

QParents

Secure online parent portal



QParents information

QParents

Tamborine Mountain State High School is providing our parent community the opportunity to register for QParents.

The QParents web and mobile application provides a more convenient, easier way for parents and legal guardians of Queensland state school students to interact with their child's school. Parents will have secure, online access to their child's student information, anytime, anywhere, through a smartphone, tablet or computer.

QParents allows parents to connect instantly with their child's school to access and manage their child's student information, including:

- Attendance and absence details, as well as the ability to notify the school of an absence
- Behaviour information
- Academic report cards
- Class timetables
- Downloading exam timetables and assessment planners
- Viewing unpaid invoice details, payment history, and making payments online
- Viewing and updating personal student details, including medical conditions and address
- Enrolment details
- Upcoming events list showing school events, exam and assessment dates, and excursions.

QParents will assist both staff and parents in sharing and responding to information in an efficient and effective way.

It won't replace the traditional ways you communicate with our school, but it will provide another way to communicate with us.

The benefits of QParents

Convenience and time savings for parents

- Parents can view or update their child's details, pay invoices and report absences without having to call the school or come into the office.
- Secure 24/7 online access.
- Available anytime, anywhere — access QParents on your smart phone, tablet or computer on a web browser or using the app (iPhone or Android).

Greater transparency of information

- Improves accountability between parents and schools by providing parents with timely access to their child's information online.
- Allows parents to engage more deeply in their child's schooling.

Improved administration efficiencies for schools

- Allows schools to streamline their administrative processes and cut down on printing.

What is a QParents Account Owner (QPAO)?

The school will nominate parents or legal guardians for each student to be QParents Account Owners (QPAOs). QPAOs will be able to register for QParents to access and manage the student's information online, view the student's information and submit requests to update some of the student's details.

QPAOs will also be able to invite other people (such as another family member), to view the student's information. Once invited, these people can register for QParents as "delegated viewers". A delegated viewer can see the student's details, but cannot make updates.

Registering for QParents

You will receive an invitation email or letter from us containing your unique invitation code on later this week. Simply follow the instructions in that email or letter to complete the QParents account registration process. Initial registration and addition of students to your account must be done on a desktop or laptop computer. Once registered, you will then be able to access QParents using your mobile device (via web browser or by downloading the iPhone or Android App).

If you do not want to register, you may advise us not to send you any more invitations, and your child's student information will not be available to anyone through QParents. Or, if you want another parent to be the QPAO, you can advise us and we will send them an invitation email or letter with their own unique invitation code.

Identity verification

To obtain full access to student information, as part of their QParents registration users must complete an identity verification process. QParents offers two options for identity verification – online and offline.

For fully online verification (the fastest option), you will need to verify 100 points of the following identity documents online:

Australian Passport	50 pts	Australian Marriage Certificate	40 pts
Australian Driver Licence	50 pts	Australian Citizenship Certificate	40 pts
Australian Birth Certificate	50 pts	Change of Name Certificate	40 pts
Medicare Card	20 pts	Australian Visa (foreign passports)	20 pts

If you cannot verify 100 points of the above ID documents online, you may still register for QParents, but you will need to attend the school to verify documentation in person after you have registered online.

Full instructions on how to verify your documents and what you may need to bring to the school will be provided as part of the invitation and registration process.

If you don't have sufficient documents, or are unsure, you may still be able to register. Please contact the school or 13 QGOV to discuss your options.

For more information regarding the online identity verification process, see:

<https://qparents.qld.edu.au/#/identityInformation> .

Please note that QParents does not maintain copies or records of any identity documents used for account verification, either online or offline.

Where does the information about my child come from?

All of the information that is presented in QParents comes from the IT system that is used by all Queensland state schools. Schools will continue to manage student information in this system, and this information will be extracted and presented in QParents.

Will my child's information be secure?

Yes. QParents is a secure portal that meets strict industry standards. Only people with the right to access information about their child will be given an account; no one else.

If you don't want to register for QParents, your account will not be created and your child's information will not be made available through QParents.

Help and contact information

For more information see <https://qparents.qld.edu.au/#/about>

For help, visit <https://qparents.qld.edu.au/#/help> or call 13 QGOV (13 74 68)

QParents

Registration Process for parents

Please note: Your registration progress cannot be saved. Before you begin your registration, you will need to have on hand:

1. Your QParents invitation email
2. Documents for identity verification (see item 1)
3. Your child/children's EQID (Education Queensland identification number) (see item 3)

1 Click on the link in the QParents invitation email.

Register as a QParents Account Owner

Dear John

You have been nominated as the QParents Account Owner for Janie Citizen by Purple State School. To register for QParents you will need:

1. Your unique invitation code
2. 100 points of identification to verify your identity online
3. Your child's (or children's) EQID(s)

[click here to begin the registration process](#)



2 You will be taken to the QParents portal with your unique invitation code already entered. Click 'Next'.

Invitation code

Please enter your unique QParents invitation code.

Invitation code

What is this?

Next >

3 Read the Privacy Statement and the QPAO terms and conditions. If you agree to these, tick the 'Read and understood' check-boxes for both and click 'Accept'.

4 Select 'Yes' if you are the person linked to the code you entered, and 'No' if this is your first time registering a QParents account. Then click 'Verify identity'.

Invitation code

This invitation code is registered to **John Citizen**. If this is not you, you must **NOT** proceed with the registration process.

Is this you?

Yes No

Do you have a QParents login?

Yes No

Verify identity

5

You will now need to enter details from your identity documents.

1. Select the first document you will use.
2. Enter the requested details—they can be found on your identity document. When you have done this, click 'Submit details'. (see item 2)
3. Repeat steps 1 and 2 until you have reached 100 points. Then click 'Finish'.
4. If you can't reach 100 points, you may click 'Not enough ID?' to continue your registration. You will need to attend the school to present your ID.

Verify your identity

To verify your legal identity, you will need to provide 100 points of ID using a combination of identity document types from the list below.

50% VERIFIED

1 Select which sources of identification you wish to use from the list below.

TELL ME MORE

Driver's Licence (50 points)	Select your State
<input type="radio"/> NSW <input type="radio"/> QLD <input type="radio"/> SA <input type="radio"/> VIC <input type="radio"/> WA <input type="radio"/> ACT	
<input type="radio"/> NT <input type="radio"/> TAS	
Medicare Card (20 points)	
<input checked="" type="radio"/> Australian Passport (50 points)	
Australian Citizenship Certificate (40 points)	
Australian Birth Certificate (50 points)	
Australian Marriage Certificate (40 points)	

Having trouble completing your verification?

NOT ENOUGH ID?

2 Start entering the details below. Click 'Submit Details' after each source is entered.

Queensland Driver's Licence (50 points)			TELL ME MORE
Please provide your QLD driver's licence details so we can confirm them with the QLD Government. Your licence details will be submitted to the Australian Government Document Verification Service.			
Licence number *		* MANDATORY FIELD	
<input type="text"/>			
First name *	Middle name *	First name *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Date of birth (DD/MM/YYYY) *			
<input type="text"/>			
<input checked="" type="checkbox"/> I agree that my above information is checked with the issuer or Official Record Holder			

SUBMIT DETAILS

Item 1: ID

The following documents can be used to verify your identity **online**. Each identity document is worth a certain number of points. To complete online registration you will need to verify 100 points of documents.

Australian Passport	50 Pts
Australian Driver Licence	50 Pts
Medicare Card	20 Pts
Australian Birth Certificate	50 Pts
Australian Marriage Certificate	40 Pts
Australian Citizenship Certificate	40 Pts
Change of Name Certificate	40 Pts
Australian Visa (foreign passports)	20 Pts

If you are unable to verify 100 points of ID online, you may still create an account. However, to complete your registration, you will need to attend your school to present the relevant amount of ID in person. Full instructions will be emailed to you upon creation of your account.

If you have any questions or require assistance with registration, please contact 13 QGOV (13 7468), or visit: <https://qparents.qld.edu.au/#/help>



Item 2: ID HELP

If you are having trouble verifying a birth certificate or marriage certificate, the following tips might help:

1. You must be referring to a full birth certificate, not an extract.
2. Make sure you enter your name as it appears on the birth or marriage certificate, even if your name has changed.
3. Click on the question mark  next to the field you are having trouble with to see an example document.
4. Please see our help guide if you are still having trouble:
<http://qparents.qld.edu.au/#/help>

6 You should now create your account. Make sure you use the 'Create an Account' form on the left of the screen.

1. Enter the email address you want to use with QParents. It should be one you check regularly.
2. Enter a password of your own choice. It must be at least eight characters long and contain at least one number and one special character.
3. Enter your password again.
4. Enter your mobile phone number.

Create an account

Email address	<input type="text"/>
Password	<input type="password"/>
Confirm your password	<input type="password"/>
Mobile phone number	<input type="text"/>

[Cancel >](#)

[Submit >](#)

7 An email is sent to the email address you entered in Step 6. Click on the link in this email to verify your email address and activate your account. The email must be verified within 30 days of registration, or you will need to register again.

You are taken to the QParents login page. Log in using your email address and the password you chose in step 6.

Login

Email address	<input type="text"/>
Password	<input type="password"/>

[Login >](#)

8 You now need to add your students. Enter the EQID (see item 3), school year, and school name, then click 'submit'. If you have been nominated as the QPAO for another child, click 'Add another student' and repeat this process. Once you have added all your students, your registration and account set-up is complete.

Details of student to be added

EQID	<input type="text"/>
	What is this?
Year level	<input type="text"/>
	Which year level should I select?
School	<input type="text"/>
	Which school should I select?

[< Back](#)

[Submit >](#)

Item 3: EQID

Every school student has an EQID. It consists of 10 numbers and one letter. You can find it on your child's student ID card (the numbers under the barcode), report cards, or school invoices, among other documents. Please contact the school directly if you cannot find your student's EQID.

9 A final check is conducted at your child's school before approval. You will be notified by email when this check is complete and will then have access to all of the features in QParents.

Enjoy!

If you have any questions or require assistance with registration, please contact 13 QGOV (13 7468), or visit: <https://qparents.qld.edu.au/#/help>