

# Compass Questions and Answers, for Parents



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NB: Not all modules may be applicable or relevant to your school.

## How can I login?

### Compass School Manager App

To easily login to your Compass account, follow the steps below.

- Tap in the search field and type the name of the school
- From the drop down list, select the school
- To login, you will require your unique family username and password. This information is provided to you, by the school
- Ensure 'Remember' is toggled on and is green
- Select the blue 'Login' button

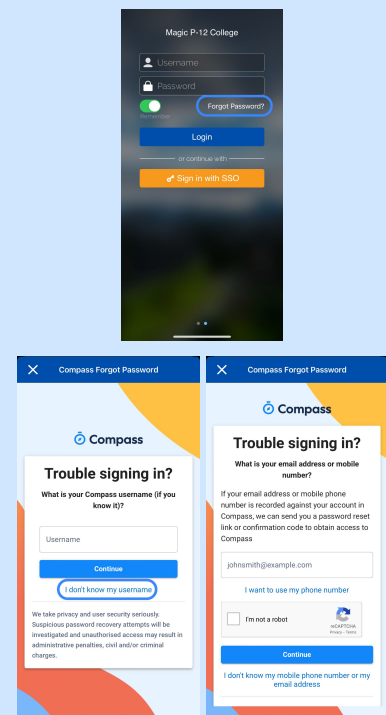


## I forgot my username, how can I find this?

### Compass School Manager App

The school will provide you with your unique Compass username which is used to log into your Compass account. If you have forgotten your username, follow the simple steps below to retrieve it.

- On the login page, select 'Forgot Password'
- On the Compass Forgot Password page, click on the 'I don't know my username' link
- Type in the email address or mobile number recorded against your Compass account and select 'Continue'
- You should then receive an email of text message providing you with your username

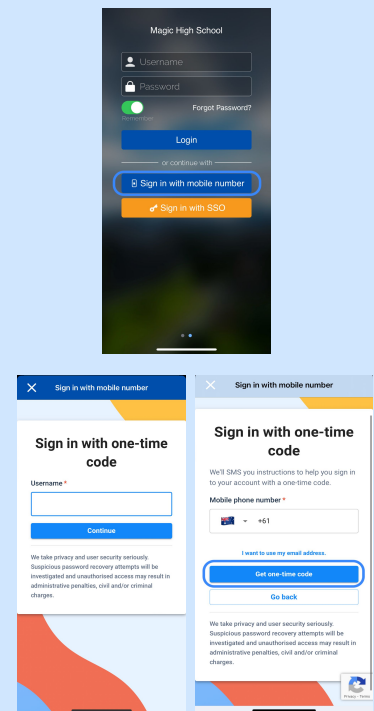


## How can I use a One-Time-Password to login to my account?

### Compass School Manager App

If you've forgotten your Compass password, on the login page, click on "Sign in with mobile number" to get a One-Time-Password sent to your mobile phone.

You can then use the One-Time-Password to login to your Compass account.

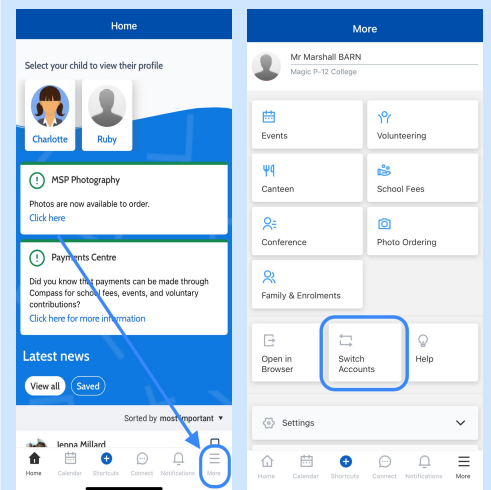


## How can I switch between accounts?

### Compass School Manager App

If you have children attending different schools that use Compass (i.e. a child in Primary School and a child in Secondary School), you can switch between your accounts.

- Select the 'More' button from the menu bar at the bottom of the screen
- Select 'Switch Accounts'
- Select the account you wish to login to



## My account's been locked, how can I unlock it?

### Compass School Manager App

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 require access to your account before 30 minutes, we recommend contacting your school office directly.

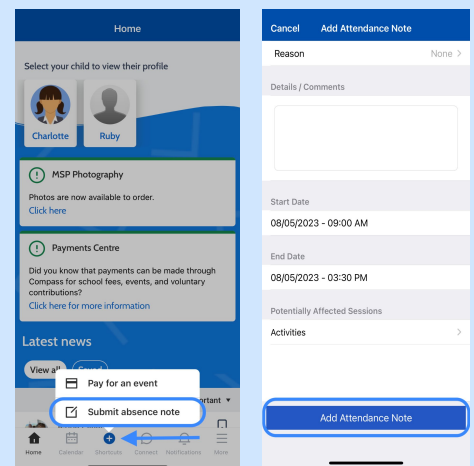


## How can I explain my child's absence?

### Compass School Manager App

If your child is going to be absent from school, login to your Compass account and submit an absence note.

- On the homepage, select the blue 'Shortcuts' button from the menu bar
- Select 'Submit absence note'
- Select the child you need to add the note for
- Select the 'Reason'
- Enter any Details/Comments
- Select the Start/Finish Date and Time
- Click on 'Add Attendance Note'

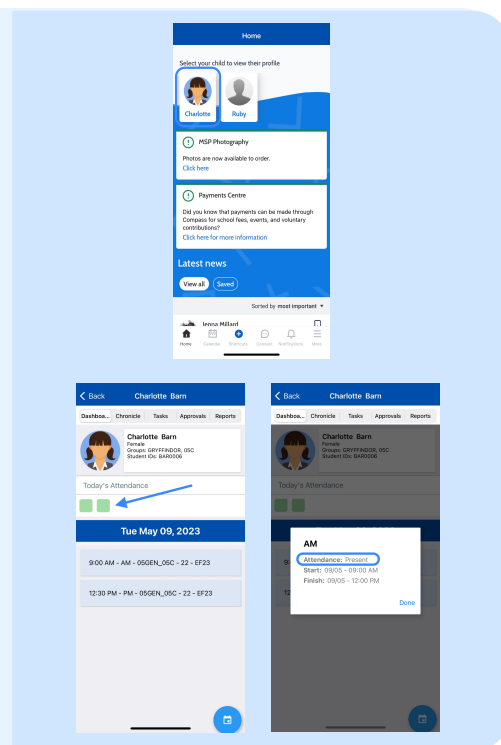


## Where can I view my child's attendance?

### Compass School Manager App

View your child's attendance for any school day, directly within the Compass App.

- From the homepage, select your child to view their profile
- On the Dashboard tab, see 'Today's Attendance'
- Click on a square under 'Today's Attendance' to see the student's Attendance in the class

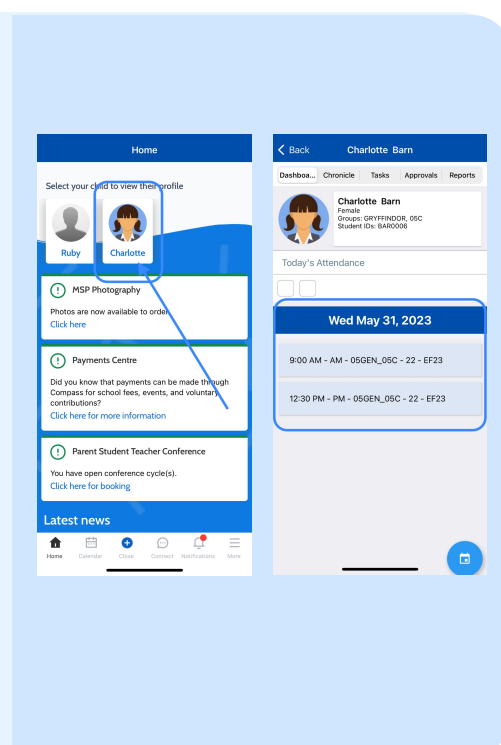


## Where can I view my child's class schedule?

### Compass School Manager App

View your child's class schedule directly within the Compass App, via the student's profile.

- From the homepage, select your child's profile picture to view their profile
- On the Dashboard tab, see the student's classes scheduled for the day

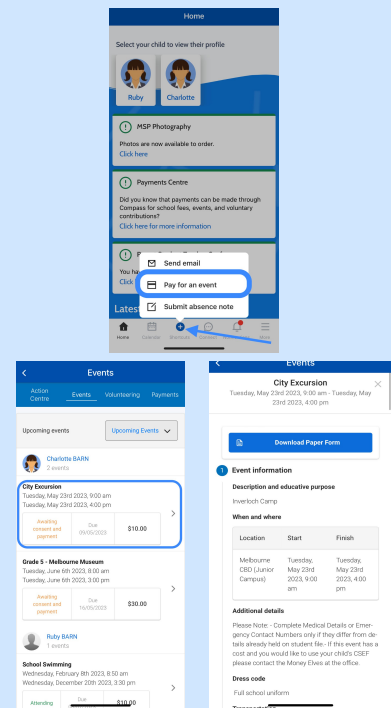


# How can I pay or consent for an Event?

## Compass School Manager App

You can pay and consent for events your child is attending conveniently within the Compass App

- On the homepage, select the blue 'Shortcuts' button from the menu bar
- Click on 'Pay for an event'
- On the 'Action Centre' tab see all Events that require actioning
- Select the Event that requires your consent/payment
- Fill out the all required fields in the consent form
- Fill out the payment details section and process a payment

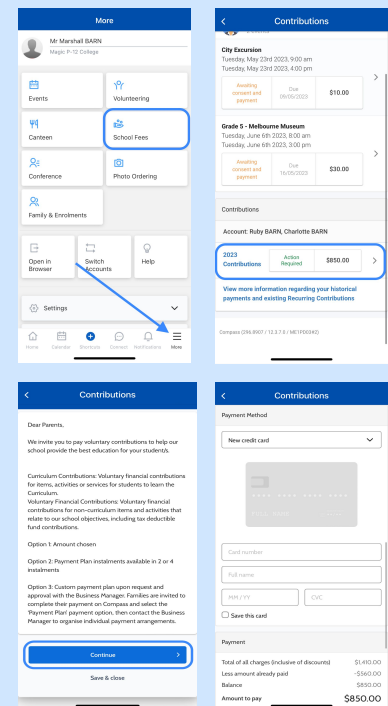


# How can I make a financial contribution towards my child's school fees?

## Compass School Manager App

If your school has put School Fees onto Compass, you can easily make a contribution within the Compass App.

- From the menu bar at the bottom, select the 'More' button (three lines)
- Click on School Fees
- Go to the Action Centre tab
- Click the contribution that states Action Required
- Select Continue
- Make a contribution and enter your payment details to process a payment

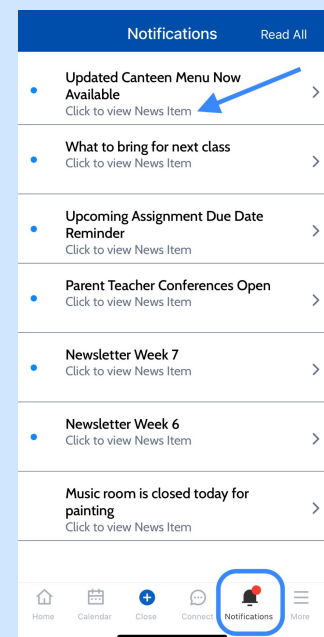


## Where can I find notifications from the school?

### Compass School Manager App

You may receive push notifications from the school to your Compass App. Login to your Compass account to view any notifications.

- From the homepage, select the Notifications icon
- Here you can see all push notifications sent by the school
- Click on a notification to view it in full and download any attachments

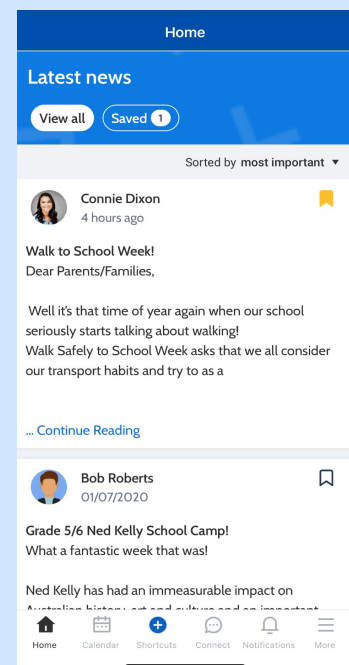


## How can I view news items posted by the school?

### Compass School Manager App

Stay informed by checking News Feed items posted by the school from your homepage in the Compass App.

- From the homepage, under the student's profile, navigate to the 'Latest News' section
- Sort the News Posts that appear by either 'Most recent', or 'Most important'
- Save a News Post by selecting the flag in the top right hand corner
- View all saved posts by selecting the 'Saved' option near the top



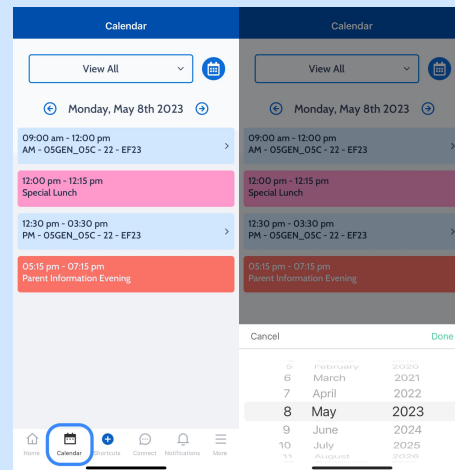


## Where can I see key school dates and activities?

### Compass School Manager App

Keep track of important dates and events at your school by using the Calendar.

- From the menu bar at the bottom, select the 'Calendar' icon
- Use the arrows on the left and right to navigate to a different day
- Select the blue calendar icon, and select the date for the day you would like to see the schedule

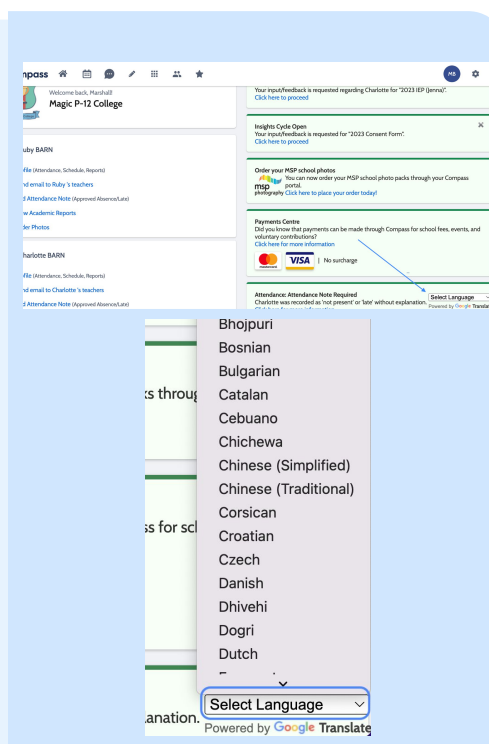


## Can I translate the homepage in Compass?

### Desktop Browser

You can now translate your entire Compass homepage, including 'My News' with the Google Translate feature.

- Open Compass in a desktop browser
- On the homepage, in the bottom right hand corner, see the Google Translate feature
- Select your preferred language to translate the text on the homepage

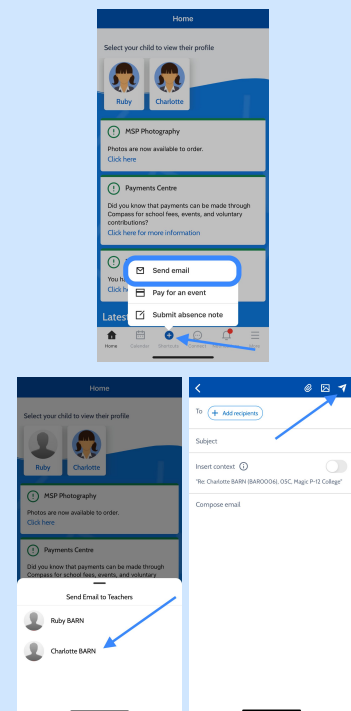


## How can I email my child's teacher?

### Compass School Manager App

Send emails directly to your child's teachers within the Compass App

- On the homepage, select the blue 'Shortcuts' button from the menu bar
- Click on 'Send Email'
- Select the name of your child
- Click on the blue '+' to Add Recipients
- To send the email, click on the airplane icon in the top right corner

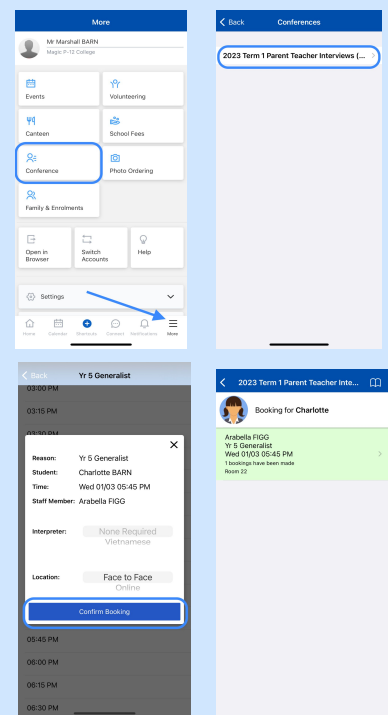


## How can I book Parent-Teacher Conferences?

### Compass School Manager App

Book Parent-Teacher Conferences using the Conferences feature available in the Compass App

- From the homepage, select the 'More' icon from the bottom menu bar, and click on 'Conferences'
- A list of parent-teacher conference cycles will be displayed along with their booking status.
- Click on the relevant cycle
- Your booking sheet will be displayed and will show the available booking times.
- Click on a time in the grid to display the teachers available at that time.

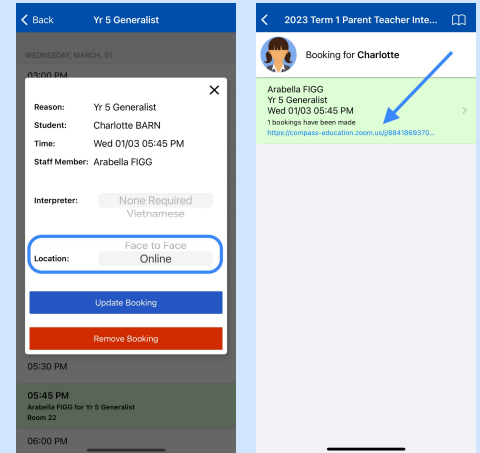


## How can I access an online Parent-Teacher interview?

### Compass School Manager App

If online Parent-Teacher Conference bookings have been set up by your school, when making a booking, you can choose to attend the booking online.

- From the menu bar at the bottom, select the 'More' button (three lines)
- Click on "Conferences"
- Click on the Parent-Teacher Conference cycle
- See your successful bookings highlighted green
- If your booking is online, you will see an online meeting link URL that is clickable
- Click on the URL to be directed to the online meeting

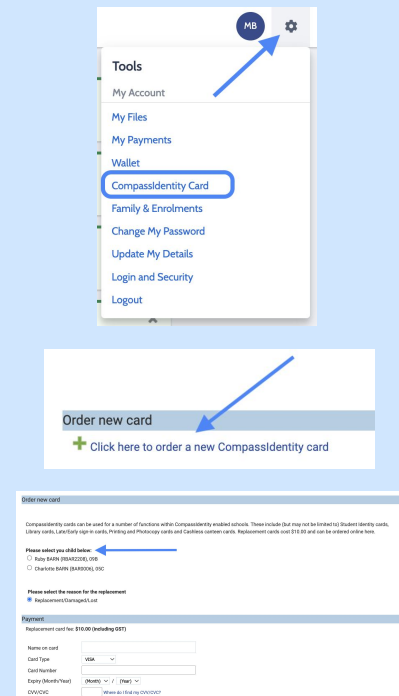


## How can I order a new Compass Identity Card for my child?

### Desktop Browser

Compass Identity cards can be used for a number of functions within Compass Identity enabled schools. Replacement cards cost \$10.00 and can be ordered directly within your Compass portal.

- Click on the "Cog" icon (Tools menu) in the top right corner
- Click on 'CompassIdentity Card'
- Click here to order a new Compass Identity card
- Select your child below and fill out your card details
- To finalise the order, click on 'Order Now'

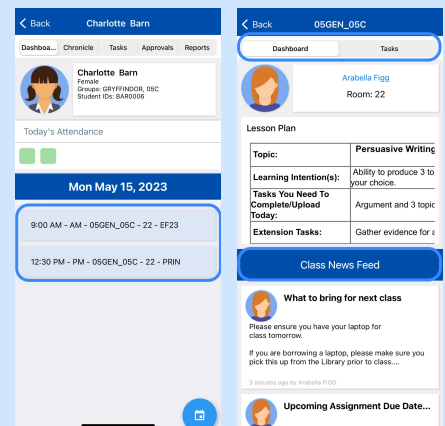


## How can I access my child's Class Page?

### Compass School Manager App

Within the Compass App, access each of your child's Class Pages to see any information and news relevant to the class.

- From the homepage, select your child to view their profile
- On the Dashboard tab, refer to the classes on the student's schedule for the day
- Click on the relevant class from the schedule to go to the Class Page
- On the Dashboard tab, view any Lesson Plans and the Class News Feed

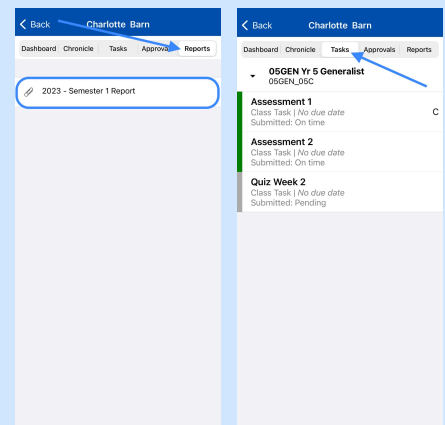


## How can I view my child's reports and grades?

### Compass School Manager App

Access student academic reports and grades directly within the Compass App

- From the homepage, select your child's profile picture to view their profile
- Click on the 'Reports' tab
- Click on a reporting cycle to view and download the report
- Click on the 'Tasks' tab
- Click on the relevant class to expand and view any tasks
- Click on the task
- On the 'Feedback' tab, to view any grades and feedback



## How can I view my child's Progress Reports?

### Desktop Browser

Progress Reports provide an indication of your child's progress in their classes. You can view Progress Reports directly in Compass via a desktop browser.

- To view your child's progress reports, click the 'View Academic Reports' option under their details on your dashboard.
- On the 'Reports' tab, refer to the 'Progress Reports' section
- Click on the Progress Report cycle to view the results in full
- To export the report, click on 'Export as PDF'

The screenshot shows the user dashboard for Charlotte BARN with the 'View Academic Reports' option highlighted. Below, the 'Reports' section shows the 'Progress Reports' section. A bar chart displays performance, behaviour, and effort for two terms. A table below shows the 'Area of Assessment' for 'Term 1 Progress Report 2023'.

Subject	Attendance (School %)	Performance	Behaviour	Effort	Avg
Y5 Generalist - DSSEN, SSC   Learning Tasks	57	Above the standard	Very Good	Always	82.33

## How can I provide feedback for an Insights cycle?

### Compass School Manager App

If an Insights cycle has been opened for you to complete by your school, you will see a green banner on your homepage.

- To access the Insights cycle, on the green banner select 'Click here to proceed'
- Click on the Insights cycle that requires your response
- For each question you can provide a response. Some questions may be mandatory and require you to provide a response
- To save your responses, click on the blue save button

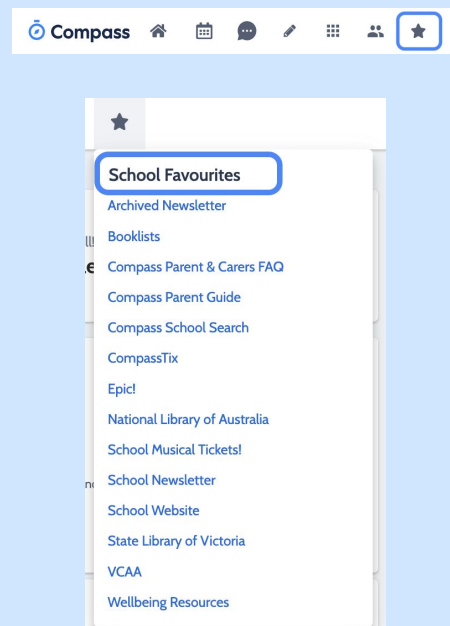
The screenshot shows a green banner at the top with the text: 'Insights Cycle. You have 5 open insights cycles requiring action. Click here to proceed'. Below, the 'Insights' screen shows a list of cycles, with 'Permission to Local Areas' selected. The details for this cycle include a 'Permission' section with radio button options for locations and a 'Public Transport' section with checkboxes for 'Yes' and 'No'.

## How can I access School Favourites?

### Desktop Browser

Use School Favourites to easily access a list of useful school links.

- From the home screen, click on the Star icon (Favourites menu)
- From the menu, click on the link that is most relevant to the information you are looking for

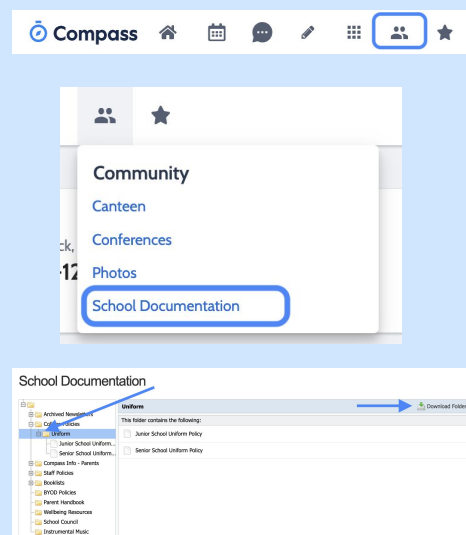


## How can I access School Documentation?

### Desktop Browser

Use School Documentation to view and download important school information and resources.

- From the home screen, click on the People icon (Community menu)
- From the menu, click on School Documentation
- Within School Documentation are various folders which contain content uploaded by the school
- Click on the relevant folder, and then click on the content you wish to view
- Click on the 'Download Folder' button to download the folder

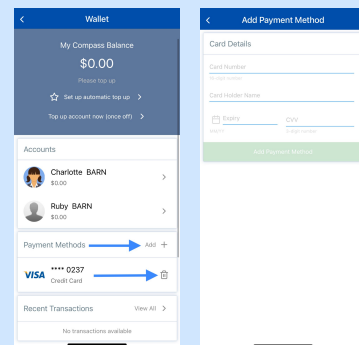
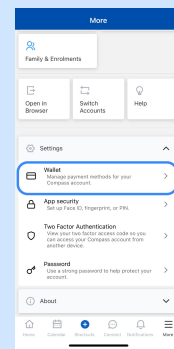


## How can I update my credit card details in Compass?

### Compass School Manager App

You can update your card information in your Compass Wallet directly within the Compass App.

- From the menu bar at the bottom, select the 'More' button (three lines)
- Click on Settings and select Wallet
- Under the Payment Methods section, select the rubbish bin icon to remove the card from your wallet
- You can add a new card by selecting the grey plus icon and enter in your card details

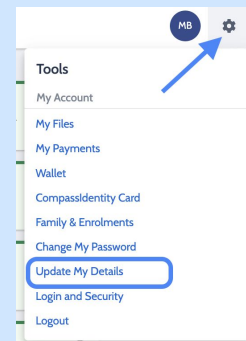


## My contact details have changed, can I update these in Compass?

### Desktop Browser

Ensure your contact details are always up to date in Compass by using the "Update My Details" section.

- Click on the Cog icon (Tools) from the homepage
- Click on "Update My Details"
- Type in your updated Mobile/Email address
- Click on "Update My Details"



### Welcome to the Magic P-12 College Parent Portal

Please confirm your mobile phone number and email address(es) below. These details will be used by the school to keep you up to date on school news, upcoming events, student absences, fees due for payment and a range of other information services (depending on the Compass features your school uses) and they are subject to approval by School staff.

Mr Marshall BARN

Mobile

Email

These details are correct - Proceed to Parent Portal

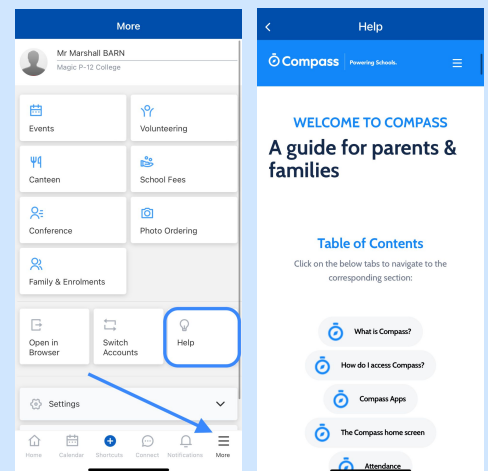
Compass School Manager requests your personal contact details on behalf of your registered educational institution. Details such as your personal email address and/or mobile phone number will be used solely by Compass School Manager and your registered educational institution for school related communications and notifications. It is not compulsory to provide these details. You are able to add/update and/or remove these details at any time. JOLP International Pty Ltd (including any affiliated companies) are not responsible for the content of any material transmitted, we act only as a gateway for communication. For further information please email legal@compass.edu.au

## Does Compass have any resources available for parents?

### Compass School Manager App

Compass has a wide range of helpful resources and guides which are available for parents to access.

- From the homepage, select the 'More' icon
- Click on Help, to view a guide for parents and families
- In the Table of Contents, click on the below tabs to navigate to the corresponding section



## Compass Parent & Carers FAQ

Our Parent & Carers FAQ guide has been specifically designed to help you get the most out of your Compass experience.

Click on the link [here](#) to access the Parent & Carers FAQ on our website.

