Sentral for Parents
App User Guide

Contents

App User Guide

Disclaimer: The App will appear differently between users depending on the functionality of Sentral that is active within specific schools. Dubbo College has tailored this App to suit each campus's requirements and therefore you may not be able;

- Access specific functions, or they may not appear.
- Should you have children in different schools, you will need to **Switch Schools** and login to the other school. This functionality is available in **Settings**.
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Getting Started

1. **I have a Parent Portal account, and I've been using the Sentral app.**
   a. Update the Sentral app on your device.
   b. Search for your school within the search box.
   c. Enter your Parent Portal username and password.
   d. Tap Log In
   e. View the QuickStart guide.
   f. You will then see the Home Screen
   g. You're now ready to start using the app.

2. **I have a Parent Portal account, but I haven't used the Sentral app before.**
   a. Download the app. Depending on your device, visit either the Apple App Store, or the Google Play Store.
   b. Search for your school within the search box.
   c. Tap Next.
   d. Enter your Parent Portal username and password.
   e. Tap Log In.
   f. View the QuickStart Guide.
   g. You're now ready to start using the app.

3. **I don't have a Parent Portal account, and I haven't used the app.**
   a. Download the app. Depending on your device, visit either the Apple App Store, or the Google Play Store.
   b. Search for your school in the search box.
   c. Tap Next.
   d. Tap Register here.
   e. Enter your details.
   f. Tap Create Account. This process also creates a Sentral Parent Portal account. You can use the login details created here to access the app, and the Parent Portal.
   g. You will receive a confirmation email.
   h. Click the link in the confirmation email to verify your details.
   i. Log in to the app.
   j. Use the access keys provided by your school to add your children to the app. Access keys can be added in the Settings menu.

k. You will then see the Home Screen.
l. View the QuickStart guide.
m. You're now ready to use the app.

The following web links provide additional information such as Frequently Asked Questions and help with troubleshooting

https://www.sentral.com.au/portal-app-help#guide

https://www.sentral.com.au/getting-started

Once you have logged in to the app you will land on the **Home Screen**, from which you can access all features available at your campus/es. This is shown in Figure 1 below.
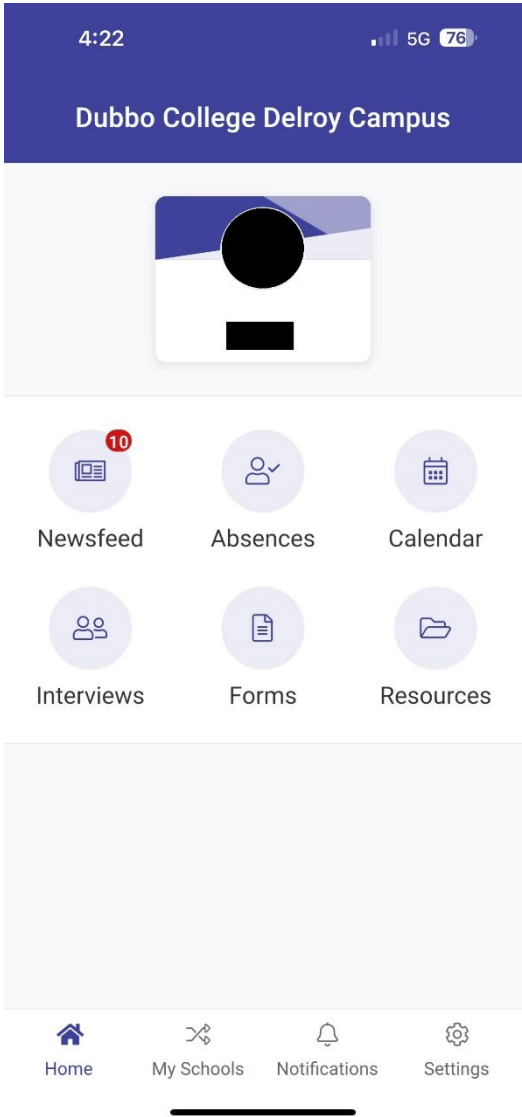

Figure 1. Home Screen for the Sentral App

App Features

This section provides information on features available in the app. Where functionality is not provided within the app.

Newsfeed

The **Newsfeed** will contain news items from the school relating to your child. Some items may require you to take a specific action. Others will be informational only. The items you see here will be the same as those available in the Portal. (see Glossary of Terms for more information on **Portal**).

The **Newsfeed** is shown in Fig. 2 below. It displays items in 2 columns; **All** and **Requires Action**.

The **All** column displays news items for the school and the **Requires Action** column displays news items that require action. These can be specific to the school or the student and will depend on the current filter you have applied.

Figure 2. View of the Newsfeed
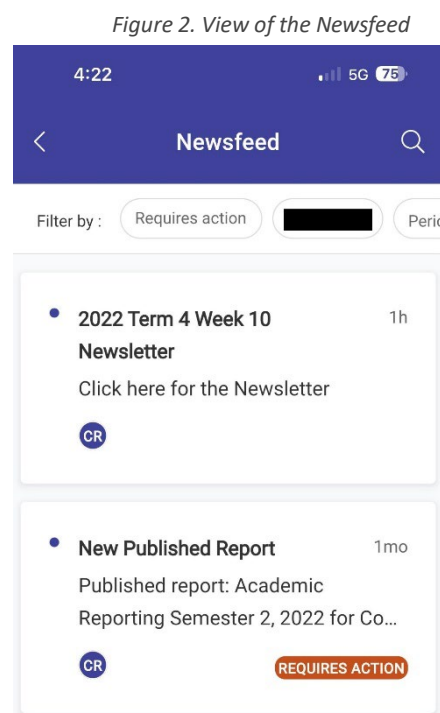
You can filter by clicking on the **All** button ( ) located in the top right corner of the screen. This will filter to a specific student(s) and will allow you to action specific items related to that student.

- Mark as Read - When opening a news item there will be a **Mark as Read** button. This will appear only if item has this functionality.

The **Newsfeed** items can also contain **Attachments** that you can download. The app will require access to your device to enable downloads. When a **Newsfeed** item requires you to take an action (e.g. grant approval), clicking on the item will take you to a screen that will allow you to perform that action. These actions include;

- Reports
- Interviews

Absences

Absences allows the parent to communicate absence information to the school. This includes past absences that require explanation and 'future' absences. A 'future' absence occurs when a parent is aware a child will be away from school (e.g. Holidays).

The first screen displays a list of **Absences** and their status (Pending, Approved, Rejected).

You will ONLY see the current history of absences for all students within the currently logged in school. Should you wish to see details from other schools, you will need to login with those credentials or **Switch Schools**.

Figure 3. View of the Absences feed
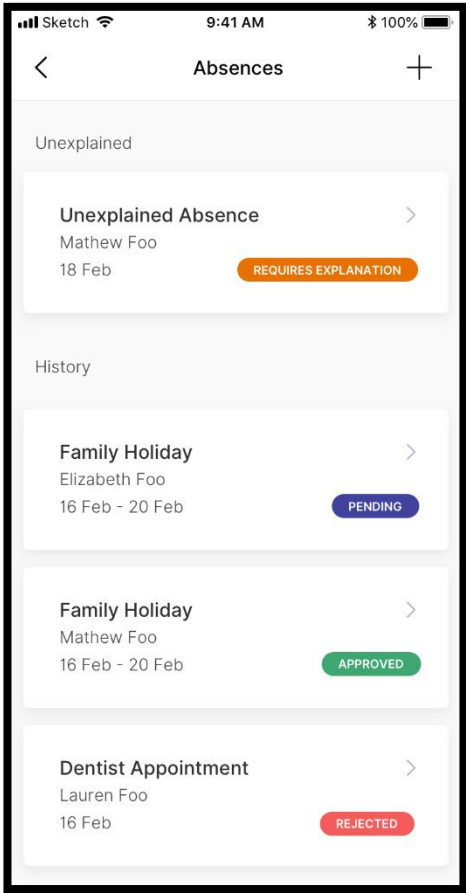
In **Absences**, you can submit **Reasons** for **Future** absences by clicking on the (**+**) icon in the top right corner of the screen. You will need to select the **Unexplained Absence – Requires Explanation** item to confirm an existing absence.

The next screen will allow you to select;

- o The absent **Student**
- o The **Reason** for the absence
- o The **Start** and **End** date for the absence
- o Any additional comments or supporting information
- o Please complete all fields and click the "Submit" button.
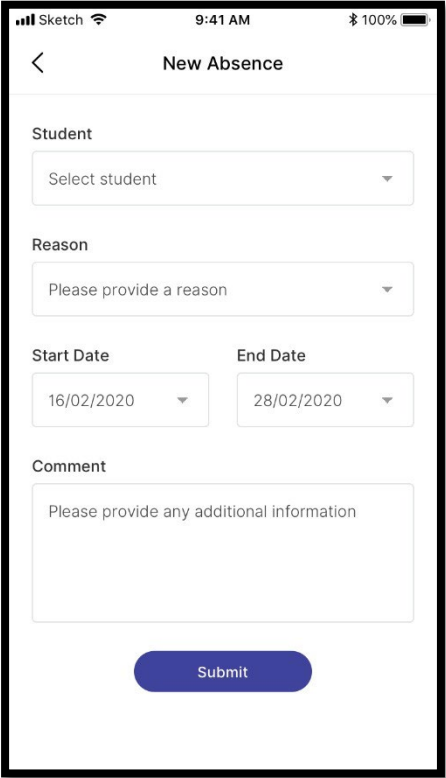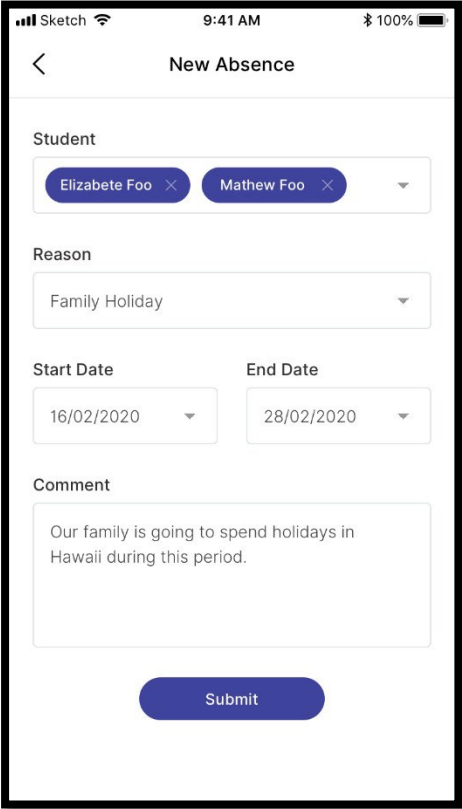
Figure 4. View of the New Absence screen

Figure 5 displays a sample of a completed New Absence.

Interviews

Interviews relate to Parent and Teacher interviews. These are generally in relation to student achievement and success. Interview bookings enable one-on-one sessions between staff and parents. Parents can book available time slots or request a specific time.

- Allows the user to book times for Parent/Teacher **Interviews**

Resources

Resources allow Parents to;

- Download files
- Open folders to view files stored within

This section can house numerous Documents that Teachers may deem appropriate for Parents.

Newsletters

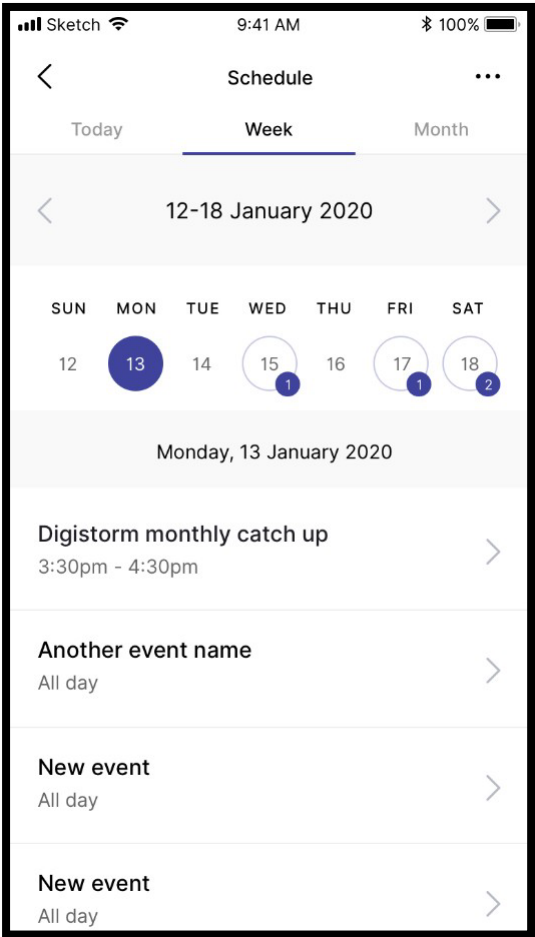Parents can open and download **Newsletters** from this area.

Calendars

In **Calendars**, Parents can view **Schedules** by;

- Today
- Week
- Month

By clicking on the respective sections at the top of the screen. Figure 8 shows a **Weekly Calendar View**.

Figure 8. Weekly Calendar View

Parents can then drill down into each specific **Event** in the **Calendar** by clicking on the arrow (**>**). You will then be given details about the event which may include;

- The **Event Name**
- The **Date** of the **Event**
- The **Time** of the **Event**
- A **Description** of the **Event**
- **Contact Details** of the Event Organiser
- **Address** the **Event** will be taking place
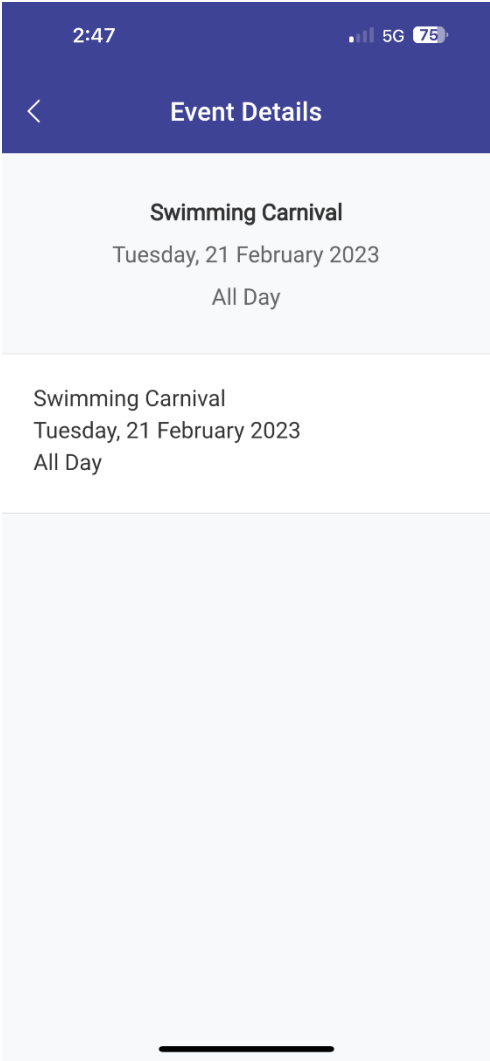
Figure 9 shows what Event Details will look like.

Figure 9. View of Event Details in Calendar

If there are any attachments to the Event, you will also be able to download them by clicking on the
icon.

Settings

Figure 10 illustrates the functions that are available in settings. They include;

- **Account Details** – Update your email and password
- **Notifications** – **Enable/Disable Push Notifications** here if you wish to have notifications appear on your device without having to access the app
- **Manage Access Keys** – Allows you to add or manage your current Access Key
- **Switch School** – Identifies the currently logged in School and allows you to **Switch School** to any others which have been associated to the account
- **FAQ** – This links you to the **Frequently Asked Questions**
- **App Version** – Provides details on the current **App Version** and **Device Information**
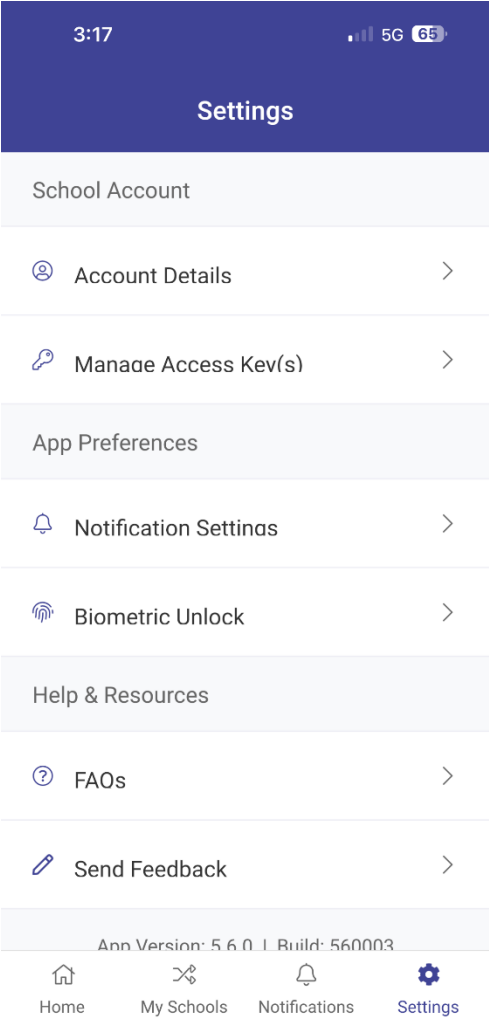

Figure 10. View of the In-App Settings

Switching Schools

The option to switch schools is located in the bottom menu bar – My Schools (✂). It may also be accessed via the setup cog (bottom right corner):
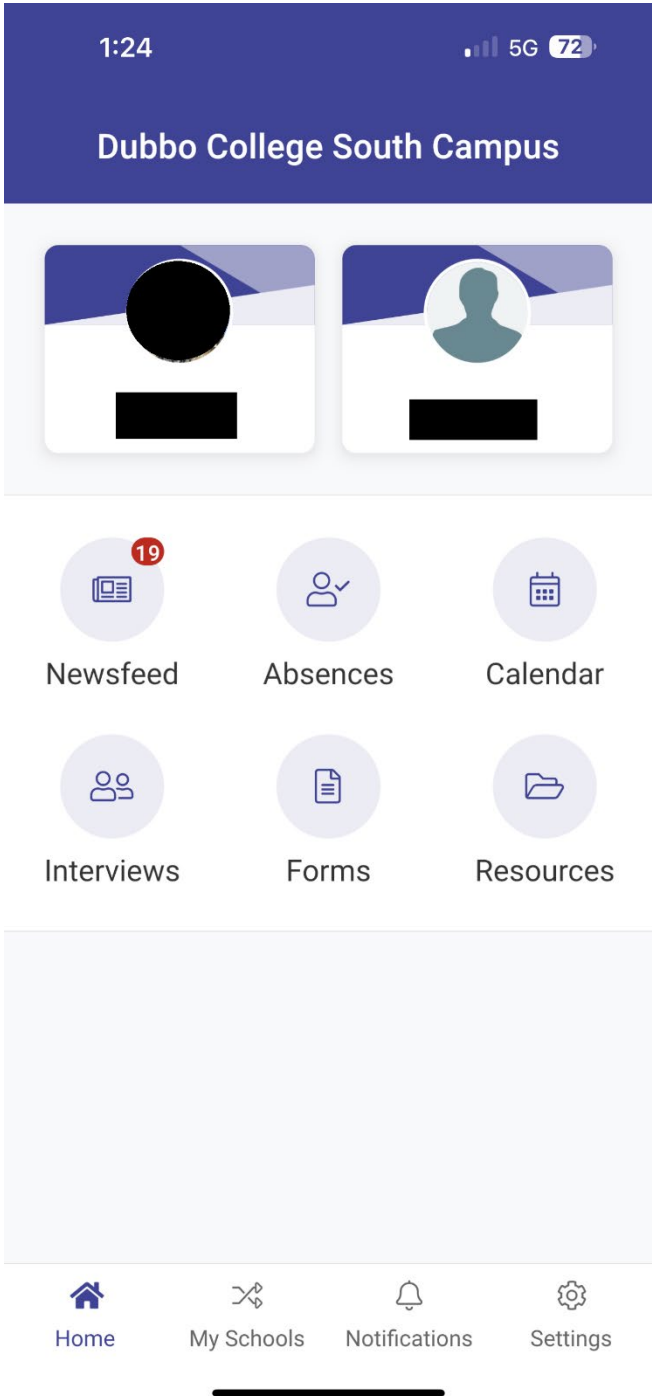

Figure 11. View of the switch schools functionality

There is a dedicated **Switch School** menu that will allow users to move between their various schools:

Within the menu, the school you are currently viewing will be listed at the top of the screen. Other schools into which you are logged in will be listed below:
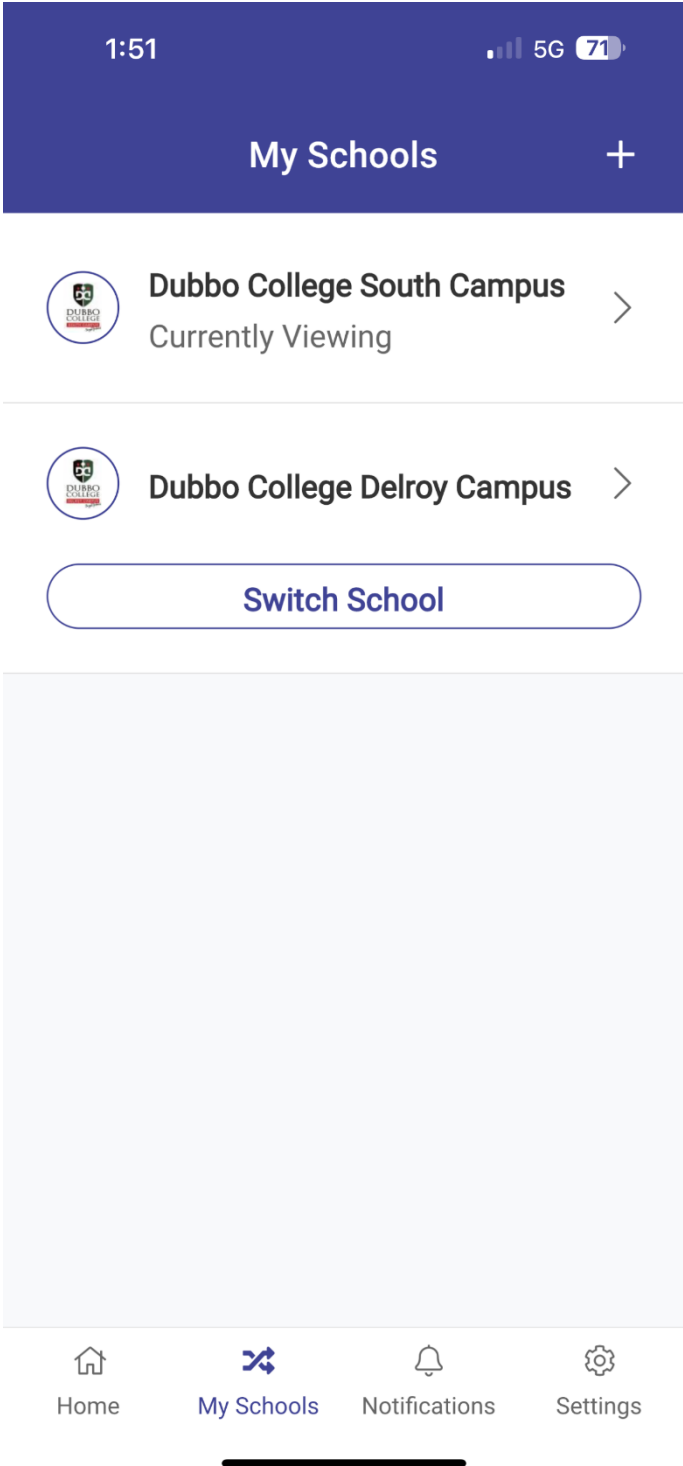
Figure 13. View of the current school you are logged into and the Switch to other School view

The first time you want to access an additional school within the app, you will need to click on the + icon in the top right corner. You will be asked to confirm that you want to enter a new school:
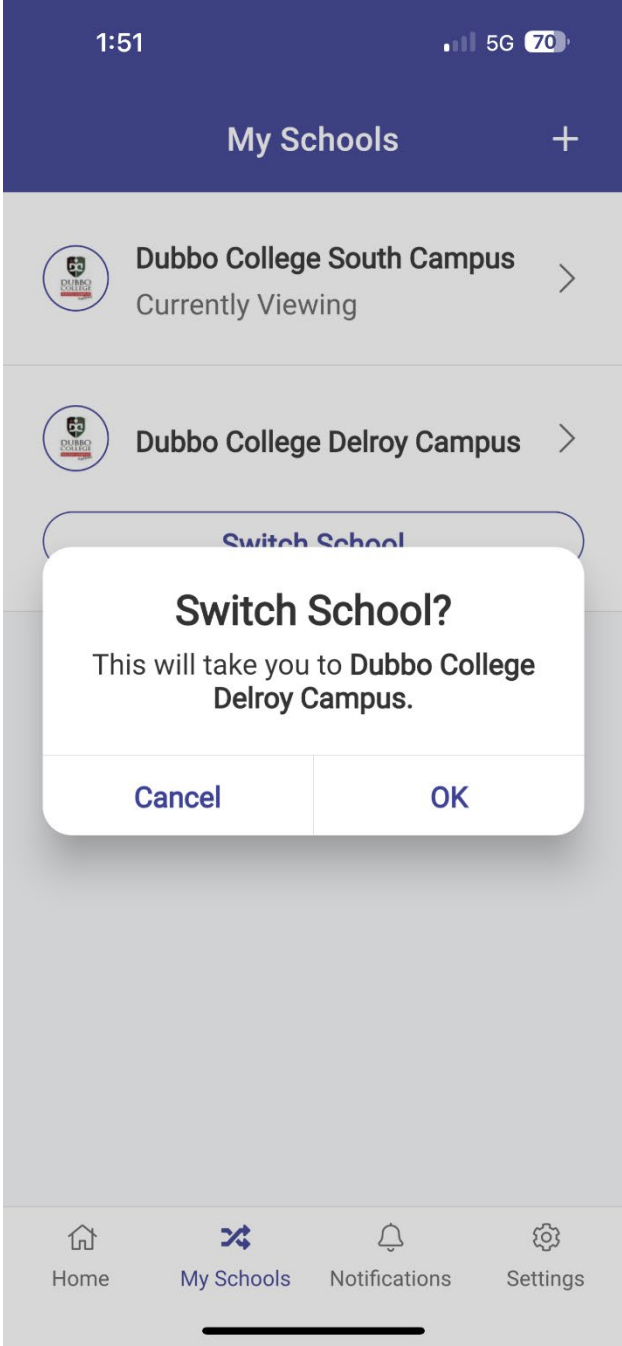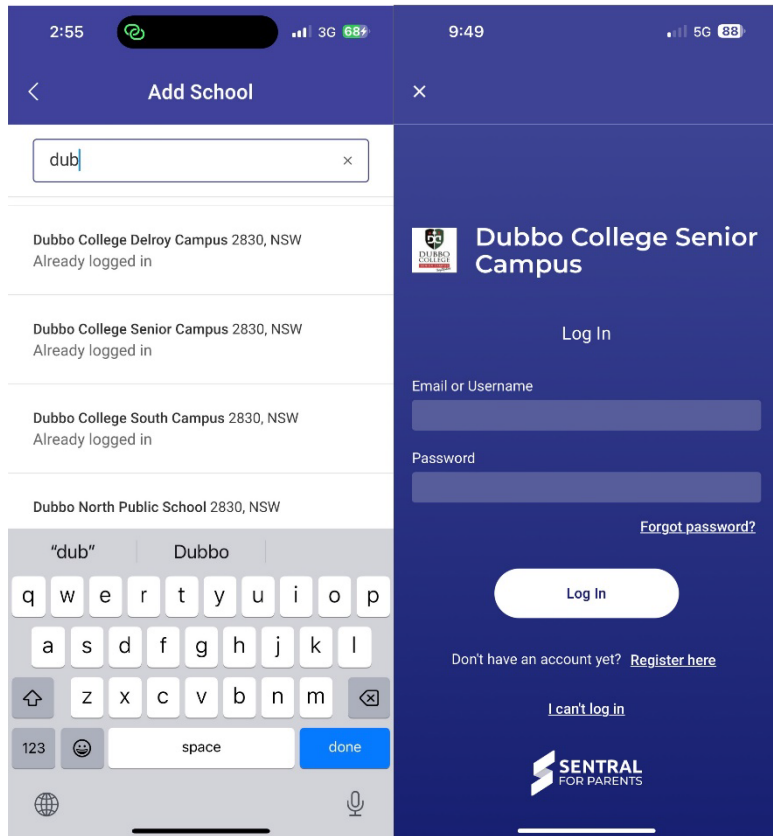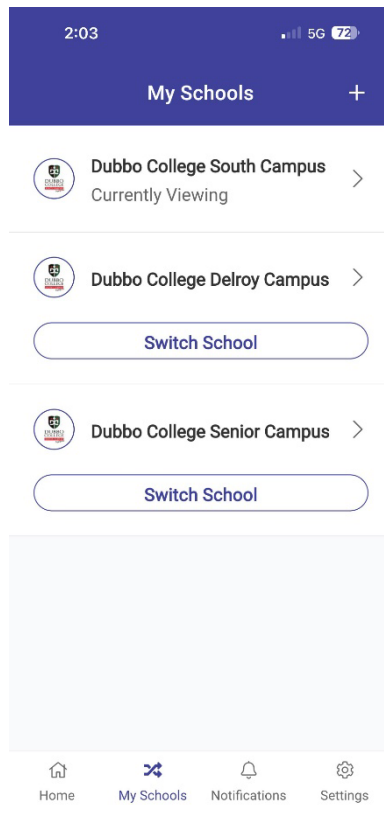

Figure 14. Notification to Switch Schools view

Then search for your school and enter in your username and password as normal:

Once you are logged in, you will be able to switch between schools (without further logins) by clicking on them in the list within the **Switch School** menu:

Push Notifications

You can receive push notifications from any school where you are currently logged in. This means you will be able to receive push notifications from multiple schools, **but you will need to log in to all required schools** to start using this functionality.
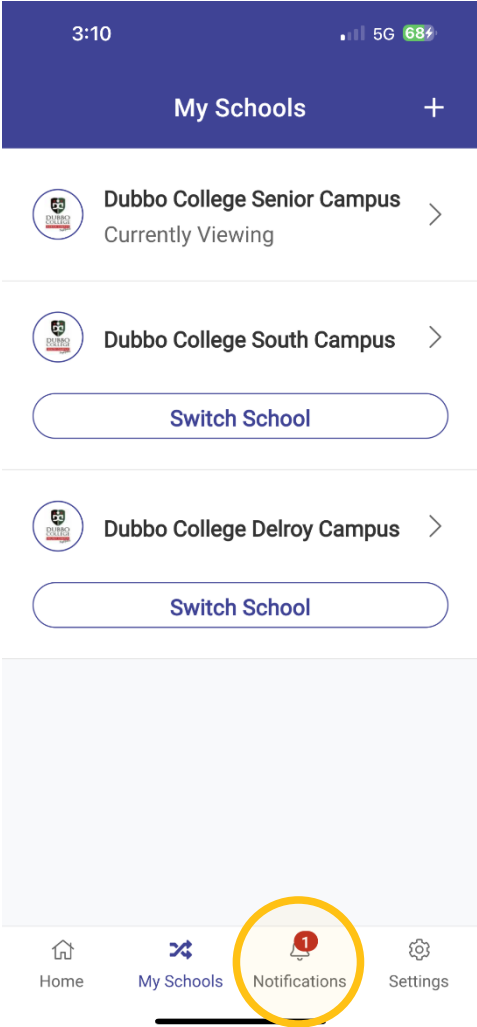

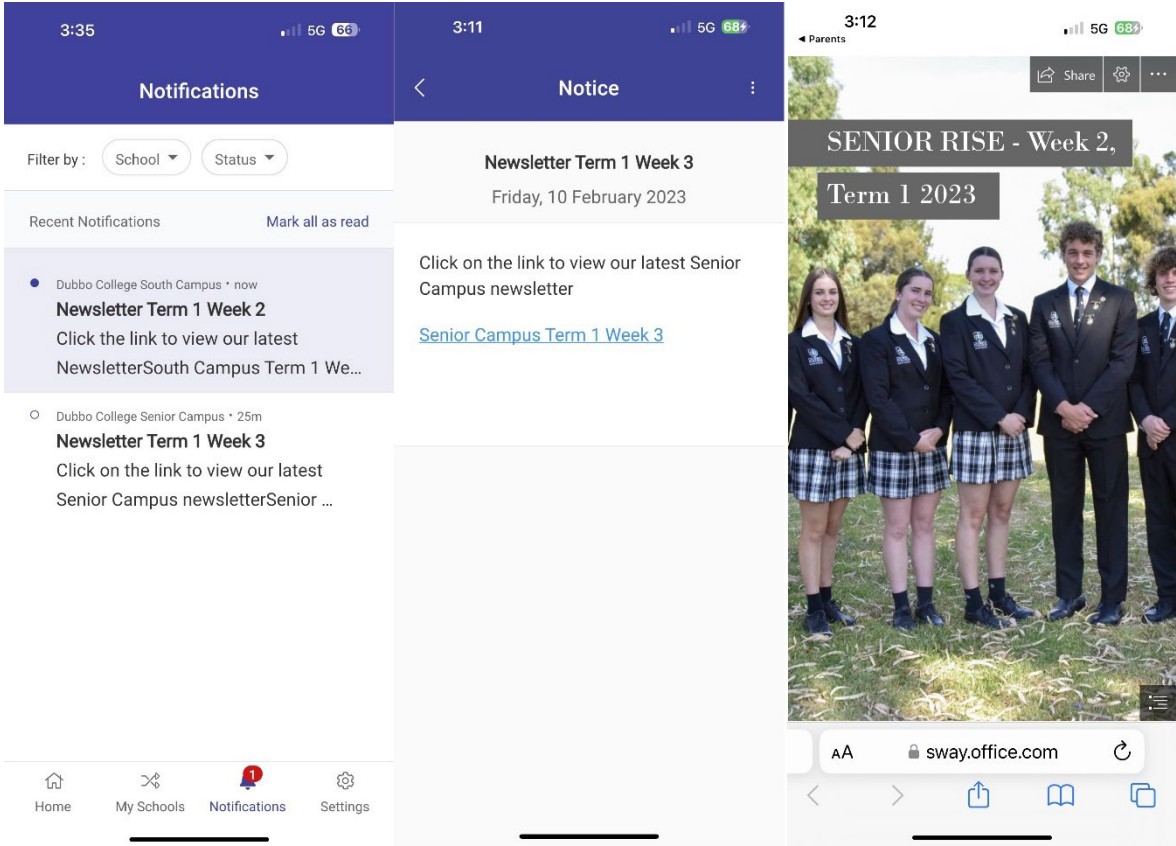*Figure 15. Demonstration of School Announcement Switch Schools Functionality*

Figure 16. View of the School Announcement

Glossary of Terms

Sentral software contains a domain of knowledge, and this Glossary of Terms will provide these with the definitions for those terms.

Access Key	The unique key associated to a child. This is provided by Schools. FAMILY KEY provides access to multiple students. STUDENT KEY provides access to individual students.
Portal	This is the web portal used to access the Portal functionality of Sentral
Sentral	Sentral is a web-based software solution that manages school administration and student data