

15th June 2020

Dear Parents and Guardians

St Rita's School in Babinda 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.

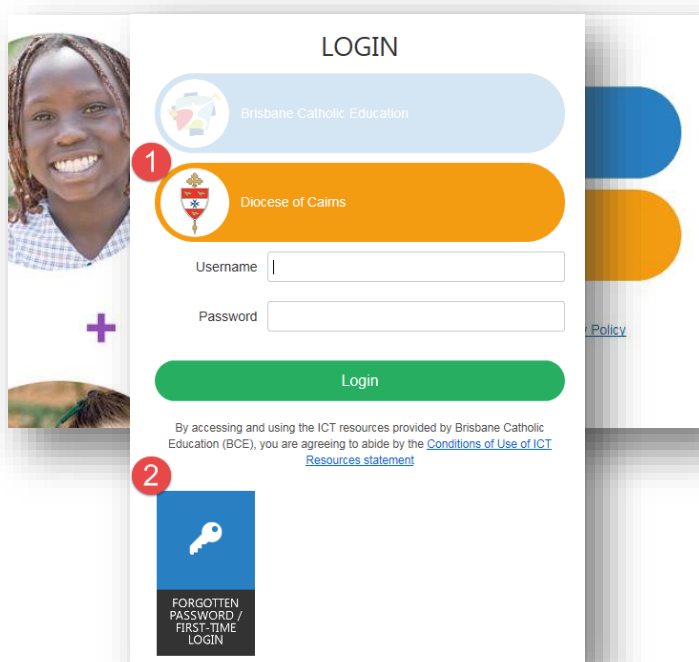
You can also check on information about your child's Attendance, Academic reports, teachers, timetable, NAPLAN performance and other report cards.

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 - <http://www.stritasbabinda.qld.edu.au/>

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.

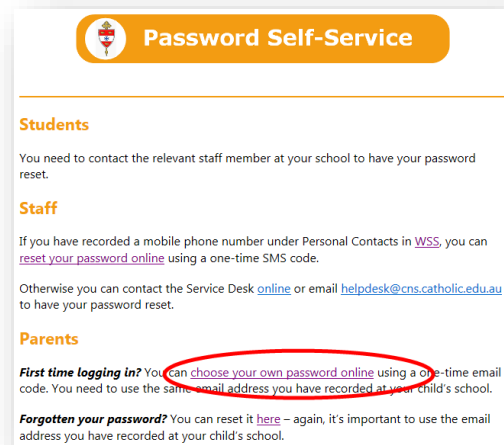


The screenshot shows the login interface for the Parent Portal. On the left, there is a vertical strip with a photo of a smiling girl and a purple plus sign. The main area is titled 'LOGIN' and features the Brisbane Catholic Education logo and the Diocese of Cairns logo. Below these are input fields for 'Username' and 'Password', followed by a green 'Login' button. At the bottom, there is a link to the 'Resources statement' and a button for 'FORGOTTEN PASSWORD / FIRST-TIME LOGIN'. Red numbered circles '1' and '2' are overlaid on the screen, indicating the steps to follow.

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”



Password Self-Service

Students

You need to contact the relevant staff member at your school to have your password reset.

Staff

If you have recorded a mobile phone number under Personal Contacts in [WSS](#), you can [reset your password online](#) using a one-time SMS code.

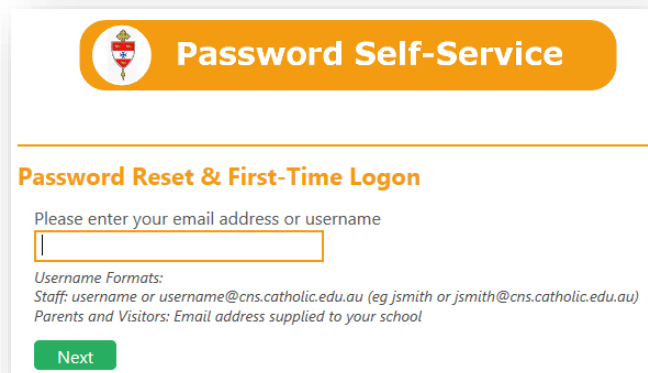
Otherwise you can contact the Service Desk [online](#) or email helpdesk@cns.catholic.edu.au to have your password reset.

Parents

First time logging in? You can [choose your own password online](#) using a one-time email code. You need to use the same email address you have recorded at your child's school.

Forgotten your password? You can reset it [here](#) – again, it's important to use the email address you have recorded at your child's school.

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



Password Self-Service

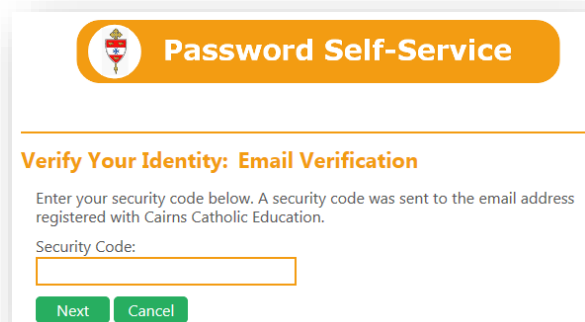
Password Reset & First-Time Logon

Please enter your email address or username

Username Formats:
Staff: username or username@cns.catholic.edu.au (eg jsmith or jsmith@cns.catholic.edu.au)
Parents and Visitors: Email address supplied to your school

Next

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**.



Password Self-Service

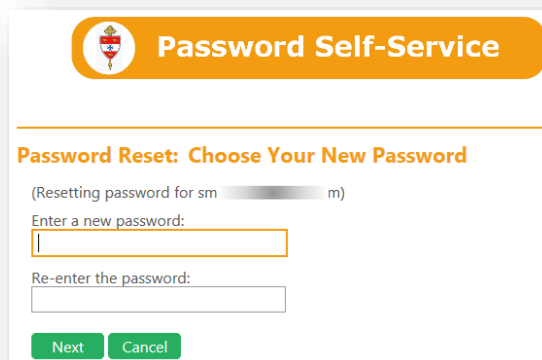
Verify Your Identity: Email Verification

Enter your security code below. A security code was sent to the email address registered with Cairns Catholic Education.

Security Code:

Next **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 an orange header bar. Below the header, the section "Password Reset: Choose Your New Password" is displayed. It includes a sub-header "(Resetting password for sm [redacted] m)". There are two input fields: "Enter a new password:" and "Re-enter the password:". At the bottom of the form are two green buttons labeled "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.