



Compass Parent FAQ Sheet

We have put together a few Frequently Asked Questions to assist parents when using Compass.



1. What is Compass?

Compass is the student management system which we use at Nhill College. Parents can use Compass to view their student's timetable and school calendar, access attendance data and approve child absences, download reports, view student work, book parent-teacher interviews and update family contact details. Notifications can also be received via Compass about school news and events, including our newsletter.

2. What are my login details?

All parents and guardians at the College have a unique username and password to login to Compass. This is **different** to the username and password your child uses. If you have misplaced your username and password, or never received a copy of your details, please contact the College immediately.

3. Where do I login?

Parents can login to Compass via any web browser by visiting <https://nhillcollege-vic.compass.education> Alternatively, you can download the free app for your smart phone or tablet by searching for "Compass School Manager" at your respective app store.

4. What if I have forgotten my password?

You can reset your password by selecting "Forgot Password?" at the login screen on the app or clicking "Can't access your account?" on the web portal. Note that the password Compass allocates is **temporary** and only lasts 48 hours. You must set a new password of your choosing once you login, otherwise you will be locked out again after two days.

5. What is the difference between the app and the web portal?

The app does not have the full functionality of the web portal; however, it can perform most tasks (including viewing reports and timetables and approving absences). If you cannot find what you are looking for in the app, we recommend trying the web portal. You can access the web portal via the app if you go to the menu and then select "Open in Browser".

6. What if the app refuses to work on my phone?

You can try reinstalling the app to see if that fixes any issues. However, if the app refuses to work you can still access the web portal either on your phone's browser or on a computer.

7. We do not have internet access at home, what should we do?

The College has a computer available for parents if they would like to look at their student's profile on Compass (please contact us to arrange a time). You can also ring the school to request a printed report, and printed newsletters are available for collection.

8. Where do I find my child's profile?

If you're using the app, select your child's profile by selecting their portrait. If you are on the web portal, click on "Profile" under your child's name.

9. What is the student chronicle?

Staff are currently using the student chronicle to inform parents when students have received an assembly award for their subject (Years 7 to 12). Staff may also make an entry if a student has not completed an item of work for their subject. These can be viewed from the student's profile, under the "Chronicle" tab when using the app or via the "Dashboard" tab if using the web portal.

10. Where do I find my child's timetable?

Once on your student's profile, the current day's timetable will display on the "Dashboard" tab. If you are on the web portal, your child's full timetable can be found under the "Schedule" tab.

11. Where do I find my child's report?

Once on your student's profile, select the "Reports" tab (note, if you are on the app you may need to scroll to the right for this tab to appear). This will display your child's reports going back a number of years.

12. Can I still get a printed copy of my child's report?

Please contact the College if you would like to receive a printed copy of your child's report and were unable to request one last term. Alternatively, you can save and print the report when accessing Compass via a computer. Students can also view and print their report at school.

13. Where do I find the newsletter?

The latest newsletter is pushed out via Compass each Friday. This can be found on the home screen of both the app and the web portal.

14. What should I do if I cannot open the newsletter or my child's report on my phone/tablet/computer?

You may need to download and install Adobe Acrobat Reader onto your device. This can be found for free either in your respective app store or by searching "Adobe Acrobat Reader" on your computer.

15. Where can I find my child's attendance?

On the web portal, go to your student's profile and then select the "Attendance" tab. Hover over the percentages under "Summary" for an explanation of what each one is displaying. "Accounted For %" should be at 100%, indicating that any absences from class were either parent approved or due to other educational activities organised by the College. You cannot view attendance data via the app.

16. How do I submit an absence note?

On the web portal, go to the student's profile, select "Attendance" and then go to "Notes/Approvals". Click on "Add Attendance Note" to submit a note via Compass. On the app, go to the student's profile, "Approvals" tab, and then click the plus button to add a note. You can submit notes **ahead of time** if you know your child will be absent in the future.

17. How can I view my child's work and results?

Some staff and subjects have started putting student work onto Compass. This can be found by going to the student's profile and selecting "Learning Tasks" (on the web portal) or "Tasks" (on the app). The learning task, due dates and results can be found here. It will also clearly show if a student has or has not submitted the task. To view results, please select the **Feedback** tab when viewing the Learning Task. Please note not all subjects and year levels are using learning tasks at present.

18. Where can I find the College's calendar?

The calendar can only be viewed on the web portal. You can find this by clicking the calendar icon up the top left of the screen (next to the home button). The College endeavours to put all relevant dates and events onto the Compass calendar as soon as they are known.

19. Can I view camp and excursion details?

Upcoming camps and excursions can be found under the "Schedule" tab of your student's profile on the web portal. They can also be found on the College calendar. Camps and excursions only appear on the app if they are occurring that day.

20. Can I give permission for my child to attend a camp or excursion via Compass?

Compass does have this functionality; however, we have not implemented this feature just yet. We intend to do so soon, so please keep an eye on the newsletter for more details.

21. I'm receiving too many notifications on Compass, what can I do?

As staff, we are still finding the middle ground between keeping parents informed but also not over burdening people with too many notifications. If you feel we're sending too much information (or too little), please email the school at nhill.co@edumail.vic.gov.au so we can take this feedback onboard.

22. What can I do if I need assistance with Compass?

Ring the College directly on (03) 53 912 111 or email Mr Shrive at shrive.joshua.w@edumail.vic.gov.au

23. What do I do if some details on Compass are incorrect?

Contact the College and we will aim to fix any issues. Please remember that staff are also still new to Compass so mistakes may occasionally occur. Family contact details can be updated via the web portal if you go to the settings cog (top right) and select "Update My Details".

24. What is happening to the SkoolBag app?

From 2019, we will no longer use the SkoolBag app to distribute the newsletter, send excursion notifications or to receive absence notes. All of these will instead happen in Compass. Bus notes will need to be emailed to the College or rung through; however, we are hopeful Compass will add a bus notes function in the future.

Other ICT Questions:

25. How do we access Office 365 for free?

Students in Years 4 to 12 have set up their Office 365 accounts this year. This allows students to install Microsoft Word, Excel, PowerPoint etc. for free on up to five devices. Full instructions on how to do this can be found on our website under the "Compass, BYODS and Office 365" tab, or students can print the instructions at school. Students can access their emails and login to Office here: <https://www.edustar.vic.edu.au/office>

26. How do I opt out if I do not want my child to have access to Office 365?

Please note that if you opt your child out of Office 365 they will **not** be able to have full use of a BYOD at school and will **not** have access to a school-based email address or be able to install Office products for free. If you wish to opt your child out there is an opt out form on our website. Alternatively, please contact the College and we can arrange to have the form sent home.

27. We are looking to get a BYOD for our child, where should we start?

The College has flyers on our website from Wimmera Office Equipment and Nhill Bi-Rite with a range of Windows 10 or Apple Mac devices suitable for school. These are only suggestions and any Windows 10 or Apple Mac device can be connected to the school's network. If parents are uncertain on what to purchase, they are welcome to contact Mr Shrive for assistance. The staff at Bi-Rite are also happy to assist you in choosing a Windows 10 device suitable for school.

28. How does my child connect their BYOD to the school's network?

Students can find the BYOD setup instructions on our website under the "Compass, BYODS and Office 365" tab, or students can print the instructions at school. Before students begin, they must know their Office 365 login details. They must also complete the first step using an internet connection at home. Mr Shrive and Mr Reichenbach are not involved in setting up BYODs; students are urged to try the instructions first but then seek help if they have difficulty.

29. Can my child connect a Macbook or iPad to the school's network?

Mr Reichenbach, our ICT Technician, has worked hard to implement Apple product support on our network. As a result, students may now use Macbooks and iPads as BYODs. However, Mr Reichenbach will need to assist in setting up the machine as the BYOD instructions on our website only work for Windows 10. Therefore, it is advised that students talk to Mr Reichenbach before bringing their Apple device to school.

30. How can my child install Adobe software such as Photoshop, Premiere and Dreamweaver onto their BYOD?

Students with BYODs have free access to some Adobe products. Instructions for installing the Adobe software packages can be found on our website under the "Compass, BYODS and Office 365" tab, or students can print the instructions at school. Please note that the Adobe products can only be installed on BYODs while the device is on our wifi; the installation instructions will not work from home.