PORTAL - FAQ

FREQUENTLY ASKED QUESTIONS

General questions

Are there 'rules' about the format of the password I need to create?

The Community Portal uses Microsoft's rules for passwords.

There are some built-in restrictions to what password you can use that are set by Microsoft that prevent users setting a 'common' password. These restrictions include setting a password that resembles common or predictable passwords set by people generally. This restriction would include password that although meet the complexity requirements are still deemed to be 'guessable' or predictable to a program that might try and guess a password.

A password must meet the following requirements:

- A password that is 8 or more characters (can be up to 64 but 8 is considered secure). It requires 3 out of 4 of the following character types to be used:
    - Lowercase
    - Uppercase
    - Numbers
    - Symbols
- It also must pass Microsoft's 'bad password checker' - this is the check to ensure it is not a guessable password - even when meeting the above character requirements.

The list of words that are considered bad and unusable is not published but some general guidance is do not use a single dictionary words or variations thereof - e.g. P@$$w0rd1! meets the complexity requirements but is considered a bad password as is common and guessable - particularly to a program that systematically tries altering passwords to gain access.

The following hyperlinks are good guides to setting a good password:

https://mediatemple.net/community/products/dv/204644370/strong-password-guidelines

https://www.lifehacker.com.au/2017/08/how-to-create-a-strong-password/

If I am having technical difficulties, what should I do?

If the Portal is not working properly, try the following steps:

1. Logout and login again – does the error repeat?
2. Close down your computer/laptop/tablet and restart – does the error repeat?
3. Make a note of exactly what you were doing in the Portal at the time. Which information were you viewing? Where you trying to make changes?
4. Did you receive an error message? If so, make a note of what it says, or better still, take a screen shot (hold down the Alt button and press PrintScrn button at the same time. This will take a copy of your screen image to your clipboard. Paste this image into a document and save it so that you don't lose it if you have to refer back to it.
5. Log a Help Desk request with the School (we will try and get back to you same or next business day). Provide as much information as possible, including any details of the error, what you were using the Portal for, and details of your computer – the operating system and the name and version of your Internet browser.

How do I know that my 'ex' doesn't have access to my details?

See [Finance details - Can I keep my financial details separate from my 'ex'?](#)

See [My details - If my partner/spouse and I have separated, do I need to update this on the Portal?](#)

Why does it take a while for my changes to the Portal to appear?

Changes to any of your records through the Portal (e.g. phone number, address, medical information) are checked by the relevant school employee prior to being loaded into the system. For example, medical changes are checked by the Health Care Centre staff to ensure that the details are clear and also to check if there are additional details required. This might entail contacting you to gather additional information prior to loading the changes you have submitted.
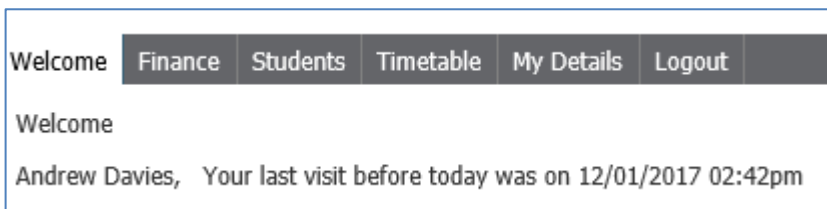
Will more features be added to the Portal in the future?

This first release of the Portal will be followed by other information becoming available. Future features to be released in the Portal may include:

- Absence notifications
- Student academic reporting
- Excursions and events

How can I tell when someone last logged on to the Portal using my username?

When you first login to the Portal, the welcome page will display the last date and time prior to today that your account was used.

Welcome	Finance	Students	Timetable	My Details	Logout

Welcome

Andrew Davies,   Your last visit before today was on 12/01/2017 02:42pm

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Finance questions

How can I find the financial activity (transactions and balance) for an activity other than school fees?

Some parents may have more than one fee account if their child/ren is/are involved in other activities that attract fees. There will be a separate fee account for these activities, and you will be able to select the account from the right-hand side of the screen.

Can I make a BPay payment through the Portal?

No. Your BPay payments are made in the usual way – you make a payment through your banking system and quote the School's BPay code and the BPay reference number for your account when you make the payment. We understand that the software developer does have plans to add additional payment methods to the Portal.

Can I change my scheduled credit card payment through the Portal?

No. The credit card payment feature in the Portal is for additional or one-off payments that you wish to make. This Portal feature is secured, and your credit card details are not held by the School – they are encrypted and sent to NAB – the School's bank.

When I view the latest fee statement, recent activity is not showing

Fee statements are generated periodically and capture and report all new activity on the fee account since the last statement was generated. If you have made payments or new fees have been added to your account but they have yet to appear on a statement, you can view these by looking at the 'Transactions' tab.

I have made a payment to one of my school accounts, but the payment is not showing on my account

Depending on the type of payment you have made, there can be delays in the banking system and in our school financial processes before they amount is shown on your account. If the payment was made more than 5 business days ago, please go onto your internet banking system or your bank account statement to identify the payment and print off or gather any copies of documents that show the payment. Useful information will be the date, time, amount and method of payment. Contact the School Finance Office ph. 8536 5400 or FinanceST@tyndale.sa.edu.au and provide this information as it will be very useful to trace the payment. Finance Office staff will work with you to identify any missing payment.

Can I make additional payments, and even take my account into credit?

Yes. You can make payments in advance, and you can also make part payments. Some parents try and 'get ahead'. At this stage, the Portal is limited to credit card payments. Your account statement also shows the BPay details for your account, should you wish to pay using this method.

Any accounts in credit at the time of the end of parents' relationship with the School (i.e. the parents no longer have students at the School) will result in a refund if all fees and charges have been taken into account.

Can I keep my financial details separate from my 'ex'?

Yes, but how easy this is achieved will depend on how well you and your 'ex' can negotiate.

When parents sign an enrolment agreement, they are both 'jointly and severally liable' for the school fee payments. This is a legal term which means that both or either are responsible to the School for ensuring that the school fees are paid. When separation or divorce occurs, one or both parents may wish to separate their accounts so that each is responsible for their own share. The School's Finance Office will ensure that both parents agree and sign the paperwork to agree on these arrangements. However, it should be noted that unless new enrolment agreements are signed, the original 'joint and several liability' will still stand, should one of the parents default on their payments.

If a Court Order is issued that determines financial responsibility for school fees, a copy should be provided to the Enrolments Officer immediately.

The School will not become involved in adjudicating between one parent or the other – our sole interest lies in educating each student; ensuring they are safe and cared for while in the School's care; and ensuring that all school fees are paid.

My Details questions

I want to know which members of my household I can view and change details for?

> In the Portal, the members of your household appear on the right-hand side of the screen. You can only view and amend details for current students.

If my details are changing (e.g. phone numbers, address, email) should I change these in the Portal?

> Yes. Moving forwards, the Portal will be the main way that parents can advise the School of these changes. You can make the following changes by viewing the information and pressing Edit on the right-hand side of the screen:
>
> - Name change (e.g. marriage, separation/divorce)
> - Phone numbers (work, home and mobile)
> - Email address
> - Home and postal address
> - Church attended
> - Occupation and employer
> - Census information (e.g. highest qualification level)
>
> Once you have made a change and pressed Save, the submitted change will display the old information as small blue text underneath the new information. For example, a change of email address would display as follows:

Email:

newemail@gmail.com

oldemail@outlook.com

If my partner/spouse and I have separated, do I need to update this on the Portal?

> Yes. This is recorded against each affected student using the Legal screen.
>
> If you wish for your information to be kept separately from your former partner/spouse, this can be achieved by creating separate access for each parent – this will also allow each parent to see the child's information but not each other's information. **However, to achieve this, it is critical that you make contact with the School Enrolments Officer to make these changes as it is not as simple as ticking the box on the Legal screen. It may also require changes to your fee payment arrangements and enrolment paperwork.**
>
> **If a Court Order (custody or intervention), you should make contact immediately with our Enrolments Officer, and supply a copy of the Court Order.** While the School is not responsible for enforcing the Court Order, we can support parents best if we know how a Court Order impacts on the attendance and education of each child affected.

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Student details questions

Where do I change the information relating to a student

- Personal
- Medical
- Immunisations and health care (including private health care, ambulance cover and emergency contact details)
- Legal (to advise the School of separation, divorce, and to give consent to use of student photos)
- Census information

When you have made a change, press Save on the right-hand side of the screen.

The information for each student in a family will need to be updated.

Where can I update the emergency contacts for my child?

These can be recorded in the student section of the Portal. Select the student, then choose Immunisations and health care from the left-hand menu. Existing emergency contacts are displayed, and you can choose to Edit and Save these.

Can I specify how photos of my child are used?

Yes. In the student details screen, choose the Legal option on the left-hand side, and this will provide you with details to change permissions for the usual uses within the School:

Web: means Class DoJo; the School's electronic newsletter; Media Centre; social media platforms, such as Facebook; the School's website; school email; and the Parent Portal.

Promotional material: means course booklets; flyers; posters; brochures; local newspapers; radio.

School publications: School photographs; School Year Book; student ID cards.

For promotional materials, it would be the School practice to not identify the student in any way. Any public promotion that would identify the student, their location or other personal details would only be done if specific consent for this purpose has been provided by the parent.

I want to know which members of my household I can view and change details for?

In the Portal, the members of your household appear on the right-hand side of the screen. You can only view and amend details for current students.

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Medical questions

Can I update medical and health information at any time during the year?

> Yes. We strongly encourage parents to update any changes on health, medication

Why do medical changes need to be confirmed before being accepted by the School?

> In order to provide the best possible care to each student, it is important that our Health Care staff have all the relevant information. It is not possible to gather every piece of information required from the Portal. However, the Portal does provide an opportunity for parents to indicate changes so that Health Care staff can clarify the information. This may require gathering additional information such as a medical action plan, medication instructions, greater understanding of the dietary or physical needs of each student.

Timetable questions

How often does timetable information change?

> Generally, timetable information for your student will be updated for each semester and the start of the school year. We aim to have new timetable information loaded before the start of a semester, however sometimes that are challenges and changes.

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