



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

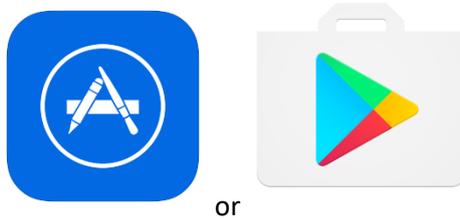
Stage 2 – Creating an App Account

Stage 3 – Troubleshoot Errors

Addendum- Creating an app account with a different email address to your app account.

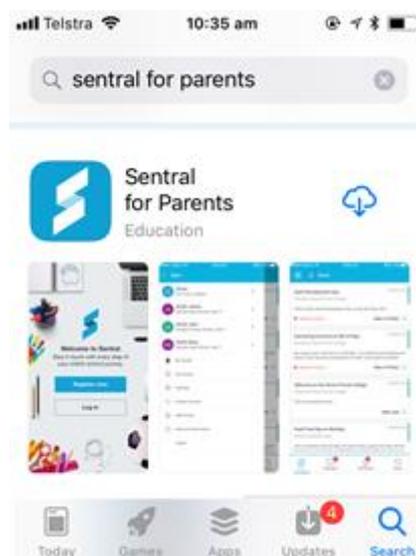
Stage 1 - Download the app

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.

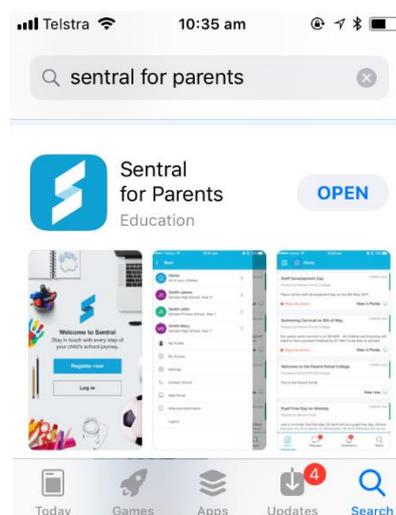


or

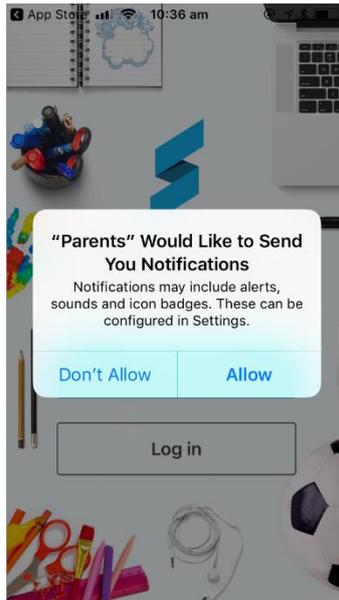
Step 2 – Search “Sentral for Parents”



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.

Welcome to Sentral
Stay in touch with every step of your child's school journey.

School
maste

NSW Master Sentral
43 Big Walk Way New South Wales, New South Wales 2001

Password

Login

Forgot Password?

Register

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

Welcome to Sentral
Stay in touch with every step of your child's school journey.

School
NSW Master Sentral

Email
portalemail@sentral.com

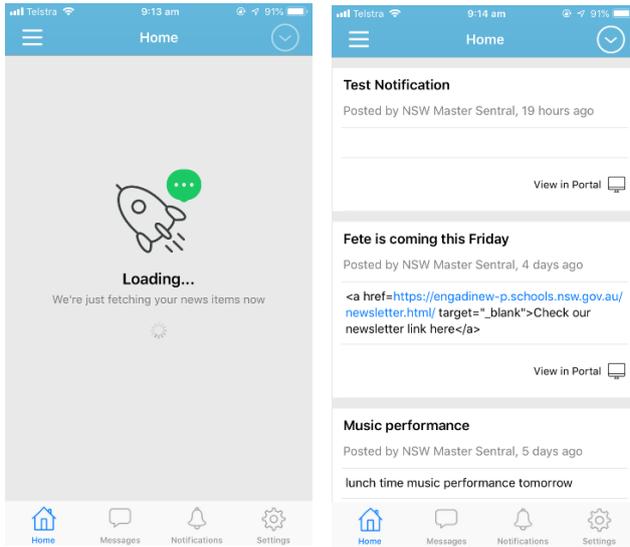
Password
•••••••

Login

Forgot Password?

Register

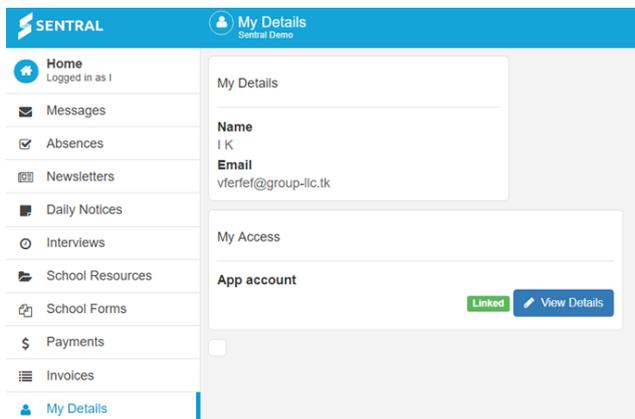
Step 3- Click “Login”. The first time you do this may take a minute while the app is registered, and your news feed is loaded.



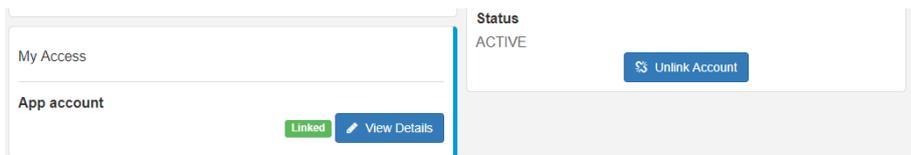
Stage 3- Troubleshooting Errors

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.

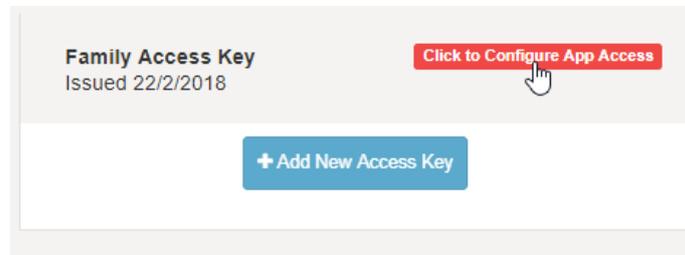


Step 2- Click on “View Details” and check the status of your app is “ACTIVE”.

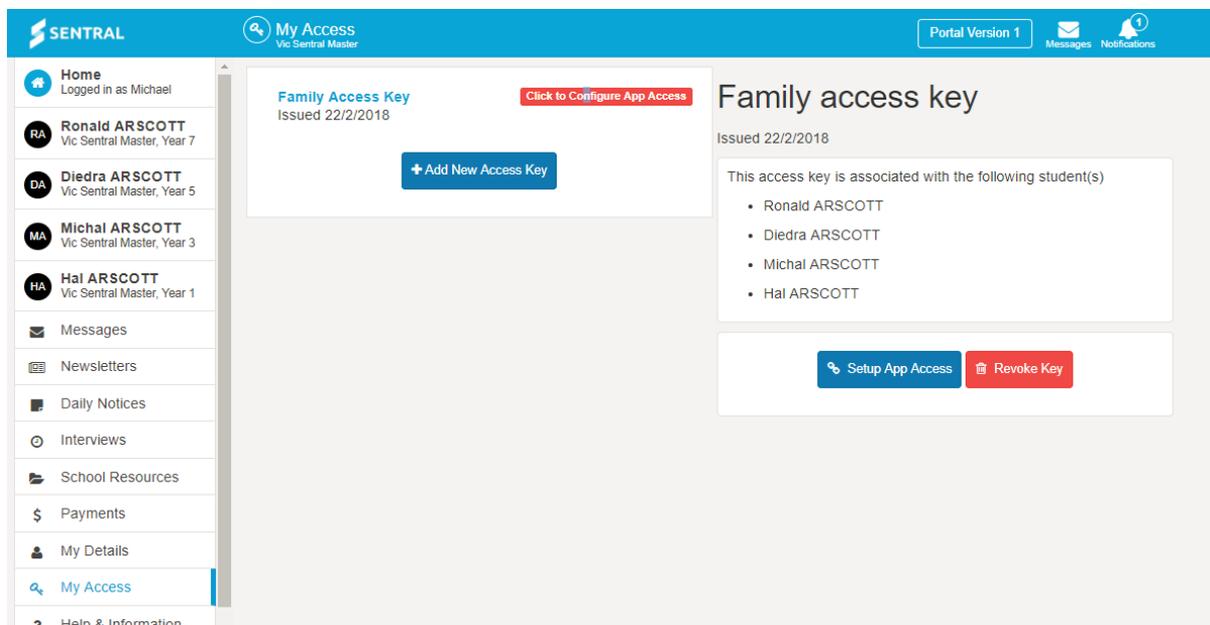


Step 3- If Status is “PENDING” check your email inbox and junk folder for a verification email. Note that if you haven’t received the email, or the link has expired, check the email address registered is correct and click the ‘Re-send Email’ button. Click the link in the email received.

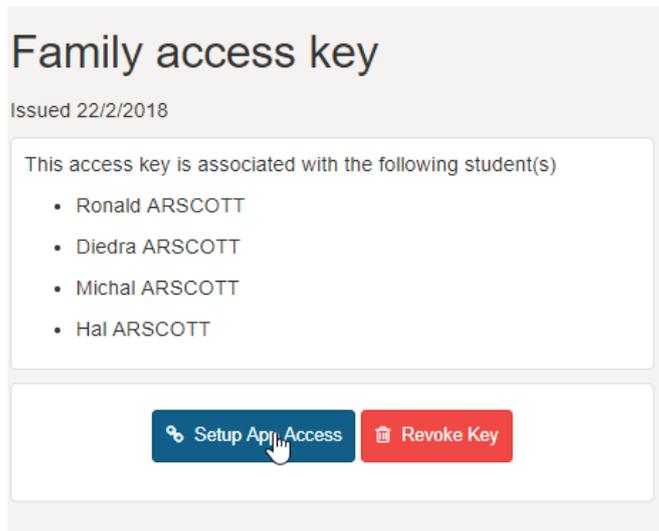
Step 4- In the parent portal, click on “My Access”. If you see the red “Click to Configure App Access” button in the middle panel next to the key click this to ensure your app is linked to your students.



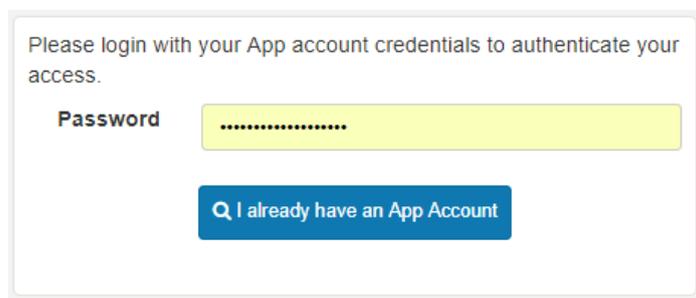
The screen will change to display the following:



Step 5 – Click on the blue “Setup App Access” button



The panel will change to display the following:

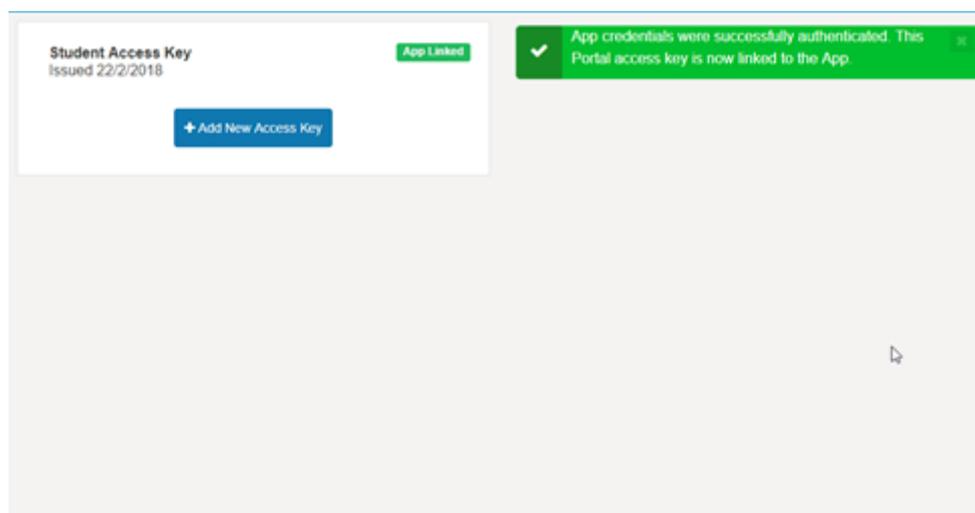


N.B you registered for the app at the start of the process.

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.

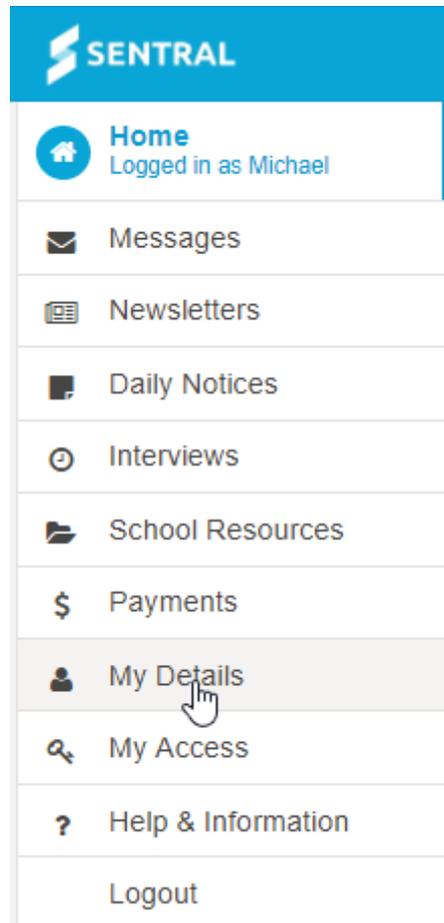


Step 7 – Repeat these steps for any keys the school have given you.

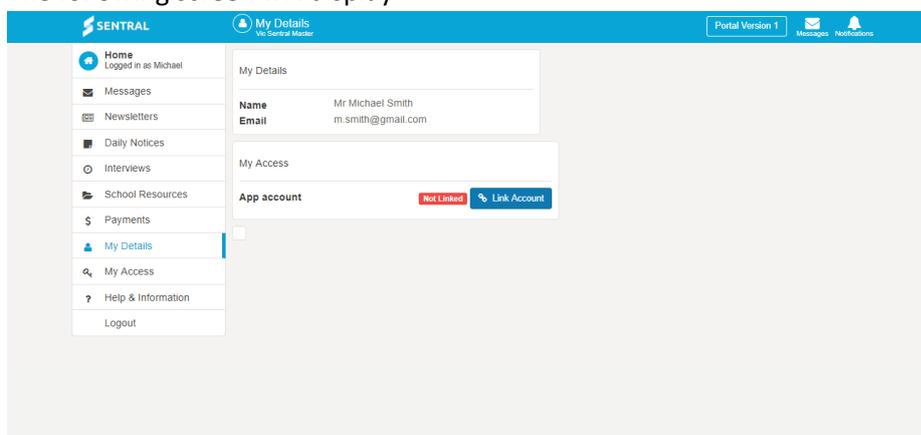
Please note – if in the future you link a new student/family key to your app, you may need to log out of your APP and login back in to see the additional student/s.

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

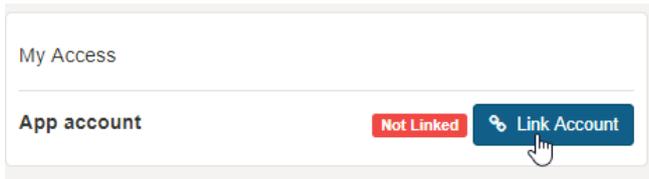
Step 1 – From the portal home screen, from the left hand side menu, select the “My Details” option



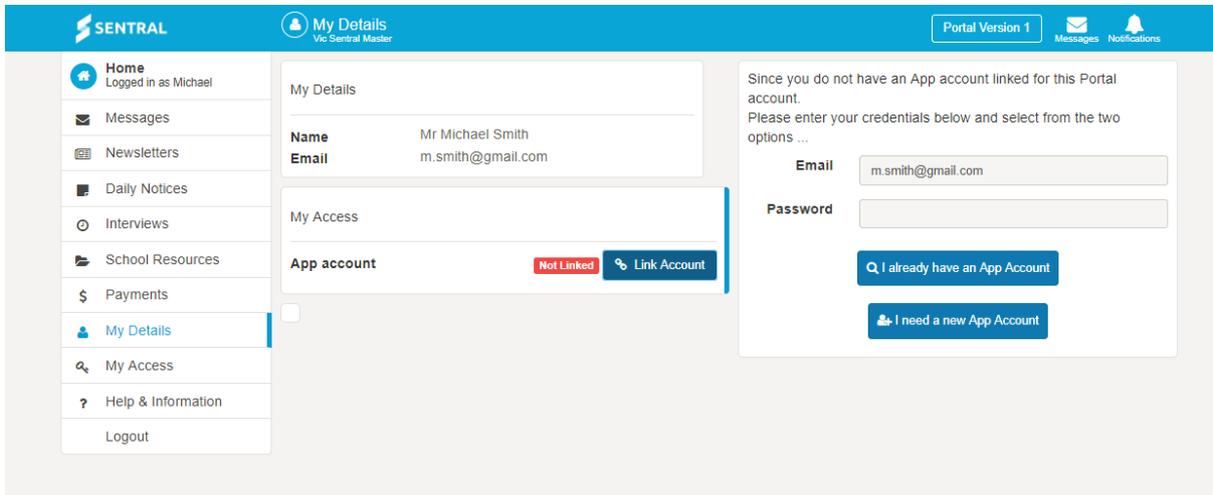
The following screen will display:



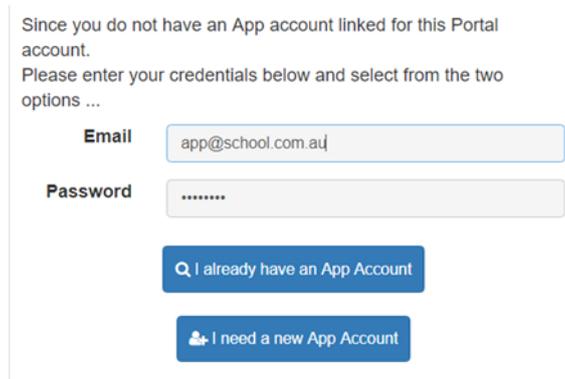
Step 2 – Click on the blue “Link Account” button



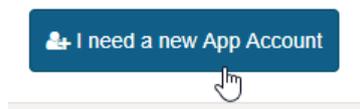
The screen will change to display the following menu



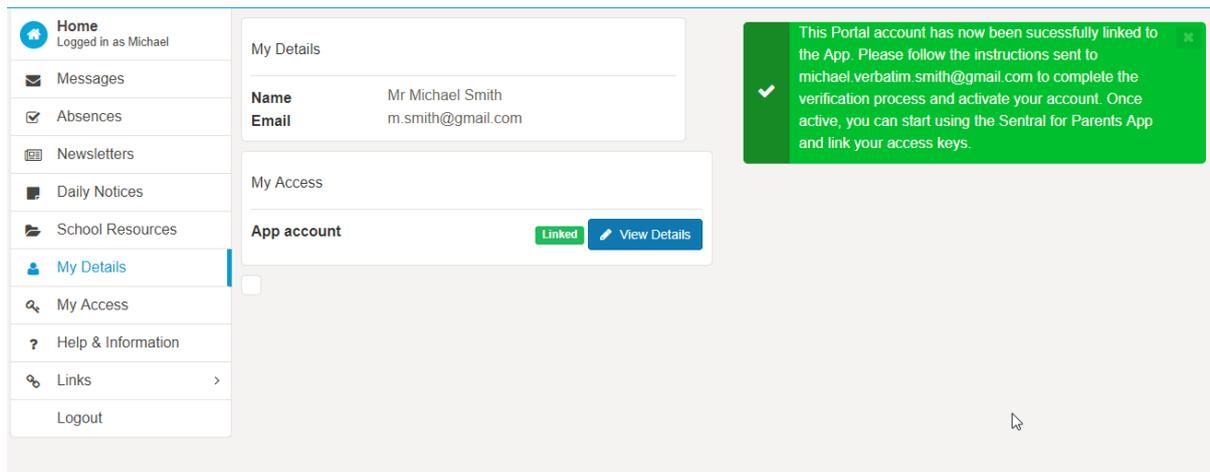
From the portal home screen. Enter in an email address and a password



Step 3 - click I need a new App Account:



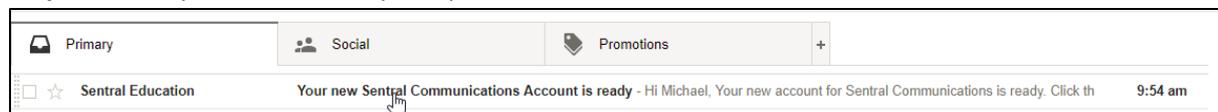
The following screen will appear:



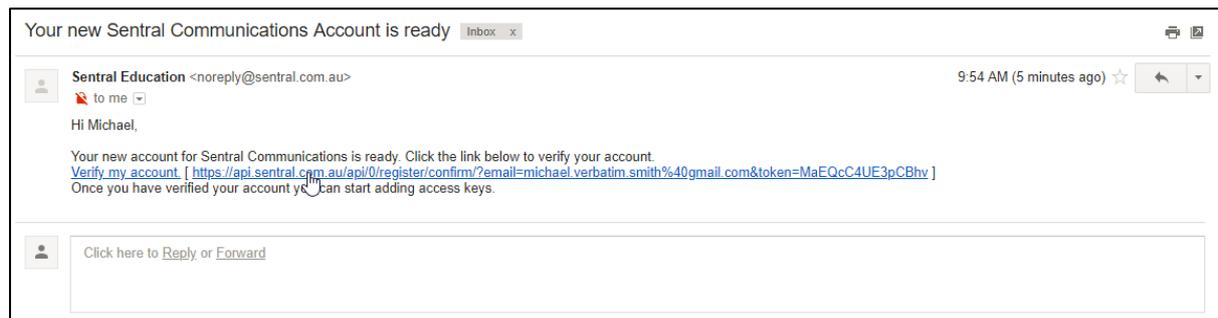
As the green makes reference to, before your app account will activate, you will need to go into your email account and click on the link in an email sent to you. This is to confirm that you are the owner of that email account – so that if you forget your password in the future, you can reset your own 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 your email and open up the email from Sentral Education:



Step 5 - Click on the link inside the email:



Step 6 - The following screen will appear.



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