

Portal Console User Guide

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Getting started

Sentral's Portal module and Parent app helps you to communicate with your parent community in many ways to keep them informed and engaged.

The Portal module and Parent app handles messaging, notifications, and access to complete tasks. It provides an efficient, effective, and clear end-to-end solution that seamlessly manages key processes and workflows for parent communication and engagement.

The Portal and App empowers parents, keeps them fully updated, and helps them manage and control everything related to their child's education.



Note: If you're not sure why you're seeing portal feed in the Portal Console and want to know more about the settings in other modules that affect the Portal feed, see the [Portal Admin Guide](#) in the Help Centre.

Role-based permissions


Your access is assigned to you by the Sentral Administrator (Administrator) at your school. This determines what you can do within the Portal Console module. Where information is published to the Portal from other modules such as Interviews and Academic Reports, you'll also need relevant access within those modules.

Access



Video: Watch this video on our YouTube video for a quick intro to the Sentral for Parents App. [Discover the Sentral for Parents App](#)

Access the portal console

- Select the Sentral menu icon  and then under School Admin, select Portal Console.
The Portal Console home screen displays.

Video tutorials



Video: Interested in finding out more about the Sentral Portal Console from an Admin perspective? [View the full playlist.](#)

News Feed

Overview


This is where you manage feed items, post news, and edit content sent to the Parent Portal and App. Here's some examples of what you can do:

- Send news feed items as broadcast messages to a select group or to the whole school.
- Embed links and upload attachments to feeds and send them as push notification to devices.
- Display feed, notification, absences, sickbay, activity, interview information, reports and assessment items from other modules that use the Publish to portal function.




Video: Watch this video on our YouTube channel to learn about creating a news feed item.
[Portal Console | How to create a news feed item](#)


Add a new feed item

1. Select the menu icon  and then under the School Admin group, select **Portal Console**.
The Portal Console home screen displays.
2. In the News Feed section, do one of the following:
 - a. Select **Add New Feed Item**.
 - b. Select **Manage Feed** and then select **New Feed Item**.
The New Feed Item screen displays.
3. Enter details for the new feed item, and then select **Publish**
 - a. Enter a title for the feed item.
 - b. Enter content. Use the local toolbar to format content.
 - c. Specify whether to display the Action Required flag.
 - d. Specify whether to send the feed item as a push notification to connected devices.
 - e. Select the recipient cohorts.
 - f. Select the staff members to receive a copy of the feed item when it is published.
 - g. Specify whether to publish the feed now or at a later date. If you select to publish later, then set the date and time.
 - h. Select up to 10 previously uploaded files.
 - i. Drag and drop any new files.
 - j. Select **Publish**.

Edit or delete a feed item

1. Select the menu icon  and then under the School Admin group, select **Portal Console**.
The Portal Console home screen displays.
2. In the News Feed section, select **Manage Feed**.
3. Select **Filters**, choose filter options to apply, and then select **Filter Feed**.
4. Do any of the following:
 - a. Select **Edit** next to a feed item, make changes, and select **Save**.
 - b. Select **Delete** next to a feed item, then select **OK** to confirm.

View push notification status

1. Select the menu icon  and then under the School Admin group, select **Portal Console**.
The Portal Console home screen displays.
2. In the News Feed section, select **Manage Feed**.
3. Select **Filters**, choose filter options to apply, and then select **Filter Feed**.
4. View information in the Push Notification column next to the feed item. Hover over the information icon to view status details.
If the status is **Failed** or **Warning**, then **Try Again** displays next to the feed item.
5. Select the link in the Recipient column next to the feed item.
6. In Recipients, view the status information noted against each recipient. Hover over the information icon to view details.

School Documents

Overview

This is where you can upload portal documents and online forms for Portal users, as well as organise files and folders to make document management easier.



Video: Watch this video on our YouTube channel to learn about documents. [Portal Console | Upload documents to portal](#)

Permissions


Depending on your school situation, access may be restricted to administrators only. Check with the Sentral Administrator at your school for information about your access permissions.

Create portal folders, upload documents, and publish to the portal

Overview

Use this option to create portal folders, add more detail, single or multiple files, and publish to the portal.


Steps

1. Select the menu icon  and then under the School Admin group, select **Portal Console**.
The Portal Console home screen displays.
2. In the School Documents section, select **View Documents**.
The Portal Documents screen displays. This lists current folders and documents.
3. Select **Go to Documents**.
The Documents module opens at Portal Documents screen with the Portal Documents tab selected.
4. In Portal Documents:
 - a. Navigate to where you want to create the new folder.
 - b. Enter the folder name and select **Go**.
5. To upload a single file, select **Upload File**.
 - a. Add a summary (title), tags, and a description.
 - b. Specify any portal access restrictions.
 - c. Select a **Publish to Portal** option.
 - d. Select **Upload File**.
The file displays in the Portal Document list. You can view details, edit details, upload a new version of the document, track major changes, summarise changes, as well as delete the document and all versions.
6. To upload multiple files, select **Upload Multiple Files**.

7. Do one of the following:

- a. Drag and drop files onto the document space.
- b. Click the document space and browse to select files to upload. The files display in the Portal Document list.
 - i. To add restrictions, select **Details** next to a document, and then under Portal Access Restrictions, select **Change Access Restrictions**. In Add Portal Access Restrictions, specify restrictions to apply and select **Save**. Repeat for each file.
 - ii. To edit document details, select **Details** next to a document. Make changes and select **Update Document Details**. Repeat for each file.

Delete a document from Sentral


1. Select the menu icon  and then under the School Admin group, select Portal Console.
The Portal Console home screen displays.
2. In the School Documents section, select **View Documents**.
The Portal Documents screen displays. This lists current folders and documents.
3. Select **Go to Documents**.
The Documents module opens at Portal Documents screen with the Portal Documents tab selected.
4. Do one of the following:
 - a. Select **Delete** next to a file, and then select **OK** to confirm. Select **OK** to confirm that you want to delete all revisions of the document.
 - b. Select **Details** next to a file. Select **Delete document and all revisions**. Select **OK** to confirm that you want to permanently delete the document and all association revisions.
 - c. Select **Details** next to a file. Under **All Revisions**, select **Delete** next to a document revision. Select **OK** to Confirm.

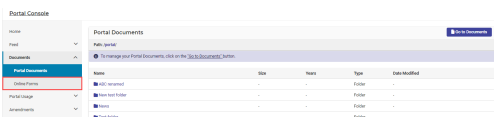
Share online forms with parents

Overview

Your school may wish to share forms with parents that are required to be downloaded, completed and returned via the Portal. Use the information in this topic to upload forms from the portal console.

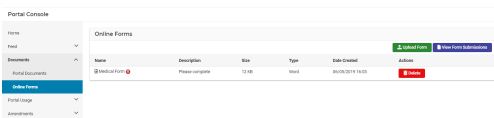
Steps

1. Select the Sentral menu icon  and then select **Portal Console** under the School Admin group.
The Portal Console home screen displays.
2. In the **Portal Documents** section, select **View Documents**.
The Portal Documents screen displays - still within the Portal Console module.
3. Select **Online Forms** in the left menu.



Name	Size	View	Type	Last Modified
101 - Annual	-	-	Folder	-
101 - New Folder	-	-	Folder	-
101 - New	-	-	Folder	-
101 - New	-	-	Folder	-

The list of current forms displays.



Name	Description	Size	Type	Date Created	Action
Medical Form	Please complete	12 KB	Form	8/15/2019 11:52	View

4. Select **Upload Form**



Upload Form

Title *

Description *

Form * No file chosen
Blocked extensions ⓘ

5. In Upload Form:

- a. Enter a title and description for the form.
- b. Select Choose File and browse to select the form that you want to upload.
- c. Select **Save**.

No push notification is sent to parents. It simply publishes to the parent portal.




Tip: Parents need to go to the School Forms tab to download the form and then upload the completed form.

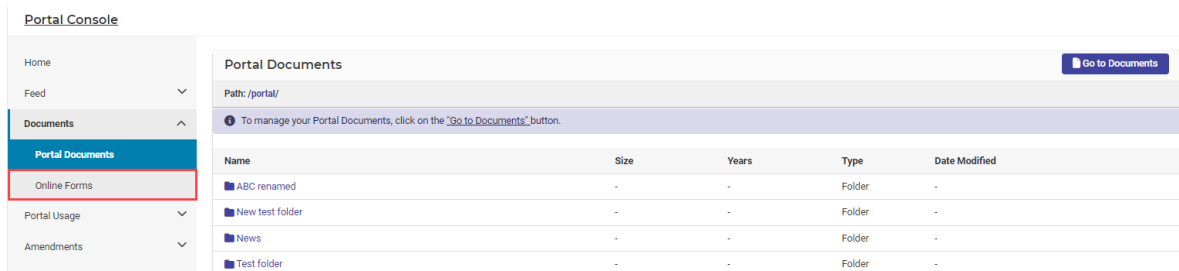
View forms submitted by parents

Overview

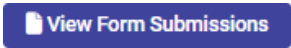
Follow these steps to view documents and forms that have been uploaded by parents. They appear in a Pending state.

Steps

- 1. Select the Sentral menu icon  and then select **Portal Console** in the School Admin group.
The Portal Console home screen displays.
- 2. In the Portal Documents section, select **View Documents**.
The Portal Documents screen displays - still within the Portal Console module.
- 3. Select **Online Forms** in the left menu.



4. In Online Forms, select **View Form Submissions**



Form Name	Portal User Name	Submissions	Date Uploaded	Status	Actions
Medical Form	Maddison Alderson	Medical Form	06/05/2019 10:03	COMPLETE	✓ Complete
Medical Form	Maddison Alderson	Medical Form	06/05/2019 10:04	COMPLETE	✓ Complete

If your Sentral Administrator has configured settings to review responses, this switches on the Approve/Reject option.

Form Name	Portal User Name	Submissions	Date Uploaded	Status	Actions
Testing Form	Farhana Email	Screen Shot 2023-02-10 at 12.41.49 pm.png	16/02/2023 11:54	PENDING	Review
Testing Form	Farhana East			REVIEWING	Approve Reject
Testing Form	Farhana East	Interview Meeting Details Export - Easter hunt.xls	05/04/2023 02:19	REVIEWING	Approve Reject
Survey June 2025	Farhana East	amendment_report (1).xls	30/07/2025 12:26	REVIEWING	Approve Reject

5. To download the received form, select the form link in the Submissions column.

6. Do any of the following:

- a. Save, print or file the form.
- b. Accept or Reject the form.




If Accepted the Status is Complete. If Rejected, this is reflected in the Status column.

Portal usage

Overview

Sentral tracks Student and Parent portal usage and allows your Sentral Administrator to view reports and statistics based on this usage.

To view portal usage

1. Select the menu icon  and then under the School Admin group, select **Portal Console**.
The Portal Console home screen displays.
2. Hover over the pie chart in the Usage section to view numbers for **Logged in Today** or **Not used Today**.
3. Select the menu icon  to download the chart.
4. Do one of the following:
 - a. Select the **Usage** header.
 - b. Select the **See Portal Usage** link.This generates graphs and statistics on Logins (per month) and Currently Active Users (per year).
5. View information on the Account Usage Summary screen.
This shows you how many users have logged into the Portal in the last 30 days and what date they logged in. The graph also highlights any unsuccessful logins.
6. Use the **Successful** and **Failed** buttons below each graph to adjust the data displayed in the graph.
7. Select the menu icon  download or print the chart.
8. To view no linked account information, select **No Linked Accounts** in the left menu.
The 'read only' listing shows accounts where Student or Family Keys exist without having been linked via the Portal by a Parent User. Use the tabs to switch between the Student and Families view. This is a read only page.
9. To view no created accounts information, select **No Created Accounts** in the left menu.
This generates a list of potential Student Users who have not yet logged into the Student Portal if your school is using this option.

Amendments

Overview


Your school community can use the Amendments feature to keep up to date about student contact details and health details. You can view submissions by parents advising you of changes to a student's medical conditions and relevant contact details.

Health and family amendment requests


Use the information in this section to manage Health and Family amendment requests that parents make via the Portal.

- Family Amendment Requests – viewed and actioned in the Portal Console.
- Health Amendment Requests – accessed via the Portal Console, then viewed and actioned in the Health module.

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.

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.

Portal Console settings in other modules

Overview

The Portal Console helps you manage communication with students and parents. There are various areas that you can use to publish items, notifications and actions to the portal that do not require administrator access.

School Dashboard

Overview

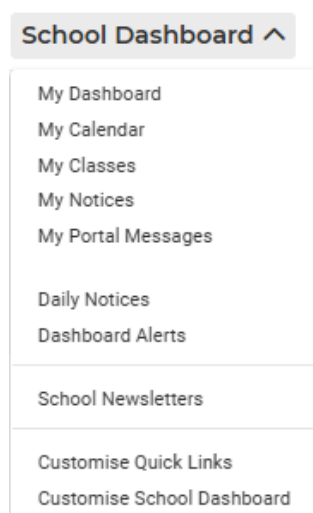
You can use the School Dashboard to communicate with students and parents via the portal.

Tasks

Use My Classes to send messages

Use the information in this section to send messages and homework to students via the Student Portal.

1. Do one of the following:
 - a. Select **School Dashboard** and then select **My Classes**.



- b. Select the **My Classes** widget.
2. Select a class.

The Class Notices screen displays with the Messages tab selected, and students for the class listed.
3. To send a message:
 - a. Enter message details.
 - b. Choose a file to attach if required.
 - c. Select one or more students to receive the message.
 - d. Select **Send Message**.

The sent message is saved. Students can reply to your message.

-
4. To send a Homework message:
 - a. Select the **Homework** tab.
 - b. Enter a title, description, and due date for the homework.
 - c. Select **Save**.

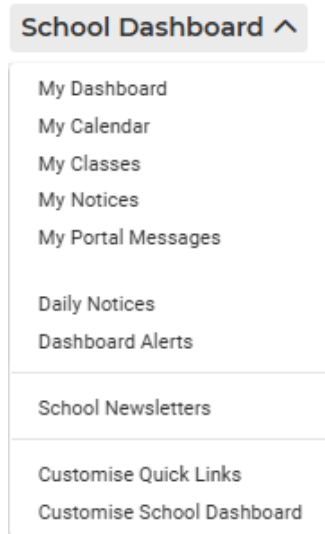
The message is sent to the class.

5. To edit the homework, in My Classes:
 - a. Select the class.
 - b. Select **Edit** next to the homework item.
 - c. Update details and select **Save**.
6. To delete the homework item, in My Classes:
 - a. Select the class.
 - b. Select **Delete** next to the homework item.
 - c. Select **OK** to confirm.
7. To view the completion status for the homework item, in My Classes:
 - a. Select **View Students** next to the homework item.
 - b. View the list of overdue homework.
 - c. Select **Mark as Accepted** next to students to update the status.

Use My Portal Messages to view and send messages

Use the information in this section to view and send messages to students, parents, and activity groups.

1. Select School Dashboard and then select My Portal Messages.



The Portal Messages screen displays with the Unread tab selected.

2. To view Portal messages:
 - a. Select a tab to filter messages by unread, read and sent.
 - b. Select the **Who?** link to see who has not read the message.
3. To create a new message for parents or students:
 - a. Select **New Message** and choose **Message Parent/Student**.
 - b. In New Message:
 - i. Search for a student and then choose whether to also select an option from the Parent list.
 - ii. Enter message details and choose a file to upload if required.
 - iii. Choose whether to include the student as a recipient.
 - iv. Select Save.

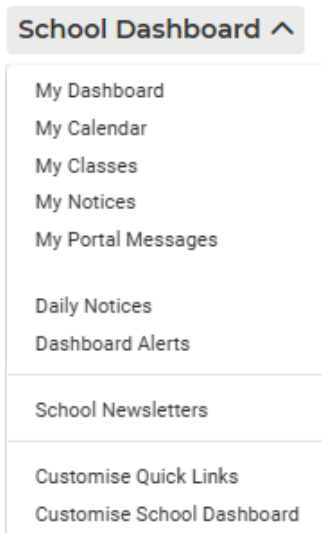
The message sent to the selected students and/or their parents and guardians displays in the Sent tab.

4. To create a new message for an activity group:
 - a. Select **New Message** and choose **Message Activity**.
 - b. In New message:
 - i. Search for and select an activity.
 - ii. Enter a subject and a message.
 - iii. Choose a file to attach if required.
 - iv. Select **Save**.

The message sent to the activity group displays in the Sent tab.

Add a daily notice via the dashboard

1. From the Sentral home screen, select, **School Dashboard** and then select **Daily Notices**.




2. In Compose a Daily Message:
 - a. Use the date picker to select message dates.
If you tag specific years, only parents with a student(s) in those years can see the message.
 - b. Enter a subject and message.
 - c. Choose an attachment to upload if required.
 - d. Select **Save**.
Your parents see Daily Notices on the Dashboard.

Attendance

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

Portal users see an **Absences** menu item.

Absence responses

To view parent responses to absence notifications, select the menu icon  and then under Attendance, select **School Attendance**. Select **Notifications** in the left menu and then select **Responses**.



Future absence requests (including partial absences)

If the Future Absences feature is switched on at your school, parents can:

- Submit leave requests in advance for reasons such as holidays or religious events.

In the portal, they will see an **Absences** menu item, and within this, see a **+** option to create a **New Absence**.

- 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**.
- Select the Allow partial absence requests checkbox to allow partial absence for parents.

▼ Absence Settings

Parent absence explanations: Allow Parent Portal users to submit absence explanations.

Display whole absences only: Only show whole day absences in the absence explanation screen.

Only show submitted absences: Only show absences for submitted rolls on the absence explanation screen.


Explain Absences: How long until a parent is no longer allowed to enter a reason for an absence.

Publish to portal and send push notifications for absences.

Allow partial absence requests.

- Cancel a future absence request anytime up to the day before the absence period begins.

A **Cancel Request** button will appear in the portal.

To view future absence requests, select the menu icon  and then under the Attendance, select **School Attendance**. Select **Notifications** in the left menu and then select **Future Absence Requests**.




Note: For more details, refer to the [Attendance User Guide](#).

Transport change requests

If **Portal Console | Access Controls | Parents | Transport | Request Transport Change** is turned on at your school, and Travel is set up within the School Attendance module, parents can update their child's transport arrangements for a future date directly through the parent portal.

Portal users see a **Transport Change Request** menu item.

To view transport change requests, select the menu icon  and then under Attendance, select **School Attendance**. Select **Travel** in the left menu and choose **Transport change requests**.

Payments

Integration with Payments module

If your school is configured for online payments, your school has 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.

Portal users see a **Payments** menu item.



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

Activities

Integration with Activities module

If your school is configured for the Activities module, you can opt to create activities such as excursions. The streamlined permission and payment process allows you to move away from using paper-based forms and publish activities to the Parent Portal.

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

Student Portal schools

If your school uses the Student Portal, you can also opt to set up student self-registration for activities.

Student Portal users see an **Activities** menu item. Selecting that menu item displays:

- an activity participation list
- an activity selection list
- where places are restricted, the number of places free and whether or not there is a waitlist.



Note: For more details, see the [Activities User Guide](#), [Activities Admin Guide](#), [Portal Console Admin Guide](#).

Academic Reports

Integration with Academic Reports module

If your school is configured for Academic Reports, you have the option to publish signed off reports to the Parent Portal.

Portal users receive a notification. This displays in the Parent's App as a newsfeed item.



Note: For information on setting up the portal to publish reports, see the section on [Access Controls](#) in the [Portal Console Admin Guide](#), which you'll find in the Help Centre. For information on publishing the reports, see the [Publishing Reports](#) topics in the Academic Reports User Guides.

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.

Data publishing is at the direction of the school as the entire Markbook does not have to be visible in the portal. For information on publishing columns to the portal, see the [Markbook User Guide](#).



Note: Portal users see details for their child under the heading **Assessments & Marks**.

Parent Interviews



Overview

Use the information in this section to access the Interviews module – where you can create interview sessions, manage bookings, and print schedules. You can also view upcoming interviews.



Note: The Portal Console gives you easy access to the Sentral Interviews module. Refer to the [Interviews user guide](#) and [Interviews Admin Guide](#) for detailed information.

Add a new interview session


1. Select the menu icon  and then under the School Admin group, select **Portal Console**.
The Portal Console home screen displays.
2. Do one of the following:
 - a. Select the **Parent Interviews** header.
 - b. Select the **Visit Interviews** link.The Interviews module opens at the Upcoming Parent Interviews screen.
3. To add a new interview session, select the Setup icon , and then select **Interviews Setup**.
The Setup Parent Interview Sessions screen displays.
See the [Interviews Admin Guide](#) for more information.

Publish to portal feed

Overview

Use these instructions to publish details of upcoming parent interviews to the portal feed and allow registrations for sessions.

Steps

1. Select the menu icon  and then under the School Admin group, select **Portal Console**.
The Portal Console home screen displays.
2. Do one of the following:
 - a. Select the **Parent Interviews** header.
 - b. Select the **Visit Interviews** link.The Interviews module opens at the Upcoming Parent Interviews screen.
3. Select **Actions** and choose **Publish to Portal feed**.
4. Publish to Portal Feed:
 - a. Select whether to display the **Action Required** flag.
 - b. Select whether to send a push notification.
 - c. Select **Publish**.See the [Interviews Admin Guide](#) for more information.

Sentral for Parents App

Disclaimer


The functionality of Sentral that is active within specific schools, as well as the access specified, determines what displays for different App users.

Parents may not be able to access specific functions, or they may not appear. If they have children in different schools, they'll need to use the Switch Schools option for the App and log in to the other school.



Video: Watch this video on our YouTube channel to learn about the Sentral for Parents App.
[Discover the Sentral for Parents App](#)

Settings

The options described below are also available for parents via the Settings cog  in the App.

Accounts Details

View and manage account details such as email address and password.

Manage Access Key(s)

Add or delete access keys for access to students.

Help and Information

Sentral for Parents App help and information.

Notifications

Set push notifications and school notifications to On or Off for the Parents app.

Biometric Unlock

Enable or disable biometric unlock for the Parents app.

Log Out

Log out of the Parents app.

App FAQs

Parents app frequently asked questions.

Send Feedback

Rate your experience with the Parents app.

Swipe Actions

Swipe settings for archive and delete.

Check update

Stay up-to-date with the latest version of the Parents app.

App version

Active App version and device details. This is helpful where a parent may need to determine if they are on the latest version. If a parent is experiencing issues and the school is unable to solve, then including the App version and device details in any support tickets logged with Sentral is very helpful.

Log Out

Log out of the Parents app.

Delete School Account





Remove your parent portal account.

Absences

Description


Allows your school to notify parents of absences. Allows parents to explain absences or advise of future absences.

Configure absences

1. Select the menu icon  and choose **Portal Console**.
2. Select the Setup icon  and choose **Portal Console Setup**.
3. Select **General** in the left menu and choose **Access Controls**.
4. In Access Controls, under Configure Access, select **Parents**.
5. Under Manage Portal Access, next to **Absences**:
 - a. Select **View**.
 - b. Select whether to enable Request Absences and Explain Absences.
 - c. Select **Save**.
6. Select **General** in the left menu and choose **Settings**.
 - a. Under Advanced Portal Settings, expand **Absence Settings**.
 - b. Select further options to suit your school's preferences.
 - Parent absence explanations: Allow Parent Portal users to submit absence explanations.
 - Display whole absences only: Only show whole day absences in the absence explanation screen.
 - Explain absences [Timeframe].
 - Publish to portal and send push notifications for absences: Publish to the parent portal as a newsfeed and send push notifications.
 - Allow partial absence requests.
 - c. Select **Save**.
7. Select General in the left menu and choose **Future Absence Reasons**.
 - a. Use this to set up what parents can choose from and what reason they default to.
 - b. Select **Save**.
8. Select the menu icon  and choose **Attendance**.
9. Select the Setup icon  and choose **Attendance Setup**.
 - a. Select **Setup** and choose **Future Absence Notifications**.
 - b. Use this to set who gets a notification when a Future Absence is submitted
 - c. Select **Save**.

To use as a school


Send an absence notification as a parent portal feed

1. Select the menu icon  and choose **Attendance**.
2. Select **Notifications** in the left menu and choose **SMS & Email Notifications**.


This takes you out of the Attendance module and into the Messaging module. Messaging | Send Messages | Send Absence Notifications.

-
3. In Absences Notifications, apply filter options, and then select **Search**.
 4. Under Publish to Parent Portal Feed, select and send one or more feed items.

Action unexplained absences

1. Select the menu icon  and choose Attendance.
2. Select Notifications in the left menu and choose **Responses**.
3. In responses:
 - a. Filter responses by New Responses, Explained Responses, or All Responses.
 - b. Action responses.
 - c. Select Save.

Action Future Absence Requests

1. Select the menu icon  and choose Attendance.
2. Select Notifications and choose **Future Absence Requests**.
3. Filter requests by status or select to view all requests.
4. Action requests and select Save.

To use as a parent

1. Open the Parents app and select **Absences**.
2. Select '+' to advise of a Future Absence.
3. Select **Unexplained Absence** to provide an explanation.



Messages

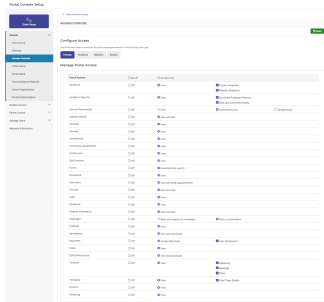
Description

Allows messages to be sent between teachers and parents.

Parents are restricted to initiating a message to a teacher linked via a Roll Class or Class to their student.

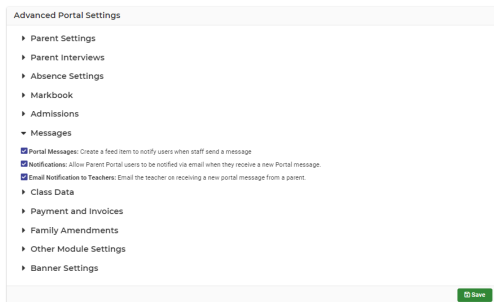
To configure messages

1. Select the menu icon  and choose **Portal Console**. Select the Setup icon  and choose **Portal Console Setup**.
2. Select **General** in the left menu and choose **Access Controls**.
3. In Access Controls, under **Configure Access**, select **Parents**.




4. Under **Manage Portal Access**, next to **Messages**, select options:
 - a. Read and respond to messages
 - b. Start a conversation
 - c. Select **Save**.
5. Select **General** in the left menu and choose **Settings**.

The Manage Portal Settings screen displays.



- a. Under **Advanced Portal Settings**, expand **Messages**, and select options:
 - **Portal Messages:** Create a feed item to notify users when staff send a message.
 - **Notifications:** Allow Parent Portal users to be notified via email when they receive a new Portal message.
 - **Email Notification to Teachers:** Email the teacher on receiving a new portal message from a parent.
- b. Select **Save**.

To use as a school

1. On the Sentral Dashboard, do one of the following:
 - a. Select **My Dashboard** and choose **My Portal Messages**.
 - b. Select Messages  **Messages** and choose **Portal Messages**.
 - c. Select the Portal Messages widget – if your Dashboard is configured to display this widget.
2. Under Portal messages, perform any of the following actions:
 - a. Filter messages and action messages.
 - b. Create new messages to selected parents/students, or about a selected activity.

To use as a parent



1. Open the Parents App and select **Messages**.
2. Do any of the following:
 - a. Initiate a new message.
 - b. View a message.
 - c. Reply to a message.

Daily notices

Overview

Use the information in this section to let parents see Daily Notices added to the Dashboard.

To turn on daily notices

1. Select the menu icon  and choose **Portal Console**.
2. Select the Setup icon  and choose **Portal Console Setup**.
3. Select **General** in the left menu, select **Access Controls** and choose **Parents**.
4. Next to Daily Notices, select **View**.
5. Select **Save**.



Note: Parents can see historical Daily Notices tagged with at least one year.

To use as a school

1. On the Sentral Dashboard, do one of the following:
 - a. Select **My Dashboard** and choose **Daily Notices**.
 - b. View the Daily Notices widget.
2. Select **New Daily** to compose a message.
3. Enter details.

For school years, select one or more options to make the notice viewable to parents. If you tag specific years, only parents with students in those years can view the notice. If you don't select an option, the notice only displays on the School Dashboard.

4. Select **Save**.

To use as a parent


1. Open the Parents app and select **Daily Notices**.
2. Filter the items based on Title and Dates.

Newsfeed

Description

A method of sending all or selected parents a newsfeed item with an Action Required and/or Push Notification.

To use as a school



1. Select the menu icon  and choose **Portal Console**.
2. Under News Feed, do one of the following:
 - a. Select **Add New Feed Item**.
 - b. Select **Manage Feed** and choose **New Feed Item**.
3. Enter details for the new feed item, and then select **Publish**.

To use as a parent


1. Open the Parents App and select **Newsfeed**.
2. View the newsfeed ordered by date – showing the most recent item first.
3. Filter based on **Requires Action** and by individual student.

Calendar

To turn on calendar

1. Select the menu icon  and choose **Portal Console**.
2. Select the Setup icon  and choose **Portal Console Setup**.
3. Select **General** in the left menu and choose **Settings**.
4. In Manage Portal Settings, under Portal Calendar, choose a calendar to show in the Portal. If you select **No Calendar**, the feature is disabled.
5. Select **Save**.
6. Select **General** in the left menu, select **Access Controls** and choose **Parents**.
7. Next to Calendar, select **View**.
8. Select **Save**.

To use as a school

1. Select the menu icon  and choose the **Calendars** module in the **Scheduling** group.
2. Add, edit or delete events in the Calendars module.

Parents will be able to see text added to the Note section, but not the Personal Note section.

See the [Calendars Admin Guide](#).

To use as a parent



1. Open the Parents App and select **Calendar**.
2. Use navigation tools to find events on particular days.

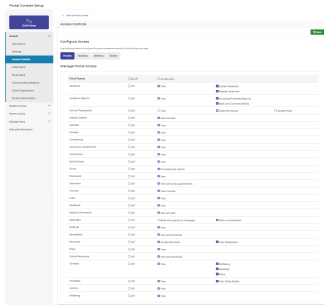
Newsletters

Description

Parents can view any Newsletters uploaded by school.

To turn on newsletters

1. Select the menu icon  and choose **Portal Console**.
2. Select the Setup icon  and choose **Portal Console Setup**.
3. Select **General** in the left menu, select **Access Controls** and choose **Parents**.



4. Next to Newsletters, select **View and download**.
5. Select **Save**.

To use as a school

1. On the Sentral Dashboard, do one of the following:
 - a. Select **My Dashboard** and choose **School Newsletter**.
 - b. View the School Newsletter widget and select **Upload**.
2. Upload the newsletter.
3. To publish the newsletter:
 - a. Select **Notify** next to the newsletter.
 - b. Select options and then select **Send**.

To use as a parent

1. Open the Parents App and select **Newsletters**.

The Newsletters menu item from Portal opens in the App.
2. Download the Newsletter to view in the App.

Forms



Description

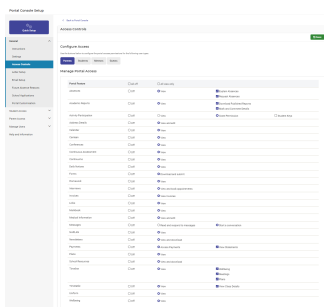
Schools can provide forms for parents to download and complete. Parents can then upload the completed form.

To turn forms on




Note: You can't disable this functionality if you are using the 'Resources' functionality.

1. Select the menu icon  and choose **Portal Console**.
2. Select the Setup icon  and choose **Portal Console Setup**.
3. Select **General** in the left menu, select Access Controls and choose **Parents**.



4. Next to Forms, select **Download and submit**.
5. Select **Save**.

To use as a school

1. Select the menu icon  and choose **Portal Console**.
2. Under School Documents, select **View Documents**.
3. Select **Online Forms** in the left menu.
4. Upload and/or view submitted forms.



To use as a parent

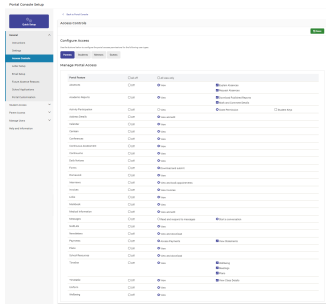
1. Open the Parents App and select **Forms**.
The School Forms menu item from the Portal opens in the App.
2. View forms from school.
3. Upload completed forms back to school.

Interviews

Parents book in for parent/teacher interviews.



To turn on Interviews

1. Select the menu icon  and choose **Portal Console**.
2. Select the Setup icon  and choose **Portal Console Setup**.
3. Select **General** in the left menu, select **Access Controls** and choose **Parents**.



4. Select **Interviews: View and book appointments**.
5. Select **Save**.

To use as a school

1. Select the menu icon  and choose **Interviews** in the Communication group.
2. Select the Setup icon  and choose **Interviews Setup**.
3. Set up interview session(s).
See the [Interviews Admin Guide](#).
4. Specify the registration dates to when parents can book.
5. Refer to various other settings within Interviews Setup to control details.

To use as a parent



1. Open the Parents App and select **Interviews**.
The Interviews menu item from the portal opens in the App.
2. Book and edit (based on Interview settings) during the registration period specified by the school.
3. View booked dates and times for current and future sessions.

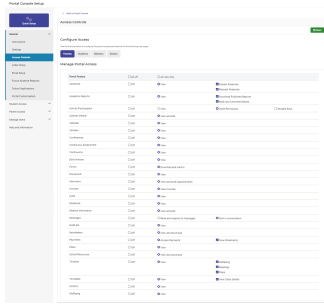
Links

Description

Parents can navigate to useful and commonly used URL links supplied by school. For example, the school website, Facebook page, Canteen supplier.


To grant access for parents to view configured links

1. Select the menu icon  and choose **Portal Console**.
2. Select the Setup icon  and choose **Portal Console Setup**.
3. Select **General** in the left menu, select **Access Controls** and choose **Parents**.



4. Next to **Links**, select **View**.

To use as a school

1. From the Portal Console, select the Setup icon  and choose **Portal Console Setup**.
2. Select **General** in the left menu and then select **School Applications**.
3. Select **Add Application**.
4. In Add Application:
 - a. Enter a name.
 - b. Set **Module** to None.
 - c. Insert URL (include http:// or https:// prefix if applicable).
 - d. Set **Show on Parent Dashboard** to Yes.

To use as a parent



1. Open the Parents App and select **Links**.
2. Select a link to go to the website within the App.
3. Select the 3 dots to open in a browser.
4. Select **X** in the App to return to the **More** menu.

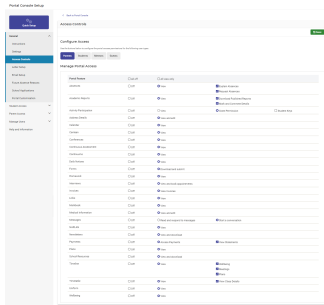
Payments

Description

Parents make Payments towards Activities and other school bills set up in Sentral.





To turn on Payments

1. Select the menu icon  and choose Portal Console.
2. Select the Setup icon  and choose **Portal Console Setup**.
3. Select **General** in the left menu, select **Access Controls** and choose **Parents**.



4. Next to **Payments**, select both options: **Access Payments** and **View Statements**.

To use as a school

1. Select the menu icon  and choose **Activities** in the Student Admin group. Select the Setup icon  and choose **Activities Setup**.
2. Create an activity in the Activities module with a Payment included.
3. Select the menu icon  and choose **Payments** in the Finance group. Select the Setup icon  and choose **Payments Setup**.
4. Manually set up a Payment from the Payments module.

To use as a parent

1. Open the Parents App and select **Payments**.
The Payments menu item from the Portal opens in the App.
2. Do any of the following:
 - Make payments
 - View Paid amounts
 - View and allocate available credit.

Resources

Description



Parents can view Documents uploaded by your school.



Note: You can't disable this functionality if you are using the 'Forms' functionality.


To configure resources

Turn on resources

1. Select the menu icon  and choose Portal Console. Select the Setup icon  and choose **Portal Console Setup**.
2. Select General in the left menu, select **Access Controls** and choose **Parents**.
3. For School Resources, select **View and download**.

To use as a school

Upload document

1. Select the menu icon  and choose **Portal Console** in the Student Admin group.
The Portal Console home screen displays.
2. Do one of the following:
 - a. Select **School Documents** header link.
 - b. Select the **Upload New Portal Document** link.
 - c. Select the **View documents** link.
The Upload Documents screen displays.
3. In Upload Documents:
 - a. Enter details.
 - b. Choose a file.
 - c. Select **Add Restriction** to restrict access by Year level or Date range.
 - d. Select **Save**.

Add to a news feed item

1. First, upload the portal document.
2. On the Portal Console, select **Add a New Feed Item**.
3. In New Feed Item:
 - a. Complete details.
 - b. Select an existing file or a new file to upload.
 - c. Select **Save**.

How to use as a parent

1. Open the Parents App and select **Resources**.
The Resources menu item from the portal opens in the App.
2. Download any document or resource.

3. If in a News Feed:


- a. Select the **Newsfeed** menu option.
- b. Open the news feed item.
- c. Select **Download** to view the document.

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

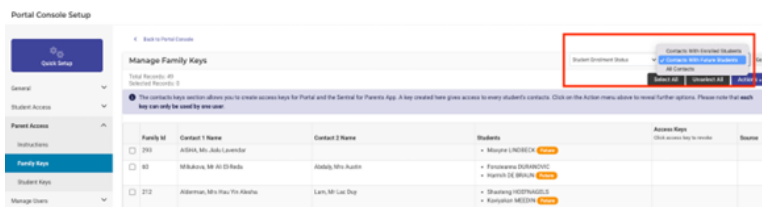
1. Select the Sentral menu icon  and then under School Admin, select **Portal Console**.

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.

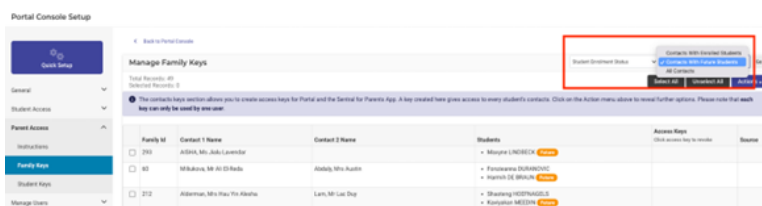
2. Select Setup  and choose **Portal Console Setup**.

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.