

# Sentral App Guide for Parents – Connecting yourself

# Before beginning this process, you should ensure you are already connected to the parent portal and have access to your students.

If you have not yet logged into the portal for the first time, please speak to your school.

This guide has been broken up into three distinct Stages. You should run through these stages in the specific order outlined in this guide.

Stage 1 – Download the app
Stage 2 – Creating an App Account
Stage 3 – Troubleshoot Errors
Addendum- Creating an app account with a different email address to your app account.

## Stage 1 - Download the app

**Step 1** - On your smart phone go to either the Apple App store (if you are an iPhone user) or the Google Play store (if you use an android) device.



Step 2 – Search "Sentral for Parents"



Step3 – Download the app onto your phone and then click on "OPEN".



**Step 4** – When the App opens up, it will ask if you would like to accept push notifications (so when the school sends you a message, the app will notify you automatically). Click on "Allow".



## Stage 2 – Creating an app account

Step 1- Open the Sentral parent app and start typing your school name in the school field and select it when it appears.



Step 2- Enter your PORTAL user name and password. This will now also be your app user name and password.





Step 3- Click "Login". The first time you do this may take a minute while the app is registered, and your news feed is loaded.

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_	Hollie		Test Notificat Posted by NSW	ion Master Sentral, 19	hours ago
	0				View in Portal 🔔
	Pá'		Fete is coming	g this Friday	
	Loading		Posted by NSW Master Sentral, 4 days ago		
We're jus	t fetching your news i	items now	<a href="https://&lt;br">newsletter.html newsletter link</a>	/engadinew-p.scho l/ target="_blank"> here	ools.nsw.gov.au/ Check our
					View in Portal 💻
			Music perform	mance	
			Posted by NSW	Master Sentral, 5	days ago
			lunch time mus	ic performance tor	norrow
Home	Messages Notificatio	ns Settings	Home N	dessages Notificati	ons Settings

### Stage 3- Troubleshooting Errors

If you have previously tried to register the app before it was available to the school, you may experience an error while attempting to login as above. To check the status of your app follow these instructions.

**Step 1-** Login to the Sentral parent portal and click "My Details" to see if there is a linked app account.

3	SENTRAL	My Details     Sentral Demo
6	Home Logged in as I	My Details
$\geq$	Messages	Nama
•	Absences	IK
	Newsletters	Email vferfef@group-llc.tk
,	Daily Notices	
0	Interviews	My Access
	School Resources	App account
ආ	School Forms	Linked 🖍 View Details
\$	Payments	
	Invoices	
4	My Details	

Step 2- Click on "View Details" and check the status of your app is "ACTIVE".

	Status
My Access	ACTIVE
App account	

**Step 3-** If Status is "PENDING" check your email inbox and junk folder for a verification email. Note that if you haven't received the email, or the link has expired, check the email address registered is correct and click the 'Re-send Email' button. Click the link in the email received.

**Step 4-** In the parent portal, click on "My Access". If you see the red "Click to Configure App Access" button in the middle panel next to the key click this to ensure your app is linked to your students.

Family Access Key Issued 22/2/2018	Click to Configure App Access
+ Add Net	w Access Key

The screen will change to display the following:

<b>SENTRAL</b>	(A) My Access Vic Sentral Master	Portal Version 1
Home Logged in as Michael	Family Access Key Click to Configure App Access	Family access key
RA Ronald ARSCOTT Vic Sentral Master, Year 7	Issued 22/2/2018	Issued 22/2/2018
Diedra ARSCOTT Vic Sentral Master, Year 5	+ Add New Access Key	This access key is associated with the following student(s) <ul> <li>Ronald ARSCOTT</li> </ul>
MA Michal ARSCOTT Vic Sentral Master, Year 3		Diedra ARSCOTT
HA Hal ARSCOTT Vic Sentral Master, Year 1		Michai ARSCOTT     Hai ARSCOTT
Messages		
Newsletters		Setup App Access
Daily Notices		
<ul> <li>Interviews</li> </ul>		
School Resources		
\$ Payments		
🎍 My Details		
a, My Access		
? Help & Information		

Step 5 – Click on the blue "Setup App Access" button



The panel will change to display the following:

Please login with your App account credentials to authenticate your access.		
Password		
	<b>Q</b> I already have an App Account	

N.B you registered for the app at the start of the process.

Step 6 – Type in your APP password and then click on the blue "I already have an App Account"



The following screens will appear confirming that your student's access has been connected to the app.

	Portal access key is now alload to the App.
cess Key	
	Δ
	ess Key

**Step 7** – Repeat these steps for any keys the school have given you.

Please note – if in the future you link a new student/family key to your app, you may need to log out of your APP and login back in to see the additional student/s.

Addendum – Creating an App Account with a different email address to your Portal Account

SENTRAL Home **^** Logged in as Michael Messages Newsletters Daily Notices Interviews School Resources Payments \$ My Details 2 a, My Access Help & Information ? Logout

Step 1 – From the portal home screen, from the left hand side menu, select the "My Details" option

#### The following screen will display:



Step 2 – Click on the blue "Link Account" button

My Access	
App account	Not Linked % Link Account

The screen will change to display the following menu

SENTRAL	My Details     Vio Sentral Master	Portal Version 1
Home Logged in as Michael	My Details	Since you do not have an App account linked for this Portal
Messages Newsletters	Name Mr Michael Smith Email m.smith@gmail.com	Please enter your credentials below and select from the two options
Daily Notices     Interviews	My Access	Password
<ul> <li>School Resources</li> <li>Payments</li> </ul>	App account Not Linked % Link Account	Q I already have an App Account
My Details		& I need a new App Account
Ac         My Access           ?         Help & Information		
Logout		

From the portal home screen. Enter in an email address and a password

Since you do not have an App account linked for this Portal account. Please enter your credentials below and select from the two options				
Email	app@school.com.au			
Password	•••••			
	Q I already have an App Account			

Step 3 - click I need a new App Account:



#### The following screen will appear:

Home Logged in	as Michael	My Details	
Message	s	Name	Mr Michael Smith
Absence	S	Email	m.smith@gmail.com
Newslett	ers	My Access	
	lices		
<ul> <li>My Deta</li> </ul>	ls	App account	Linked View Details
A My Acce	ss		
? Help & I	formation		
🗞 Links		>	
Logout			

As the green makes reference to, before your app account will activate, you will need to go into your email account and click on the link in an email sent to you. This is to confirm that you are the owner of that email account – so that if you forget your password in the future, you can reset your own app password without having to contact your school.

**Please note:** Depending on your email provider, this email may take up to fifteen minutes to appear in your inbox.

Step 4 - Go to yo	ur email and o	pen up the email	from Sentral Education:
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Primary	🚨 Social	Promotions	+	
🗆 🕁 Sentral Education	Your new Sentral Communications Account is ready - Hi Michael, Your new account for Sentral Communications is ready. Click th			9:54 am

**Step 5** - Click on the link inside the email:

You	r new Sentral Communications Account is ready Indox ×	ē D
•	Sentral Education <noreply@sentral.com.au></noreply@sentral.com.au>	9:54 AM (5 minutes ago) ☆ 🔹 👻
	Fir Michael, Your new account for Sentral Communications is ready. Click the link below to verify your account. <u>Verify my account.</u> [ <u>https://api.sentral.com.au/api/0/register/confirm/?email=michael.verbatim.smith%40gmail.com&amp;token=MaEQcC4UE3pCBhv</u> ] Once you have verified your account ye can start adding access keys.	
•	Click here to Reply or Forward	





Return to Step 4 on Page 5 of this document to link your children to the App.