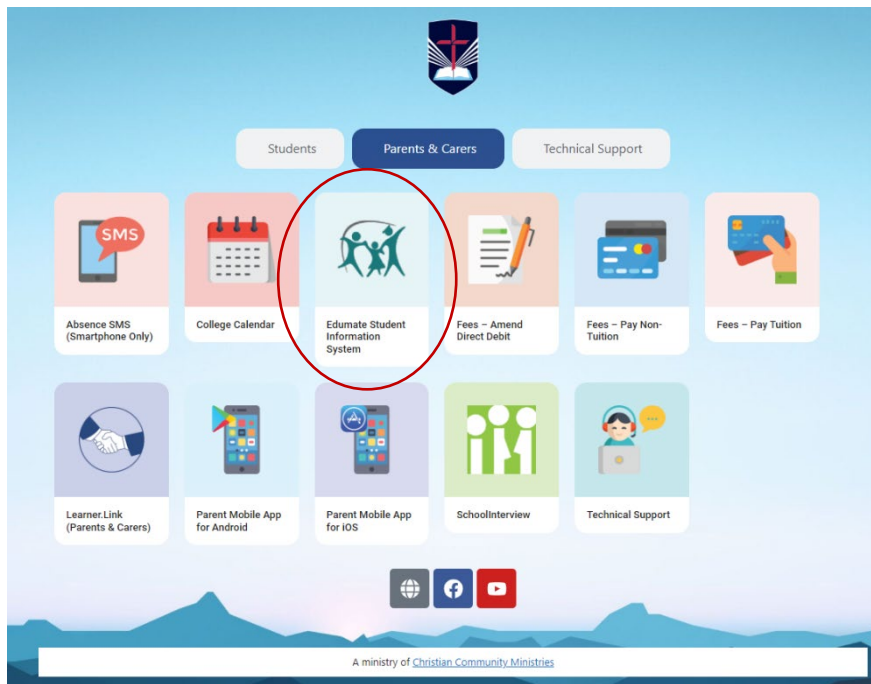


Edumate Parent Portal and Mobile App Instructions

Edumate Parent Portal (PC & Tablet Only)

Families have a Single Sign-on to all online services.

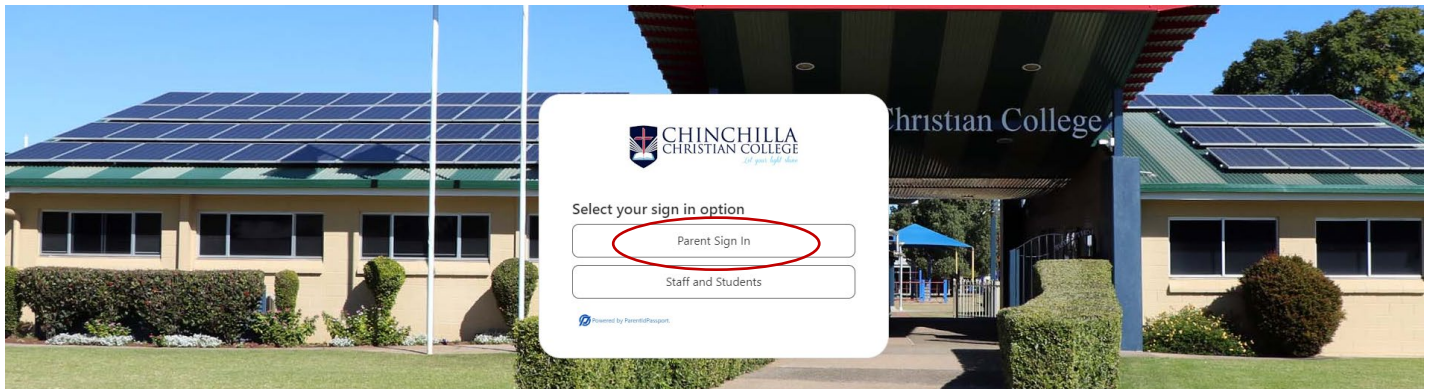
To access the Edumate Parent Portal, please click on the link (using Google Chrome)
<https://chinchilla.ccmschools.app> and select the Edumate Student Information System icon.



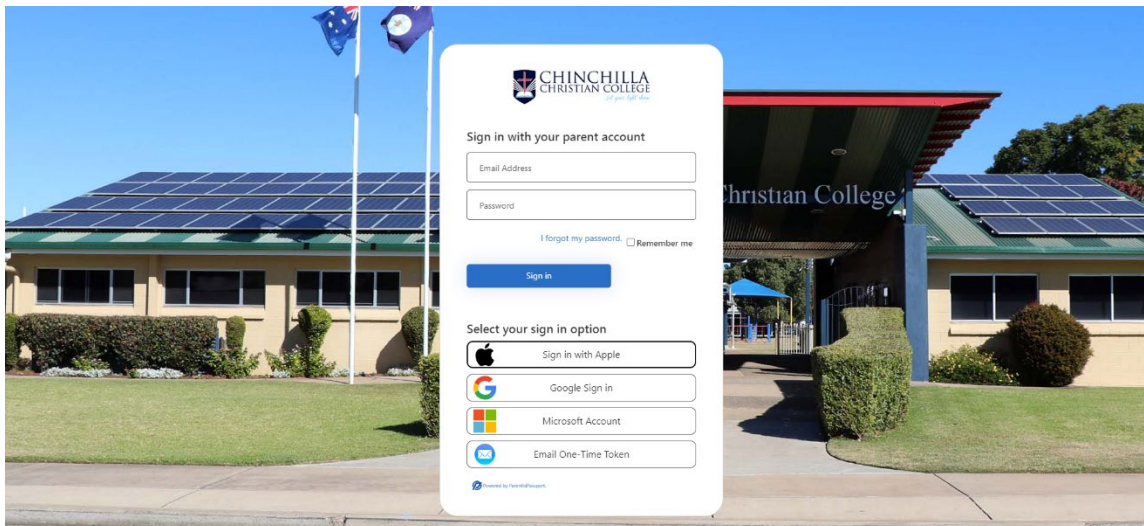
Log In

New families will receive a welcome email from CCM, usually sent on your child's first day at CCC. This email will contain your unique system-generated username and temporary password. If your email address provided to the College is unique, you will be able to use that in place of the supplied username. Additionally, parents/carers will have the option to sign in using their Apple ID, Microsoft or Google Account.

1. Once you have selected Edumate, select "Parent Sign In"



2. Choose how you wish to sign in



Troubleshooting

I don't know my username

At first, you can attempt to use your email address. Note, for two or more users with the same email address, only one user will be able to log in with it.

If that doesn't work, please go to <https://support.ccmschools.app> and select "Parent Accounts & Passwords". Complete the form and one of our support agents will respond and resend the welcome email.

I don't know my password / How to reset password

1. Select "Parent Sign In (see image above)"
2. Select "I forgot my password"
3. Follow the steps to reset your password



No email received to reset password

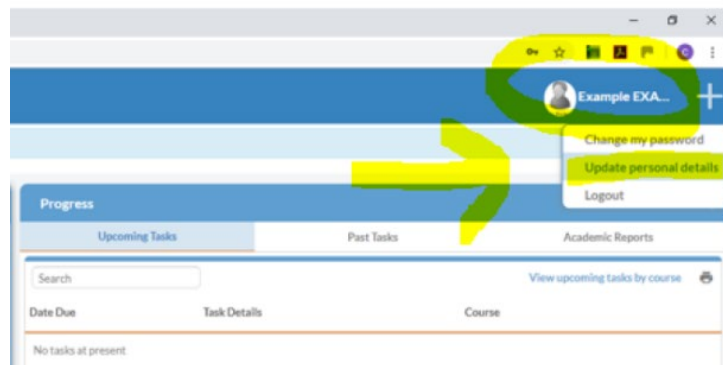
If you are trying to log in and your username is wrong, you will receive the message, "The username or password provided in the request are invalid."

Additionally, if you try to reset your password, and the email is not valid, you will receive the message, "An account could not be found for the provided user ID." after entering the one-time passcode.

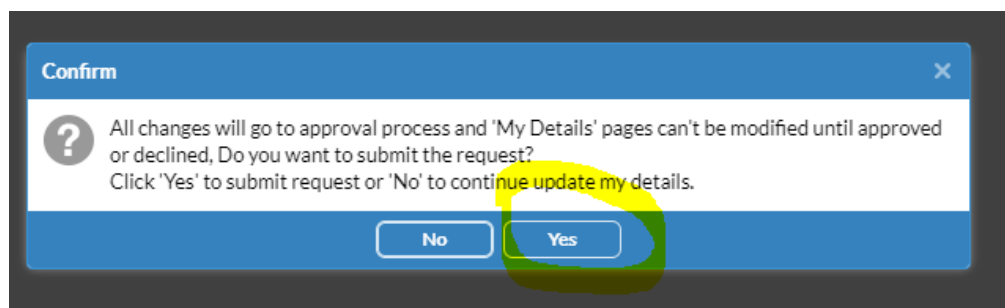
Both of these mean that the email cannot be found in the system. Check that the email address entered is correct. If that doesn't work, you will need to contact the school to update your details.

Update Personal/Work Details, Relationships, Medical & Dietary

1. Click on “your name” – top left of screen



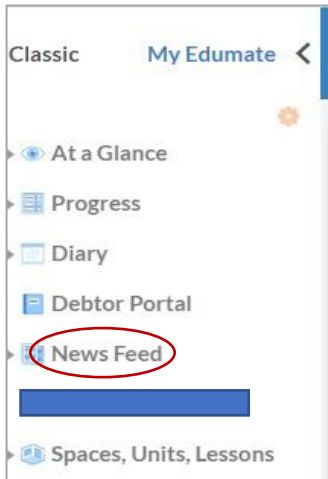
2. Click on “Update personal details”
3. 4 tabs will show under “My Details”
 - a. Personal
 - b. Work
 - c. Relationships
 - d. My Child Details
4. Click on the required tab
5. Make any necessary changes
 - a. Medicare details are **not** required.
 - b. Please tick “use verified address only” when updating address details.
6. Click on the Orange box “Submit Changes”
7. Click “Yes” to confirm



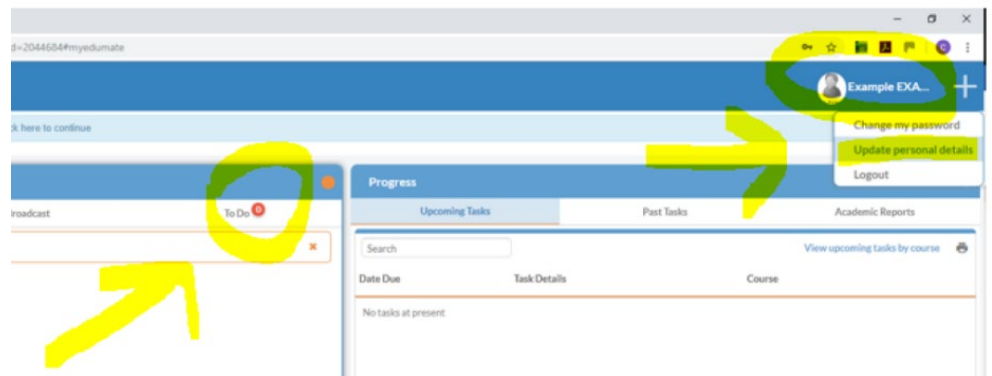
Please also refer to the following YouTube video for further instructions (note: the Log In screen has changed. Please refer to Log In instructions above).

[Video - Parent Portal – Update Personal Details](#)

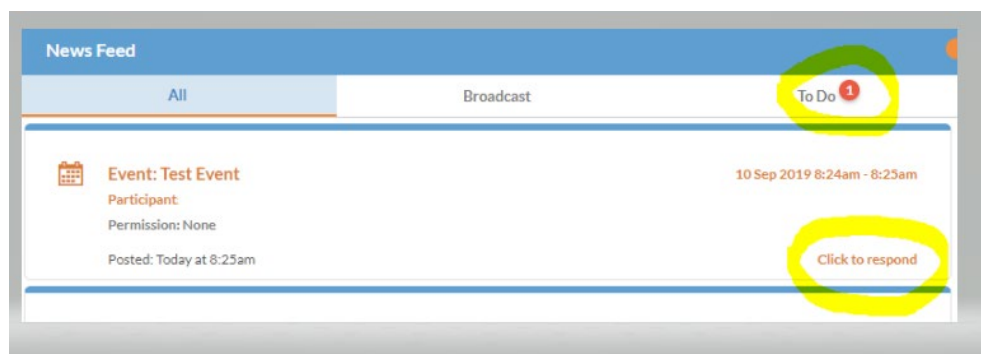
Permissions for Events



1. Select "News Feed" on the left hand side Menu
2. Click on "To Do"

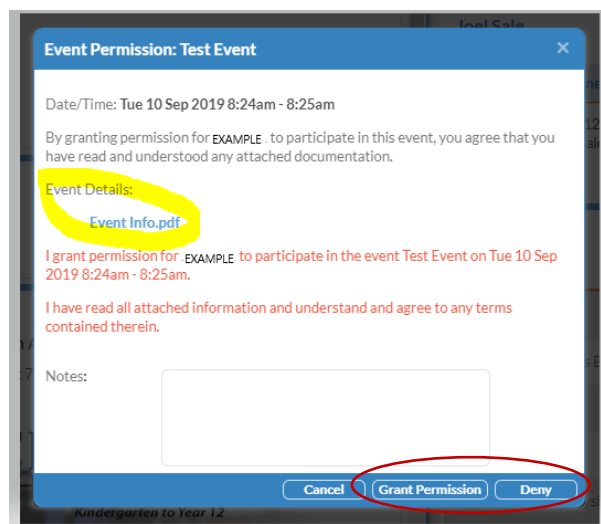


3. Click on the required event, then "Click to Respond"

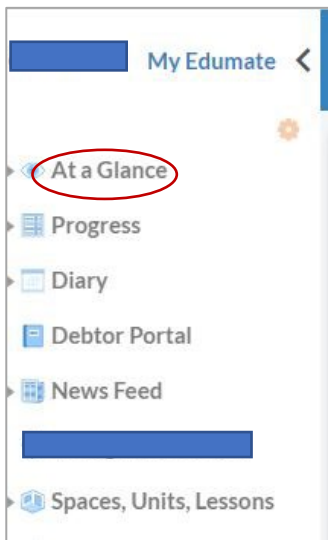


Event Permission

1. Click on the document/s listed under "Event Details" for a full explanation of the Event
 - o These documents remain after permission is given
2. Click on "Grant Permission" or "Deny"- bottom of the screen



Student Absences



1. Select “At a Glance” on the left hand side Menu
2. Click the “Attendance” tab

Absence Notifications

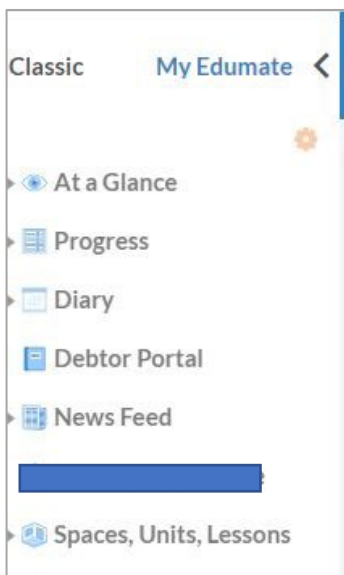
1. Click on the “unexplained/unverified absence”
2. Enter in the “Details” field, the reason for your student’s absence

A screenshot of the 'Submit Absence Explanation/s' form. The form has a blue header and contains the following text: 'Student absences require an explanation verified by a carer to be provided promptly.' Below this, there are two numbered instructions: '1. Select date/s of an absence:' with a checked checkbox for '09/09/2019 (Whole day)', and '2. Apply reason for the absence and add details as required.' There is a 'Reason' dropdown menu and a 'Details' text input field, which is highlighted with a yellow circle. At the bottom, there are three buttons: 'Cancel', 'Submit and do more', and 'Submit and close'. A footer note says 'For further enquiries, please contact the school on 07 4668 9777 directly'.

Absence History: Shows the days your child has been away and the reason.

Attendance Details: Shows your child’s attendance, based on your chosen dates.

Other Menu Items



At a Glance: General student profile information including classes, attendance, welfare and timetable information.

Progress: Academic student items such as upcoming tasks and task results as well as past academic reports.

Diary: Student timetables and access to the College calendar.

Debtor Portal: Financial balance, statements, payment of bills and set up automatic payments and debits (where available).

News Feed: General information collated in one feed, including broadcasts (general announcements) and space posts (extracurricular information).

Spaces, Units, Lessons: 'Spaces' is for extracurricular activities. Learner.Link is used for delivery of curriculum content, in place of 'units and lessons' in Edumate.

Parent Mobile App (Mobile Only)



The parent mobile app is available for both iPhone and Android. Simply search for **Chinchilla Christian College** in the relevant app store and login with your Edumate Portal username and password.

To download the app, please refer to Appendix A below.

Sign in with the same details as the Parent Portal.

The app provides the following functionality:

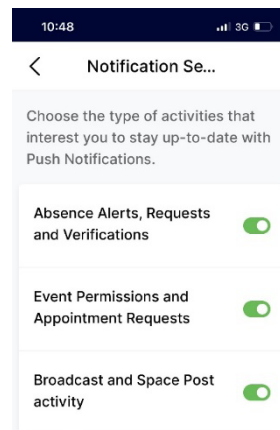
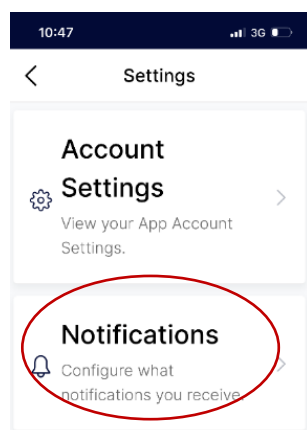
Alerts	Urgent and important notifications	Newsletter	Easy access to the College's newsletter	News Feed	News posts and general communication
Absences	Allows notification and approval of unexplained absences	Requests	Event and appointment notification and approvals	Payments	Links to online payment portals
Calendar	Displays events from the College calendar	Timetable	A list of all upcoming assessment tasks and due dates	Assessments	A list of upcoming assessment tasks and due dates
Online Services	Links to all online College services	Contacts	Provides easy access to common contact points	Social Media	Links to connecting socially with the College

Managing push notifications

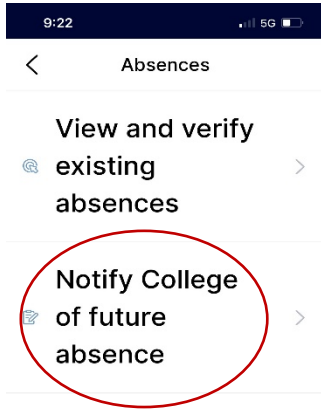
In the parent mobile app, parents/carers can manage push notifications. There are three options available which will allow the management of notification badges as follows:

- **Absences** - Absence Alerts, Requests and Verifications
- **To do** - Event Permissions and Appointment Requests
- **Spaces Post** - Broadcast and Space Post activity (the College will endeavour to always filter based on your children's classes, year levels and extracurricular activities, where possible)

To manage these, please go to the **Settings Cog** (located in the bottom right of the front screen) and then select '**Notifications**'.



Absences in advance

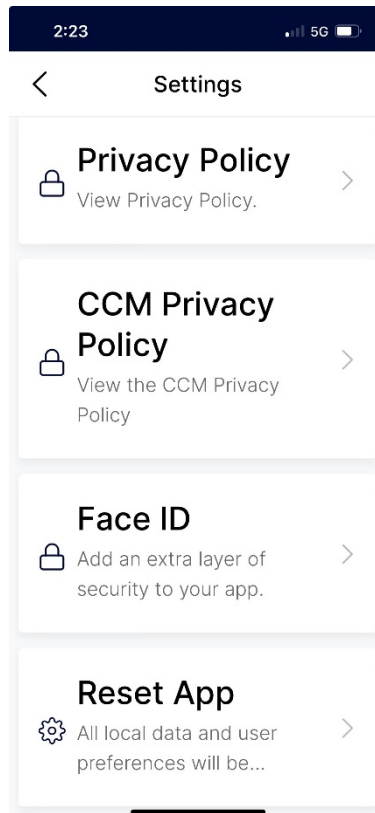


Parents/carers can advise of an absence in advance, by going to the “Absences” menu.

1. Click on “Notify College of future absence.”
2. Choose the child who will be absent.
3. Complete your details.
4. Add another child if required.
5. Click on the blue “Submit” button.

Settings

Other options under **Settings Cog** (located in the bottom right of the front screen) include:





HOW TO GET YOUR NEW CHINCHILLA CHRISTIAN COLLEGE SCHOOL APP

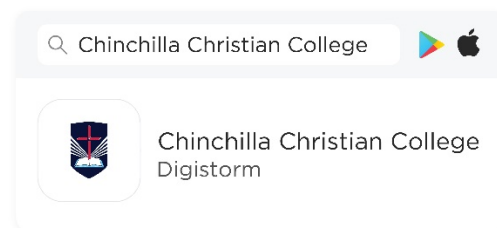
Learn how you can quickly and easily access the new Chinchilla Christian College School app.



STEP 1

SEARCH & DOWNLOAD

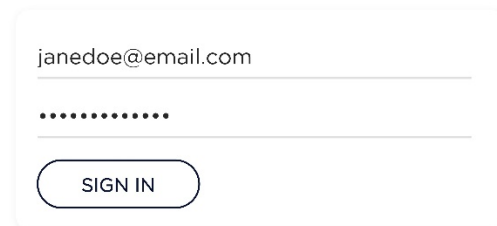
Search for **Chinchilla Christian College** on the Apple App Store or Google Play to download the Chinchilla Christian College School app.



STEP 2

SIGN IN

Once you have downloaded and opened the app, you will be able to sign in using your **Chinchilla Christian College** login.



STEP 3

STAY CONNECTED

You will now receive the **latest updates** and information from the school.



STEP 4

TAKE THE TOUR

Explore the **features** of your new app by tapping the tiles on the dashboard.