



# Compass

## Parent/Carer Guide



**VIEWBANK**  
C O L L E G E



## Parent/Carer Guide

Viewbank College uses a community portal called 'Compass'. The Compass Parent Portal is an online portal that allows you to access up-to-date information about our 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 on your device).

Compass is used for attendance notes, communication with your child's teachers, monitoring your child's homework and assessment tasks, viewing progress reports, booking Parent/Teacher conferences, paying and consenting to College events, and viewing College news items.

This guide will assist you with navigating the portal and includes step by step information on how to complete key processes.

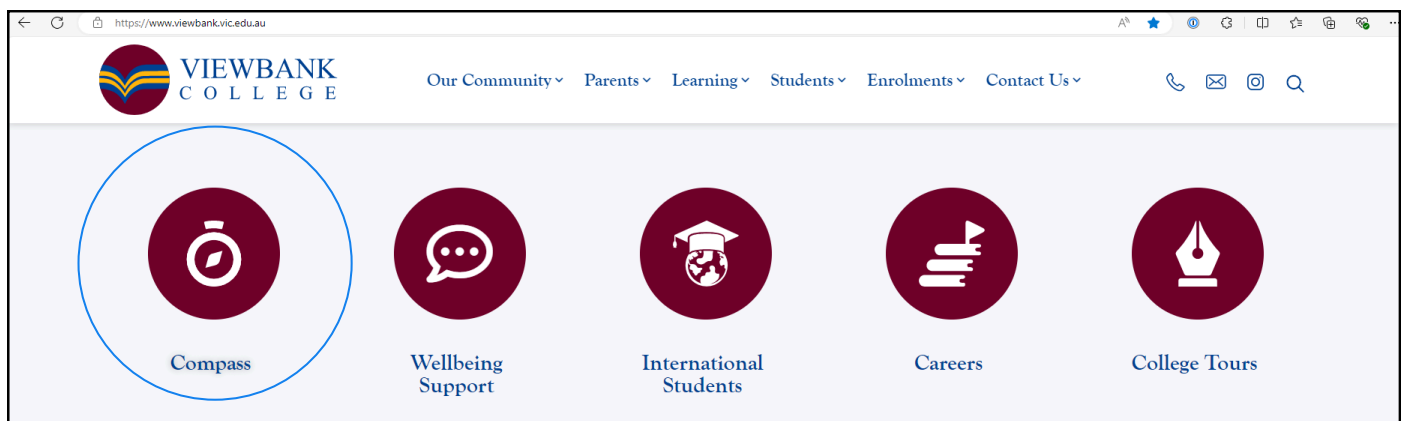
### How to: Access Compass

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

Each family listed in the College administration database has been provided a unique login for Compass.

This log in information is provided to you by the school. Parent log ins are separate from your child's and should be kept private.

Parents/carers can access Compass from the College website [www.viewbank.vic.edu.au](http://www.viewbank.vic.edu.au) or directly at <http://viewbank-vic.compass.education>.



## How to: Log In

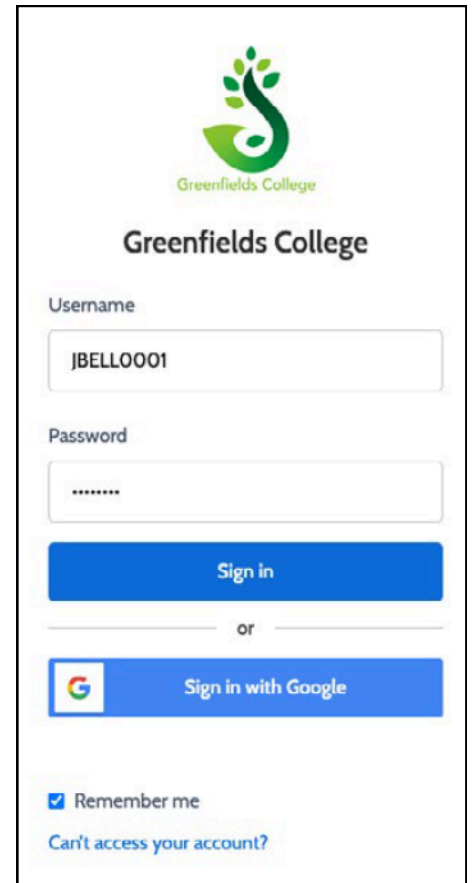
To log in, you will require your unique family username and password.

These details will be provided to you by the school however, if you are yet to receive them please contact school administration.

You will initially be provided with a temporary password that you will be prompted to update to one of your choosing when you log in for the first time.

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

If it is the first time you are logging in, you will be required to confirm your email address and mobile number. These details may be used by the school for SMS/email communications and password recovery.



Greenfields College

Greenfields College

Username

JBELL0001

Password

.....

Sign in

or

Sign in with Google

Remember me

[Can't access your account?](#)



Compass Login Help

What is your email address or mobile phone number?

If your email address or mobile phone number is recorded against your account in Compass, we can send you a password reset link or a confirmation code to obtain access to Compass.

john.smith@example.com

or

+44 112 345 678

Please complete the below recaptcha:

I'm not a robot

Continue

[I don't know my mobile phone number or my email address](#)

We take privacy and user security seriously. Suspicious password recovery attempts will be investigated and unauthorised access may result in administrative penalties, civil and/or criminal charges.

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 aren't sure of your details, please contact the school office.



Next, you will need to change your password

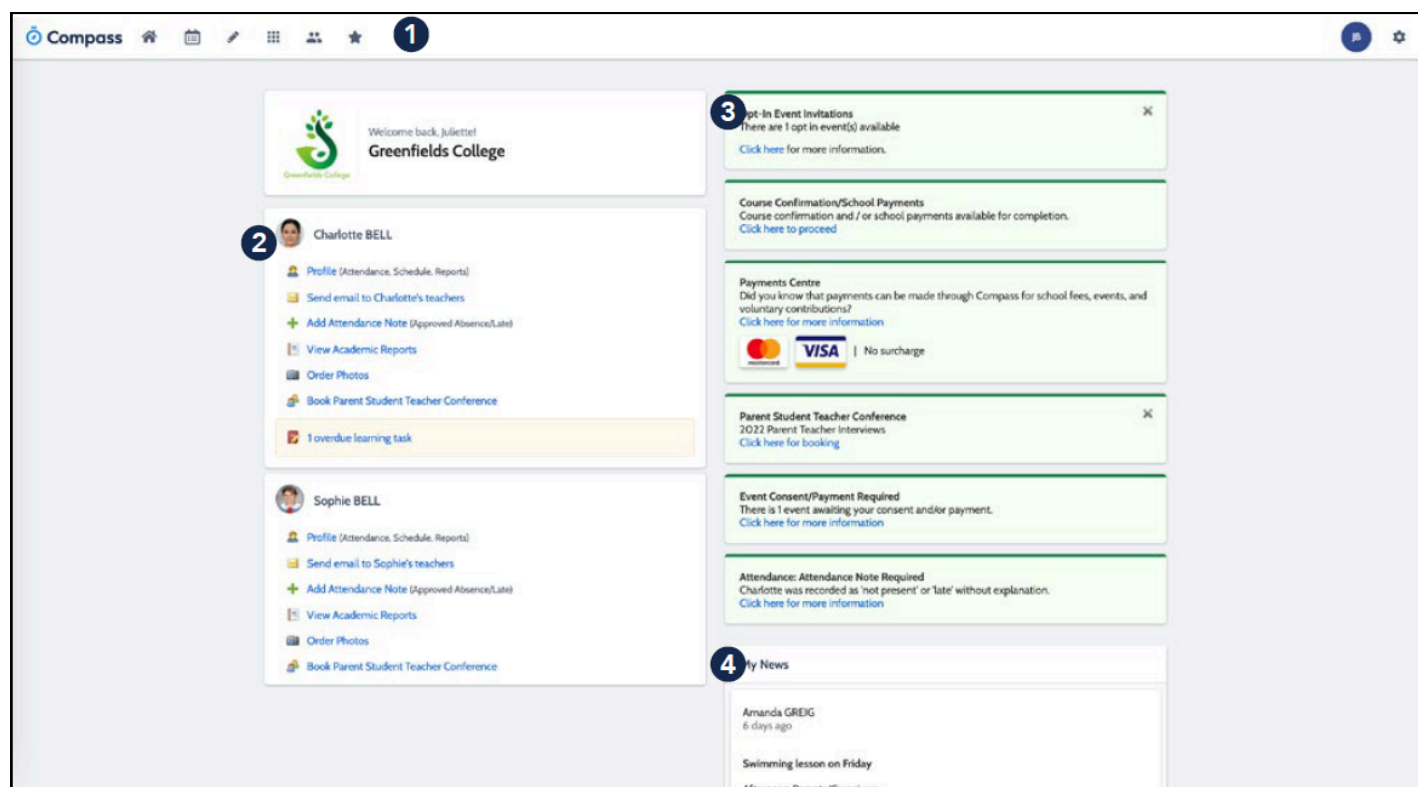
Your new password must:

- Not contain your username
- Not be a password recently used by this account
- Be at least eight (8) characters in length
- Contain at least one (1) UPPERCASE letter
- Contain at least one (1) lowercase letter
- Contain at least one (1) number

New Password:

Confirm New Password:

Save



## 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 send an email to a teacher or add 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 Newsfeed


Posts in the Newsfeed 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 Home Page in Compass


 The Calendar icon takes you to view available Calendars i.e. school events, your child's schedule etc.

 The Pencil icon opens the Teaching and Learning menu where you can view Learning tasks assigned to your child/children

 The Grid icon will open the Organisation Menu. Here you can access the Events Page

 The People icon is the Community menu. Here you can book Student Led conferences (when available), Buy school photos and view school documents and policies

 The Star icon opens the Favourite Menu. This contains links to Head of House email addresses, School Website and Student Laptop services

 The Cog icon gives you access to the Tools Menu to change your password, view your payment history and update your details.

## How to: Add an Attendance Note for an upcoming absence

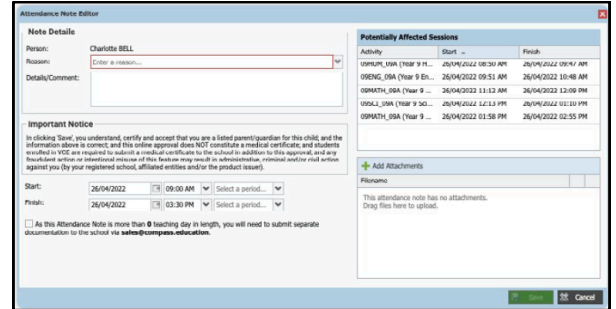
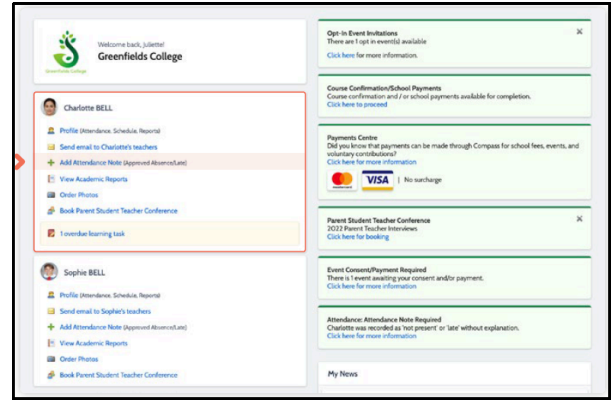
If your child is going to be away, or will be leaving early, you can add in an Attendance note to advise the school.

To do so, click **'Add Attendance Note (Approved Absence/Late)'**.

A Note screen will open.

Select the applicable reason from the drop-down list; add in any additional information if applicable in the Details/Comment box.

Select the start and finish date/time of the absence and 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**.

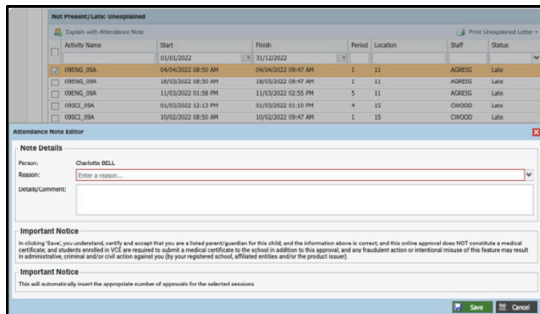
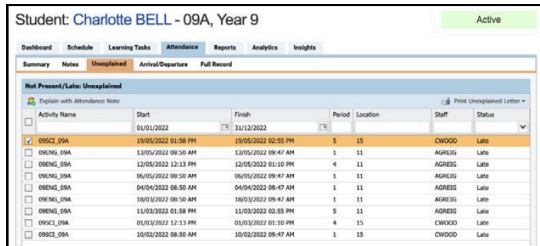
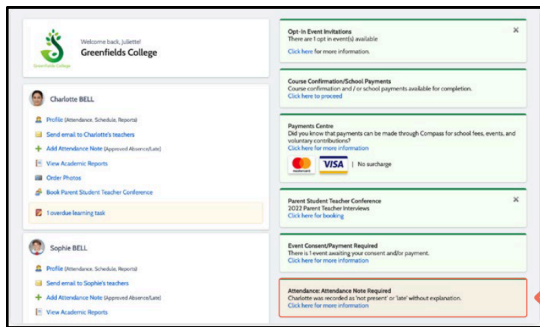
You will see an alert on your home screen.

Click the alert and it 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.

Select the session (or sessions) that you are adding a note for and then click **'Explain with Attendance Note'**.

This will cause the Attendance Note screen to pop open. Select the applicable reason for the absence and add in the relevant details/comment.

Click **'Save'**. This will assign the attendance note to the sessions you selected, and they will update to no longer show as unexplained absences.

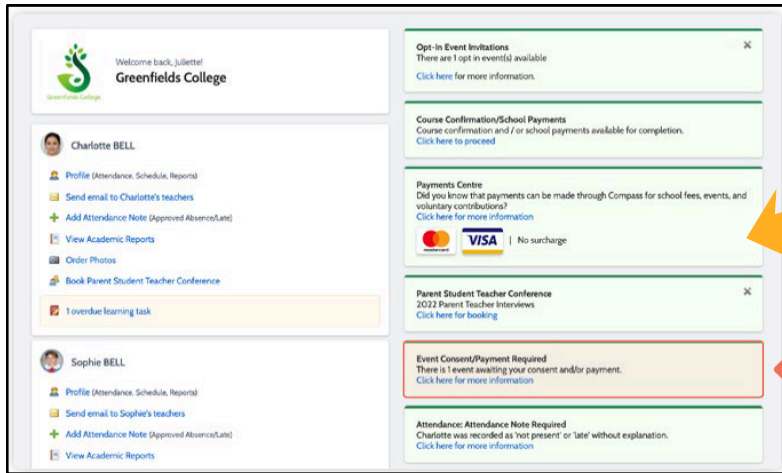


## Absence, Late Arrival & Signing Out

Enter attendance notes in Compass **before** absences or lateness. Late arrivals or early departures **must** check in/out at the Middle or Senior School Office. Teachers can permit students to leave class if Compass permission is pre-entered.

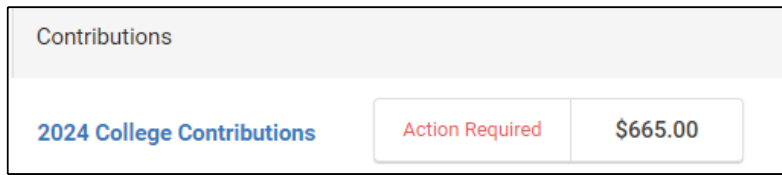
**Please ensure students know Compass entries and times, as PA announcements aren't allowed during class.**

# How to: Make College Contributions & Consent for Events

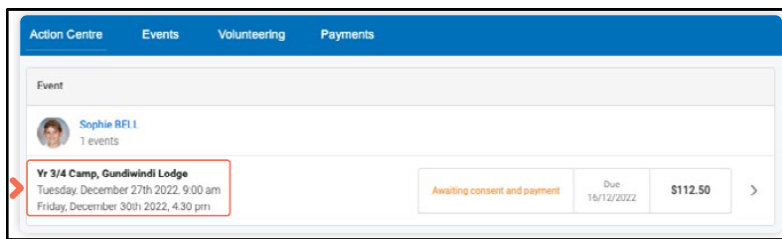


Click the Payments Centre and it will take you to **Action Centre** where you can make payments to College Contributions

If your child has an upcoming event that requires your **consent and/or payment**, you will see an alert on your home screen.

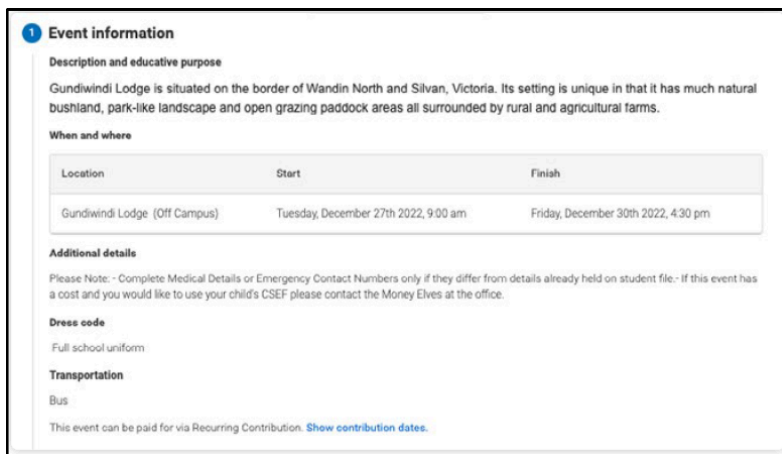


Click the alert and it will take you to the Events page (alternatively you can click the grid menu icon at the top of the screen and select **'Events'**).



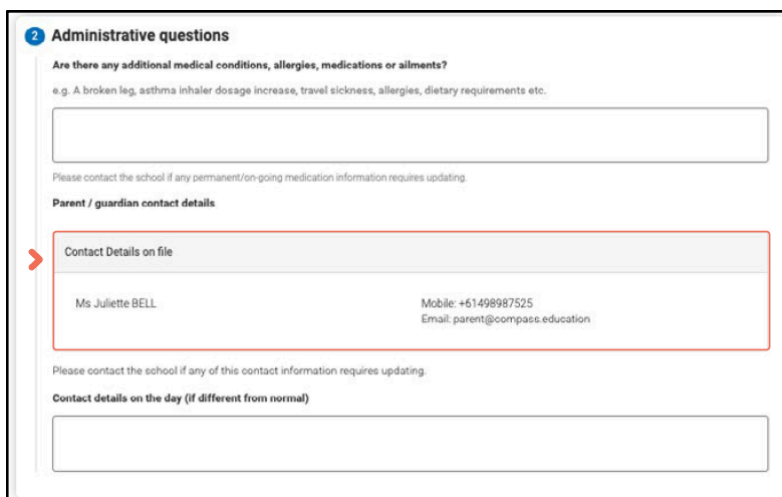
On the **'Action Centre'** tab you will see any events requiring your action. If you have more than one student at the school, events will be listed here under each child.

Click the event you wish to action. You will see the details of the event.



Next will be any **administrative information** that you are required to review or respond to.

If you are required to review a medical Action Plan to confirm that it is current, 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 to advise).



If your child has any further medical conditions not listed, please add the details in the available section. If they do not have any additional medical conditions, you can leave this field blank.

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 that information in the space provided.

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

Compass offers the option to pay in full or to pay in recurring contributions.

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

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

**4 Consent and payment method**

I give permission for Sophie BELL to attend this event. Where the staff member in charge is unable to contact me, or where it is impracticable to contact me, I authorise the staff member in charge to 1) consent to any medical or surgical attention deemed necessary by a medical practitioner, and 2) administer such first aid as the staff member in charge judges to be reasonably necessary. I understand that this is an official school event and that Sophie BELL will adhere to the dress code, as outlined above, and behave in alignment with the school's code of conduct. I agree to meet any medical expenses and/or transport costs incurred in the event of sickness or injury. Further, I agree to meet any transport costs should my child be sent home as a result of misbehaviour or inappropriate conduct.

**Contact tracing:**  
Some excursion venues are required to collect contact details and are responsible for managing record keeping for contact-tracing in line with current public health directives. Most venues are required to use electronic record keeping that connects with an Application Programming Interface (API) linked provider or a digital system provided by Services Victoria. The Department of Health has strongly recommended that a contact number for each individual student is provided. A school phone number alone is not considered sufficient. Providing contact details for individual students will expedite contact tracing so that individuals can be contacted by the Department of Health if required. Parents/carers/guardians are advised that, when required, the school will be providing excursion venues with contact details for students. The phone number on school file for the student will be provided as the nominated contact number. Venues will be collecting student names and contact phone numbers for a legitimate purpose and are subject to Victorian privacy laws so will handle the information securely and only retain it for the required 78-day period.

To provide consent, please type your name in full

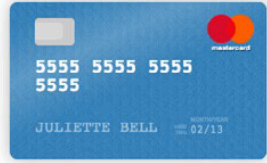
Juliette Bell

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**5 Confirm and pay**

**Payment Method**

New credit card



5555 5555 5555  
5555  
JULIETTE BELL 02/13

5555 5555 5555 5555

Juliette Bell

02 / 13 999

Save this card

**Payment**

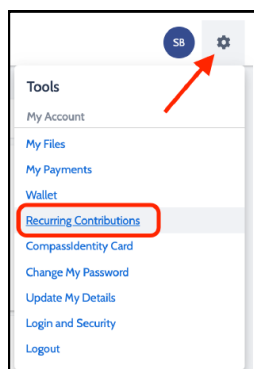
Total amount \$112.50

Pay in full now  
 Pay in Recurring Contributions

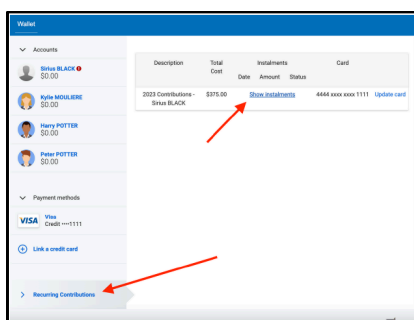
Process

We use CompassPay.com as our payment processing gateway. In clicking the relevant 'Confirm and Pay' button to the right, you agree for your credit card to be charged by CompassPay.com on behalf of your school. You understand that the amount charged will be the 'Total Due' or amount indicated to the right. Refunds for cancelled online orders will be made to your Compass Balance regardless of original method of payment. This payment and use of this website is in alignment with the Compass School Manager terms and conditions of use available at <http://compass.edu.au/policy/>.

## How to: Update Payment Plan Credit Card Details



**Step 1:**  
Click on the Tools menu (Cog icon) in the top right corner. Click on 'Recurring Contributions'.




**Step 2:**  
Click on the 'Recurring Contributions' tab. Click on 'Show instalments' to see the instalment dates and status.

Description	Total Cost	Instalments			Card
		Date	Amount	Status	
2023 Contributions - Sirius BLACK	\$375.00				4444 xxxx xxxx 1111 <a href="#">Update card</a>
		22/03/2023	\$187.50	Failed	
		03/07/2023	\$187.50	Failed	

**Step 3:**  
Click on 'Update Card'

Update card for Recurring Contribution  
2023 Contributions - Sirius BLACK

4444 xxxx xxxx 1111 (Current)  
Visa Credit \*\*\*\*1111  
Add new Credit Card



\*\*\*\*1111

Sirius BLACK

Please select an existing saved credit card or choose to add a new card to update.

Update card for Recurring Contribution

**Step 4:**  
Select from an existing credit card, or add a new credit card.

Update card for Recurring Contribution  
2023 Contributions - Sirius BLACK

Add new Credit Card

1234 5678 9099 9999

Sirius BLACK

12 / 25 444

Please select an existing saved credit card or choose to add a new card to update.

Update card for Recurring Contribution

**Step 5:**  
When selecting an existing card, please enter the card expiry date and CVC. When adding a new credit card, please enter the card number, expiry date and CVC.

Update card for Recurring Contribution

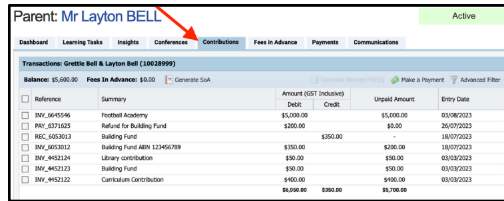
**Step 6:**  
Click on 'Update card for Recurring Contributions'.

# How to: Generate Receipts



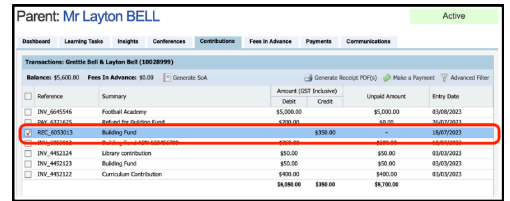
## Step 1:

Click on your initials in the top right corner.



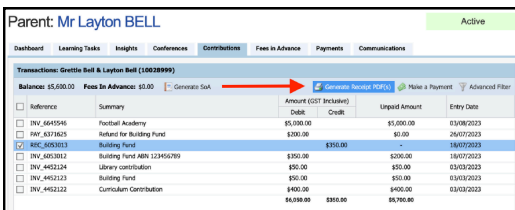
## Step 2:

Click on the 'Contributions' tab.



## Step 3:

Click on the checkbox next to the Receipt document/s you would like to generate. Receipts have the prefix 'REC'.



## Step 4:

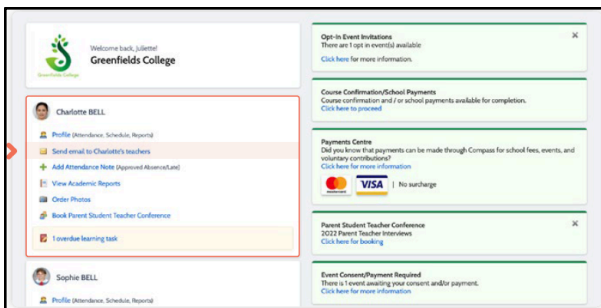
Click on 'Generate Receipt PDF(s)'. The Receipt will download onto your device as a ZIP file.

## Step 5:

Locate the ZIP file in your downloads folder and open the Receipt PDF document.

If you have made a donation, and this has been set up by your school, you will see the Voluntary Donation Receipt Description on a separate page. This will typically be the last page of the document.

# How to: Email a Teacher



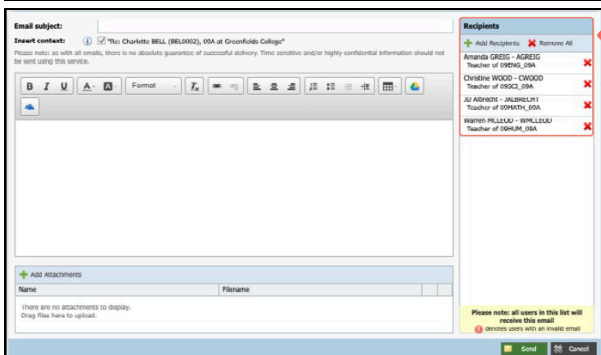
To **email your child's teachers**, click the option listed under the name on your dashboard.

This will open the email box with all your child's teachers pre-loaded as recipients.

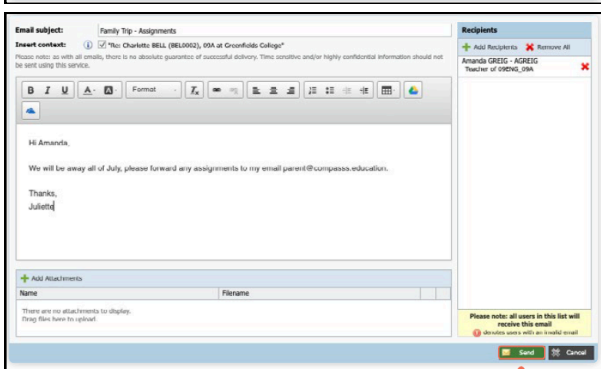
Remove any teachers that the email is not relevant to by **clicking the red cross** next to their name.

To add any additional staff, click **'Add Recipients'**. Add in your subject information and email content.

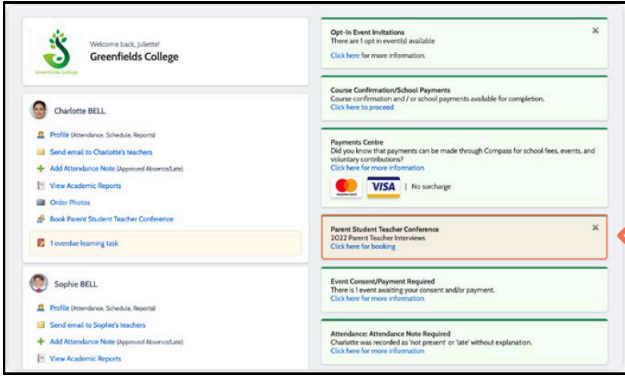
Click **'Send'** to issue to the listed recipients.



You will receive a copy of the sent email to the email address listed for your profile in Compass.



## How to: Book a Student Led Conference



The dashboard shows a welcome message for Charlotte BELL and Sophie BELL. A red-bordered alert box for 'Parent Student Teacher Conference 2022 Parent Teacher Interviews' is highlighted with a red arrow. Below the dashboard is a 'Welcome' message from Scott Blackwell, PST Coordinator, with two buttons: 'Start Booking Now' and 'Show me How to Book' (highlighted with a red arrow).

When a student led conference cycle becomes available, an alert will appear on your dashboard prompting you to make a booking.

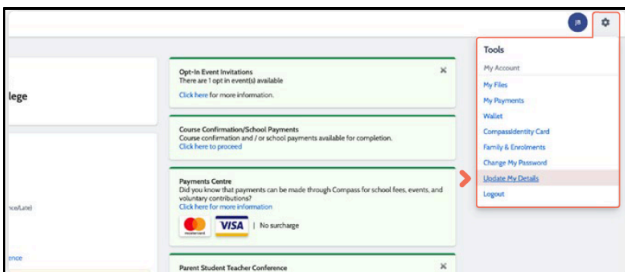
**Click the alert.**

This will take you to the conference cycle and you will see the **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. Otherwise select Start Booking Now to begin the booking process.

Please note that the booking **will** state the location of the conference.

## How to: Update your Contact Details



The 'Update My Details' page shows a form for Ms Juliette BELL. The 'Mobile' field contains '0499 999 999' and the 'Email' field contains 'parent@compass.education'. There is a 'Link with Google' button and an 'Update My Details' button. A message below the form says 'These details are correct - Proceed to Parent Portal'. A 'Tools' menu on the right includes 'Update My Details'.

If you need to update the mobile number or email address on file for your account, go to the cog menu icon and select **'Update my Details'**.

Add in your **new contact** information. This will trigger a notification to the school advising them of these changes.

To update personal information like home or mailing address, emergency contacts, parent occupation, or visa details, please email the changes along with your student's name to [enrolments@viewbank.vic.edu.au](mailto:enrolments@viewbank.vic.edu.au).