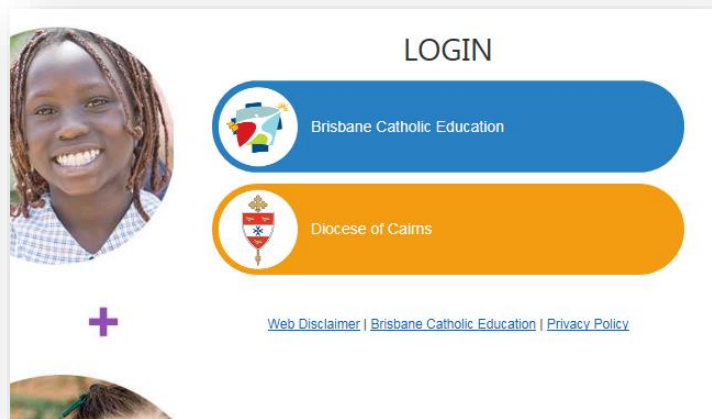


INSTRUCTIONS FOR ACCESSING PARENT PORTAL

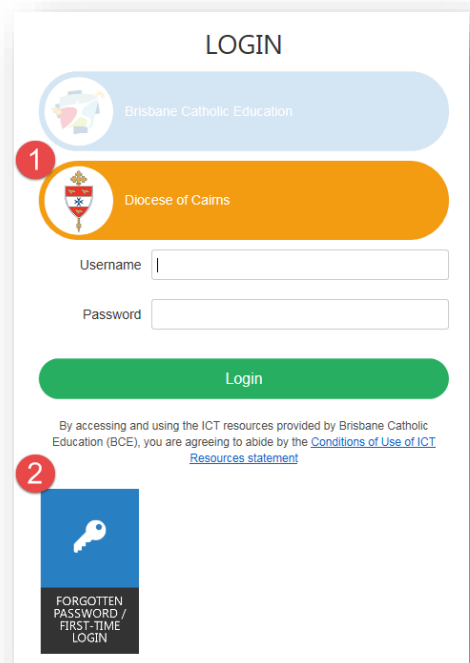
College Website: www.sac.qld.edu.au

1. Start the process by going to the College's website and clicking on Portals then selecting the Parent Portal link. You will be met with a login screen.

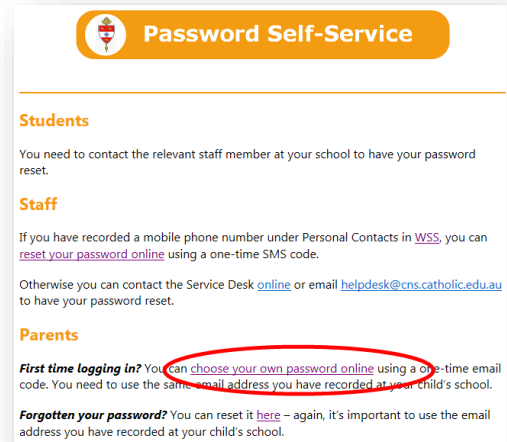
(When using a smartphone device, click onto the menu tab and select Portals > Parent Portal)



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



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



Password Self-Service

Students

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

Staff

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

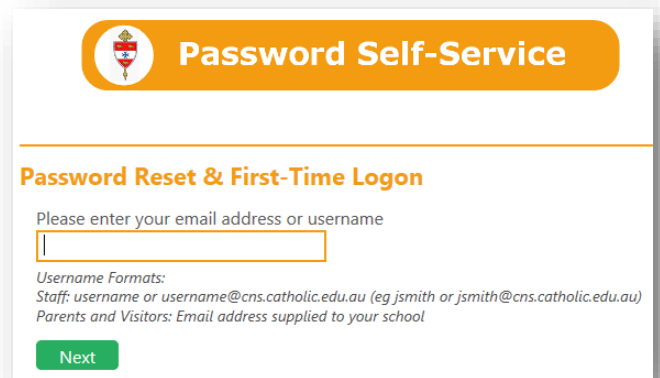
Otherwise you can contact the Service Desk [online](#) or email helpdesk@cns.catholic.edu.au to have your password reset.

Parents

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

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

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



Password Self-Service

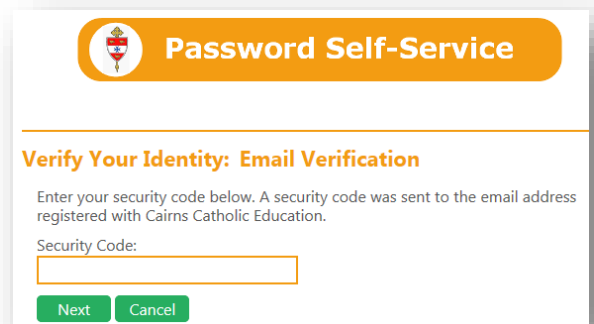
Password Reset & First-Time Logon

Please enter your email address or username

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

Next

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



Password Self-Service

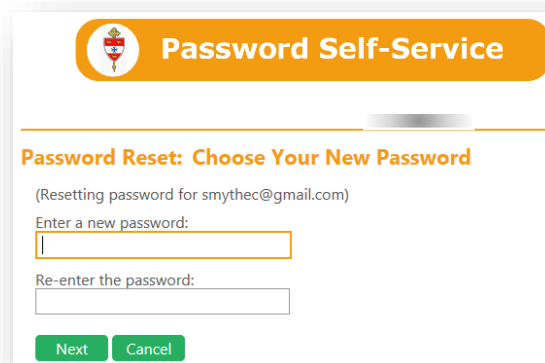
Verify Your Identity: Email Verification

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

Security Code:

Next **Cancel**

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



The screenshot shows a web form titled "Password Self-Service" with a logo on the left. Below the title, it says "Password Reset: Choose Your New Password" and "(Resetting password for smythec@gmail.com)". There are two input fields: "Enter a new password:" and "Re-enter the password:". At the bottom, there are two green buttons: "Next" and "Cancel".

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

TROUBLESHOOTING

1. If you did not receive an email from the College advising you of Parent Portal access then it is likely that you have not given the College an email address. In this case a Parent Portal account will not have been created for you and you will not be able to create a password. Contact the College and provide an email address (if both parents require individual access to the Parent Portal, each parent will need to provide individual email addresses).
2. If you receive an "Error 3000" or an "Access Denied" error, we need to know at which point that error message came up during the password creation process to help us resolve it. Advise the College.
3. The first step in resolving any error message is to refresh your web browser – try closing it and reopening it and if the error still occurs clear the browser history and retry logging in to the Parent Portal
4. If you login successfully but don't see your child's details then contact the College.