QRG – ICON Portal – Parent Verification and First-time login to Portal (access to Community Portal)

OVERVIEW

Your child's school has set up a Parent Portal (ICON Community Portal) designed to provide you with access to information about your child or children. The Community Portal is accessed via the ICON Portal. The purpose of this document is to help you with the verification process for accessing the ICON Portal and then the school's Community Portal.

BEFORE YOU BEGIN

- Your school will inform you that they have set up the Community Portal for you to access information about your child.
- They will inform you that an email will be sent to you to verify your details for the ICON Portal (so that you can then access the Community Portal).

PART A: Verification of details for the ICON Portal

Parents are required to verify their details to gain access to the ICON Portal in order to access their child's school Parent Portal (Community Portal). The process for verifying details by parents is outlined below.
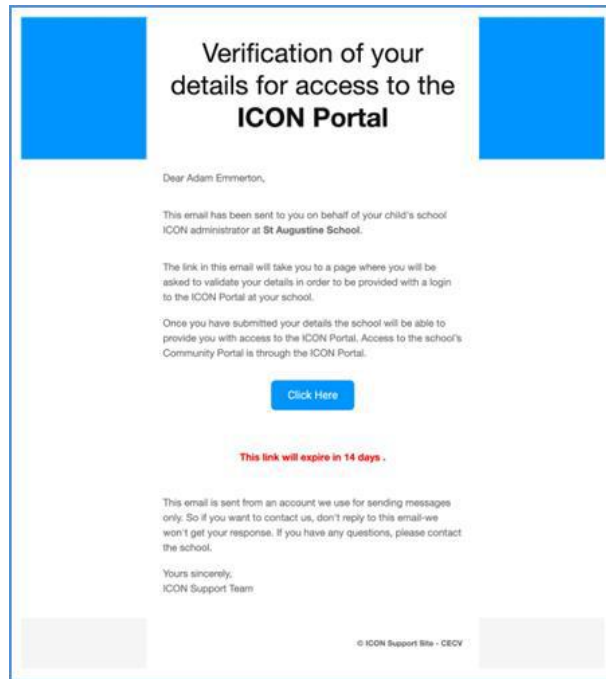
Steps	Details

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1. **Email** The first step in getting access to the Parent Portal (Community Portal) requires you to verify your account details with the Integrated Catholic Online Network (ICON). You will receive an email from the *Catholic Education Victoria ePortal Administrator* with information for logging into the ICON ePortal. Please **check your Spam folder**.	**Verification of your details for access to the ICON Portal** Dear Adam Emmerton, This email has been sent to you on behalf of your child's school ICON administrator at **St Augustine School**. The link in this email will take you to a page where you will be asked to validate your details in order to be provided with a login to the ICON Portal at your school. Once you have submitted your details the school will be able to provide you with access to the ICON Portal. Access to the school's Community Portal is through the ICON Portal. **Click Here** **This link will expire in 14 days .** This email is sent from an account we use for sending messages only. So if you want to contact us, don't reply to this email-we won't get your response. If you have any questions, please contact the school. Yours sincerely, ICON Support Team © ICON Support Site - CECV
2. **Create Password.** The first time you log into the Portal, you are required to create a new password that complies with the CEV password policy. This password will be your password to log into the ICON Portal. A green tick will appear next to all password rules if your password complies with the CEV password policy.	✔ Password must be over 8 characters ✔ Password must contain a number ✔ Password must contain an uppercase letter ✔ Password must contain a lowercase letter ✔ Password must contain a special character. Must not contain & or _ ✔ Password must not contain First Name. ✔ Password must not contain Last Name. ✔ Password must not contain UPN.

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3. Enter password and then confirm.	**Setup Password** You are required to set up your password before logging in. **Password** [Password] Show Password [toggle] **Verify Password** [Confirm password] [**Submit**]
4. Verify your details. Next you will need to complete your details as part of the verification process: Ensure User Profile Details are correct – fill in or confirm your mobile phone number and date of birth.	**User's Profile Details:** First Name [Timothy] * **Note:** To change FIRST NAME please contact school. Last Name [Dundon] * **Note:** To change LAST NAME please contact school. Mobile [0402 173 173] Date of birth [01/01/1970] Gender [Male ⌄] [NEXT »]

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5. Verify your address.

Start typing your address in the space provided. Once you see it appear below, click on the matching address.

NOTE: If your address does not appear in the auto populated field, then click *"Enter your address manually"* and type in your full address.

6. Review your details.

Review your details and if correct, click Next.

Review your Details and Submit

Account Details:

Full Name:
Timothy

Mobile Number:
0401

Email Address:
@gmail.com

Date Of Birth:
01/01/1970

Gender:
M

Address Details:
L 1 228 Victoria Pde
EAST MELBOURNE 3002, VIC, AUSTRALIA

« PREVIOUS   NEXT »

7. Accept the disclaimer. The following disclaimer appears on the screen once your details are reviewed. **i.** After reading the disclaimer, click the **Accept** button and Submit. **ii.** Click **submit** again.	**Welcome to ICON ePortal** ICON Disclaimer This network is the property of the **Catholic Education Commission of Victoria Ltd (CECV)** and is for authorised use only. Access to the network is conditional on the user complying with the school's Privacy Policy and protocols for acceptable use. It is the responsibility of each user to read and understand the school's Privacy Policy and protocols for acceptable use which can be found on the school website. Any use outside the policy or protocols may result in access being terminated while the matter is investigated. ☑ Accept **Submit** --- ✓ Thanks for verifying your details. **Submit** Try Again
8. A message will appear on the screen to confirm that you have verified your details:	**Thank you for verifying your details.** Once your access is enabled you will be notified via email.

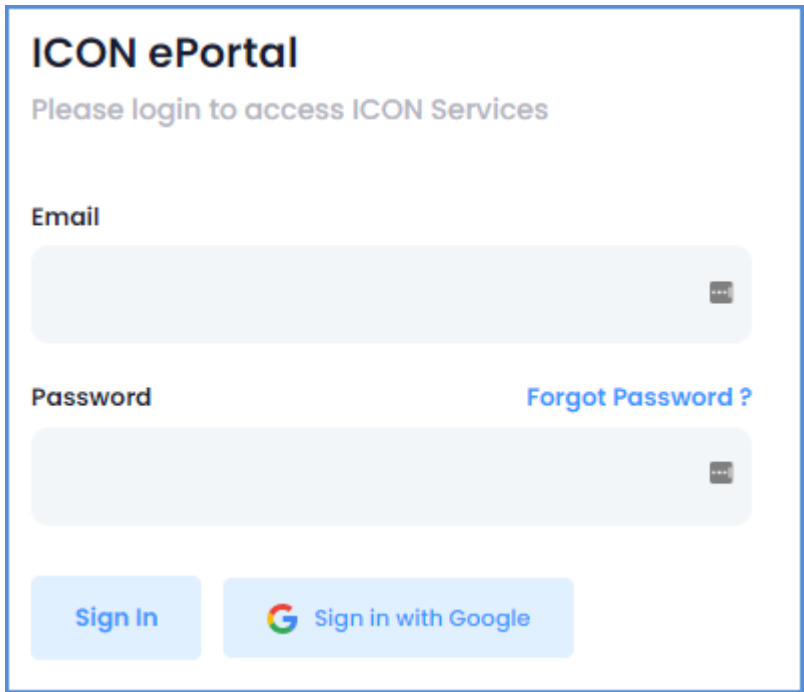PART B: Logging into the ICON Portal for the first time.

If the verification process has been successful, you will be sent an email with a link to log into the ICON Portal. This email may take 5-10 minutes to arrive. If you do not receive an email to log into the ICON Portal, please contact the school office.

Steps	Details
1. Welcome to Portal email.	**Welcome to ICON Portal** Dear [redacted] Welcome to the ICON Portal. Please click on link below in order to log into ICON Portal using the email and password you have already created during the verification process. **Login to ICON Portal** If you do not remember your password please click on Forget Password link and follow the instructions. This email is sent from an account we use for sending messages only. So if you want to contact us, don't reply to this email-we won't get your response. Yours sincerely, ICON Support Team © ICON Support Site - CECV

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2. **Log into the Portal** Use the email address and the same password you set up in the verification process and click ***Sign In.*** *(If you have forgotten your password, click "Forgot Password" and follow the prompts).*	**ICON ePortal** Please login to access ICON Services **Email** **Password** **Forgot Password ?** **Sign In** G **Sign in with Google**
3. **Portal dashboard/ Community Portal tile.** Once you have logged in, you will see the ICON Portal dashboard. Click on the **"Community Portal"** tile.	**Dashboard** **Community Portal** Community Portal SSO
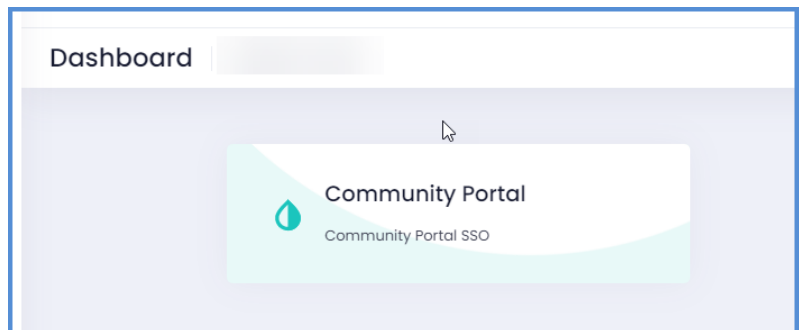
PART C: Community Portal

Your school will have set up various pages or tabs for the Community Portal. You will be able to view those pages across the top of the Community Portal page.

Steps	Details

1. **School's Community Portal** You will be taken to the Welcome page of your child's school Community Portal page.	
2. When you click on My Details, you will notice that all the people in your family that are associated with the school (e.g., your partner, children). They will be listed at the top of the page. By clicking on one of the names, you will be provided with a range of information about that person. You can update any details e.g., phone number or email address, as necessary. This will ensure the school has up-to-date details for your family.	
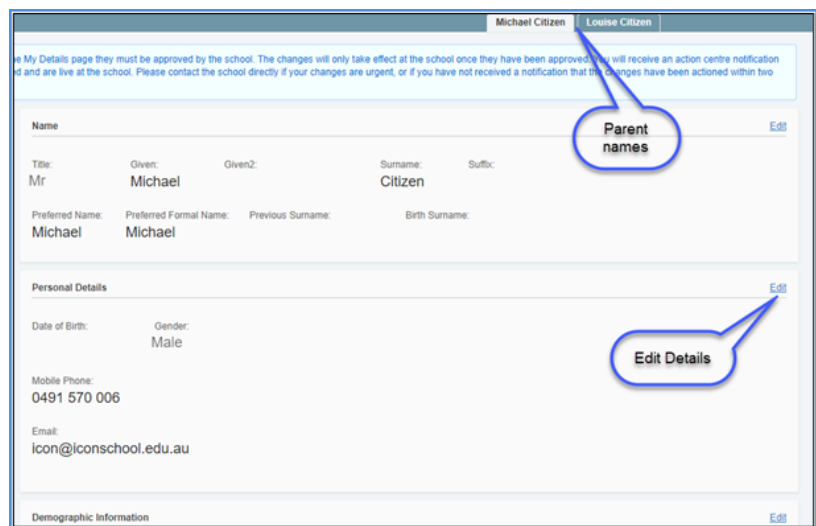
Refer to **QRG-ICON Portal - Parent User Guide** (for details about how to change your password for the ICON Portal.)

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