



Frequently Asked Questions About Compass

Do I have to use Compass?

Yes, please! The Compass system allows you to access information regarding your student. It updates you on important events, allows you to email the teachers, view reports and much more. We understand that change for some people can be daunting, however Compass is now part of the everyday life at Ringwood Secondary College and is a user friendly and efficient program that once used, you will wonder how you got along without it.

Why can't I login to Compass?

You may be using the incorrect username or password, simply call the office and they can be given to you over the phone. Your family login is different to your student, and we will not give this information to your student.

How do I access my student's report on Compass?

Login using your **family login**. Click on the '**Student Profile**' link to the left of the photo.

Click on the '**Reports**' tab along the top. Click on **Semester One 2013** link under the 'Reports' heading.

I can't see my student's excursions on Compass?

To see your student's excursions, **you must be signed in to your family page not your students**. Payment and consent forms will not be on your student's page. Excursions will be under **Alerts** on the top right of the family page.

I can't see the daily news feed when I log on?

Give the program time to load, once loaded, the News Feed should appear on the right hand side of the page.

Compass Makes Consent and Payments for Excursion/Events Easy for You

Consent only required for events

This is done directly through Compass – no paperwork required!

Consent and Payment required for events - (for Credit Card Payment only)

This is done directly through Compass - no paperwork required! If you generally pay this way, please process directly on Compass.

Consent and Payment required for events - (Cash, Cheque, EFTPOS, Direct Deposit)

You need to print off your students' personalised form and returned to the Office for processing. These forms have a specific barcode for your student's event.

Can I pay at the office but consent on line?

No. Consent and payment on line must be done together (you need to pay Credit Card for this option). You cannot do one without the other, online on Compass.

Compass Tips:

- Save your username and password in your telephone contacts.
- Save Compass as a 'favourite' or 'shortcut' to your desktop on your computer for easy access.
- **Check Compass daily** as your **Daily News Feed** will let you know about special events, duties, music, sport and other information relevant to your student's year level.

Use the consent and payment function online where possible for excursions to eliminate your paperwork (and ours!) Avoid the last minute rush of handing in forms at the office. **You do not need to return any paperwork when you do this online.**