

# QParents

## User guide

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## Account Owner and Delegated Viewer

### ***QParents Account Owner***

A QParents Account Owner (QPAO) is a person approved by your student's school to access their information via QParents. More than one parent can be a QPAO.

### ***Delegated Viewer***

A QPAO can invite another person to view their student's information as a 'Delegated Viewer'. Delegated Viewers have view-only access and cannot update information.

When sending an invitation, the QPAO chooses which information the viewer can access, and these permissions can be changed or removed by the QPAO at any time. A Delegated Viewer can become a QPAO by reviewing their My Details and selecting 'Become a QParents account owner'. You must have a parent record in OneSchool to become a QPAO.

### ***Adding a QParents Delegated Viewer***

A QPAO can add a Delegated Viewer by following these steps:

1. Select the student's name from your home page.
2. Select 'Manage student details' under the student's name at the top of the page.
3. Scroll to the bottom of the page and select 'Add a Delegated Viewer'.
4. Enter the Delegated Viewer's first name, surname and email address.
5. Select the box next to each information set you want the Delegated Viewer to be able to view. They will not be able to view any information that you do not select.
6. Select 'Send invitation'.

You will receive an email letting you know that you have invited the person to be a Delegated Viewer. They will also receive an email inviting them to create a QParents account and add your student to their QParents account. Once they

have created their QParents account, you will be able to review and approve their delegated viewing access to your student.

### ***Managing or removing a QParents Delegated Viewer***

A QPAO can manage or update a Delegated Viewer by following these steps:

1. Select the student's name from your home page.
2. Select 'Manage student details' under the student's name at the top of the page.
3. Locate the Delegated Viewer you wish to update or manage.
4. Click on the Delegated Viewer's name to access their details.
5. From this page, you can:
  - Change the status of the Delegated Viewer (e.g., to 'Remove').
  - Update the information sets shared with the Delegated Viewer.
6. To remove a Delegated Viewer, edit their status and change the value to 'Remove'.
7. Click 'Submit' to save and apply the changes.

## **Adding your student to your account**

Parents or caregivers who have a parent record in OneSchool can add their students to their QParents account. Parents can do this in one of three ways:

1. You create a QParents account and add your student/s to your account:
  - Visit the QParents site and select 'Create your account'.
  - Search for your student's school and follow the steps to create your account.
  - Verify your identity by providing 100 points of ID or select 'Not enough ID?'. If a student can be suggested, they will display and can be requested.
  - If no students show as suggestions, select 'Add student via EQ ID' and enter the student's EQ ID.

- Select 'Request'.
  - Once approved by the school, the student will be visible on your QParents account.
2. An invitation with a unique invitation code is sent by the school:
- Follow the link in the invitation to register.
  - You will be asked if you already have a QParents account. If you do, select 'Yes' and enter your account details. If not, register for an account.
  - Verify your identity by providing 100 points of ID or select 'Not enough ID?'. If a student can be suggested, they will show and can be requested.
  - If no students show as suggestions, select 'Add student via EQ ID' and enter the student's EQ ID.
  - Select 'Request'.
  - Once approved by the school, the student will be visible on your QParents account.
3. You request to add a student to your account:
- Log in to your QParents account.
  - Select the 'Add a student' button on the 'My students' dashboard.
  - If a student can be suggested, they will show and can be requested.
  - If no students show as suggestions, select 'Add student via EQ ID' and enter the student's EQ ID.
  - Select 'Request'.
  - Once approved by the school, the student will be visible on your QParents account.

You can find your student's EQ ID (which consists of 10 numbers and 1 letter) printed on school-produced documents (including invoices, financial statements and academic reports) and underneath the barcode on your student's ID card.

Once your student has been added, the system sends a request to the school to review and approve. Once the school has approved your request, you will receive a notification email and will be able to access your student's information at your next login.

### ***'Student not found' message or my student has disappeared from my account***

If you see a 'Student not found' message or notice that your student's data has disappeared from your QParents account, don't worry, there are several common reasons this may happen.

Check the following:

- The EQ ID details are correct.
- Your student's school uses QParents.
- Your student's enrolment details recorded in the school's IT system haven't changed.

If the message continues to display after all checks have been completed, please contact your student's school.

## **Editing student details**

Only a QPAO can update a student's details in QParents by following these steps.

1. Select the student's name from your QParents student dashboard.
2. Select 'Manage student details' under the student's name at the top of the page.
3. Review the details that are currently recorded and select 'Edit student details' if you need to change or add any details.
4. Once you have finished, select 'Submit'.

The updated information will be sent to the school for review, and you will receive an email confirmation once any change has been actioned. If your student's enrolment information is not correct, please contact their school.

## Consent management

Your school may ask for your permission for activities, services or arrangements involving your student using an electronic consent form in QParents. Once you submit your response, the school can see it straight away.

When a consent request is sent to you, you will receive an email and an app notification under 'Consent requests'.

To action a request:

1. Select 'View all' from the 'Consent requests' tile. A list of pending consent requests will display.
2. Select the pending consent request you wish to review.
3. Scroll down the page to review the consent request details and complete all the required (\*) fields.
4. Select 'Submit'.

You can view your consent request responses via the 'Consent requests' tile.

If you need to make a change after submitting a response, please contact your student's school.

## Payments

You can view outstanding and paid invoices, as well as any credits on your student's account, in the 'Payments' section. You can make full or partial payments and choose to pay multiple invoices at once. To make a payment, select the checkbox next to the invoice you wish to pay.

### ***How do credits work in QParents?***

If you have a credit on your account, such as a refund or credit note issued by the school, the credit is displayed in QParents and allows you to view the remaining balance on your student's account.

To view credit details:

1. Select the expand button on the credit line.
2. The 'Amount' column will display the credit amount available.
3. In the expanded view, the 'Original Amount' shows the starting balance of the credit.

To apply a credit to an invoice, contact the school. After the school applies a credit to an invoice, this will display in the 'Payments history' section.

### ***My student's invoice or payment history is incorrect or needs to be updated***

Please contact your student's school if you believe this information is incorrect.

### ***I cannot access invoices or payment history for my student***

If the message 'Feature unavailable' displays in the 'Payments' section, your student's school has chosen to not make the 'Payments' feature available.

If the 'Payments' feature is available, but you cannot access invoices or payment history, please contact your student's school to request support.

## **Attendance and absences**

You can view attendance records, submit reasons for past absences, and notify the school of upcoming absences in two places within the platform.

- The 'Absences' tile
  - View a snapshot of unexplained absences and recorded future absences. To notify the school of an absence, select 'Notify absences' and complete the 'Future absences' form. Once finished, select 'Submit'.
- The 'Attendance screen' within the individual student profile
  - In your student's profile, select 'Attendance'. From there, review existing absences and submit the reasons for the absences, or notify the school of future absences by selecting 'Notify of an absence' and completing the 'Future absences' form.

Your notification will be sent to the school for action. You will receive an email confirmation that an absence was successfully submitted and another email notification once the school has actioned the absence.

## Medical conditions

When a medical condition is added or removed in QParents, the information will be sent to the school for review, and you'll receive an email confirmation once the change has been approved. If the medical condition requires a management plan or other details to be recorded at the school, please contact the school.

Only a QPAO can update a student's medical conditions by following these steps.

1. Select the student's name from the student dashboard.
2. Select 'Manage student details' under the student's name at the top of the page.
3. Select 'Manage medical conditions' to review the medical conditions that are currently recorded.

### ***Add a medical condition***

1. Select the 'Add medical condition' button.
2. Select the medical condition from the drop-down list.
3. Select 'Submit'.

Note: More than 1 medical condition can be added before selecting submit.

### ***Remove a medical condition***

1. Select the checkbox next to the medical condition to be removed. This will present a blank box.
2. Select 'Submit'.

## Upcoming events

The 'Upcoming events' tile provides you with a snapshot of your student's future events. Select 'View all' to access the upcoming events or filter by event type, student, school and dates.

Events are organised into 4 categories:

1. Exams (E) –exam dates upcoming for the student
2. Assessments (A) –dates where an assessment is due for the student
3. Excursions (X) –planned school excursions for the student
4. School events (V) –school events that involve the student. These may also include events such as upcoming public holidays.

## Timetable

The 'Timetable' section shows your students timetable for the current day, including the subject, class time and location. To view your student's full timetable, or download a PDF copy, select 'View full timetable'.

## Academic reports

You can view or download your student's academic report as soon as it's released by the school through the 'Reports' tile. To see past reports, select the 'Report Archive' at the bottom of the screen and follow the prompts.

## Exams and assessments

You can download your student's assessment schedules and exam timetables as a PDF by navigating to the 'Downloads' section on the student profile page. Exam and assessment dates may also display on the upcoming events calendar.

## Behaviour

The 'Behaviour' tile shows basic behaviour record details, including the date, category, and type of event. For more information, contact your student's school directly.

## Account troubleshooting

### ***I forgot my password***

Select 'Forgotten your password?' under the password box and follow the steps to reset your password. If you don't receive a reset password email, ensure you have a registered account, have the correct email address and check your email's junk or spam folders.

### ***I didn't receive my security code***

You should receive a security code via text or email within 30 seconds. If you do not, please try again or select to receive the security code via email. You can also try using a different device or browser.

### ***I do not wish to receive security code texts***

You can choose to remove your mobile number from your account, so your security code is sent to your registered QParents email address instead. Contact 13QGOV (13 74 68) if you cannot log in to your QParents account to remove your mobile number.

### ***Changing a phone number, email address or password***

You can update your email address, mobile phone number or password by selecting your name at the top right of the screen, next to the logout button.

### ***I am receiving an error***

If you receive a technical error while using QParents, a message will display on-screen: 'Sorry, an error has occurred'. Please wait a moment and then try to perform your action again. Contact 13QGOV (13 74 68) if the problem persists.