Compass

Parent Guide

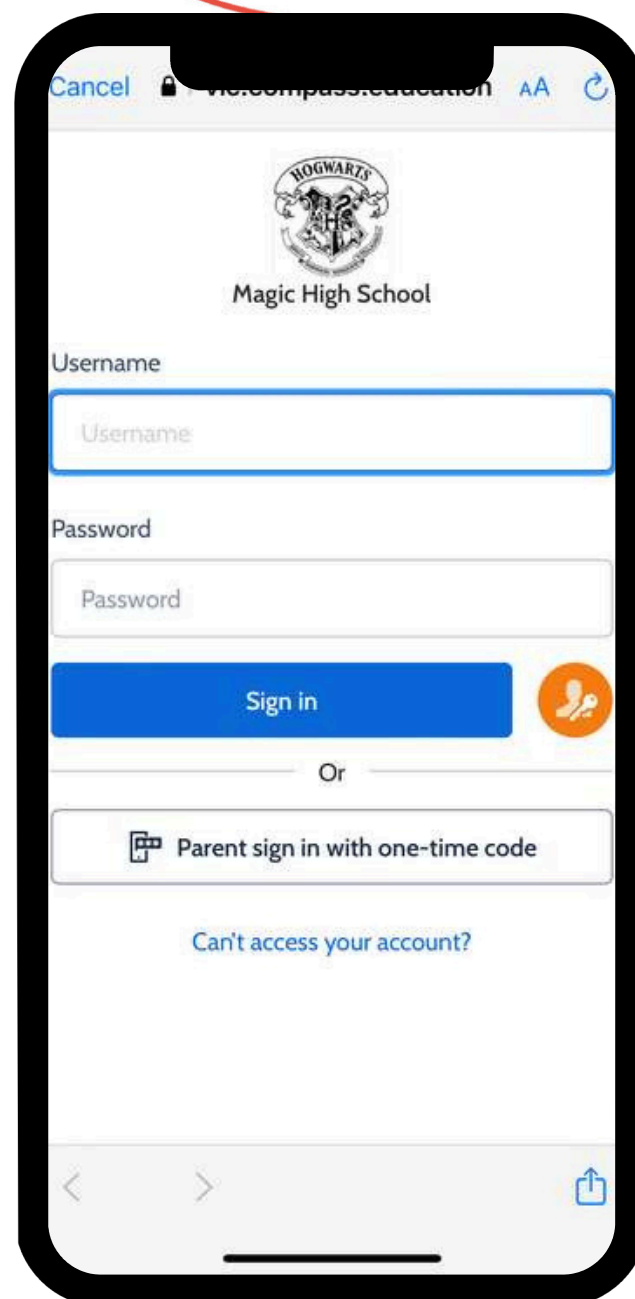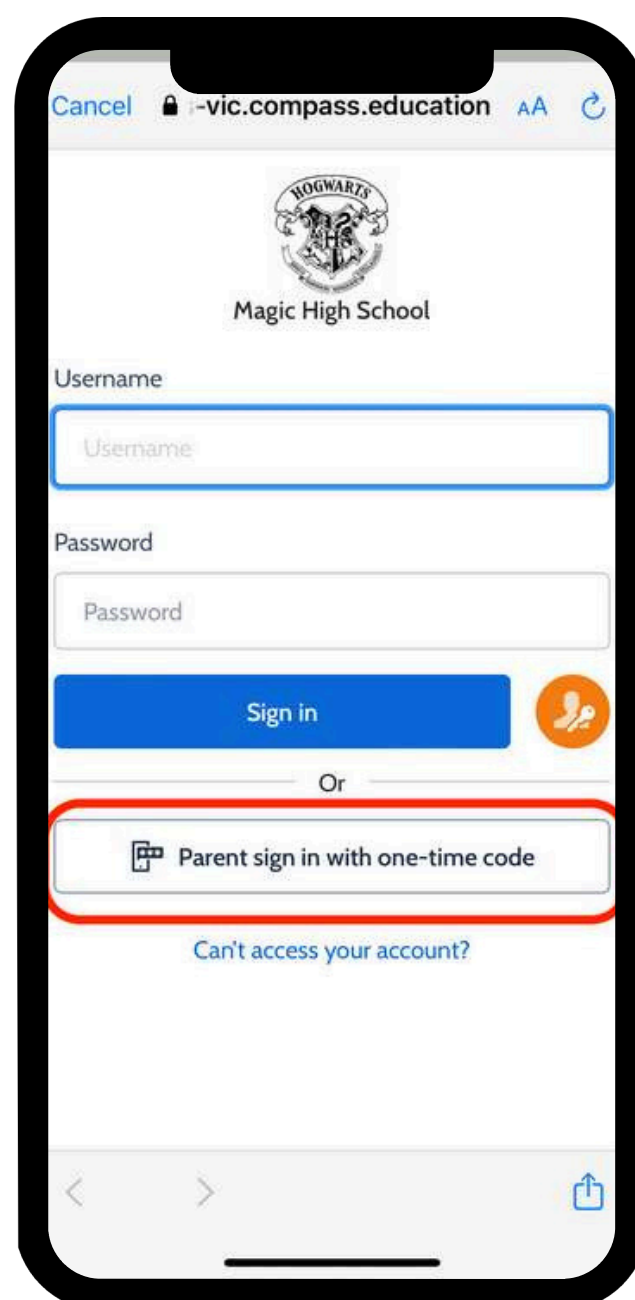## Compass App

Compass

Login to your Compass account

1. Tap in the search field and begin by typing your school name
2. Click on the name of your school
3. Type in your unique family username and password. This information is provided to you by your school
4. Click on the blue 'Sign in' button

Login using a One-Time-Password

1. From the login page click on 'Parent sign in with one-time code'
2. Type in one of the following: mobile phone number, email address, or username
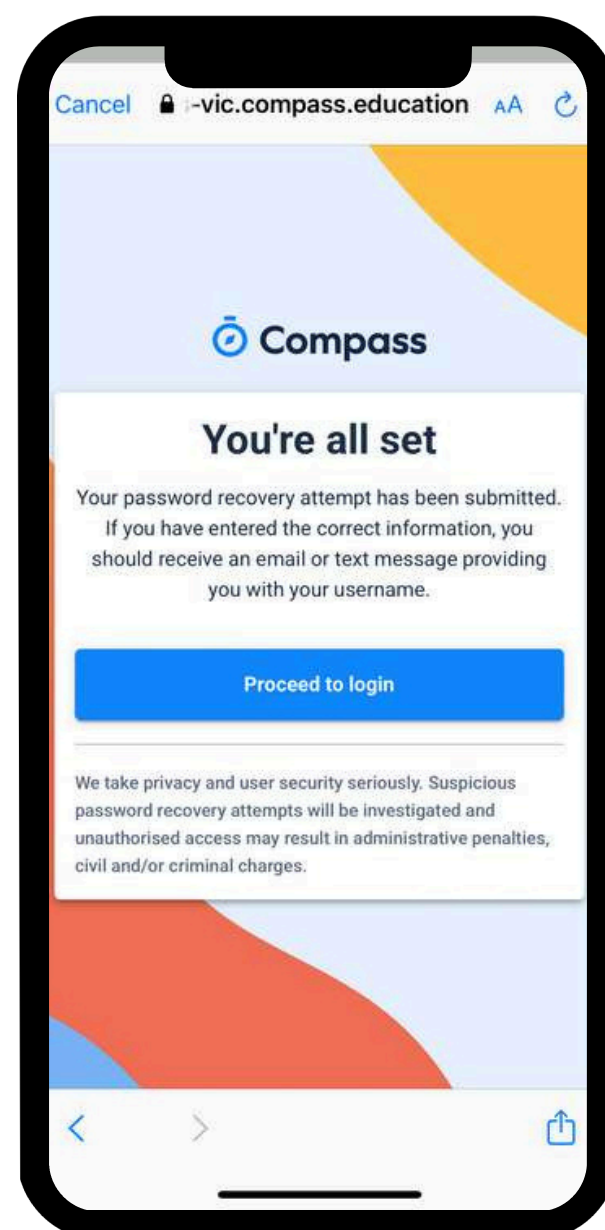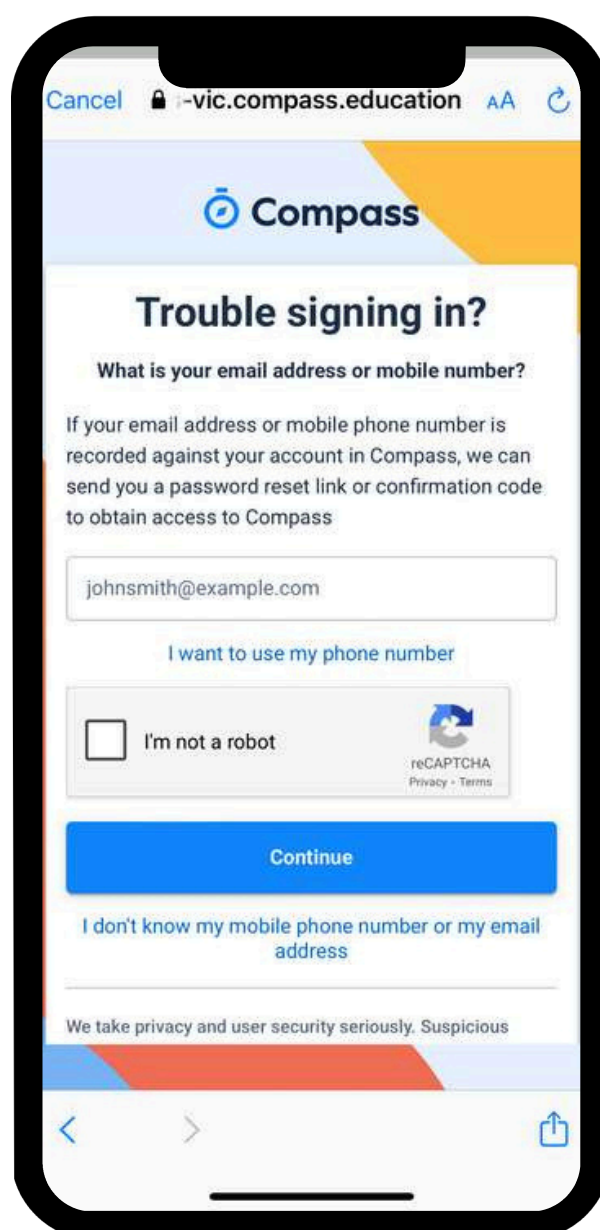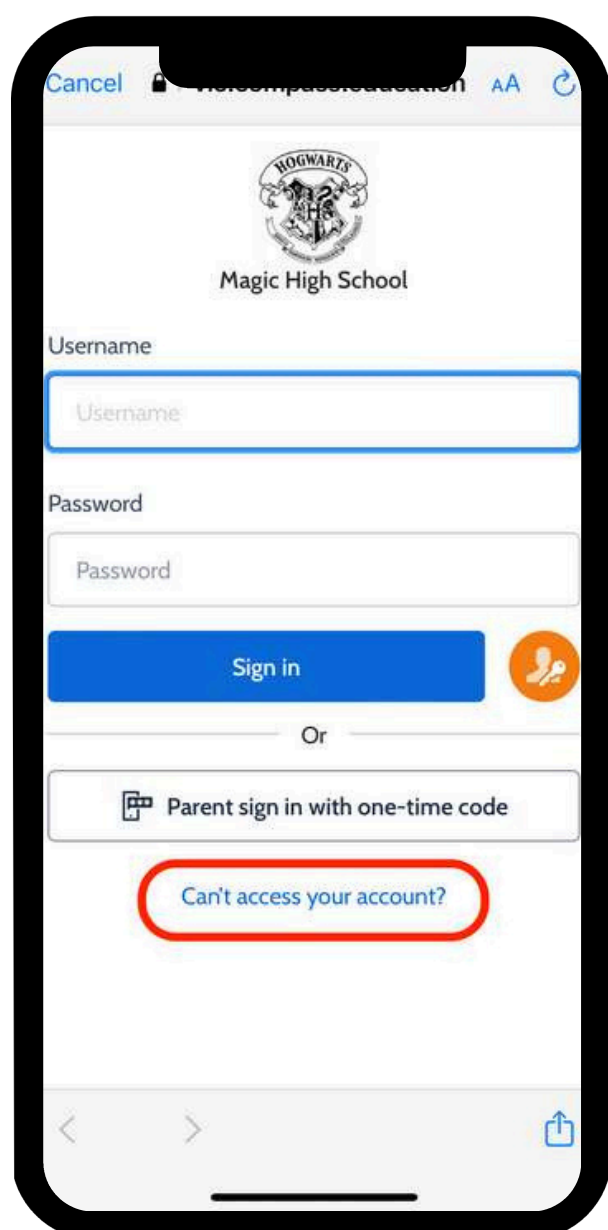3. Click on 'Continue'

A one-time code will be sent to your chosen method of communication which you can use to login with.

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Reset your password

1. From the login page, click on 'Can't access your account?'
2. Type in your Compass username. If you don't know your username you can click on 'I don't know my username'
3. Once you have typed in your username click on 'Continue'
4. To receive a password reset link or confirmation code, type in your email address or click on 'I want to use my phone number' to type in your phone number instead
5. Complete the ReCAPTCHA and click on 'Continue'
6. Type in the confirmation code in the email or text message received and click on 'Continue'

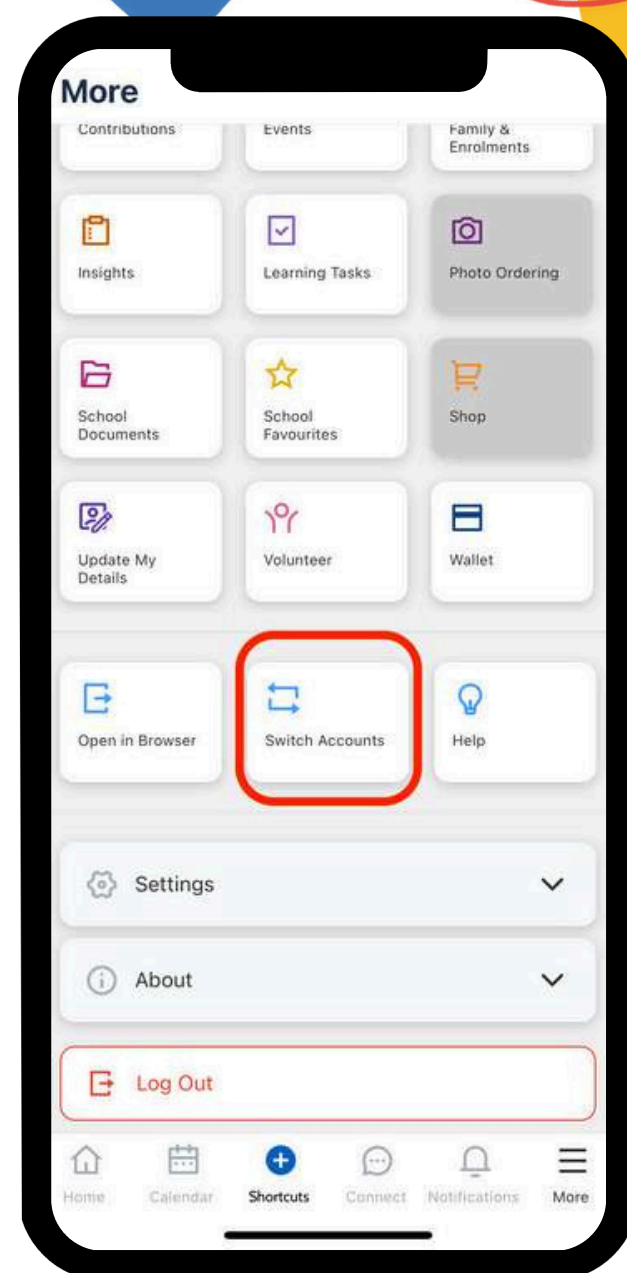You will then be prompted to reset your Compass password.

Compass

Switch between your Compass accounts

1. Click on the 'More' menu
2. Click on 'Switch Accounts'
3. Click on the account you want to login to

If you need to login to a new account, click on the blue plus button and search for the name of the school

Reset your account lockout

If you attempt to log in using the incorrect details ten times in a row, you will be locked out of your account for 30 minutes.

If you need access to your account before 30 minutes, we recommend contacting your school's administration office directly.
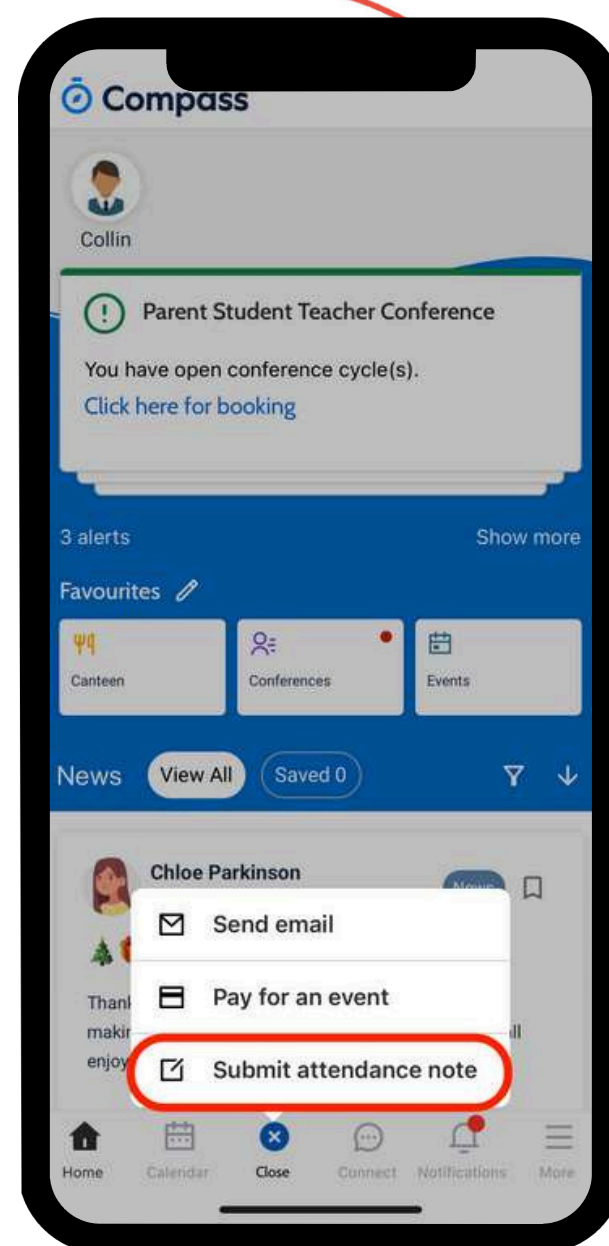
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Add an Attendance Note

If you child is going to be absent from school, you can add an attendance note to explain their absence.
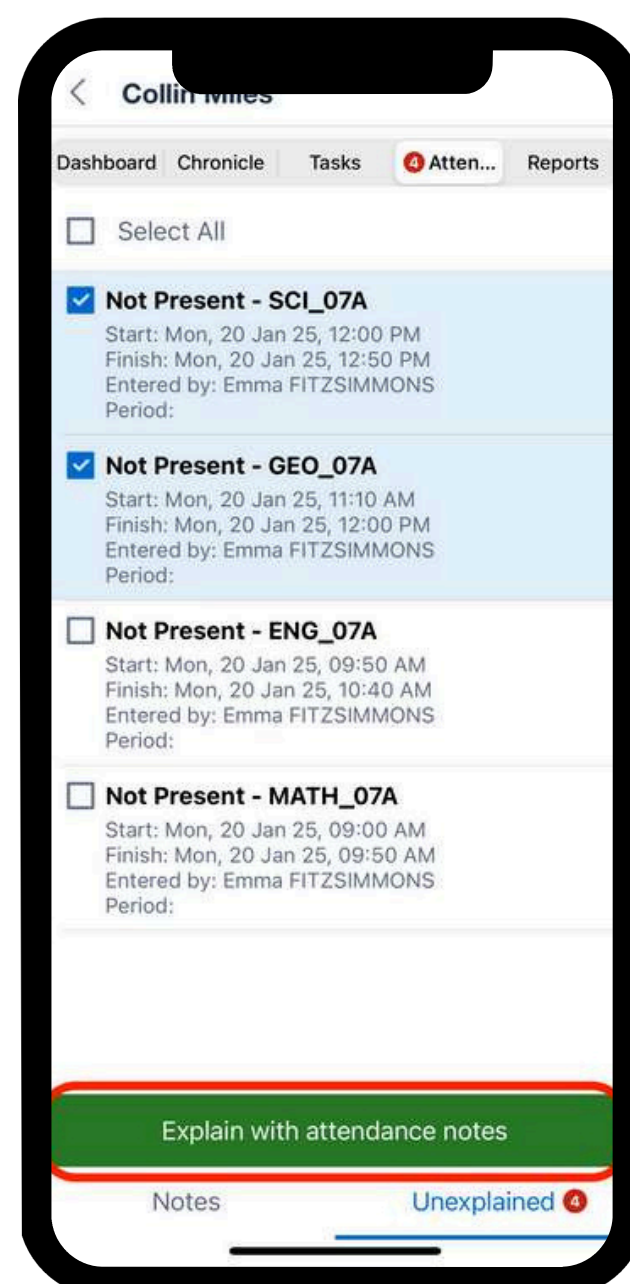
1. Click on the blue 'Shortcuts' button
2. Click on 'Submit attendance note'
3. Select the reason
4. Enter any details and comments
5. Select the start/finish date and time
6. Upload any attachments
7. Click on 'Add Attendance Note' to submit the note

View your child's absences

1. From the homepage, click on your child's profile picture
2. Click on the 'Attendance' tab
3. Click on the 'Unexplained' tab

If you need to explain an absence, click on the checkbox next to the absence and explain with an attendance note.
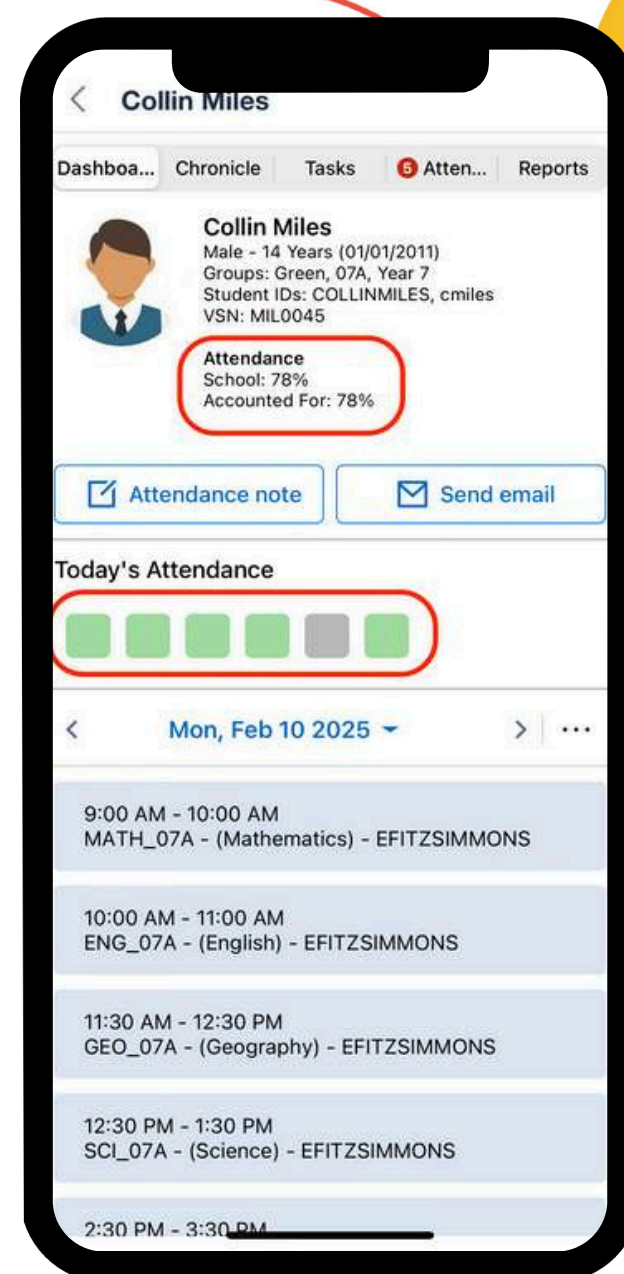
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View your child's daily attendance summary

1. From the homepage, click on your child's profile picture
2. Click on the 'Dashboard' tab

The coloured squares under 'Today's Attendance' provide an overview of the student's attendance on the current date.

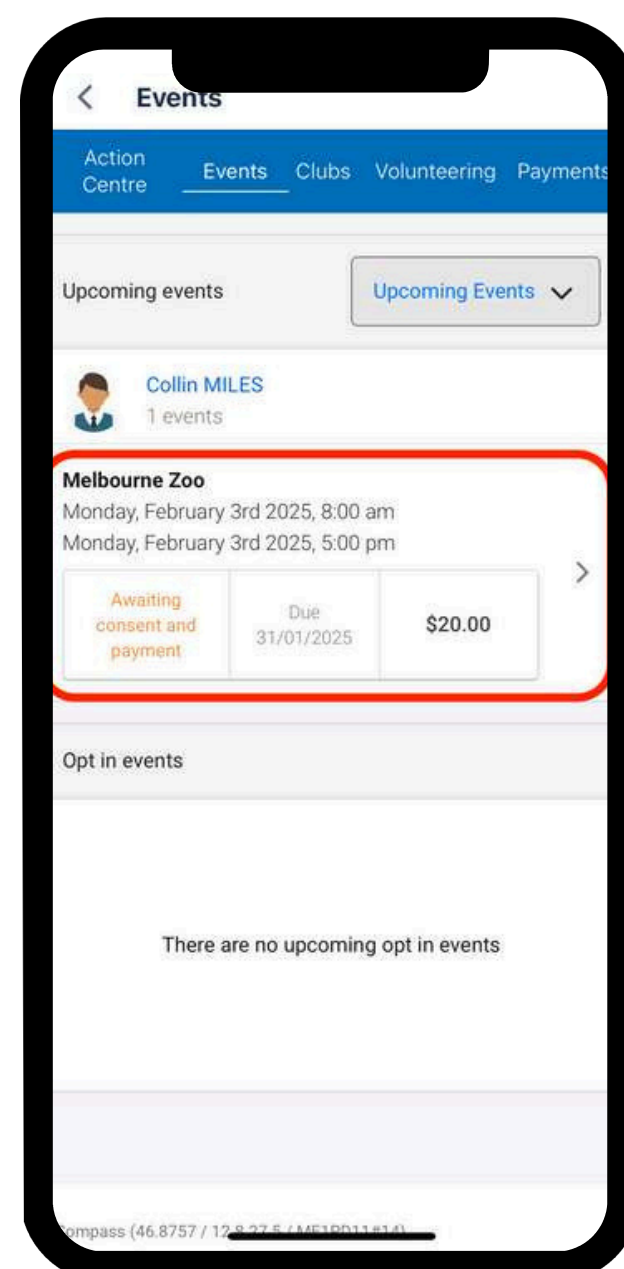You can click on the coloured squares to see more information.

Pay and consent for an Event

1. Click on the blue 'Shortcuts' button
2. Click on 'Pay for an event'

In your Action Centre, events that require your payment and/or consent will appear.

Click on the event to provide your payment/consent and fill out any additional questions and information.
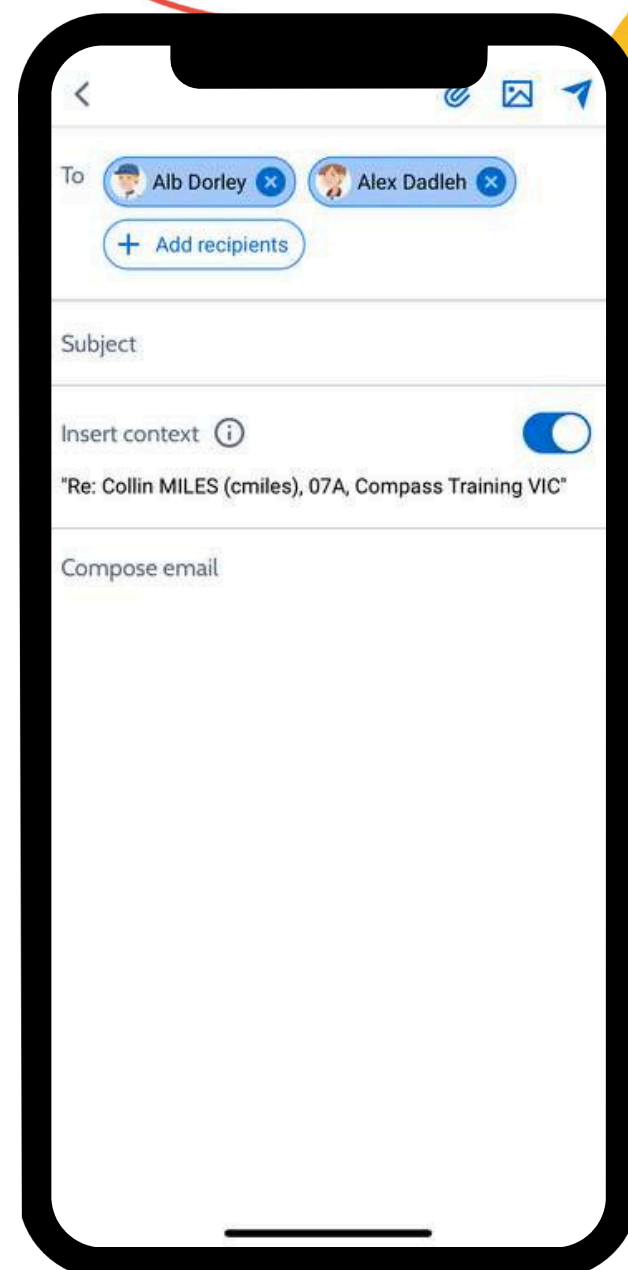
Click on the blue 'Process' button to confirm your consent and process any payment.

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Email your child's teacher

1. Click on the blue 'Shortcuts' button
2. Click on 'Send Email'

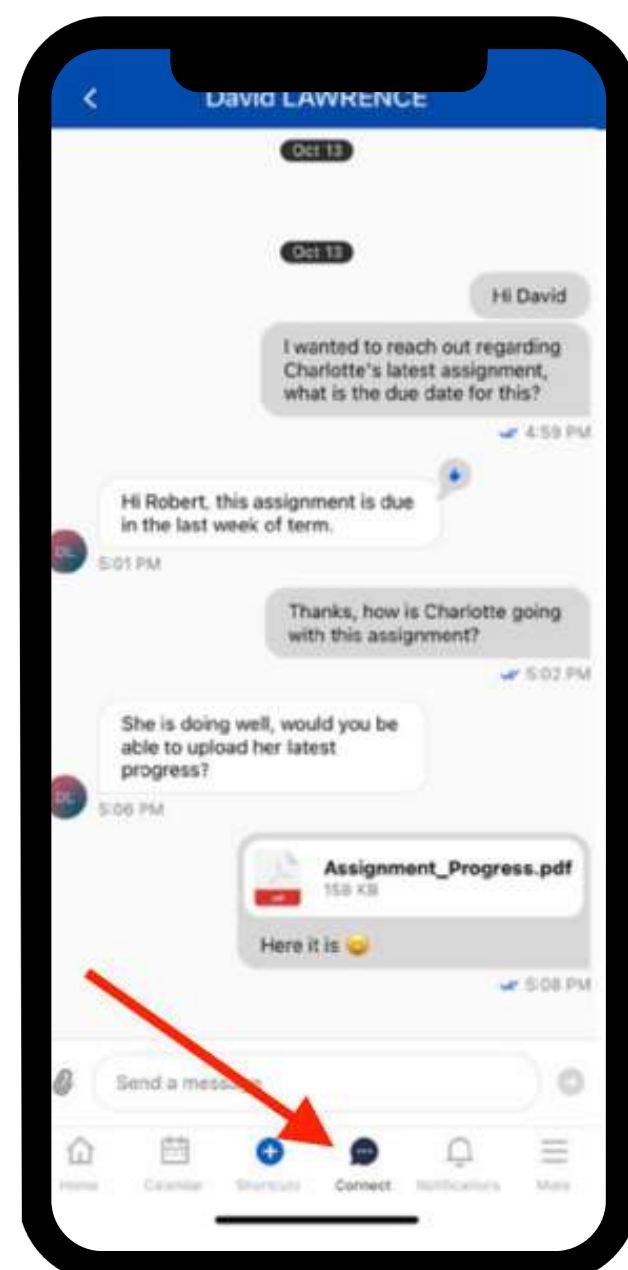To send the email, click on the plane icon in the top right corner

Compass Connect

Connect is Compass' instant messaging feature that allows to you send a message to your child's teachers.

1. Click on the 'Connect' icon

Messages will appear on the main screen. You can also start a new chat by clicking on the compose button and searching for the teacher's name.
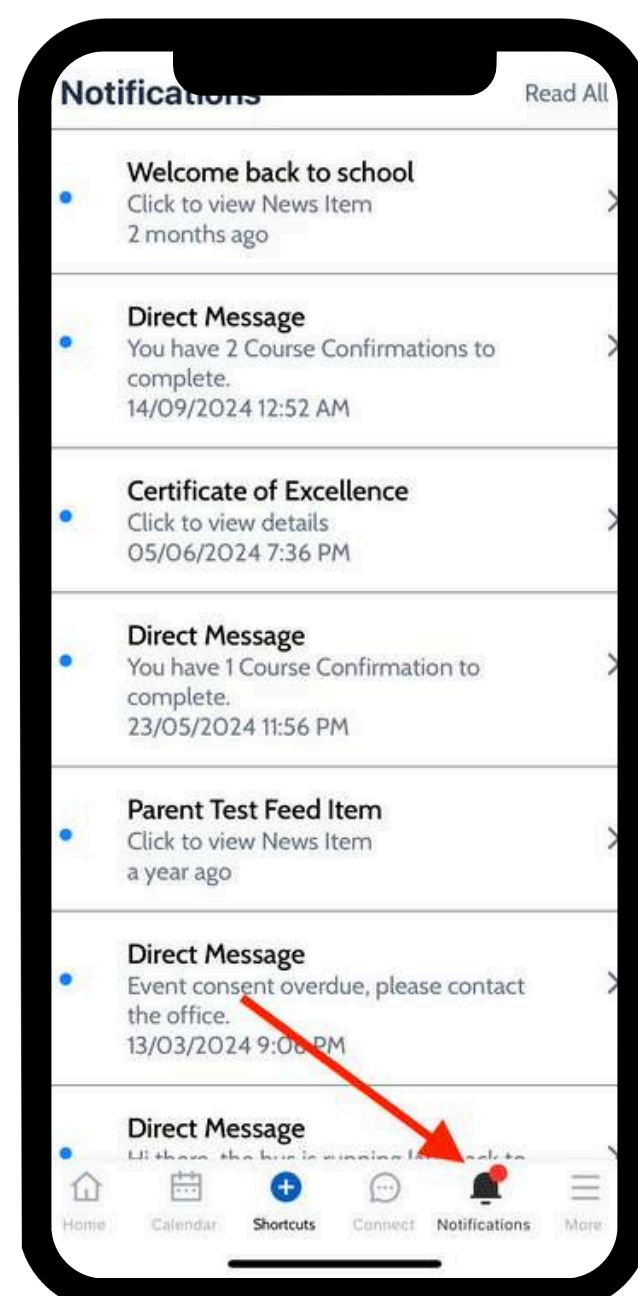
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View school news

You can find news shared by your school, by going to the app homepage and scrolling down the feed.

Click on the save icon next to a Newsfeed post to save the post. You can quickly find saved news posts by clicking on the 'Saved' button.

View notifications

1. Click on the 'Notifications' icon
2. Here you can see push notifications sent by your school
3. Click on a notification to view it in full

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Update your card details linked to a Recurring Contributions

If your card details have changed or expired, update your payment card linked to a Recurring Contributions
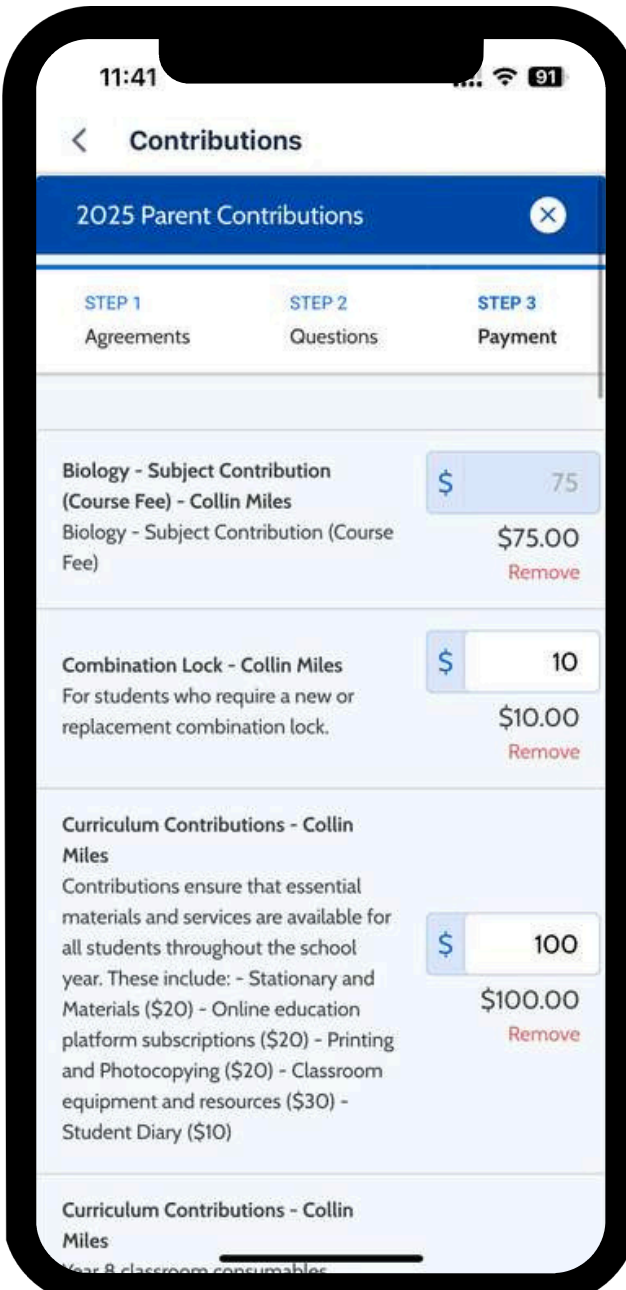
1. Click on the 'More' menu
2. Click on the 'Wallet'
3. Click on the 'Recurring Contributions' tab
4. Click on the three dots next to the Recurring Contributions and click 'Update card'

Make a contribution towards parent payments

1. Click on the 'More' menu
2. Click on 'Contributions'
3. From the Action Centre, click on the contribution that requires actioning
4. Click on 'Continue'
5. Select the amount you would like to contribute

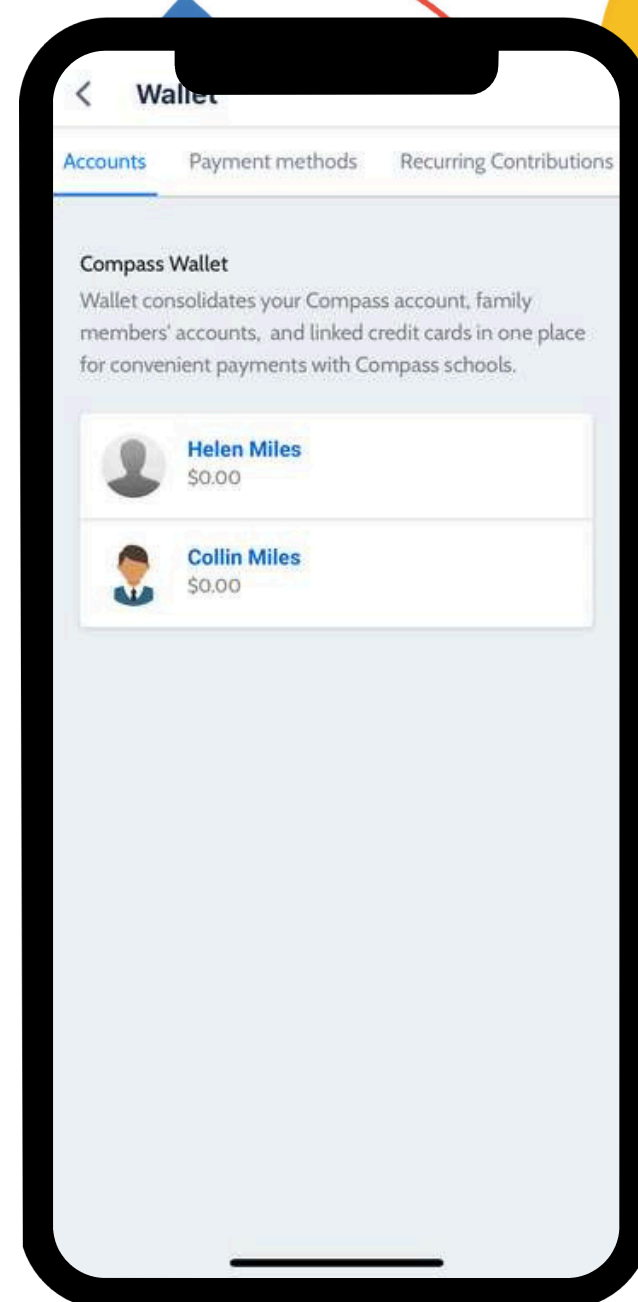Click on the blue 'Process' button to make payment.

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Update your payment methods

1. Click on the 'More' menu
2. Click on the 'Wallet'
3. Click on the 'Payment Methods' tab and add or update your linked card. You can also remove any linked cards.

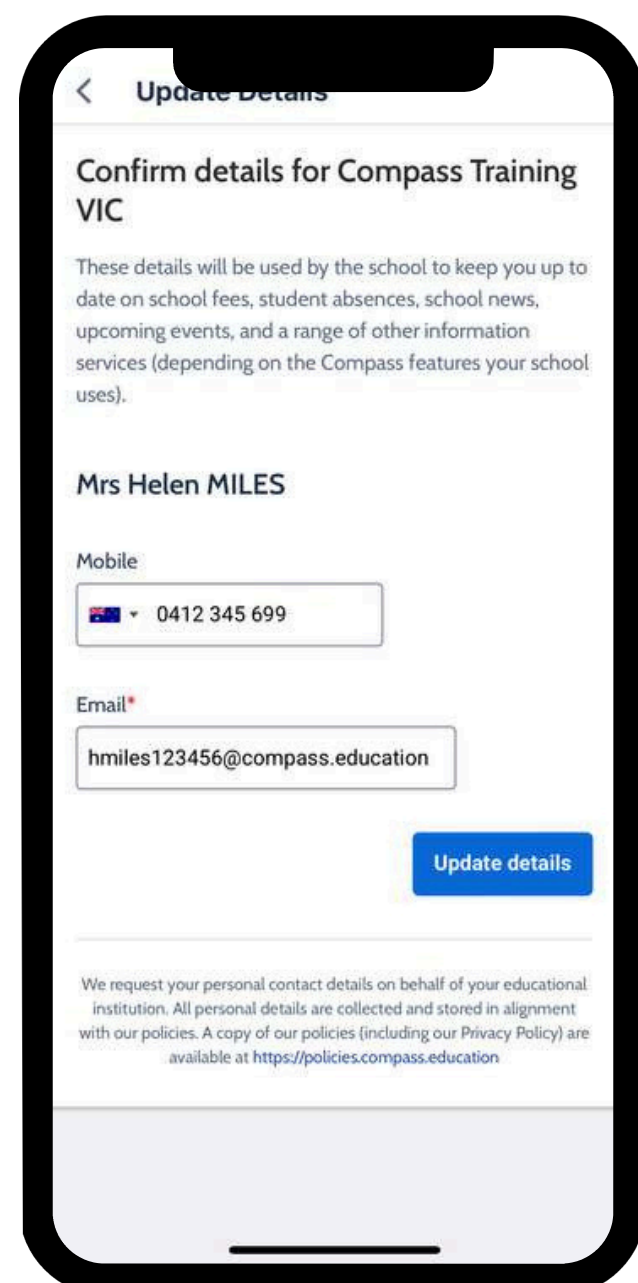In the Wallet, you can also top up you and your child's Compass balance.

Update your details

Ensure your school has your most updated contact details.

1. Click on the 'More' menu
2. Click on 'Update My Details'

Once you have updated and confirmed your contact details, click on 'Update details'. Your school will then review the updates.

Find more Support Resources

Compass has a wide range of helpful resources and guides which are available for parents to access.

1. Click on the 'More' menu
2. Click 'Help' to view a guide for parents and families
3. In the Table of Contents, click on the tabs to navigate to the corresponding section