



QParents Instruction guide

<https://qparents.qld.edu.au>

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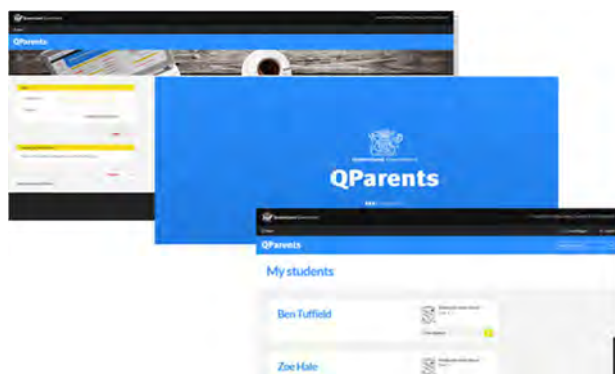
Welcome to the QParents Portal

Introduction: about the QParents Portal

The **QParents Portal** is a web and mobile application that allows parents* of Queensland state school students to access information about their child and to communicate directly with their school.

Also known as **QParents**, this portal provides you with secure, online access to information such as:

- attendance details
- behaviour
- report cards
- timetables
- invoices
- payments
- enrolments.



You are also able to update your child's details and let your school know of changes to their normal routine, such as when your child is unwell or has to leave school early.

QParents won't replace the traditional ways parents and schools communicate—it will just provide another option.

Online security

QParents is a secure portal that meets industry security standards. It utilises a range of security measures to ensure that the integrity of the student data is maintained.

Only QParents account holders and their authorised delegates can access student information.

If you do not want to register for QParents, the account will not be activated and your child's information will not be made available through QParents.

*For the purposes of this user guide, the term 'parent' refers to a parent, a guardian or a carer.

About this guide

This guide has been created to help parents learn how to use QParents.

We've included easy-to-follow instructions with illustrations of each of the screens you will visit when using QParents.

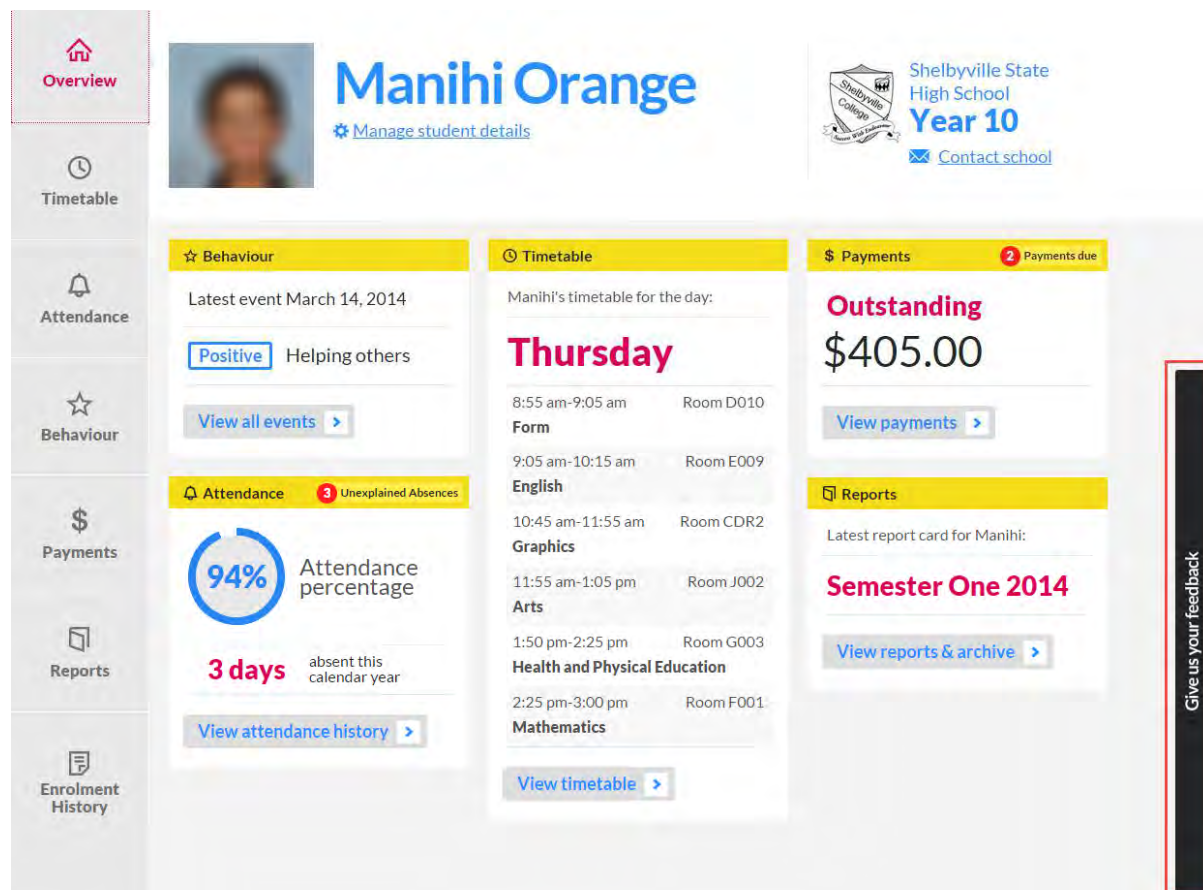
In the following pages you will learn how to:

- access QParents
- register with QParents
- log in to QParents
- add a student to your account
- view and edit your child's contact information
- view and edit your contact information (for QParents communication, this will not update the school contact details for you)
- view and edit your e-mail address
- view a student's enrolment history
- view attendance information
- provide a reason for an absence
- inform your school about a future absence
- view and print a student's academic report
- view and print a student's timetable
- send an email to your school
- view behaviour information
- view past and current payment information
- add a Delegated Viewer to your QParents account
- update a Delegated Viewer's details
- reset your password.
- steps to take if you have forgotten your password

We hope you enjoy using QParents.

How to provide feedback in QParents

QParents provides the ability to submit feedback on your experience. The feedback functionality is available from any screen within QParents. To activate the feedback screen, click on the **Give us your feedback** button, located on the right hand side of every QParents page.



The Feedback screen is displayed.

The screenshot shows the QParents feedback form. The form is titled 'Please tell us about your experience with QParents. Feel free to submit as many comments as you like.' It includes a 'Category' dropdown menu, a 'Comment' text area, a 'Leave a note' text area, a checkbox for 'I would like to be contacted', an 'Email Address' field, and 'Cancel' and 'Submit' buttons. A privacy statement is at the bottom: 'Any information submitted using this form will be used in line with the website's privacy statement.' The form is numbered 1 through 5, indicating the steps to complete the feedback process.

1. Click on the down arrow and click on the appropriate category option that describes your feedback. The options are:
 - Comment
 - Complaint
 - Expression of interest
 - Feature request
 - Technical Issue
2. Enter the comment you wish to leave.
3. If you would like a member of the QParents Support Team to contact you regarding your feedback, please click on the checkbox. A ☒ will be displayed if you have selected this option, and your QParents registered email address is displayed. If this is not the address you would like the Support Team to contact you on, delete the email address and enter the appropriate email address. This does not update your email address in QParents, it is only for the purpose of a response to your feedback

If you do not wish to receive a response from your feedback, ensure **no tick** ☐ is presented in the **I would like to be contacted** box.
4. If you wish to view the privacy statement, click on the **Privacy Statement** link. Click on the **Submit** button to send your feedback to the QParents Support Team. All feedback submitted will be used as per the Queensland Government Privacy Statement. A new screen will appear. You can either click the **Close** button to close the feedback form, or click the **Add another** button to repeat the feedback process again.
5. If you do not wish to submit your feedback, click the **Cancel** button.

Help and support

There is support available to answer your queries and to ensure parents can gain the most value from using QParents.

If you have any questions or require some assistance, please contact 13 QGOV (13 7468).

Getting started with QParents

During the proof of concept testing of QParents we are asking parents to use the site and to give us their feedback through the application. This feedback will be used to make improvements to the service.

You can initially access QParents during the proof of concept through your personal computer to register. Once registered you can then access QParents through iPhone (download the app from the Apple App Store), tablet (using a web browser) or personal computer.

How to access QParents

Parents will only be provided with an invitation to create a QParents account if their child's school chooses to use QParents. The school principal will nominate one parent to have the role of QParents Account Owner for each student. If the school is already aware of the nominated parent's email address, the nomination will be emailed. If not, the nomination will be sent to the parent.

As part of this nomination, your school will supply an invitation code that is required for the registration process.

The nominated parent will then need to register with QParents to access the child's information.

To access QParents go to: <https://qparents.qld.edu.au>

Tip: bookmark the QParents web page on your personal computer so you can quickly find your way there next time.

How to register with QParents

Before you can access QParents you need to register and create an account. This will take about 10 minutes to complete.

You will need to supply an email address (that you check regularly) so information can be emailed to you during the registration process. If you are a QParents Account Owner you will also need to prove your identity by providing 100 points of identity documentation.

The registration process is only available on the website using a browser. You cannot register using the QParents mobile app. It will be easier to complete the registration using a PC.

Go to QParents at <https://qparents.qld.edu.au> and select the **Register button** and follow the three step registration process.

Queensland Government

Department of Education, Training and Employment

HELP

QParents

Login

Email address

Password

[Forgotten your password?](#)

Login

Register for the first time

If you want to register a QParents account for the first time

Register

[Learn more about QParents](#)

If you have received an invitation code from your student's school, complete the **School Invitation Code Registration**.

If you have received an invitation via email to become a Delegated Viewer for a student, complete the **Delegated Viewer Registration**.

School Invitation Code Registration

Registration Step 1. Enter the invitation code

Your invitation code was given to you by your child's school. This code is unique to you and you will need to enter it as part of the registration process. Enter the **Invitation code** and then select the **Next** button.

If you wish to cancel the registration process, select the **Cancel** button.

Enter your invitation code

Invitation code

Please enter your unique QParents invitation code

Invitation code

[What is this?](#)

Cancel Next

Give us your feedback

1. Please read the Privacy Statement and then click in the **Read and understood** checkbox. A ☒ will appear
2. Please read the QPAO Terms and Conditions, and when you are ready to proceed with the registration, click on the Accept Terms and Conditions checkbox. A ☒ will appear.

Privacy and T&Cs

Privacy Statement

Your privacy

The Queensland Government manages personal information in line with the [Information Privacy Act 2009 \(PDF, 839KB\)](#)

We are committed to protecting user privacy. We understand that visitors and users of the department websites and smartphone applications (apps) are concerned about their privacy, and the confidentiality and security of any information that is provided.

Information collected

Any personal information that you provide through the QParents website or app (collectively referred to as 'this website') will be used for the purpose of providing the service.

1 ☐ Read and understood

Website Terms & Conditions

Terms and conditions for the use of QParents, effective as of June 2014

Please read the following Terms and Conditions carefully before you agree to them, as they govern your access and use of QParents.

Definitions

DETE, us, we, the department - means the Department of Education, Training and Employment.

You, the customer - means the user of the service.

Your agreement

2 ☐ Accept Terms and Conditions

NOTE

You must check the boxes above to indicate you understand and accept both the Privacy Statement and the Website Terms and Conditions before you can continue.

3 Decline 4 Accept

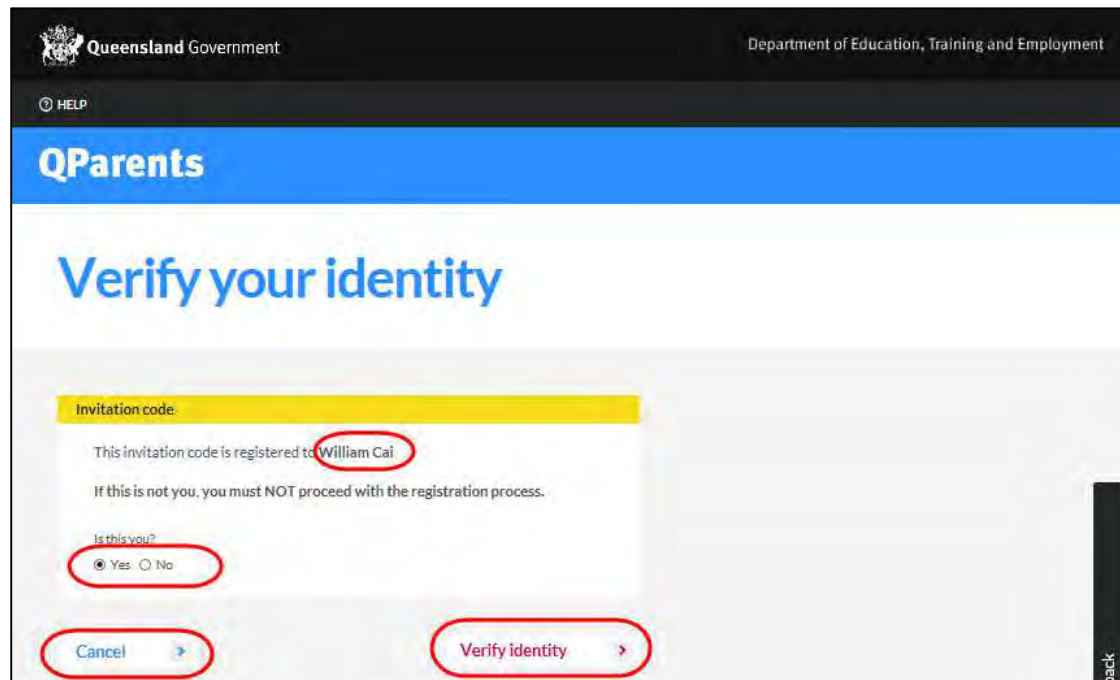
3. To cancel the registration process, select the **Decline** button.

4. Select the **Accept** button to continue the registration process.

After selecting the Accept button, you are required to verify your identity. Please check that the name associated with the invitation code you have entered is your name. Select the **Yes** option and then select the **Verify Identity** button.

If the name is not your name, please select **No**. This will end the registration process.

If you would like to cease the registration process, please select the **Cancel** button. You can start the registration process again at any time; however if you decide to register at a later time you will need to start from the beginning of the process.



Registration Step 2. Verify your identity

This step requires you to complete a 100 point identification check. You will need to verify 100 points of identity from a combination of the following identity documents:

- Australian driver licence (50 points)
- Australian passport (50 points)
- Australian birth certificate (50 points)
- Australian marriage certificate (40 points)
- Australian citizenship certificate (40 points)
- Australian change of name certificate (40 points)
- Medicare card (20 points)
- Australian visa (20 points)

If you can only verify 60-90 points of ID, it is still possible to register for QParents (see [Don't have 100 points of ID?](#) below). However, you will need to undergo an additional check at your school after completing your registration.

QParents

Verify your identity

To verify your legal identity, you will need to provide 100 points of ID using a combination of identity document types from the list below.

0 % VERIFIED

1 Select which sources of identification you wish to use from the list below.

TELL ME MORE

- Driver's Licence (50 points)
- Medicare Card (20 points)
- Australian Passport (50 points)
- Australian Visa (Foreign Passport)
- Australian Citizenship Certificate (40 points)
- Australian Birth Certificate (50 points)
- Australian Marriage Certificate (40 points)
- Australian Change of Name Certificate (40 points)

Having trouble completing your verification?

VIEW OPTIONS

2 Start entering the details below.

Click 'Submit Details' after each source is entered.

Please select a source from the list on the left

greenID

Select an identify document from **Section 1**. **Section 2** will then ask you to provide information regarding the document you selected in section 1. You will be required to repeat this process, until you have verified 100 points of identity.

Once you have completed the 100 points verification, select the **Finish** button to move to the 3rd and final step.

QParents

Verify your identity

To verify your legal identity, you will need to provide 100 points of ID using a combination of identity document types from the list below.

100 % VERIFIED

1 Select which sources of identification you wish to use from the list below.

TELL ME MORE

- Queensland Driver's Licence (50 points)
- Medicare Card (20 points)
- Australian Passport (50 points)
- Australian Visa (Foreign Passport)
- Australian Citizenship Certificate (40 points)
- Australian Birth Certificate (50 points)
- Australian Marriage Certificate (40 points)
- Australian Change of Name Certificate (40 points)

2 Start entering the details below.

Click 'Submit Details' after each source is entered.

Verification Complete
All done. Now just click on 'finish' to complete your verification.

FINISH

Continue to [Registration Step 3. Create your account](#)

Don't have 100 points of ID?

If you only have 60 – 90 points of identity documents, you can still register online for QParents. However, you will need to complete an additional identity check at your school after you have completed the registration process. To register with 60-90 points of identification:

1. Verify your documents as per [Registration Step 2](#).
2. Once you have verified at least 60 points of ID, a notice appears at the bottom left of the screen.

Verify your identity

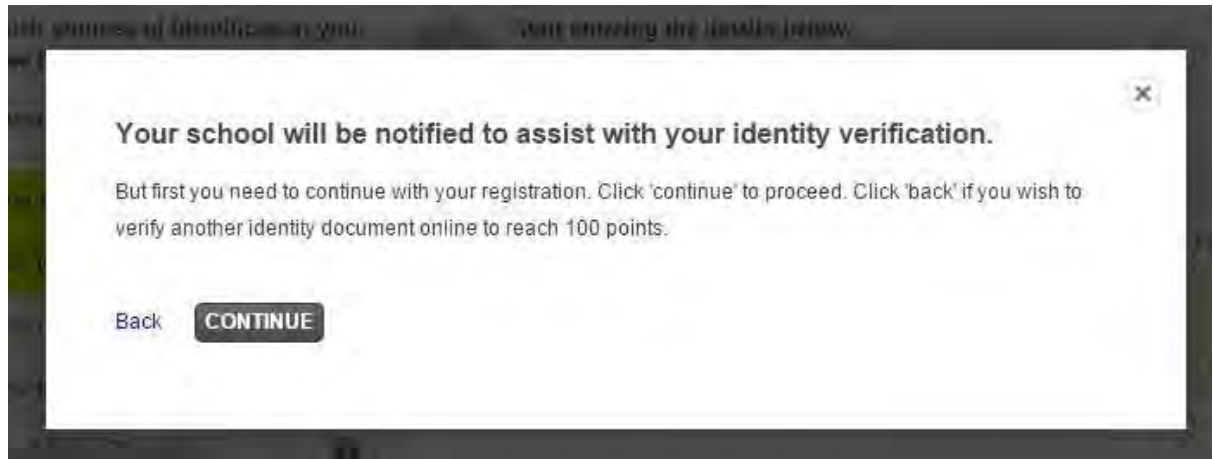
To verify your legal identity, you will need to provide 100 points of ID using a combination of identity document types from the list below.

The screenshot shows the 'Verify your identity' interface. At the top, a green progress bar indicates '70 % VERIFIED'. Below this, two numbered steps are shown: '1 Select which sources of identification you wish to use from the list below.' and '2 Start entering the details below. Click 'Submit Details' after each source is entered.' A 'TELL ME MORE' button is next to step 1. On the left, a list of ID sources is shown with checkboxes: 'Queensland Driver's Licence (50 points)', 'Medicare Card (20 points)', 'Australian Passport (50 points)', 'Australian Visa (Foreign Passport)', 'Australian Citizenship Certificate (40 points)', 'Australian Birth Certificate (50 points)', 'Australian Marriage Certificate (40 points)', and 'Australian Change of Name Certificate (40 points)'. On the right, the 'Medicare Card (20 points)' is marked as 'VERIFIED'. Below the list, a red box highlights a message: 'Having trouble reaching 100 points verification? Click 'Not Enough ID?' below.' with a 'NOT ENOUGH ID?' button. The 'greenID' logo is at the bottom left.

3. Click the **NOT ENOUGH ID?** Button.
4. Click on the message that then displays.

The screenshot shows a message box with a warning icon and the text: 'Having trouble reaching 100 points verification? Click 'Not Enough ID?' below.' Below this, a red box highlights the 'Not enough ID?' section, which contains the text: 'You can continue your registration, but you will need to attend your school for an additional check later.'

5. Click **CONTINUE** to proceed with the QParents registration process and continue to [Registration Step 3. Create your account](#). An email will be sent to you outlining the identity check you will need to undertake at your child's school.
6. Click **Back** if you want to try to verify another identity document online in order to reach 100 points.



If you have any questions or require some assistance, please contact 13 QGOV (13 7468).

Delegated Viewer Registration

A QParents Account Owner has invited you to become a Delegated Viewer of a Student's information, and you have been notified via email. Please read the instructions on the email.

Registration Step 1. Activate link

1. Click on the link supplied within the email to start the registration process. The QParents application will be displayed in your internet browser.
2. Please read the Privacy Statement and then click in the **Read and understood** checkbox. A ☒ will appear
3. Please read the QPDV Terms and Conditions, and when you are ready to proceed with the registration, click on the Accept Terms and Conditions checkbox. A ☒ will appear.

Privacy and T&Cs

Privacy Statement

Your privacy

The Queensland Government manages personal information in line with the [Information Privacy Act 2009 \(PDF, 839KB\)](#)

We are committed to protecting user privacy. We understand that visitors and users of the department websites and smartphone applications (apps) are concerned about their privacy, and the confidentiality and security of any information that is provided.

Information collected

Any personal information that you provide through the QParents website or app (collectively referred to as 'this website') will be used for the purpose of providing you with the services you have requested.

1 ☐ Read and understood

Website Terms & Conditions

Terms and conditions for the use of QParents, effective as of June 2014

Please read the following Terms and Conditions carefully before you agree to them, as they govern your access and use of QParents.

Definitions

DETE, us, we, the department - means the Department of Education, Training and Employment.

You, the customer - means the user of the service.

Your agreement

2 ☐ Accept Terms and Conditions

NOTE

You must check the boxes above to indicate you understand and accept both the Privacy Statement and the Website Terms and Conditions before you can continue.

3 Decline 4 Accept

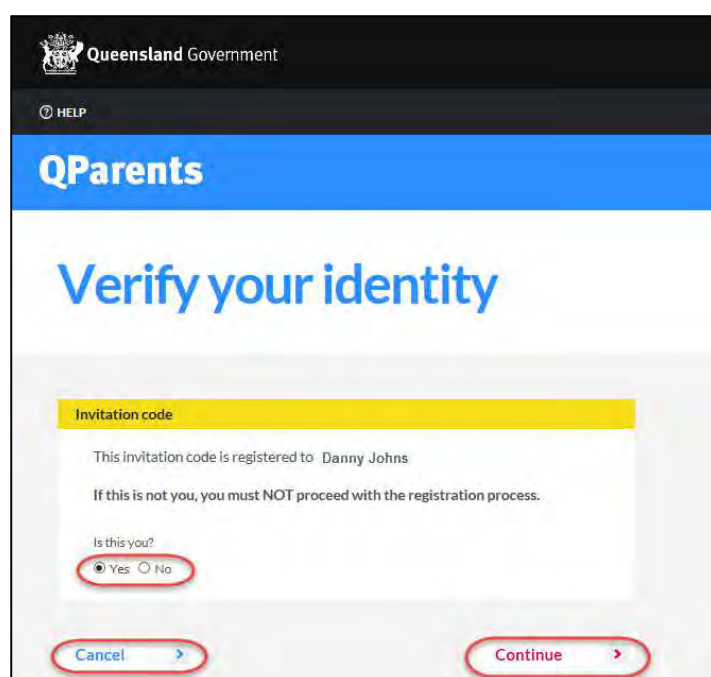
4. To cancel the registration process, select the **Decline** button.
5. Select the **Accept** button to continue the registration process.

Registration Step 2. Verify your identity

After selecting the Accept button, you are required to verify your identity. Please check that the name associated with the invitation code you have entered is your name. Select the **Yes** option and then select the **Continue** button.

If the name is not your name, please select **No**. This will end the registration process.

If you would like to cease the registration process, please select the **Cancel** button. You can start the registration process again at any time; however you will need to start from the beginning of the process.



If you have any questions or require some assistance, please contact 13 QGOV (13 7468).

Continue to [Registration Step 3. Create your account](#)

Registration Step 3. Create your account

The final step is to create your QParents account by nominating an email address to be used as your username, a password and a mobile phone number. The email address and mobile phone number may be used from time to time to allow QParents to send you relevant messages. This information will not be available to any of your student's schools.

Queensland Government Department of Education, Training and Employment

HELP

QParents

Create an account or login

If you do not have a QParents account, please create an account by entering the required details below.

If you already have a QParents account and are now adding a new role, please login using your email address and password.

Create an account

Email address

Password

Confirm your password

Mobile phone number

Or

Login

Email address

Password

Login

Cancel Submit

Give us your feedback

Once you have completed the information, select the **submit** button. An email will be sent to the nominated email address to allow you to confirm that that email address is valid. Follow the information that is provided in the email to finalise the registration process by confirming the email address. This confirmation is only valid for 30 days from the date it is issued. When you next log in, use your registered email address and the password you have selected.

Once you have completed this step your account is created. It will undergo a final approval at your school.

If you add your students to your account immediately, your school can approve your account and your request to add students at the same time. It is therefore recommended that you continue on to *Add a student* (see [Add a student to your account](#)).

Once you have created your account, it will undergo a final approval at your school. If you add your students as soon as you

You can select the **Cancel** button to cancel the registration process. You will need to start the registration process from the section **How to register with QParents** if you decide not to create a QParents account.

Step 1: My students page

The **My students** page is the first page you will see after logging in to QParents.

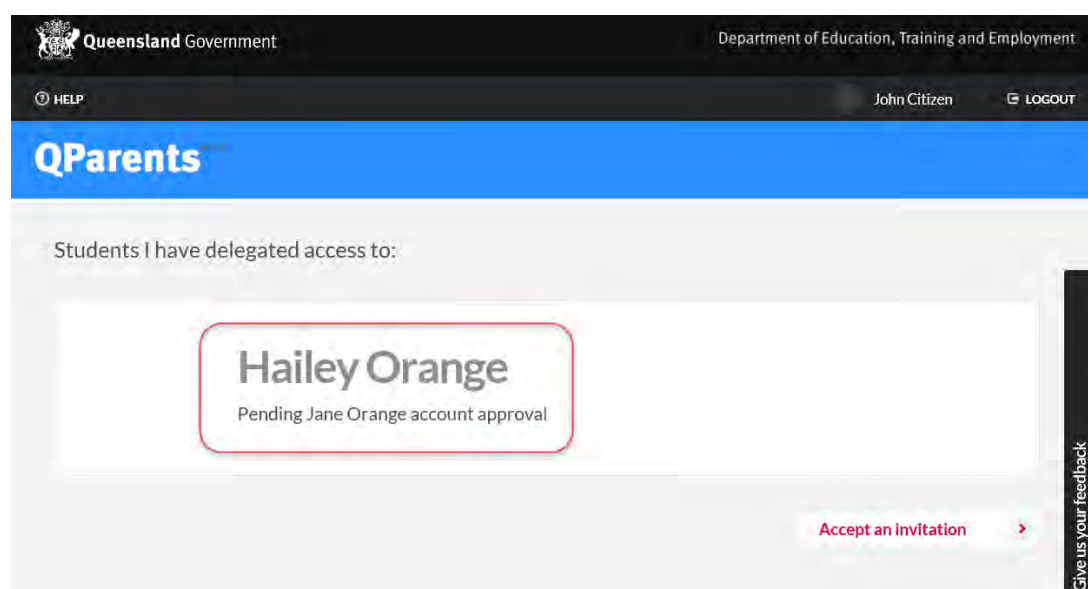
On this page you will see the child/ren's account that you can access as a QParents Portal Account Owner or view, if you are a QParents Portal Delegated Viewer.

QParents Delegated Viewer

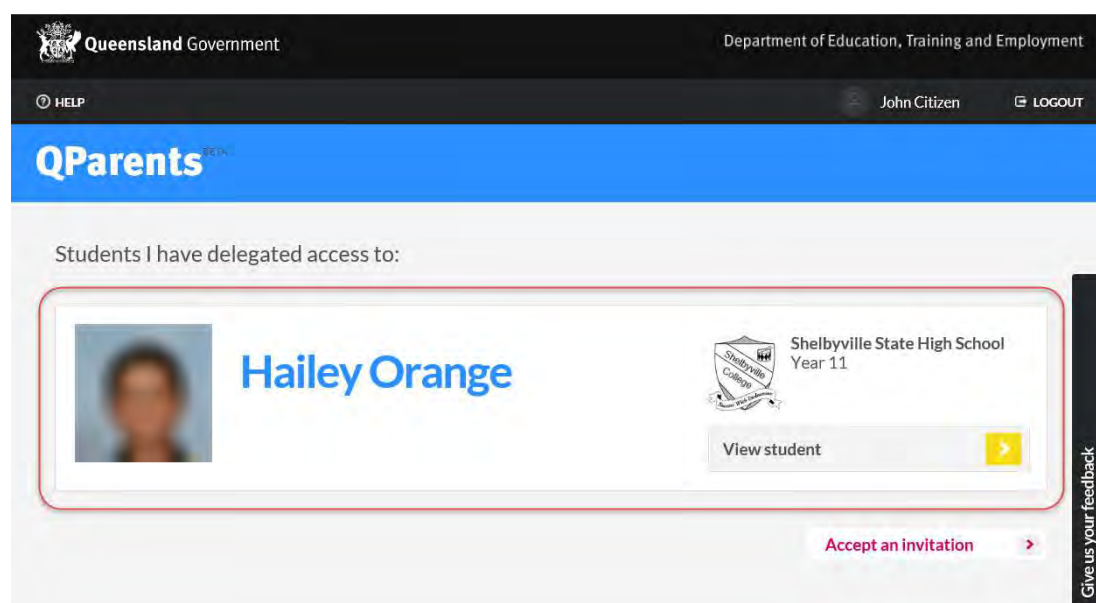
The following steps apply if you are a QParents Delegated Viewer

On your first visit to the **My students** page you will see that the student who you have been invited to be a Delegated Viewer for, is displayed, however this student will be pending approval.

If you do receive an Invitation Code for another student, from the Student's school, go to Step 2: Add a student to your account.



When the QParents Account Owner approves your registration, the student will be active for you to view and no longer pending.

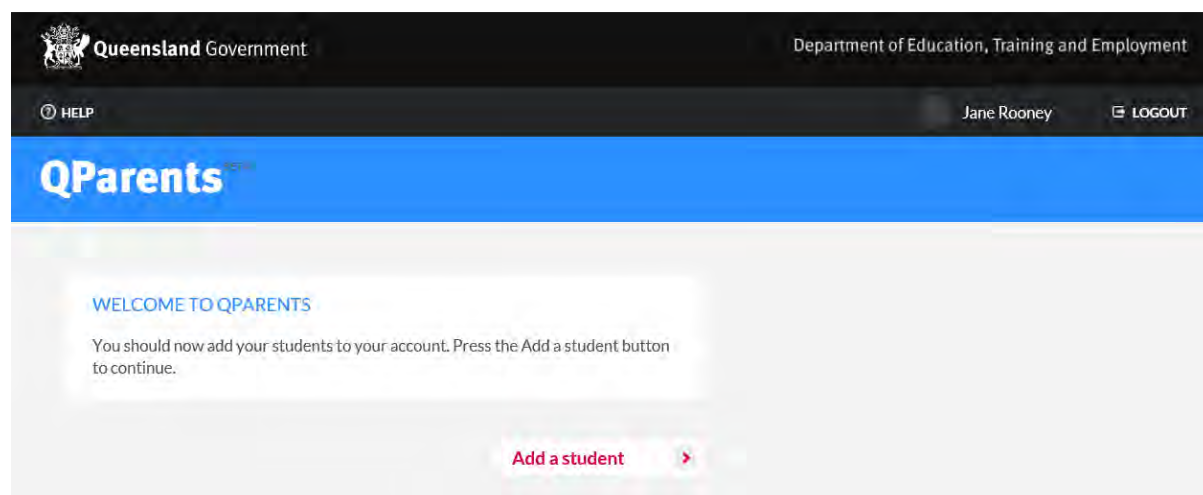


Go to [Step 3: Student dashboard](#)

QParents Portal Account Owner

The following steps applies if you are a QParents Portal Account Owner

On your first visit to the **My students** page you will see that there are no students linked to your account. Go to **Step 2** to add a student/s to your account.

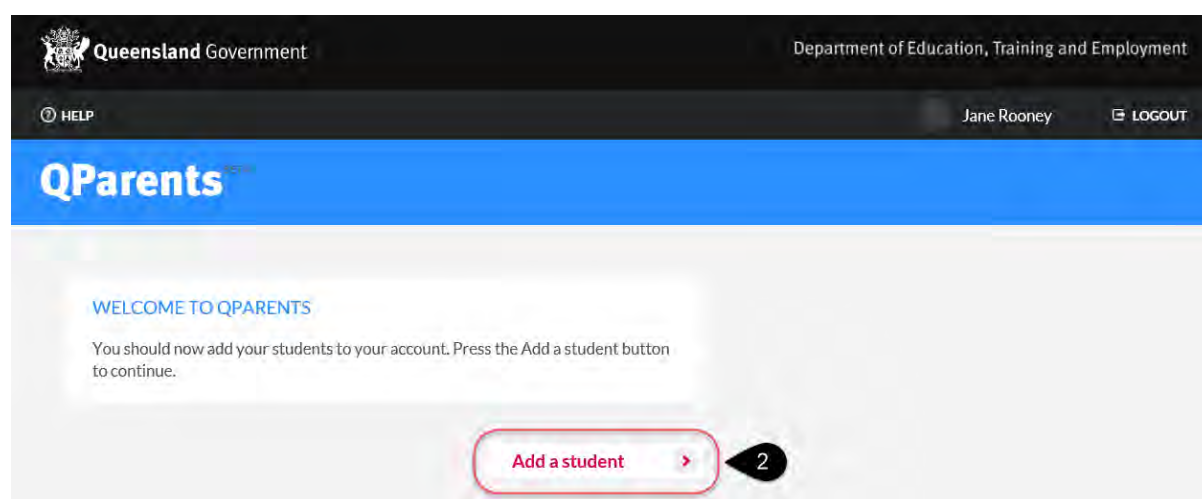


Step 2: Add a student to your account

Before you are able to view any information about a student you need to request that the student is added to your QParents account.

Follow these steps to add a student to your account.

1. Log in to your QParents account. The **My students** page will be displayed.
2. Select the **Add a student** button that is at the bottom of the page.



3. The **Add Student** page is displayed. You need to enter all of the requested information about the student to complete this step.

4. Enter the **EQ ID (Education Queensland Identification number)** for the student you are adding to your account. The EQ ID consists of 10 numbers and 1 character. It should be displayed on your student's ID card (numbers under the barcode), academic reports, school invoices, enrolment information and other school documents. Ask your school for your student's EQ ID if you cannot locate the number.

The screenshot shows the 'Add student' page on the QParents website. At the top is a blue header with the 'QParents' logo. Below the header is a section titled 'My students'. The main content area is titled 'Add student' and includes a sub-header 'Details of student to be added' in a yellow box. Below this are three input fields: 'EQ ID', 'Year level', and 'School'. Each field has a red border and a 'What is this?' link below it. To the right of each field is a black callout bubble with a white number: 4 for EQ ID, 5 for Year level, and 6 for School. At the bottom of the form are two buttons: 'Back' with a left arrow and 'Submit' with a right arrow. Both buttons have red borders and black callout bubbles with white numbers: 8 for Back and 7 for Submit.

5. Click on the down arrow and select the current **Year level** for the student you are adding.
6. Click on the down arrow to view the full list of **schools** using QParents. Select from the list the **School in which** the student is currently enrolled. If your student's school is not listed here the school is not currently using QParents and you cannot complete this process. Press the **Back** button to return to the **My Students** page.
7. Click the **Submit** button to send your request to the student's school. A message will appear on the **Add student** page informing you if the details you have entered match a student in the database. If the details you entered were incorrect a message is displayed to inform you that the request was unsuccessful.

Upon a successful match of information, a request is sent to the student's school to review your request, confirm the details and decide if they will add this student to your account. Please note: the processing time for reviewing your request is determined by the school and may vary from school-to-school.

8. If you wish to add another student, press the **Add Another Student** button and repeat the steps from **step 4 - 9**. Once you have completed adding students press the **Back** button.

9. If you wish to cancel this process and return to the **My Students** page click the **Continue** button.

QParents QLD

My students

Add student

Adding a student to your account will allow you to view the student's information. You will also be able to submit changes to some of the student's details.

Details of student to be added

EQ ID: 0015698700N ✓
[What is this?](#)

Year level: Year 6 ✓
[What is this?](#)

School: Shelbyville State School ✓
[What is this?](#)

STUDENT FOUND!

The details you have entered match student **Nicholas Stanley**. Your request has been submitted to Nicholas Stanley's school for approval. You will be able to access their information via QParents once the school has accepted your request. You will receive an email advising you when this has occurred.

If you have other students to add, you should do so now by pressing the **Add another student** button.

9 Continue **8** Add another student **7**

10. Students that you have recently requested to be added to your account will have the words **Pending Review** written beside their name (on the **My students** page). You are unable to view any information about the student until the school approves the request. Please note: the processing time for approving the request is determined by the school.

If your request to add a student to your account is approved by the student's school you will become the **QParents Portal Account Owner** for this student.

Once your student/s have been added to your QParents account you can start using QParents and enjoying the benefits of secure, online access to attendance details, behaviour information, report cards, timetables, invoices, payments and enrolment information. You are also now able to update your child's details, provide a reason for an absence and email your school. Go to **Step 3** and learn about the student dashboard.

Step 3: Student dashboard

When you click on a student from the **My students** page you will be taken to the **student dashboard** page.

Student information

On the **student dashboard** page you will see information about your student under the topics of timetable, attendance, behaviour, payments, reports and enrolment history.

Student dashboard elements

The screenshot displays the QParents student dashboard for a student named Manihi Orange. The interface includes a top navigation bar with the Queensland Government logo, the Department of Education, Training and Employment name, a user profile for Jane Orange, and a LOGOUT button. A blue header bar features the QParents logo, a notification bell with 7 alerts, and a 'Switch student' dropdown menu. A left sidebar contains icons for Overview, Timetable, Attendance, Behaviour, Payments, Reports, and Enrolment History. The main content area is divided into several sections: 1. Student Profile: Manihi Orange's name and photo, with a 'Manage student details' link. 2. School Information: Shelbyville State High School, Year 10, with a 'Contact school' link. 3. Behaviour: Latest event 'Helping others' on March 14, 2014, with a 'View all events' link. 4. Attendance: A circular progress indicator showing 94% attendance percentage and 3 days absent this year, with a 'View attendance history' link. 5. Timetable: A table showing Manihi's timetable for Thursday, including subjects like Form, English, Graphics, Arts, Health and Physical Education, and Mathematics. 6. Payments: An 'Outstanding' amount of \$405.00 with a 'View payments' link. 7. Reports: Latest report card for Semester One 2014, with a 'View reports & archive' link. 8. Footer: Copyright, Disclaimer, Privacy, Right to information, Accessibility, Jobs in Queensland Government, Other languages, and © The State of Queensland 1995-2014. A vertical 'Give us your feedback' button is on the right side.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents 7 Switch student

Overview 5

Timetable

Attendance

Behaviour

Payments

Reports

Enrolment History

Manihi Orange 1

Manage student details

Shelbyville State High School Year 10 2

Contact school 3

Behaviour 6

Latest event March 14, 2014

Positive Helping others

View all events >

Attendance 3 Unexplained Absences

94% Attendance percentage

3 days absent this calendar year

View attendance history >

Timetable

Manihi's timetable for the day:

Thursday

8:55 am-9:05 am Room D010 Form

9:05 am-10:15 am Room E009 English

10:45 am-11:55 am Room CDR2 Graphics

11:55 am-1:05 pm Room J002 Arts

1:50 pm-2:25 pm Room G003 Health and Physical Education

2:25 pm-3:00 pm Room F001 Mathematics

View timetable >

Payments 2 Payments due

Outstanding \$405.00

View payments >

Reports 4

Latest report card for Manihi:

Semester One 2014

View reports & archive >

Back

Give us your feedback

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Queensland Government

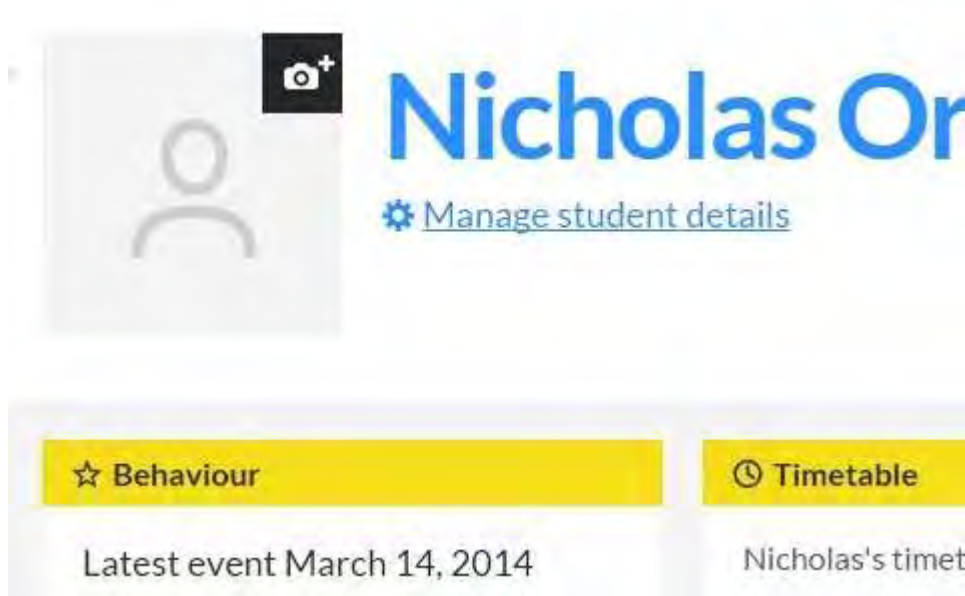
- 1 Student's name**
- 2 School details**
Click here to view the school's website.
- 3 Contact school link**
Click the link to email the school.
- 4 Student information**
Information is displayed under the yellow headings of:
 - Timetable
 - Attendance
 - Behaviour
 - Payments
 - Reports.
- 5 Navigation tabs**
These tabs are another way to navigate to the student information.
- 6 View Button**
Click on any of the view buttons to view additional information of the selected area :
 - Timetable
 - Attendance
 - Behaviour
 - Payments
 - Reports.
- 7 QParents Logo**
Click on the logo to return to the **My Students** page
- 8 Queensland Government and Department of Education, Training and Employment Links**
Click on any of the links to view information of the selected area:
 - Copyright
 - Disclaimer
 - Privacy
 - Right to Information
 - Accessibility
 - Jobs in Queensland Government
 - Other Languages

Go to [Step 4](#) and learn about Delegated Viewers and how to add a Delegated Viewer to your QParents account.

Student photo

You can personalise your QParents dashboard by adding a photo of your child if you wish to do so. You can either use your child's school photo, or upload one of your own. To do this:

1. Click on the photo placeholder next to your child's name:



2. You are presented with terms and conditions for uploading photos in QParents. If you agree to the terms, tick the checkbox and click **Accept**. Otherwise, click **Decline**.
3. You are presented with three options: **No Photo** (go to Step 4), **School Photo** (go to Step 5), or **Upload your own photo** (go to Step 8).



Student photo

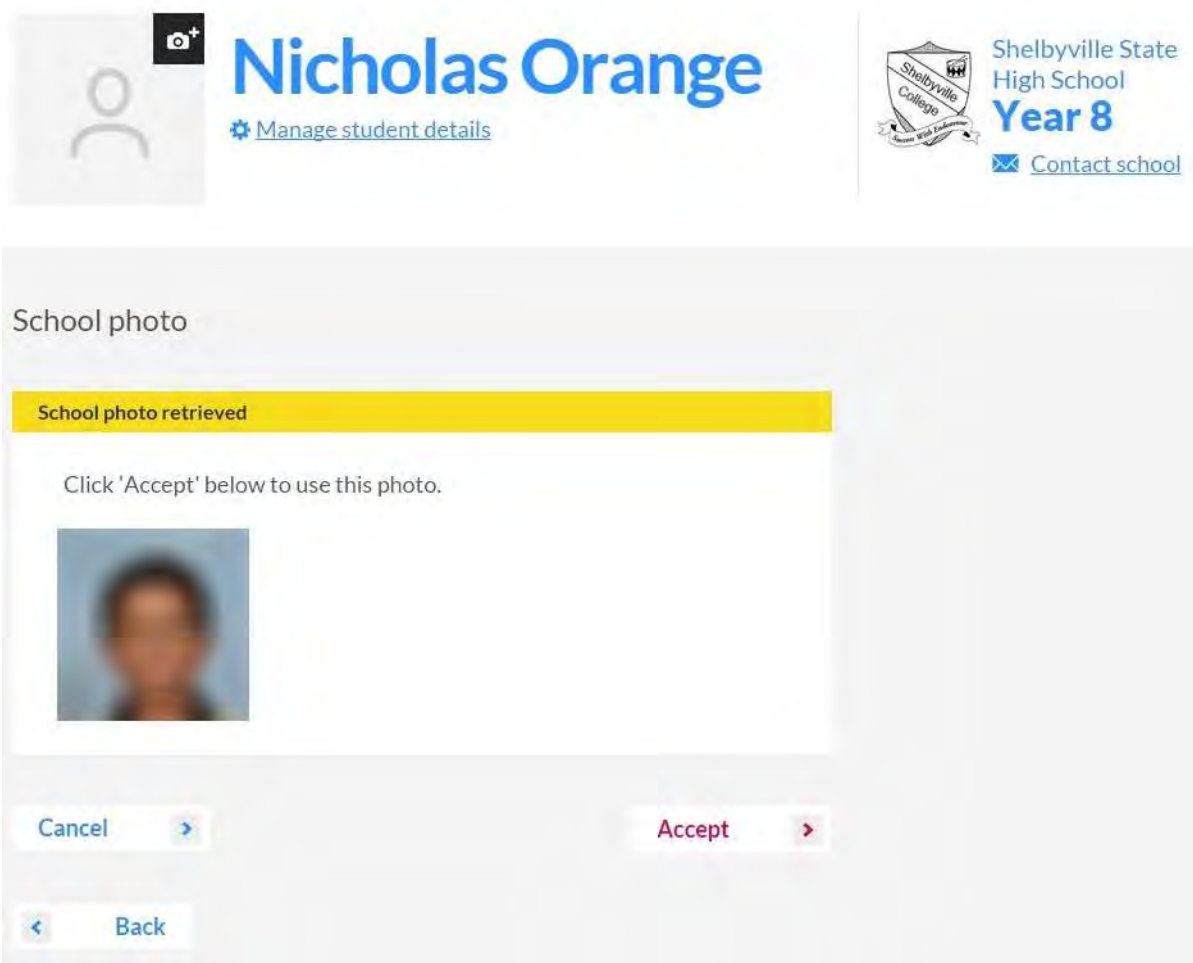
Student profile picture options

☐ No photo
or
☐ School photo
or
☐ Upload a photo from your computer

Cancel > Next >

4. If you decide you don't want to add a photo, select the **No photo** radio button and click **Next**. No photo will be added.

5. If you would like to use the photo that is in your child's school records, select the **School photo** radio button and click **Next**.
6. You are shown a preview of the school photo.



7. Click **Accept** if you would like to use that photo. Otherwise, click **Cancel** to cancel adding a photo, or click **Back** to upload your own photo instead.
8. If you would like to upload your own photo, select the **Upload a photo from your computer** radio button and click **Next**.
9. Click the **Select photo** button.

Upload photo

Upload a photo from your computer

Select photo ... >

Cancel >

Accept >


< Back

10. Locate and choose the photo you want to use from the files on your computer. Once you have selected it, a preview will be displayed.

Upload photo

Upload a photo from your computer

Select photo ... >



Cancel >

Accept >

< Back

11. Click **Accept** to use the photo you have chosen.

12. The photo will then be displayed in QParents.

The screenshot shows the QParents interface for a student named Nicholas Orange. At the top left is a small photo of a young man with curly hair. To his right is the name 'Nicholas Orange' in large blue font, with a link 'Manage student details' below it. On the top right is the 'Shelbyville College' logo and the text 'Shell High Year' with a mail icon. Below the header are three main sections: 'Behaviour', 'Timetable', and 'Payments'. The 'Behaviour' section shows 'Latest event March 14, 2014' and a 'Positive' button. The 'Timetable' section shows 'Nicholas's timetable for the day:' followed by 'Friday' in large red font, and a schedule entry for '8:55 am-9:05 am' in 'Room J012'. The 'Payments' section shows an information icon and the text 'There are c outstanding; for Nichola'.

Note: You can change your child's photo or choose to remove it at any time, by clicking on the photo and going through the process detailed from Step 3 above.

Step 4: Delegated Viewers

A Delegated Viewer is a person that the QParents Portal Account Owner has invited to view a student's information.

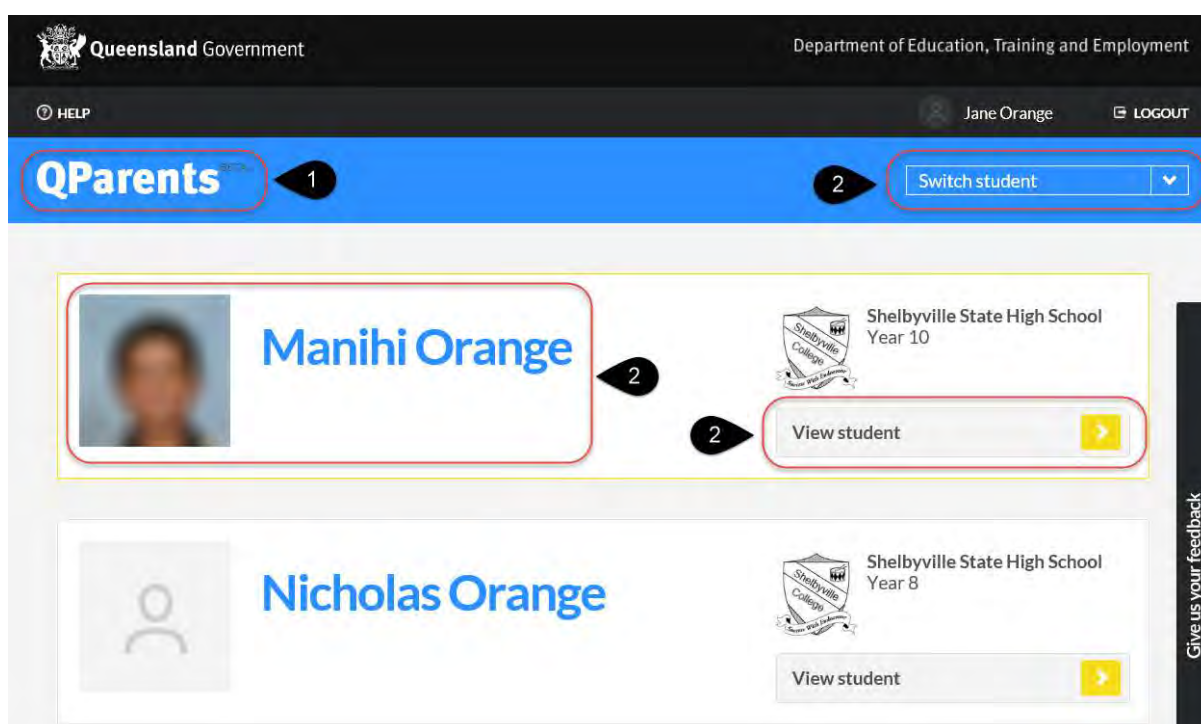
Delegated Viewers have **view only** access to the student information categories permitted by the QParents Portal Account Owner. A Delegated Viewer is not able to view the personal information of the QParents Portal Account Owner or the student.

A QParents Portal Account Owner can invite someone to become a Delegated Viewer, change what information categories a Delegated Viewer can view and remove a Delegated Viewer's access to a student's account.

Add a Delegated Viewer

Follow these steps to add a Delegated Viewer to a Student's account.

1. Login to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button.



3. Click on the **Manage student details** link found below the student's name.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents Switch student

Overview

Manihi Orange
Manage student details 3

Shelbyville State High School
Year 10
Contact school

Behaviour
Latest event March 14, 2014
Positive Helping others
View all events

Attendance 3 Unexplained Absences
94% Attendance percentage
3 days absent this calendar year
View attendance history

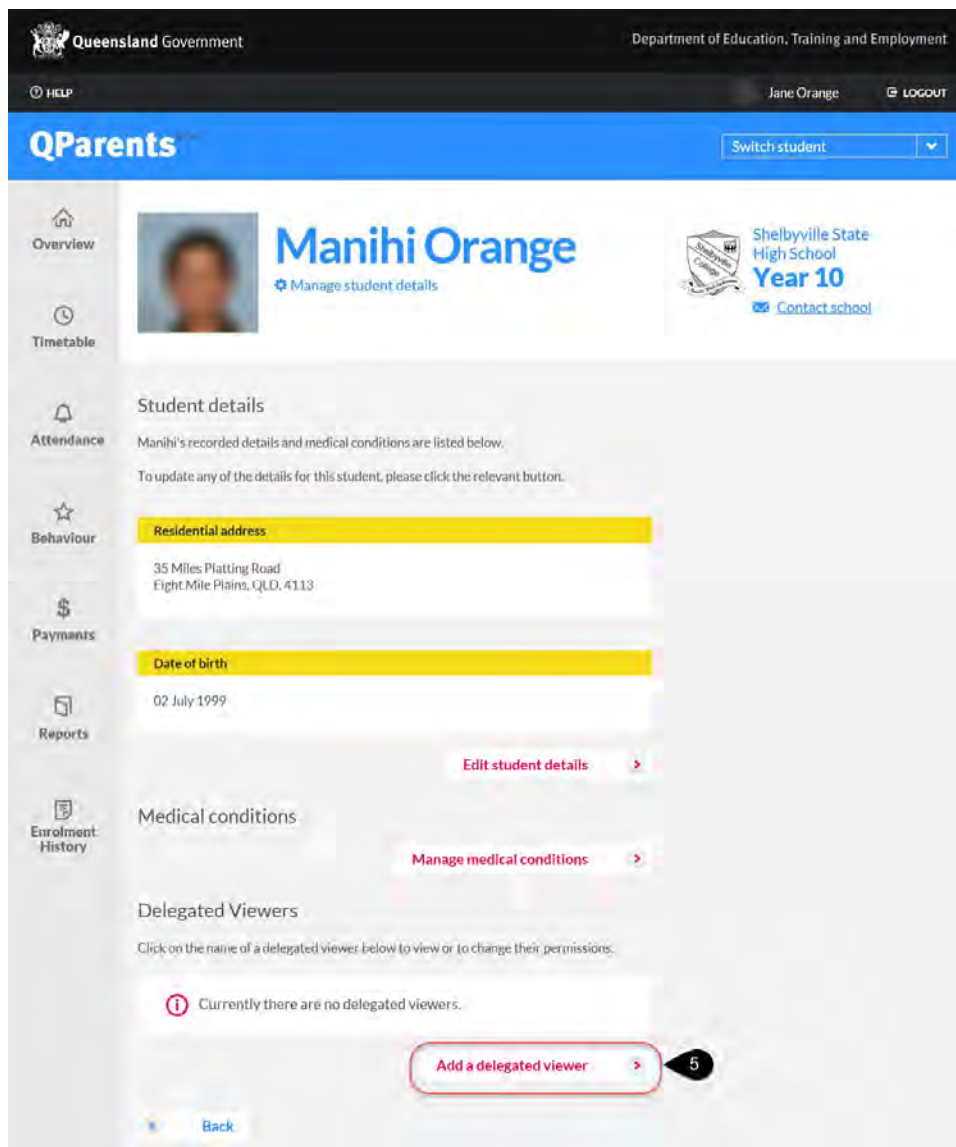
Timetable
Manihi's timetable for the day:
Thursday
8:55 am-9:05 am Room D010
Form
9:05 am-10:15 am Room E009
English
10:45 am-11:55 am Room CDR2
Graphics
11:55 am-1:05 pm Room J002
Arts
1:50 pm-2:25 pm Room G003
Health and Physical Education
2:25 pm-3:00 pm Room F001
Mathematics
View timetable

Payments 2 Payments due
Outstanding \$405.00
View payments

Reports
Latest report card for Manihi:
Semester One 2014
View reports & archive

Back

4. Scroll to the bottom of the **Student's Details** page to the **Delegated Viewers** heading.
5. Click on the **Add a delegated viewer** button.



6. The **Add a delegated viewer** screen will be displayed.
7. Enter the details of the Delegated Viewer.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents Switch student

Overview

Timetable

Attendance

Behaviour

Payments

Reports

Enrolment History

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Add a delegated viewer

Please enter the details of the person you would like to invite to view Manihi's school information.

All details below are required.

Delegated viewer to be added:

First Name

Last Name

Email

Select the student information to be visible to this delegated viewer

☐ Enrolment History

☐ Behaviour

☐ Attendance

☐ Timetable

☐ Finance

☐ Academic Reports

☐ Student Photo...

**You must select at least one to continue.*

10 Cancel **9** Send Invitation

Back

8. Tick the box of each information category that you wish to make visible to the Delegated Viewer. Any category viewable by the Delegated Viewer will have a ☒ beside it. To unselect the category, click on the category again. The tick will disappear and the ☐ will appear unticked.

Select the student information to be visible to this delegated viewer

- ☐ Enrolment History
- ☐ Behaviour
- ☐ Attendance
- ☐ Timetable
- ☐ Finance
- ☐ Academic Reports
- ☐ Student Photo

**You must select at least one to continue*

You can change the information viewable at any time by following the steps outlined under **Update Delegated Viewer details**.

9. Click the **Send invitation** button. This will send an email on your behalf from QParents telling the Delegated Viewer that you have invited them to view the student's information. Only your first and last name and the student's first and last name are contained within the email. No other personal details are included. You will also receive an email as a record of the delegation information you entered.
10. To return to the student's details page and to cancel the process of adding a delegated view, press the **cancel** button. Please note, if you have already pressed the Send invitation button, you will need to read the following sections: Update Delegated Viewer details and Change access to a Delegated Viewer
11. The **Student Details** screen is displayed with the newly added Delegated Viewer's status listed as **Invited**.

Delegated Viewers

Click on the name of a delegated viewer below to view or to change their permissions.

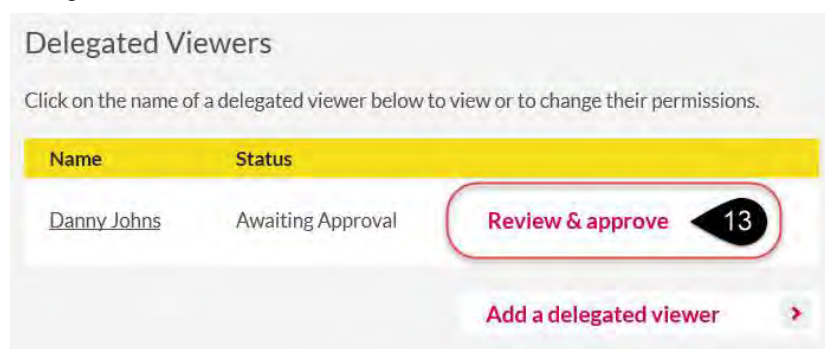
Name	Status
Danny Johns	Invited

[Add a delegated viewer](#)

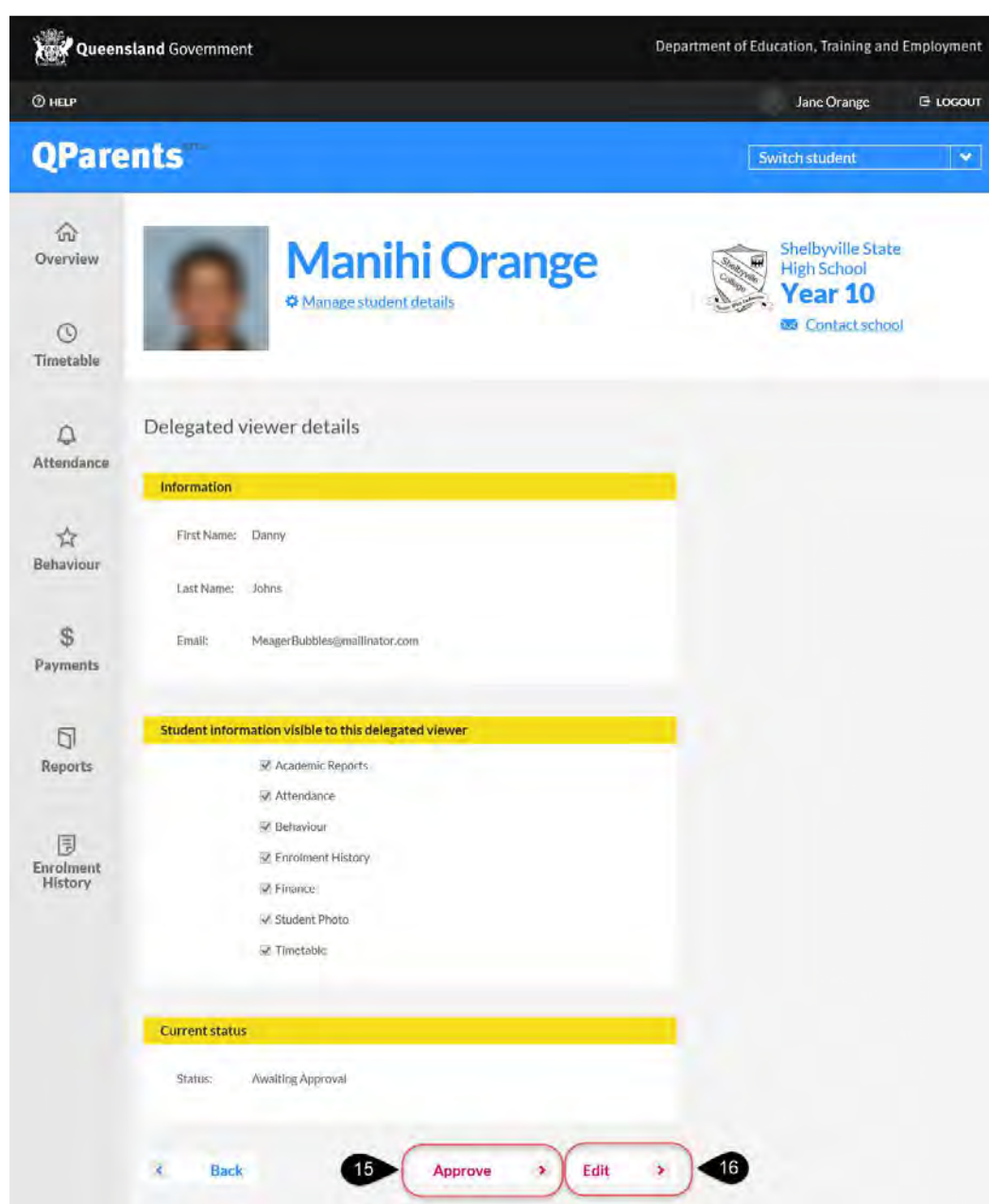
[Back](#)

12. To return to the student's dashboard click the **Back** button
13. Once the Delegated Viewer completes the registration instructions sent via the email invitation, you will receive an email advising that you are required to approve the Delegated Viewer's access. Once you have received this email, you are required to approve the Delegated Viewer's access.

On the **Students Details** screen, select the **Review and Approve** button next to the Delegated viewer



14. The delegated viewer details screen will appear.



15. Review the delegated viewer's details. If the details are correct and you wish to proceed with approving their view access of the selected student's details, select the **Approve** button. An email will be sent to the delegated viewer advising of this approval. When the delegated viewer next logs into QParents, they will be able to view the students information that you have made available.

16. If you wish to edit the delegated viewer's details, click the **Edit** button.

Select the student information to be visible to this delegated viewer

- ☒ Enrolment History
- ☒ Behaviour
- ☒ Attendance
- ☒ Timetable
- ☒ Finance
- ☒ Academic Reports
- ☒ Student Photo

Edit status

Status: Awaiting Approval

Cancel Submit

17. Update the student information that is visible to the delegated viewer. Tick the box of each information category that you wish to make visible to the Delegated Viewer. Any category viewable by the Delegated Viewer will have a ☒ beside it. To unselect the category, click on the category again. The tick will disappear and the ☐ will appear un-ticked.

18. If you wish to update the status of the Delegated Viewer from Awaiting Approval to Active, select the drop down arrow in the status. Updating the status to active approves the Delegated Viewer's access. This is the same as clicking the Approve button outlined in instruction step 15.

An email will be sent to the delegated viewer advising of this approval. When the delegated viewer next logs into QParents, they will be able to view the students information that you have made available.

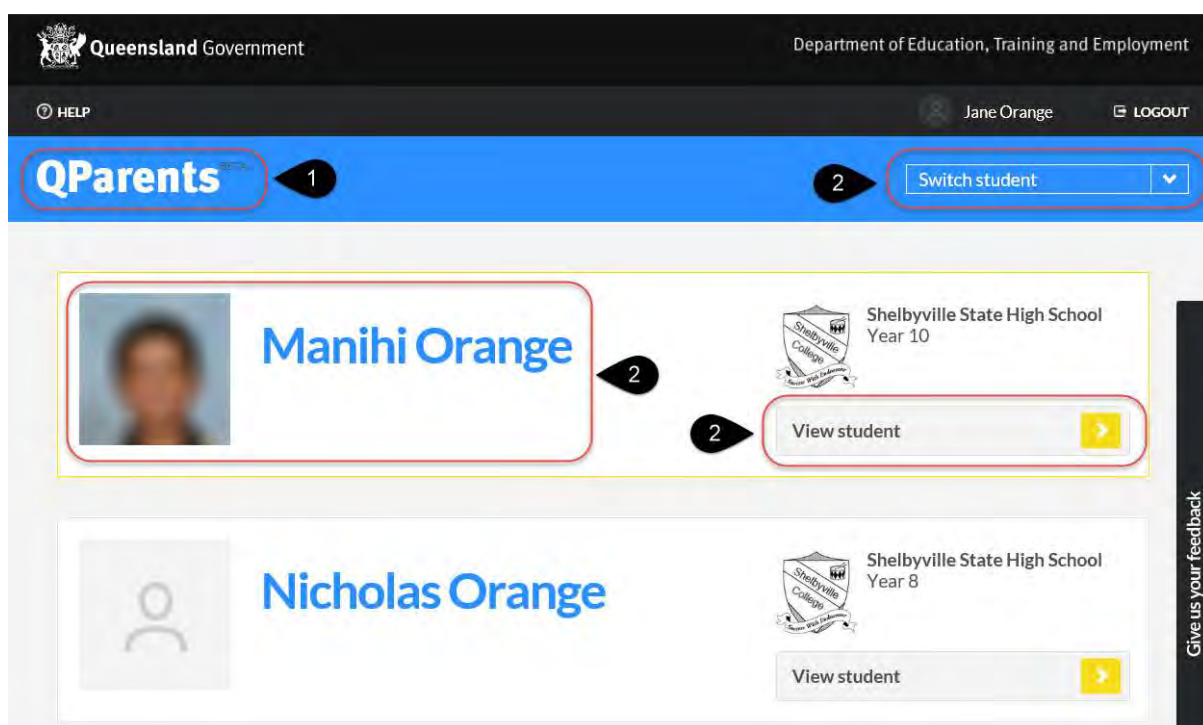
19. Click the **Submit** button to save all changes made.

20. If you wish to not save any changes, press the **Cancel** button

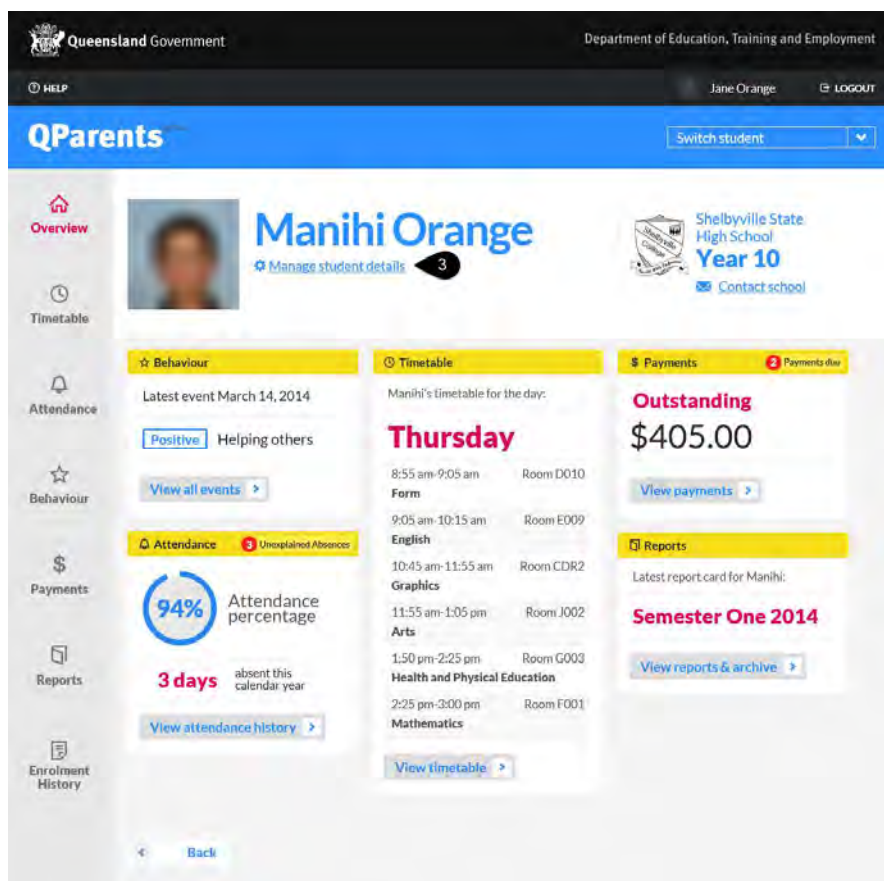
Update Delegated Viewer details

Follow these steps to update a Delegated Viewer's first name, surname and/or email address. A QParents Portal Account Owner is able to make these changes, and this option is only available if the delegated viewer status is invited.

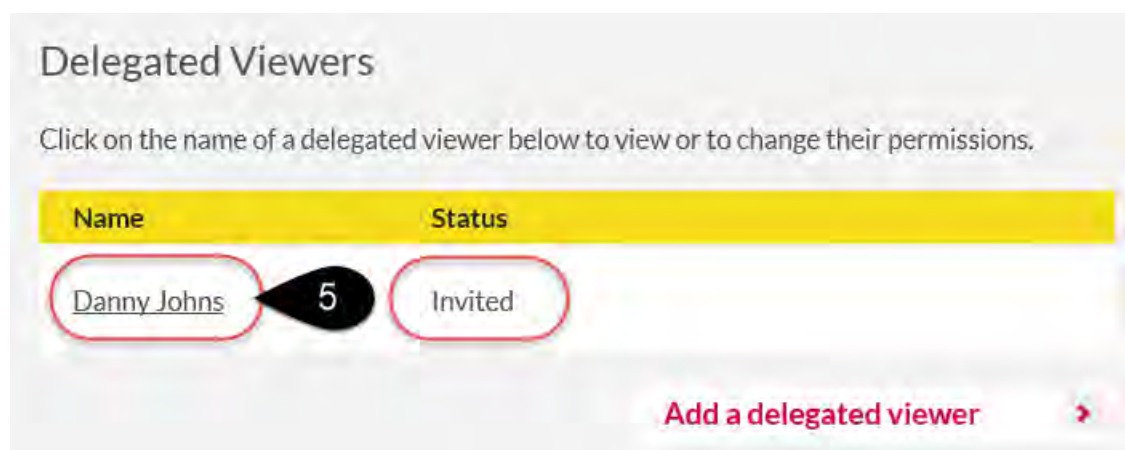
1. Login to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button.



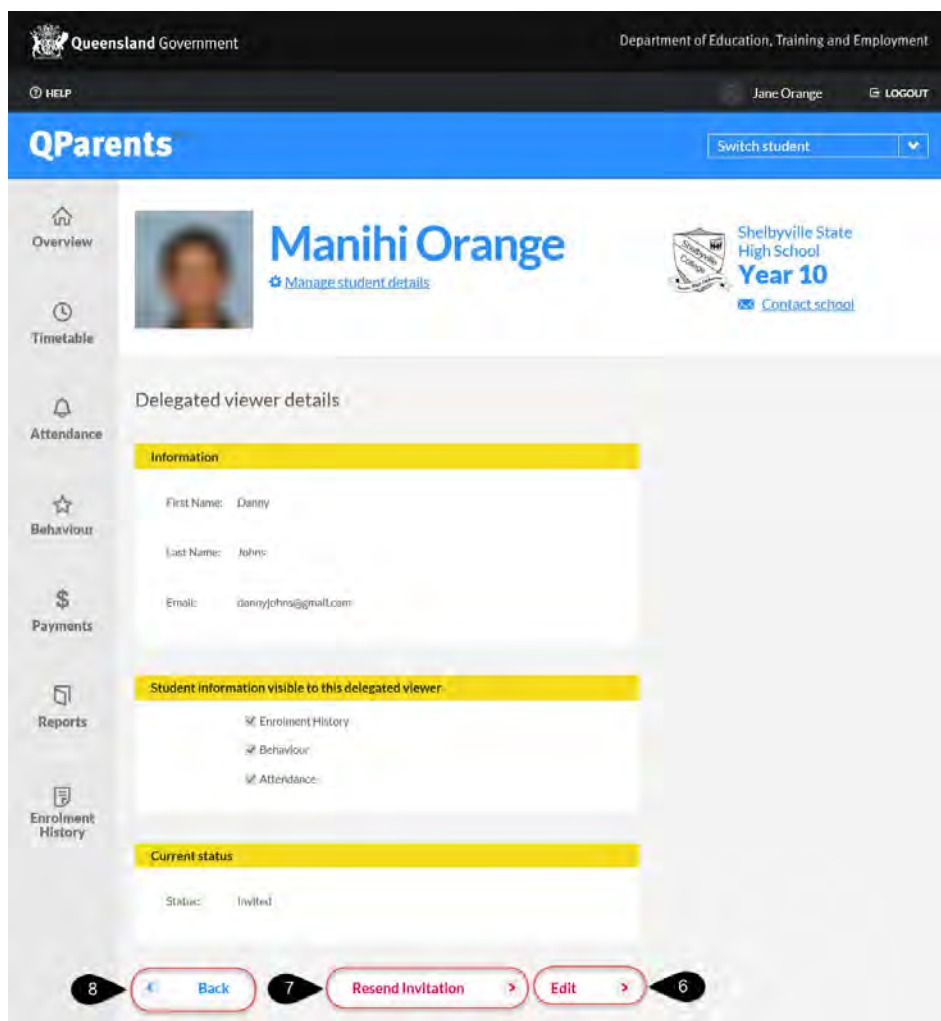
3. Click on the **Manage student details** link below the student's name.



4. Scroll to the bottom of the student's details page to the **Delegated Viewers** heading.
5. Click on the **Delegated Viewer's** name you wish to change. The delegated viewer's status field must be Invited, or you will not be able to change their first name, surname or email address.



The **Delegated Viewer's Details** page is displayed. All information on this page is view only.



6. To edit the delegated viewer's details, select on the **Edit** button. You can update the delegated viewer's first name, surname, email address, information visible to the delegated viewer, and the status of the delegate viewer.

If you wish to change the information visible to the delegated viewer, refer to the following section **Change Student Information Visible to Delegated Viewer**.

If you wish to change the status of the delegated viewer, refer to the section **Change Delegated Viewer Access**.

Delegated viewer details

Edit information

First Name:


Last Name:


Email:


Select the student information to be visible to this delegated viewer

☒ Enrolment History
☒ Behaviour
☒ Attendance
☐ Timetable
☐ Finance
☐ Academic Reports
☐ Student Photo

Edit status

Status: 

Cancel 

Submit 

If you wish to not save any modified information, select the **Cancel** button

Once you have completed the required changes, select the **Submit** button. It is important to note that the **Submit** button does not send a new email to the delegated viewer. Therefore it is important to select the **Resend Invitation** as described following instruction.

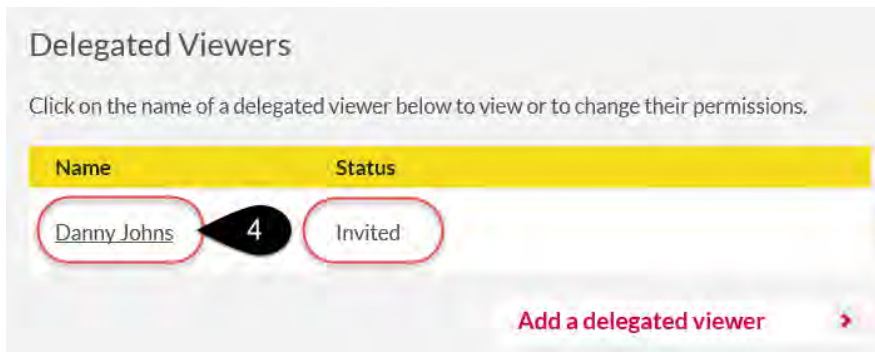
7. If you need to resend the invitation to the delegated viewer, select the **Resend invitation** button. This will send an email from the QParents application to the delegated viewer, informing them they have been invited to register with QParents and accept the invitation to be a delegated viewer of the nominated student's information.
8. Select the **Back** button to return to the **Manage student details** screen.

Change Student Information Visible to Delegated Viewer

Follow these steps to update the student information that is visible to a Delegated Viewer. A QParents Account Owner is able to make these changes.

Repeat steps 1 – 4 from the previous section **Update Delegated Viewer Details**

4. Click on the **Delegated Viewer's** name you wish to update.



5. The **Delegated Viewer's Details** page is displayed. All information on this page is view only. Select the **Edit** button. The Delegated Viewer's information is now able to be edited.

6. Update the student information that is visible to the delegated viewer. Tick the box of each information category that you wish to make visible to the Delegated Viewer. Any category

viewable by the Delegated Viewer will have a ☒ beside it. To unselect the category, click on the category again. The tick will disappear and the ☐ will appear un-ticked.

7. If you wish to not save any modified information, select the **Cancel** button
8. Once you have completed the required changes, select the **Submit** button. It is important to note that the **Submit** button does not send a new email to the delegated viewer.

Change Delegated Viewer Access

Follow these steps to change the access of a Delegated Viewer. Please note: only a QParents Portal Account Owner is able to make these changes.

Follow steps 1 – 6 under **Update Delegated Viewer details** in this guide (see previous heading).

7. Select the drop-down arrow to reveal the 3 options :
 - Active – Approves the Delegated Viewer's access to the student information selected
 - Remove – Removes the Delegated Viewer's access to the student information. This also deletes the Delegated Viewer's information from the QParents Account Owners account. All details of the Delegated Viewer will need to be added again if you wish the Delegated Viewer to have access to a student's information
 - Block – Blocks the Delegated Viewer's from seeing any of the student's information, however leaves the Delegated Viewer's information with the QParents Account Owners account.

Delegated viewer details

Edit information

First Name:

Last Name:

Email:

Select the student information to be visible to this delegated viewer

☒ Enrolment History
☒ Behaviour
☒ Attendance
☐ Timetable
☐ Finance
☐ Academic Reports
☐ Student Photo

Edit status

Status:

↓

Cancel >

Submit >

Select the appropriate Status option that you wish to change the delegated viewer to.

8. Select **Submit** to save your changes.
9. Select **Cancel** to return to the **Manage student details** screen

Go to [Step 5](#) and learn how to email your school or go to [Step 14](#) to learn how to logout of your QParents account.

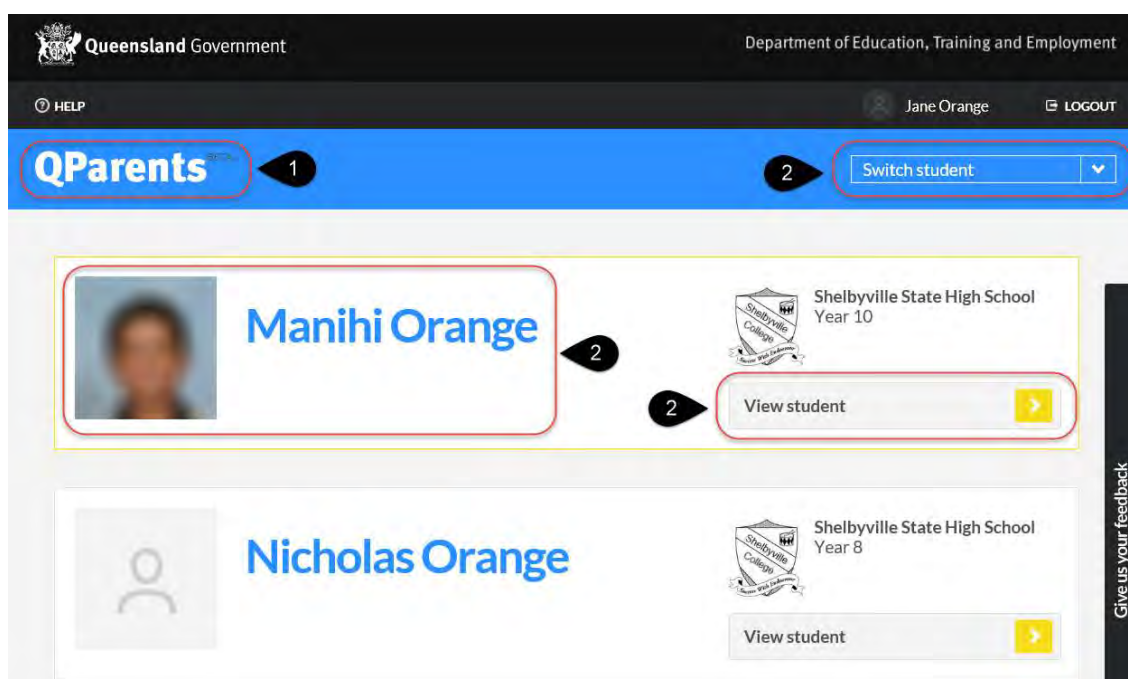
Step 5: School communication

You can email your student's school from QParents.

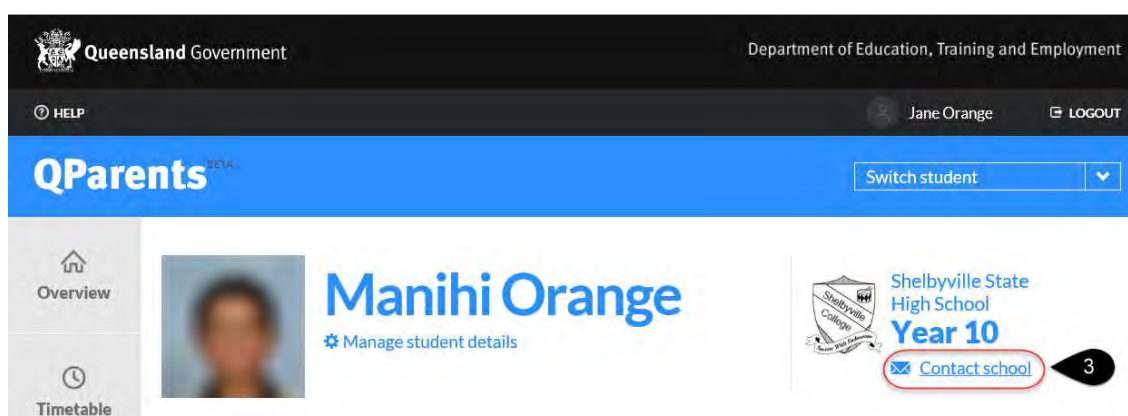
Please note: to be able to send an email to the school from this link, you must have a mail application (such as Microsoft Outlook or Apple mail) installed on your computer/device.

Follow these steps to send an email to the student's school.

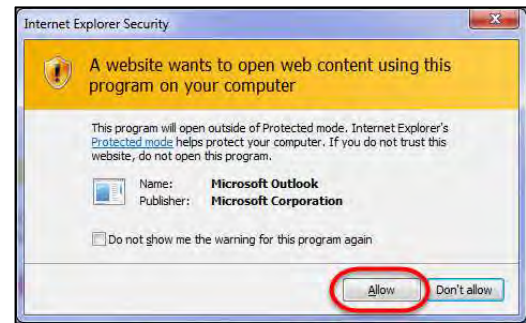
1. Login to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button.



3. Click on the **Contact School** link on the **student dashboard**.



4. A security message may appear from your web browser application. Select **Allow**. This will allow QParents to open a new email within your email application.



5. A blank email will open with the school's email address within the **To** field. You can now write and send your email to the student's school.

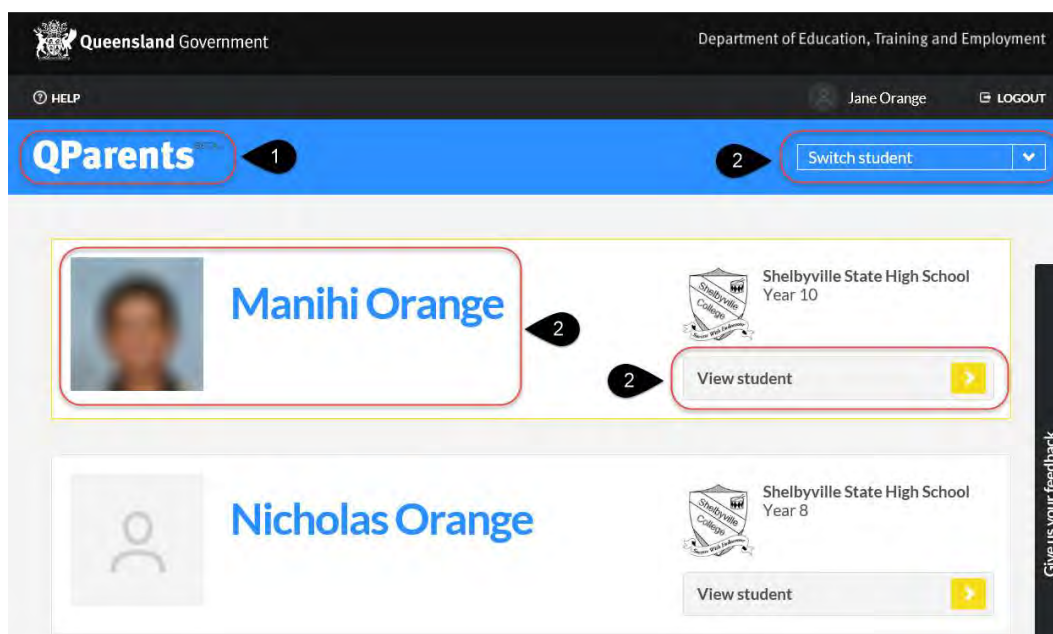
Go to [Step 6](#) and learn how to edit a student's details or go to [Step 14](#) to learn how to logout of your QParents account.

Step 6: Edit student details

QParents Portal Account Owners can notify their student's school of changes to their student's personal details.

Follow these steps to notify your school of any changes to your student's details.

1. Log in to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button.



3. Click on the **Manage student details** link found below the student's name.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents Switch student

Overview

Timetable

Attendance

Behaviour

Payments

Reports

Enrolment History

Manihi Orange

Manage student details 3

Shelbyville State High School Year 10

Contact school

Behaviour

Latest event March 14, 2014

Positive Helping others

View all events

Attendance 9 Unexplained Absences

94% Attendance percentage

3 days absent this calendar year

View attendance history

Timetable

Manihi's timetable for the day:

Thursday

8:55 am-9:05 am	Room D010
Form	
9:05 am-10:15 am	Room E009
English	
10:45 am-11:55 am	Room CDR2
Graphics	
11:55 am-1:05 pm	Room J002
Arts	
1:50 pm-2:25 pm	Room G003
Health and Physical Education	
2:25 pm-3:00 pm	Room F001
Mathematics	

View timetable

Payments

Outstanding \$405.00

View payments

Reports

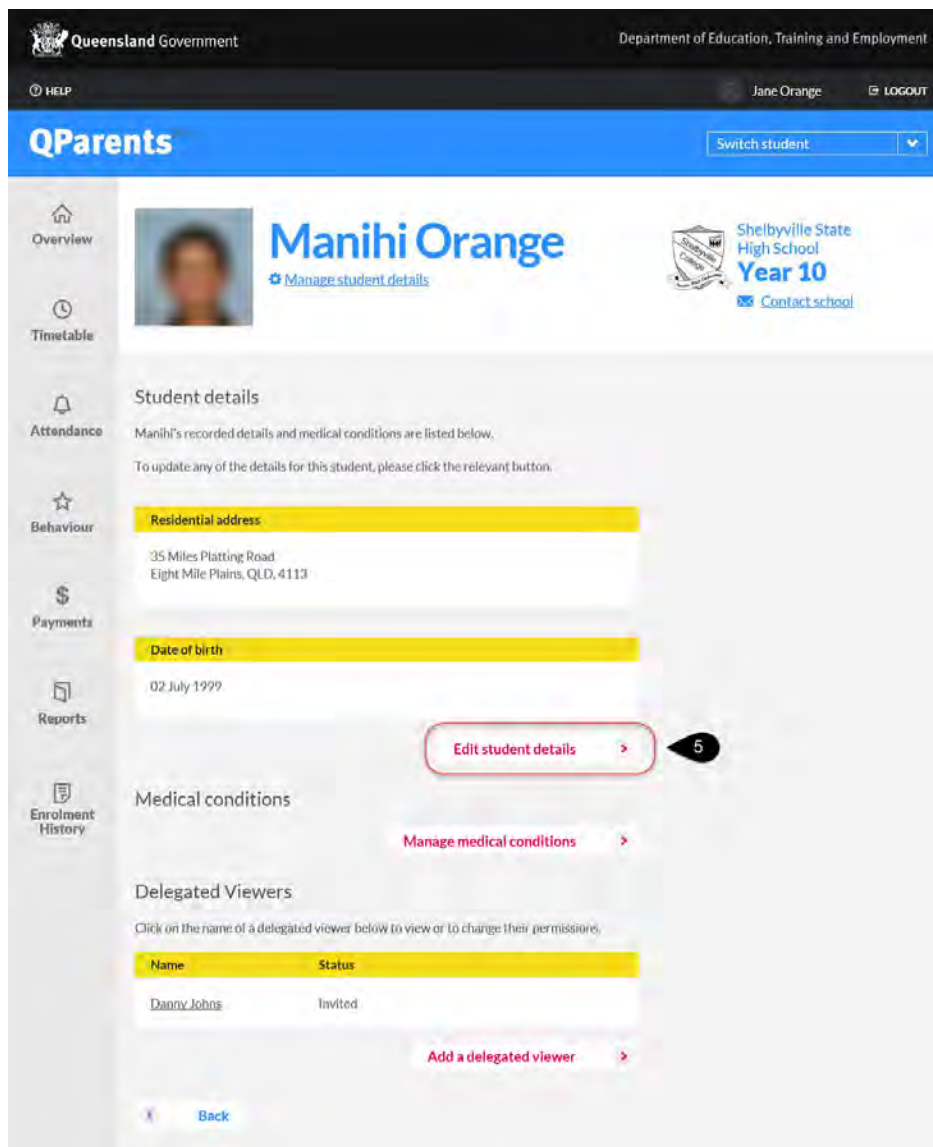
Latest report card for Manihi:

Semester One 2014

View reports & archive

Back

- The **Student Details** page will be displayed.
- To make changes to the Student residential address, postal address or date of birth, press the **Edit Student Details** button.



6. The **Student Details** screen is displayed.
7. Enter in the changes you wish to make for the student's residential address.

Student details

Please update any of the details below. All information below is required unless stated as optional.

Residential address

Unit/house and street: 7

Street address 2 (Optional):

Town/City:

State:

Postcode:

☒ The Residential address above is also my postal address 8

8. If the student's postal address is the same as their residential address there is no need to enter a postal address. Simply click on the **Residential address above is also my postal address** box. A ☒ will appear in the box.
9. If the student's postal address is different from their residential address, un-tick the box. The postal details fields will now be displayed and you can enter the postal address. All student mail will now be sent to their postal address.

Residential address

Unit/house and street: 35 Miles Platting Road

Street address 2 (Optional):

Town/City: Eight Mile Plains

State: QLD

Postcode: 4113

☐ The Residential address above is also my postal address

Postal address

All school mail will be sent to your postal address and not your residential address.

Unit/house and street:

Street address 2 (Optional):

Town/City:

State:

Postcode:

10. If at any time the student's postal address becomes the same as their residential address, simply tick the **Residential address above is also my postal address** box and the postal information will be removed. All student mail will now be sent to their residential address.
11. To update the student's date of birth, enter the correct date of birth, in the format of dd/mm/yyyy (d = day, m = month, y = year). For example, for a student born on the 1 August 2001, you would enter 1/08/2001. For a student born on the 10 November 2003, you would enter 10/11/2003.

Date of birth

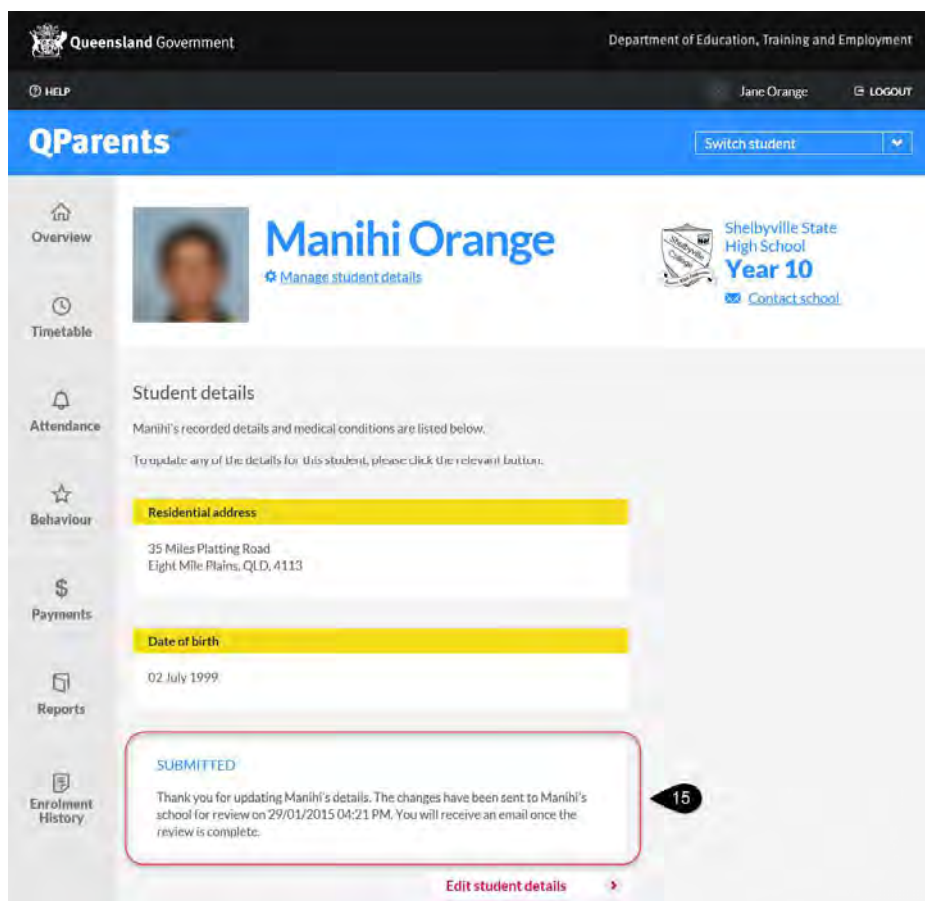
Date of birth (DD/MM/YYYY): 02/07/1999

12. You can also use the calendar to enter the date. Click in the **date of birth** field and the **calendar** will appear. To scroll through the months, either click on an arrow or click on the month (e.g. August) and a list of all months will appear. Select the month you require. Click on the year, and a list of years will appear. Select the year you require.

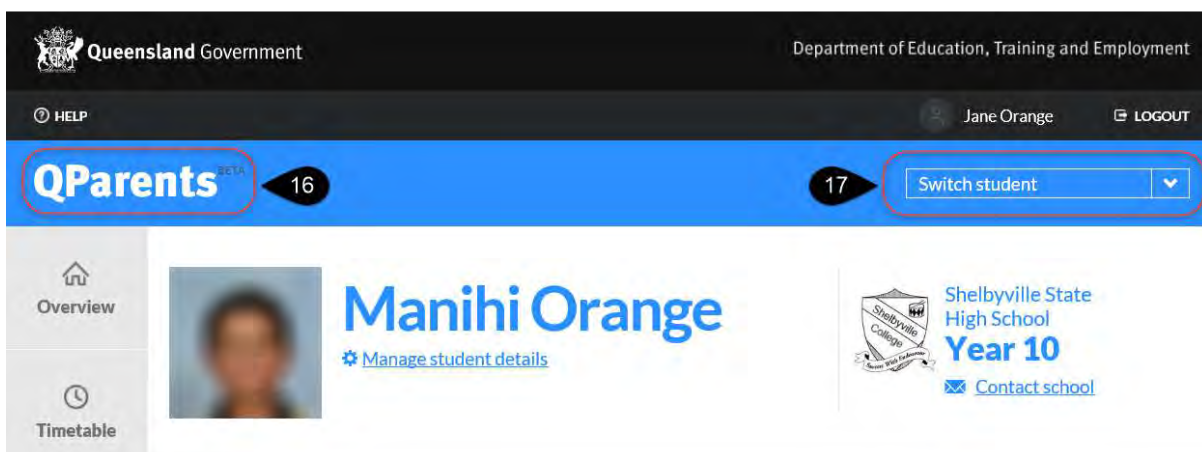
13. If at any time you wish to cancel the process, press the **Cancel** button and no changes will be sent to the student's school.
14. Once you have completed all of your changes press the **Submit** button. Your student's school will be notified of the changes to the details and will review the changes before the student's record is updated. An email will also be sent to your registered email account providing a brief outline of the changes you have requested. Once the student's school has accepted your requested changes, a second email will be sent to your registered email account, advising the outcome.



15. The new details will not appear on the **Student Details** page, until the student's school has approved the changes. The student's school is required to verify that all information entered is correct before accepting the requested changes. A message will appear on the **Student Details** page providing the date and time a change request was submitted to the student's school. Once the change(s) have been approved by the student's school, this message will no longer be displayed and the new details will be seen under the student's details.



16. To return to the **My Students** page, select the QParents logo at the top of the screen, or select the **back** button at the bottom of the screen.



17. To view the Student Dashboard of any student registered to your account, click on **Switch Student** and select the student's name from the list.

Update Student Medical Conditions

In QParents, you can inform the school of a medical condition that your student may have. To utilise this function you must be a QParents Portal Account Owner. Please note this will only start the notifications process. You may be required to undertake further follow-up with the school depending on the medical condition selected.

Follow these steps to update your student's medical conditions.

Follow steps 1 – 4 under **Enter Student Details** in this guide (see previous heading).

5. Select the **Manage medical conditions** button

The screenshot shows the QParents portal interface. At the top, the Queensland Government logo and Department of Education, Training and Employment are visible. The user is logged in as Jane Orange. The main header is blue with the QParents logo and a 'Switch student' button. A left sidebar contains navigation links: Overview, Timetable, Attendance, Behaviour, Payments, Reports, and Enrolment History. The main content area displays student details for Manihi Orange, including a profile picture, name, and school information (Shelbyville State High School Year 10). Below the student details, there are sections for 'Residential address' (35 Miles Platting Road, Eight Mile Plains, QLD, 4113) and 'Date of birth' (02 July 1999). A 'SUBMITTED' message indicates that the changes have been sent to the school for review. At the bottom, there are two buttons: 'Edit student details' and 'Manage medical conditions'. A callout bubble with the number 5 points to the 'Manage medical conditions' button.

6. The Medical Conditions screen will appear.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA Switch student ▼

Overview Timetable Attendance Behaviour

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Medical conditions

Manihi has no recorded medical conditions.

Back Add medical condition

If the student has any previously reported medical conditions they will be listed, else a message stating no medical conditions have been recorded will be displayed.

Medical conditions		
Advised date	Medical condition	Current
21 September 2014	Asthma	<input checked="" type="checkbox"/>

- To add a medical condition, select the **Add medical condition** button.
- The Medical conditions screen will appear. Select the down arrow to display a list of **medical conditions**. Pick the medical condition you wish to add to your student's details.

Depending on the medical condition that you have selected, a details box may appear. Please enter in any information you can provide regarding this medical condition for the student.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA Switch student

Overview Timetable Attendance Behaviour

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Medical conditions

Advised date	Medical condition	Current
30 January 2015	<input type="text" value=""/>	<input checked="" type="checkbox"/>

Back Add another medical condition Submit

9. A tick ☒ will automatically appear within the **Current** box indicating the condition is still current. To remove the tick, click the box again. This will mean the medical condition is not current, however will still be recorded for the student.
10. If you wish to add another medical condition, press the **Add another medical condition** button. A new line will be displayed for you to enter in the medical condition. Keep repeating this process until you have entered all medical information.
11. Once you have finished entering all medical conditions, press the **Submit** button. The newly entered medical conditions are then sent to the student's school for review and if necessary, further follow-up will be required. Once accepted, the medical conditions will be displayed under the student's details. An email will be sent to you advising of the medical conditions you have added to the student's record.
12. Press the **Back** button to return to the Student Details screen.

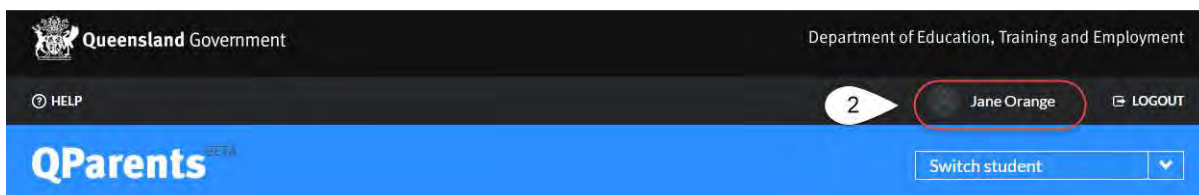
Go to [Step 7](#) and learn how to update your details or go to [Step 14](#) to learn how to logout of your QParents account.

Step 7: Update my details

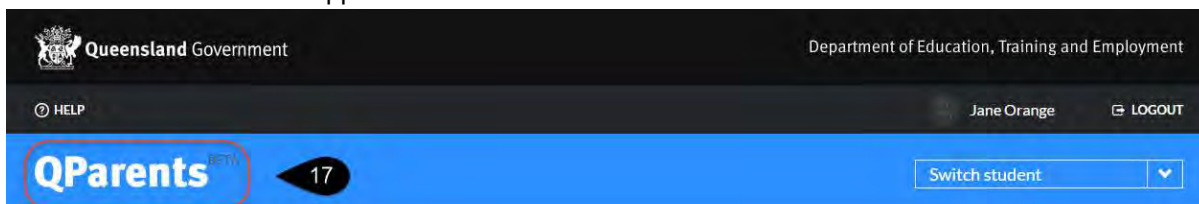
In QParents, you can notify your student's school of changes to your current email address and phone numbers. This feature is available to everyone using QParents.

Follow these steps to notify the school of a change to your details.

1. Login to your QParents account. The **My Students** page will be displayed
2. Click on your name, which is located on the right hand side of the screen. (this can be done from any page within QParents).



3. The **My details** screen is displayed and your current information is displayed. **To update your email address**, click on the **Edit** located next to the email address. The Edit QParents email address screen will appear.



My details

Please click the Edit button to update any of the details below.

QParents contact details

QParents may need to send an SMS message or an email message to you to ensure the security of your account. The following contacts are used for this purpose and they should be kept up-to-date.

Email: *jane.orange@gmail.com* Edit > 3

Mobile: *no mobile number has been provided* Edit > 8

QParents account password

You can change the password that you use to log in to QParents here.

Change my password > 12

< Back 17

Edit QParents email address

This email address is used to authenticate you when you log in to QParents as well as sending you notification emails. You should therefore make sure that it is an email address you check regularly.

Email address

Your current email address is jame.orange@gmail.com.

New email address

4

QParents password

5

Cancel

7

Submit

6

4. Enter your new email address.
5. You are required to enter you existing QParents password. This verifies authenticity of the update request.
6. Once you have completed press the **Submit** button. A message will appear informing you that instructions have been sent to your new email address. It is important that you read and follow the instructions emailed to you. Once you have completed the instructions provided in the email, your new email address will be activated as your QParents login email address as well as receive all QParents notifications

You will also receive an email to your old email address advising that a change in email address has been requested. This email is for your information only.

Press the **back** button to return to your My Details screen.

7. Press the **Cancel** button to return to your My Details screen and not submit any changes to your email address.

Update mobile information

8. To update **your mobile information**, click on the **Edit** button next to your mobile number. The Edit Mobile Number screen will appear.

Edit QParents mobile number

This mobile phone number will be used if QParents needs to send you a code to help confirm your identity.

Mobile number

Mobile number

e.g. 0401 111 111

9

Cancel

11

Submit

10

9. Update your mobile number. The mobile phone number must be in the correct format e.g. 0401 111 111 (Australian Mobile Number) or for International Mobile Numbers must be prefixed with a + and drop the first '0' and add the International Country Code (e.g. +1 401 111 111 for US mobile numbers)
10. Once you have completed press the **Submit** button. A message will appear informing you the new mobile number has successfully been saved. Press the **back** button to return to your My Details screen. An email will be sent to your QParents registered email address confirming the update has been processed.
11. Press the **Cancel** button to return to your My Details screen and not submit any changes to your mobile number.

Update password

12. To update **your password**, click on the **Change My Password** button. The Change Password screen will appear

Change password

13. Enter your current QParents password
14. Enter your new password. Your password must be at least 8 characters and contain one of the following: ! ? @ # \$ % ^ & * - + = : ; , .
You must confirm your new password before pressing the Submit button
15. Once you have completed press the **Submit** button.
16. Press the **Cancel** button to return to your My Details screen and not submit your password change.
17. To return to the **My Students** page, click the QParents logo at the top of the screen, or click the **Back** button.

Go to [Step 8](#) and learn how to view and print your student's timetable or go to [Step 14](#) to learn how to logout of your QParents account.

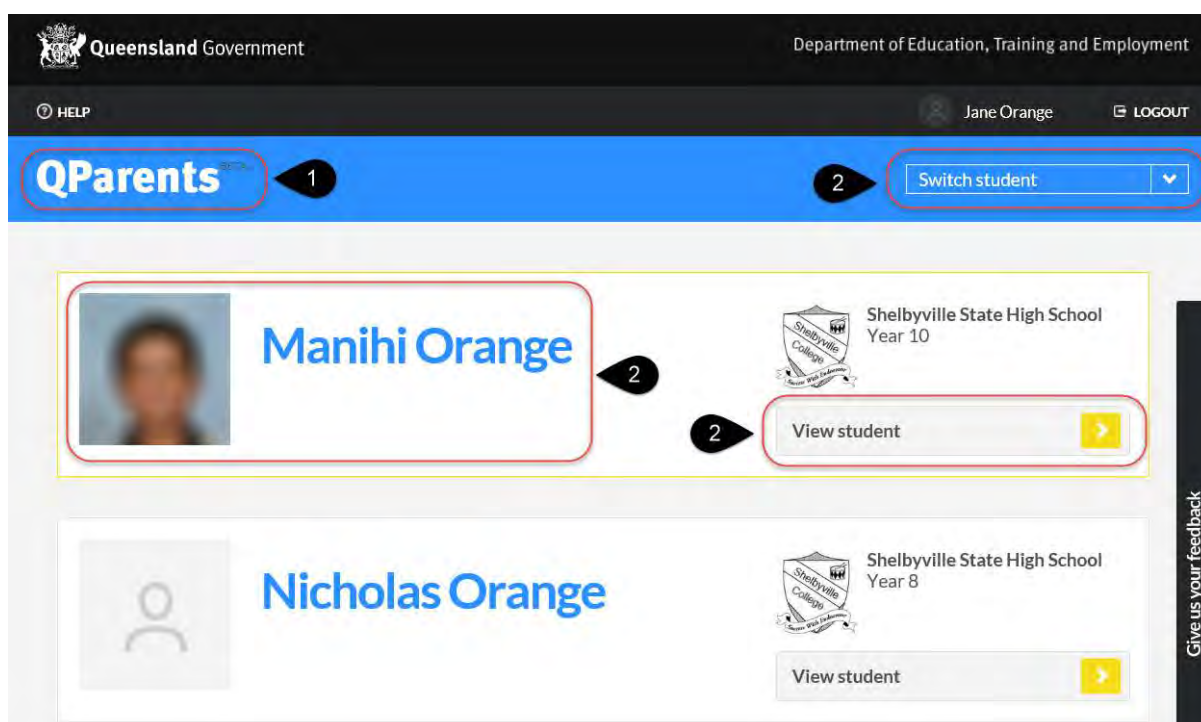
Step 8: Timetable

In QParents you can view and print a student's current timetable. To utilise this function you must be a QParents Portal Account Owner or be a Delegated Viewer with access to the student's timetable information.

View the current timetable

Follow these steps to view a student's current timetable.

1. Log in to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button.



3. The **student dashboard** will be displayed. Under the **Timetable** heading either
 - a brief summary of today's timetable information will be displayed,
 - a message will read that no timetable information is available for today
 - a message that the student's school has not allowed the timetable to be displayed.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA [Switch student](#)

Overview

Manihi Orange
[Manage student details](#)

Shelbyville State High School
Year 10
[Contact school](#)

4 **Timetable**

Behaviour
 Latest event March 14, 2014
[Positive](#) Helping others
[View all events](#)

Attendance **3** Unexplained Absences
 94% Attendance percentage
 3 days absent this calendar year
[View attendance history](#)

Timetable
 Manihi's timetable for the day:
Friday
 8:55 am-9:05 am Room D010 **Form**
 9:05 am-10:15 am Room G003 **Health and Physical Education**
 10:45 am-11:55 am Room E010 **History**
 11:55 am-1:05 pm Room F001 **Mathematics**
 1:50 pm-2:25 pm Room CDR2 **Graphics**
 2:25 pm-3:00 pm Room E009 **English**
[View timetable](#)

Payments **2** Payments due
Outstanding \$405.00
[View payments](#)

Reports
 Latest report card for Manihi:
Semester One 2014
[View reports & archive](#)

3

- Click on the **Timetable** tab or click the **View Timetable** button and the Timetable screen will be displayed with the student's current timetable. If the student currently has no timetable information available for today, click on the **Timetable** tab to view any available information for the week.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA Switch student ▼

Overview

Manihi Orange
Manage student details

Shelbyville State High School
Year 10
Contact school

Timetable

Attendance

Behaviour

Payments

Timetable

The following timetable information is current for Manihi.

To print a copy of this timetable, click **Download timetable (PDF)** and then open and print the downloaded document.

Monday	Tuesday	Wednesday	Thursday
8:55 am Graphics	8:55 am Mathematics	8:55 am Form	8:55 am English
9:05 am	9:05 am		9:05 am

Period 1
9:05 am - 10:15 am
HPE101B
Health and Physical Education
Room: G003
Shelbyville State High School
Teacher: Mrs Purple

- Click on the ⓘ icon to view additional information of a timetable entry.
- To close the additional information window, press the X.

Print a timetable

You will need Adobe Reader installed on your computer to be able to print the student's timetable. Refer to the [Installing Adobe Reader](#) section in this guide if you do not have Adobe Reader installed.

Complete the steps under [View timetable](#) and then follow these steps.

1. Click on **Download timetable (PDF)**.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents Switch student

Overview
Timetable
Attendance
Behaviour
Payments

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Timetable
The following timetable information is current for Manihi.
To print a copy of this timetable, click **Download timetable (PDF)** and then open and print the downloaded document.

Download timetable (PDF)

Monday	Tuesday	Wednesday	Thursday	Friday
8:55 am	8:55 am	8:55 am	8:55 am	8:55 am
9:05 am	9:05 am	9:05 am	9:05 am	9:05 am
Graphics	Mathematics	Form	English	Health and Physical Education

Follow the below steps if you are using a **PC with Internet Explorer version 9** or above.

2. The message below will be displayed.

Do you want to open or save **Timetable - Manihi Orange.pdf** (21.3 KB) from **train.qparents.qld.edu.au**?

Open Save Cancel

You have four (4) options. If you select **Open** the timetable will open in Adobe Reader. This option will not save the timetable.

If you select **Save** the timetable will be saved in a default location on your computer. If you wish to save to a particular location, select the **arrow** next to the **Save** button and select the **Save As** option. This will allow you to select the location where you would like to save the timetable.

Once you have saved the timetable the following message will be displayed. Click on **Open** to view the timetable.

The Timetable - Manihi Orange.pdf download has completed.

Open Open folder View downloads

If you select **Cancel** the download operation will be cancelled.

If you select **X** the download operation will be cancelled.

3. To return to the **My Students** page select the QParents logo at the top left hand side of the screen.

Go to [Step 9](#) and learn how view a student's attendance information, provide a reason for an absence to the student's school and notify the student's school of an upcoming absence.

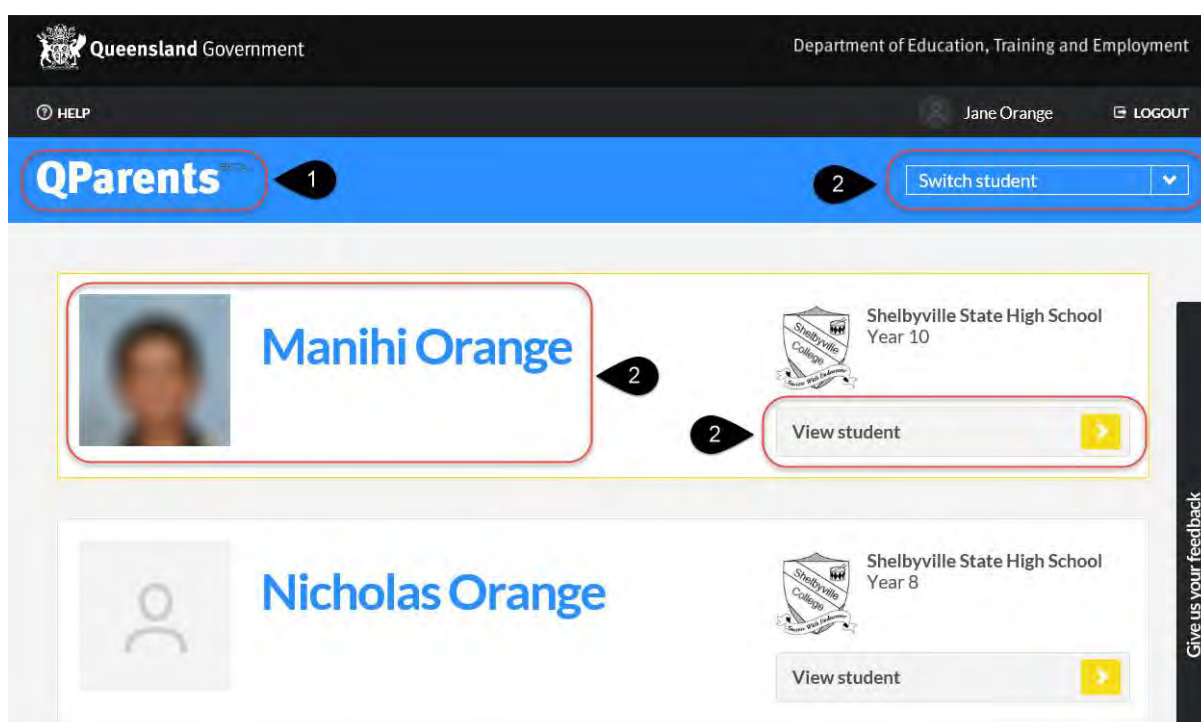
Go to [Step 14](#) to learn how to logout of your QParents account.

Step 9: Attendance

In QParents, you can view a student's attendance information, provide a reason for an absence to the student's school and notify the student's school of an upcoming absence. To utilise this function you must be a QParents Portal Account Owner. A Delegated Viewer with access to the student's attendance information will be able to view a student's attendance information, but not notify the school of an upcoming absence.

Follow these steps to view attendance information.

1. Login to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button.



3. The **student dashboard** will be displayed. The section **Attendance** provides a brief overview of the student's attendance and absences as a percentage for the year. If no attendance information is displayed, a message will state that either no attendance information is available for this student, or the student's school has not allowed the student's attendance information to be displayed within QParents.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA Switch student

Overview Timetable Attendance Behaviour Payments Reports Enrolment History

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Behaviour
☆ Behaviour
4 Last event March 14, 2014
Positive Helping others
View all events

Attendance
Attendance percentage
94%
3 days absent this calendar year
View attendance history



Unexplained Absences

Timetable
Manihi's timetable for the day:
Friday
8:55 am-9:05 am Room D010
Form
9:05 am-10:15 am Room G003
Health and Physical Education
10:45 am-11:55 am Room E010
History
11:55 am-1:05 pm Room F001
Mathematics
1:50 pm-2:25 pm Room CDR2
Graphics
2:25 pm-3:00 pm Room E009
English
View timetable

Payments
2 Payments due
Outstanding \$405.00
View payments

Reports
Latest report card for Manihi:
Semester One 2014
View reports & archive

Back

- Click on the **View attendance history** button or the **Attendance** tab.
- The attendance screen is displayed. The top section area displays the student's absences (by day) in a graph and as a percentage for the calendar year.
- The bottom section provides more information for each absence.
- To view information regarding an absence click on the  icon to display more details.
- To hide the absence information, click the  icon.
- A symbol is displayed against each absence.



This symbol means that a reason for the absence has been provided.




This symbol means that a reason for the absence has not been provided.

11. The **attendance reason screen** will be displayed. The date and time is displayed on the screen.

The screenshot shows the QParents web interface. At the top, the Queensland Government logo and Department of Education, Training and Employment are visible. The user is logged in as Jane Orange. The main header is blue with the QParents logo and a 'Switch student' dropdown. A left sidebar contains navigation links: Overview, Timetable, Attendance (selected), Behaviour, Payments, Reports, and Enrolment History. The main content area is titled 'Attendance' and includes a sub-header 'Please enter the Reason below and submit the absentee note.' Below this is a form with a yellow 'Reason' header. The form contains fields for 'Date absent' (15 December 2014), 'Time of absence' (All Day), and 'Reason' (a text input field). A 'Cancel' button is on the left and a 'Submit' button is on the right. A 'Shelbyville State High School Year 10' badge is in the top right. Numbered callouts 12 and 13 point to the 'Reason' input field and the 'Cancel' button respectively.

12. Enter a reason for the absence and click **Submit**. The reason is sent to the school to be reviewed. A message is displayed to advise the reason for absence has successfully been sent to the student's school and you will be contacted if further information is required.

Select the **back** button to return to the Student Attendance page.

The absence will be updated with a message stating 'Reason has been provided to the school and is pending approval'. A  will be placed beside the absence. An email will be sent to your registered email address, advising that an absence reason has been submitted.

Once the school has approved the absence reason, the reason provided will appear in the summary information

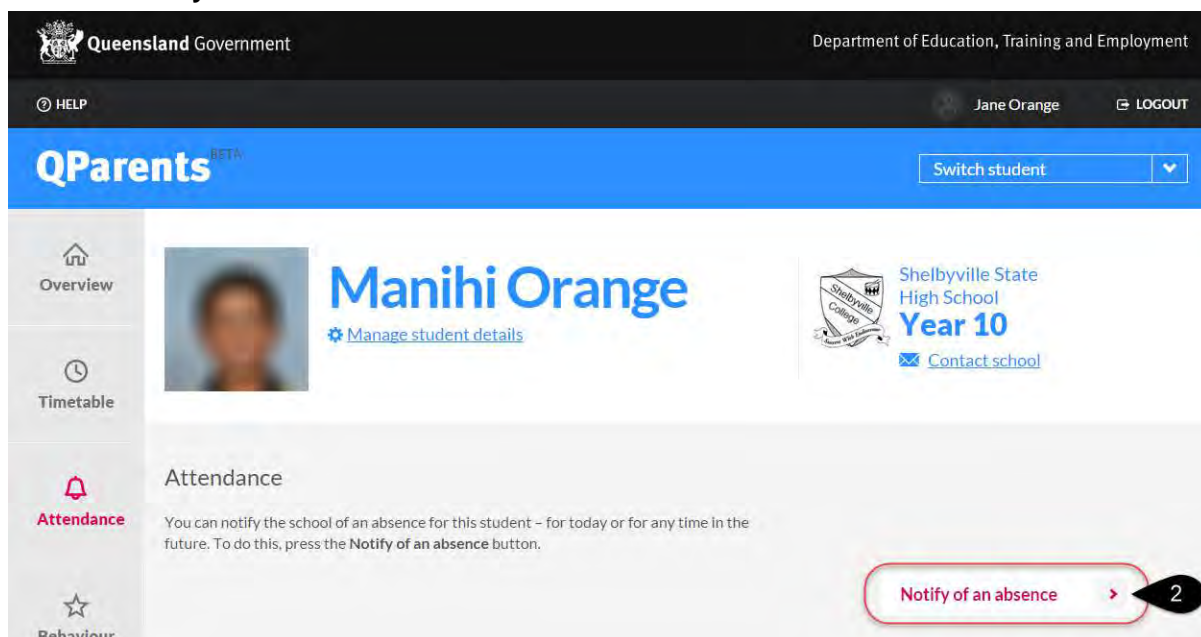
13. Select the **Cancel** button to return to the **Attendance** page without submitting a reason for absence.
14. To return to the **My Students** page select the QParents logo at the top of the screen.

Future absence

In QParents, you can inform the school of a future absence(s). This information is only used to inform teachers and necessary school staff that your child won't be attending school. The school will then update their records. To utilise this function you must be a QParents Portal Account Owner.

Follow these steps to submit a future absence.

1. Follow steps 1 – 4 under **Attendance** in this guide (see previous heading).
2. Select the **notify of an absence** button.



3. The **Future Absence** page will be displayed.
4. On this page you can enter the information about the future absence. The **Time from**, **time to** and **school** fields require you to select information from a drop-down list. Click in each field for the drop-down list to appear.
5. If the event is an all day event, click on the **All day** event box to place a ☒. To remove the ☒ click on the box again.

Future Absence

To advise the school of an absence today or in the future, please complete the following, then click **Submit** to send this to your school.

Absence Details

Start date (DD/MM/YYYY)

☒ All day **5**

Time from

End date (DD/MM/YYYY)

Time to

School

Reason

You have 500 characters remaining

Cancel **8** **Submit** **7**

- You can enter the start date or end date, or click in each box and a calendar will appear. Use the arrows on the calendar to change the month. Click on the date of the absence.



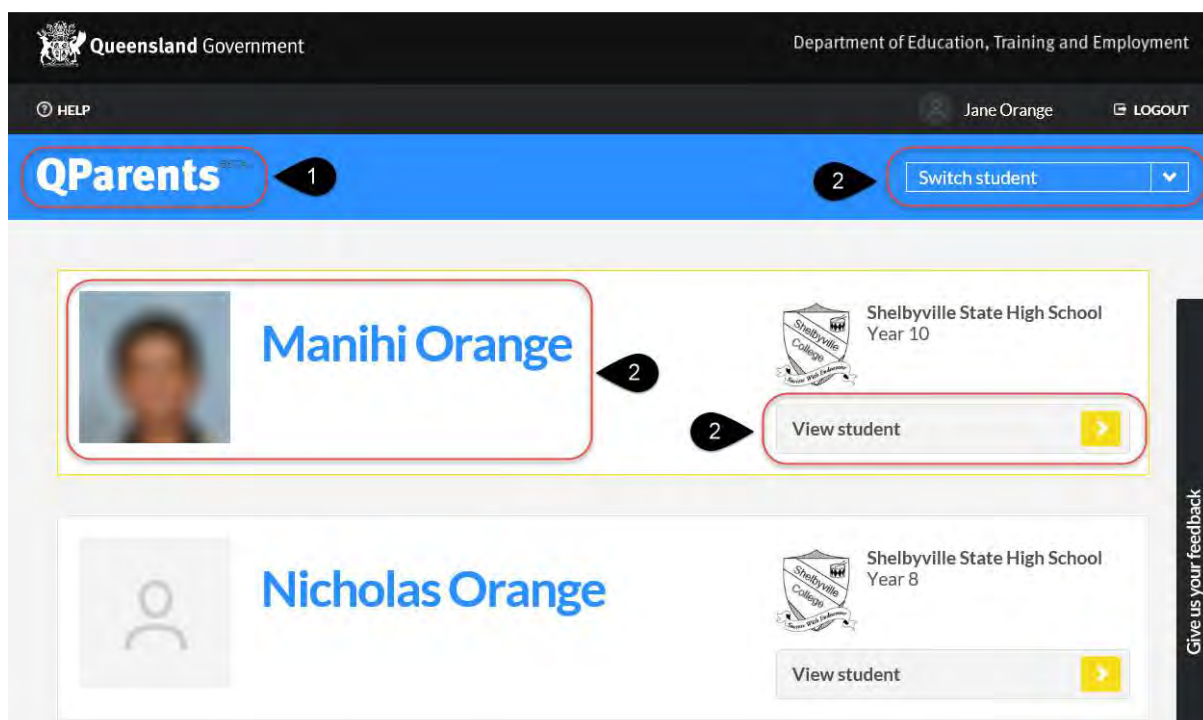
- Once all information has been completed, press the **Submit** button. The information is then sent to the student's school via email.
- If you wish to leave the screen without sending the future absence information, press the **Cancel** button.

Go to [Step 10](#) to learn how to view a student's recorded behaviour information or go to [Step 14](#) to learn how to logout of your QParents account.

Step 10: Behaviour

Follow these steps to view a student's behaviour information. To utilise this function you must be a QParents Portal Account Owner or be a Delegated Viewer with access to the student's behaviour information.

1. Log in to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button.



3. On the **student dashboard**, information regarding the latest recorded behaviour event will be displayed.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA Switch student

Overview Timetable Attendance **Behaviour** Payments Reports Enrolment History

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Behaviour
Latest event March 14, 2014
Positive Helping others
View all events

Attendance 3 Unexplained Absences
94% Attendance percentage
3 days absent this calendar year
View attendance history

Timetable
is timetable for the day:
Friday
8:55 am-9:05 am Room D010
Form
9:05 am-10:15 am Room G003
Health and Physical Education
10:45 am-11:55 am Room E010
History
11:55 am-1:05 pm Room F001
Mathematics
1:50 pm-2:25 pm Room CDR2
Graphics
2:25 pm-3:00 pm Room E009
English
View timetable

Payments 2 Payments due
Outstanding \$405.00
View payments

Reports
Latest report card for Manihi:
Semester One 2014
View reports & archive

Back

- Click on the **Behaviour** tab or click the **View all events** button.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA Switch student

Overview Timetable Attendance **Behaviour** Payments Reports Enrolment History

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Behaviour
The following behaviour events have been recorded for Manihi.

Date	Event category	Event type
14 March 2014	Helping others	Positive
10 March 2014	Dress code	Incident
26 February 2014	Late, Non compliant with routine	Incident
24 February 2014	Student of the week	Positive

Back

- The students recorded behavior events will be displayed. This information cannot be changed in QParents. Contact the student's school for more information.
- To return to the **My Students** page click the QParents logo at the top of the screen or select the **back** button.

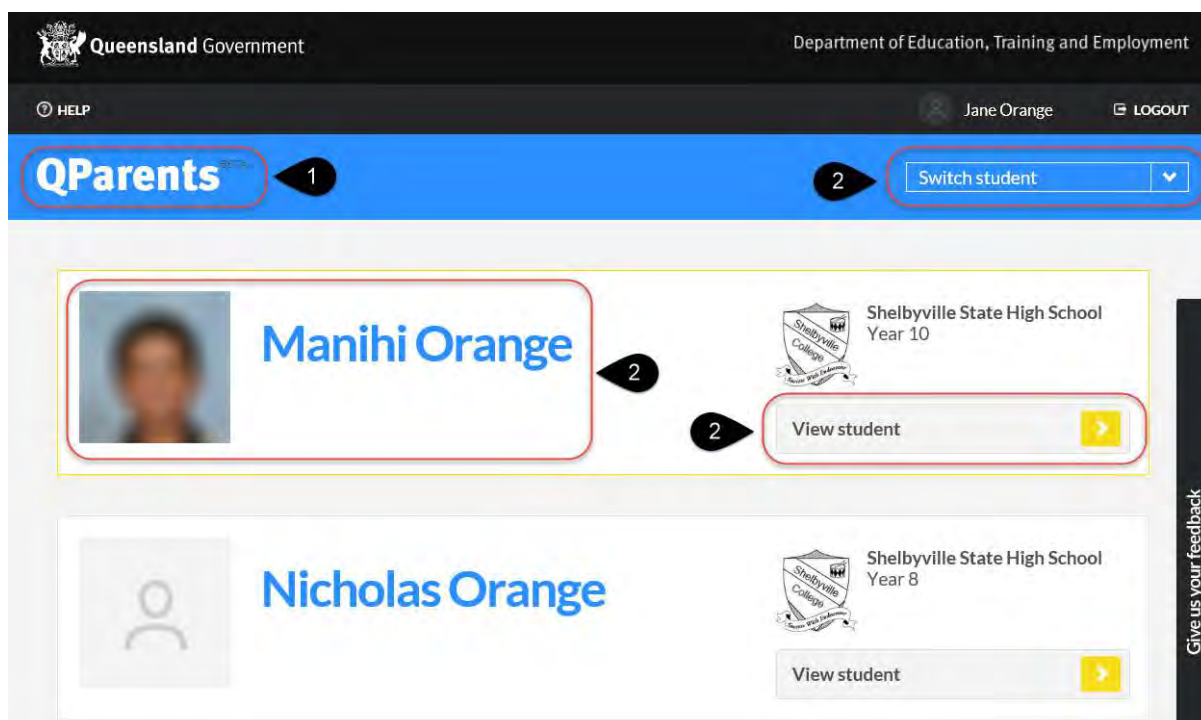
Go to [Step 11](#) to learn how to view past and current payment information about a student or go to [Step 14](#) to learn how to logout of your QParents account.

Step 11: Payment information

In QParents, you can view a student's paid and payment due information. To utilise this function you must be a QParents Portal Account Owner or be a Delegated Viewer with access to the student's financial information.

Follow these steps to view payment information.

1. Log in to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button



3. The **student dashboard** will be displayed.



Under the **Payments** heading on the student dashboard there will be displayed either

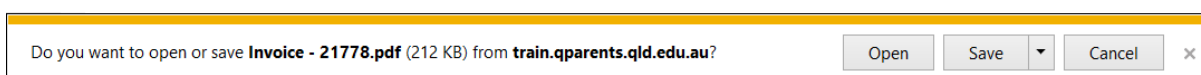
- a summary of the outstanding payment information,
- a message will advise that no information is available,
- a message stating no payments are due
- the student's school has not made this information available to QParents.

Details of payments that are due now or overdue will also appear here.

The screenshot displays the QParents web application interface. At the top, the Queensland Government logo and Department of Education, Training and Employment are visible. The user is logged in as Jane Orange. The main header shows the QParents logo and a 'Switch student' button. The left sidebar contains navigation tabs: Overview, Timetable, Attendance, Behaviour, Payments (highlighted with a red box and callout '4'), Reports, and Enrolment History. The main content area shows the student's profile for Manihi Orange, including a photo and 'Manage student details' link. The 'Behaviour' tab is active, showing a 'Latest event March 14, 2014' with a 'Positive' status and a 'View all events' button. The 'Attendance' tab shows a '94%' attendance percentage and '3 days absent this calendar year' with a 'View attendance history' button. The 'Timetable' tab shows a 'Friday' timetable for the day, listing subjects like Form, Health and Physical Education, History, Mathematics, Graphics, and English. The 'Payments' tab is highlighted with a red box and callout '4', showing 'Outstanding \$405.00' with a callout '3' and a 'View payments' button with a callout '4'. The 'Reports' tab shows the latest report card for Manihi, 'Semester One 2014', with a 'View reports & archive' button. The 'Enrolment History' tab is also visible.

4. Click on the **View payments** button or the **Payments** tab.
5. The **payments** page is displayed. This page has two (2) areas – **Open** and **Closed**.

6. The **Open** area displays all payments that are overdue or outstanding.
7. The **Closed** area shows a record of payments you have made that have been processed by your school.
8. To view the payment information click on the  icon to display more details.
9. To hide the payment information click the  icon.
10. The invoice due date and invoice number is displayed.
11. To view the invoice and see how to make a payment, click on the **Download PDF** link.
Please note: to view the invoice you will need to have Adobe Reader installed on your computer. Refer to [Installing Adobe Acrobat Viewer](#) if you need this software installed.
Follow the below steps if you are using a **PC with Internet Explorer version 9** or above.
12. The message below will be displayed.



You have four (4) options. If you select **Open** the invoice will open in Adobe Reader. This option will not save the invoice.

If you select **Save**, the invoice will be saved in a default location on your computer. If you wish to save to a particular location, select the **arrow** next to the **Save** button and select the **Save As** option. This will allow you to select the location where you would like to save the invoice.

13. Once you have saved the invoice the following message will be displayed. Click on **Open** to view the invoice. The invoice information will be displayed.



If you select **Cancel** the download operation will be cancelled.

If you select **X** the download operation will be cancelled.

14. If the invoice has been paid it will appear as **Paid**.

15. To return to the **My Students** page select the **QParents logo** at the top of the screen, or select the **Back** button.

Go to [Step 12](#) to learn how to view and print a student's academic report or go to [Step 14](#) to learn how to logout of your QParents account.

Online payments

It is possible to make online payments against school invoices through QParents. The payment is processed through the Commonwealth Bank's BPOINT facility. To make an online payment:

1. On the **payments** screen, tick the box next to the invoice you want to pay. You can select more than one and pay multiple invoices at the same time.
2. When you select an invoice, the total amount owing will be pre-populated. If you wish to make a partial payment, you can edit the amount in this box and type in the amount you want to pay.



Manihi Orange
[Manage student details](#)



Shelbyville State
High School
Year 10
[Contact school](#)

The following payment information has been recorded for Manihi.

Open


Click on the V button to view additional information about an invoice.

To Pay	Due Date	Payment Reference	Amount	
<input checked="" type="checkbox"/> \$385.00	15 Jan 2014	2014Y10 RESOURCE	\$385.00	?
<input type="checkbox"/>	15 Jan 2014	2014LOCKER	\$20.00	?


Pay with card

3. When you have selected the invoices and confirmed the amount you want to pay, click the **Pay with card** button.
4. On the next screen you are shown the invoice(s) and the total amount you are paying. If anything is wrong, click **Cancel** and adjust the details.

- Otherwise, enter your credit or debit card details. Only Visa and MasterCard are accepted.



Manihi Orange
Manage student details





Shelbyville State High School
Year 10
Contact school

Pending payments
Invoices selected for payment are:

Due Date	Payment Reference	Amount
15 January 2014	2014Y10 RESOURCE	\$385.00
Total payment value: \$385.00		

Payment information

Card number  

Expiry (MM/YY)

CVV

[Cancel](#) [Pay](#)

- Once you have entered your details, click **Pay**.

You will receive an on-screen notification and an email informing you whether the payment was successfully processed through BPOINT.





However, please note that it might take several working days before the payment is processed at your school. In the meantime, the invoice will remain under the **Open** section on the Payments screen with a notice that there is a **Pending payment**.

To Pay	Due Date	Payment Reference	Amount		
	18 Feb 2014	2014Hospitality	\$0.00		1 Pending payment 

You will be able to see the details of the **Pending payment** by clicking on the  icon for that invoice.

Open

Click on the V button to view additional information about an invoice.

To Pay	Due Date	Payment Reference	Amount			
	18 Feb 2014	2014Hospitality	\$0.00	?	1 Pending payment	
	18 Feb 2014	2014Visual Art	\$0.00	?	1 Pending payment	
Invoice Number: 17629 Original Amount: \$20.00						
Download Pdf						
Pending QParents Payments						
Payment Date	Transaction Confirmation	Payment Amount				
03/02/2015 1:05:38 PM	50905735263	\$20.00	?			

Once the payment has been processed at your school, it will appear under **Closed** payments in QParents.

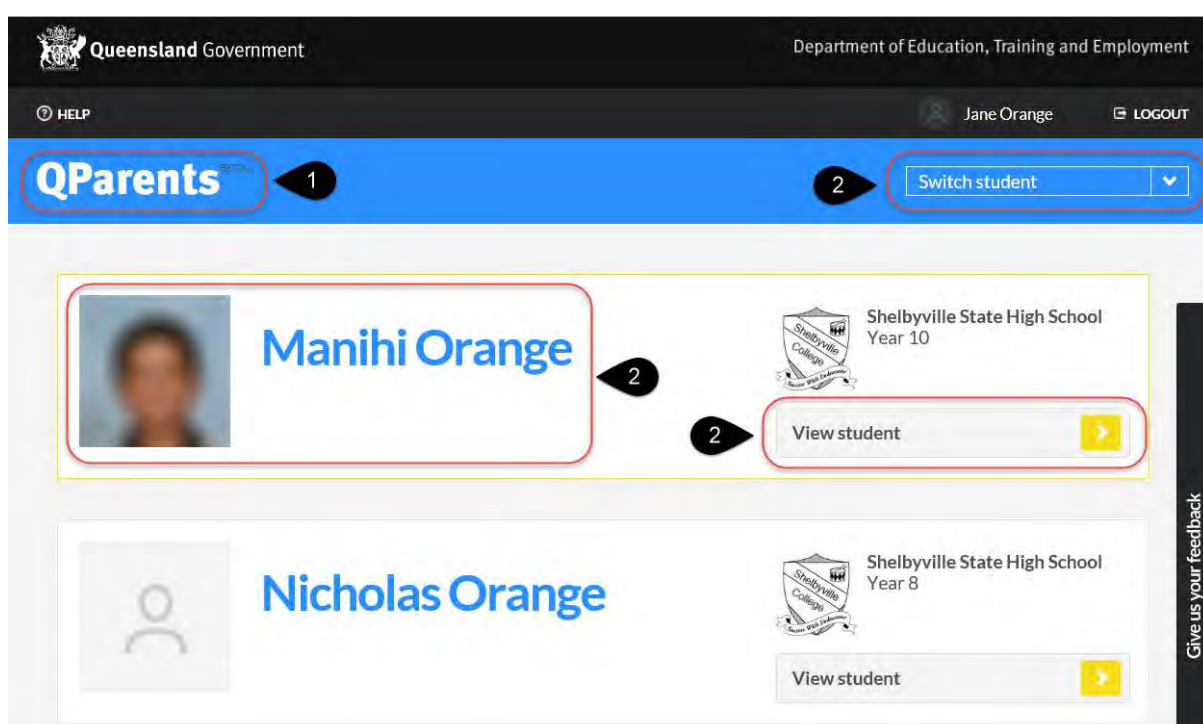
Step 12: Academic reports

In QParents, you can view and print a student's current and past academic reports. To utilise this function you must be a QParents Portal Account Owner or be a Delegated Viewer with access to the student's academic reports.

View a current academic report

Follow these steps to view a student's current academic report.

1. Log in to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button



3. Under the **Reports** heading on the **student dashboard**, either the latest academic reporting period is displayed or a message will advise that either no reports are available or the student's school has not allowed student reports to be displayed.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA Switch student

Overview Timetable Attendance Behaviour Payments Reports Enrolment History

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Behaviour
Latest event March 14, 2014
Positive Helping others
View all events



Attendance 3 Unexplained Absences
94% Attendance percentage
3 days absent this calendar year
View attendance history

Timetable
Manihi's timetable for the day:
Friday
8:55 am-9:05 am Room D010 Form
9:05 am-10:15 am Room G003 Health and Physical Education
10:45 am-11:55 am Room E010 History
11:55 am-1:05 pm Room F001 Mathematics
1:50 pm-2:25 pm Room CDR2 Graphics
2:25 pm-3:00 pm Room E009 English
View timetable

Payments 2 Payments due
Outstanding \$405.00
View payments

Reports
Latest report card for Manihi:
Semester One 2014
View reports & archive

Back

- Click on the **Reports** tab or click the **View reports** button to display the student's current academic report.
- To view comments under a subject click the  icon.
- To collapse the comment press the  icon.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETW Switch student

Overview Timetable Attendance Behaviour Payments **Reports** Enrolment History

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Academic reports

The student's results shown below are for the latest report period. To view a previous report, please select from the drop down list.

To print a copy of one of the student's academic reports, select the required report and click Download report (PDF). You will then be able to open the downloaded PDF file and print the report. You can also save the file to your computer.

To access academic reports from a school you attended in the past, click the "Report Archive" button at the bottom of the screen.

Semester One 2014 Download report (PDF)

Art	Grade A	5
English	Grade B	
Graphics	Grade A	6
Unfortunately, no comment currently exists for this subject.		
Health and Physical Education	Grade A	
Mathematics Extension	Grade A	
Science	Grade A	

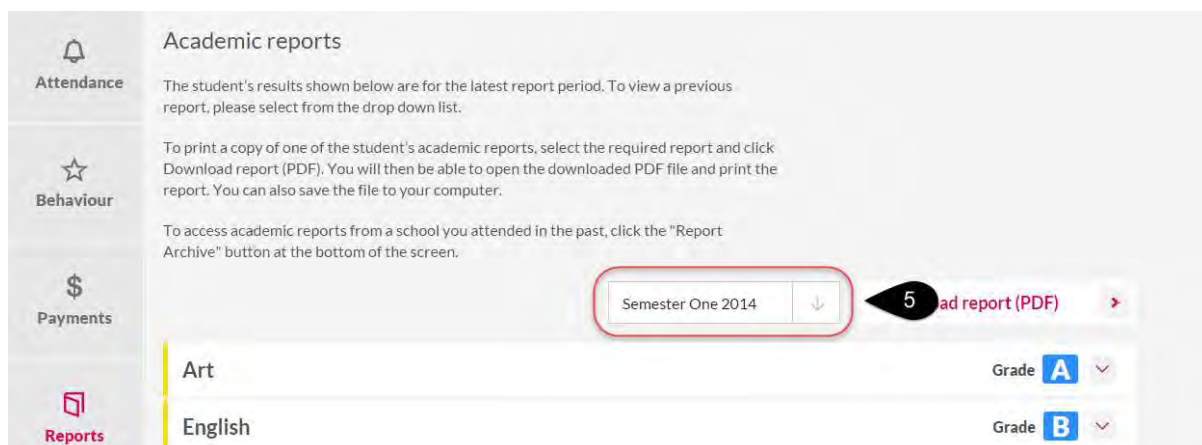
Back Report archive

View an earlier academic report

All academic reports that are available to be viewed are listed in QParents.

Complete steps 1 - 4 under **View a current academic report** (above) and then follow these steps to view a student's earlier academic report.

- Click on the arrow of the pull down list to display all available reporting time periods.



6. Select the time period you require.
7. The academic report displayed on the screen will now be updated.
8. You can see the reporting period that you are currently viewing by the time period displayed at the top of the pull down list.
9. To return to the **My Students** page select the QParents logo at the top of the screen.

Print an academic report

In QParents, you can save or print a student's academic report.

You will need Adobe Reader installed to be able to print a student's academic report. If you do not have Adobe Reader installed refer to the [Installing Adobe Reader](#) section in this guide.

Refer to the steps under [View a current academic report](#) and [View an earlier academic report](#) and then follow these steps.

1. Click on the **Download report (PDF)** button.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA 3 Switch student

Manihi Orange
Manage student details

Shelbyville State High School Year 10
Contact school

Academic reports

The student's results shown below are for the latest report period. To view a previous report, please select from the drop down list.

To print a copy of one of the student's academic reports, select the required report and click Download report (PDF). You will then be able to open the downloaded PDF file and print the report. You can also save the file to your computer.

To access academic reports from a school you attended in the past, click the "Report Archive" button at the bottom of the screen.

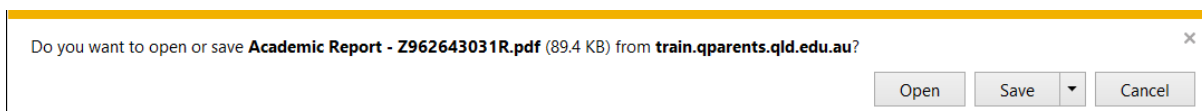
Semester One 2014

Download report (PDF) 1

Subject	Grade
Art	Grade A
English	Grade B
Graphics	Grade A

Follow the below steps if you are using a **PC with Internet Explorer version 9** or above.

- The below message will be displayed. You have four (4) options.



If you select **Open** the academic report will open in Adobe Reader. This option will not save the academic report.

If you select **Save** the academic report will be saved in a default location on your computer. If you wish to save to a particular location, select the **arrow** next to the **Save** button and select the **Save As** option. This will allow you to select the location where you would like to save the academic report.

Once you have saved the academic report the following message will be displayed. Click on **Open** to view the academic report.



If you select **Cancel** the download operation will be cancelled.

If you select **X** the download operation will be cancelled.

3. To return to the **My Students** page select the QParents logo at the top of the screen.

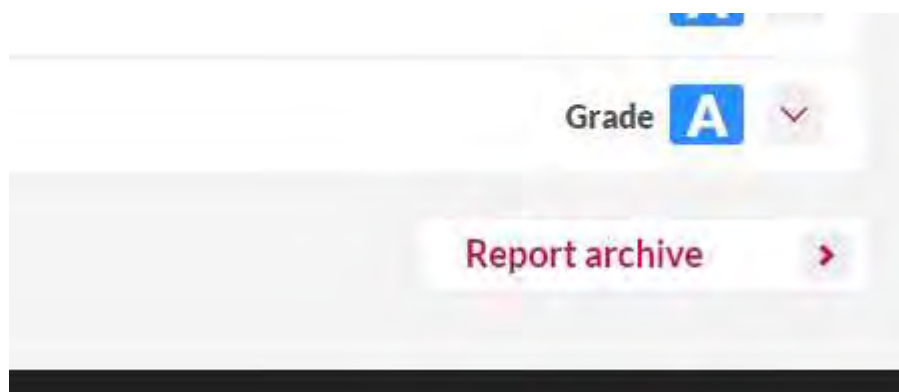
Go to [Step 13](#) to learn how to view a student's enrolment history or go to [Step 14](#) to learn how to logout of your QParents account.

Report archive

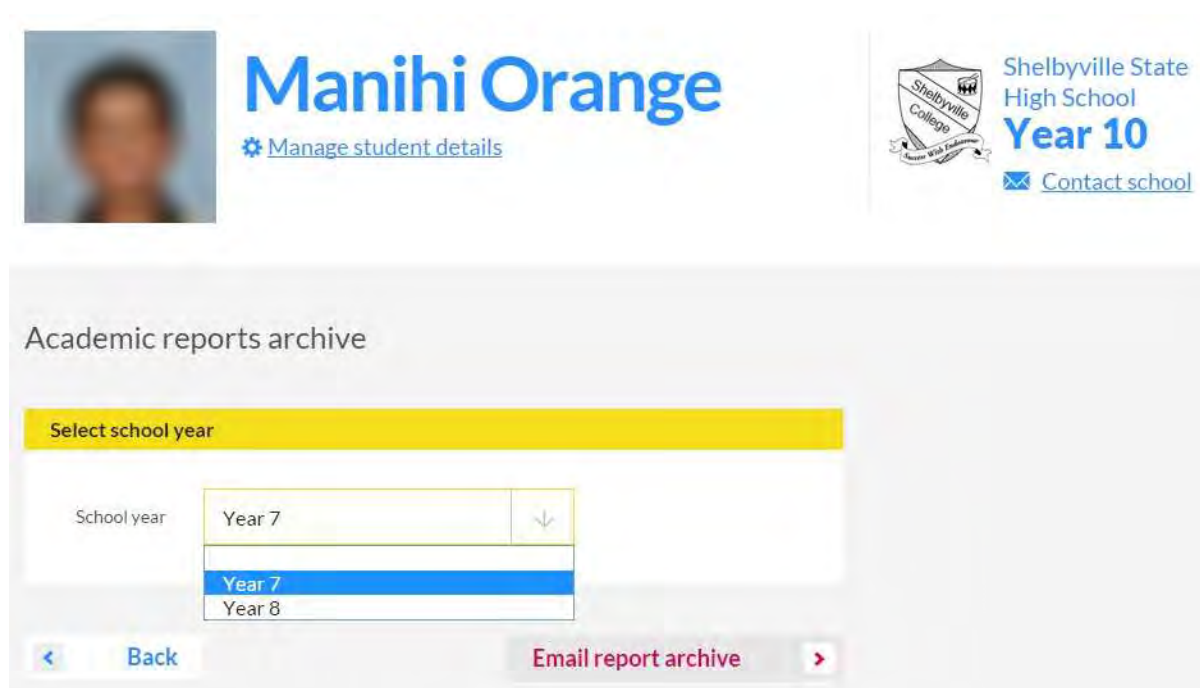
QParents also allows you to retrieve an archive of report cards from previous years. All previous years where your child attended a school that had opted in to QParents will be available.

To do this, follow these steps.

1. On the **Reports** screen, click on the **Report archive** button.



2. Select the year level for which you require an archive of report cards.
3. Click the **Email report archive** button.



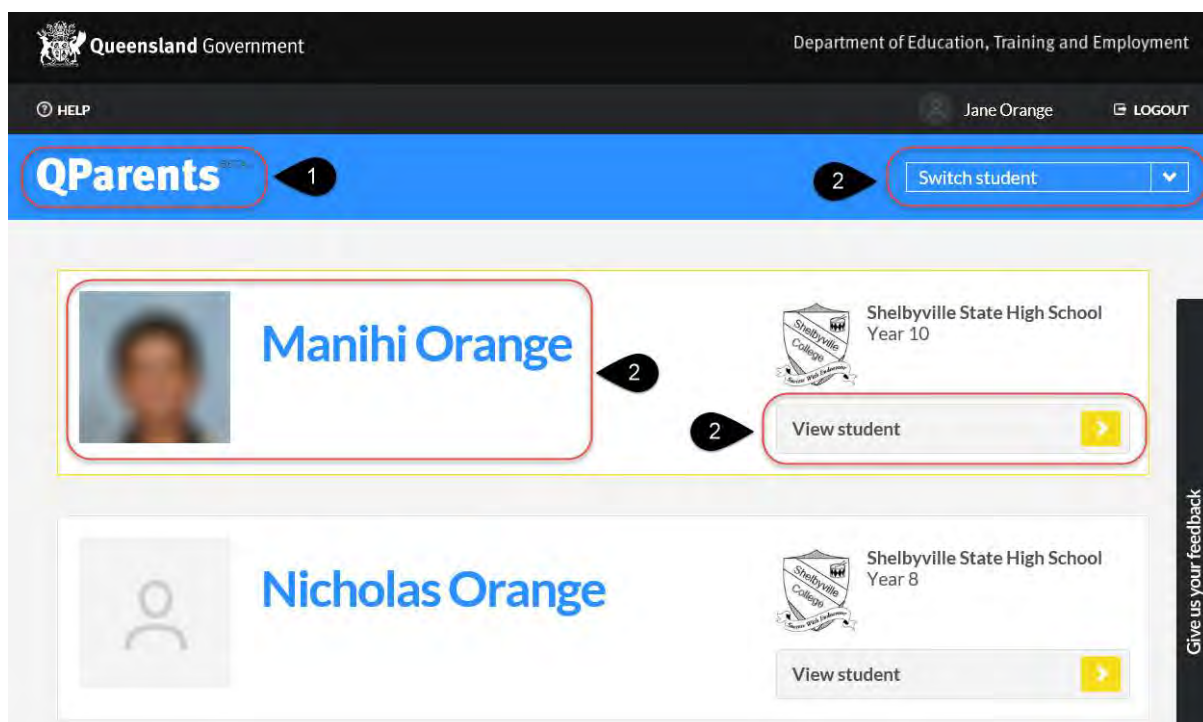
An email will be sent to you with PDF versions of all academic reports for that school year.

Step 13: Enrolment history

In QParents, you can view a student's enrolment history and see the details of their current and previous school(s). To utilise this function you must be a QParents Portal Account Owner or be a Delegated Viewer with access to the student's enrolment history.

Follow these steps to view a student's enrolment history.

1. Login to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button




3. Click on **Enrolment History** on the **student dashboard**.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA [Switch student](#)

Overview **Manihi Orange** [Manage student details](#)  [Contact school](#)

Behaviour Latest event March 14, 2014 **Positive** Helping others [View all events](#)

Attendance **94%** Attendance percentage **3 days** absent this calendar year [View attendance history](#)

Enrolment History **3**

Timetable Manihi's timetable for the day: **Friday**

8:55 am-9:05 am	Room D010
Form	
9:05 am-10:15 am	Room G003
Health and Physical Education	
10:45 am-11:55 am	Room E010
History	
11:55 am-1:05 pm	Room F001
Mathematics	
1:50 pm-2:25 pm	Room CDR2
Graphics	
2:25 pm-3:00 pm	Room E009
English	

[View timetable](#)

Payments **2** Payments due **Outstanding \$405.00** [View payments](#)

Reports Latest report card for Manihi: **Semester One 2014** [View reports & archive](#)

[Back](#)

- The student's enrolment history is now displayed. You cannot change this information in QParents.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents BETA Switch student

Overview **Manihi Orange** [Manage student details](#) **Shelbyville State High School Year 10** [Contact school](#)

Timetable

Attendance

Behaviour

Payments

Enrolment history

Enrolled Date	Exit Date	School	Status
23 January 2012		Shelbyville State High School	Active
22 January 2008	09 December 2011	Shelbyville State School	Left

< Back

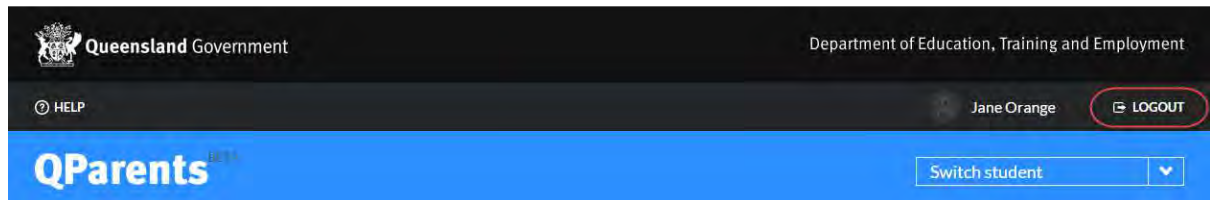
- The student's current enrolment information is displayed at the top of the list and the status will be marked as **Active**.
- To return to the **My Students** page select the QParents logo at the top of the screen, or press the back button.

Go to [Step 14](#) to learn how to logout of your QParents account.

Step 14: Logout

It's important to always logout of QParents when you finish your session – don't just close the internet browser window or tab.

To log out, click on the **LOGOUT** button in the top right hand corner of the screen. The Logout button is available on every screen within the QParents application.



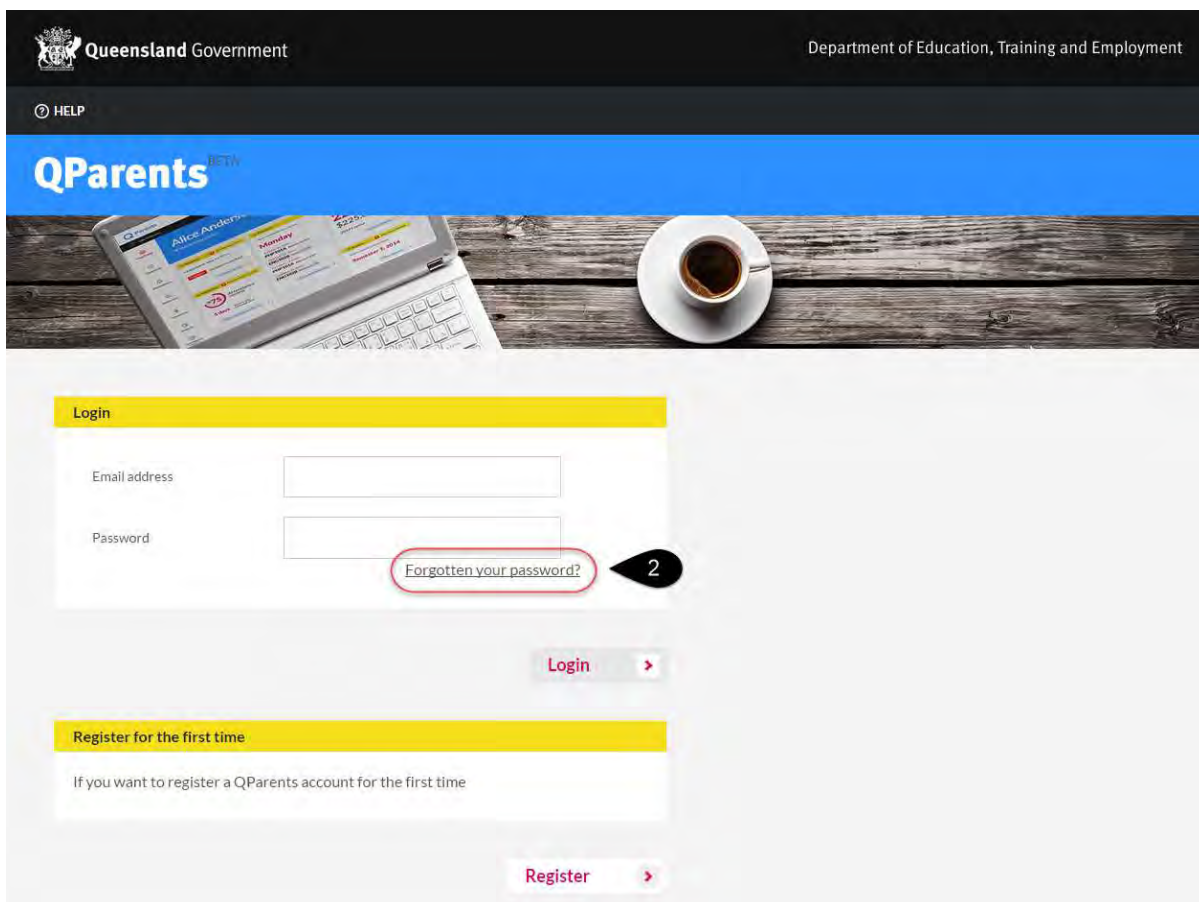
It is highly recommended that you close your browser after logging out of QParents to prevent unauthorised access to your QParents account.

Forgotten password

Please keep your username and password details in a safe place.

Follow these steps if you have forgotten your password. By selecting the forgotten password link, your password will be reset.

1. Every time you login to QParents you will be asked to enter your username and password.
2. If you have forgotten your password, click on the **Forgotten your password** link, on the QParents login page.

A screenshot of the QParents login page. The page has a dark header with the Queensland Government logo and the Department of Education, Training and Employment name. Below the header is a blue banner with the QParents logo. The main content area features a background image of a laptop and a cup of coffee. There are two main sections: 'Login' and 'Register for the first time'. The 'Login' section has input fields for 'Email address' and 'Password', a 'Forgotten your password?' link circled in red, and a 'Login' button. The 'Register for the first time' section has a 'Register' button. A black speech bubble with the number '2' points to the 'Forgotten your password?' link.

3. The forgotten password screen will appear. You are required to enter the current email address that you have registered with QParents.

Forgotten password

To reset your password, enter the email address that you used to sign in to QParents.

Email address

Email address

3

Cancel > 5 Submit > 4

4. Press the **submit** button. If the email you have entered is a registered email with QParents, a Reset Password email will be sent to that email address.
5. If you wish to cancel the reset process, select the **Cancel** button.
6. Once you have received the Reset Password email, click on the link provided in the email content.
7. The **Change forgotten password** page will be displayed.
8. Enter your QParents registered email address

Change forgotten password

Reset password

Email address

New password

Confirm password

Cancel

Set Password

9. Enter a new QParents password. Remember to keep this password safe at all times.
10. Re-enter to confirm your new QParents password
11. Click on the **Set Password** button. A message will be displayed if the reset was successful.
12. If you wish to cancel the Set Password process, click on the **Cancel** button.

Installing Adobe Reader

Adobe Reader software is the free trusted standard for reliably viewing, printing, and annotating PDF documents. It's the only PDF file viewer that can open and interact with all types of PDF content, including forms and multimedia.

Go to <http://get.adobe.com/reader/> to download a compatible version of Adobe Reader for your computer's operating system. After downloading, follow the prompts on your computer to install Adobe Reader.

Visit the Apps Store or Play Store to install Adobe Reader on your mobile device.

QParents legal information

You can read the QParents Copyright, Disclaimer, Privacy, Right to information, Accessibility by selecting the appropriate link at the bottom of every QParents page.

Online help is also available on every page within QParents.

Go to QParents at <https://qparents.qld.edu.au>

The screenshot shows the QParents web application interface. At the top, there is a black header bar with the Queensland Government logo on the left and the text "Department of Education, Training and Employment" on the right. Below this is a dark blue navigation bar containing a "HELP" button (circled in red), the user name "Jane Orange", and a "LOGOUT" button. The main content area has a blue header with the "QParents" logo and a "Switch student" dropdown menu. The central part of the page displays two student profiles. The first profile is for "Manihi Orange", a Year 10 student at Shelbyville State High School, with a "View student" button and a yellow arrow icon. The second profile is for "Nicholas Orange", a Year 8 student at the same school, also with a "View student" button and a yellow arrow icon. Below these profiles is a red "Add a student" button with a right-pointing arrow. At the bottom left, it says "Last Logged in: 9:59 AM; 30/01/2015". The footer is a dark grey bar containing a row of links: "Copyright", "Disclaimer", "Privacy", "Right to information", "Accessibility", "Jobs in Queensland Government", and "Other languages". Below these links is the copyright notice "© The State of Queensland 1995-2014" and "Queensland Government". The footer concludes with the slogan "Great state. Great opportunity."