



Thirlmere Public School



The **Sentral for Parents app** is Thirlmere Primary School's main method for communicating important information to our parents. The Sentral for Parents app also allows you to communicate your child's absence to the school, manage permissions and payment to the school quickly and easily via your device.

Getting Started

1. **Download** the Sentral for Parents app.

Visit either the Apple App Store or the Google Play Store, linked below.



2. Search for **Thirlmere Public School**.
3. Tap **Next**.
4. Tap **Register** here.
5. **Enter** your details.
6. 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.
7. You will receive a **confirmation email**.
8. **Click the link** in the confirmation email to verify your details.
9. **Log in** to the app.
10. Enter the **Access Key**, then tap **Add Key**. The Access Key can also be added later via the **Manage Access Key(s)** menu, under **Settings**.
11. You will then see the **Home Screen**.
12. You are now ready to use the app.

Note: An **Access Key** is a unique code provided by the school which identifies your child within the Sentral Parent Portal. The Access Key will be provided to you when your child becomes active in our school system, i.e. the day they commence school.

Frequently Asked Questions

What is Sentral?

Sentral is a web-based software solution used by Thirlmere Public School that manages school administration, student data, wellbeing, attendance, calendars and other administrative operations.

What is the Sentral Parent Portal?

The Sentral Parent Portal is a website where parents can gain access to see important school information. The new Parent Portal empowers parents, keeps you fully updated and helps you manage and control everything related to your child's education.

How do I access the Sentral Parent Portal app?

Visit either the Apple App Store or the Google Play Store, linked below.



How do I create an account?

Once you have downloaded the **Sentral for Parents app** to your device, you will be able to create an account following the **Getting Started** steps on the previous page.

I can't see any details for my child.

Please check your email or mailbox for a letter from Thirlmere Public School. The letter will contain an 'access key' that is unique to your child. Enter this key exactly as it appears into the "My Access" tab on the left side of the portal page.

I do not have/lost my access key.

Please contact the school so a new key can be created. It will be sent out to you via email or over the phone by the Administration staff.

Can my child access the Parent Portal?

No. Students have their own account linked to their Department of Education username. Student dashboards also look different to the dashboard for parents.

What information can I see on the Parent Portal?

Upcoming events, current daily notices and reminders, news, parent contact details, manage absences, attendance summary, manage permission for school activities and online payments.

Who do I contact for Parent Portal support?

If you need help or have a question in relation to the portal, **please contact Thirlmere Public School on 4681 8476**. Sentral supports the schools only and have no way to verify who a parent is.

My child is absent from school today. How do I notify the school via the Parent Portal?

The Message button displays the messages sent between you and the school.

1. Click on the Notify of an Absence button.
2. Click to enter details for an absence.
3. Select the name of the child that is absent, this will place a tick next to their name.
4. Using the drop-down list, select the type of absence e.g. sick, holiday etc.
5. Select the Start Date for the absence from the Calendar.
6. Select the End Date for the absence from the Calendar.
7. Type in a comment explaining the reason for the absence.
8. Click the Send button.

When I log into the Parent Portal, I see notifications of unread notifications.

1. Click on the Notifications button to see a list of all unread notifications.
2. Select the notification you wish to view.
3. To dismiss a notification, click on Mark as Read.

When I log into the Parent Portal, I see notifications of unexplained absences for my child.

If you are aware of the absence, please:

1. Click on the absence you want to send an explanation for.
2. Enter the absence reason in the text box provided.

If you are unaware of this absence, please contact the school.

How do I update our family details such as change of address?

1. Click the My Details button to see your current details such as family and emergency contacts, and student details.
2. To edit a section, click the Edit button for the detail you want to change.
3. The data that can be edited appears on the right side of the screen.
4. Make the necessary change and click Submit Details.
5. You will receive a pop-up confirmation message.

Can I book interviews with my teacher though the Parent Portal?

Yes. This will be active when interviews are scheduled.

Can only one parent use the Parent Portal?

No. Multiple parents and carers can create accounts.