

Portal Console Admin Guide

February, 2026

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Getting started

This guide describes key steps for successfully setting up Sentral Portal Console and the Sentral for Parents app. The system is built to create parent accounts and define information to display to parents. This guide describes the configuration of Portal Console from a school perspective. The Portal function allows for control over parent communication and interactions.

You'll find a detailed description for the setup of each area in Portal Console.

Disclaimer

This document is a guide only, and Sentral accepts no liability for your configuration of the software.

Permissions

Overview

The Portal Console module is a powerful module with many features and functions that can address your school's communication and engagement needs. Administration of this module is usually assigned to a select group of staff with access to all the functionality in the module.

There are two main scenarios:

- Your school is new to Sentral
- Your school already uses Sentral, and existing access levels are in place.

New Sentral customer

Use your Global Admin account to apply Portal Console Admin permissions to selected staff. If required, configure the access levels further to control the actions they can perform in the module.

For details, refer to the [Onboarding Guide](#) in the Help Centre.

Existing Sentral customer

Check the configuration already in place. It may not be out-of-the-box.

For details, refer to the [Onboarding Guide](#) in the Help Centre.

Integration with other Sentral modules

The Portal Console is a gateway or window between your school and the parent community. Within Portal Console setup, you can nominate features from other modules that you want working within the Portal. You may also need to do some additional configuration steps in the other modules.

Other considerations

This section highlights the key areas to consider prior to setting up the Sentral Parent Portal module.

Consideration	Action	Reason
Default access	<p>By default, students and parents do not have any access to the portal.</p> <p>Consult with your leadership team to decide:</p> <ul style="list-style-type: none">• what aspects are made visible• who is allowed into the system• what setting you want students to use when they log in. <p>You can set students to use their school computer login or the Department or Active Directory portal login.</p>	<p>This information affects how you configure the Portal Console and the additional configuration steps that might be required in other Sentral modules.</p>
Household and student details	<p>Review Parents/Caregiver details and consider family relations.</p>	<p>The success of implementing this module relies on the accuracy of data from your data layer source/enrolments module. This helps to ensure parents and caregivers have access to their children with consideration given to complex households.</p>
Students, staff, and roll classes	<p>Ensure user accounts for staff members at the school are created, as well as roll classes with students in them.</p> <p>Note: You may be using Sentral Enrolments or synchronising from another school enrolments system.</p>	<p>This information is required for the Parent Portal module to operate.</p>
Parent registration	<p>Decide on the parent registration process – whether to manage self-registration or put in place an authorisation process via the Administrator of Portal Console.</p>	<p>Granting access is a decision for your school. Managing registrations can be labour intensive.</p>
Sentral modules and communication	<p>Consult with your leadership team to decide which modules to make available to parents and students via their Portal accounts.</p>	<p>These modules are the ones that may require you to complete additional configuration steps.</p> <p>Refer to the next section for more details.</p>
	<p>Consider how you will share information about the portal with your parent and student community, including its purpose and its part in the school communication and parent engagement process.</p>	<p>Good planning is the key to a successful rollout.</p>

Consideration	Action	Reason
Key systems	<p>Understand the options for generating access keys for complex households and custody issues. If both Contact Keys and Family/Student Keys are available to your school, consult with your leadership team to decide which key system to use.</p> <ul style="list-style-type: none"> • Contact Keys – are available to your school if you are using Sentral Enrolments as your administration system. <p>Use this option to create a key that links a Portal user to a specific Contact ID (that is – their identity in Sentral) rather than to student(s).</p> <p>For more, see Manage parent access – contact keys</p> <ul style="list-style-type: none"> • Family Keys – use this option for all families that are not listed in your school’s admin system as having custody issues. • Student Keys – use this option for all parents that are listed in your school’s admin system as having custody issues. 	<p>This is critical for the success of the Portal rollout.</p> <p>Contact keys create a key that links a Portal user to a specific Contact ID (that is – their identity in Sentral) rather than to student(s).</p>

Quick portal setup

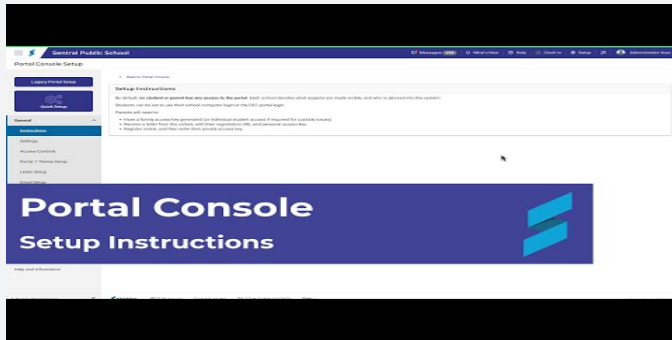
Overview

Use the Quick Setup if you prefer to use a wizard style setup – noting that you may still need to look at other settings in the left menu that are not part of Quick Setup.





Video: Watch this video on our YouTube channel to learn more about portal setup.

Portal Console Setup | Initial Setup Instructions – start here



Steps

1. Select the menu icon  and choose **Portal Console**.
2. Select  Setup and choose **Portal Console Setup**.

Portal Console Setup

The screenshot shows the 'Portal Console Setup' wizard. On the left is a navigation menu with 'Quick Setup' highlighted. The main content area shows a progress bar with four steps: 1. School Settings, 2. Enable Features, 3. Parent Access, and 4. Notify Users. The current step is 'Key System', which asks the user to choose between 'Contact Keys' (selected) and 'Family/Student Keys'. Below this is a 'School Email Address' field with the value 'farhana.hasnat@sentral.com.au' and a 'Next' button.

3. Select Quick Setup in the left menu.
4. Under Key System, select either **Contact Keys** or **Family/Student Keys**.
 - If you're a government school or your school is not using Sentral's Enrolments module, then select **Family/Student Keys**.
 - If you're a school using Sentral's Enrolments module, then Sentral recommends that you select **Contact Keys**.



Note: At present, this functionality is only available for schools using Sentral Enrolments as their administration system. See Enrolments Admin Guide or Contact Keys User Guide.

5. Enter your school's email address.



Tip: The settings here are basic. We recommend that you complete more actions once you finish using the wizard. Refer to Standard portal setup topics, starting with "[Configure settings](#)" on page 12

6. Under Enable features, define the modules you want parents, students, and guests to see. See "[Configure access controls](#)" on page 15.

7. Under Parent Access, select **Parents**.

8. Under Parent Access Instructions:

- a. View the definitions on the screen for access keys.
- b. Select an access key option for each student.

The options differ by Product and Portal version. Either Student keys, Family keys and None, or Select all and Select none.

- c. Select **Generate Access Keys**.

This generates family or student access keys in bulk for Parent Portal users to access their related students. A confirmation screen displays the number of family, student keys generated as well as families with no keys.

- d. Select **Confirm**.

9. Select **Next**.

10. Under Notify Parents:

- a. Select Email or Letter.
- b. Select whether to use the default template.
- c. Modify the email or letter content to suit your school's situation.

Email merge fields for Parent details work in a similar way to printing letters.

11. Select **Next**.

12. Select **Finish**.

13. To view the parent and student keys you created, select Parent Access in the left menu.

14. To complete additional configuration steps, select options from the left menu.

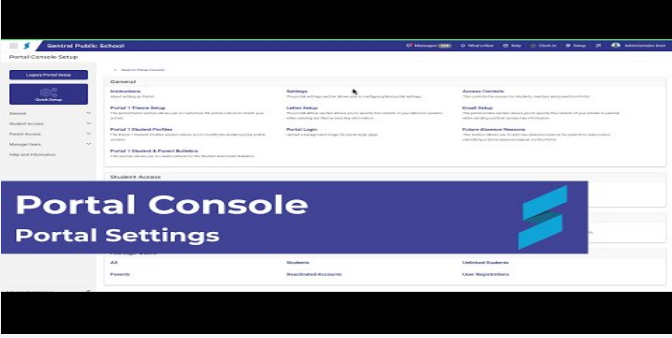
See: [Manage parent access – Family Keys](#)

You can begin using the Student Parent Portal with the option to Send Family keys by email or print the letters.



Configure settings

Use these steps to configure portal settings at a detailed level to suit your school's needs.

Video: Watch this video on your YouTube channel to learn about Initial Settings.



[Portal Console Setup | Initial Settings](#)

1. First, use **Quick Setup** to select **Allow Outside Access** and enter your school's email address.
2. Do one of the following:
 - a. If **Portal Console Setup** is already open, select **General** in the left menu and choose **Settings**.
 - b. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **General** in the left menu and choose **Settings**.
3. Under Manage Portal Settings:
 - a. Choose between using contact keys or family/student keys.
 - b. Select whether to use level-based permissions.
 - c. Select whether to use enterprise level FAQs.
 - d. Enter the school email address used for sending notification emails.
 - e. Select a password complexity option.
 - f. Select a portal calendar to display for portal users.
 - g. Check the **Maintenance Mode** option selected.

This is disabled by default. This allows you to close the portal to parents and enter the message you want parents to see when you enable maintenance mode.
 - h. To hide classes and timetables from parents and students, select **Automatically hide student classes from portal at start of school year**. Enter the number of days classes and timetables are to be hidden from the start of Term 1.
4. Under Advanced Portal Settings, select **Parent Settings**.

This is not available in Quick Setup.

 - a. Select the **Parent Registration** checkbox to allow self-registration for parents.
 - b. Select the **Send a notification email** checkbox and enter an email address.

5. Under Advanced Portal Settings, select **Parent Interviews**.

This is not available in Quick Setup.

- a. Select the **Parent Interviews** checkbox if your school wants to publish parent interviews via the portal so parents can book in session times.
- b. Parent Interview Menu – customise the display name in the Parent Portal.
- c. Allow Interview Requests – select an option to manage requests for interviews outside of the interview period.
- d. Request Interview Text – customise the name of this request.

6. Under Advanced Portal Settings, select **Absence Settings**.

This is not available in Quick Setup.

- a. Select the **Parent absence explanations** checkbox if your school wants parents to reply and explain absences.
- b. Choose whether to only allow explanation for whole day unexplained absences.
- c. Choose a time limit options for parents to explain an absence.
- d. Select **Publish to portal** checkbox to publish absences via the portal and send push notifications for absences.

7. Under Advanced Portal Settings, select **Markbook**.

This is not available in Quick Setup.

- If your school uses the Markbook module, select elements of Markbook to make visible to parents.

8. Under Advanced Portal Settings, select **Admissions**.

This is not available in Quick Setup.

- Select the draft enrolment status you want to set for new admissions that are submitted.

9. Under Advanced Portal Settings, select **Messages**.

- a. Choose whether to send news feed items alerting portal users to a staff message.
- b. Select whether to notify parent users via email they have a new message.
- c. Select whether to notify teachers when a new portal message is received from a parent.

10. Under Advanced Portal Settings, select **Class Data**.

- Choose whether to create a news feed item to alert users when a student's class assignment has changed.

11. Under Advanced Portal Settings, select **Payment and Invoices**.

- a. Amount – customise the display name in the Parent Portal.
- b. Amount Outstanding – customise the display name in the Parent Portal.
- c. Invoices menu – customise the display name in the Parent Portal.
- d. Choose whether to hide invoice date and due date.

12. Under Advanced Portal Settings, select **Family Amendments**.

- a. Type an email address to send a notification email each time a new family detail amendment request has been entered.
- b. Select 'Display emergency contacts' to allow parent portal users to view and edit emergency contacts associated with a student household.

13. Under Advanced Portal Settings, select **Other Module Settings**:
 - a. Choose whether to display daily variations on the student timetable.
 - b. Choose whether to disable historic wellbeing data from displaying.
 - c. Wellbeing Widget – customise the name of the widget in the Parent Portal.



Note: This is not available in Quick Setup.

- d. Parent Canteen Menu – customise the name of the widget in the Parent Portal



Note: Available with StudentPayPlus integration.

- e. Parent Uniform Menu – customise the name of the widget in the Parent Portal



Note: Available with StudentPayPlus integration.

- f. School Resources Menu – customise the name of the widget in the Parent and Student Portal.

14. Under Advanced Portal Settings, select **Banner Settings**.

- a. Banner Status: This option controls the visibility of the Sentral for Parents App banner.

15. Under Advanced Portal Settings, select **Medical Information**.

- a. Customise the declaration message if desired.
- b. Next to **Student Medical Information Amendment**, choose whether to hide 'Permission to Administer Over the Counter Medicine' section in the Parent Portal and App Medical Amendment form.



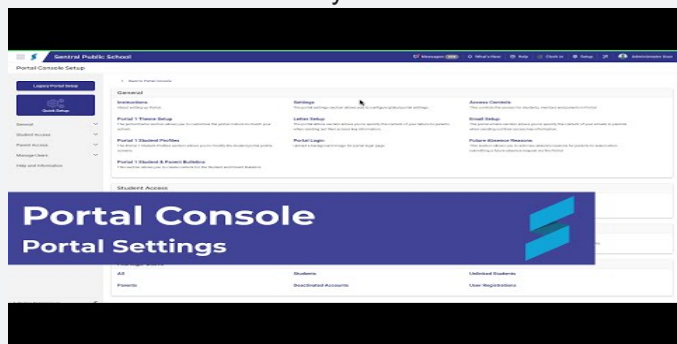
Note: This does not affect permission to administer over the counter information in the Enrolments module.

16. Select **Save**.



Configure settings

Use these steps to configure portal settings at a detailed level to suit your school's needs.

Video: Watch this video on your YouTube channel to learn about Initial Settings.



[Portal Console Setup | Initial Settings](#)

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1. First, use **Quick Setup** to select **Allow Outside Access** and enter your school's email address.
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 - b. Select whether to use level-based permissions.
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 - d. Enter the school email address used for sending notification emails.
 - e. Select a password complexity option.
 - f. Select a portal calendar to display for portal users.
 - g. Check the **Maintenance Mode** option selected.

This is disabled by default. This allows you to close the portal to parents and enter the message you want parents to see when you enable maintenance mode.
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This is not available in Quick Setup.

 - a. Select the **Parent Registration** checkbox to allow self-registration for parents.
 - b. Select the **Send a notification email** checkbox and enter an email address.
 5. Under Advanced Portal Settings, select **Parent Interviews**.

This is not available in Quick Setup.

 - a. Select the **Parent Interviews** checkbox if your school wants to publish parent interviews via the portal so parents can book in session times.
 - b. Parent Interview Menu – customise the display name in the Parent Portal.
 - c. Allow Interview Requests – select an option to manage requests for interviews outside of the interview period.
 - d. Request Interview Text – customise the name of this request.
 6. Under Advanced Portal Settings, select **Absence Settings**.

This is not available in Quick Setup.

 - a. Select the **Parent absence explanations** checkbox if your school wants parents to reply and explain absences.
 - b. Choose whether to only allow explanation for whole day unexplained absences.
 - c. Choose a time limit options for parents to explain an absence.
 - d. Select **Publish to portal** checkbox to publish absences via the portal and send push notifications for absences.
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This is not available in Quick Setup.

 - If your school uses the Markbook module, select elements of Markbook to make visible to parents.

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8. Under Advanced Portal Settings, select **Admissions**.
This is not available in Quick Setup.
 - Select the draft enrolment status you want to set for new admissions that are submitted.
 9. Under Advanced Portal Settings, select **Messages**.
 - a. Choose whether to send news feed items alerting portal users to a staff message.
 - b. Select whether to notify parent users via email they have a new message.
 - c. Select whether to notify teachers when a new portal message is received from a parent.
 10. Under Advanced Portal Settings, select **Class Data**.
 - Choose whether to create a news feed item to alert users when a student's class assignment has changed.
 11. Under Advanced Portal Settings, select **Payment and Invoices**.
 - a. Amount – customise the display name in the Parent Portal.
 - b. Amount Outstanding – customise the display name in the Parent Portal.
 - c. Invoices menu – customise the display name in the Parent Portal.
 - d. Choose whether to hide invoice date and due date.
 12. Under Advanced Portal Settings, select **Family Amendments**.
 - a. Type an email address to send a notification email each time a new family detail amendment request has been entered.
 - b. Select 'Display emergency contacts' to allow parent portal users to view and edit emergency contacts associated with a student household.
 13. Under Advanced Portal Settings, select **Other Module Settings**:
 - a. Choose whether to display daily variations on the student timetable.
 - b. Choose whether to disable historic wellbeing data from displaying.
 - c. Wellbeing Widget – customise the name of the widget in the Parent Portal.



Note: This is not available in Quick Setup.

- d. Parent Canteen Menu – customise the name of the widget in the Parent Portal



Note: Available with StudentPayPlus integration.

- e. Parent Uniform Menu – customise the name of the widget in the Parent Portal



Note: Available with StudentPayPlus integration.

- f. School Resources Menu – customise the name of the widget in the Parent and Student Portal.

14. Under Advanced Portal Settings, select **Banner Settings**.
 - a. Banner Status: This option controls the visibility of the Sentral for Parents App banner.

15. Under Advanced Portal Settings, select **Medical Information**.
 - a. Customise the declaration message if desired.
 - b. Next to **Student Medical Information Amendment**, choose whether to hide 'Permission to Administer Over the Counter Medicine' section in the Parent Portal and App Medical Amendment form.



Note: This does not affect permission to administer over the counter information in the Enrolments module.

16. Select **Save**.



Configure access controls

Overview

Use the information in this section to define the modules Parents, Students, and Guests have access to.



Video: Watch this video on our YouTube channel to learn about Portal Access Controls [Portal Console Setup | Access Controls – who gets access to what?](#)

1. Do one of the following:
 - If Portal Console Setup is already open, select **General** in the left menu and choose **Access Controls**.
 - Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **General** in the left menu and choose **Access Controls**.
2. In Access Controls:
 - a. Select **Parents**.
 - b. Choose access permissions for portal features.
3. Repeat for:
 - Students
 - Mentors (Legacy Student and Parent Portal).
4. Select **Save**.

Portal features by user type

Portal feature	Access	Extra detail	Parents	Students	Mentors	Guests
Absences	Off/View	Explain Absences Request Absences	✓	✓		
Academic Reports	Off/View	Download published reports, mark and comment details and/or self-assessment	✓	✓	✓	
Activity Participation	Off/View	Grant permission and student keys (parents)/Activity selection (students)	✓	✓	✓	

Portal feature	Access	Extra detail	Parents	Students	Mentors	Guests
Address Details	Off/View/Edit		✓			
Calendar	Off/View		✓			
Canteen	Off/View		✓			
Conferences	Off/View			✓		
Continuous Assessment	Off/View		✓	✓	✓	
Continuums	Off/View		✓	✓	✓	
Daily Notices	Off/View		✓	✓	✓	
Flexible Classes	Off/View		✓	✓	✓	
Forms	Off/Document & submit		✓	✓	✓	
Homework	Off/View		✓	✓	✓	
Interviews	Off/View and book appointments		✓			
Invoices	Off/View Invoices		✓		✓	
Links	Off/View		✓	✓	✓	
Markbook	Off/View		✓	✓	✓	
Medical Information	Off/View and edit		✓			
Messages	Off/Read and respond to messages	Start a conversation		✓	✓	
NAPLAN	View	View NAPLAN Results Download NAPLAN Files	✓	✓		
Newsletters	Off/View and download		✓	✓	✓	
Payments	Off/Access Payments	View statements Allocate Payments Request Refunds	✓			✓
Plans	Off/View		✓	✓	✓	
School Resources	Off/View and download		✓	✓	✓	



Portal feature	Access	Extra detail	Parents	Students	Mentors	Guests
Student abilities	Off/View and update	View and update Note: Applicable for Enrolment schools only	✓			
Student consents	Off/Can Provide Consent	Can Provide Consent Note: Applicable for Enrolment schools only	✓			
Student passport details	Off/View and Update	View and Update Note: Applicable for Enrolment schools only	✓			
Timeline	Off/View	Wellbeing Meetings Plans	✓	✓	✓	
Timetable	Off/View	View class details View teacher email	✓ ✓	✓ ✓	✓ ✓	
Transport	Off/Request transport change	Request transport change	✓			
Wellbeing (confidential items will NOT display)	Off/View		✓	✓	✓	

Configure templates – contact keys

Overview

Use the information in this section to specify the content of your emails and letters to contacts when sending out their access key information. This menu option displays if you enable Contact Keys in Settings.

Steps

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose Portal Console Setup. Select **General** in the left menu and choose **Templates**.
 - b. If Portal Console Setup is already open, select **General** in the left menu and choose **Templates**.
2. Under Contacts Email Content:
 - a. Select whether to use the default email template for the contact email content. If you turn this on, you can't customise the text.
 - b. Do any of the following:
 - i. Use the template 'as is'.
 - ii. Use the template as a foundation and use the merge fields to personalise various sections.
 - iii. Prepare content without using the template.
3. Under Contacts Letter Content:
 - a. Specify address indentations.
 - b. Select whether to use the default letter template for the contacts letter content. If you turn this on, you can't customise the text.
 - c. Do any of the following:
 - i. Use the template 'as is'.
 - ii. Use the template as a foundation and use the merge fields to personalise various sections.
 - iii. Prepare content without using the template.
4. Select whether to show the mailing address on family letters.
5. Select **Save**.

Configure letter setup

Overview

Use the information in this section to specify the content for family and custody specific letters to parents when sending out their access key information.

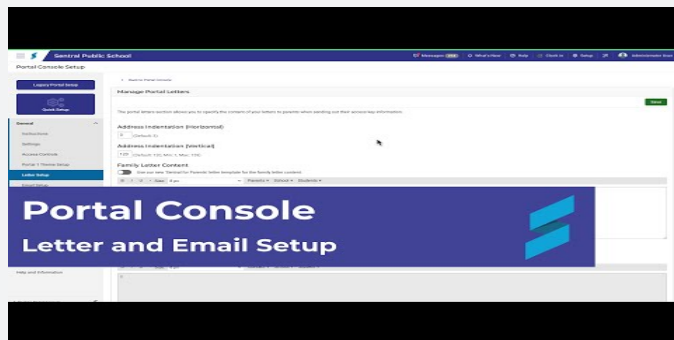


Note: Each family member receives a letter with their own unique access key.





Video: Watch this video on our YouTube channel to learn about letter and email setup.

Portal Console Setup | Letter and email setup



Steps

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **General** in the left menu and choose **Letter Setup**.
 - b. If Portal Console Setup is already open, select **General** in the left menu and choose **Letter Setup**.
2. Specify address indentations.
3. Select whether to use the default letter templates.
4. Do any of the following:
 - a. Use the template 'as is'.
 - b. Use the template as a foundation and use the merge fields to personalise various sections.
 - c. Prepare content without using the template.
5. Select whether to show the family mailing address on family letters.
6. Select whether to show the family mailing address on custody specific letters.
7. Select **Save**.

Configure email setup

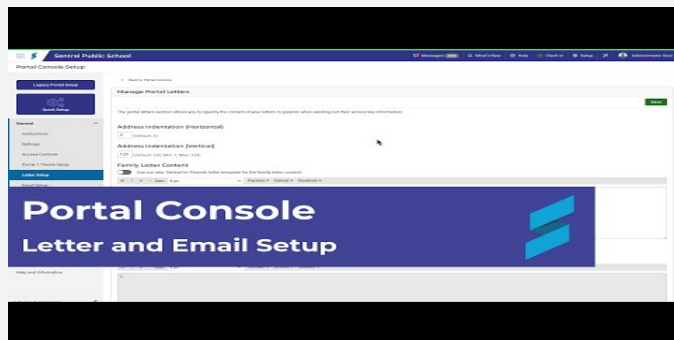
Overview

Use the information in this section to specify the content for both family and custody specific emails to parents when sending out their access key information.





Video: Watch this video on our YouTube channel to learn about letter and email setup.

Portal Console Setup | Letter and email setup



Steps


1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **General** in the left menu and choose **Email Setup**.
 - b. If Portal Console Setup is already open, select **General** in the left menu and choose **Email Setup**.
2. Select whether to use the default email templates.
3. Do any of the following:
 - a. Use the templates 'as is'
 - b. Use the templates as a foundation and use the merge fields to personalise various sections.
 - c. Prepare content without using the templates.
4. Select whether to show the family mailing address on family letters.

5. Select to use messaging contacts for custody specific emails:
6. Select **Save**.

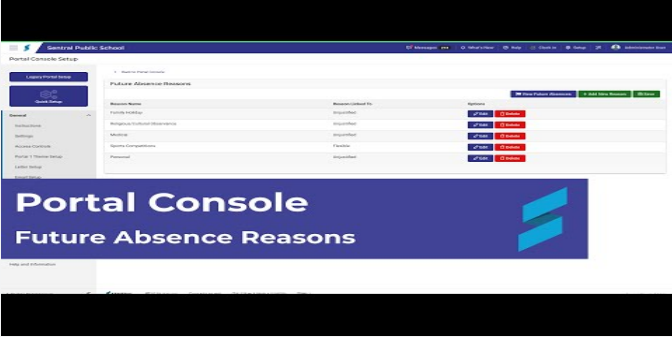
Configure future absence reasons

Overview

If enabled for your school, use the information in this section to define which future absences reasons to make visible for parents to select in the Parent Portal.



 **Video:** Watch this video on our YouTube channel to learn about configuring future absence reasons.

Portal Console Setup | Future Absence Reasons



The screenshot displays the 'Portal Console Setup' interface for 'Future Absence Reasons'. It features a table with columns for 'Name', 'Reason', and 'Action'. The 'Action' column contains 'Edit' and 'Remove' buttons for each row. Below the table is a blue banner with the text 'Portal Console Future Absence Reasons' and a logo.

Steps

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **General** in the left menu and choose **Future Absence Reasons**.
 - b. If Portal Console Setup is already open, select **General** in the left menu and choose **Future Absence Reasons**.
2. Select **Add New Reason**:
 - a. Enter a name for the reason.
 - b. Select a reason to link to.
 - c. Select **Save**.

The new reason is added to the list.

3. To edit a future absence reason, select **Edit** next to the reason, update the reason name, and select **Save**.
4. To remove a future absence reason, select **Remove** next to the reason, and select **Confirm**.
5. To view future absences, select **View Future Absences**.



The Attendance screen displays future absence requests from families.

Configure school applications

Overview

Use the information in this section to create and edit links to school applications that you want to show in the Portal.

Steps

1. Select the menu icon  and choose **Portal Console**.
2. Select the Setup icon  and choose **Portal Console Setup**. Select **General** in the left menu and choose **School Applications**.
3. Under Manage School Application Categories:
 - a. Select **Add Category**.
 - b. Enter a name and description.
 - c. Select **Save**.The category is added to the list. This enables an application to be stored correctly.
4. Under Manage School Applications:
 - a. Select **Add Application**.
 - b. Enter application details
 - c. Select **Save**.
5. To edit a category, select **Edit** next to the category, update details, and select **Save**.
6. To remove a category, select **Remove** next to the category, and select **Confirm**.
7. To edit an application, select **Edit** next to the application, update details, and select **Save**.
8. To remove an application, select **Remove** next to the application, and select **Confirm**.

Manage student access

Use the information in this section if you want to set up the portal to communicate with students directly.





Video: Watch this video on our YouTube channel to learn about managing student access [Portal Console Setup | Choose account provider – managing student access](#).

Choose account provider

The Sentral Authentication Providers system allows you to integrate student authentication into the portal with your existing school-based system. This functionality allows for single sign on for students.



Warning: If you are unsure about any of the settings or options here, lodge a case with the Sentral Helpdesk before you make any changes.

1. Do one of the following:
 - a. Select the menu icon  and choose Portal Console. Select the Setup icon  and choose **Portal Console Setup**. Select **Student Access** in the left menu and select **Choose Account Provider**.
 - b. If Portal Console Setup is already open, select **Student Access** in the left menu and select **Choose Account Provider**.

2. Select from the following options:
 - Active Directory
Authenticate against local Windows Server
 - Novell Netware
Authenticate against a local Netware Server
 - DET NSW
Authenticate DET NSW Staff using their Portal accounts
3. Enter authentication provider settings.
4. Select Save.

What it means for passwords

The General | Access Controls section allows you to enable or disable features of the portal for students, and this is very similar to how you manage access for parents. However, if student accounts are from an external source, you cannot reset passwords in Sentral. If the accounts are external, the password option is disabled.

The message that displays is 'This account is linked to an external authentication provider. The password must be changed in that external provider and cannot be directly changed within Sentral.'



Note: Refer to password reset instructions provided by the external authentication provider.

Manage parent access – Family Keys

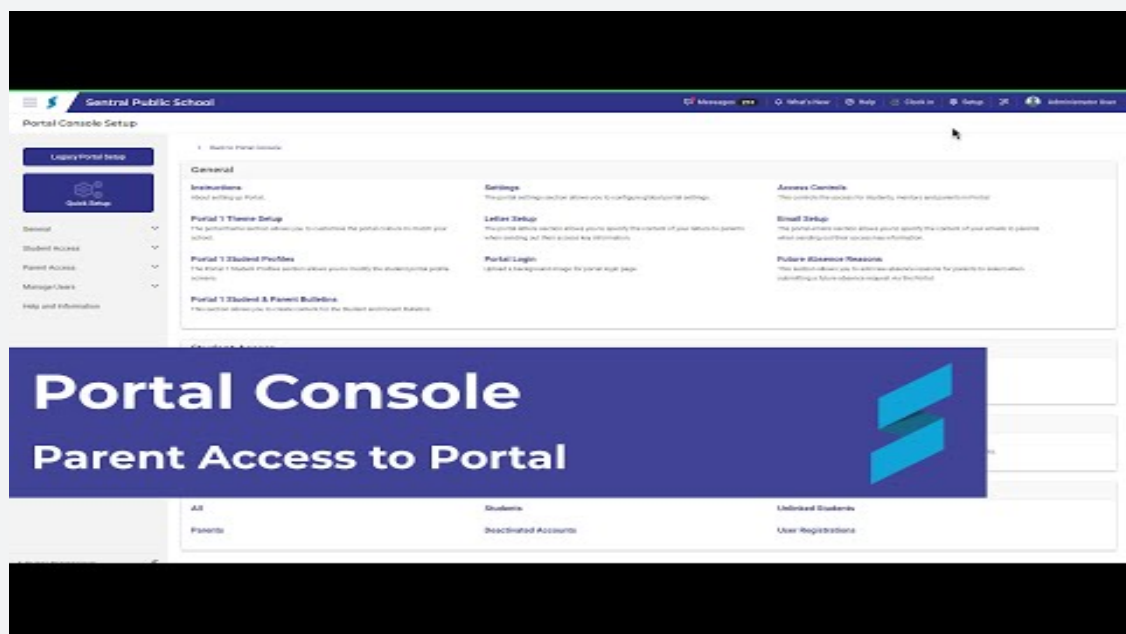
Overview

Use the information in this section to manage parent access and generate content sent to parents.



If your school is using contact keys, access to students is defined by the 'Has Portal Access' toggle found in either: Enrolments | Student Overview | Associated Contacts or under Student Overview, within an Associated Household, and within that contact's record.



Video: Watch this video on our YouTube channel to learn parent access to the portal.



View instructions for access keys

1. Do one of the following:
 - a. Select the menu icon  and choose Portal Console. Select the Setup icon  and choose Portal Console Setup. Select Parent Access in the left menu and select Instructions.
 - b. If Portal Console Setup is already open, select Parent Access in the left menu and choose Instructions.
2. View the definitions on the screen for Family and Student Keys.
 - Family access key
For families not listed in the school's admin system as having custody issues. A Family Key automatically provides parent portal access to all children within the household.
 - Student access key
For parents listed in the school's admin system as having custody issues. A Student Key provides access only to the designated child, without granting access to other children in the same household.
 - Email/letter from the school
 - Information about the parent's registration URL and personal access key – their unique alphanumeric access code.

Use the filter options

1. First, view instructions.
See [View instructions for access keys](#)
2. Select Parent Access in the left menu and choose Family Keys.
3. Select a filter option:
 - No filter
 - Search by surname
 - Students without keys
 - Year level
 - Roll class
 - Show keys generated today
 - Show with no user accounts.
4. Select Go.

Generate access keys for Portal and Sentral for Parents App

Overview

If you haven't used the Quick Setup, then this is where you generate access keys, and perform other actions such as printing letters or sending emails to parents.



Note: A key generated here gives access to every student in each family.

Steps

1. First, filter the list.
See [Use the filter options](#)
2. Select one or more students.

3. Use the Actions dropdown to do any of the following for the selected students:

a. Generate keys & print letters

The access keys are generated, and the Print Family Keys screen displays the selected list of contacts. This extra validation step allows you to modify the key selected and choose contacts for whom to generate the PDF letters.

b. Generate keys & send emails

The access keys are generated, and the Email Family Keys screen displays the selected list of contacts. This extra validation step allows you to check recipients before sending access key information

c. Generate keys

The access keys are generated.

d. Print letters

The Print Family Keys screen displays for you to generate, and view or download the letter.

e. Send emails

The Email Family Keys screen displays for you to send emails.

f. Export keys

The export file is generated in Excel format for you to check and validate information.

g. Revoke

Revoke options allow you to revoke unassigned, assigned or all keys.

View access key details

1. First, generate access keys.

See [Generate access keys for Portal and Sentral for Parents App](#)

2. Do one of the following:

a. Select Parent Access in the left menu and choose Family Keys.

i. In Manage Family Keys, filter the list to find the student and family access keys.

There should be an access key for each family member.

See [Use the filter options](#)

b. Select a link to view details, including issue date, issued by and users.

c. View usage information next to an access key.



When you select an access key, you can see when it was generated and who it was generated by.

Then when the key is activated, it provides the email address to whom it is linked.

Revoke access keys

Use the information in this section to revoke keys if you discover misuse, security issues or if keys were generated in error. Revoking keys

1. Do one of the following:

a. Select the menu icon  and choose Portal Console. Select the Setup icon  and choose Portal Console Setup. Select Parent Access in the left menu and select Family Keys.

b. If Portal Console Setup is already open, select Parent Access in the left menu and choose Family Keys.

2. In Manage Family Keys, select an access key link.

3. In Access Key, select Revoke Key.

4. Recommended: Inform parents when you revoke an access key.

Manage student keys

You'll need to generate student keys to issue to parents or carers who do not reside in the student's primary residence. Holders of Student keys will not be able to see details of the residential guardian. Student keys can be used for split families and in the instance of any custody issue.

There are two ways to generate student keys:

- Quick setup – family and student keys are generated from the same screen.
- Student Keys menu option – family and student keys are done separately.

The additional piece to consider is that you need to select the correct parent or non-residential contact to receive their own access key so you can generate the correct email/letter. Emergency contacts may now be visible in this list as optional key recipients.

Follow the steps in the topic called [Manage parent access – Family Keys](#).

Manage parent access – contact keys

Enable the system

1. First, enable contact keys via Portal Console | Setup Portal Console | General | Settings.

See [Configure settings](#)

2. Associate contacts with students.

Access to any student is defined by the 'Receives Portal Access' option:

- Enrolments | Student Overview | Associated Contacts
- Student Overview, within an Associated Household, and within that contact's record.



3. Create letter and email templates for access keys.

See [Configure templates – contact keys](#)

Use the filter options

1. Do one of the following:

- a. If Portal Console Setup is already open, select Parent Access in the left menu and choose Contact Keys.



- b. Select the menu icon  and choose Portal Console. Select the Setup icon  and choose Portal Console Setup. Select Parent Access in the left menu and choose Contact Keys.

2. Do one of the following:

- a. Search for a contact or student surname.
- b. Apply filter options:
 - Has Access Key?
 - Has linked students?
 - Specify whether to include contacts with mismatched emails.
- c. Use both search and filter options.

Generate and issue contact keys

Use the information in this section to generate contact keys and distribute them to the contacts at your school.

1. Do one of the following:
 - a. If Portal Console Setup is already open, select **Parent Access** in the left menu and choose **Contact Keys**.
 - b. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Parent Access** in the left menu and choose **Contact Keys**.

The Manage Contact Keys screen displays all parent-type contacts available.

This does not mean that the relationship of the contact to the child is necessarily parental. Grandparents, aunts and uncles, step-parents and case workers could be included as well. It means that it does not display students or staff.

2. View contact details:

- **Contact ID** – the internal ID for the contact.
- **Contact Name** – the contact's full name.
- **Contact Email** – the contact's email as set in Enrolments.

You'll need an email to be entered for the contact if you want to send a key via email. You can still print physical letters for contacts with no email address.

- **Portal Username** – the username associated with this contact.

This should be empty when you perform the first-time setup and populate with the email address the contact used once they enter their key.

- **Students** – the names of any students for which this user has the 'Has Portal Access' set. It may be empty if this has not been turned on for any students for this contact.
- **Access Keys** – the access key for the contact. Each key is single use. Each contact should only have one key.

3. Select one or more contacts.

4. Select **Actions** and choose **Generate Keys**.

This generates a key for any contact(s) you select, who don't already have a key.

5. Do one of the following for the selected contacts:

- a. Select **Actions** and choose **Print Letters**.



This generates PDF letters for the contact(s) containing those keys for printing and distribution.

- b. Select **Actions** and choose **Send Emails**.

This sends emails to the contact(s), containing those keys.

Revoke contact keys

Use the information in this section to revoke keys if you discover misuse, security issues or if keys were generated in error.

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Parent Access** in the left menu and select **Contact Keys**.
 - b. If Portal Console Setup is already open, select **Parent Access** in the left menu and choose **Contact Keys**.






2. In Manage Contact Keys, select a contact's access key link.

3. In Access Key, select **Revoke Key**.

Inform parents when you revoke an access key.

Update users to contact keys

Use the information in this section to revoke keys if you discover misuse, security issues or if keys were generated in error.

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Parent Access** in the left menu and choose **Update Users to Contact Keys**.
 - b. If Portal Console Setup is already open, select **Parent Access** in the left menu and choose **Update Users to Contact Keys**.
2. In Resolve Unknown Accounts:
 - a. Select the Search  icon for a portal user.
 - b. Enter search details for the contact and select from the results displayed.
 - c. Select whether to Include  or Exclude  the contact.
 - d. Select **Save**.
3. Repeat for other contacts.
4. Do one of the following:
 - a. Choose **Confirm Selected**.
 - b. Choose **Exclude Selected**.
 - c. Select **Generate Access Keys**.





Tip: If there is more than one page of results, select **Next Page** to find the **Generate Access Keys** button.

Send reminder emails

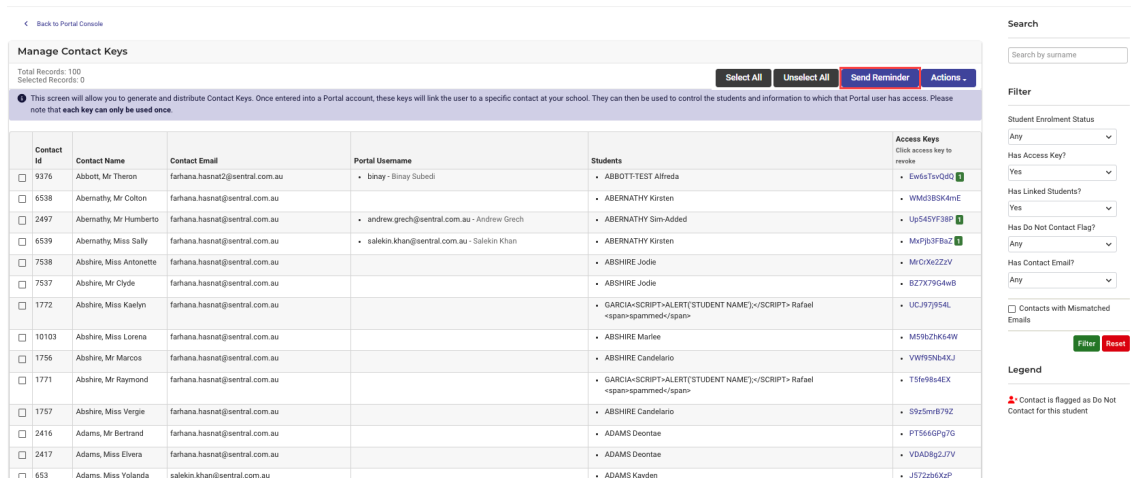
Overview

If your school uses contact keys only, you can send reminder emails to parents who have been issued an access key but have not yet registered for a portal account or linked their children.

Steps

1. Do one of the following:
 - a. If Portal Console Setup is already open, select **Parent Access** in the left menu and choose **Contact Keys**.
 - b. Select the menu icon  and choose **Portal Console**.
 - i. Select the Setup icon  and choose **Portal Console Setup**.
 - ii. Select **Parent Access** in the left menu and select **Contact Keys**.

The Manage Contact Keys screen displays.



Manage Contact Keys

Total Records: 100
Selected Records: 0

Select All **Unselect All** **Send Reminder** **Actions -**

Filter

Student Enrolment Status: Any

Has Access Key?: Yes

Has Linked Students?: Yes


Has Do Not Contact Flag?: Any

Has Contact Email?: Any

Contacts with Mismatched Emails

Filter **Reset**

Legend

 Contact is flagged as Do Not Contact for this student

Contact ID	Contact Name	Contact Email	Portal Username	Students	Access Keys
9376	Abbott, Mr Theron	farhana.hasnat2@secentral.com.au	• binay - Binay Subedi	• ABBOT-TEST Alfreda	• Ew6sTsvQdQ
4538	Abemathy, Mr Colton	farhana.hasnat@secentral.com.au		• ABERNATHY Kirsten	• WMs3B5K4mE
2497	Abemathy, Mr Humberto	farhana.hasnat@secentral.com.au	• andrew.grech@secentral.com.au - Andrew Grech	• ABERNATHY Sim-Added	• Up545YF38P
6539	Abemathy, Miss Sally	farhana.hasnat@secentral.com.au	• salekin.khan@secentral.com.au - Salekin Khan	• ABERNATHY Kirsten	• MxPj3F3BaZ
7538	Abshire, Miss Antonette	farhana.hasnat@secentral.com.au		• ABISHIRE Jodie	• MfCxKx2Z2V
7537	Abshire, Mr Clyde	farhana.hasnat@secentral.com.au		• ABISHIRE Jodie	• BZ7X79G4wB
1772	Abshire, Miss Kaelyn	farhana.hasnat@secentral.com.au		• GARCIA<SCRIPT>ALERT('STUDENT NAME')</SCRIPT> Rafael	• UCJ97954L
10103	Abshire, Miss Lorena	farhana.hasnat@secentral.com.au		• ABISHIRE Marlee	• M59LzHk64W
1756	Abshire, Mr Marcos	farhana.hasnat@secentral.com.au		• ABISHIRE Candelario	• Vw95Nk4XJ
1771	Abshire, Mr Raymond	farhana.hasnat@secentral.com.au		• GARCIA<SCRIPT>ALERT('STUDENT NAME')</SCRIPT> Rafael	• T5f6984EX
1757	Abshire, Miss Vergie	farhana.hasnat@secentral.com.au		• ABISHIRE Candelario	• S9z5mE79Z
2416	Adams, Mr Bertrand	farhana.hasnat@secentral.com.au		• ADAMS Deontae	• PT566Pq7G
2417	Adams, Miss Elvira	farhana.hasnat@secentral.com.au		• ADAMS Deontae	• VDAD8g2L7V
653	Adams, Miss Yolanda	salekin.khan@secentral.com.au		• ADAMS Kevden	• J57Z2b6Xp

2. Select **Send Reminder** **Send Reminder**.

A confirmation message displays.

Reminder email to parents x

Selecting 'Send' will generate an email to all parents who have been issued an access key but have not yet created a parent portal account or linked their children. The email will include the access key, enabling parents to complete the linking process via the portal or app

Send

3. Select **Send**.

Emails are sent to all eligible parents, including their access key and links to the parent portal and app.

Subject: Reminder: Parent Portal/App – Link Your Children Using Your Access Key

Dear Parent/Carer,

This is a friendly reminder to link your children to the school's Parent Portal using the access key that was issued to you.

If you have not yet created a Parent Portal account or added your access key, please do so as soon as possible to access important school information and updates.

Your access key: [ACCESS KEY]

Getting Started:

1. **Parent Portal:** Register/log in to the Parent Portal and add your access key from the 'My Access' section.
2. **Mobile App:** Download the Parent Portal app for quick and convenient access. Once in the app, go to Settings and select My Access Key(s)
 - iOS Link: [Apple App Store link] **For schools using branded apps, show branded app links. For other schools, show Sentral for Parents app links**
 - Android Link: [Google Play Store link]

If you have any questions or need assistance, please contact the school office.

Thank you for staying connected with our school community.

Kind regards,
[School Name]

If successful, that message that displays is 'Reminder emails have been sent successfully'.

If unsuccessful, the message that displays is 'Reminder email not sent: All parents with valid access keys have already linked their children.'

Manage users

Overview

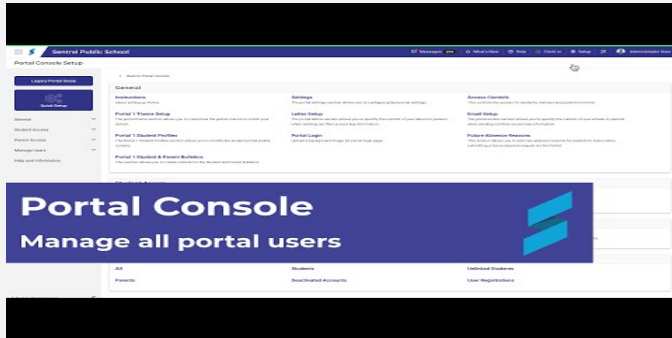
Use the information in this section to manage user details, create new users, access keys, registrations, deactivated accounts, send verification email, unlinked parents and app access.



Tip: Selecting **All** gives you student and parent information on one screen. We recommend using filtering to view parents and Students separately.





Video: Watch this video on our YouTube channel to learn about managing all users.





To create a new parent user

Use these steps to create a new parent user.

- Do one of the following:
 - Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Manage Users** in the left menu and select **All**.
 - If Portal Console Setup is already open, select **Manage Users** in the left menu and choose **All**.
- In Manage Portal User Accounts, select **New User** and choose **Parent**.
- In Add User, enter an email address and username, and then select **Next**.
- In User Details:
 - Enter a password and specify whether the new user needs to change their password on login.
 - Enter contact details.
 - Select **Save**.



To create a new student user

Use these steps to create a new student user via the Students menu.

- Do one of the following:
 - Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Manage Users** in the left menu and select **Students**.
 - If Portal Console Setup is already open, select **Manage Users** in the left menu and choose **Students**.
- In Manage Portal User Accounts, select **New User**.

3. In User Details:
 - a. Enter a username.
 - b. Select a user type – Student or Mentor.
 - c. Enter a password and confirm the password.
 - d. Specify whether the new user needs to change their password on login.
 - e. Enter a student account name and select from the matches displayed.
 - f. Select **Save**.



To edit student users

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Manage Users** in the left menu and select **Students**.
 - b. If Portal Console Setup is already open, select **Manage Users** in the left menu and choose **Students**.
2. In Manage Portal User Accounts, select Edit next to a user.
3. In User Details, do any of the following:
 - a. Edit the username.
 - b. Select **Remove Student Link** to remove the current student account and then search for another student to link.
4. Select **Save**.



To reset student passwords



Warning: A Student password can be changed but act with due caution here as details do come from Active Directory or Department of Education authentication. If the password comes from an external system, you cannot alter it.

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Manage Users** in the left menu and select **Students**.
 - b. If Portal Console Setup is already open, select **Manage Users** in the left menu and choose **Students**.
2. In Manage Portal User Accounts, select **Actions** next to a user, and select **Password** from the menu.
3. In Change password:
 - a. Enter a new password.
 - b. Re-enter the new password.
 - c. Specify whether the user needs to change their password on login.
 - d. Select **Save**.



To remove a student's access to the portal

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Manage Users** in the left menu and select **Students**.
 - b. If Portal Console Setup is already open, select **Manage Users** in the left menu and choose **Students**.
2. In Manage Portal User Accounts, select **Actions** next to a user, and select **Deactivate** from the menu.



To edit unlinked students



Note: Students who are not linked to their external IDs cannot access the student portal.

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Manage Users** in the left menu and select **Unlinked Students**.
 - b. If Portal Console Setup is already open, select **Manage Users** in the left menu and choose **Unlinked Students**.
2. In Manage Portal User Accounts:
 - a. View the list of students not linked to the external ID.
 - b. Select **Edit** next to a student.
3. In User Details, do any of the following:
 - a. Edit the username.
 - b. Search and select the matching student.
 - c. Select **Save**.

To reactivate an account

1. Do one of the following:
 - a. If Portal Console Setup is already open, select **Manage Users** in the left menu and choose **Deactivated Accounts**.
 - b. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Manage Users** in the left menu and select **Deactivated Accounts**.
2. In Deactivated User Accounts, select **Reactivate** next to a user.

To view user registrations – legacy

This function has been retired. Previously, if your school configured parent settings so that new users require approval once they've logged into the school URL, you could view the Registration details and then Approve or Remove Users.



New accounts are not submitted for approval. You can use this page to review any accounts that were previously unapproved. Approving or rejecting accounts does not affect the user's ability to log in. If you need to remove an unwanted account, do so from the Manage Users screen.

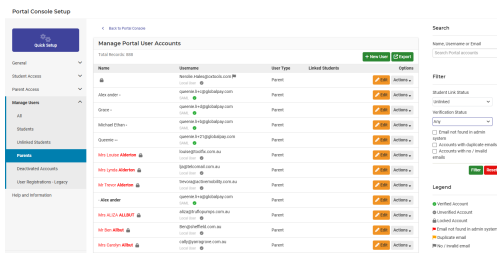
Export portal user account information

Overview

Use the information in this topic to run an export based on Portal User Account information, including Student Link Status and Verification Status.

Steps

1. Do one of the following:
 - a. If Portal Console Setup is already open, select **Manage Users** in the left menu and choose **Parents**.
 - b. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Manage Users** in the left menu and select **Manage Users**.



2. Specify Filter options.
 - a. Student link status - Linked, Unlinked or Any.
 - b. Verification Status - Verified or Unverified.
 - c. Email not found in admin system
 - d. Accounts with duplicate email addresses
 - e. Account with no emails or invalid email addresses.
 - f. Select **Filter**.
3. Review the filtered list of user accounts and refine filters if required.
4. Select **Export** to generate an Excel file.

If you filtered by Linked Students, they display in the Linked Students column. One parent may be linked to more students. If the linked student is a future student, then a Future flag displays next to the student's name. In the exported file, 'Future' displays next to the student's name.

Grant staff and teacher access to impersonate parent portal accounts

Overview


Use the information in this topic to grant access to staff and teachers to impersonate parent access to the parent portal.

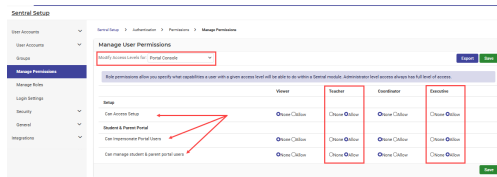
This view-only impersonation feature within the portal system allows authorised staff to access the platform as a parent without the ability to modify any data. This view-only access provides full visibility of communications sent to parents, enabling them to:

- Confirm what information has been sent and when (e.g. regarding temporary library closures or changes to school operations).
- Respond to parent queries, especially in situations where timely and accurate information is critical (e.g. excursion details).
- Eliminate reliance on makeshift solutions, such as creating dummy student and parent accounts, which are inefficient, inflate enrolment data, and introduce potential risks to data integrity.

Set up user permissions

Follow these steps to grant impersonation access to the parent portal

1. Select  Setup and choose **Manage User Accounts**.
2. Select **Manage Permissions** in the left menu.



3. Set the user permission settings for the following capabilities to 'Allow':
 - Setup | Can access Setup
 - Student & Parent Portal | Can impersonate portal users
 - Student & Parent Portal | Can manage student & parent portal users

Impersonate a portal user


Delete this text and replace it with your own content.


Prerequisites

User permission settings have been enabled at your school.

For details, see ["Grant staff and teacher access to impersonate parent portal accounts" on the previous page](#)

Steps

1. Select the Sentral menu icon  and choose **Portal Console** in the School Admin group.
The Portal Console home screen displays.

2. Select  Setup and choose **Portal Console Setup**.
3. Select **Manage Users** in the left menu and choose **Parents**.
The Manage Portal User Accounts screen displays.
4. Locate the portal account you wish to impersonate.

Name	Username	User Type	Linked Students	Options
Mrs Rajani	Rajani.kulkarni@sentral.com.au Local User	Parent		<input type="checkbox"/> Edit <input type="checkbox"/> Actions
Mr Harry Agnew	harry.agnew441-contact@data-test.sentral.com.au Local User	Parent		<input type="checkbox"/> Password <input type="checkbox"/> Deactivate <input type="checkbox"/> Send Verification Email <input checked="" type="checkbox"/> Impersonate User
Mrs Maddison Alderson	maddison.alderson702-contact@data-test.sentral.com.au Local User	Parent		<input type="checkbox"/> Edit <input type="checkbox"/> Actions
Dr Parent Alpha	parent.alpha@test.sentral.com.au Local User	Parent	May	<input type="checkbox"/> Edit <input type="checkbox"/> Actions

5. Select **Actions** and choose **Impersonate User**.



Attendance

Integration with Attendance module

If Portal Console | Absence Settings | Parent absence explanations is turned on at your school, parents can reply to and provide reasons for student absences.

If the Future Absences feature is switched on at your school, parents can request leave for students and pre-emptively seek a leave of absences for reasons such as holidays, religious events, and medical appointments.

Request partial absences (late arrival, early departure, timed absence) for reasons such as medical appointments or other personal commitments. To activate partial absences:

- Select the menu icon  and choose **Portal Console**.
- Select the Setup icon  and choose **Portal Console Setup**.
- Select General in the left menu and select **Settings**.
- Under Advanced Portal Settings, select **Absence Settings**.

Access

Typically, the access given to manage late arrivals, manage roll status, and approve future absence requests is given to Front Office Staff.

Settings

There are several settings in the Portal Console Setup, under General | Access Controls | Manage Parent Portal Access:

- Absences: View - Allow parent to view student absences
- Absences: Allow parent to notify the school of future absences
- Absences: Allow parent to view student absences
- Transport: Request transport change.

Portal view

If these settings are selected, your parent community sees an Absences menu item in the Portal.



Note: For more details, see the [Attendance Admin Guide](#).

Payments

Integration with Payments module

If your school is configured for online payments, you have the option to create new payment requests for adhoc items like mufti days, as well as track portal payments by parents for activities or adhoc bills.



Note: Portal users see a Payments menu item.

Access

Typically, the access required to manage transactions in Sentral is given to Business or Office Managers.

Settings

Portal console

There are two settings in the Portal Console Setup, under General | Access Controls | Manage Parent Portal Access:

- Payments: Allow parent to view and pay school invoices
- Payments: Allow parent to view summary of items for linked debtors.

Payments

There is also a setting in the Payments module setup:

- Allow invoices with status of Submitted to show in Portal.



Note: This setting is not relevant for Victorian government schools. It may be used by independent schools.

Portal view

If both Portal Console settings are selected, your parent community sees a Payments menu item in the Portal. Selecting that menu item displays a list of payment requests and a Summary of Items section. If the 'Allow parent to view summary of items for linked debtors' setting is not selected, parents see the Payments menu item, but the Payments screen won't show the Summary of Items section.



Note: For more details, refer to Sentral Payments module documentation. This describes features of the Payments module and Fees and Billing module, both of which can communicate a request for payment to parents, as well as taking payments from parents online.

Sentral Finance (NSW DoE schools)

Integration with Finance module

If your government school is configured for online payments, you have the option to create new payment requests for adhoc items like mufti days, as well as track portal payments by parents for activities or adhoc bills.



Note: Portal users see a Payments menu item.

Access

Typically, the access required to manage transactions in Sentral is given to School Administration Manager and School Administration Officer.

Settings

Portal console

There are several settings in the Portal Console Setup, under General | Access Controls | Manage Parent Portal Access:

- Invoices: Allow parent to view school invoices
- Payments: Allow parent to allocate credit
- Payments: Allow parent to request refunds

-
- Payments: Allow parent to view and pay school invoices
 - Payments: Allow parent to view summary of items for linked debtors.

Sentral Finance module

There is also a setting in the Finance module setup:

- Allow invoices with status of Submitted to show in Portal.

Portal users also need to be linked to contacts in the Finance module. This is so that a Portal user can only allocate credit that originates from payments where they are recorded as the original payer.

Portal view

If all Portal Console settings are selected, your parent community sees a Payments menu item in the Portal. Selecting that menu item displays a list of payment requests and a Summary of Items section. It also allows parents and carers to allocate available 'fees in advance' credit to outstanding fees directly through the Parent Portal.

- If 'Allow parent to view and pay school invoices' is not ticked, the Payments menu option won't appear in the portal.
- If 'Allow parent to view and pay school invoices' is ticked but 'Allow parent to view summary of items for linked debtors' is not ticked, the Summary of Items section (including Unallocated credit) won't appear on the Payments screen.
- If 'Allow parent to allocate credit' is not ticked but the above two settings are ticked, the unallocated credit balance will be visible in the Summary of Items section but the parent won't be able to allocate it.
- If the parent's Portal user is not linked to their contact in the Finance module, they won't be able to allocate credit in the Portal, even if your school has enabled the setting.

Activities

Integration with Activities module

If your school is configured for the Activities module, you can opt to create activities such as excursions with customised questions. The streamlined permission and payment process allows you to move away from using paper-based forms and publish activities to the Parent Portal. You can also opt to set up student self-registration for activities, which then allows students to register their interest in participating in activities.

The integration with the portal:

- sends notifications about activities to parents to ask for:
 - Information only (no permission or payment required)
 - permission and responses to customised questions
 - payment
 - permission and payment
- accepts permissions, responses to customised questions, and payments that parents submit via the portal.



Note: For more details, see the Activities User Guide.

Access

Typically, Teachers are given the access required to create activities, while other roles such as Executives, and perhaps Business or Office Managers, manage the approval workflow.

Settings

Portal console

There is a setting in the Portal Console Setup under General | Access Controls:

- Activity Participation:
 - View: Allow parent to view published activities.
 - Grant Permission: Allow parent to send permission slip consents.
 - Student Keys: Allow parent with student keys to send permission slip consents.

Activities module

There two settings in the Activities Setup to switch on:

- Under Student Portal – Student Self Registration
- Under Settings | Publish to Portal Settings | Should invoices be created for parents when an activity is published to portal?

This is relevant for schools using the Finance module.

Within each activity after workflow approval, there are Publish to Portal options to select:

- Ask parents for:
 - Information only (no permission or payment required)
 - Permission only
 - Payment only
 - Permission & Payment
- Send Push notification to parents via the Sentral App.

Portal view

If these settings are selected, students see an Activity participation list and an Activity selection list.

Once published, parents receive a notification to either ask for attendance permission and/or pay the cost of the excursion via the Portal.

Academic reports

Integration with Academic Reports module

If your school is configured for Academic Reports, you have the option to publish reports to the parent portal.



Tip: Academic Reports need to be completed as signed off by supervisors prior to publishing.

Settings

Portal Console

There is a setting under General | Access Controls | Parents | Manage Portal Access:

- Academic Reports: View: Download Published Reports; Mark and Comment Details

Academic Reports

There is a setting under Publish Reports | Manage Published Reports (or Publish) | Publish Reports Overview:

- Show reporting period in portal.

There is also a setting in Academic Reports Setup under General | Global Config:

- Enable Reports Publishing.



Video: For information on setting up the portal to publish reports, see the section on Access Controls in the Admin Guide – Portal Console, which you'll find in the Help Centre. For information on publishing the reports, see the Publish Reports section of the Academic Reports User Guide.

Access

Typically, the access required to publish reports in Sentral is given to teachers, supervisors and admin staff.

Markbook

Integration with Markbook module

If your school is configured for the Markbook module, Faculty Heads can opt to share Markbooks they've created with parents and students. A task or calculation (column) can be published to the Portal.



Note: Publishing of data is at the direction of the school as the entire Markbook does not have to be visible in portal. For information on publishing columns to the Portal, see the Markbook User Guide.

Settings

Portal Console

There is a setting under General | Access Controls | Parents | Manage Parent Portal Access:

- Markbook: View

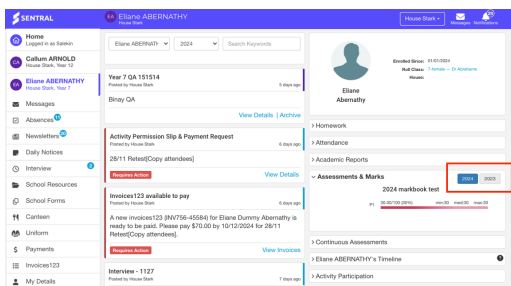
Markbook

In an open Markbook, with a column header selected, there is a menu option:

- Publish Column to Portal.

Portal view

Parents can view details for their child under the heading Assessments & Marks. They can view up to three years of markbook data.



Enrolments

If your school uses Sentral Enrolments, you have the following options:

- allow parents to provide student consent directly through the parent portal
- allow parents to provide student ability information directly through the parent portal
- allow parents to view and update student passport passport details through the parent portal.

Student consent settings

Portal Console

There is a setting under General | Access Controls | Parents | Manage Portal Access:

- Student consents: Can provide consent

Enrolments

Consent Types are managed via Enrolments Setup | General | Flags | Consent Types. They can be set from Enrolments and applied to different students.

Type	Details	Default Expiry Date	Has Flags	
IT Access	Can use IT resources	None	None	Edit Delete
Measure-Minor	Has been considered a Measure-Minor	31/12/2025	None	Edit Delete
Module	None	None	None	Edit Delete
Non-English-Speaker	None	None	None	Edit Delete
Paraph	None	None	None	Edit Delete
Swimming	Can attend water based activities	None	None	Edit Delete

Consent	Consent Given	Consent Given By	Consent Date	Expire On	Actions
Non-English-Speaker	<input type="checkbox"/>	-Select-	DD/MM/YYYY	DD/MM/YYYY	Delete
IT Access	<input checked="" type="checkbox"/>	-Select-	DD/MM/YYYY	DD/MM/YYYY	Delete

Portal view

If these settings are activated, your parent community sees a **Student consent** menu item under the selected student in the parent portal.



Note: Once a change is submitted enrolment data is updated based on consent, and the student's profile is also updated by flags.

Student abilities details

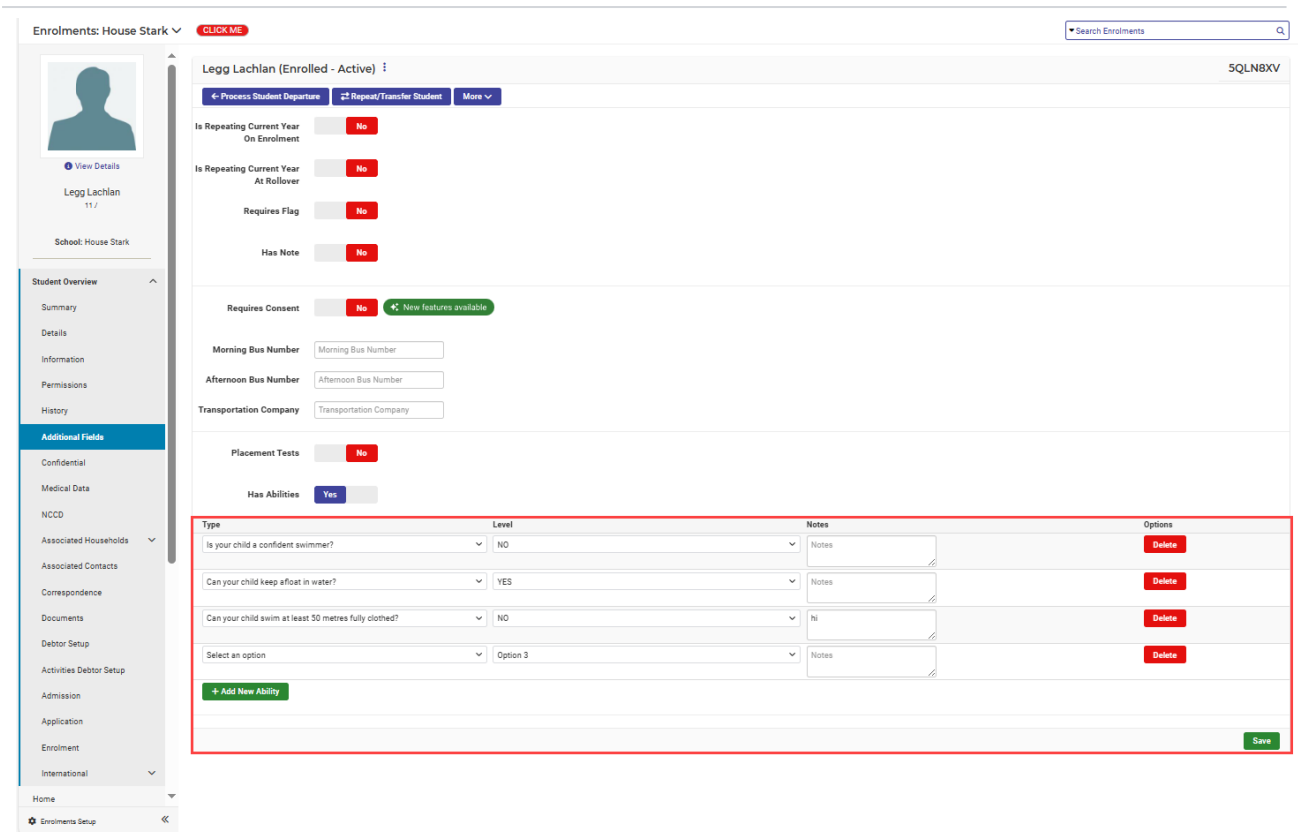
Portal Console

There is a setting under General | Access Controls | Parents | Manage Portal Access:

- Student abilities: View and update.

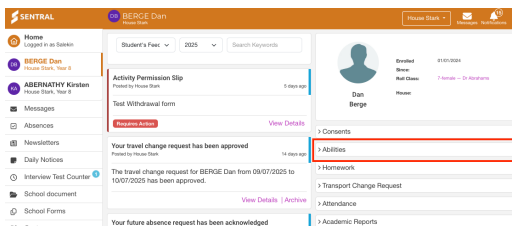
Enrolments

Student abilities details updated directly by parents through the parent portal are reflected in the **Student Overview | Additional Fields** screen.



Portal view

If this setting is activated, your parent community sees an **Abilities** menu item under the selected student in the parent portal.



Student passport details

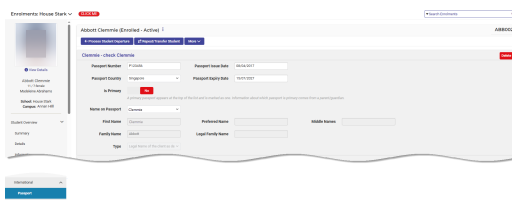
Portal Console

There is a setting under General | Access Controls | Parents | Manage Portal Access:

- Student passport details: View and update.

Enrolments

Passport details updated directly by parents through the parent portal are reflected in the **Student Overview | International | Passport** screen.



Portal view

If this setting is activated, your parent community sees a **Passport Details** menu item under the selected student in the parent portal.

SENTRAL **BERGE Dan** House Dash

- Home
- BERGE Dan
- ABBOTT Alreda
- CHAMBERLAIN Scarlett
- CHAMBERLAIN Zane
- Messages
- Absences
- Newsletters
- Daily Notices
- Interview Test Counter
- Documents

Activity Permission Slip
Posted by House Dash 17 Nov 2025

Battle act

[Previous Action](#) [View Details](#)

Your future absence request has been acknowledged
Posted by House Dash 17 Nov 2025

The request for an absence for BERGE Dan from 26/06/2025 to 27/06/2025 regarding 'he is unwell' has been recorded as 'Sick' absence.

[Active](#)

Activity Permission Slip & Payment Request
Posted by House Dash 17 Nov 2025


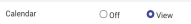
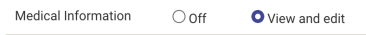
Test due date 1

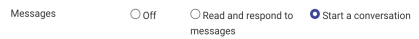
[Previous Action](#) [View Details](#)

- Dan's Timetable
- Dan's Scheduled Classes
- Assessments & Marks
- Continuous Assessments
- BERGE Dan's Timeline
- Activity Participation
- Wellbeing
- Published Plans
- Continuum
- Conferences
- NANPLAN
- Passport Details

Parent's App summary table

The table below outlines some key functionality available in the portal.

Function	Description	Configuration settings to enable this function
Newsfeed	A method of sending all or selected parents a newsfeed item with an Action Required and/or Push Notification. Newsfeed can be scheduled to publish on a future date.	This is default functionality and cannot be disabled. It is central to portal Newsfeed.
Absences	Allows schools to notify parents of absences and allows parents to explain absences or advise of future absences.	<p>Within Access Controls Parents, turn on Absences: View and specify whether to turn on Explain Absences and Request Absences.</p> 
Academic Reports	Parents and carers can view and download any published academic report as a PDF.	<p>Within Access Controls Parents, turn on Academic Reports: View and specify whether to allow Download Published Reports and Mark and Comment Details.</p> 
Activity Participation	Parents can view and provide consent to permission slips.	<p>Within Access Controls Parents, turn on Activity participation: View or Grant Permission. Select Student Keys to grant permission slip access to student key holders.</p>
Address details	View and edit contact addresses	<p>Within Access Controls Parents, turn on Address Details: View and edit</p>
Calendar	Allows parents to view Calendar of School Events.	<p>Within Settings, under Portal Calendar, select a calendar to show in the portal and also make sure the calendar option is activated.</p> 
Daily Notices	Allow parents to see Daily Notices added to the Dashboard.	<p>Within Access Controls Parents turn on Daily Notices: View.</p>
Forms	The school can provide forms for parents to fill in and return.	<p>Within Access Controls Parents, turn on Forms: Download and submit.</p>
Interviews	Parents can book in for parent/teacher interviews.	<p>Within Access Controls Parents, turn on Interviews: View and book appointments.</p>
Links	Parents can easily navigate to useful and commonly used URL links added by the school.	<p>Within Access Controls Parents, turn on Links: View</p>
Medical Information	Allows parents to view and send medical amendment requests	<p>Within Access Controls Parents, turn on Medical Information: View and edit.</p> 


Function	Description	Configuration settings to enable this function
Messages	Allows messages to be sent between teachers and parents (linked via a Roll Class or Class to their student).	<p>Within Access Controls Parents, turn on Messages: Read and respond to messages or Start a conversation.</p> 
Newsletters	Parents can view any Newsletters uploaded by the school.	Within Access Controls Parents , turn on Newsletters: View and download .
Payments	Parents can make payments towards activities and other school bills set up in Sentral.	<p>Within Access Controls Parents, turn on View Statements.</p> 
Allocate credit from Parent Portal	<p>NSW Department of Education schools only with the Finance module.</p> <p>Enables parents to allocate available 'fees in advance' credit to outstanding fees directly through the Parent Portal.</p>	<p>Within Access Controls Parents, turn on Payments: Access Payments and select Allocate Credit.</p>  <p>Within Sentral Finance, link Portal users to contacts.</p>
Request refund	Enables parents to request refunds.	<p>Within Access Controls Parents, turn on Payments: Access Payments and select Request Refunds.</p> <p>Within Sentral Finance, link portal users to contacts.</p>
School Resources	Parents can view any documents uploaded by the school.	<p>Within Access Controls Parents, turn on Schools Resources: View and download.</p> <p>This also needs to be selected for parents to be able to view and download any documents and images added to a newsfeed item.</p>
Student abilities	Parents and carers can provide student ability information	Within Access Controls Parents , turn on Student abilities: View and update
Student consents	Parents and carers can provide consents	Within Access Controls Parents , turn on Can provide consent
Student passport details	Parents and carers can view and update a student's passport details	Within Access Controls Parents , turn on Student passport details: View and update
Timetable	Parents and carers can view a student's timetable	Within Access Controls Parents , turn on Timetable: View and select the additional option View Class Details .

Portal Console FAQs


Family Keys and Student Keys explanation (Non enrolment schools)

Family keys should be allocated to family members who live at the same residential address as the students. This key allows the user to access all data about the family including residential data.

Prospective Parents - Contact Keys

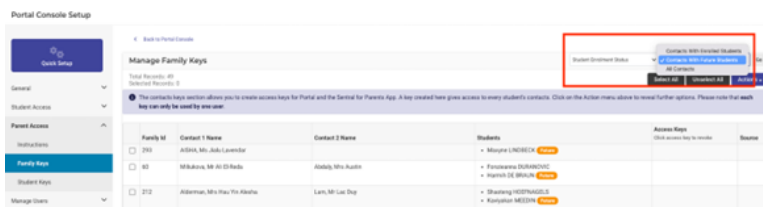
1. Select the Sentral menu icon  and then under School Admin, select **Portal Console**.

The Portal Console home screen displays.

2. Select Setup  and choose **Portal Console Setup**.

3. Under Parent Access in the left menu, choose **Contact Keys**.

The Manage Contact Keys screen displays.




4. Under Filters in the right pane, select the **Student Enrolment Status** dropdown and choose **Contacts With Future Students**.

A list of all parent contacts with at least one linked future students displays.

Prospective Parents - Family Student Keys

1. Select the Sentral menu icon  and then under School Admin, select **Portal Console**.

The Portal Console home screen displays.

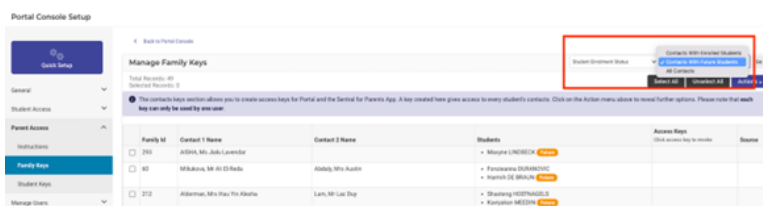
2. Select Setup  and choose **Portal Console Setup**.

3. Under Parent Access in the left menu, choose family keys or student keys.



The Manage Family/Student Keys screen displays.

4. Under Filter in the right pane, select **Student Enrolment Status**, and then choose **Contacts With Future Students**.


A list of all parent contacts with at least one linked future students displays.




How to create a new parent user

1. Do one of the following:
 - a. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**. Select **Manage Users** in the left menu and select **All**.
 - b. If Portal Console Setup is already open, select **Manage Users** in the left menu and choose **All**.
2. In Manage Portal User Accounts, select **New User** and choose **Parent**.
3. In Add User, enter an email address and username, and then select **Next**.
4. In User Details:
 - a. Enter a password and specify whether the new user needs to change their password on login.
 - b. Enter contact details.
 - c. Select **Save**.

How to view and action medical amendment requests

1. Select the menu icon  and then under the School Admin group, select **Portal Console**.
The Portal Console home screen displays.
2. Under Amendments, select **Medical Amendment Requests**.
The Health module displays the Pending Medical Amendments screen.
3. Select **Review** next to a student.
4. Review details and do one of the following:
 - a. Select **Approve**, enter a comment, and select **Approve** to confirm the amendment.
 - b. Select **Reject**, enter a reason for rejecting the request, and select **Reject** to confirm your decision.

How to view family amendment requests

1. Select the menu icon  and then under the School Admin group, select **Portal Console**.
The Portal Console home screen displays.
2. Under Amendments, select **Family Amendment Requests**.
The Family Amendment Requests (Pending) screen displays the list of requests waiting to be reviewed.
3. Select **View Details** next to a student.
 - a. Review the amendment details updated in your school's administrative system, and then select **OK**.

Depending on your school, details may be updated in Sentral's Enrolment module or another administrative system such as ERN.
 - b. Select **Completed** next to the student.

Family Keys vs Student Keys

Family access key

For families not listed in the school's admin system as having custody issues. A Family Key automatically provides parent portal access to all children within the household.

Student access key

For parents listed in the school's admin system as having custody issues. A Student Key provides access only to the designated child, without granting access to other children in the same household.

Key differences

Parents with a Student Key do not have access to family contact information.

Parents with a Student Key cannot provide activity permission slip consent if the Activity Participation setting does not have the Student Keys option selected.

Can I send a notification via the parent app, but not the Parent Portal?

No. Notifications are sent via the parent portal.

Can parents continue to use the old parent app?

Our new app will be released as an update to the existing one. If a parent's device is configured to update apps automatically, they won't need to do anything to receive the new app.

If they prefer to update manually:

For IOS users:

Open the App Store on your device

- Tap on your profile icon
- Locate your Sentral Parents app
- Tap update to install the new version

For Android users:

- Open Google Play on your device
- Click on the hamburger menu icon
- Select my apps and games
- Locate your Sentral Parents app
- Tap update to install the new version

Can parents make payments via the parent app?

Yes. Parents will be redirected to a secure parentportal page to complete payments.

Can teachers use the parent app?

No, not in their role as teachers. The app is intended to facilitate communication between teachers and parents/carers. School staff can send messages to the app but will not be able to use the app themselves.

Do all parent portal notifications go out via the parent app as well?

Any item that appears in the parent portal feed will also appear in the app feed.

Do parents need a parent portal account before they can use the parent app?

Parents can choose to create a parent portal account first.

Parents can also create a parent portal account by registering via the app. The process of registering via the app creates a parent portal account.

How do parents get the new Sentral for Parents App?

It is available on the Apple App Store and Google Play Store.

Should parents register for the parent portal first, or the parent app?

Parents can register for the parent portal or app first. The same account will be used for both.

What documents can I send to parents via the parent app?

Documents may be sent through the Newsfeed or attached to messages as part of a conversation.

What if parents have children at different schools? (Parent app)

Once parents have added another school via the My Schools section of the app, they can switch schools without logging out.

After that, when they're logged into the app, they can tap the My School icon and then tap 'Switch School'.

They can receive push notifications from multiple schools and will be prompted to switch to the appropriate school to read the feed item.

What is the size limit of documents that I can send via the parent app?

File size limits for notifications sent via the parent portal are configured under Setup Documents | Applications Options.

Where do I direct parent enquiries for parent login problems? (parent portal/parent app)

For parent login problems, schools should go to the need help tab which is located in Sentral on the right hand side. From here you will be able to lodge a support ticket via the help centre.

Where do I find absence notifications sent from parents via the app?

Responses to existing absences are located under Attendance | Notifications | Responses.

Requests for future absences are located under Attendance | Notifications | Future Absence Requests.

Who can send notifications to parents via the parent app?

Anyone with access to the Feeds option in Portal Console will be able to send feed items to the app.

Who does the school contact for help with the parent app?

For help with the app, schools should lodge a support ticket via the Sentral Help Centre.

Why can't I upload a document to the parent app?

If you are experiencing problems sending documents via the Parent Portal and the app, please lodge a support ticket within the Sentral Help Centre.