



Boroondara Park Primary School

School No. 5288

ABN 55 983 557 174

May 16, 2016

Dear Parent/Carers

In our continual efforts to enhance communication between school - home and home - school, we are making the Parent Portal available for this function. While the technical aspects are explained elsewhere, it is important that we establish protocols of acceptable use for this medium. Portal messages can be generated by either teacher to parent or parent to teacher.

The following is a suggested list of communications that would be suitable for the portal:

- Notification and reasons for absences
- General messages about the child (e.g. Didn't sleep well last night)
- Scheduling an appointment for a meeting. (It is good practice, if proposing a specific time, to give the teacher a few options so that a mutually convenient time can be agreed upon)
- Notification about appointments
- Excursion enquiries

These messages should be brief – no more than 30 words.

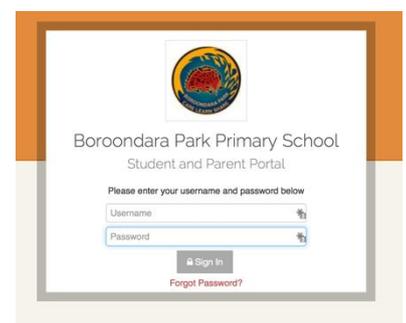
Urgent messages are best handled via telephone through the main office (9857 5157) so that the message is delivered in a timely manner.

It is preferable that the portal is not used to discuss highly confidential, complicated or contentious issues – rather use the portal to arrange a time to meet and discuss such things in person.

The teachers will endeavour to reply at their earliest convenience between the hours of 8.00 am and 5.00 pm Monday to Friday. If they are unable to respond before 5.00 pm on the night you have sent the message, they will try to reply as soon as possible the next day.

To access your parent portal, type the following address into the address bar in your browser –

<https://sentral.bpark.vic.edu.au/portal/login>



If you are unsure of your password follow the "Forgot Password" prompt. If you can't remember which email address is linked, please ring the school office to have it checked for you.

There are three sections of the Parent Portal we would like to focus on – **Messages, Updating Details and Attendance.**



Portal messages

- Dashboard
- Absences
- Messages 2
- Family Details
- Medical Information
- [New Message](#)

Messages - UNREAD

[Unread](#) [Read](#) [Sent](#) [Trash](#)

Portal messages allows for quick electronic communication between parent and classroom teacher in a secure format. The Portal messages section acts much like any other email system. To access Portal Messages, click on the top menu bar under “Messages”. To send a new message there is a “New Message” in the top right hand side of the screen and the main screen displays past messages. Currently you can only send messages to your child’s classroom teacher. If a teacher sends you a portal message you will receive a notification to the email your portal account is linked to. From there you can access the portal, read the message, and, if you need to reply, use the button on the right of the screen. Please note that once you respond and are awaiting a reply you will **not** receive an email alert. You need to go into the portal to check.

- Reply
- Mark as Read
- Delete

Updating Details

Parents can update and edit their family details and medical details via the portal. This is available under the “Family Details” and “Medical Details” tabs on the main menu. Updated details will be forwarded to the school office who will then input the edits.

- Family Details
- Medical Information

Attendance

Another section available is your child’s attendance. When your child is marked as being away your portal will alert you that there is an unexplained absence in the system. Where previously you may have sent a note, left a phone message or used the Skoolbag app to provide a reason, the Sentral portal will

allow you to quickly type in a reason that is then sent directly to the class teacher. The system also allows parents to view their child’s attendance throughout the entire year as shown above.

Attendance Overview

The attendance overview shows a “heatmap” which outlines all school absences, both explained and unexplained. Hovering your mouse over the specific day will show full details of the times and absence types.

