

# Induction Single Tenant Guide

Sentral Guide

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# Sentral Induction

## Target Audience

- Administrator Staff & Technician

## Content

- A quick start guide to support the initial introduction of Sentral for Administration staff to be able to navigate through Sentral.
- Review the Setup Area.
- Data synchronisation
- Server Management (non-cloud-based schools)
- User Management and permissions
- Outside School Access\*
- School Details
- Term Dates
- Student and Staff Photos

## Overview

The Induction guides provides new schools with the required initial setup steps to achieve successful implementation of Sentral.

It is designed to educate a user at the school to be the Sentral Administrator and share that knowledge within the school.

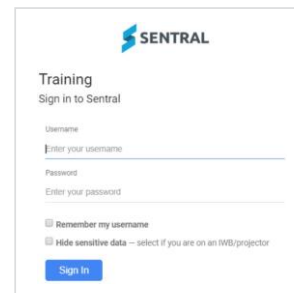
The setup area is only accessible by administrators to ensure staff accounts are accurate and kept up to date, handling of permissions and school details.

The following prerequisites need to be completed:

- Staff, student and roll class details are present
  - External URL
  - Enrolments data has been entered
  - Timetable data has been entered and synced
-

# Sentral Login

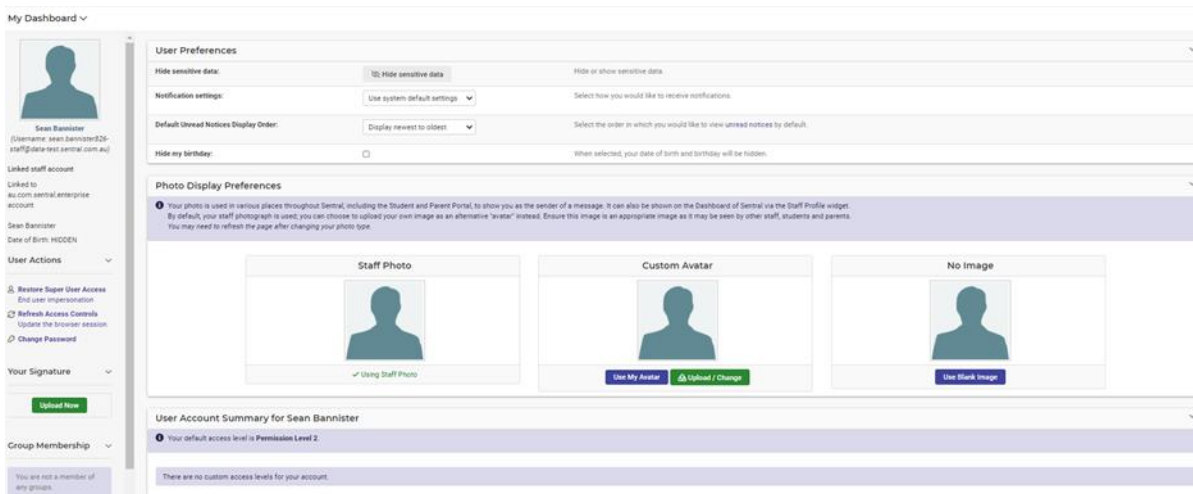
1. Open a web browser and go the address of your Sentral Server. E.g., <https://schoolname.sentral.com.au>



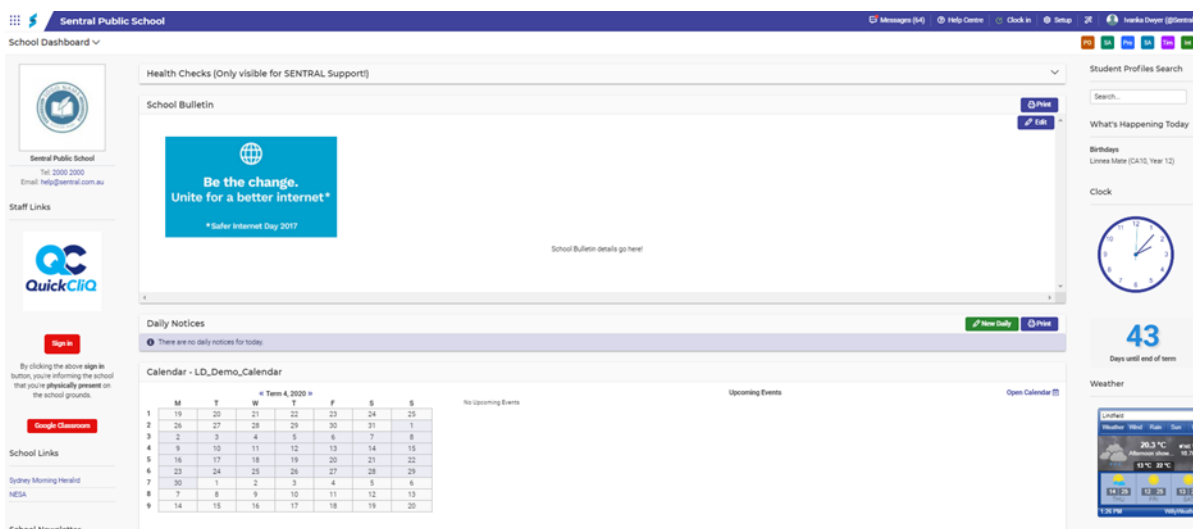
2. First time Login ONLY **username:admin** and **password:admin**. You MUST update this generic admin login to a unique Password. Once the initial setup is done, you are to use a personalised user account for audit purposes.
3. Next time: Enter your own Username and password.
4. Tick the checkbox to remember your username and to hide sensitive data if appropriate.

**Note:** Do not store your login password on your browser. Treat your Sentral password in the same way as you would for your personal bank account passwords/access. If you save your password in the browser ANYONE (students and staff) can login as YOU and affect changes to your personal records and classes.

5. If this is the first time logging into your personalised Sentral account, you will be taken to your Profile screen which enables you to add your own photo, change your email settings, setup 2 step authentication and provides you with information about your access level to Sentral.



6. Click on the **School Name** and you will be taken back to the School Dashboard.



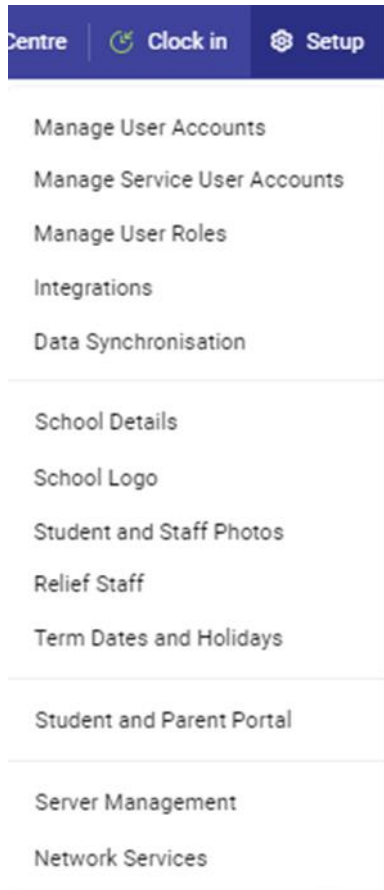
## Sentral Setup – Areas to Complete

1. From your Dashboard, click on the **Sentral Cog Wheel** to the far right -



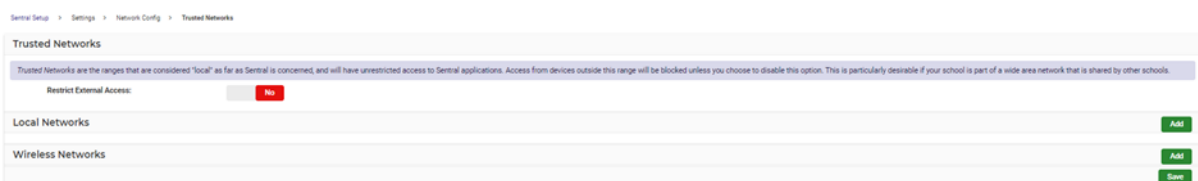
hand site of your Dashboard.

- 2.



### Server Management (non-cloud-based schools)

1. Click on **Trusted Networks**.
2. Trusted Networks are the ranges that are considered "local" as far as Sentral is concerned and will have unrestricted access to Sentral applications.
3. Access from devices outside this range will be blocked unless you choose to disable this option. This is particularly desirable if your school is part of a wide area network that is shared by other schools.



4. Select Yes to **Restrict External Access** to your network.
5. You can **Add** Local and Wireless Networks to your trusted list by clicking on the **Add** button in each panel.
6. Enter the IP address for the new network and the Subnet and click on the **Save** button.

## TCP/IP Settings (non-cloud-based schools)

1. Click on **TCP/IT Settings**.
2. The TCP/IP settings control Sentral's connection to the network. If you are in the NSW DET your proxy server should be on a 10.x.x.20 address on your local network.
3. If for some reason you ever need to change the IP address or other settings, it is done here.
4. Click the **Apply Settings** button when you have made your changes.

Network Configuration: TCP/IP Settings

The TCP/IP settings control the Sentral server's connection to the network. If for some reason you ever need to change the IP address or other settings, it can be done below.

New TCP/IP Settings

**WARNING:** If you make an error in the settings you enter below, you may lose the ability to access the SENTRAL web-based services. The recovery procedure is described below.

IP Address:

Subnet Mask:

Default Gateway:

DNS Server(s):   
You may enter multiple DNS server addresses, separated by spaces

DNS Suffix:

### Recovery Procedure - If Something Goes Wrong

1. If you become unable to access your SENTRAL server once the new TCP/IP address is configured, you can login at the console of your SENTRAL server and change these settings from there. To manually change the TCP/IP settings from the SENTRAL server itself:
2. Press **Alt-F1** on the SENTRAL server to display a login screen
3. Enter the username setup at the Login: prompt, and press **ENTER**.
4. Enter the password setup at the Password: prompt, then press **ENTER**. The password will not be displayed as you type it.
5. From the menu, **type 1** and press **ENTER** to see what TCP/IP settings have been activated. Press **ENTER** to return to the main menu after identifying the error.
6. From the menu, **type 4** and press **ENTER** to enter new TCP/IP settings.
7. Enter the new TCP/IP settings you wish to use.
8. Verify the settings are correct by pressing **Y** and then **ENTER** when prompted.
9. If you have any further problems, please contact Sentral for assistance by lodging a case.

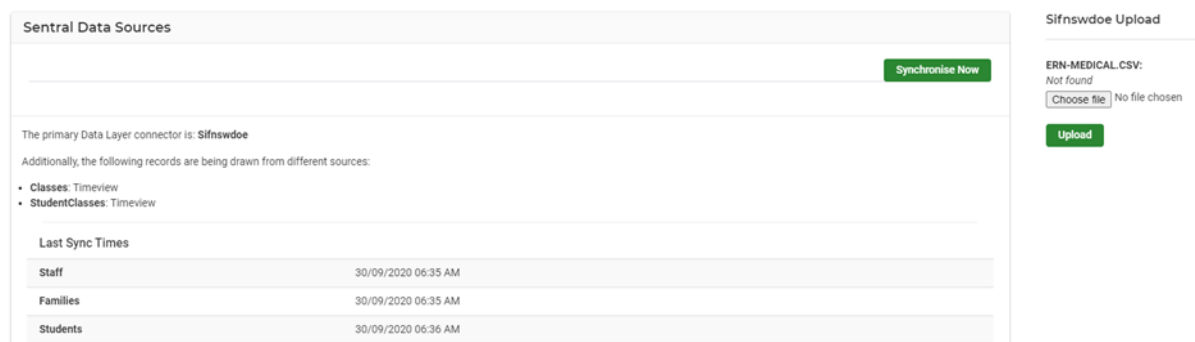
### Data Synchronisation

1. Go to **Sentral Setup** > select **Data Synchronisation** or click on **Administration Data** and select **Data Source** from the left-hand menu.
2. The Sentral Data Layer allows Sentral applications to automatically import information from one or more sources using a suitable connector. Data Source defines which sources. Standard within Sentral, this data synchronise will automatically happen once a day, at 5:00am.

However, Administrators can manually sync data. Click on the **Synchronise Now** button (top right-hand corner of the panel).



### NSW 3Pi



### Victorian Eduhub view

**Sentral Data Sources**

Synchronise Now

The primary Data Layer connector is: **Eduhub**

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**Settings**

Use MOBILE\_A and MOBILE\_B fields  No  Yes

If this setting is turned on then the importer will use MOBILE\_A and MOBILE\_B fields for parent's mobile numbers.

Save Settings

### Victorian Cases21 view (Eduhub is preferred)

**Sentral Data Sources**

Synchronise Now

The primary Data Layer connector is: **Cases21**

Additionally, the following records are being drawn from different sources:

- SyncDisabled: 1
- Classes: Timeview
- StudentClasses: Timeview
- StaffClasses: Timeview

For CASES & CHESS based schools

We recommend you to refer to this document for a detailed explanation on how to export data from CASES21

- [Setup CASES21 for Sentral \(Download\)](#)

**Cases21 Upload**

**SENTRAL-STUDENTS.CSV:**  
Not found  
 No file chosen

**SENTRAL-STAFF.CSV:**  
Not found  
 No file chosen

### South Australia (Edsas)

**Sentral Data Sources**

Synchronise Now

The primary Data Layer connector is: **Edsas**

The following files are required:

- **SENTRALSTUDENTS**
- **SENTRALFAMILIES**
- **SENTRALSTAFF**
- **SENTRALROLLCLASSES**
- **SENTRALSTUDENTMEDICAL**
- **SENTRALSTUDENTEMERGENCYCONTACTS**

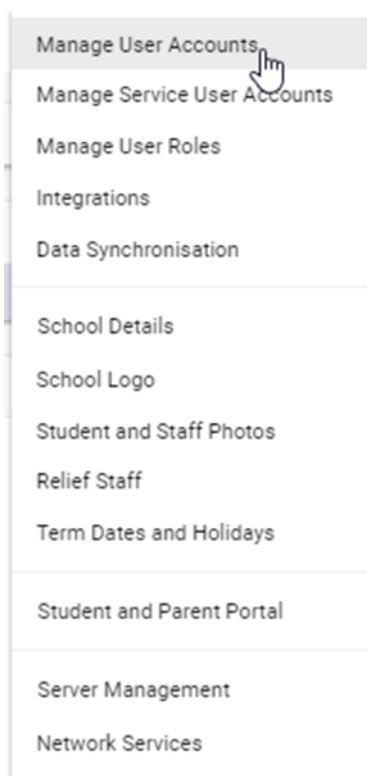


## Manage User Accounts

Sentral Administrators can manage the users (staff) within their Sentral system.

Administrators can:

- Manage Access Levels
- Modify User Details
- Change Passwords\*
- Create New accounts
- Import and Merge Users
- Modify notification setting

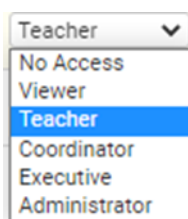


### Modify Access Levels

1. Go to **Manager Users**.

Name / Email	Username	Linked To	Access Level	Options
<input type="checkbox"/> Mrs Violet Akehurst violet.akehurst@sentral.vic.edu.au	violet.akehurst ActiveDirectory	CASES21 KEHU	Teacher	<a href="#">Edit</a> <a href="#">Password</a> <a href="#">Access</a> <a href="#">X Remove User</a>
<input type="checkbox"/> Ms Delta Alder delta.alder@sentral.vic.edu.au	delta.alder ActiveDirectory	CASES21 LDER	Executive	<a href="#">Edit</a> <a href="#">Password</a> <a href="#">Access</a> <a href="#">X Remove User</a>
<input type="checkbox"/> Mrs Florentina Alleyne florentina.alleyne@sentral.vic.edu.au	florentina.alleyne ActiveDirectory	CASES21 LLEY	Administrator	<a href="#">Edit</a> <a href="#">Password</a> <a href="#">Access</a> <a href="#">X Remove User</a>
<input type="checkbox"/> Ms Harp Andrews harp.andrews@sentral.vic.edu.au	harp.andrews ActiveDirectory	CASES21 NDRE	Teacher	<a href="#">Edit</a> <a href="#">Password</a> <a href="#">Access</a> <a href="#">X Remove User</a>
<input type="checkbox"/> Ms Patience Angela patience.angela@sentral.vic.edu.au	patience.angela ActiveDirectory	CASES21 NOEL	Teacher	<a href="#">Edit</a> <a href="#">Password</a> <a href="#">Access</a> <a href="#">X Remove User</a>
<input type="checkbox"/> Mrs Santana Asche santana.asche@sentral.vic.edu.au	santana.asche ActiveDirectory	CASES21 SOHE	Executive	<a href="#">Edit</a> <a href="#">Password</a> <a href="#">Access</a> <a href="#">X Remove User</a>

1. It is very important that a **Default Access Level** is set for each user, so we use the drop-down list to edit permissions.users.



**Administrator:** access to all Sentral including the Sentral Setup Cog, School Dashboard and setup for each module. Access to Sentral Cog gives administrator access to setup the Student & Parent Portal.

**Executive:** Same as an administrator but no access to the Sentral Cog.

**Coordinator:** Can see and change data but not access Setup.

**Teacher:** Can see and change data relevant to their own classes. **Viewer** - Can see data but not change anything.

**No Access:** No access to Sentral or data.

3. Click **Save** Levels when done.
4. If you wish to increase the access level for a user for one or more modules, click on the **Access** Button.
5. To increase the default access level of a user for any given module, click on the drop-down list associated with that module and select the appropriate user level from the list.

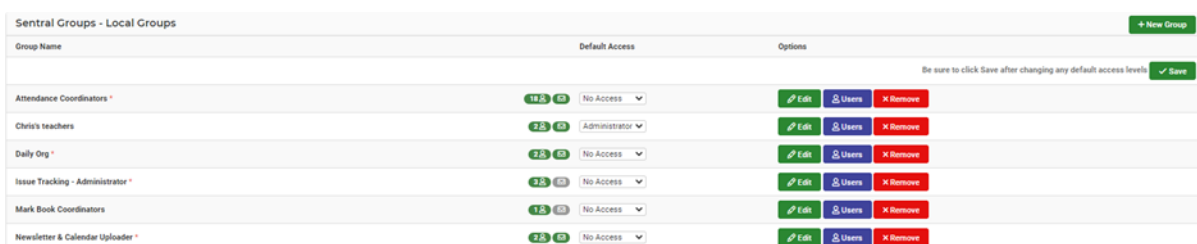


6. Click on the **Save** button when done.
7. The Red asterisk next to a username indicates individual access level has been given.

**Note:** You are encouraged to use groups instead of assigning permissions directly to users to simplify tracking of privileges. If you go with groups, this overrides individual access but ensure there is no conflict.

### Group Access

1. Click on **Groups** from the left-hand menu. Groups can be synced across from active directory or select Local Groups.



2. Click on the **New Group** button (top right of the panel).
3. Enter the **Group Details** and **Default Access Level**.

**Group Details**

Group Name:

Webmail Alias:  Enter a single-word alias use this as a Webmail group

Default Access Level for Group Members: No Access

Academic Reports	(use default)	Meetings	(use default)
Activities	(use default)	Messaging	(use default)
Analysis	(use default)	Network Diagnostics	(use default)
Api	(use default)	Payments	(use default)
Asset Manager	(use default)	Plans	(use default)
Attendance	(use default)	Portal Console	(use default)
Calendars	(use default)	Profiles	(use default)
Class Builder	(use default)	Profiles	(use default)
Conferences	(use default)	Purchase Orders	(use default)
Continuous Assessment	(use default)	PxP	(use default)
Continuum Tracker	(use default)	Report Writer	(use default)
Dashboard	(use default)	Resource Booking	(use default)
Documents	(use default)	Rosters	(use default)
Enrolments	(use default)	RPC Services	(use default)
Health	(use default)	School Forms	(use default)
House Points	(use default)	Sentral Setup	(use default)
Insights	(use default)	Staff Absences	(use default)
Integrations	(use default)	Strategic Planning	(use default)
Interviews	(use default)	Timetable Builder	(use default)

**Save** **Cancel**

4. Add the Users to the Group.

**Assign/Unassign users**

Available Users

- (visitorkiosk)
- Library (library)
- Robertjones (robertjones)
- Services (services)
- Visitor (visitor)
- 1, CRT (CRT1)
- Account, LoopLearn (looplearn2)
- Akehurst, Violet (violet.akehurst)
- Alder, Delta (delta.alder)
- Alleyne, Florentina (florentina.alleyne)
- Andrews, Hang (hang.andrews)
- Angela, Patience (patience.angela)
- Asche, Santana (santana.asche)
- Aspinall, Alesha (alesha.aspinall)
- Atkin, Katie (katie.atkin)
- Back, Feed (feedback)
- Baldwinson, Selma (selma.baldwinson)
- Barling, Remona (remona.barling)
- Barry, Katharyn (katharyn.barry)
- Bessell-Browne, Lera (dan.wheaton)

Group Members

- Grice, Susannah (susannah.grice)

To add a user to the group, select it from the list of users on the left hand side and click the » button.

To remove a user from the group, select it from the list of group members on the right hand side and click the « button.

You can select multiple rolls in a list by holding down the SHIFT or CTRL key

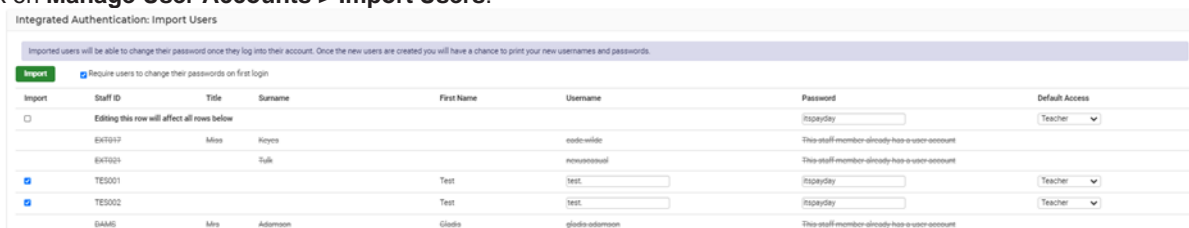
**Save** **Cancel**

5. To add a user to the group, select/highlight a user from the left side and click the forward arrow » button.
- NOTE:** It is important to ensure there are no access levels clashed between a group account and those of an individual.

## Import Users

Initially creates manual accounts - these can be renamed on import to match the provider's username if the school wishes to later integrate with another source such as Active Directory.

1. Click on **Manage User Accounts > Import Users**.



2. Imported users will be able to change their password once they log into their account. Once the new users are created you will have a chance to print your new usernames and passwords.

**NOTE:** Active Directory or DOE Portal accounts cannot change password in Sentral.

3. If there are no staff users already setup, then staff users can be imported directly from external admin systems. If a list of staff already exists, skip this first step.
4. To import all your staff put a tick in the top left-hand column under **Import** (this puts a tick in the check box against all your staff).
5. You can now set a default user level (i.e. teacher) and password for all staff. If you wish staff to be forced to change this password when they first login, tick **Require users to change their passwords on first login**.
6. At this stage you have now set everyone to teacher access, with the password 'payday' and the requirement to change their password when they first login.
7. Next, **Edit** the access levels and users as appropriate. For example, place anyone that needs elevated access, such as head teachers on executive.
8. Click on the **Import** button (top left of the screen). A list of users will then appear in **Manage Users** tab.
9. You can change name details, change their password, you can edit the access levels that they have for individual programs and you can delete them as users.

**NOTE:** Passwords must be 8 characters.

## Edit User

Active users in Sentral are displayed in the centre of the screen.

1. To view and edit **User Details**, click on the **Edit** button aligned with the staff member.



1. Certain Details will already be presented.

**User Details** [X]

Username:

Title:

First Name:

Surname:

Default Access Level:

Email Address:

The user is linked to the following staff member in your school administration system (SentralEnrolment) :

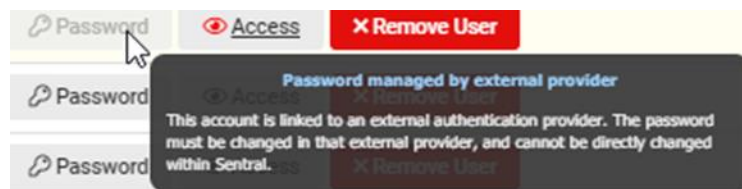
External ID: GAR

[X] Remove Staff Link

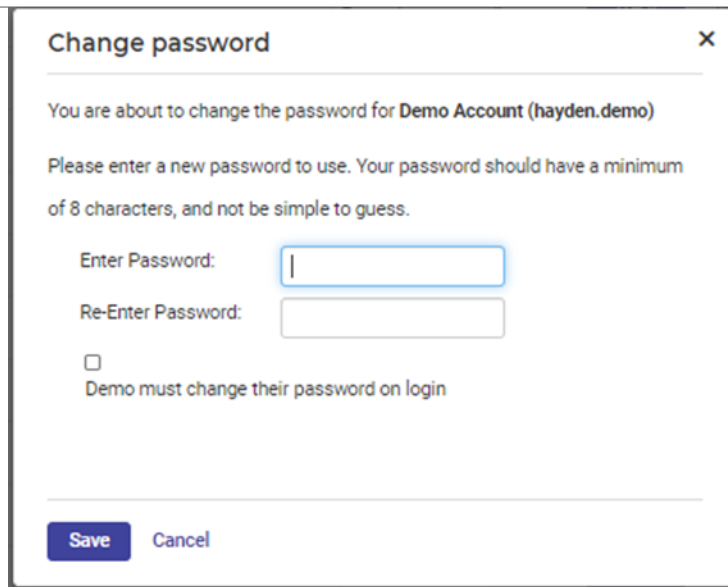
2. Set a title (English honorific) to their name too in case there are two people with the same or very similar names.
3. Modify any user properties and assign access privileges as needed. Add **email address** and link **Staff**.
4. Click on the **Save** button when done.
5. It is important that teachers' names be the same for consistency as this is how they will appear in Sentral modules.
6. You have the option to use title or not.
7. Edit **ALL** Uppercase surnames e.g. ALLPORT > Allport
8. **Remove Users:** We recommend NOT to remove users as staff are integrated into Sentral and your data layer source should reflect updates.

## Change User Passwords

A user may forget their password and request an administrator to create a new one.



1. If the password is greyed out the accounts are linked to an external authentication provider.



**Change password** ✕

You are about to change the password for **Demo Account (hayden.demo)**

Please enter a new password to use. Your password should have a minimum of 8 characters, and not be simple to guess.

Enter Password:

Re-Enter Password:

Demo must change their password on login

**Save** Cancel

2. Enter a new password and tick the box for the user to change password on login.

**Note:** Passwords are required to be a minimum of 8 characters.

## Outside School Access (non-cloud-based schools)

1. Outside School Access (often called Reverse Proxy) lets you give access to some of the SENTRAL modules via your school's website.

**Note: If you are a cloud hosted school this is no longer applicable.**

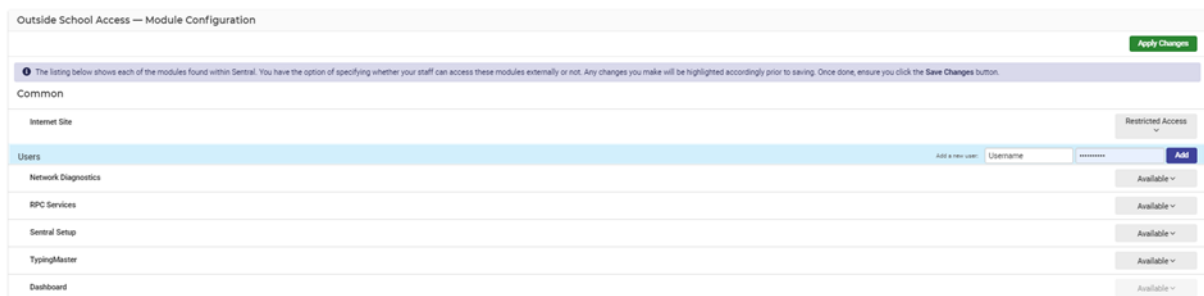
Click on the **Outside School Access** menu item on the **Sentral Admin Setup** drop down menu and click on **Configure**.

2. There are 11 panels on this home page:

- Common
- School Admin
- Student Admin
- Finance
- Communication
- Attendance
- Scheduling
- Wellbeing
- Assessment
- Insights and Learning

3. Scroll down to view each one.

4. You have the option of specifying whether your staff can access these modules externally or not.

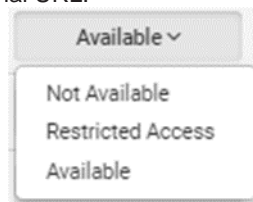


5. Select the module and click on button aligned to this.

**Not Available:** No access to this module outside of school IP.

**Restricted Access:** Nominate the staff who can access.

**Available:** All staff can access this module via external URL.



# School Information – School Details

1. Select **School Details** from the **Cog Wheel**.

The School Information screen displays.

Setting	Value	Description
School Name	Broadway College	The name of the school
School Short Name	Broadway College	The short name of the school
School Email	crystal.sandoval@sentral.com.au	The school email address
School Phone	02 9029 3993	The school phone number
School Mobile		The school mobile number
School Fax		The school fax number
School Contact Person		The school's main contact
School Principal		The name of the school principal
School Principal Mobile		The mobile number of the school principal
School Principal Email		The email address of the school principal
Regional Education Director (RED)		The name of the school RED
RED email		The email address of the school RED
School Type	--	School Type affects the options available in some applications

School details is where you have all your school information such as School name, principal name, school contact and address details and billing address details. This information flows through to different areas within Sentral and is important to keep this up to date.



2. Check all details are correct and click on the Save button

# School Information – Term Dates and Holidays

1. Select **Term Dates and Holidays** from the **Cog Wheel**.

The Term Dates and Holidays for the current year display.





The Calendar is the reference database that the Attendance modules refer to in order to display school holidays, public holidays and special events. These recorded holidays and special events are registered in the Attendance records as a non-teaching day.

Administrators can modify these settings and add both recurring and one-off holidays to the system. Once a holiday is entered, the corresponding day on the attendance roll system is then grey-ed out.

If left incomplete, Attendance records that you import back to your government system will be incorrect and teachers may mark rolls for non-teaching days.

These calendars must be updated every year for accuracy.

- To edit Term Dates click on the **Edit Term Dates** button to the right-hand side of screen. The Edit Term Dates displays.

Term	Start Date	End Date
Term 1	03/02/2020	09/04/2020
Term 2	28/04/2020	03/07/2020
Term 3	20/07/2020	25/09/2020
Term 4	12/10/2020	18/12/2020

- Select the dates from the calendar fields.
- Click on the **Save** button.
- To add a Holiday, Pupil Free Day or a special event, click on the specific date. A new window will appear for details.

**Name**  
A name for this non teaching day (E.G. Good Friday, School Development Day)

**Recurring**  Is recurring  
Whether this non teaching day happens on this date every year (E.G. Christmas)

**Reason**  
Select a possible reason for the holiday.

**Day Percentage**  
Select which percent of the day is the holiday for.

**School Years**  
Whether this non teaching day is only for specific years. Leave empty for this non teaching day to affect all students.

6. Enter text into the text fields, tick the toggle boxes and use the drop-down lists for your input.
7. Click on the green **Save** button.

A rectangular button with a blue background and the word "Save" in white text.

## School Information – Student and Staff Photos

This is where you can allow pictures of students and staff to be imported into your SENTRAL server and displayed in the relevant Sentral modules such as Reports, Attendance, Wellbeing etc.

Sentral looks for your photos based on your school administration system's **student ID** number.

Most school photographers will provide digital JPEG versions of student photos named in various formats.

### Upload Student Photos

[Students](#) [Staff](#)

Student photographs are used extensively in Sentral to allow easy visual identification of students in various screens, reports and hovers. Most school photographers will provide digital copies of your school photos in .JPEG format, named according to the **student ID** format used by your school. This is the preferred format for use with Sentral, as it guarantees a unique match to each student. To upload the photos, go to the **Upload Photos** screen. If the files are named by student name instead, you can use the **Match Photos** feature to locate the corresponding students and attach their photos.

**Note:** For performance reasons, your browser will "cache" existing photos for up to 24hrs before changes are reflected in Sentral. It is perfectly normal to see the old photos remaining for a while after uploading them unless you clear your browser's cache. Provided the new photographs show on the **Browse Photos** screen, the photos are correctly uploaded and will appear in due course.

- Step 1: Upload Photos
- Step 2: Match/Rename Photos
- Step 3: Browse Photos

## Lodge a Support Case

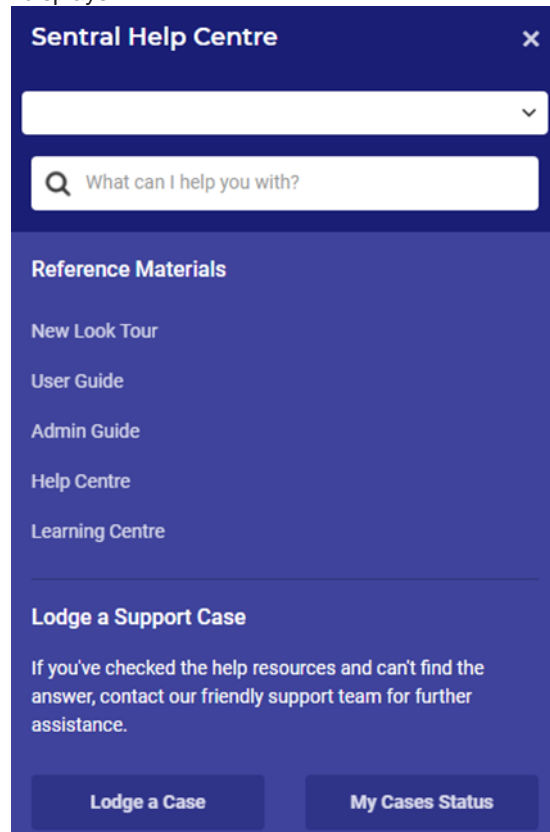
If you require support for Sentral, you first must log a Support Request before you can phone for help.

To lodge a Support Request you need to access Need Help by clicking on the **Help Centre** widget.



1. Click on the box **Lodge a Case**

The Log a Sentral Service Case screen displays.



The screenshot shows the 'Sentral Help Centre' interface. At the top, there is a search bar with a magnifying glass icon and the placeholder text 'What can I help you with?'. Below the search bar, there is a section titled 'Reference Materials' with a list of links: 'New Look Tour', 'User Guide', 'Admin Guide', 'Help Centre', and 'Learning Centre'. At the bottom of the interface, there is a section titled 'Lodge a Support Case' with the text: 'If you've checked the help resources and can't find the answer, contact our friendly support team for further assistance.' Below this text are two buttons: 'Lodge a Case' and 'My Cases Status'.

## Application Support

**Application Support** is used for help with using Sentral or you are seeing an error.

1. Select **Application Support** from the Issue Type.
2. Click on **Next >** button.

### Log a Sentral Service Case

Your School details and Sentral user information will be sent with this information automatically.

All fields are mandatory.

#### Is this a privacy, child protection or data security matter?

- Yes
- No

#### What module is this about?

All Modules 

#### What is the nature of your enquiry?

- I am getting an error message
- Something isn't working (but it used to)
- I tried but was having difficulties doing what I wanted
- I just need some help on how to do something

#### Is this affecting your day to day activities?

- No
- Yes, but I can make do or work around it
- Yes, and I cannot get past this

#### Who is this affecting?

- Just me (username)
- Some of my staff/students/parents
- Everyone at the school

3. Select the options on the screen.

**Note:** all fields are mandatory.

4. Click on the **Next >** button.

your issue/enquiry.

Enter your issue summary here e.g. Unable to print i

### Detailed Description

Provide a more detailed overview of what you are trying to do and/or what is not working the way you expect it to. More information is better than less!

Enter your description here e.g. I usually use the Print Roll button on the roll marking screen in Attendance to print a PDF copy of my roll. Up until recently this has been working well, however now it has stopped working at school -

### Provide step by step instructions to replicate the problem

This may seem a little tedious, but the fastest way for us to assist is to know EXACTLY the steps you're following. Otherwise we might go looking in a different spot...

Enter your replication steps here e.g.

1. Click on the Sentral menu and go to Attendance
2. Click on Mark Today's Roll
3. Click on the Print roll button on the top right

### Any other information you can provide?

Details like what happened vs what you expected to, any error messages, users who are affected or other information are all helpful here.

Enter your other information here e.g. This is only happening on my computer at school - recently it updated to Windows 10 and I am not using Edge. Could that have something to do with it?

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Lodge My Case

**Note:** All fields are mandatory.

5. Click on the **Lodge My Case** button.

### Support Request Sent

Thanks for Submitting Your Helpdesk Request. Your Case Number is 00342285. A member of our Support Team will get back to you shortly. For further information, please check your email account, [ivanka.dwyer@sentral.com.au](mailto:ivanka.dwyer@sentral.com.au)

We have evaluated your support request as Priority: **P4**

For a detailed description of priority levels please see [this article](#)

[Return to Help Centre](#)

## Technical Support

**Technical Support** is used for help with a server/network/SSL, data sync or an integration issue.

1. Select **Application Support** from the Issue Type.
2. Click on **Next >** button.
3. Select the options on the screen.

**Note:** all fields are mandatory.

4. Click on the **Next >** button.
-



5. Select the options on the screen.

**Note:** All fields are mandatory.

6. Click on the **Lodge My Case** button.

## Suggestion

Suggestion is used for you to suggest a new idea or an enhancement to the product.

1. Select Suggestion from the Issue Type.
2. Click on **Next >** button.

### Log a Sentral Service Case

Your School details and Sentral user information will be sent with this information automatically.

All fields are mandatory.

**What module is this about?**

All Modules

**How would this make a difference?**

This would save me/us time

Make better use of data/information already in Sentral

Help me do something that Sentral doesn't do (but I think should)

**Who would this benefit?**

Just me (username)

Teachers

Students

Parents and carers

Administration/office staff

School executive/leadership

Everyone at the school

**Is there a specific time when you IDEALLY need this available by?**

It's not urgent - but I would love to see it added!

Sometime in the next few months would be good

To be useful I really need it by

dd/mm/yyyy

Please tell us why this date is important:

- Select a reason -

3. Select the options on the screen.

**Note:** All fields are mandatory.

4. Click on the **Next >** button.

5. Select the options on the screen.

**Note:** All fields are mandatory.

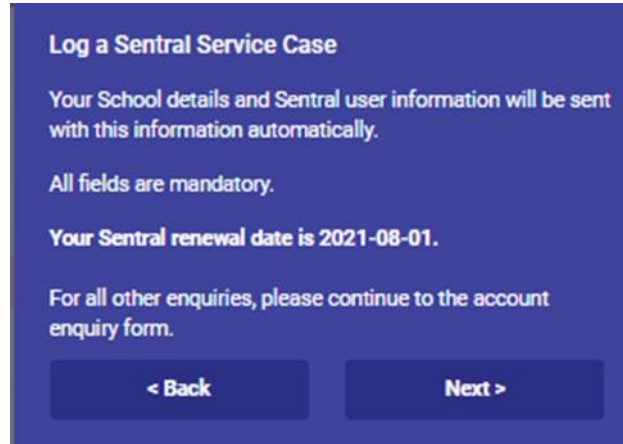
6. Click on the **Lodge My Case** button.

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## Account Enquiry

**Account Enquiry** is used for you ask a question of our accounts team in relation to an invoice, your subscription or ue date for renewal.

1. Select **Account Enquiry** from the Issue Type.
2. Click on the **Next >** button.



**Log a Sentral Service Case**

Your School details and Sentral user information will be sent with this information automatically.

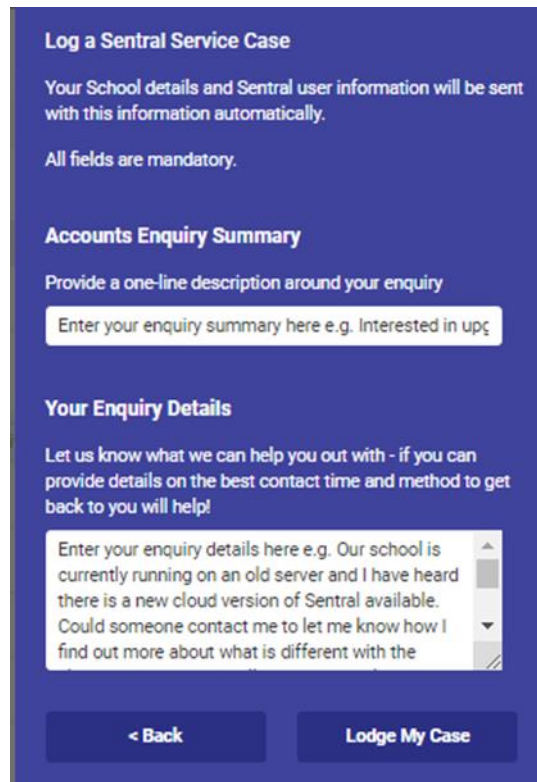
All fields are mandatory.

**Your Sentral renewal date is 2021-08-01.**

For all other enquiries, please continue to the account enquiry form.

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3. Click on the **Next >** button.



**Log a Sentral Service Case**

Your School details and Sentral user information will be sent with this information automatically.

All fields are mandatory.

**Accounts Enquiry Summary**

Provide a one-line description around your enquiry

Enter your enquiry summary here e.g. Interested in upç

**Your Enquiry Details**

Let us know what we can help you out with - if you can provide details on the best contact time and method to get back to you will help!

Enter your enquiry details here e.g. Our school is currently running on an old server and I have heard there is a new cloud version of Sentral available. Could someone contact me to let me know how I find out more about what is different with the

[< Back](#) [Lodge My Case](#)

4. Select the options on the screen.

**Note:** All fields are mandatory.

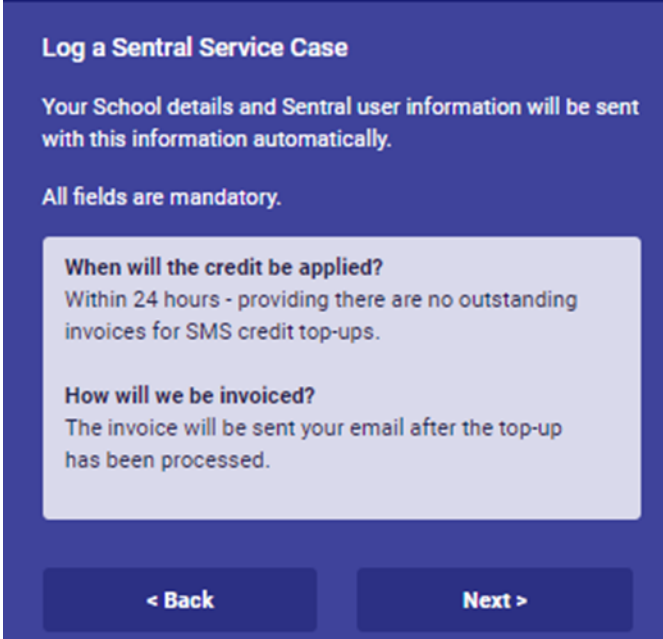
5. Click on the **Lodge My Case** button.

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## SMS Credit Top-Up

**SMS Credit Top-Up** is used for you add more credit to your SMS account.

1. Select **SMS Credit Top Up** from the Issue Type.
2. Click on the **Next >** button.



**Log a Sentral Service Case**

Your School details and Sentral user information will be sent with this information automatically.

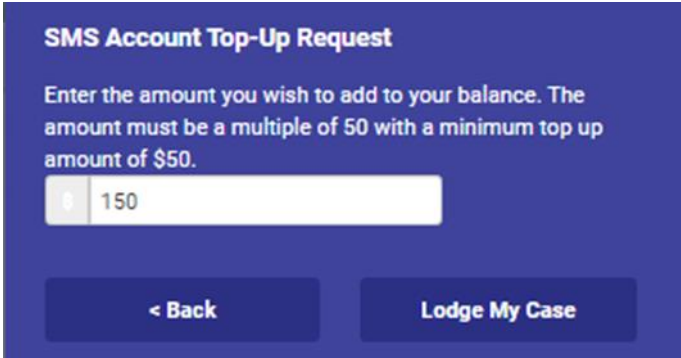
All fields are mandatory.

**When will the credit be applied?**  
Within 24 hours - providing there are no outstanding invoices for SMS credit top-ups.

**How will we be invoiced?**  
The invoice will be sent your email after the top-up has been processed.

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3. Click on the **Next >** button.



**SMS Account Top-Up Request**

Enter the amount you wish to add to your balance. The amount must be a multiple of 50 with a minimum top up amount of \$50.

\$ 150

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4. Select the options on the screen.

**Note:** All fields are mandatory.

5. Click on the **Lodge My Case** button.

## FAQs for Help Centre

### Can I phone in for help?

YES! It's best to call when:

- The problem relates to a child protection or data security issue
- Your server is inaccessible, and you cannot lodge a support request
- The issue has been lodged, you have received a case reference number and a priority has been assigned to your case
- You have new information that will assist us to resolve or re-prioritise your issue (might be faster to add this directly to the case via email) and/or
- You are concerned about a due date you have advised us in your case

### How should I lodge an issue now?

Click the orange Need Help? tab found on the lower right-hand side (near the scroll bar) on every screen in Sentral. There you will find a button Lodge a Case.

### Why should I use the Need Help Widget to lodge an issue?

The benefits to using the widget to lodge an issue include:

- **Improved security** - you are automatically verified as a user of Sentral
- **Automatic addition** of system details that we use to diagnose your issue, such as:
  - a link to the page you are on when you opened the Need Help Widget (which should be the page you are having trouble with)
  - your login details and user permission in the system
  - the browser type and version you are using and
  - the version of Sentral currently on your system

### Case Prioritisation

Cases are prioritised to ensure that we are working on the issues with the greatest impact before something that affects fewer users, involves less critical business functions or where there is a work-around available. More information on case prioritisation is available via a link displayed above the agent signature on cases lodged in the support system.

### How can you help us to prioritise your issue correctly?

We rely on the detail you provide to determine the priority assigned to a case. This includes important dates and specific school details to determine the priority. The fields prompted to be filled in when lodging a case need to be entered.

**Note:** Requests without details that simply ask us to call back will be closed.

### When will my case be prioritised?

Senior team members are currently assigned to triage incoming issues. This process will soon be automated to occur when the issue is first lodged.

### How do I see the status of my issues?

A new button labelled **My Cases Status** displays when you click on the **Need Help?** widget. Use this to see the case reference number and summary details.

## FAQs for Help Centre (cont.)

### Why do some of my issues close before I think they are resolved?

Often when we investigate an issue, we need to ask you a question or get you to check something after we acted and set the status to **Waiting on Customer**. If we do not receive a reply the issue will be closed under the assumption that it is no longer a problem for your school. If something is closed prematurely, you can reopen it by replying.

We have responded to recent feedback and adjusted the automated workflow behind the closure of these tickets and hope that you notice an improved experience as a result.

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For more information visit  
[sentral.com.au](http://sentral.com.au)

Connect with us

