

# 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 child'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 child's information as a 'Delegated Viewer'. Delegated Viewers have view-only access and cannot update information or provide consent. When sending an invitation, the QPAO chooses which information the viewer can access, and these permissions can be changed or removed at any time. If another QPAO needs to be added (rather than a Delegated Viewer), please contact your child's school.

### Adding a QParents Delegated Viewer

A QPAO can add a Delegate 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 the '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 email inviting them to add your child to their QParents account.

Watch how to [add a QParents Delegated Viewer](#).

## Adding your child to your account

If you have more than one child you need to add to your QParents account, you can do this if the school has nominated you to access their information via an invitation.

There are 2 types of invitations you may receive.

- An invitation with a unique invitation code:
  - Follow the steps to register in the invitation.
  - 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.
  - Once verified by the school, the student will be visible on your QParents account.
- An invitation with no unique invitation code:
  - Log in to your QParents account.
  - Select the 'add a student' button on the 'my students' dashboard.
  - Enter your child's EQ ID, their year level and their school.
  - Select 'submit'.

You can find your child'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 child's student ID card.

Once your child has been added, a request will be sent 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 child's information at your next login.

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

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

Check the following:

- Their EQ ID, year level, and school details are correct.
- Confirm you have been nominated as a QPAO for your child. If you have not received an email or letter nominating you as a QPAO, contact your child's school.

- Your child's school may not use QParents or they may have changed schools and have not attended yet.
- There may be a period during school breaks when your child temporarily disappears from your account as their enrolment is transferred from one school to another. This is normal, and your child will reappear once the new school year begins, and the enrolment becomes active.
- Your child may have changed year levels since you were invited to QParents. You will need to enter their current year level when adding them to your account.
- You may have received a new email invitation with a new invitation code. If you already have a QParents account but have received a new invitation email with a unique invitation code, you will need to select the link in the most recent email and follow the prompts.
- Your child's enrolment details recorded in the school's IT system may have changed.

## Editing student details

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

1. Select the student's name from your 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 the 'edit' if you need to edit any details.
4. Once you have made your changes, select submit.

The information will be sent to the school for review, and you will receive an email confirmation once the change has been approved. If your child's enrolment information is not correct, please contact their school. Watch how to [edit student details](#).

## Consent management

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 respond to and/or 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.

Submitted responses can't be changed in QParents, you must contact your child's school directly. Use the 'Send Email' button on the consent request to contact your child's school.

## Payments

You can view outstanding and paid invoices for your child on the 'payments' screen in their student profile. You can make full or partial payments and pay multiple invoices at once. To make a payment, select the checkbox next to the invoice you wish to pay.

Watch an overview of [how to manage online payments](#).

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

Please contact your child's school if this information is incorrect.

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

Your child's school chooses which information to share in QParents. If the payments functionality displays as 'feature unavailable', please contact the school to express your interest in using this function.

If the payments feature is available but you cannot access invoices or payment history, contact your child's school for support.

## Attendance and absence

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 future recorded absences. To notify the school of an absence, select 'notify absences' and complete the 'future absences' form. Once finished, select 'submit'. Watch how to [notifying a school of a future absence](#).
- The 'attendance screen' within the individual student profile
  - In your child's profile, select 'attendance'. From there, submit the reasons for the absences or notify the school of future absences by entering the required details and selecting 'submit'. Watch an overview of the [attendance screen](#).

The information will be sent to the school for review and confirmation. You'll receive an email notification confirming the absence was successfully submitted and another email notification once the school has confirmed the absence detail. If the school has not yet reviewed the request, it is possible they may alert you of your child's absence.

## Medical conditions

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'.

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.

Watch how to [manage medical conditions](#).

## Upcoming events

The 'upcoming events' tile provides you with a snapshot of your child'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) – any exam dates upcoming for the student
2. Assessments (A) – any dates where an assessment is due for the student
3. Excursions (X) – any planned school excursions for the student
4. School events (V) – any school events that involve the student. These may also include events (such as upcoming public holidays).

## Timetable

You can view your child's timetable in the 'Timetable' tile. Watch how to [manage student timetables](#).

## Academic reports

You can view or download your child's academic report as soon as it's released by the school by visiting 'reports' on your child's profile. To see past reports, select the 'Report Archive' at the bottom of the screen and follow the prompts. Watch how to [manage academic reports](#).

## Exams and assessments

You can download your child'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 child's school directly. Watch an overview of the [student behaviour tab](#).

## 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. 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.

Watch this video for more information on [updating your account details](#).

### 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.