



QParents

User Guide

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Welcome to the QParents Portal

Introduction: about the QParents Portal

QParents is a secure 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.

QParents provides you with secure, online access to information such as:

- attendance details
- behaviour
- report cards and assessment
- timetables
- invoices
- payments
- upcoming events
- enrolment history
- student photo

You are also able to update your child's details including address and medical conditions, submit reasons for unexplained absences, notify the school of future absences, and make online payments against school invoices.

QParents is not intended to replace the traditional ways you and your child's school communicate - it simply provides 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 assist parents with the registration process and use of QParents.

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

Over 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 student medical details
- view your child's upcoming events
- view and edit your account details
- view a student's enrolment history
- view attendance information
- provide a reason for an absence
- inform your school of a future absence
- view and print a student's academic report
- view and print a student's timetable
- view behaviour information
- view past and current payment information
- send an email to your school
- add a Delegated Viewer to your QParents account
- update a Delegated Viewer's details
- reset your password

We hope you enjoy using QParents.

Help and support

If you require more information about QParents, help with using QParents, or would like to express interest in using QParents at your child's school, please:

- visit the [QParents help page](https://qparents.qld.edu.au/#/help) online at: <https://qparents.qld.edu.au/#/help>
- call 13 QGOV (13 74 68)

OR

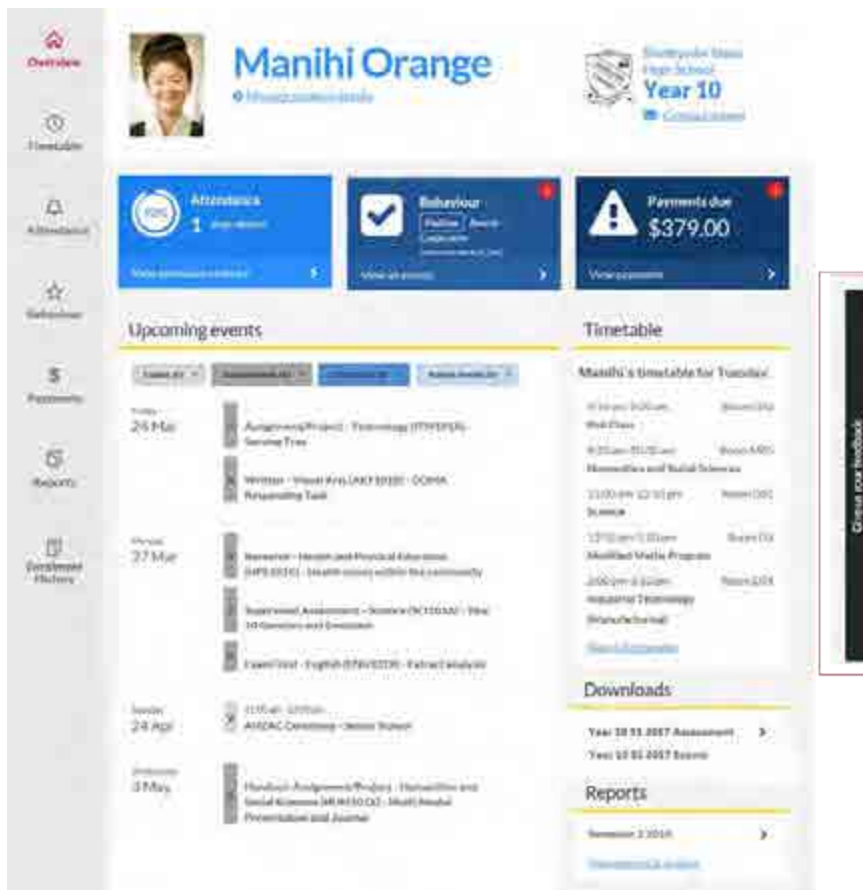
- Let us know using the 'Give us your feedback' tab available on all pages of the QParents portal (see [How to provide feedback in QParents](#))

Please note that QParents support cannot give out private information such as student EQID numbers or parent invitation codes. If you have misplaced or are unable to find your student's EQID or your unique QParents invitation code you will need to contact your school directly for this information.

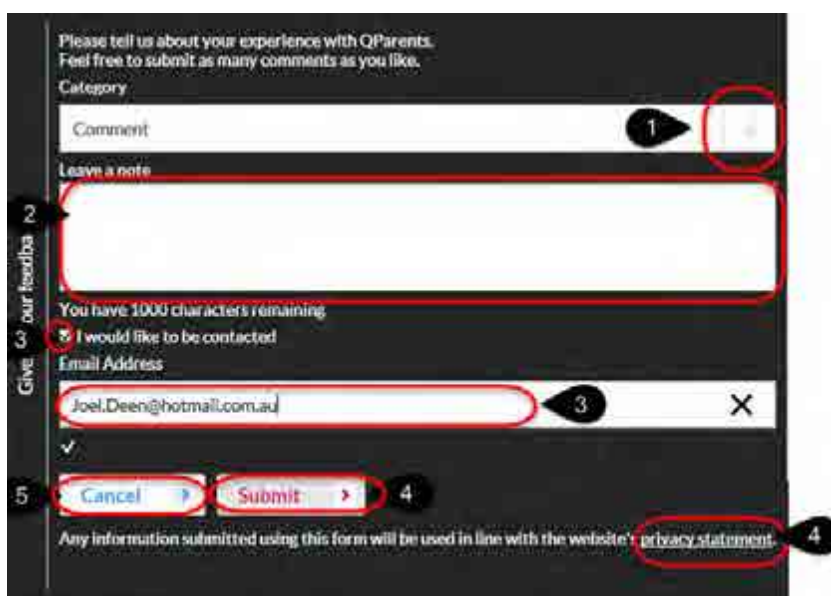
How to provide feedback in QParents

QParents provides the ability to submit feedback on your experience. The feedback functionality is available from any QParents screen including the login page. To leave feedback:

Click on the **Give us your feedback** tab, located on the right hand side of every QParents page.



The Feedback screen is displayed.



1. Click on the down arrow and select 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 by default. 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 to your feedback, ensure that the **I would like to be contacted** box is unticked.

If your feedback is related to a technical issue please be sure to provide as much contact information and details about your issue as you can, in order for QParents Support to assist you with your issue, such as your name, contact number, email address and the school your students attend.

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.

Getting started with QParents

How to access QParents

You will only be able to register for a QParents account if your child's school signs up to QParents. Once the school has launched the QParents program, parents or caregivers will then be nominated by the school as QParents Account Owners (QPAOs) for access to student information. The nominated Account Owners will then need to register with QParents to access this information.

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

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

Ways to access QParents

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

Tip: Once you have registered your account, bookmark the QParents page in your web browser so you can quickly find your way there next time.

You can access QParents using a:

- smartphone (through a mobile browser), or by downloading the QParents app from [iTunes](#) or [Google Play](#). Search for 'QParents'.
- tablet
- personal computer

How to register with QParents

Before you can access QParents you will need to register and create an account.

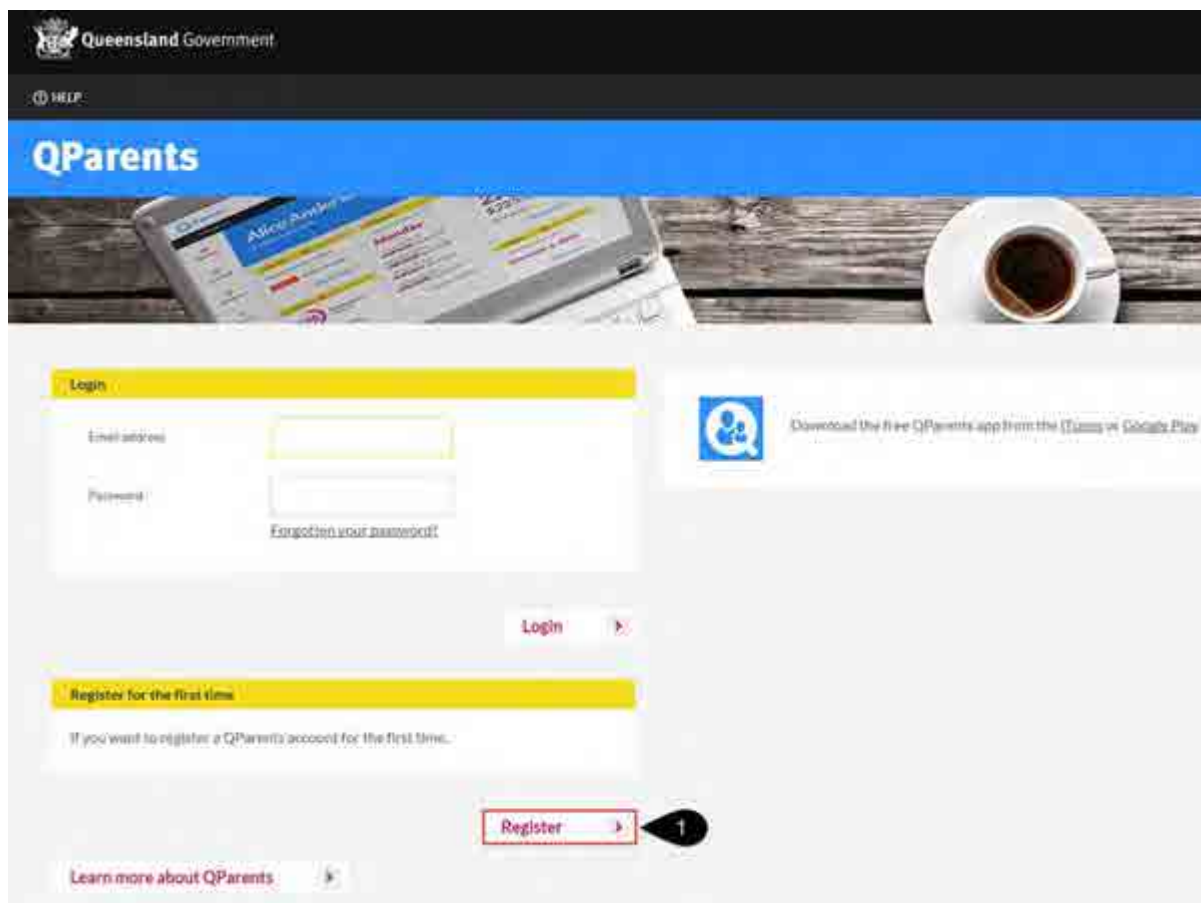
Progress during the registration process cannot be saved and further identity documents cannot be verified online once your registration is complete. Please make sure you have all relevant information and supporting documents needed on hand before you begin. These include:

- your unique invitation code sent to you by the school (either by email or letter)
- your student's EQID number
- 100 points of identity documentation. If you cannot verify 100 points of identity documentation online, you can still register for QParents, but you will need to present additional documentation at your school after you have registered. (For more details about documents required, see **Registration Step 2. Verify your identify**)
- A valid email address (that you check regularly). Please note that only one QParents account may be created per email address. If you share an email address with another parent and both wish to register, you will need separate email addresses for each account.
- Your mobile phone number. QParents may use this number to send SMS validation codes in the case of unusual account activity, such as logging in from a new location or device. If you

are unable to receive SMS messages due to your location or mobile phone coverage, you may leave your mobile phone details blank upon registration, or let QParents Support know that you are not receiving your code (see Help and contact info).

Please note that you cannot complete your initial registration using the QParents mobile app, only the browser version of QParents. For best results we recommend completing registration using a PC rather than a mobile device.

To register, go to the QParents login page at <https://qparents.qld.edu.au>.



1. Select the **Register** button.

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**.

QParents Account Owner - Invitation Code Registration

Registration Step 1. Enter the invitation code

Your invitation code was sent 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. If you have lost your invitation code, please contact the school administration and they will resend your invitation.

Enter your invitation code

Invitation code

Please enter your unique QParents invitation code.

Invitation code **2**

[What is this?](#)

4 **3**

2. Enter the **Invitation code**
3. Select the **Next** button.
4. If you wish to cancel the registration process, select the **Cancel** button.

Privacy and T&Cs

Privacy statement

Your privacy

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

We are committed to protecting user privacy. We understand that visitors and users of the department's website and smartphone applications (app) 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:

I understand and accept **5**

QParents Terms & Conditions

Terms and conditions for the Use of QParents, effective as of October 2018

Please read the following Terms and Conditions carefully before you agree to them, as they govern your access and use of the QParents website and app (collectively referred to as these Terms and Conditions as 'QParents' or 'this website').

Definitions

DET, we, us, the department - means the Department of Education and Training

I Accept Terms and Conditions **6**

7 **8**

5. Please read the Privacy Statement and then click in the **Read and understood** checkbox. A will appear
6. 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.
7. To cancel the registration process, select the **Decline** button.
8. Select the **Accept** button to continue the registration process.

Registration Step 2. Verify your identify

After selecting the Accept button, you are required to verify your identity:

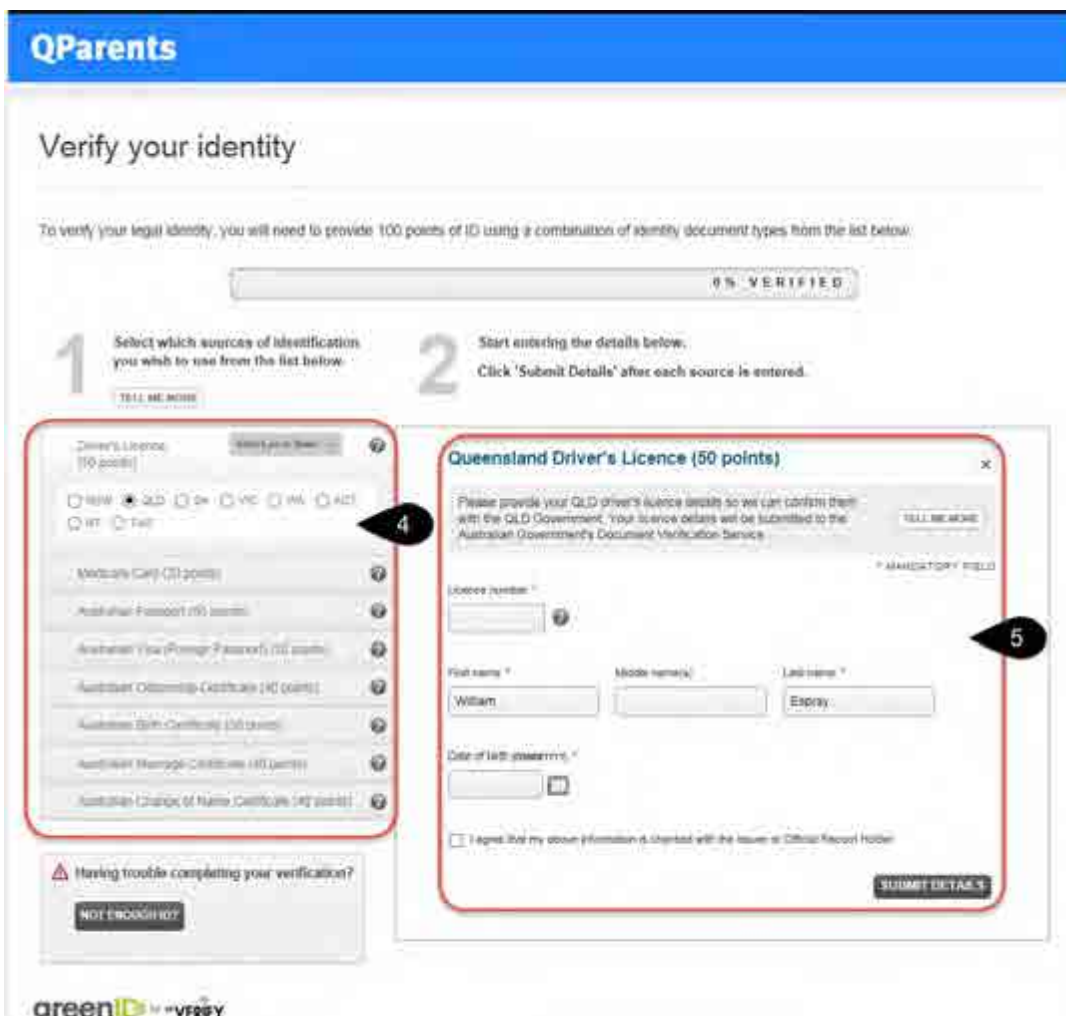
1. Name: Please check that the name associated with the invitation code you have entered is your name, then select the **Yes** option. If the name is not your name, please select **No**. This will end the registration process.
2. QParents Account status: If you have not previously registered for a QParents account, select **No**.
NOTE: If you already have a QParents account and you are adding a student using a new invitation code, select **Yes**. You will be asked to enter your login details to continue (see **Step 2: Add a student to your account**)
3. If you are registering for the first time, click **Verify identity** to continue


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 may not save progress and if you decide to register at a later time you will need to start from the beginning . For this reason we recommend having all relevant information and documents on hand before beginning registration.

The next step requires you to complete a 100 point identification check. To complete registration online, 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 (foreign passport) (20 points)

If you cannot verify 100 points of ID online, you may still register for QParents (see [Don't have 100 points of ID?](#)). However, you will need to present documentation at the school after completing your registration.



4. Select an identity document from **Section 1**.
5. **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. For assistance entering document details, click on the  next to each document name.

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

2

Start entering the details below. Click 'Submit Details' after each source is entered.

Verification Complete
All done. You just need to 'Finish' to complete your verification.

6 Finish

6. Once you have completed the 100 points verification, select the **Finish** button.

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

Don't have 100 points of ID?

If you can't verify 100 points of identity documents, you can still register online for QParents however you will need to present the rest of your documentation at the school after completing your registration.

To register with less than 100 points of identification:

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.

20% VERIFIED

1 Select which sources of identification you wish to use from the list below.
[TELL ME MORE](#)

2 Start entering the details below.
Click 'Submit Details' after each source is entered.

Driver License (10 points)

Medicare Card (20 points) **VERIFIED**

Aviation Passport (20 points)

Alumni Visa (Former Passport) (20 points)

Aviation Citizenship Certificate (40 points)

Aviation Birth Certificate (20 points)

Aviation Damage Certificate (40 points)

Aviation Change of Name Certificate (40 points)

Please select a source from the list on the left

Having trouble completing your verification?
NOT ENOUGH ID? 2

greenID by VERIFY

1. Verify any documents you are able to as per [Registration Step 2. Verify your identity](#).
2. Click the **NOT ENOUGH ID?** Button at the bottom left of the screen.

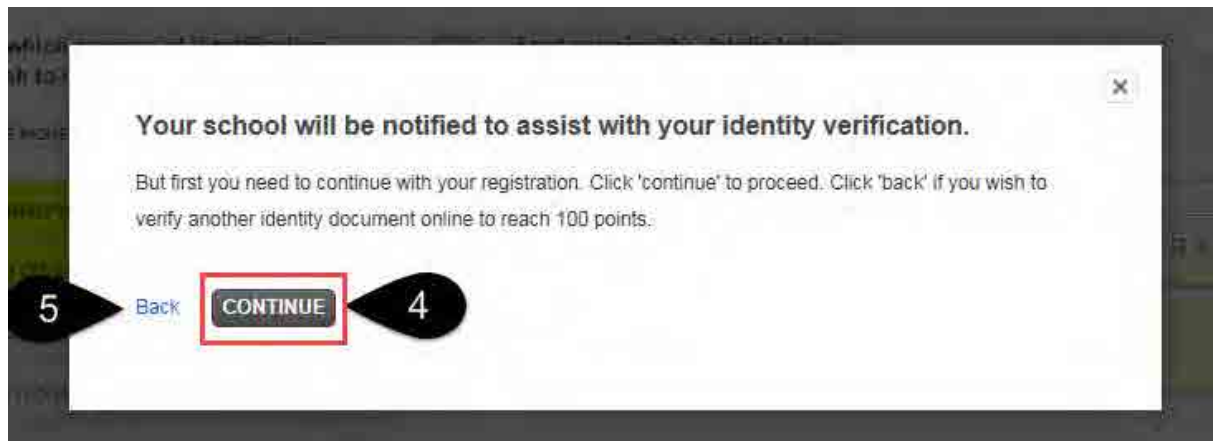
Having trouble completing your verification?

Not enough ID?

You can continue your registration, but you will need to attend your school for an additional check later.

3

3. Click on the arrow to continue.



4. 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 documentation you will need to present at your child's school.
5. Click **Back** if you want to try to verify another identity document online in order to reach 100 points. You cannot add documents once your registration is complete, so if you think you may have enough to reach 100 points please try to have all documents on hand before you begin.

If you have any questions or require assistance, please contact QParents support (see **Help and support**)

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.

1. Enter a valid email address, password and mobile number for your account. Please double check that you have entered the correct mobile number before submitting

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. Passwords must be at least 8 characters long and contain one of the following special characters: ! ? @ # \$ % ^ & * - + = : ; , .

2. Click **Submit**.
3. If you wish to Cancel your registration, this is the last chance to do so before your account is created. Click **Cancel** to go back.

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. After 30 days, if the account is not validated you will need to re-register. When you next log in, use your registered email address and the password you have selected.

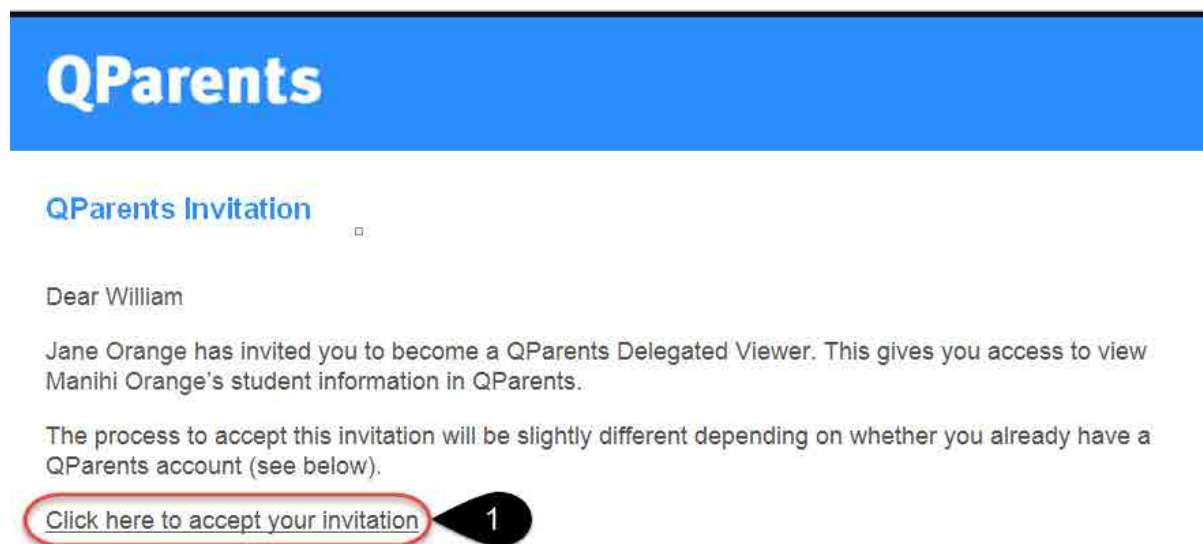
Once you have completed this step your account is created. You should now continue on to *Add a student* (see [Step 1: My students page](#) and [Step 2: Add a student to your account](#)). Student access cannot be approved by the school until students are added to your account.

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

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.

Registration Step 2. Verify your identity



Please check that the name associated with the invitation code you have entered is your name.

1. Select the **Yes** option. If the name displayed is not your name, please select **No**. This will end the registration process.
2. Click **Continue**

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

You should now create your QParents account by nominating an email address to be used as your username, a password and a mobile phone number.

The screenshot shows the QParents registration and login interface. It features a blue header with the QParents logo and a main heading 'Create an account or login'. Below this, there are two main sections: 'Create an account' and 'Login'. The 'Create an account' section includes input fields for 'Email address', 'Confirmation address', 'Password', 'Confirmation password', and 'Mobile phone number'. The 'Login' section includes input fields for 'Email address' and 'Password', along with a 'Login' button. There are four numbered callouts: 1 points to the mobile phone number field, 2 points to the 'Submit' button, 3 points to the 'Login' button, and 4 points to the 'Cancel' button.

1. Enter a valid email address, password and mobile number for your account. Please double check that you have entered the correct mobile number before submitting

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. Passwords must be at least 8 characters long and contain one of the following special characters: ! ? @ # \$ % ^ & * - + = ; , .

2. Click Submit
3. If you have already registered for an account and are simply accessing another student, use the Login option on this screen rather than creating a new account.
4. If you wish to Cancel your registration, this is the last chance to do so before your account is created. Click **Cancel** to go back.

Once you have completed the information, 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. After 30 days, if the account is not validated you will need to re-register. 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 validated and you will be taken to the login screen. You should now continue to [Step 1: My students page](#)

Step 1: My students page

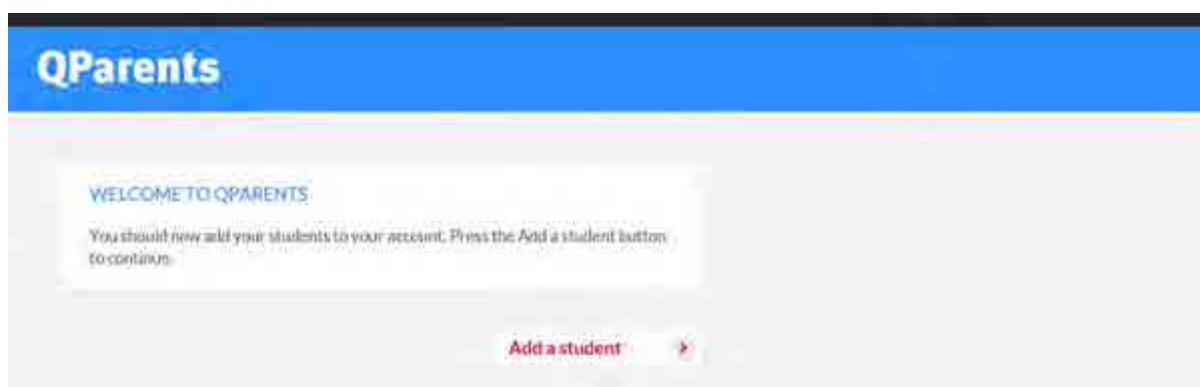
The **My students** page is the first page you will see after logging in to QParents.

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

QParents Account Owner

The following steps apply if you are a **QParents 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: Add a student to your account](#).

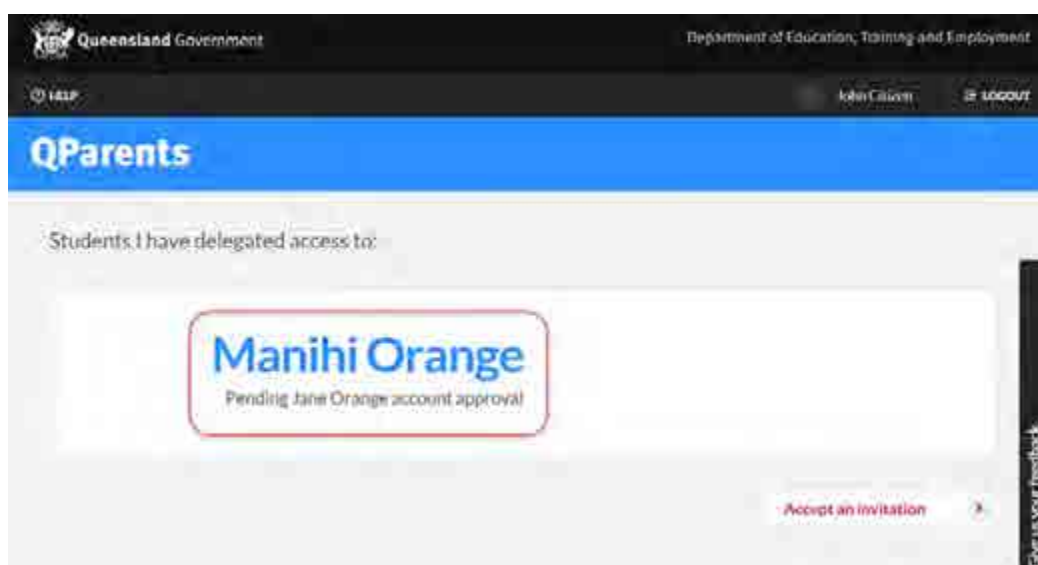


QParents Delegated Viewer

The following steps apply if you are a **QParents Delegated Viewer**

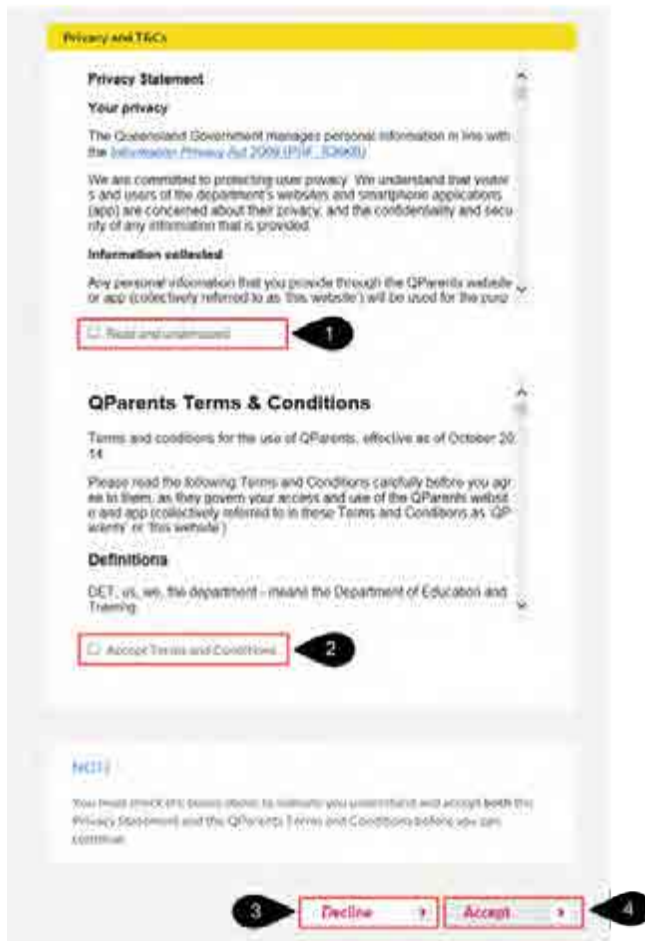
On your first visit to the **My students** page you will see that the student who you have been invited to be a Delegated Viewer for, is displayed; however this student will be pending approval.

If you do receive an Invitation Code for a student from the student's school, go to [Step 2: Add a student to your account](#).

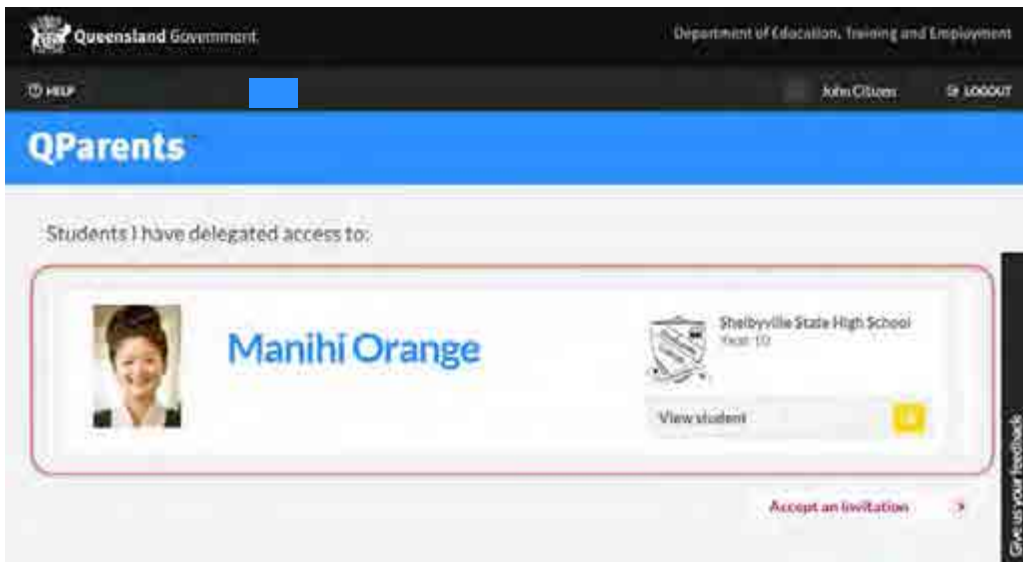


The QParents Account Owner who nominated you will need to approve your access. You will receive a confirmation email once your account is approved, and the student will be active for you to view and

no longer pending. You will then need to accept the QParents Delegated Viewer terms and conditions and privacy statement.



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.
3. To cancel the process, select the **Decline** button.
4. To continue click **Accept**.



You will now see the student/s that you have delegated access to on your My Students dashboard when you login.

QParents Delegated Viewers may now go to [Step 3: Student dashboard](#)

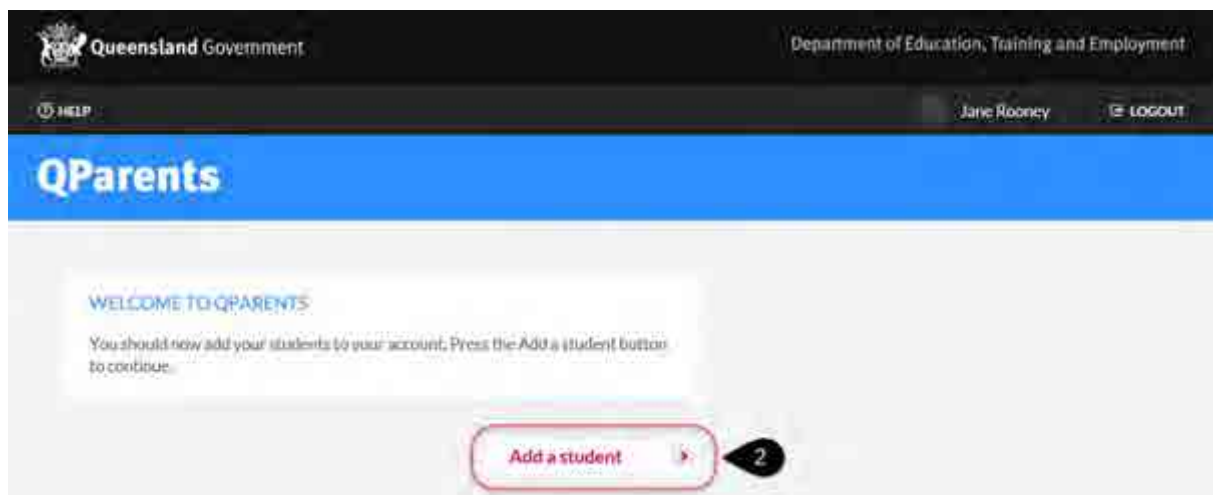
Step 2: Add a student to your account

As a QParents Account Owner, before you are able to view any information about a student you need to request that the student is added to your QParents account. Note that the 'Add student' function is currently unavailable in the QParents iPhone app. iPhone app users will need to add their students using the web version of QParents.

NOTE: If you have received an email containing a new invitation code inviting you to access a new student, you will need to follow the steps outlined in your invitation email, or refer to [Registration Step 1. Enter the invitation code](#) to add your student.

If you did not receive a new invitation code for your student, 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.



- The **Add Student** page is displayed. You need to enter all of the requested information about the student to complete this step.
- 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 may be displayed on your student's ID card (numbers under the barcode), academic reports (under the QGOV logo in the section highlighted yellow):



school invoices, enrolment information or other school documents. If you cannot find your child's EQID, you will need to contact the student's school administration for assistance. EQID numbers cannot be provided by anyone other than the school.

QParents

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 **4**
What is this?

Year level **5**
What is this?

School **6**
What is this?

8 **7**

- Click on the down arrow and select the current **Year level** for the student you are adding.
- Click on the down arrow to view the full list of **schools** using QParents. Please note that only students attending schools that use QParents can be added to your account. Select from the list the **School** in which the student is currently enrolled. If your student's school is not listed

here, this means that 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.

The screenshot shows the 'Add student' page in QParents. At the top, there is a blue header with the 'QParents' logo. Below it, the page title 'My students' is displayed. The main heading is 'Add student', followed by a sub-heading: '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.' Below this is a yellow box titled 'Details of student to be added'. It contains three input fields: 'EQ ID' with the value '0015698700N', 'Year level' with the value 'Year 6', and 'School' with the value 'Sherbyville State School'. Each field has a 'What is this?' link and a checkmark. Below the form is a message box titled 'STUDENT FOUND!' with the text: '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.' At the bottom of the message box are two buttons: 'Continue' and 'Add another student'. The 'Continue' button is circled in red and has a callout bubble with the number '9'. The 'Add another student' button is also circled in red and has a callout bubble with the number '8'. A callout bubble with the number '7' points to the 'STUDENT FOUND!' message box.

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 you have registered using less than 100 points online, you will need to present your documentation at the school before your student access is approved. Please see: <https://qparents.qld.edu.au/#/identityInformation> for more information regarding identity documentation.

If your request to add a student to your account is approved by the student's school you will become a **QParents 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: Student dashboard](#) to learn more about the student dashboard.

Adding a student – common issues

You may encounter a 'Student not found' message when adding your student, or find that a student you have added is now not visible in your account.

There are a number of scenarios that may result in a student disappearing from your account, or you receiving a 'student not found' message when attempting to add them:

1. You are not nominated as a QPAO for the student.

Your school, or schools, will need to have nominated you as a QPAO for each of your students - even if you already have an active QParents account for a different student.

2. Your student does not attend a QParents school.

Your student's school will need to have opted in to QParents for you to be able to add them through QParents. If your student has moved to a new school that does not use QParents, you will no longer see them or be able to add them to your account.

3. Your new school does have QParents, but your student has disappeared or cannot be found.

Students moving schools are marked left at their previous school and then made active at their new school. During the transition period, left students will not appear in your QParents account or be able to be added to your account. Once the student is active at their new school, they will appear in your account again automatically (where you have added them previously), or you will be able to add them to your account.

NOTE: Your new school must also have turned on access for your student's year level in order for you to access the student.

4. Your student has changed year levels.

If your student has changed year levels since you were invited to QParents, you will need to enter the student's current year level when adding them to your account.

NOTE: If it is close to the beginning of a new school year and your student cannot be found, try entering the year level from their previous school year.

5. You have been sent a new QParents email invitation with a new invitation code, inviting you to register for QParents for another student.

If you already have a QParents account - but have received a new invitation email with a new unique invitation code inviting you to access another of your students - you will need to click on the link provided in the email and follow the prompts onscreen to complete the process of adding your student. You may also refer to [Registration Step 1. Enter the invitation code](#) for assistance. You will need to follow this process for any student that you have received a unique invitation code for.

If you are still unable to add your student, please contact QParents support (See [Help and support](#)).

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 may see information about your student under the headings of timetable, attendance, behaviour, payments, reports and enrolment history. Please note that it is a school decision which of these datasets they make available to parents. If a category is not available, you will see a message advising that no information for that dataset is available.

Student dashboard elements

The screenshot shows the QParents dashboard for a student named Manihi Orange. The dashboard is organized into several sections:

- Header:** Includes the Queensland Government logo, Department of Education and Training, user name (Jane Orange), and a LOGOUT button.
- Navigation Menu (Left):** Overview (5), Timetable, Attendance, Behaviour, Payments, Reports, and Enrolment History.
- Student Profile (Top):** Manihi Orange (1), Shellyville State High School Year 10 (2), and Contact school link (3).
- Summary Cards:**
 - Attendance:** 92% attendance, 1 day absent. View attendance history (6).
 - Behaviour:** Positive Awards, Cooperation. View all events.
 - Payments due:** \$379.00. View payments.
- Upcoming events (7):** Filtered by School events (V).

Date	Event
Friday 24 Mar	Assignment/Project - Technology (ITM101A) - Serving Tray
	Written - Visual Arts (ART101B) - GOMA Responding Task
Monday 27 Mar	Research - Health and Physical Education (HPE101C) - Health issues within the community
	Supervised Assessment - Science (SCI101A) - Year 10 Genetics and Evolution
	Exam/Test - English (ENG101X) - Extract analysis
Monday 24 Apr	11:00 am - 12:00 pm ANZAC Ceremony - Senior School
Wednesday 3 May	Handout: Assignment/Project - Humanities and Social Sciences (HUM101X) - Multi-Modal Presentation and Journal
- Timetable (4):** Manihi's timetable for Tuesday:

Time	Room	Subject
9:10 am - 9:20 am	Room G02	Roll Class
9:20 am - 10:30 am	Room M05	Humanities and Social Sciences
11:00 am - 12:10 pm	Room G01	Science
12:10 pm - 1:20 pm	Room O5	Modified Maths Program
2:00 pm - 3:10 pm	Room D01	Industrial Technology (Manufacturing)
- Downloads:** Year 10 S1 2017 Assessment, Year 10 S1 2017 Exams (8).
- Reports:** Semester 2 2016.
- Footer:** Copyright, Disclaimer, Privacy, Right to Information, Accessibility, Jobs in Queensland Government, Other languages. © The State of Queensland 1985-2017. Queensland Government (10).

1. **Student's name** – Displays the student name as recorded in the school IT system
2. **School details** - Click the school logo to view the school's website.
3. **Contact school link** - Click the 'contact school' link to generate an email to the school.
4. **Student information** - Information is displayed under the headings of:

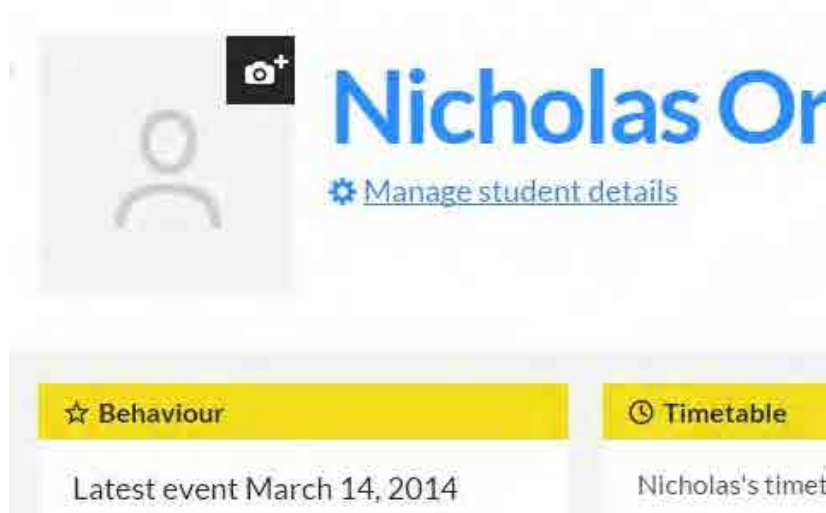
- Attendance
 - Behaviour
 - Payments
 - Upcoming events
 - Timetable
 - Downloads
 - Reports
5. **Navigation tabs** - These tabs are alternative way to navigate the various sections of student information.
6. **View button** - Click on any of the view buttons to view additional information in the selected area :
- Attendance
 - Behaviour
 - Payments
 - Timetable
 - Reports
7. **Upcoming events** – Events are organised into four categories. These are: Exams (E), Assessments (A), Excursions (X), School events (V). Not all types of event will be available at every school.
- You may filter the list by clicking on the small 'x' symbol next to the category name. This will hide all events for that category in the list. To turn on a hidden category, click on the small '+' symbol next to the category name.
8. **Downloads** – Click on the document name to download and view. You will need Adobe Reader or similar PDF viewer installed on your computer to be able to print documents. Refer to the [Installing Adobe Reader](#) section of this guide if you do not have Adobe Reader installed. See also [Download and Print a timetable](#) for more information on printing documents.
9. **QParents logo** - Click on the logo to return to the **My Students** page
10. **Queensland Government and Department of Education, Training Links** – Click on any of the links to view information in the selected area:
- Copyright
 - Disclaimer
 - Privacy
 - Right to Information
 - Accessibility
 - Jobs in Queensland Government
 - Other Languages

Go to [Step 4: Delegated Viewers](#) to 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. Personal photos will only be seen by the QPAO and not the school. To add a photo:

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



2. You are presented with terms and conditions for uploading photos to 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).



Nicholas Orange

[Manage student details](#)



Shelbyville State
High School
Year 8

[Contact school](#)

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.



Nicholas Orange

[Manage student details](#)



Shelbyville State
High School
Year 8

[Contact school](#)

School photo

School photo retrieved

Click 'Accept' below to use this photo.



Cancel >

Accept >

< Back

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

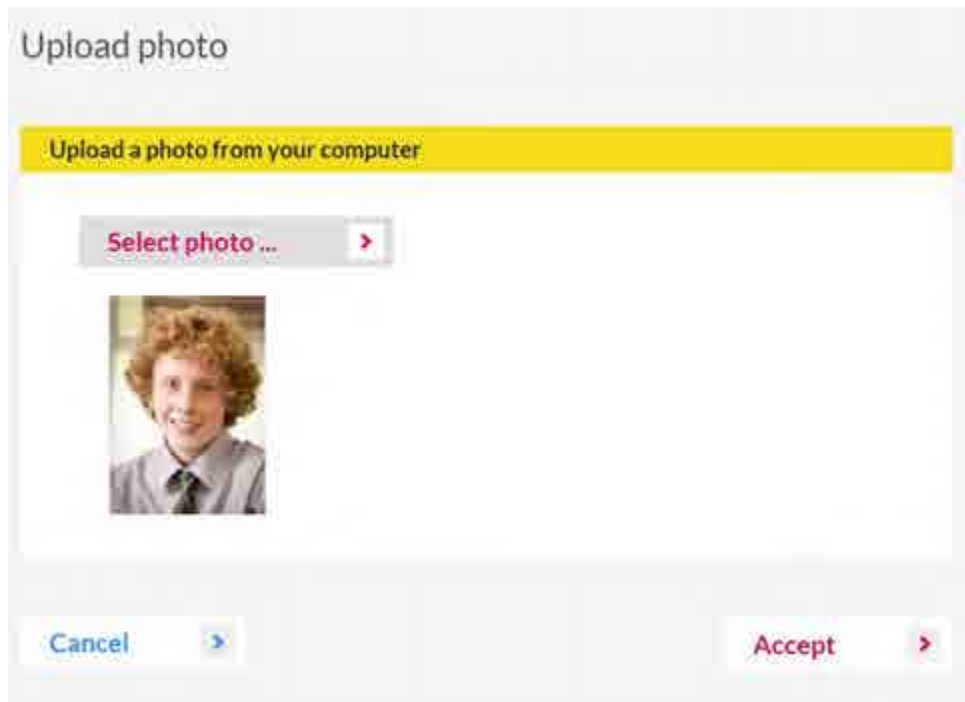
Select photo ... >

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.



11. Click **Accept** to use the photo you have chosen.
12. The photo will then be displayed in QParents.



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 Account Owner has invited to view a student's information.

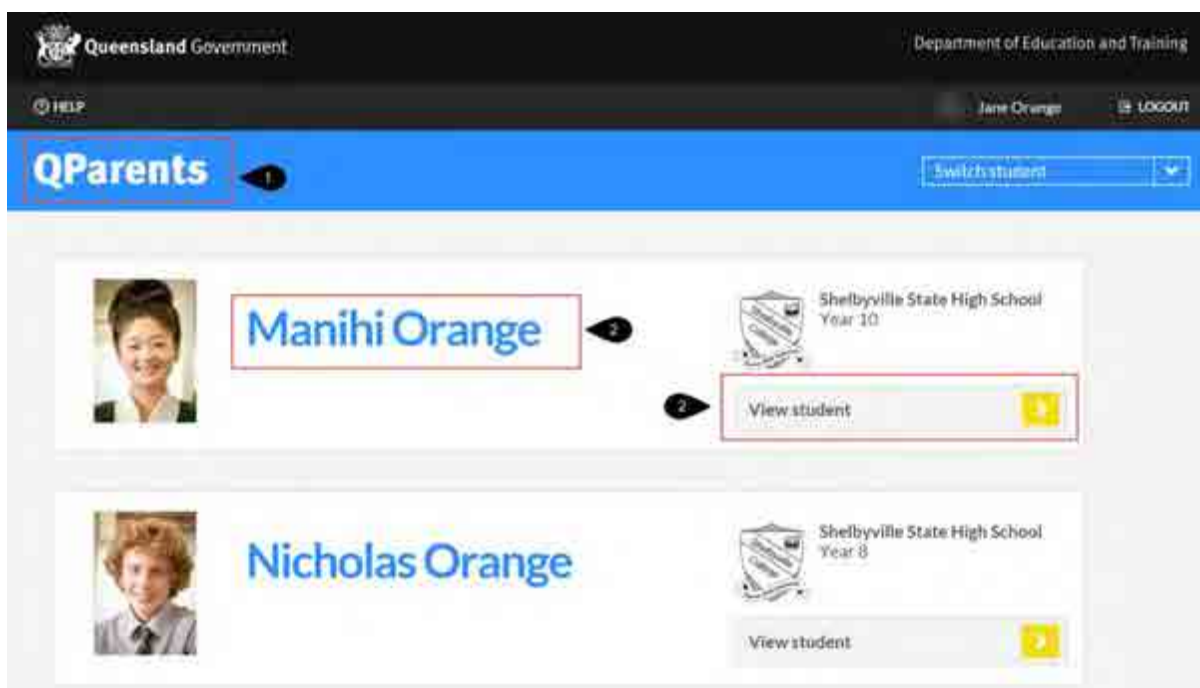
Delegated Viewers have **view only** access to the student information categories permitted by the QParents Account Owner. A Delegated Viewer is not able to view the personal information of the QParents Account Owner or the student.

A QParents 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.

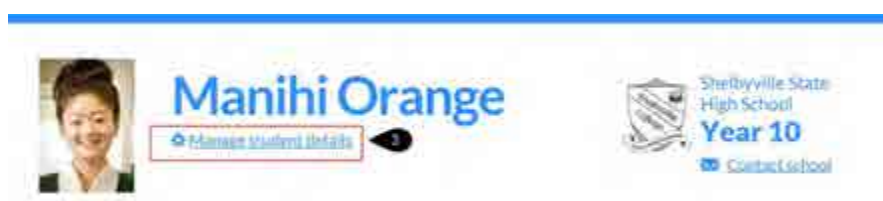
Add a Delegated Viewer

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

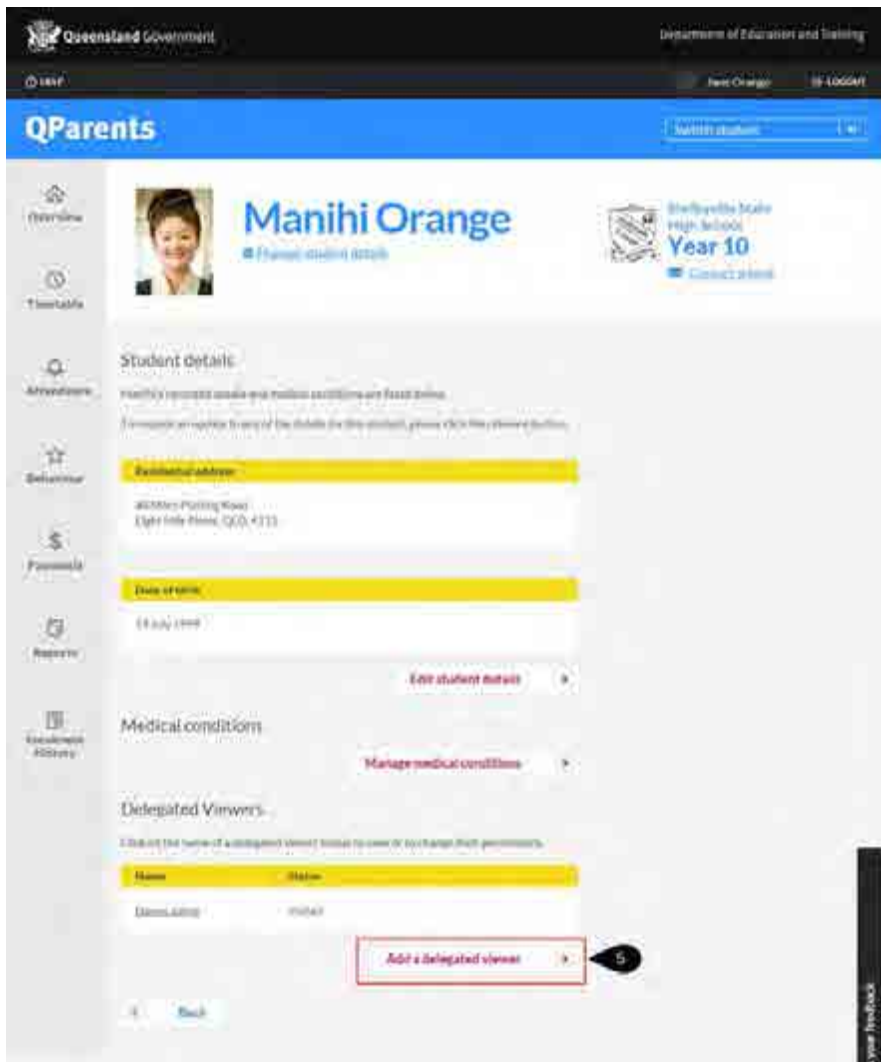
1. Login to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button.



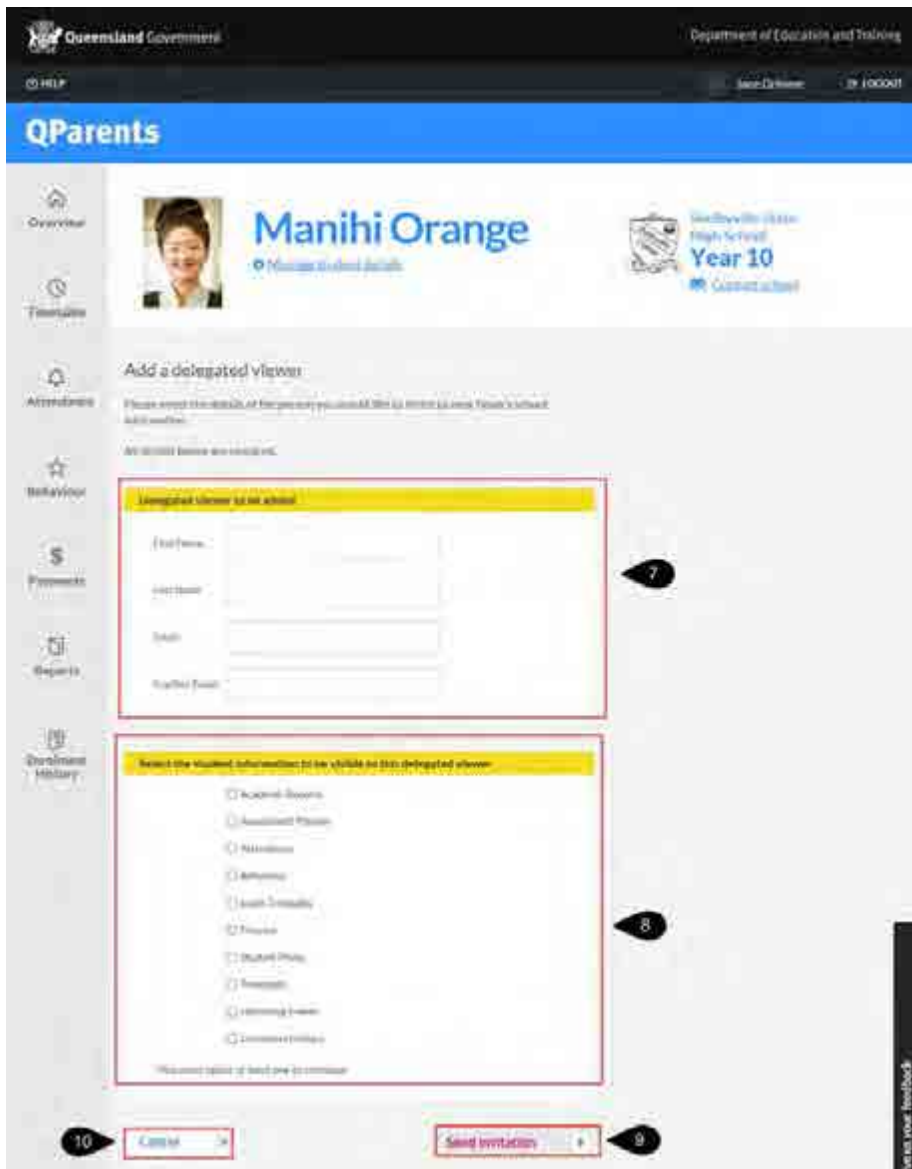
3. Click on the **Manage student details** link found below the student's name.



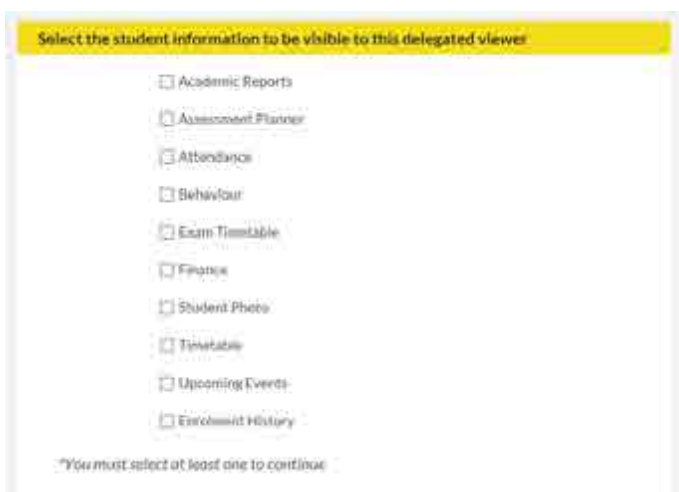
4. Scroll to the bottom of the **Student's Details** page to the **Delegated Viewers** heading.
5. Click on the **Add a delegated viewer** button.



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



8. Tick the box for each information category that you wish to make visible to the Delegated Viewer. Any category accessible to the Delegated Viewer will have a beside it. To deselect the category, click on the category again and the will appear un-ticked.



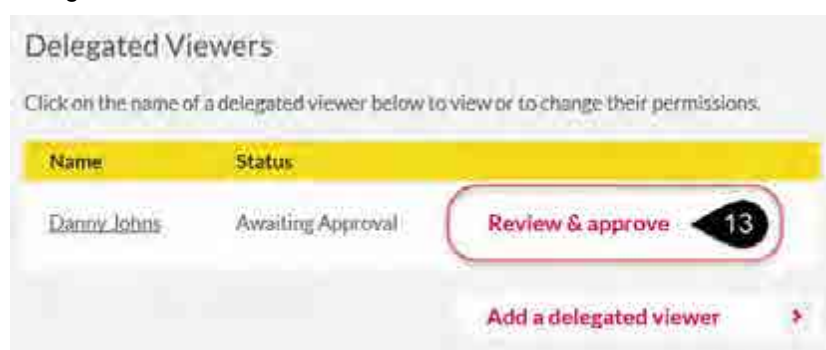
You can change the information accessible to the Delegated Viewer at any time by following the steps outlined under [Update Delegated Viewer details](#).

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 Viewer, press the **cancel** button. Please note, if you have already pressed the Send invitation button, you will need to refer to the following sections: [Update Delegated Viewer details](#) and [Change Delegated Viewer Access](#)
11. The **Student Details** screen is displayed with the newly added Delegated Viewer's status listed as **Invited**.

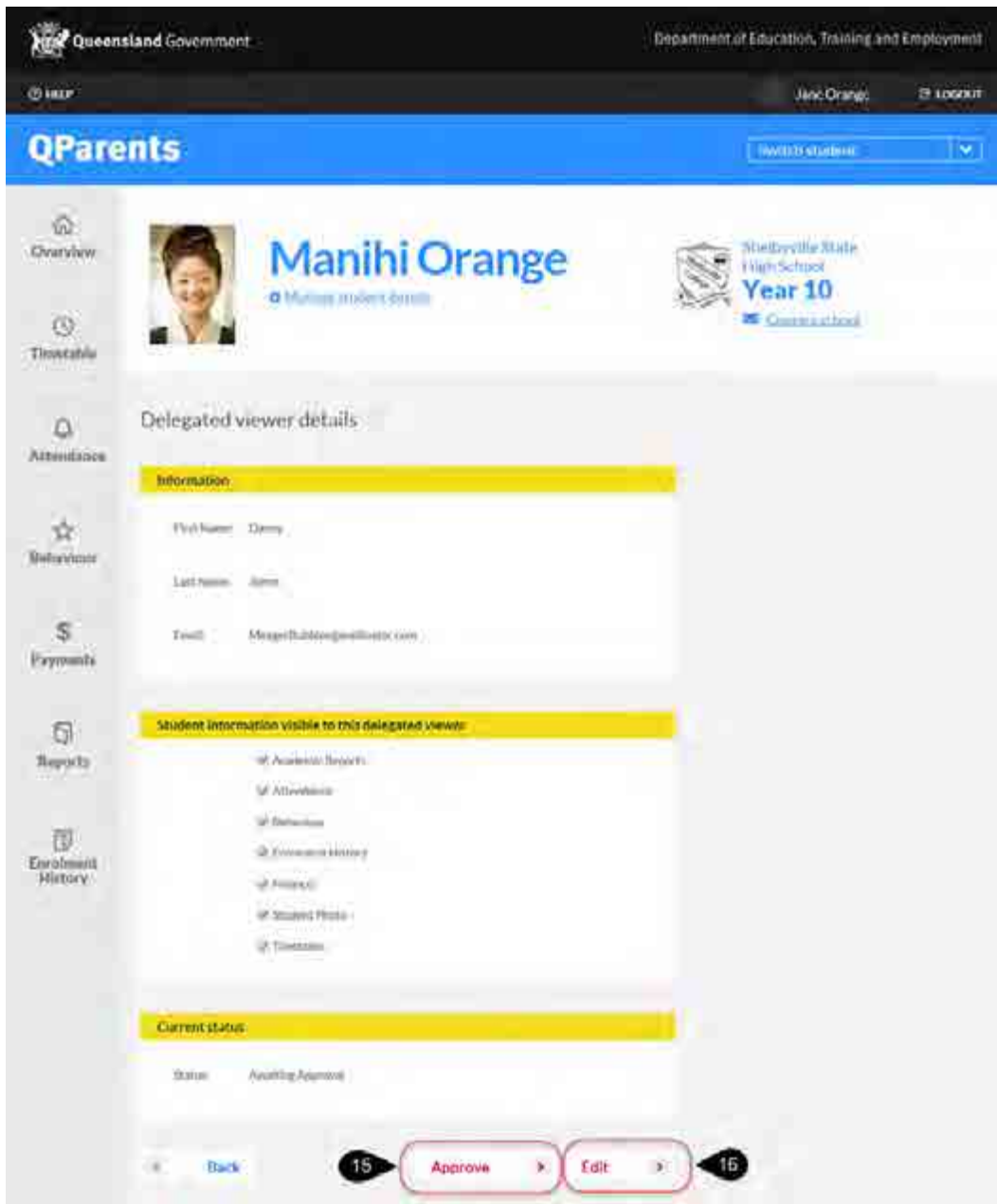


12. To return to the student's dashboard click the **Back** button
13. Once the Delegated Viewer completes the registration instructions sent via the email invitation, you will receive an email advising that you are required to approve the Delegated Viewer's access. Once you have received this email,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

On the **Student 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 student information that you have made available.

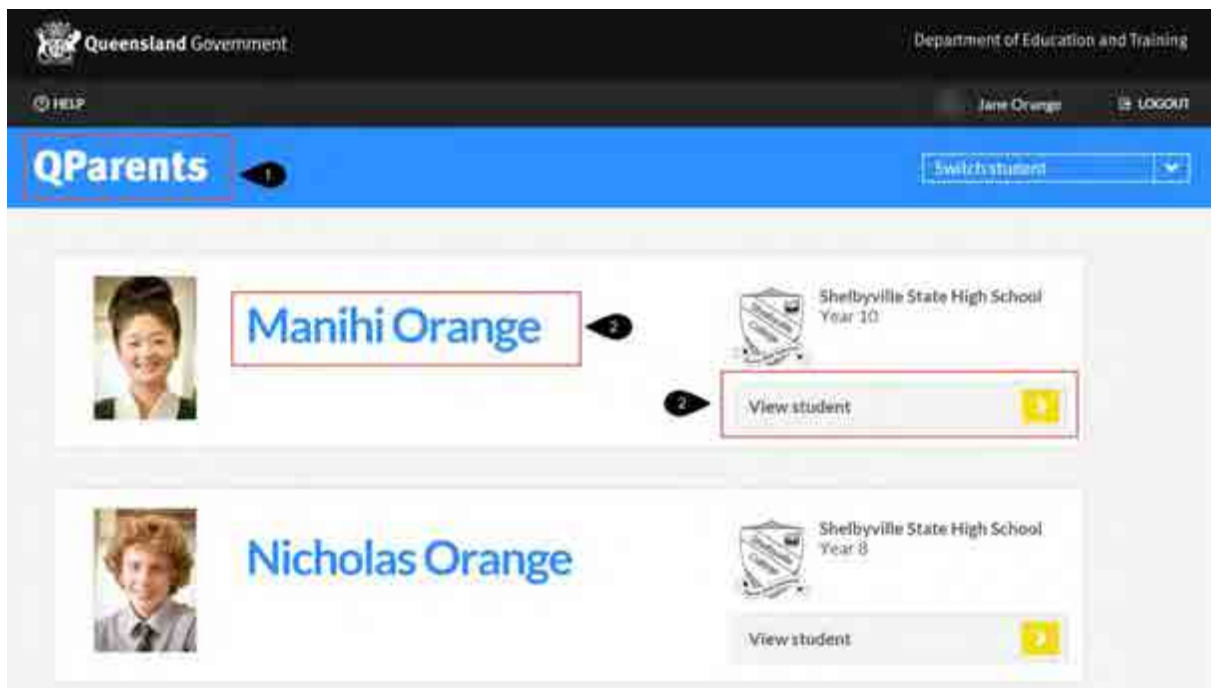
16. If you wish to edit the Delegated Viewer's details, click the **Edit** button.

17. Update the student information that is visible to the Delegated Viewer. Tick the box for each information category that you wish to make visible to the Delegated Viewer. Any category accessible to the Delegated Viewer will have a beside it. To deselect the category, click on the category again 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 step 15 above.
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 student 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

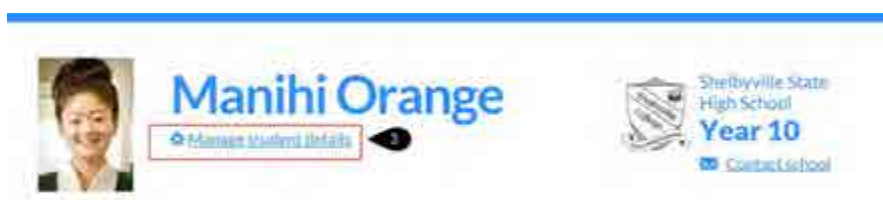
Update Delegated Viewer details

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**.

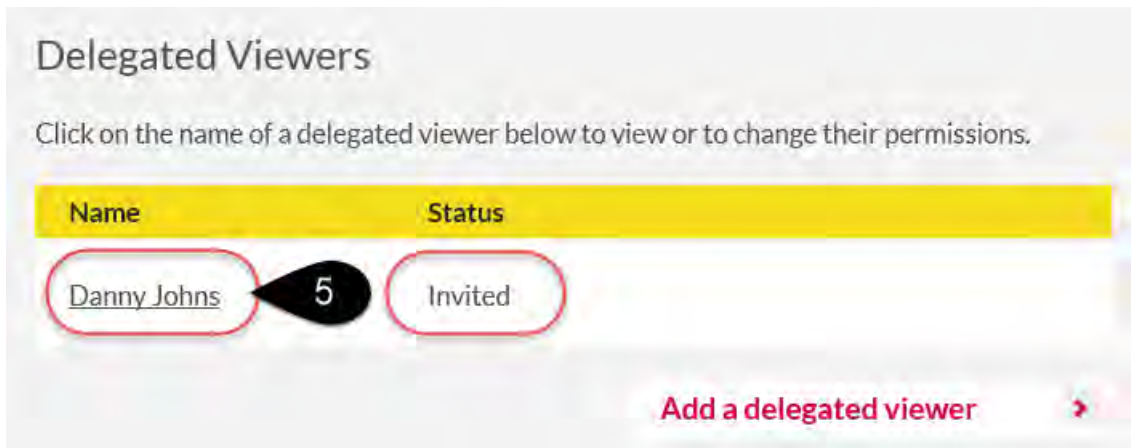
1. Login to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the **student name** or click the **View student** button.



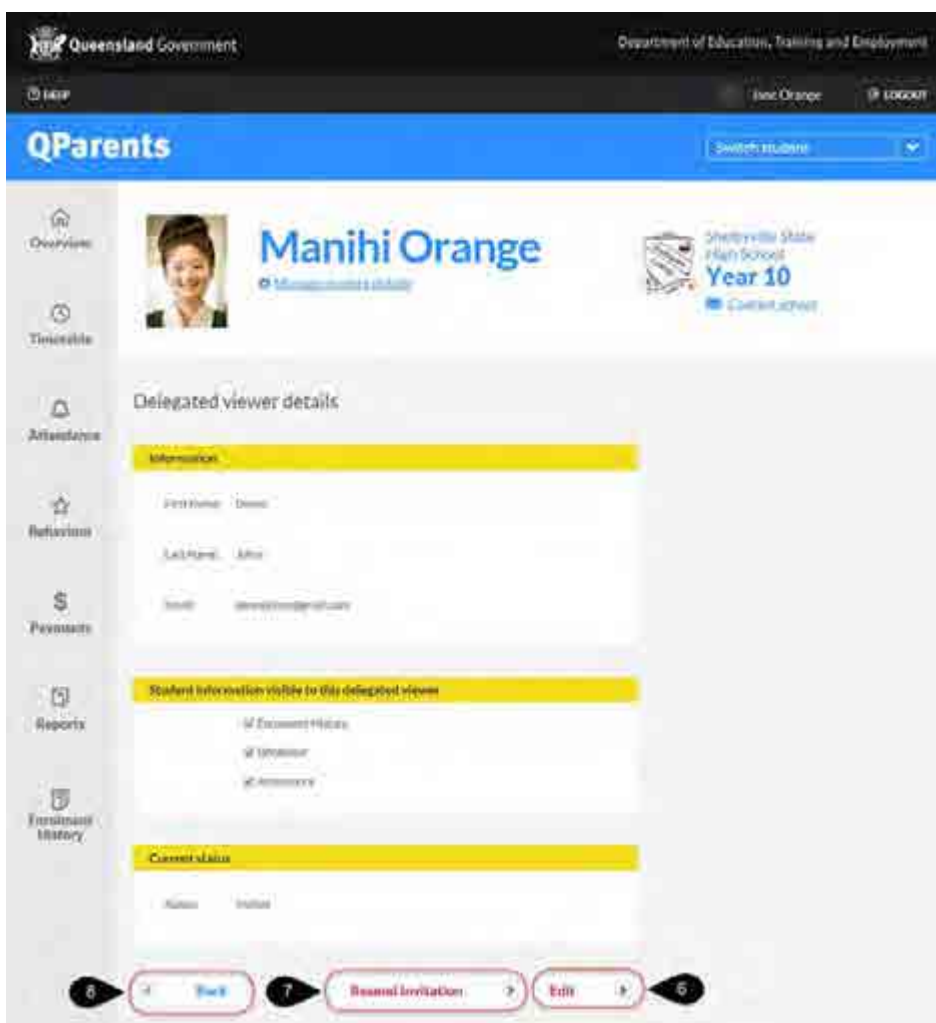
3. Click on the **Manage student details** link below the student's name.



4. Scroll to the bottom of the student's details page to the **Delegated Viewers** heading.
5. Click on the name of the Delegated Viewer 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, click 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 Delegated Viewer.

If you wish to change the information visible to the Delegated Viewer, refer to the 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](#).

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. To do this you will need to resend the invitation manually as outlined in step 7 below.

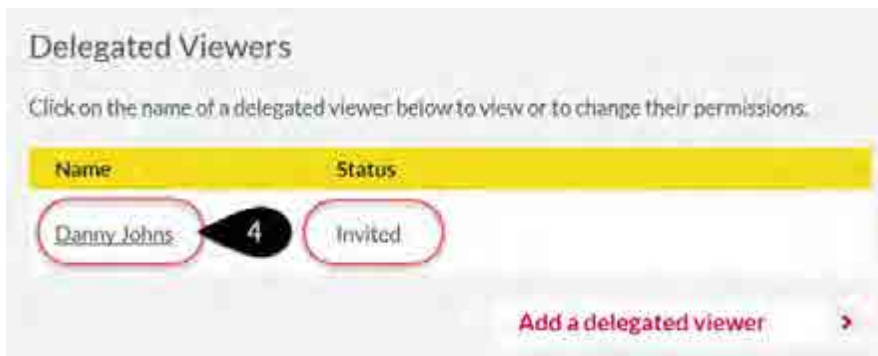
7. If you need to resend the invitation to the delegated viewer, select the **Resend invitation** button on the **Delegated viewer details** screen. This will send an email from the QParents application to the Delegated Viewer, informing them they have been invited to register for QParents as a Delegated Viewer for the nominated student.
8. Select the **Back** button to return to the **Manage student details** screen.

Change Student Information Visible to Delegated Viewer

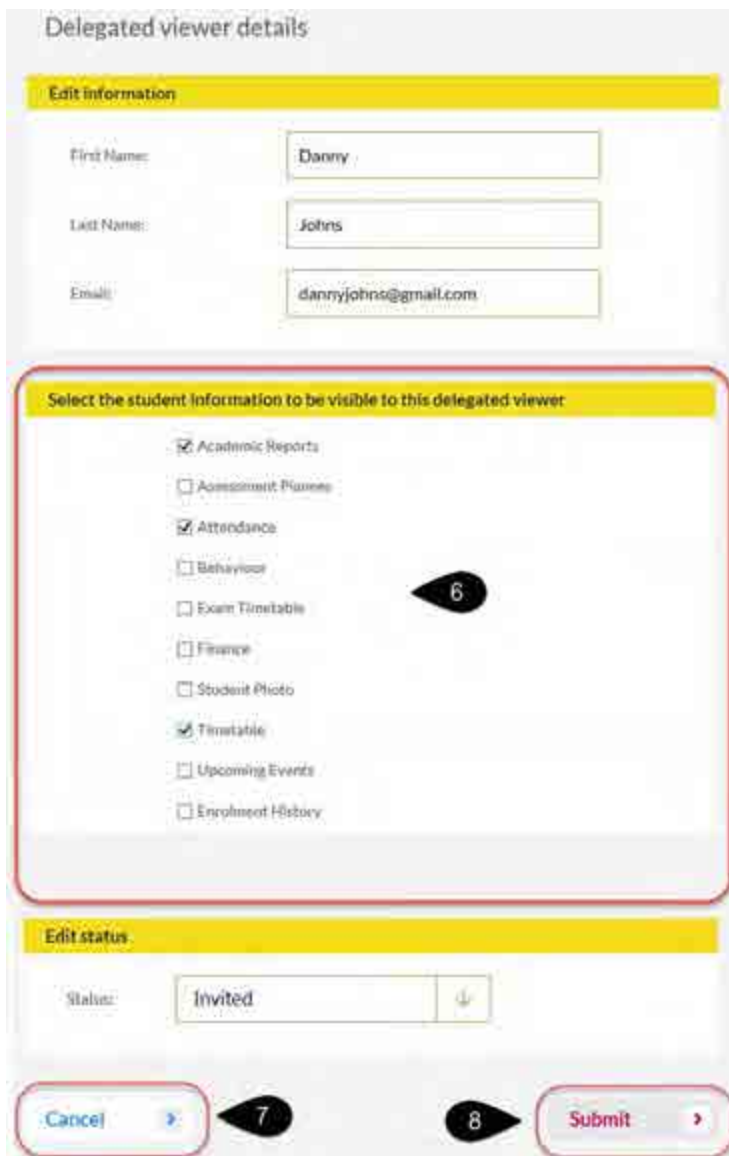
Follow these steps to update the student information that is visible to a Delegated Viewer. A QParents Account Owner is able to make these changes.

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

- Click on the name of the Delegated Viewer you wish to update.



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



- 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

accessible to the Delegated Viewer will have a beside it. To deselect the category, click on the category again 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 Owner's account. All of the Delegated Viewer's details 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 from seeing any of the student's information. In this case the Delegated Viewer's information is still visible in the QParents Account Owners account. Access may still be changed back to 'Active' at a later date without reinviting the Delegated Viewer.

Delegated viewer details

Edit information

First Name:

Last Name:

Email:

Select the student information to be visible to this delegated viewer

Academic Reports

Assessment Plans

Attendance

Behaviour

Exam Timetable

Finance



Student Photo



Timetable

Upcoming Events

Enrolment History

Edit status

Status:  

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: School communication](#) to learn how to email your school from QParents, or go to [Step 14: Logout](#) to learn how to logout of your QParents account.

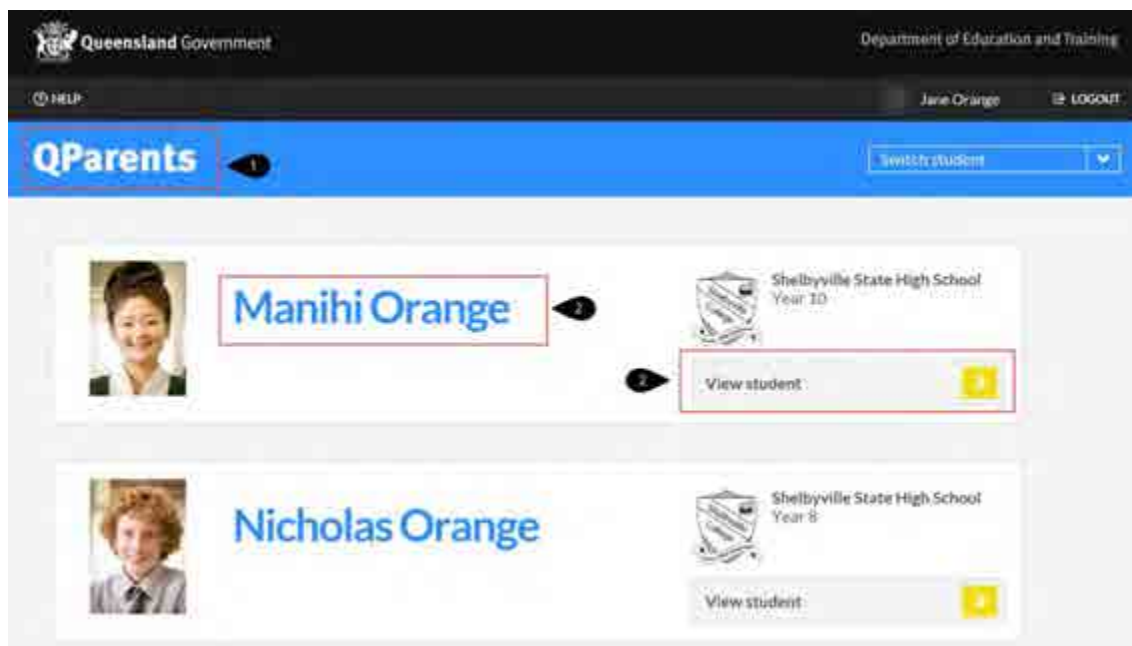
Step 5: School communication

You can generate an email to your student's school from QParents.

Please note: to be able to generate 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 or mobile device.

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

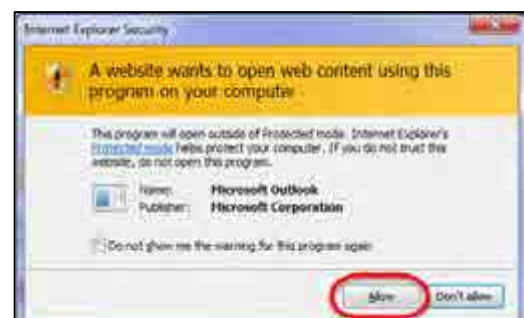
1. Log in to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the student name or click the **View student** button.



3. Click on the **Contact School** link under the school name 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.

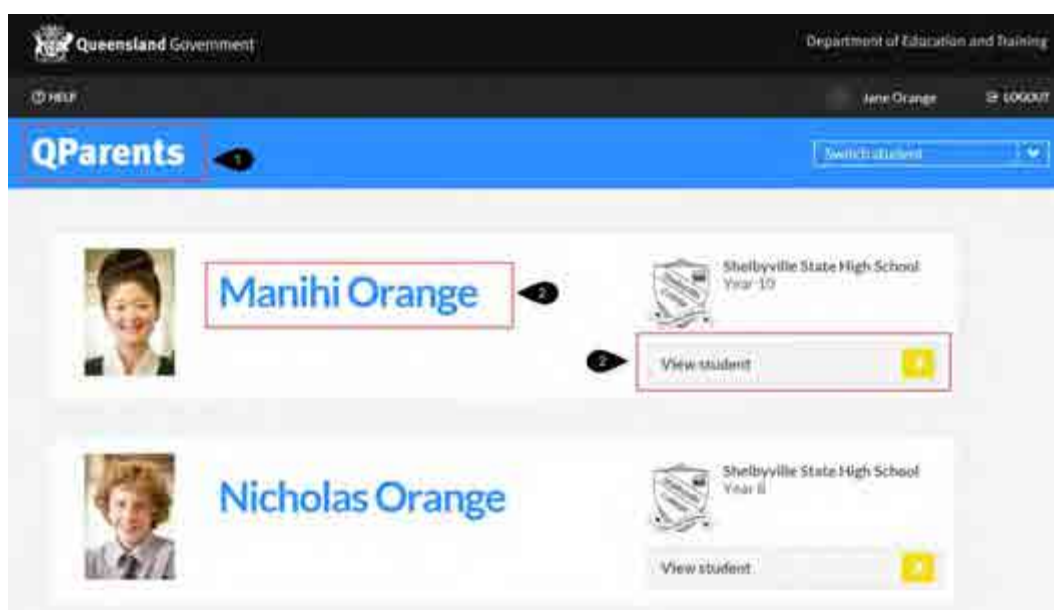
Go to [Step 6: Edit student details](#) to learn how to edit a student's details or go to [Step 14: Logout](#) to learn how to logout of your QParents account.

Step 6: Edit student details

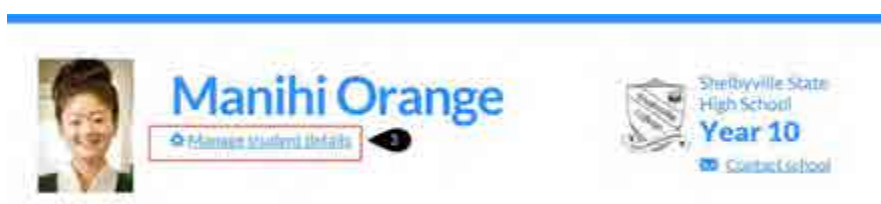
QParents Account Owners can notify their student's school of changes to their student's personal details. Delegated Viewers may be granted access to view student information but are not able to edit student details using QParents.

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

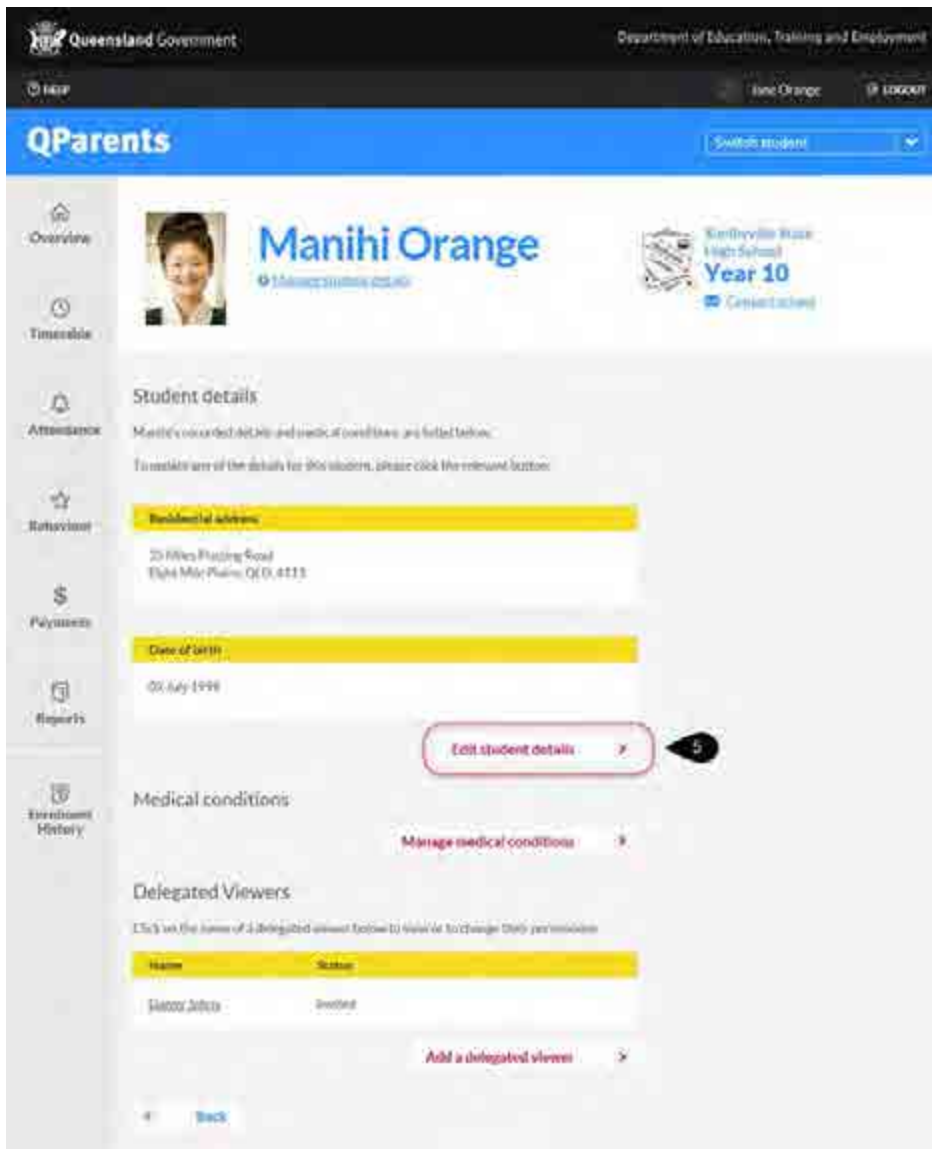
1. Log in to your QParents account. The **My Students** page will be displayed. If you are already logged into QParents, click on the **QParents logo** to return to the My Students page.
2. On the **My Students** page, click on the student name or click the **View student** button.



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



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



6. The **Student Details** screen is displayed.
7. Enter the changes you wish to make to 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: 35 Miles Platting Road 7

Street address 2 (Optional):

Town/City: Eight Mile Plains

State: QLD

Postcode: 4113

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 tick the **Residential address above is also my postal address** 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. In future all student mail will be sent to this postal address.

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. In future all student mail will be sent to this residential address.
11. To update the student's date of birth, enter the correct date in the **Date of birth** field, with a format of dd/mm/yyyy (d = day, m = month, y = year). For example, for a student born on the 2 July 1999, you would enter 02/07/1999. For a student born on the 10 November 2003, you would enter 10/11/2003.

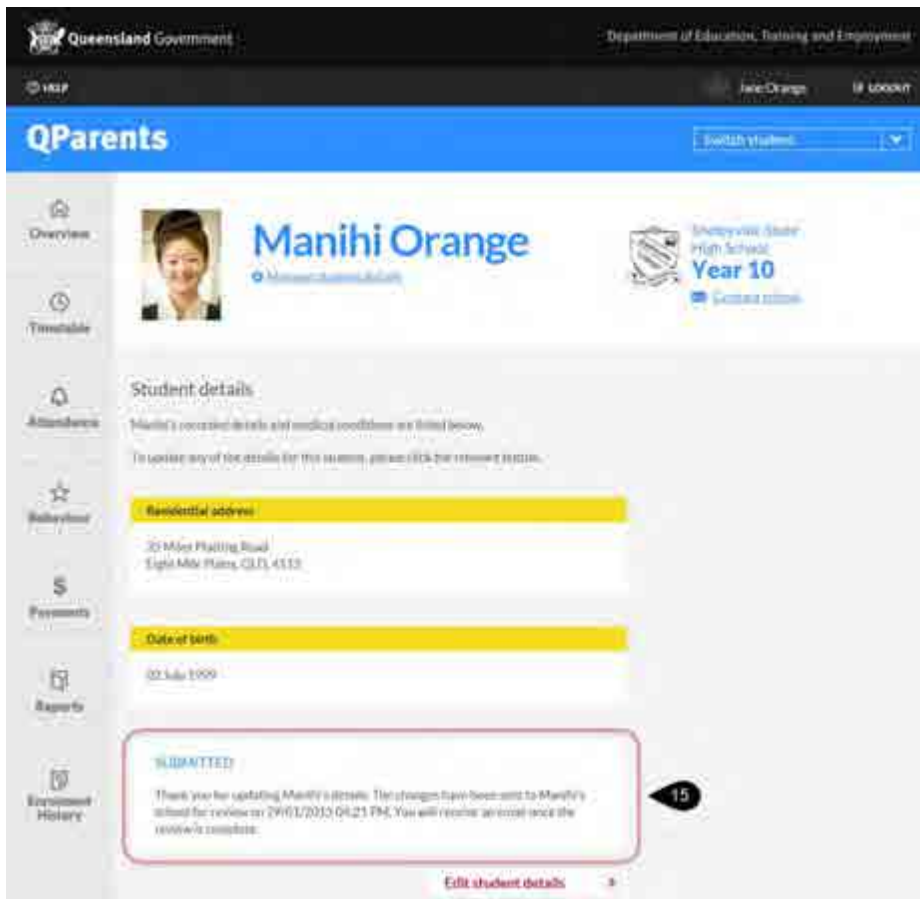
12. You can also use the calendar option to enter the date. Click in the **Date of birth** field and the **calendar** will appear. To scroll through the months, either click on an arrow or click on the month (e.g. August) and a list of all months will appear. Select the month you require. Click on the 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 you of 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 showing the date and time the change request was submitted to the student's school. Once the change(s) have been approved by the school, this message will no longer appear and the new student details will be displayed.



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 any medical conditions that your student may have. To utilise this function you must be a QParents Account Owner. Please note that you may be required to undertake further follow-up with the school depending on the medical condition selected. In this case the relevant schools officer will contact you after receiving notification of the medical condition.

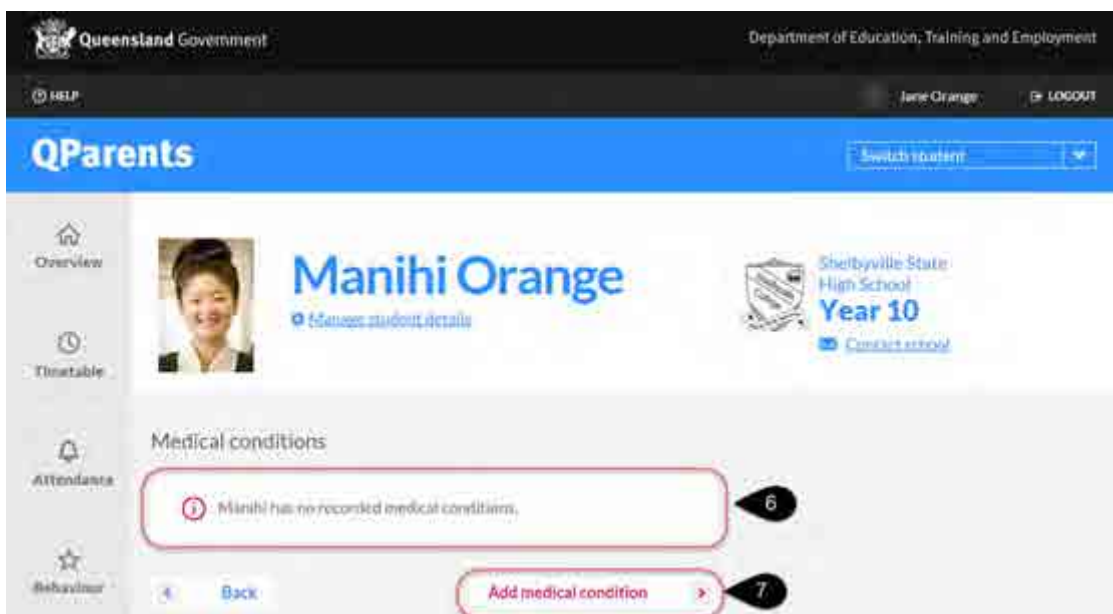
Follow these steps to update your student's medical conditions.

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

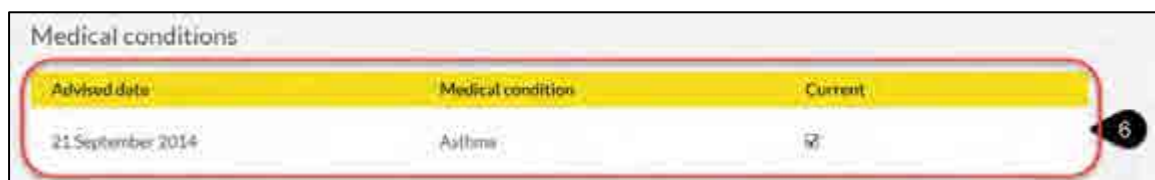
5. Select the **Manage medical conditions** button

The screenshot shows the QParents web interface. At the top, it displays the Queensland Government logo and the Department of Education, Training and Employment. The user is logged in as Jane Orange. The main header shows the student's name, Manihi Orange, and their school, Shelbyville State High School, Year 10. A sidebar on the left contains navigation options: Overview, Timetable, Attendance, Behaviour, Payments, Reports, and Enrolment History. The main content area shows student details, including residential address (35 Miles Plotting Road, Eight Mile Plains, QLD, 4113) and date of birth (02 July 1999). A 'SUBMITTED' message indicates that the details have been sent to the school for review. At the bottom, there are two buttons: 'Edit student details' and 'Manage medical conditions', with the latter highlighted by a black circle and the number 5.

6. The Medical Conditions screen will appear.

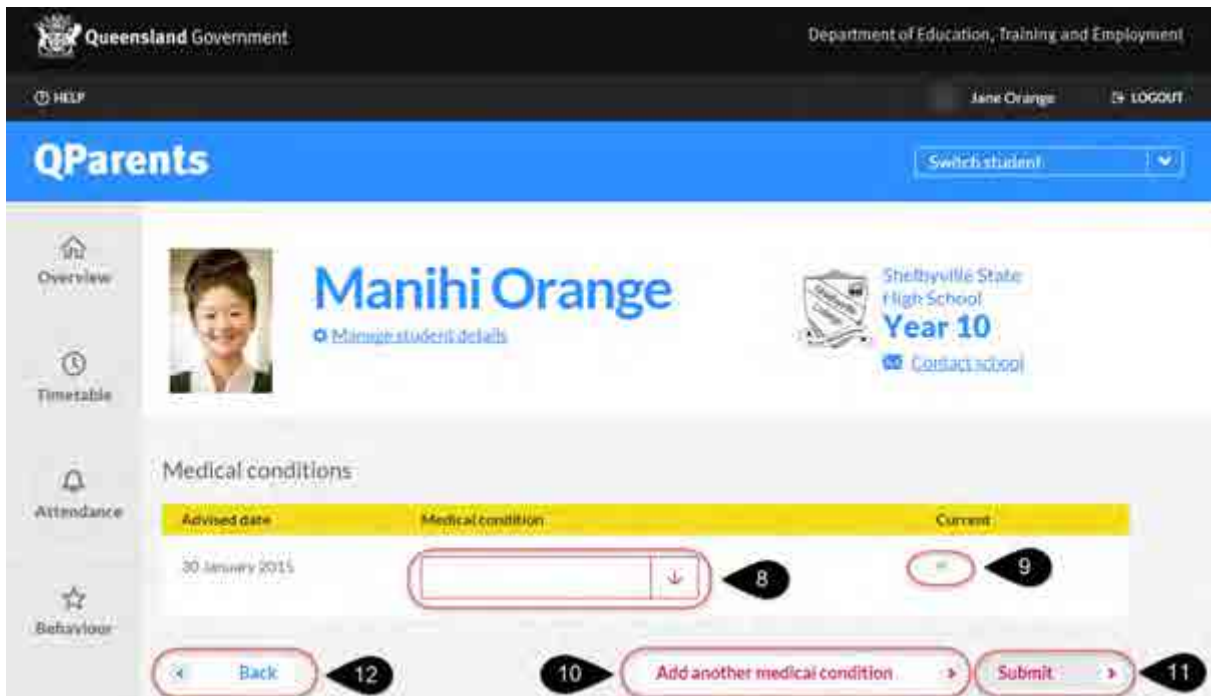


If the student has any previously reported medical conditions they will be listed, otherwise a message stating no medical conditions have been recorded will be displayed.



7. To add a medical condition, select the **Add medical condition** button.
8. 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 as much information as you can provide regarding this medical condition for the student.



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 indicates that the medical condition is not current, however will still remain 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 the additional 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. 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.

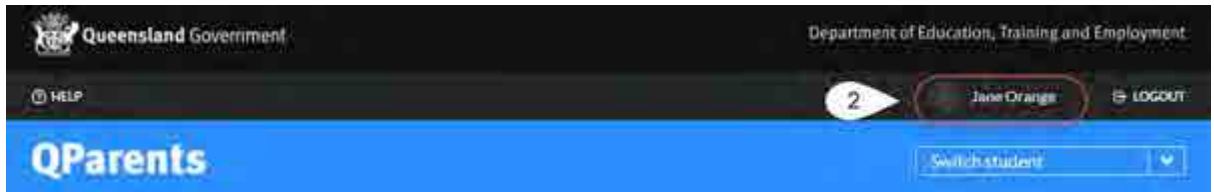
Go to [Step 7: Update my details](#) to learn how to update your details or go to [Step 14: Logout](#) to learn how to logout of your QParents account.

Step 7: Update my details

Use the **My details** screen to update the current email address or phone number that you use for your QParents account. Please note that these details are only used for your QParents account. Changing these will not update your email or phone details in the school system.

Follow these steps to change your details:

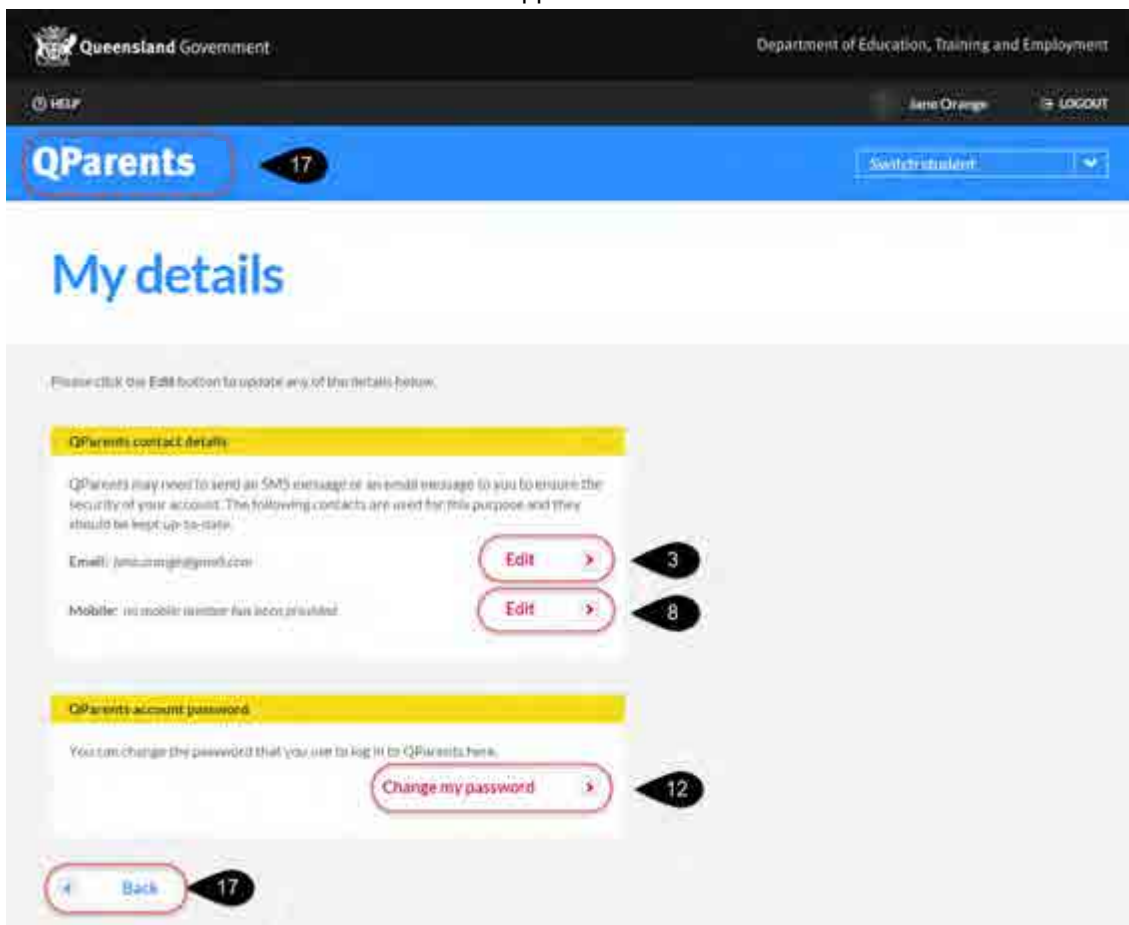
1. Login to your QParents account. The **My Students** page will be displayed.
2. Click on your name, which is located on the right hand side of the screen (this can be done from any page within QParents).



3. The **My details** screen is displayed and your current information is shown.

Update email information

4. To update your email address, click on the **Edit** button located next to the **Email** field. The **Edit QParents email address** screen will appear.



5. Enter your new email address.
6. You are also required to enter your existing QParents password to verify authenticity of the update request.
7. Once you have completed the form click 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 both your QParents login email address as well as the address where you receive all QParents notifications.

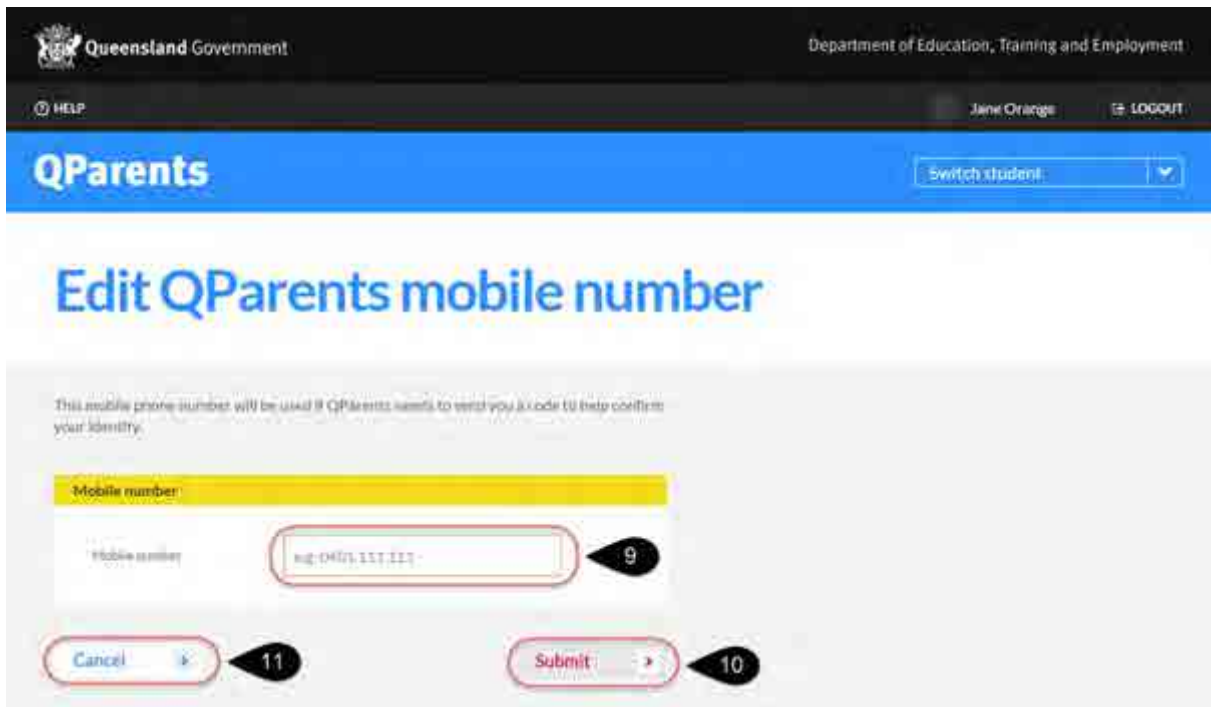
You will also receive an email to your old email address advising that a change in email address has been requested. This email is for your information only.

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

8. Press the **Cancel** button to return to your My Details screen without submitting any changes to your email address.

Update mobile information

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



10. Update your mobile number. The mobile phone number must be in the correct format :

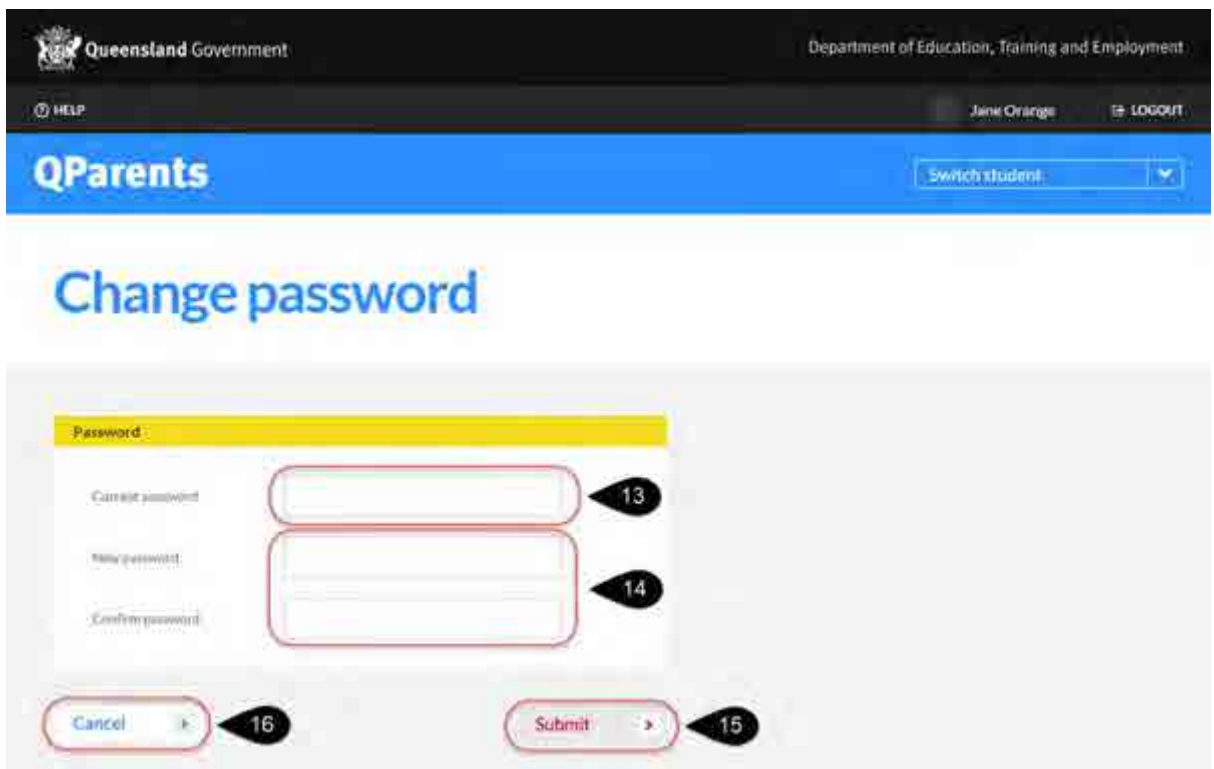
- Australian Mobile Numbers must contain 10 digits with a format of 0401 111 111
- International Mobile Numbers must have the first '0' dropped, and be prefixed with a + with the International Country Code added. For example, a US number would appear as +1 401 111 111

11. Once you have completed the form press the **Submit** button. A message will appear informing you that 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.

12. Press the **Cancel** button to return to your **My Details** screen without submitting any changes to your mobile number.

Update password

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



14. Enter your current QParents password.
15. 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.
16. Once you have completed press the **Submit** button.
17. Press the **Cancel** button to return to your My Details screen and not submit your password change.
18. 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: Timetable](#) to learn how to view and print your student's timetable or go to [Step 14: Logout](#) 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 you will see one of the following:
 - a summary of today's timetable information
 - a message advising that no timetable information is available for today

QParents

Overview

Manihi Orange
Manage student details

Snelbyville State High School
Year 10
Contact school

Attendance
1 day absent
View attendance history

Behaviour
Positive
View all events

Payments due
\$379.00
View payments

Upcoming events

Exam (E) Assessment (A) Supervised (S) School event (V)

Timetable

Manihi's timetable for Tuesday:

9:10 am - 9:20 am	Roll Class	Room G02
9:20 am - 10:30 am	Humanities and Social Sciences	Room M05
11:00 am - 12:10 pm	Science	Room G03
12:10 pm - 1:20 pm	Modified Maths Program	Room G5
2:00 pm - 3:10 pm	Industrial Technology (Manufacturing)	Room D05

[View full timetable](#)

Downloads

- Year 10 S1 2017 Assessment
- Year 10 S1 2017 Exams

Reports

- Semester 2 2016

[View reports & analysis](#)

- Click on the **View full timetable** link or the **Timetable tab** and the Timetable screen will be displayed with the student's current timetable.

If the student has no timetable information available , a message will display informing you that there is currently no timetable for the student.

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.

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

Period 1

9:05 am - 10:15 am

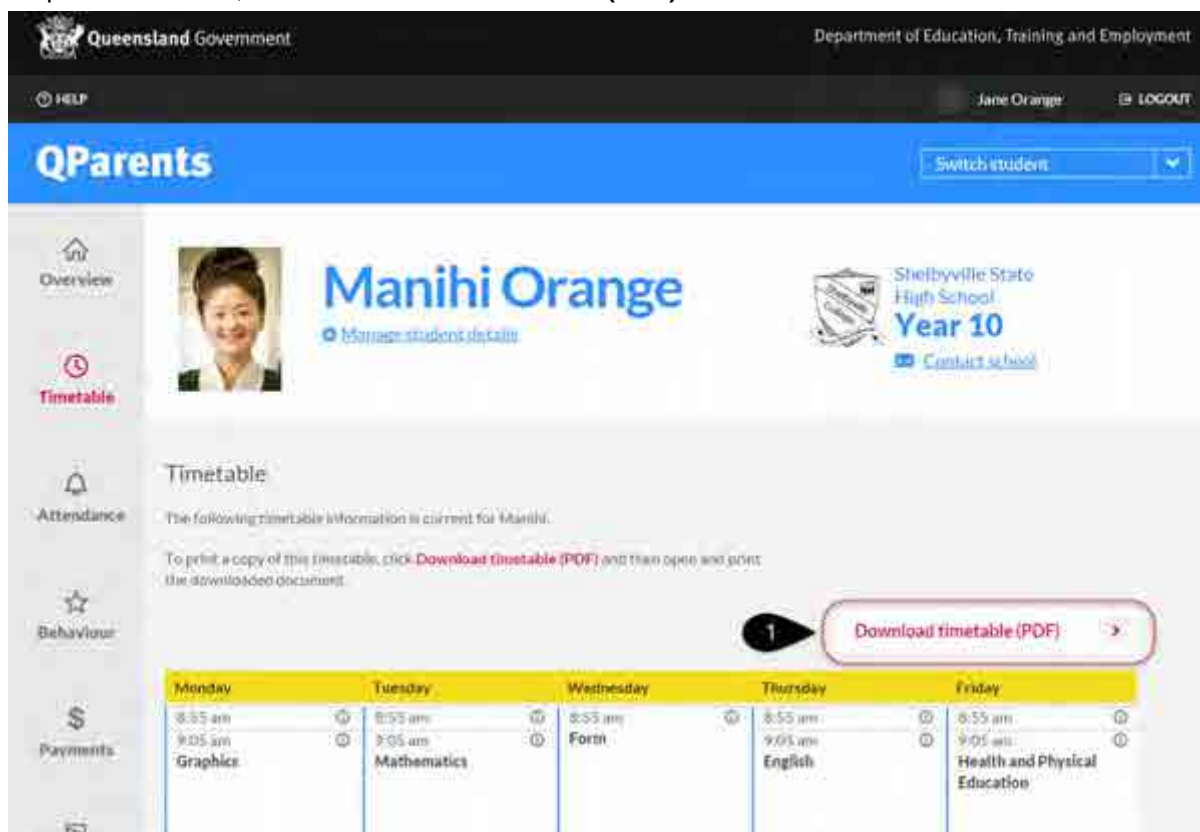
HPE101B
Health and Physical Education
Room: G003
Shelbyville State High School
Teacher: Mrs Purple

- Click on the  icon to view additional information for a timetable entry.
- To close the additional information window, click the X.

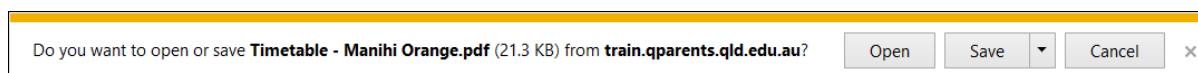
Download and print a timetable

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 of this guide if you do not have Adobe Reader installed.

1. To print a timetable, click on **Download timetable (PDF)**.



2. If you are using a **PC with Internet Explorer version 9** or above, the message below will be displayed:



Select **Open** to simply open the timetable in Adobe Reader without saving it.

Select **Save** to save the timetable to 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.



Select **Cancel** or **click X** to cancel the download operation.

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: Attendance](#) to 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.

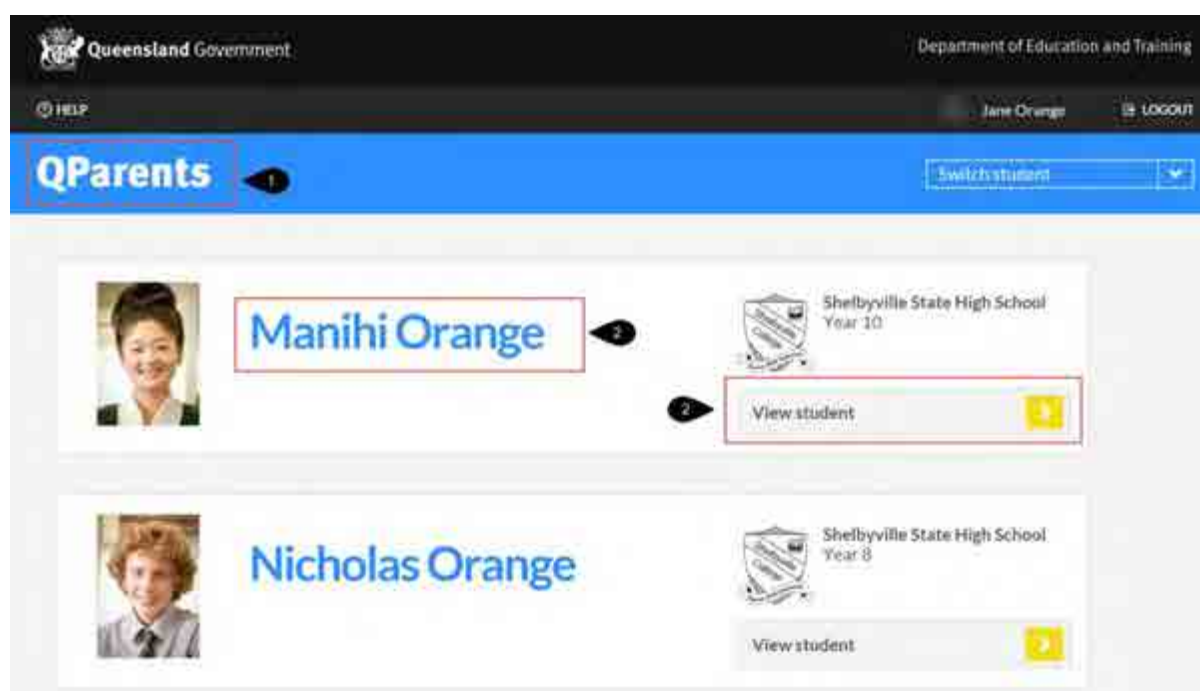
Go to [Step 14: Logout](#) to learn how to logout of your QParents account.

Step 9: Attendance

In QParents, you can view a student's attendance information, provide the student's school with a reason for a current absence and notify the school of an upcoming absence. To utilise this function you must be a QParents 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 any reasons for current or future absences.

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 **Attendance** section provides a brief overview of the student's attendance and absence records as a percentage for the year.

If the student has no attendance information available, a message will display informing you that there is currently no attendance information for this student.

The screenshot shows the QParents interface for a student named Manihi Orange. The top navigation bar is blue with the 'QParents' logo. Below it, the student's profile is shown with a photo and name. To the right, the school name 'Shelbyville State High School' and 'Year 10' are displayed, along with a 'Contact school' link. The main dashboard area features several key metrics: 'Attendance' (92%, 1 day absent), 'Behaviour' (Positive Cooperation), and 'Payments due' (\$379.00). Each metric has a corresponding icon and a 'View' button. The 'Attendance' section is highlighted with a red box, and a callout '4' points to the 'Attendance' tab in the left sidebar. Another callout '3' points to the 'View attendance history' button, and a third callout '4' points to the 'View attendance history' button in the 'Attendance' card. Below these are sections for 'Upcoming events' and 'Timetable'.

4. Click on the **View attendance history** button or the **Attendance** tab.

Manihi Orange
[Manage student details](#)

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

Attendance
 You can notify the school of an absence for this student – for today or for any time in the future. To do this, press the **Notify of an absence** button.

Notify of an absence >

Absence history

Yearly overview


Total days absent this year: **3**
 Attendance percentage for this year: **94%**


The following absence information has been recorded for Manihi:


Absences that are currently recorded as "Unexplained" are highlighted below. These require an explanation so please click on the "+" next to each highlighted absence and key in an explanation for that absence.

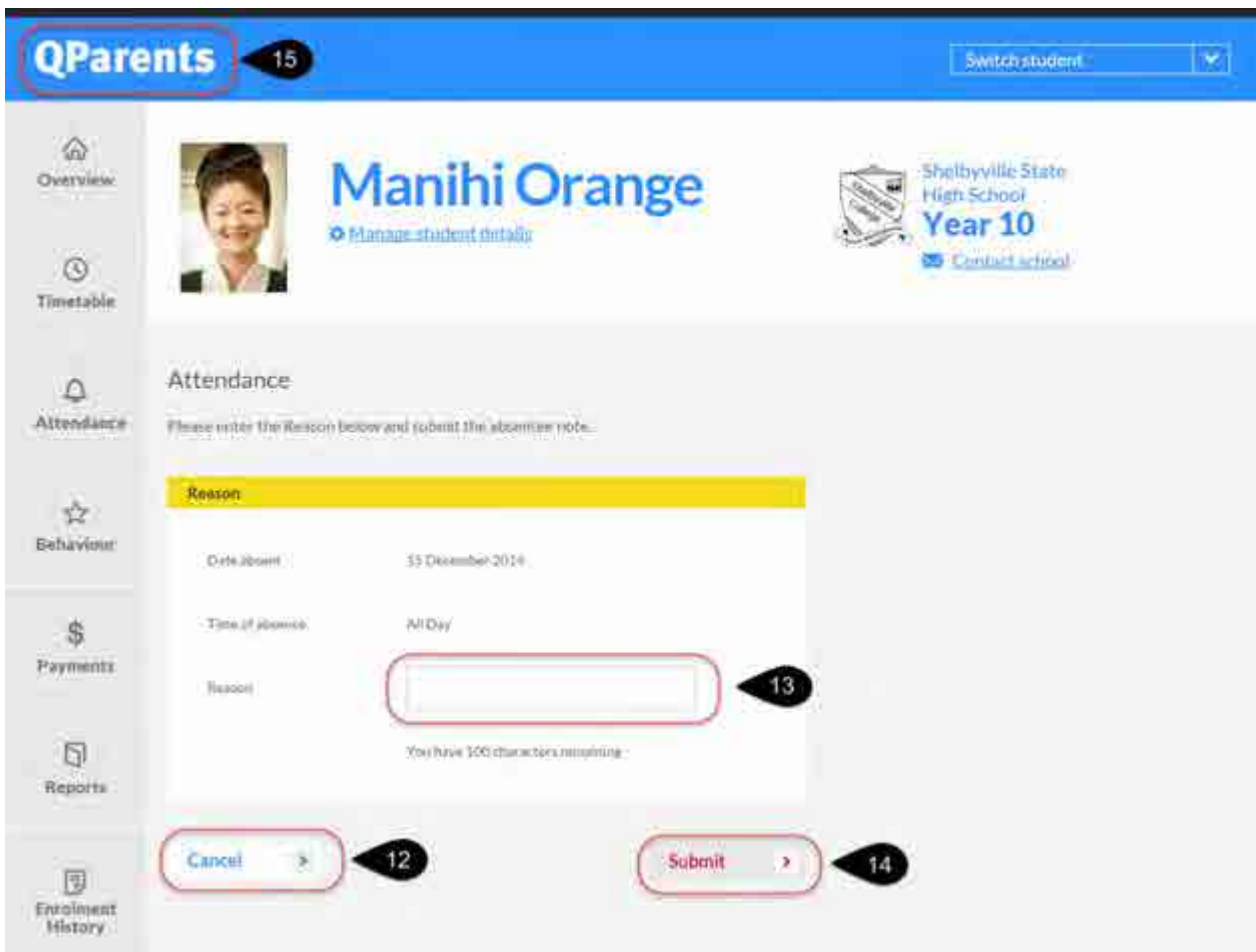
Date	Time of absence	Status
15 December 2014	All Day	Unexplained (9)
Currently, no reason has been recorded for this absence. Please enter an explanation to be recorded in the school's records.		Submit a reason (10)
08 December 2014	All Day	Unexplained (8)
14 November 2014	All Day	Unexplained (7)
20 February 2014	Late (NIP)	Unexplained (9)

- 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 additional 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 indicates that a reason for the absence has been provided.

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

10. If you wish to submit a reason for an absence, click on the  icon and select the **submit a reason** button. To submit absences you must be a QParents Account Owner. Delegated Viewers may be granted access to view student attendance information but are not able to submit absences using QParents.
11. The **Attendance Reason** screen will be displayed. The date and time for the absence is automatically populated on this screen.




The screenshot shows the QParents interface for a student named Manihi Orange at Shelbyville State High School, Year 10. The 'Attendance' section is active, displaying a form to enter an absence reason. The form includes the following fields:

- Date absent:** 33 December 2014
- Time of absence:** All Day
- Reason:** A text input field with a character count of 0/100.

At the bottom of the form, there are two buttons: **Cancel** (labeled 12) and **Submit** (labeled 14). The Reason field is highlighted with a red box and labeled 13.

12. Select the **Cancel** button to return to the **Student Attendance** page without entering a reason.
13. Enter a reason for the absence into the **Reason** field
14. Click **Submit**. This reason is then sent to the school to be reviewed. A message is displayed advising that the reason for absence has successfully been sent to the student's school, and that you will be contacted if further information is required.

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.

Once the school has approved the absence reason, the reason provided will appear in the summary information. An email will be sent to your registered email address, advising that your absence reason has been confirmed by the school.

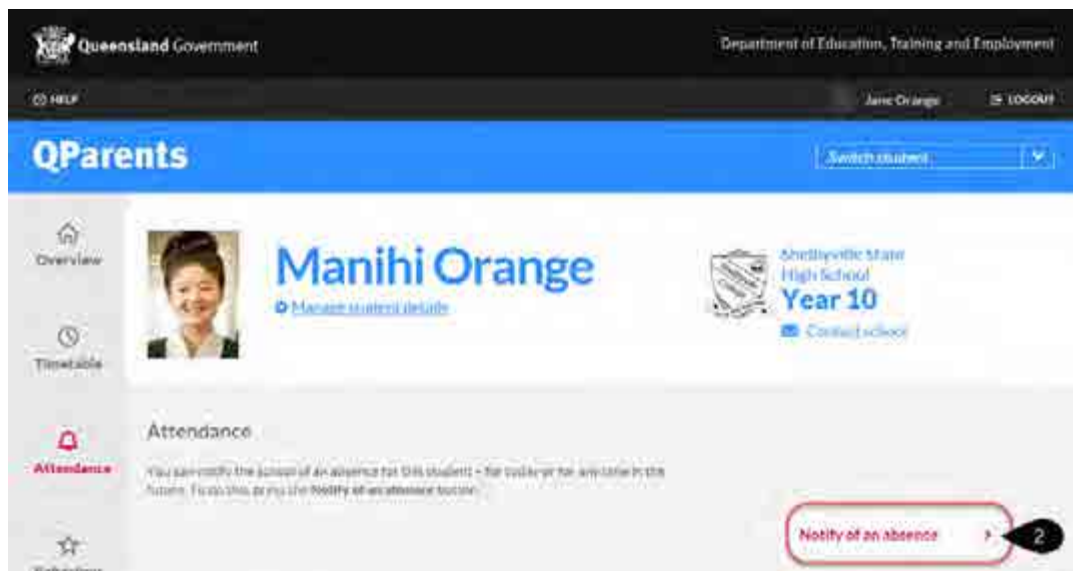
15. To return to the **My Students** page select the **QParents logo** at the top of the screen.

Future absence

In QParents, you can inform the school of a future absence or absences. This information is used to inform teachers and necessary school staff of any time periods that your child won't be attending school. The school will then use this information to update their records. To utilise this function you must be a QParents Account Owner.

Follow these steps to submit a future absence.

1. Follow steps 1 – 4 under [Step 9: Attendance](#).



2. Click the **Notify of an absence** button.

- The **Future Absence** page will be displayed. On this page you can enter information about future absences.
- The current date is displayed by default. To enter the **Start date** and **End date**, click in each box and a calendar will appear. Use the arrows on the calendar to change the month and select the start and end dates of the absence.



- If the event is an all day event, check the **All day** box. Uncheck the box to enter a specific time for the absence using the **Time from** and **Time to** fields.
- The **School** field will populate automatically with the name of the student's school. Check that the school name is correct for this student and enter a reason for the absence in the **Reason** field.
- Once all information has been completed, press the **Submit** button. The absence will appear in your absences list at the bottom of the screen with a message stating 'Reason has been provided to the school and is pending approval'. A will be placed beside the absence.

Once the school has approved the absence reason, the reason provided will appear in the summary information. An email will be sent to your registered email address, advising that your absence reason has been confirmed by the school.

8. If you wish to leave the screen without submitting any future absence information, press the **Cancel** button.

Go to [Step 10: Behaviour](#) to learn how to view a student's recorded behaviour information or go to [Step 14: Logout](#) 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 Account Owner or be a Delegated Viewer with access to the student's behaviour information.

Not all behaviour records are shown in QParents, the behaviour records that are displayed are:

- Recorded this calendar year
- For the current school. This means that if a student changes school during the calendar year, then only behaviour records relating to the current school will be presented.

Schools manage student behaviour matters according to their own processes and judgement. QParents presents parents with a basic list of behaviour information to assist the school with advising them of their student's progress. If you need additional information, you will need to contact your student's school.

The screenshot shows the QParents interface. At the top, there is a navigation bar with the Queensland Government logo, the Department of Education and Training name, a user profile for Jane Orange, and a LOGOUT button. Below this is a blue header with the QParents logo (callout 1) and a 'Switch student' dropdown menu. The main content area displays a list of students. The first student, Manihi Orange, has a photo, name (callout 2), school (Shelbyville State High School Year 10), and a 'View student' button (callout 3). The second student, Nicholas Orange, has a photo, name, and school (Shelbyville State High School Year 8).

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.

The screenshot shows the QParents interface for a student named Manihi Orange. The top navigation bar includes Overview, Timetable, Attendance, Behaviour, Payments, and Reports. The main content area features three summary cards: Attendance (92%, 1 day absent), Behaviour (Positive Cooperation, awarded March 22, 2022), and Payments due (\$379.00). The Behaviour card is highlighted with a red box and a callout '4'. The Behaviour card also has a 'View all events' button highlighted with a red box and a callout '4'. The Payments card has a callout '3' pointing to the amount and '4' pointing to the 'Payments' link. The Behaviour card has a callout '3' pointing to the award title. The Behaviour card also has a callout '4' pointing to the 'View all events' button. The Behaviour card also has a callout '4' pointing to the 'View all events' button. The Behaviour card also has a callout '4' pointing to the 'View all events' button.

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

If the student has no behaviour information available, a message will display informing you that there is currently no behaviour information for this student.

4. For more information, click the **View all events** button or the **Behaviour tab**.

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents 6 Switch student

Overview

Manihi Orange
Manage student details

Shelbyville State High School
Year 10
Contact School

Timetable

Attendance

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

5

6 Back

Payments

Reports

Enrolment History

- The student's recorded behavior events will be displayed. This information cannot be changed in QParents. Contact the student's school for more information regarding any displayed behavior events.

If the student has no behaviour information available, a message will display informing you that there is currently no behaviour information for this student.

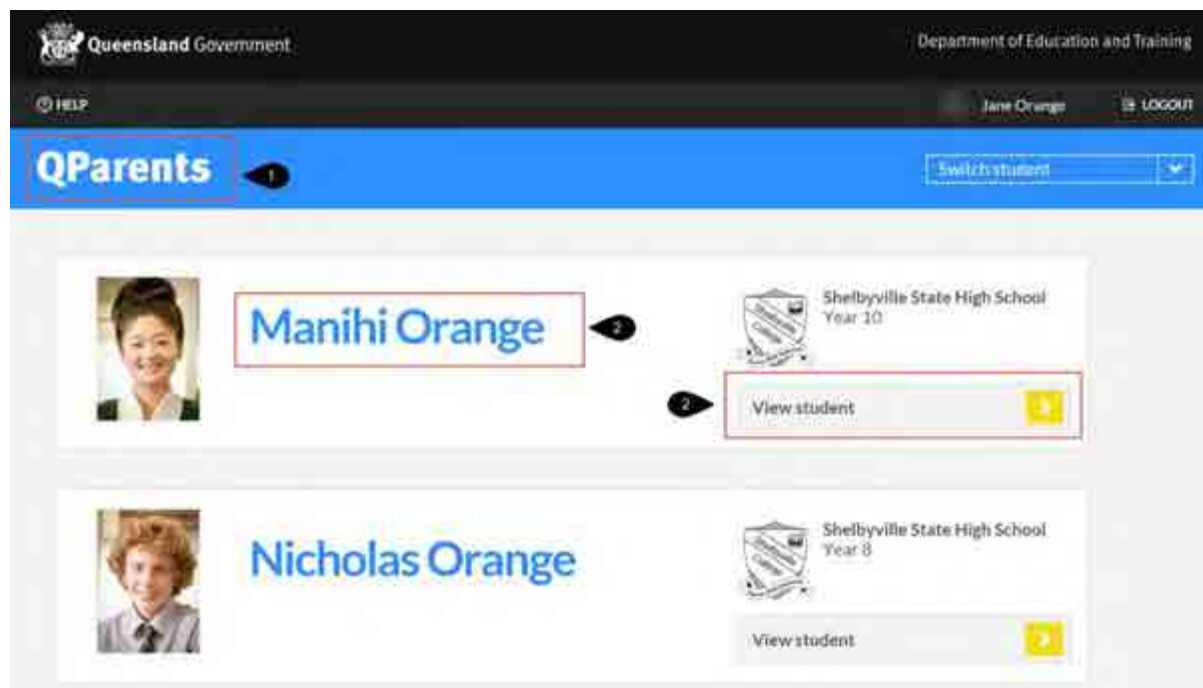
- To return to the **My Students** page click the QParents logo at the top of the screen or select the **Back** button.

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

Step 11: Payment information

In QParents, you can view information about a student's paid invoices and any payments still due. To pay invoices you must be a QParents Account Owner. Delegated Viewers may be granted access to view student financial information but are not able to pay invoices using QParents.

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.

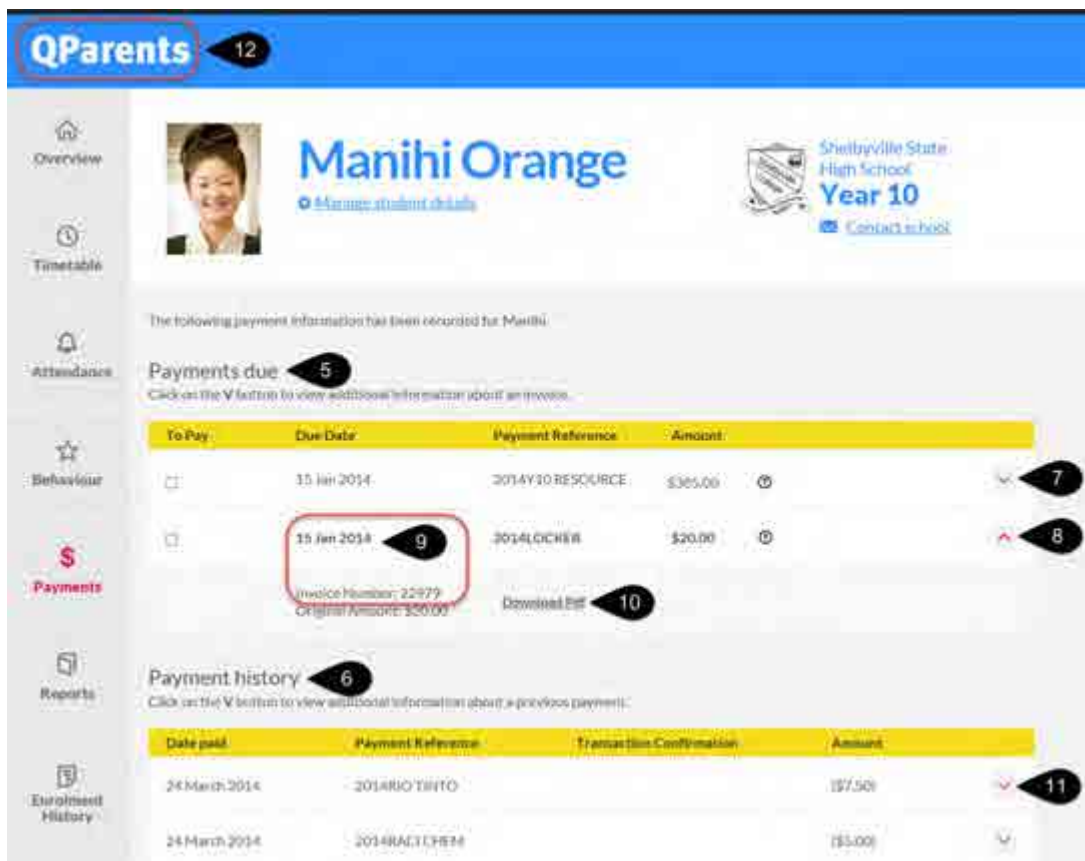
Under the **Payments** heading on the student dashboard you will see:

- a summary of outstanding payment information.
- a message advising that there are no outstanding payments for this student.
- a message advising that no payment information is currently available for this student.



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

4. Click on the **View payments** button or the **Payments tab**.

The **Payments** page is displayed. If payments are not available for the student, a message will display advising that no payment information is currently available for this student.



This page has two sections – **Payments due** and **Payment history**.

5. The **Payments due** section displays any invoices that have not yet been paid in full.
6. The **Payment history** section shows a record of payments made that have been processed by the school.
7. To view the payment information click on the  icon to display more details.
8. To hide the payment information click the  icon.
9. Both the invoice due date and invoice number are displayed.
10. To download an invoice, 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.

If you are using a **PC with Internet Explorer version 9** or above, the message below will be displayed.



Select **Open** to simply open the invoice in Adobe Reader without saving it.

Select **Save** to save the invoice to 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.

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



Select **Cancel** or **click X** to cancel the download operation.

11. If the invoice has been paid it will appear as **Paid**.
12. To return to the **My Students** page select the **QParents logo** at the top of the screen, or select the **Back** button.

Online payments

It is possible for QParents Account Owners to make online payments against school invoices through QParents. The payments are processed through the Commonwealth Bank's BPOINT facility, and can be made using either Visa or MasterCard. To make an online payment:

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	Jan 2014	2014Y10 RESOURCE	\$385.00	🔍	⌵
<input type="checkbox"/>	15 Jan 2014	2014LOCKER	\$20.00	🔍	⌵

Pay with card >

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.
3. When you have selected the invoices and confirmed the amount you want to pay, click the **Pay with card** button.



Manihi Orange

Manage student details



Shelbville 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

5

Cancel >

Pay >

6

4. On the next screen you are shown the invoice(s) and the total amount you are paying. If any information is incorrect, click **Cancel** and adjust the details.
5. Otherwise, enter your credit or debit card details. Only Visa and MasterCard are accepted.
6. 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.

Please note that it may take several working days before the payment is processed at your school. In the meantime, the invoice will remain under the **Open** section on your 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 the **Payment history** section in QParents.

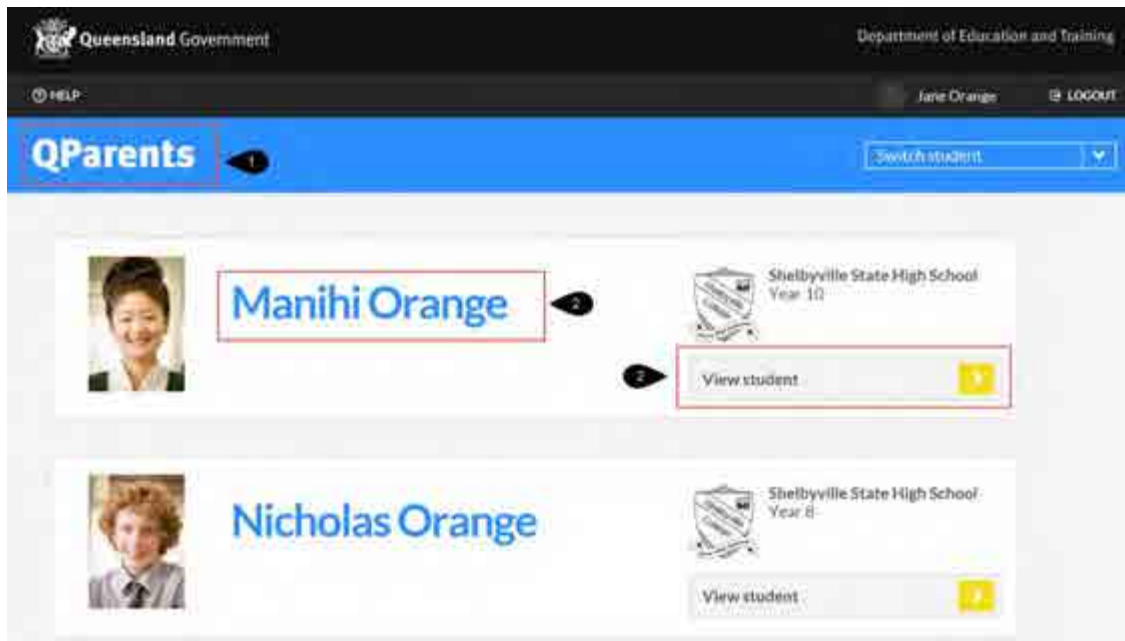
Go to [Step 12: Academic reports](#) to learn how to view and print a student's academic report or go to [Step 14: Logout](#) to learn how to logout of your QParents account.

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 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 in to 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, you will see one of the following:
 - a notice of the latest reporting period for that student
 - a message advising that no reporting information is available for that student
4. Click on **View reports & archive** link or the **Reports** tab to display the student's current academic report.

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

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 Two, 2016 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

5. To view comments under a subject click the  icon.

6. To collapse the comment press the  icon.

View an earlier academic report

The results shown on this page are for the latest reporting period.

To view a student's academic report from an earlier reporting period:



1. Click on the arrow of the drop down list to display all available reporting time periods.
2. Select the time period you require. Please note that only reports from the student's current enrolment are available in this list. For reports from past enrolments (state schools only), see [Report archive](#).

The academic report displayed on the screen will now be updated.

You can see the reporting period that you are currently viewing by the time period displayed at the top of the drop down list.

Print an academic report

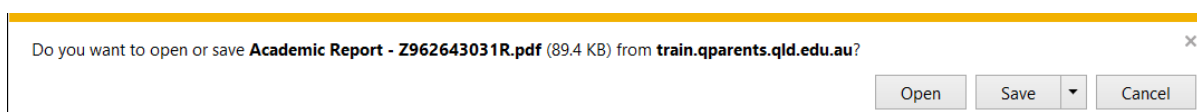
In QParents, you can save or print a student's academic report.

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.



1. To print an academic report, click on the **Download report (PDF)** button.

If you are using a **PC with Internet Explorer version 9** or above, the message below will be displayed:



Select **Open** to simply open the academic report in Adobe Reader without saving it.

Select **Save** to save the academic report to 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.

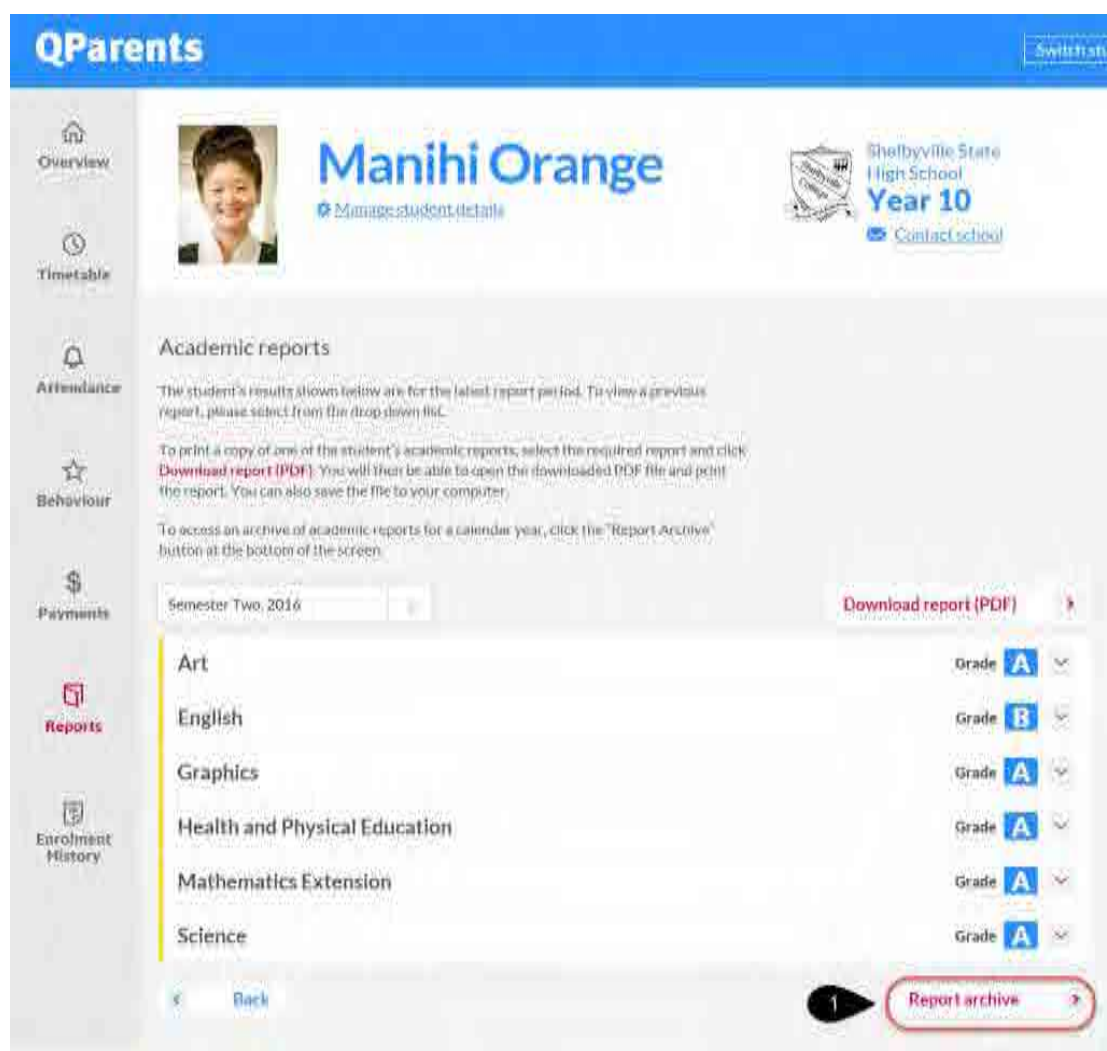


Select **Cancel** or **click X** to cancel the download operation.

Report archive

QParents also allows you to retrieve an archive of report cards from previous years. Reports from all previous years where your child has attended a state school will be available.

To do this, follow these steps.



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



Manihi Orange

[Manage student details](#)



Shelbyville State
High School

Year 10

[Contact school](#)

Academic reports archive

Select school year

School year:

Year 7
Year 8

Back

Email report archive

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

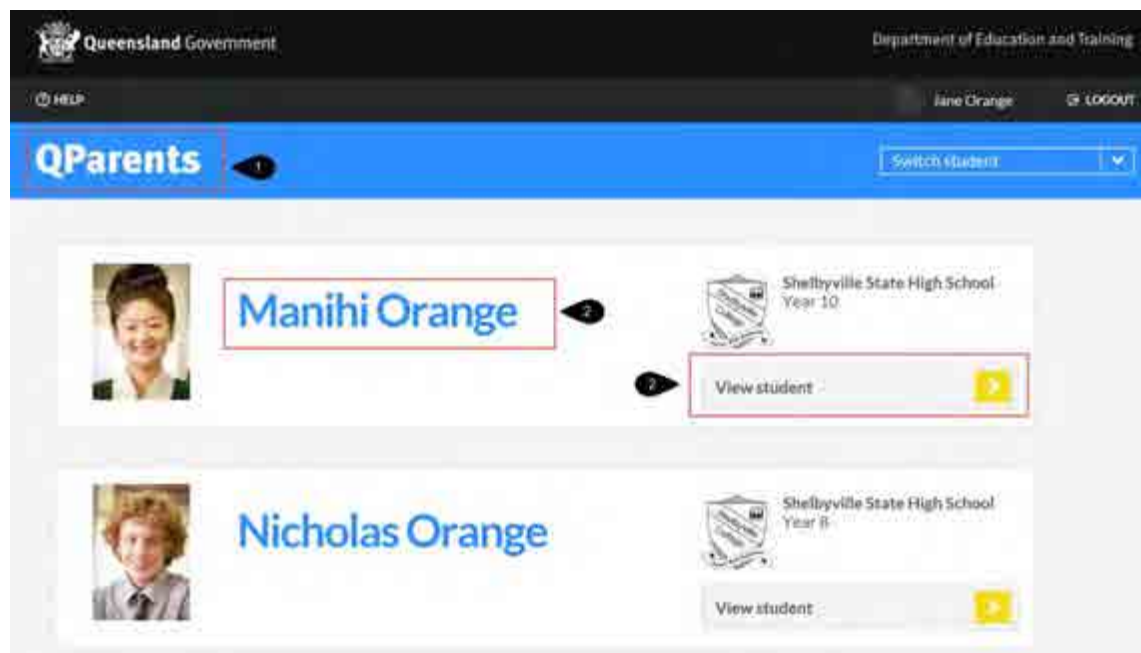
An email will be sent to you with PDF versions of all academic reports for that school year.

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

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 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

QParents

Overview

Manihi Orange
[Manage student details](#)

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

Attendance
 92%
 1 days absent
[View attendance history](#)

Behaviour
 Positive /with Cooperation
 Last event: March 11, 2017
[View all events](#)

Payments due
 \$379.00
[View payments](#)

Upcoming events

Exam (E) Assessment (A) Enrolment (E) School events (S)

Friday 24 Mar

- A Assignment/Project - Technology (ITM101A) - Serving Tray
- A Written - Visual Arts (ART101B) - GOMA Responding Task

Monday 27 Mar

- A Research - Health and Physical Education (HPE101C) - Health issues within the community
- A Supervised Assessment - Science (SC101A) - Year 10 Genetics and Evolution
- A Exam/Test - English (ENG101X) - Extract analysis

Timetable

Manihi's timetable for Tuesday:

- 9:10 am - 9:20 am Room G02 Roll Class
- 9:20 am - 10:30 am Room M05 Humanities and Social Sciences
- 11:00 am - 12:10 pm Room G01 Science
- 12:10 pm - 1:20 pm Room O5 Modified Maths Program
- 2:00 pm - 3:10 pm Room D01 Industrial Technology (Manufacturing)

[View full timetable](#)

Enrolment History 3

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

Queensland Government Department of Education, Training and Employment

HELP Jane Orange LOGOUT

QParents Switch student

Overview

Manihi Orange Manage student details

Shelbyville State High School Year 10 Contact school

Enrolment history

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

Back

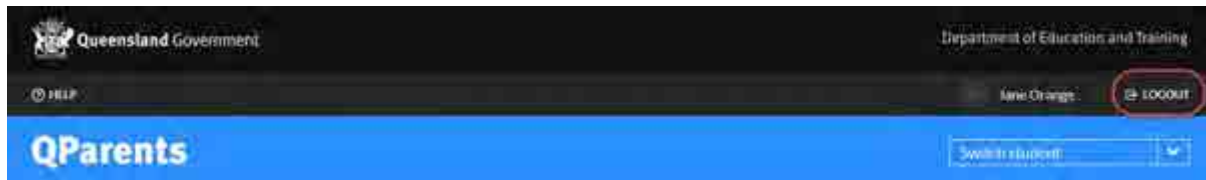
4. The student's enrolment history is now displayed. This information is read only and cannot be edited in QParents.
5. The student's current enrolment information is displayed at the top of the list and the status will be marked as **Active**.
6. To return to the **My Students** page select the **QParents logo** at the top of the screen, or press the **Back** button.

Continue to [Step 14: Logout](#) 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 rather than simply closing your browser window, tab or app.

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



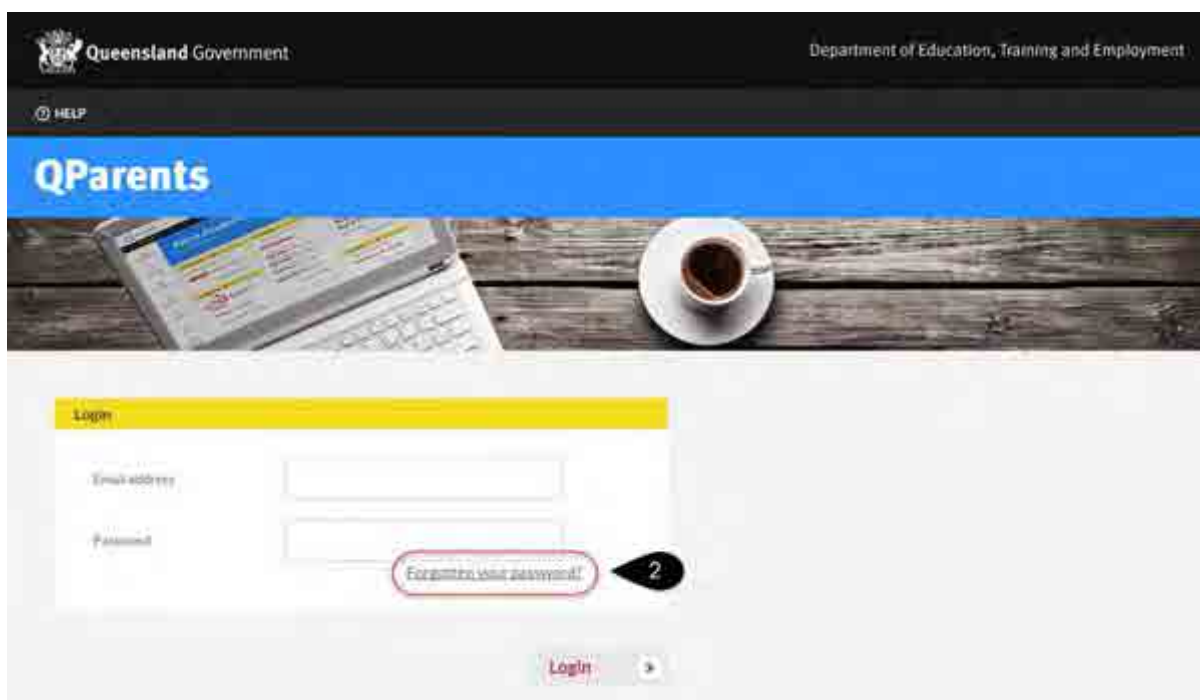
It is highly recommended that you also close your browser completely after logging out of QParents to prevent unauthorised access to your QParents account.

Forgotten password

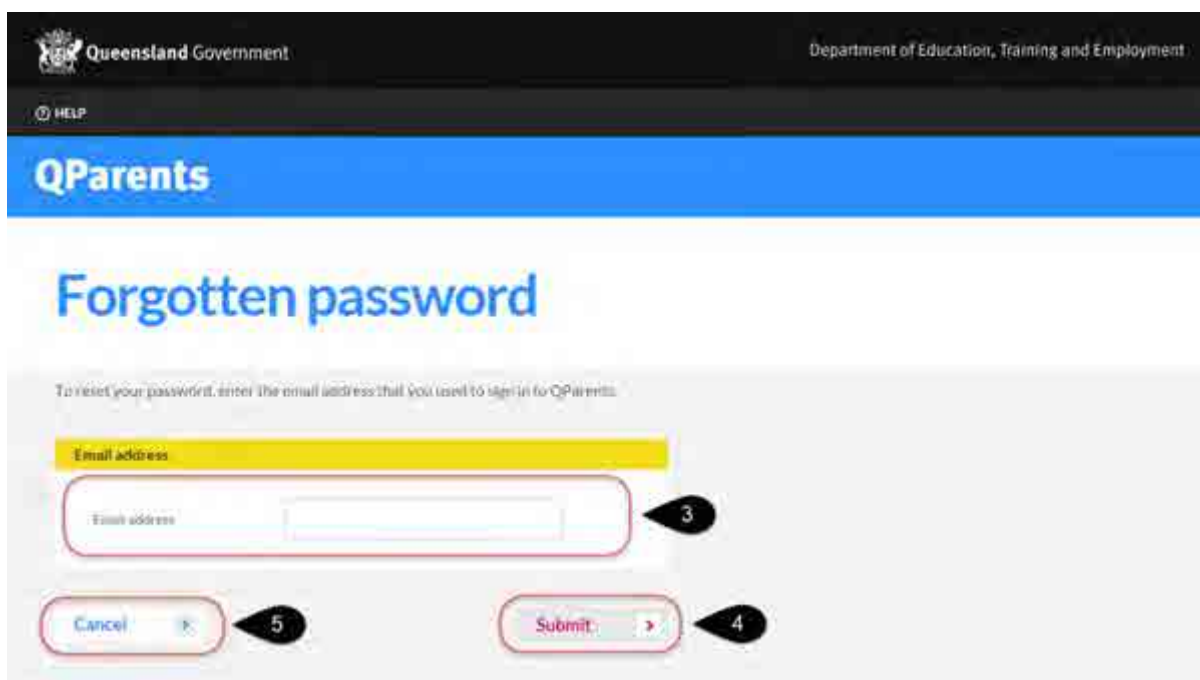
Every time you login to QParents you will be asked to enter your username and password. Please keep your username and password details in a safe place.

Follow these steps if you have forgotten your password:

1. Navigate to the QParents login page.



2. Click the **Forgotten your password?** link under the **Password** field.



3. The **Forgotten password** screen will appear. In the **Email address** field enter the current email address that you have registered with QParents.

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.

Once you have received the Reset Password email, click on the link provided in the email to reset your password. You will be taken back to QParents where the **Change forgotten password** page will be displayed.

6. In the **Email address** field, enter your QParents registered email address
7. In the **New password** field, enter a new QParents password. Remember to keep this password safe at all times.
8. Re-enter this new password in the **Confirm password** field.
9. Click the **Set Password** button. A message will be displayed if the reset was successful.
10. 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. Adobe Reader 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 iTunes or Google Play Stores to install Adobe Reader on your mobile device.

QParents legal information

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

The **QParents Help page** is also available in the top left hand corner of every screen.

