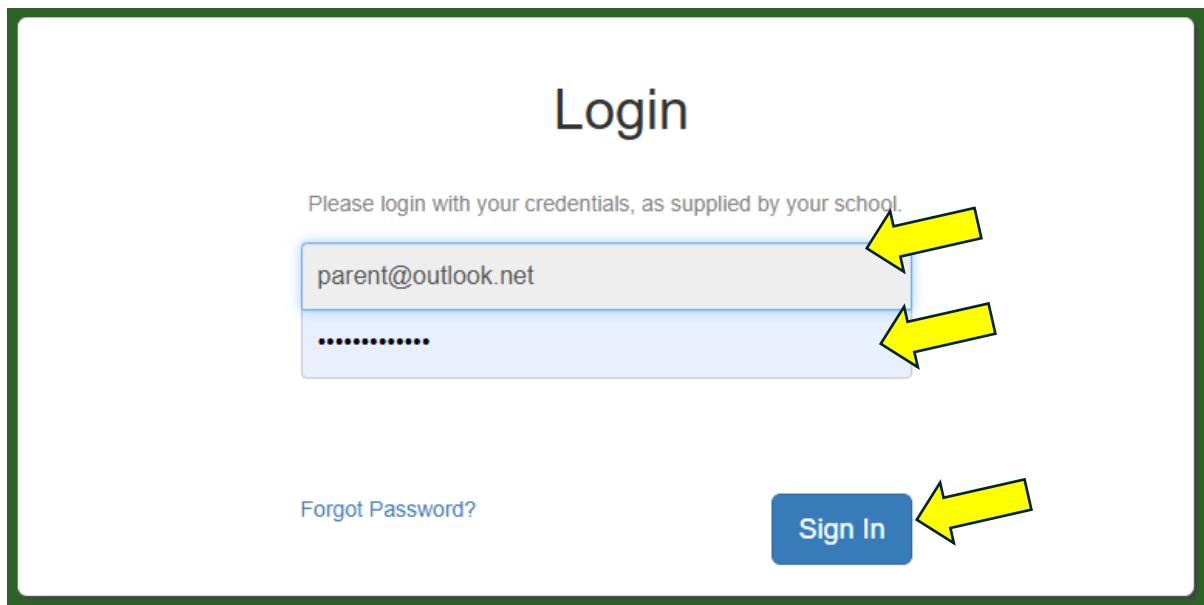


6. You will be sent an email; it may take a few minutes to arrive. The email will be titled “Password Reset” (also check your trash or junk folders if it does not arrive in your inbox).

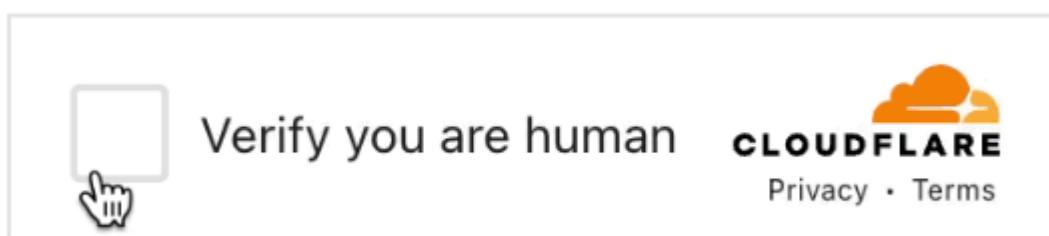
- Open this email and click on the link to open the password reset webpage.
- Enter your new, unique password into the “New Password” field. The password complexity and requirements are as follows:
 - Minimum of 12 characters
 - Must contain at least 1 number
 - Must contain at least 1 upper case and 1 lower case letter
 - Must contain at least 1 special character: !@#\$%^&*()_+=[]{};:<>|./?,-
 - Moving forward, you will not be able to use either of your last two passwords
- Re-type your new password into the “Confirm New Password” field
- Click on “Set New Password”



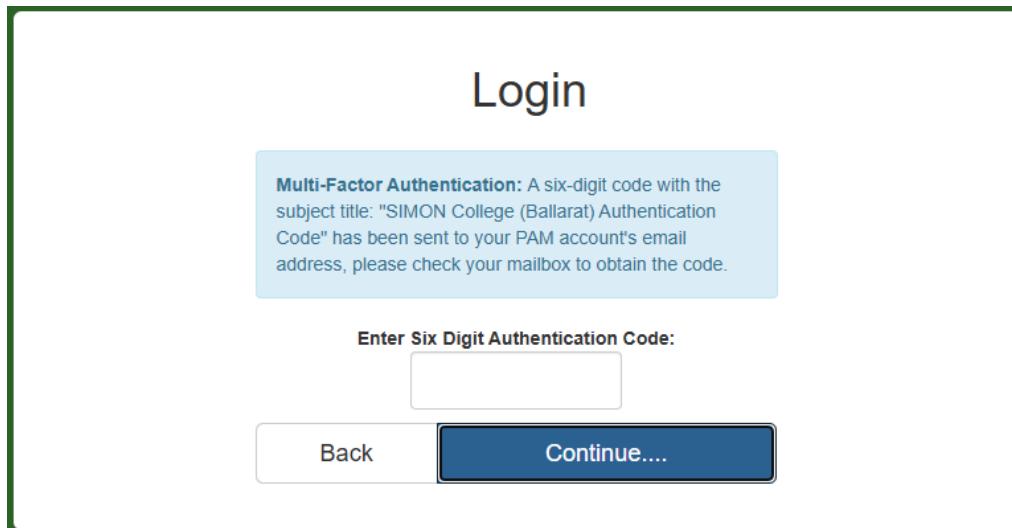
7. You will now be taken to the PAM login screen where you will be asked to enter your email address and newly created password. Click on “Sign In”



NOTE: For extra security, you may at times be asked to complete a Captcha verification



- Finally, you will be asked to enter a six-digit authentication code which will be sent to the email address associated with your account. Once you have received and entered the six-digit code, select "Continue".



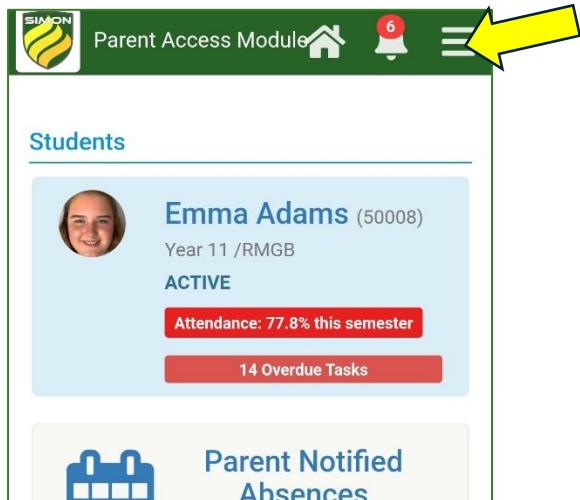
The image shows a login screen with a green border. At the top center, the word "Login" is displayed in a large, bold, black font. Below it is a light blue rectangular box containing the following text: "Multi-Factor Authentication: A six-digit code with the subject title: 'SIMON College (Ballarat) Authentication Code' has been sent to your PAM account's email address, please check your mailbox to obtain the code." Below this box, the text "Enter Six Digit Authentication Code:" is centered in a black font. To its right is a white rectangular input field. At the bottom of the screen, there are two buttons: a white "Back" button on the left and a dark blue "Continue...." button on the right.

- You have now successfully logged into PAM.

Changing your PAM password

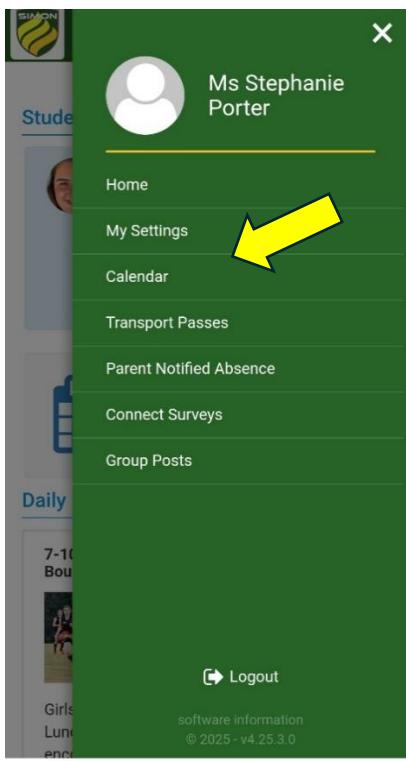
Please note: the account used is for demonstration purposes only and is not a real person's name or image. The image is AI-generated and no real information has been included in this guidance.

1. Once you have successfully logged into PAM, you can change your password at any time.
2. Click on the three line, "hamburger" icon at the top right of the page.



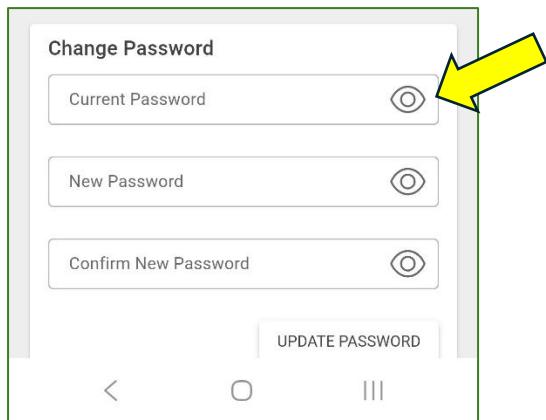
The screenshot shows the PAM interface. At the top, there is a header with the SIMON logo, the text "Parent Access Module", a house icon, a notification bell icon with the number "6", and the three-line hamburger menu icon. Below the header, the "Students" section is displayed. It shows a profile picture of Emma Adams, her name "Emma Adams (50008)", her year level "Year 11 /RMGB", and her status "ACTIVE". Below this, there is a red button with the text "Attendance: 77.8% this semester" and a red bar indicating "14 Overdue Tasks". Further down, there is a section titled "Parent Notified Absences" with a blue icon of a person in a classroom. A yellow arrow points to the hamburger menu icon in the top right corner of the main content area.

3. Select "My Settings"



The screenshot shows the "My Settings" menu. At the top, there is a profile picture of Ms. Stephanie Porter and her name "Ms Stephanie Porter". Below the profile picture, there is a list of menu options: "Home", "My Settings" (which is highlighted with a yellow arrow), "Calendar", "Transport Passes", "Parent Notified Absence", "Connect Surveys", and "Group Posts". At the bottom of the menu, there are links for "Logout" and "software information" (version v4.25.3.0). A yellow arrow points to the "My Settings" option in the list.

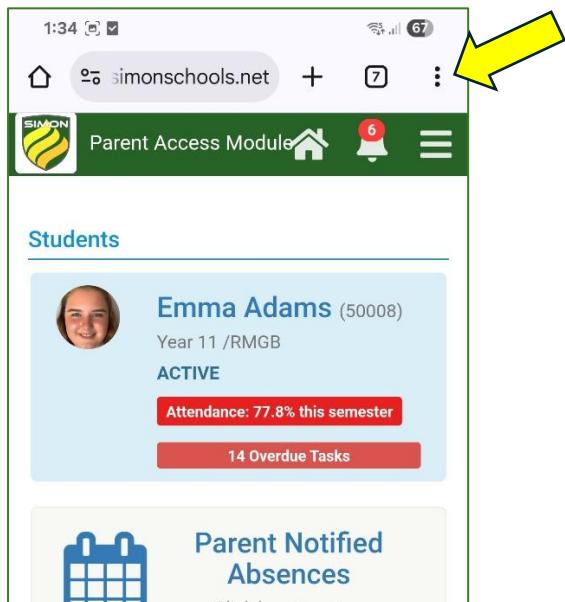
4. Find the “Change Password” option and follow prompts to change password



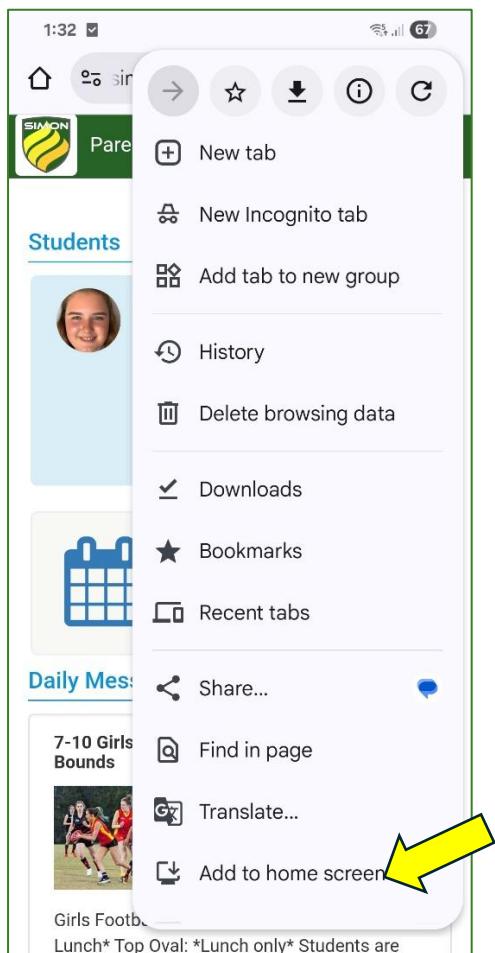
5. Click on “Update Password”

Saving PAM to the home screen – ANDROID device

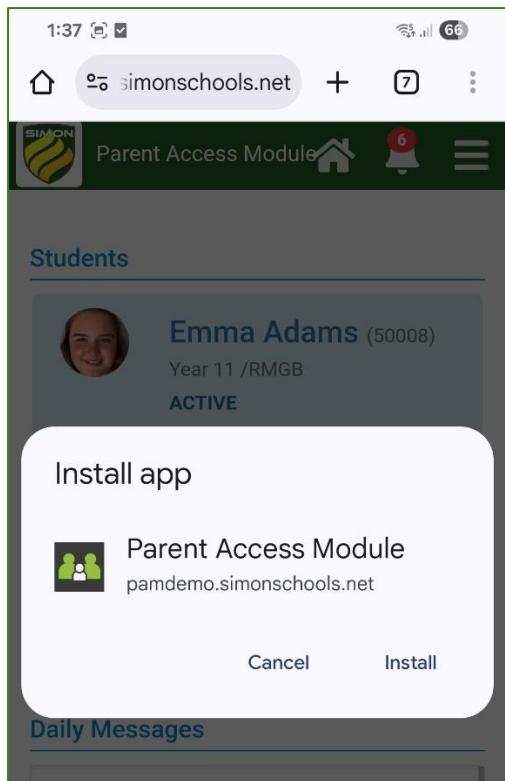
1. Log into your PAM account on a browser on your mobile device and click on the three dots at the top right of the screen.



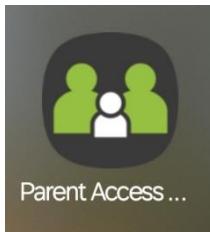
2. Select “Add to Home Screen”.



3. A confirmation screen will pop up asking you to “Install App”. Click on “Install”

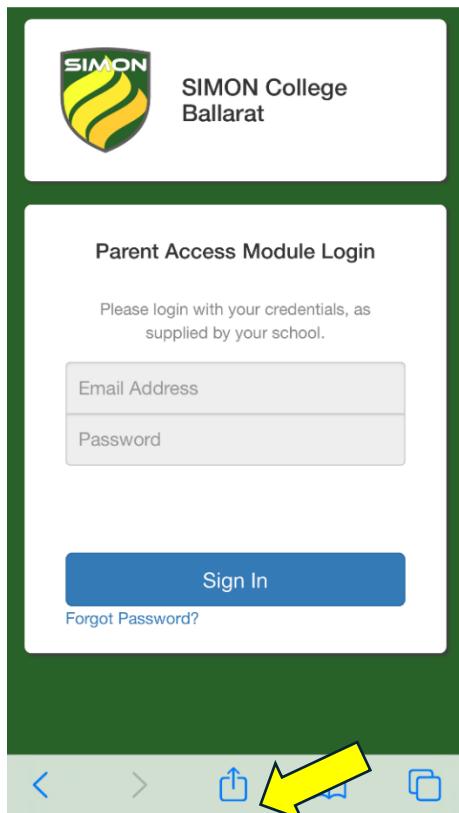


4. PAM will now be available on your phone as an “App”

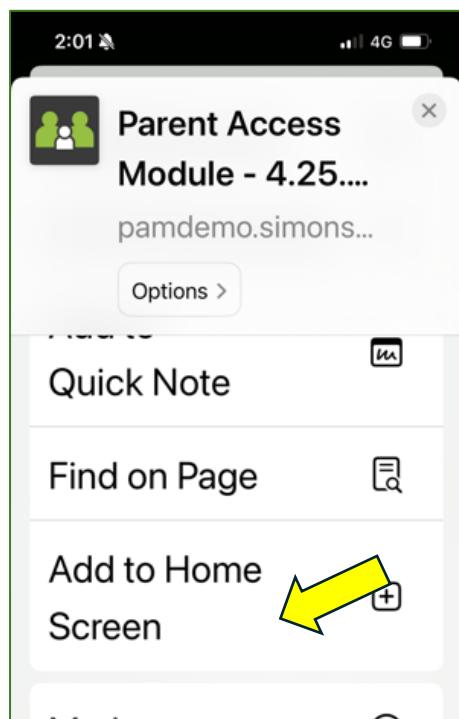


Saving PAM to the home screen – iPhone

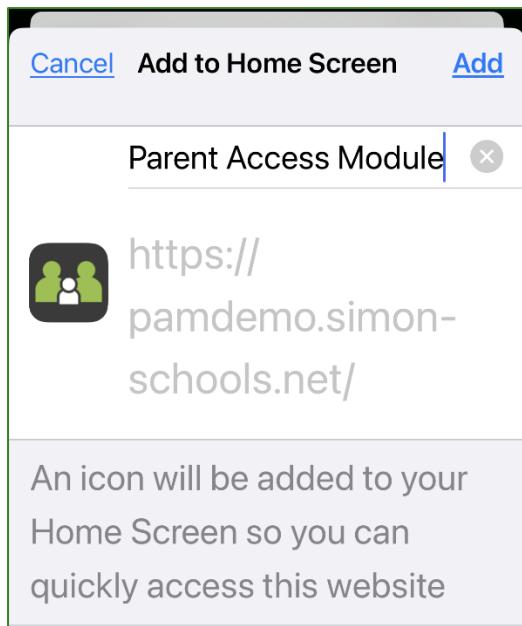
1. Log into your PAM account on a browser on your mobile device and click on the middle icon (which looks like a square with an upward arrow in it) at the bottom of the page



2. Scroll down and select “Add to Home Screen”.



3. A confirmation screen will pop up asking you to confirm this action. Click on “Add”



4. PAM will now be available on your phone as an “App”

