

What is Parent Portal?

The Parent Portal is a new, secure online platform for sharing key student information between schools and parents and carers.

The Parent Portal will help streamline the everyday school administrative tasks parents and carers need to do for their children by offering a one-stop-shop tool and minimising printed documents in its second phase.

What services will be available in the Parent Portal?

Using the Parent Portal you will be able to:

- notify us if your child is sick or explain an absence
- book parent-teacher interviews
- receive academic reports
- receive our school newsletter
- receive messages from your child's teachers
- make payments
- access the school calendar and your child's student timetable.

How do I register to use the Parent Portal?

To access the Parent Portal, you will need to create or have access to an ACT Government Digital Account which you can do using the link in the email sent to you from your school.

Why do I need an ACT Government Digital Account to access the Parent Portal?

The ACT Digital Account offers community members secure identity verification to access ACT Government digital services using a single account. Digital Account users only need to provide their identification documents once to access an ever-increasing range of ACT Government digital services. Using the Digital Account to access Parent Portal, you can be sure your identity information is secure and safe.

Is signing up to the Parent Portal mandatory?

No, signing up to the Parent Portal is not mandatory. There are many benefits to signing up and it will simplify your communications and administration processes with your child's school. If you choose not to register, you will continue to receive these communications and requests via the existing channels.

Will I still receive communications/reports/absences if I don't have an account?

If you choose not to register for the Parent Portal, you will continue to receive these communications and requests via the existing channels.

Can I message my child's teacher using the Parent Portal?

You are not able to use the Parent Portal to start conversations with your child's teachers. You may receive messages from teachers about specific issues and you will be able to respond to them directly. If you need to speak with your child's teacher, please contact them directly via phone or email.

What devices can I use to access the Parent Portal?

You can access the Parent Portal via a browser on your mobile phone, tablet or computer.

Is the Parent Portal available via a mobile app?

No, there isn't a Parent Portal mobile app for ACT schools to use at the moment. You will need to use an internet browser such as Microsoft Edge, Safari or Google Chrome on your device to access the Parent Portal.

I forgot my email address, username or password, what can I do?

Visit <https://www.myaccount.act.gov.au/s/trouble-logging-in>.

Do I need multiple ACT Digital Accounts if I have more than one child at the school?

No, you will only need one ACT Digital Account regardless of how many children you have attending ACT public schools. You will receive a separate access for each child at the school which will link their student information with your existing ACT Digital Account.

Do I need multiple ACT Digital Accounts if my children are in different ACT public schools?

No, you will only ever need one ACT Digital Account. We are among some of the first ACT public schools to launch Parent Portal, with other schools to follow shortly. If you have children at nearby schools you will not need to sign up to the ACT Digital Account twice. You will be able to easily add a student to your account once their school has access to the Parent Portal.

I am having trouble doing level 2 identification with my ACT Digital Account

For a list of primary and secondary documents that are required for level 2 identification visit <https://www.myaccount.act.gov.au/s/support>

The contact number for the ACT Digital Account is 13 22 81.

Is my data safe?

To provide confidence that the ACT Digital Account complies with the Information Privacy Act 2014 (IPA) an independent Privacy Impact Assessment (PIA) was undertaken. The PIA reviewed compliance with the Territory Privacy Principles within the IPA including risks to individual privacy and community expectations.

The PIA confirmed that management of personal information in the ACT Digital Account exceeds the requirements of the IPA, and strategies have been implemented to enhance the protection of your privacy.

Will all parents and carers listed as primary contacts on a student's records receive a separate access code?

Parents and carers listed as primary contacts 1 and 2 will receive a separate access code as the account for Parent Portal is for an individual and not a household.