



Date

Dear Parents and Guardians

**St Mary's Catholic College** is excited to launch our new Parent Portal.

Access is restricted to parents and guardians of students at our school and a logon is required. An account has been created for you using the email address you have provided us and the details on creating a password are outlined below.

The Parent Portal will enable easy access to information about happenings in the school, permission slips that need authorising, contact details for staff, forms, documents and much more.

There's also a special section to allow you to check the details we have recorded in our enrolment system about your children, and if necessary, advise us of any changes.

You can also check on information about your child's Attendance, Academic reports, teachers, timetable, NAPLAN performance and other report cards.

We will be making increasing use of the Parent Portal to provide a range of information to parents in the future.

The initial login requires you to verify your identity and create a password. This document will lead you through the process. Please follow the steps carefully.

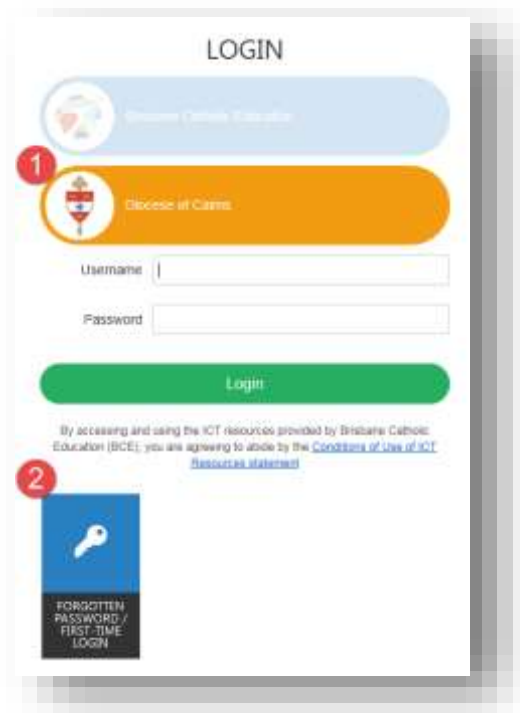
**School Website link - <https://www.smcc.qld.edu.au/>**

**St Mary's Parent Portal is under the 'Community Life' tab on our website.**

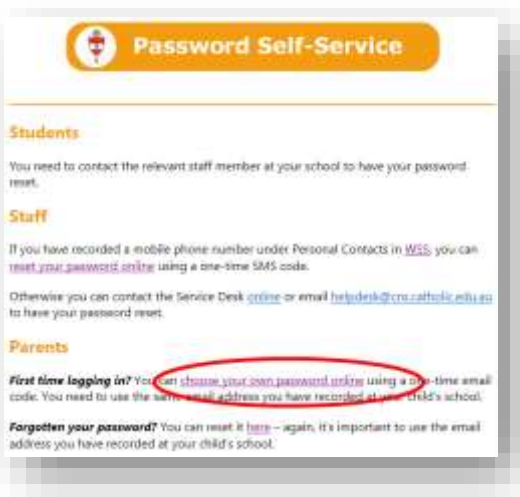
1. Start the process by going to the school's public website and clicking the Parent Portal link. You will be met with a login screen.



2. CLICK **Diocese of Cairns** and then CLICK **Forgotten Password/First-Time Login** button



3. CLICK the link under the **Parents** heading titled: **“choose your own password online”**



4. Enter the personal email address that you have provided to the school and click **Next** once.



5. Check your email account for a security code which will be sent within 1 minute (it expires after 15 minutes), enter the corresponding security code in the **Verify your Identity** form and click **Next**.



The screenshot shows a web form titled "Password Self-Service" with a sub-header "Verify Your Identity: Email Verification". Below the header, it says "Enter your security code below. A security code was sent to the email address registered with Cairns Catholic Education." There is a text input field labeled "Security Code:" and two buttons at the bottom: "Next" and "Cancel".

6. On the **Password Reset** form enter your desired password in both boxes before clicking **Next**.



The screenshot shows a web form titled "Password Self-Service" with a sub-header "Password Reset: Choose Your New Password". Below the header, it says "(Resetting password for sm [redacted] m)". There are two text input fields: "Enter a new password:" and "Re-enter the password:". At the bottom, there are two buttons: "Next" and "Cancel".

7. Close your web browser then re-open it
8. Re-visit the school website and click the Parent Portal link
9. Login using the **same** email address used during the setup and the password you created.

## Troubleshooting

1. The first step in resolving any error message is to refresh your web browser – try closing it and reopening it and if the error still occurs clear the browser history and retry logging in to the Parent Portal
2. If you did not receive an email from the school advising you of Parent Portal access then it is likely that you have not given the school an email address. In this case a Parent Portal account will not have been created for you and you will not be able to create a password. Contact the school and provide an email address (if both parents require individual access to the Parent Portal, each parent will need to provide individual email addresses).
3. If you receive an "Access Denied" error, we need to know at which point that error message appeared during the password creation process to help us resolve it. Advise the school.
4. If you login successfully but don't see your child's details then contact the school.