



Parent Guide



www.compass.education

Contents

How to: Access Compass	Page 3
How To: Log In.....	Page 4
Parent Portal via the Web Browser	
The Home Page.....	Page 5
Menu Icons.....	Page 6
The Compass School Manager App	
Using the App.....	Page 7
Menu Icons in the App.....	Page 8
The App Home Page.....	Page 9
The App More Menu.....	Page 10
How To	
How to: Add an Attendance Note for an Upcoming Absence.....	Page 11
How to: Add an Attendance Note for an Unexplained Absence.....	Page 12
How to: View your Child's Report.....	Page 13
How to: Book a Parents' Evening Appointment.....	Page 14
How to: View your child's Assessments.....	Page 15
How to: Consent and Pay for an Event / School Trip.....	Page 17
How to: Sign up to an Optional Event.....	Page 20
How to: Change your Password.....	Page 22
How to: Book and Pay for Clubs.....	Page 23
How to: Add Money to your Account (for School Dinners).....	Page 26

How to: Access Compass

Compass is a web-based system that is accessible on any modern web browser (Chrome, Firefox, Safari etc).

Every family receives separate logins to our school's Compass site. This log in information is provided to you by the school.

If you need assistance locating the Compass site link for our school, go to:

schools.compass.education

You will then be able to search for our school and access the link.

Recommended browsers



How to: Log in



North Star School

North Star School - London

Username

Username

Password

Password

Sign in

☒ Remember me

[Can't access your account?](#)

To log in, you will require your unique username and password. These details will be provided to you by the school, however if you are yet to receive them, please contact the school office. You will initially be provided with a temporary password that you will be prompted to update to one of your choosing when you log in for the first time.

Once you have your username and password, go to your Compass portal, enter the details and click '**Sign in**'.

If it is the **first time** you are logging in, you will be required to confirm your email address and mobile number. These details may be used by the school for SMS/email communications and password recovery.



Welcome to the North Star School - London Parent Portal

Please confirm your mobile phone number and email address(es) below. These details will be used by the school to keep you up to date on school news, upcoming events, student absences, fees due for payment and a range of other information services (depending on the Compass features your school uses) and they are subject to approval by School staff.

Mrs Victoria NORTH

Mobile

Email

Update My Details

These details are correct - Proceed to Parent Portal

Compass School Manager requests your personal contact details on behalf of your registered educational institution. Details such as your personal email address and/or mobile phone number will be used solely by Compass School Manager and your registered educational institution for school related communications and notifications. It is not compulsory to provide these details. You are able to add/update and/or remove these details at any time. [View our full data protection policy](#) (not shown) for more information.

Once you have confirmed your details, you will be **required to change your temporary password** to one of your choosing. When you have entered your new password, click '**Save**'.



If you attempt to log in using the incorrect details ten times in a row, you will be locked out of your account for thirty minutes. If you have forgotten, or aren't sure of your details, please contact the school office.



Update your password

Next, we will need you to set a new password.
Choose a strong password that you don't use for other accounts.

New password *

Confirm new password *

Your new password must:

- Not contain your username
- Not be a password recently used by this account
- Be at least 8 characters in length
- Contain at least one (1) uppercase letter
- Contain at least one (1) lowercase letter
- Contain at least one (1) number
- New password and confirmation must match

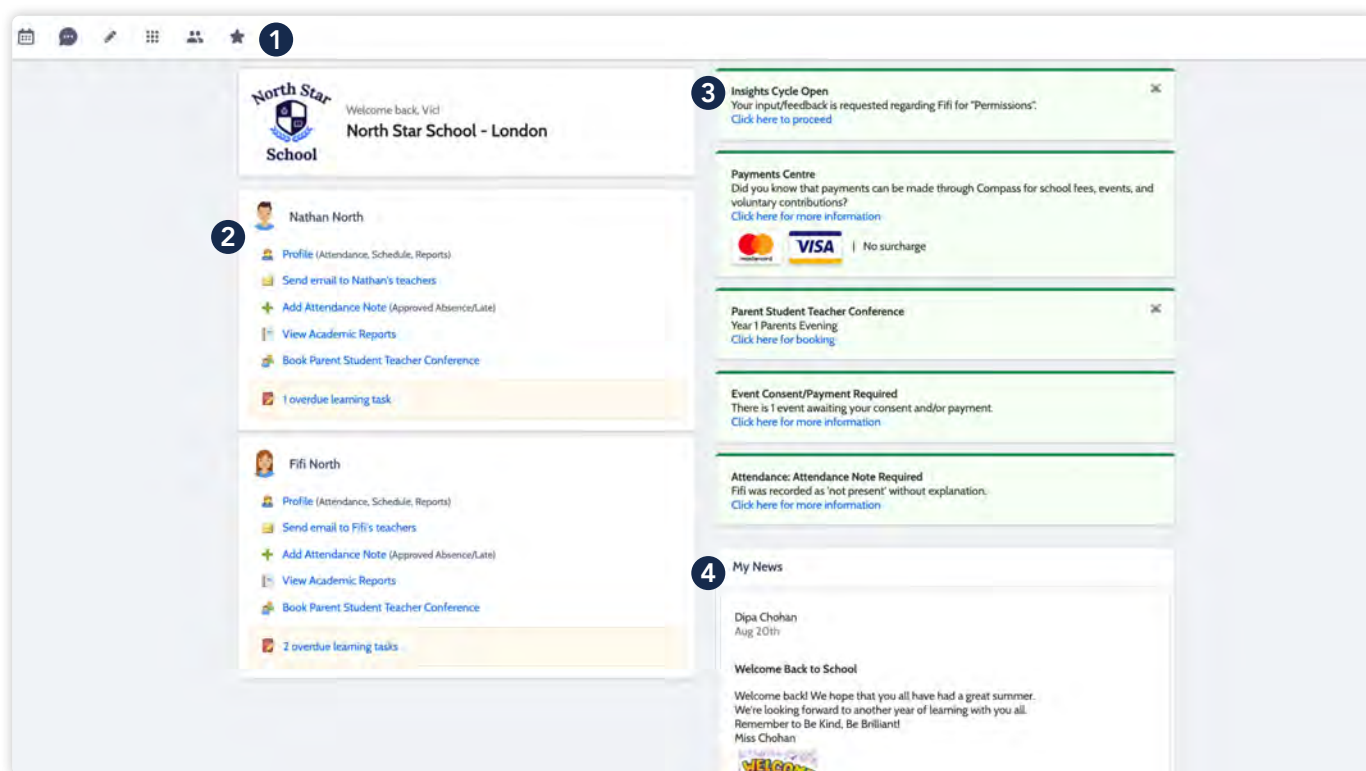
Change password

**Parent Portal
via your preferred
Web Browser**



The Home Page

When you log in, you will be taken to the Home Page, which is made up of the following components:



1 Menu options

Across the top of the screen, you will see a series of menu icons, each with drop-down options. These are further explained in the following section.

2 Child Information

You will see each child you have at the school listed here. The clickable items will take you to other areas of the portal e.g. clicking '[View Academic Reports](#)' will take you to your child's available Report.

3 Alerts

On the top right, you will find a list of clickable notifications that will prompt you to action something.

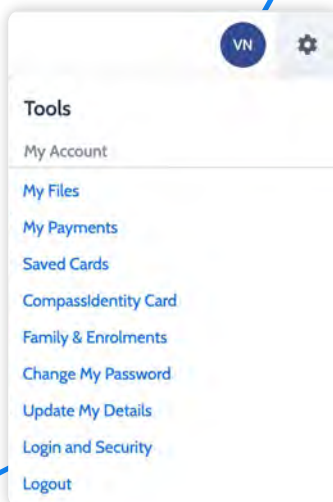
4 News Feed

Posts in the Newsfeed allow the school to communicate key information to you. Posts remain accessible for as long as the school has determined, with the most recent posts displayed first. Posts that are set as Priority, however, will always show at the top.

Menu Icons



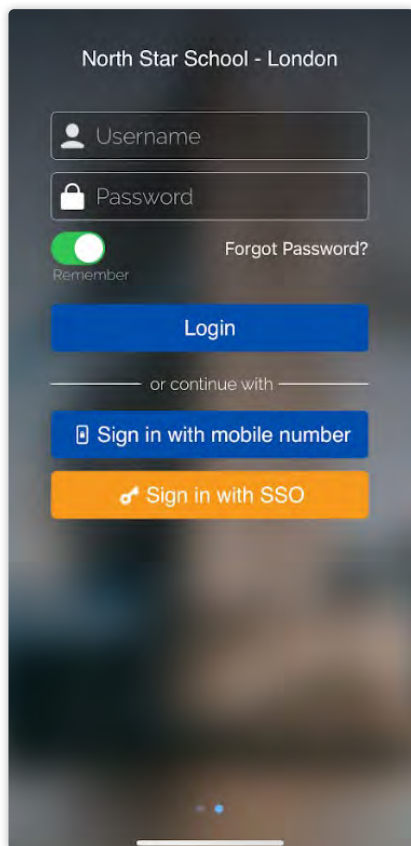
-  The Home icon can be clicked at any time to take you back to the [Home Page](#) in Compass.
-  The Calendar icon will take you to view the available [Calendars](#) i.e. school events, your child's schedule etc.
-  The Chat icon is the [Compass Connect](#) messaging tool allowing staff to communicate with you directly
-  The Pencil icon opens the [Teaching and Learning menu](#) from which you can view all the Assessments assigned to your child/children.
-  The Grid icon will open the [Organisation menu](#). Here you can access the Events page.
-  The People icon is the [Community menu](#). Here you can book Parents' Evening times (when scheduled). You can also access any School Resources made available from this menu.
-  The Star icon opens the [Favourites menu](#). This contains links to useful websites the school recommends.
-  The Cog icon gives you access to the [Tools Menu](#). Here you can opt to change your password, view your payment history and update your details.



The Compass School Manager App

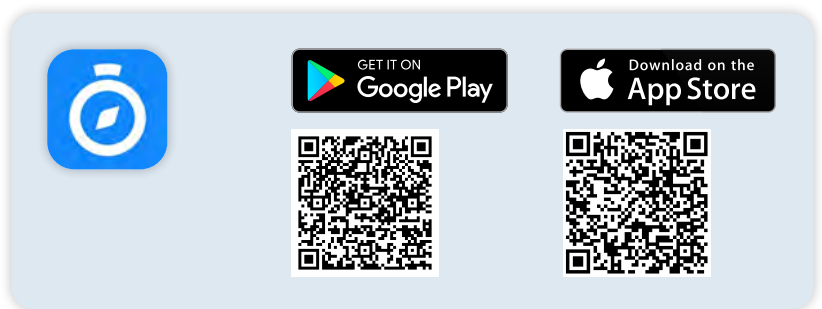


Using the Compass School Manager App

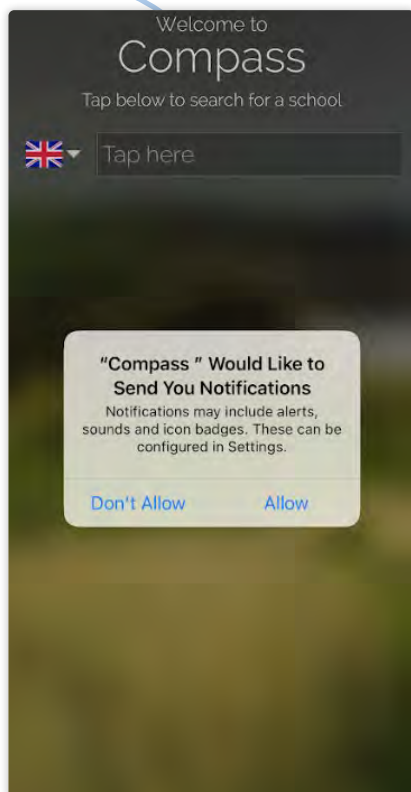


You can use the [Compass app to action tasks](#).

The app is available to download for free from the Apple App Store or the Google Play store.



Once installed you will be prompted to select our school from the list at which point you will be required to enter your login details. These will be the same details you use to log in to your Compass Parent Portal.



Don't forget to allow notifications from the Compass School Manager app to ensure you don't miss any important updates from the school.

Menu Icons in the App



 The House icon can be clicked at any time to take you back to the **Home screen** in Compass.

 The **Calendar** icon will take you to view the available Schedules i.e. school events, your child's schedule etc.

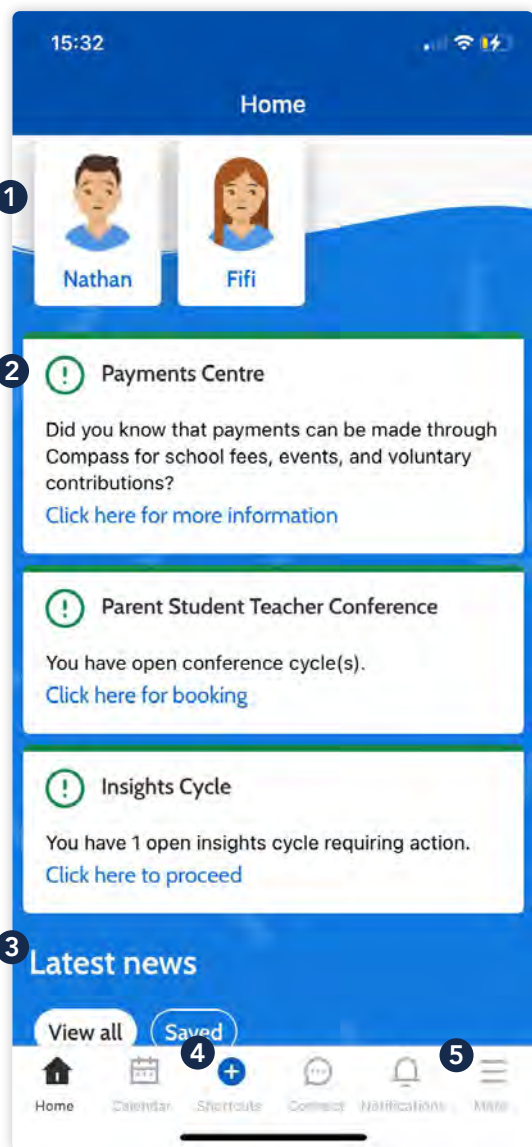
 The 'Plus' icon will give you access to **'Shortcuts'**, such as paying for an Event, and adding an Attendance note.

 The 'speech bubble' icon will open **Connect** where you can reach out to your children's teachers.

 The bell icon opens your **Notifications**. This contains a list of all notifications received.

 The hamburger menu icon gives you access to the **More menu**. Conferences, Events, Canteen, and much more can be found in this menu.

The App Home Page



On your Home Page you can see:

1 Profiles

Each of your children who attend the school will appear at the top of the screen. Click their image to go to their profiles.

Within the profile you can access information pertaining to your child such as their schedule, homework tasks, attendance approvals and reports.

2 Alerts

Notifications of items that require your action.

3 News Feed

Scroll through News items to keep up-to-date with posts from school.

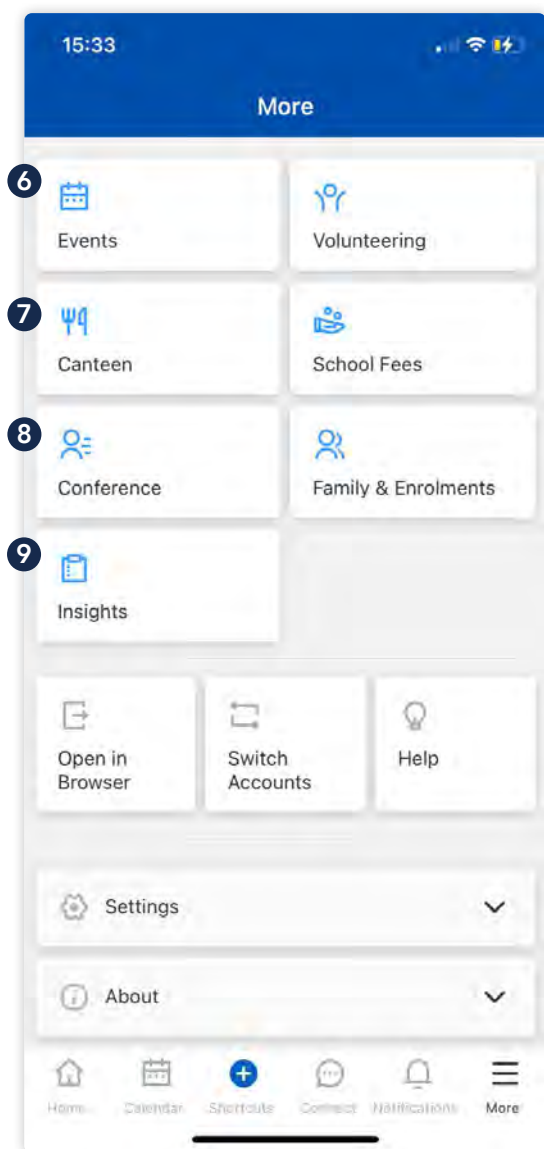
4 Shortcuts

Quickly access communications, payments and add Attendance Notes for your child/children.

5 More

Gives you access to additional actions – see next page.

The App More Menu



6 Events

Process consent forms and payments for upcoming school trips.

7 Canteen

Order and pay for school lunches in advance.

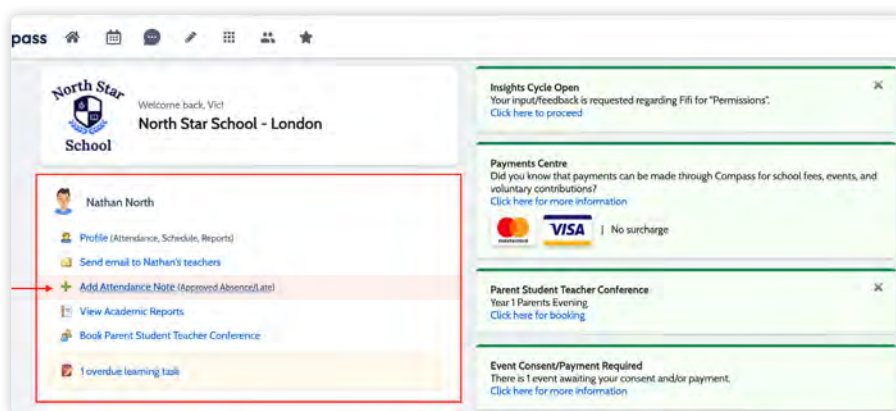
8 Conference

Book appointments for Parents' Evenings.

9 Insights

Answer questionnaires and permission forms sent out by the school.

How to: Add an Attendance Note for an upcoming Absence



If your child is going to be absent from school, you can add in an Attendance note to advise the school.

To do so, click '[Add Attendance Note \(Approved Absence/Late\)](#)'.

A screenshot of the 'Attendance Note Editor' form. The 'Note Details' section includes fields for 'Person' (Nathan NORTH), 'Reason' (a dropdown menu with 'Illness' selected), and 'Details/Comment' (a text area with 'Student not at school due to illness (excluding medical or dental appointments)'). Below this is an 'Important Notice' section. The 'Start' and 'Finish' fields are set to 04/05/2023, 08:30 AM and 04/05/2023, 03:30 PM respectively. The 'Potentially Affected Sessions' table shows activities and their start/finish times. The 'Add Attachments' section is at the bottom right.

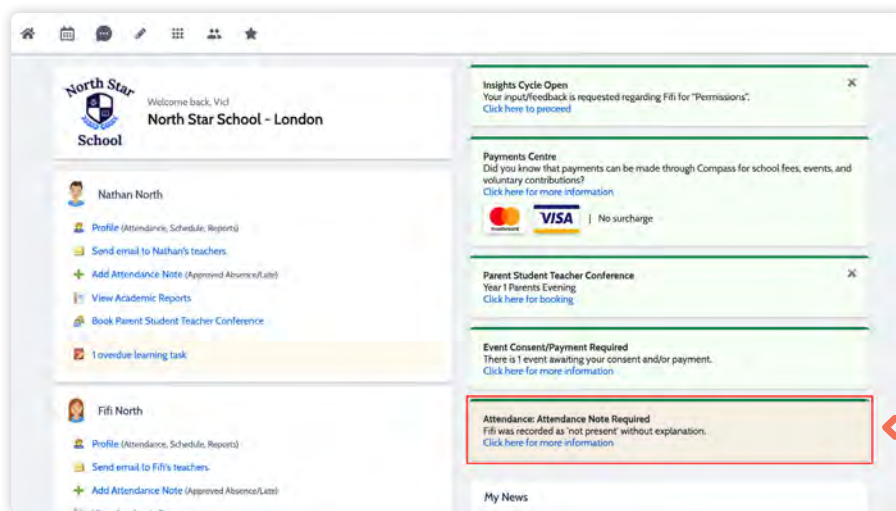
Activity	Start	Finish
KS2Y3_SACAGAWEA (Y...	04/05/2023 08:45 AM	04/05/2023 09:00 AM
KS2Y3_SACAGAWEA (Y...	04/05/2023 09:00 AM	04/05/2023 12:00 PM
KS2Y3_SACAGAWEA (Y...	04/05/2023 01:00 PM	04/05/2023 01:15 PM
KS2Y3_SACAGAWEA (Y...	04/05/2023 01:15 PM	04/05/2023 03:15 PM

A Note screen will open.

Select the appropriate reason from the drop down list; add in any additional information if applicable in the Details/Comment box.

Select the start and finish date/time of the absence and click '[Save](#)'.

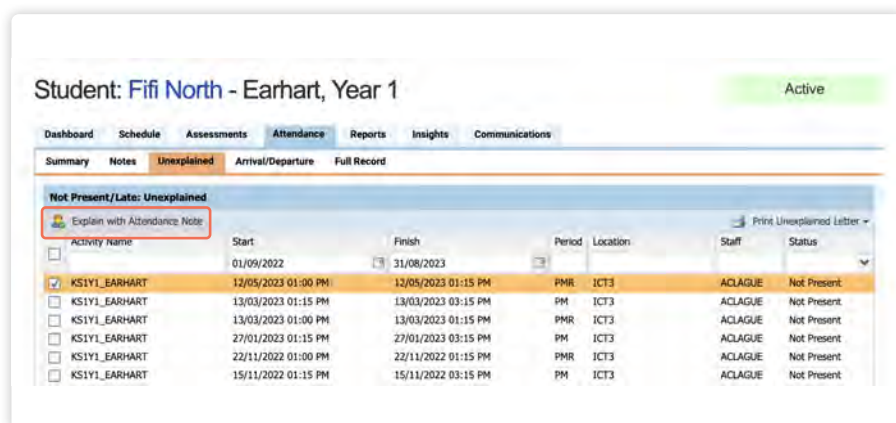
How to: Add an Attendance Note for an Unexplained Absence



If your child has been marked Not Present without an explanation, you will be required to add an **'Attendance Note'**.

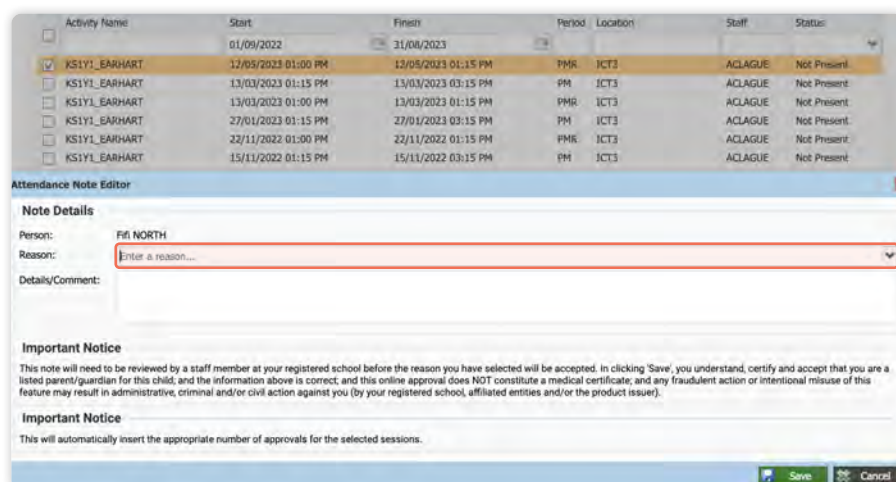
You will see an alert on your homescreen.

Click the alert and it will take you to your child's **'Unexplained'** attendance tab where you will see any sessions listed for which they were marked as Not Present or Late.



Select the session (or sessions) that you are adding a note for and then click **'Explain with Attendance Note'**.

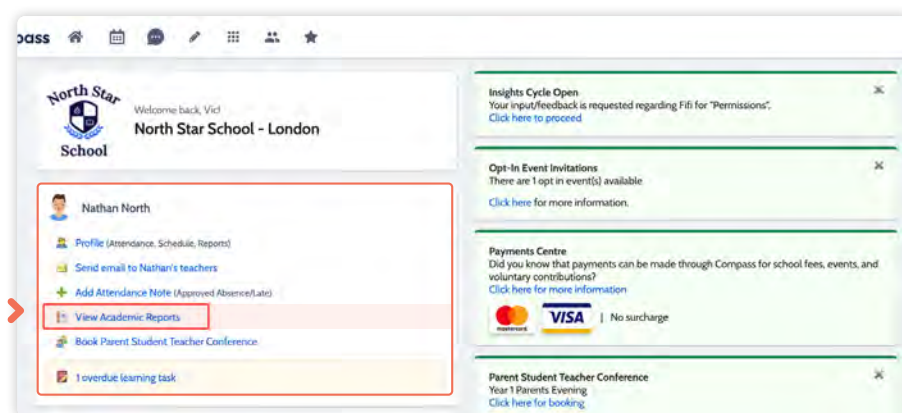
This will cause the Attendance Note screen to pop open.



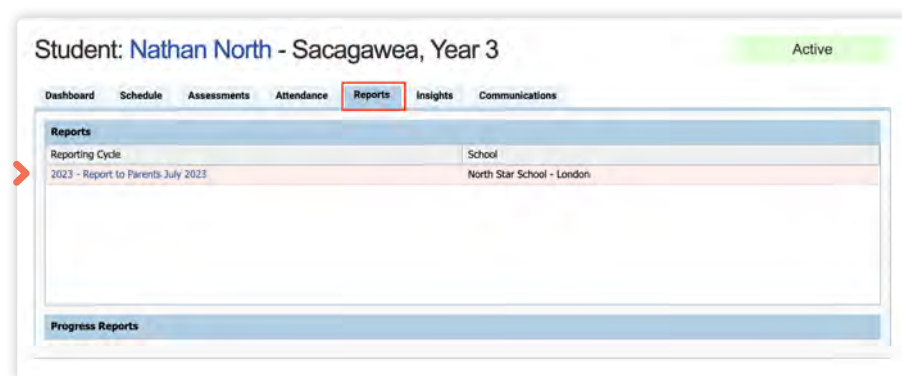
Select the applicable reason for the absence and add in the relevant details/comment.

Click **'Save'**. This will assign the attendance note to the sessions you selected and they will update to no longer show as unexplained absences.

How to: View your child's Report



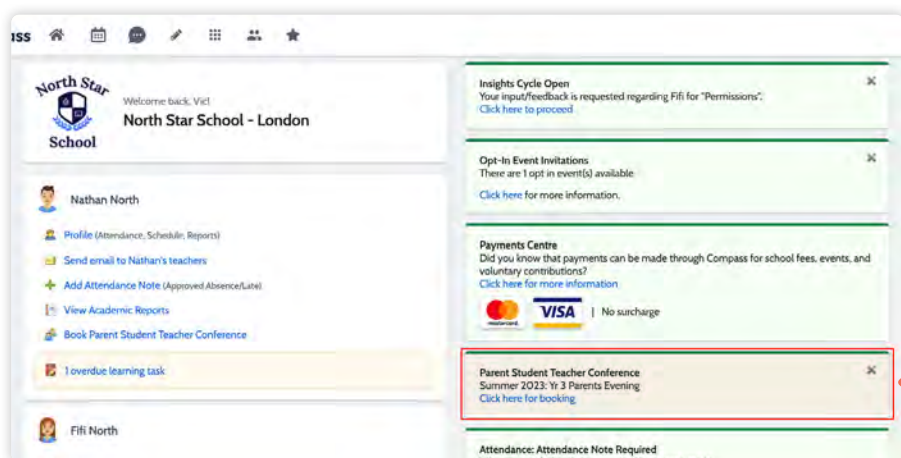
To view your **child's report**, click the option under their details on your dashboard.



This will take you to the '**Reports**' tab of your child's profile. Here you will see any available reports listed.

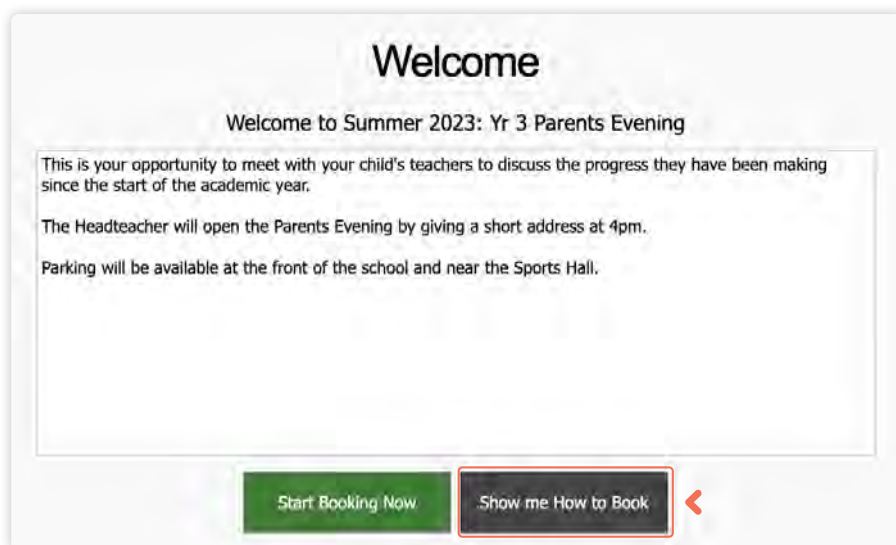
Click the **blue title** of the specific report you want to access and it will download as a pdf file to your device for viewing.

How to: Book a Parents' Evening appointment



To **book a Parents' Evening appointment** with your child's teacher, when the bookings become available, you will see an alert on your dashboard for a "Conference cycle".

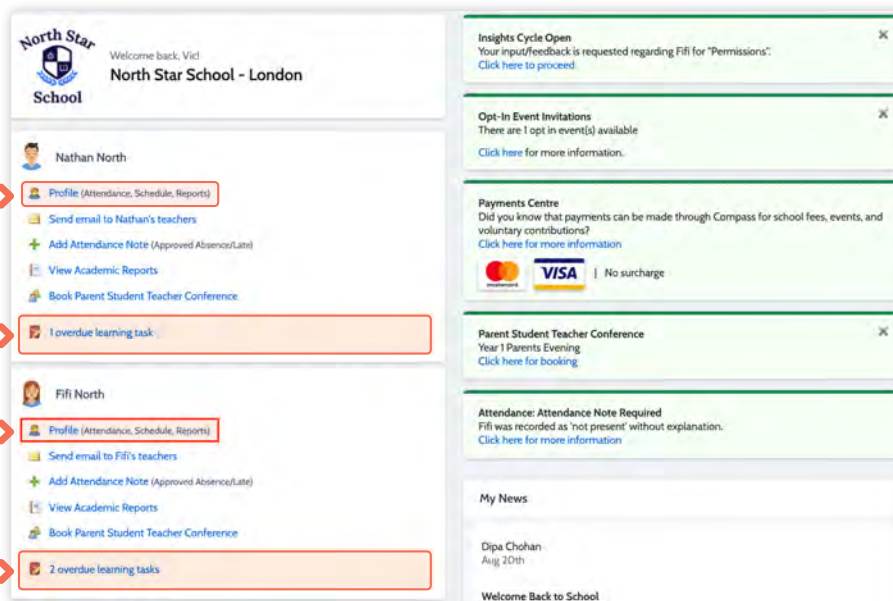
Click the alert.



This will take you to the conference cycle and you will see the **Welcome message** from the school that will include details about the "upcoming parents' evening".

Click the '**Show me how to book**' option for guided instructions on how to secure your booking.

How to: View your child's Assessments



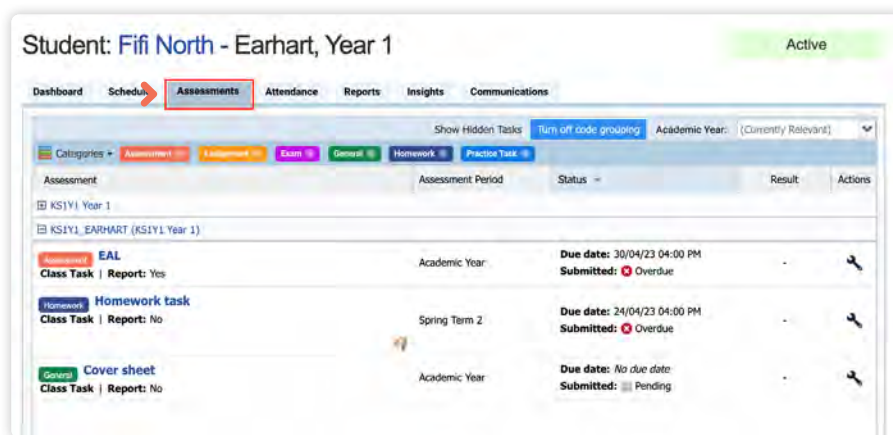
The Assessments area within Compass is used by the school to issue homework, projects and assignments. It can also be used to provide feedback on work being completed in class.

To view your child's assigned tasks, such as homework, click the **'Profile'** option on your dashboard.

This will take you to their Profile Page.



You will also be alerted of work that is overdue. Click the link to be taken directly to the **'Assessments'** tab.

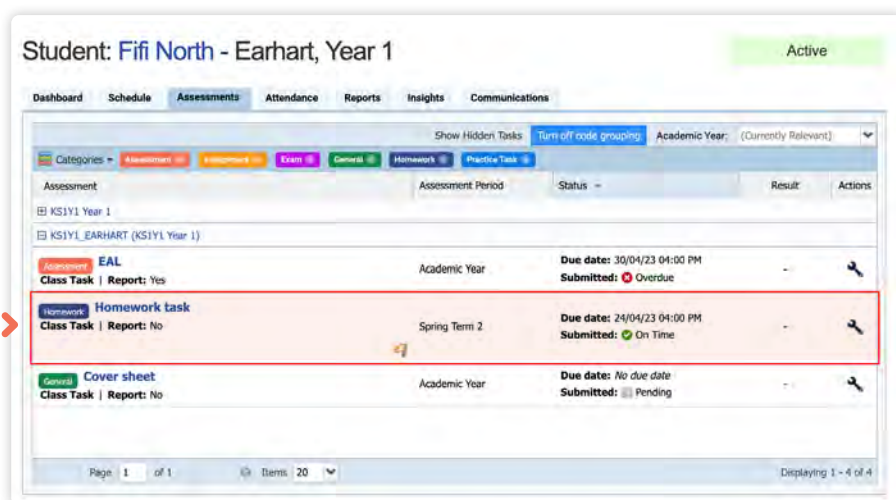


Click on the **'Assessments'** tab to view tasks and assignments.

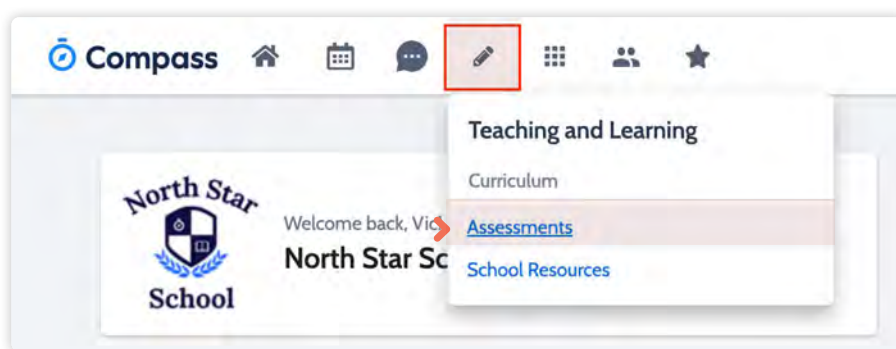


The school may have archived some past tasks, you can click **'Show Hidden Tasks'** to have archived tasks displayed in the list.

How to: View your child's Assessments (continued)

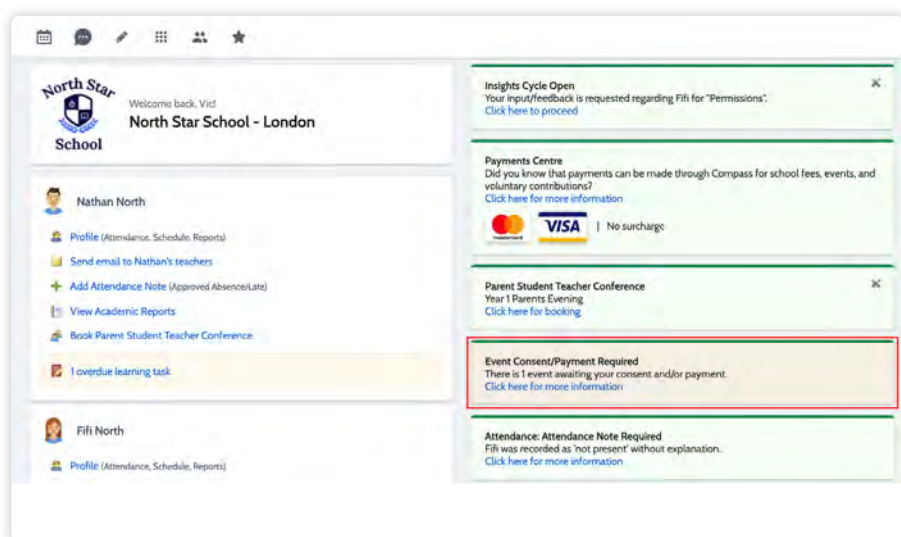


Click the [title of a task](#) to view the details and any [results/feedback](#) provided by the teacher.



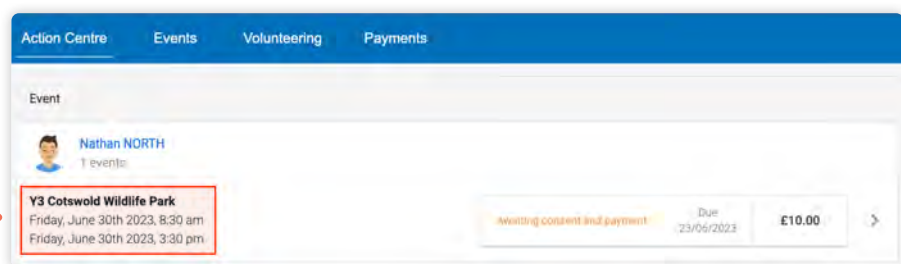
If you have more than one student at the school and wish to view their Assessments collectively, you can click the pencil icon to open the Teaching and Learning menu and select '[Assessments](#)'.

How to: Consent and Pay for an Event



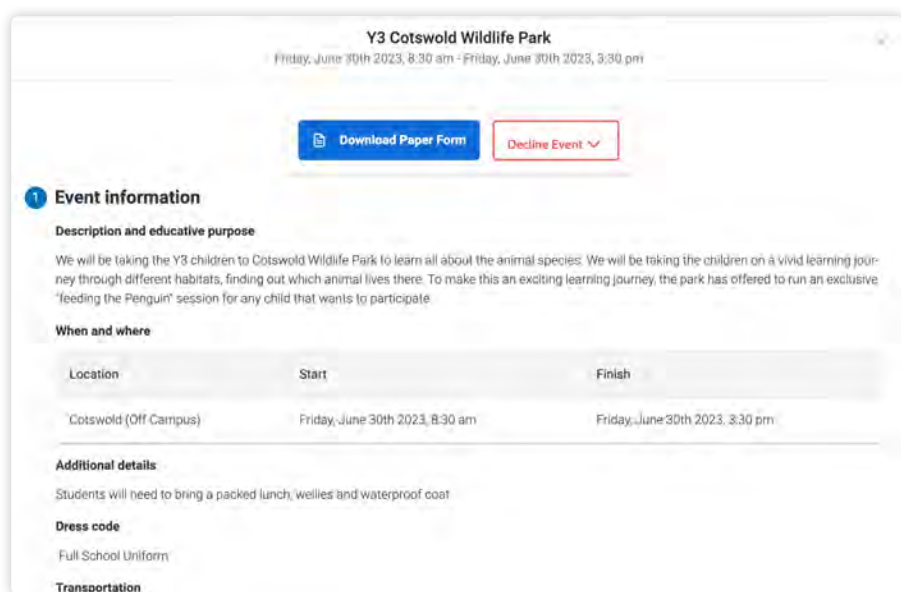
If your child has an upcoming event that requires your **consent and/or payment**, you will see an alert on your homescreen.

Click the alert and it will take you to the Events page (alternatively you can click the grid menu icon at the top of the screen and select 'Events').



On the 'Action Centre' tab you will see any events requiring your action. If you have more than one student at the school, events will be listed here under each child.

Click the event you wish to action.



You will see the details of the event.

How to: Consent and Pay for an Event (continued)

2 Administrative questions

Are there any additional medical conditions, allergies, medications or ailments?
e.g. broken leg, asthma inhaler dosage increase, travel sickness, allergies, dietary requirements etc.

Please contact the school if any permanent, long-term condition information is required.

Parent / guardian contact details

Contact Details on file

Mrs Victoria NORTH Email: vciague@compass.education

Please contact the school if any of this contact information requires updating.

Contact details on the day (if different from normal)

3 Additional questions

Next will be any **administrative information** that you are required to review or respond to.

If you are required to review a medical Action plan, you will need to tick the acknowledgement box to proceed (if the Action Plan on file is no longer current, please contact the school office to advise).

If your child has any further medical conditions not listed, please add the details in the available section. If they do not have any additional medical conditions, you can leave this field blank.

You will then see the current **contact details** on file for you.

If these need updating or different contact information is required for this event, please add that information in the space provided.

How to: Consent and Pay for an Event (continued)

4 Consent

I give permission for Nathan North to attend this event and acknowledge the need for my child to behave in line with the school's code of conduct and adhere to the dress code. Should Nathan need be sent home as a result of misbehaviour or inappropriate conduct, I agree to collect him or meet any transport costs.

I consent to Nathan receiving first aid or urgent medical treatment if necessary, and I agree to inform the school of any changes in Nathan's medical circumstances.

If Nathan has a condition that requires medical treatment then it is your responsibility to ensure that information on the school health register, and medicines kept in school, are up to date. These medicines will be taken on school trips and administered as per the care plan if required.

The school also keeps contact information for all parents and carers, which will be used to contact you in an emergency. It is your responsibility to ensure that the information you have given to the school is correct. If you are unsure, e-mail or speak to staff in the school office.

I agree to inform the school as soon as possible if for any reason Nathan will not be attending the event e.g. due to illness, or will arrive late. In the case of late arrival, it is at the discretion of the trip organiser as to whether Nathan will still be able to attend.

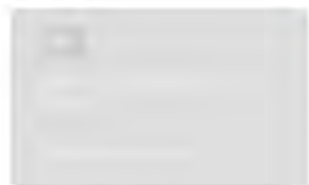
To provide consent, please type your name in full

You will then be required to provide **consent and payment** (please note, not all events will require both, it will vary depending on the type of the event set up by the school).

5 Confirm and pay

Payment Method

New credit card



0000 6039 4550 0000

Victoria North

03 / 28

555

☐ Save this card

Payment

Total amount

£10.00

☒ Pay in full now



We use CompassPay.com as our payment processing gateway. In clicking the relevant "Confirm and Pay" button to the right, you agree for your credit card to be charged by CompassPay.com on behalf of your school. In processing a transaction with us, you agree to our website and payment policies available at <http://compass.edu.au/policy/>.

[Action Centre](#) | [Events](#) | [Volunteering](#) | [Payments](#)

Event accepted
You have accepted Zoo Excursion.

Upcoming events Upcoming Events

Charlotte BELL
2 events

Outdoor Education Rock to Reef
Monday, August 1st 2022, 9:00 am
Monday, August 1st 2022, 3:30 pm
Attending Due: 01/08/2022 \$0.00

Zoo Excursion
Tuesday, November 1st 2022, 8:50 am
Tuesday, November 1st 2022, 2:55 pm
Awaiting consent Due: 01/12/2022 \$0.00

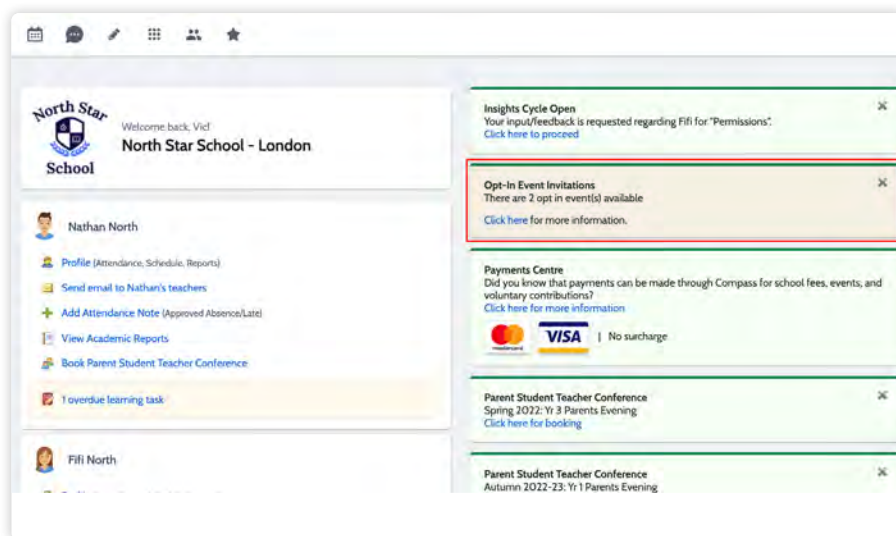
Sophie BELL
1 events

Yr 3/4 Camp, Gundiwindi Lodge
Tuesday, December 27th 2022, 9:00 am
Friday, December 30th 2022, 4:30 pm
Awaiting consent with payment Due: 16/12/2022 \$112.50

Once you have completed the consent/payment, the event will update to show your child as **'Attending'**.

The **'Events'** tab will show all events, both processed and those still requiring your action. To access information on upcoming events that you have already processed, click the event.

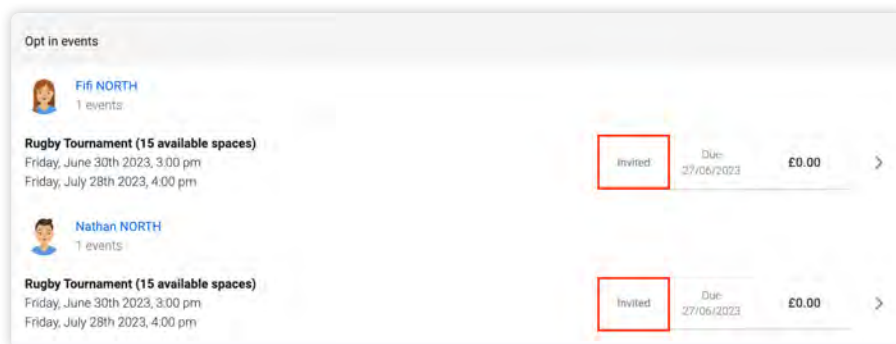
How to: Sign up to an Optional Event



Sometimes the school will offer optional events. *These may have attendee limits and work on a first come first served basis.*

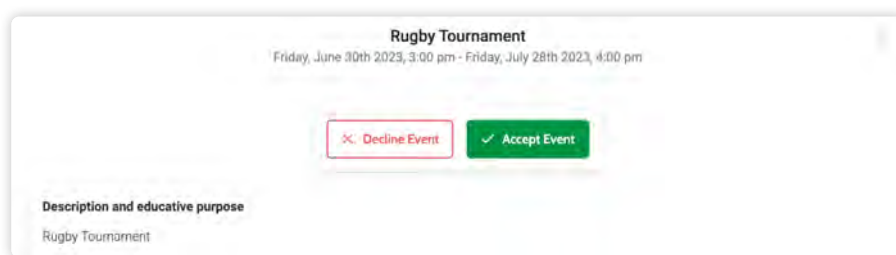
Anytime there is an optional event that your child has been invited to, an alert will show on your dashboard.

When you click the alert, you will be taken to the [Events page](#).



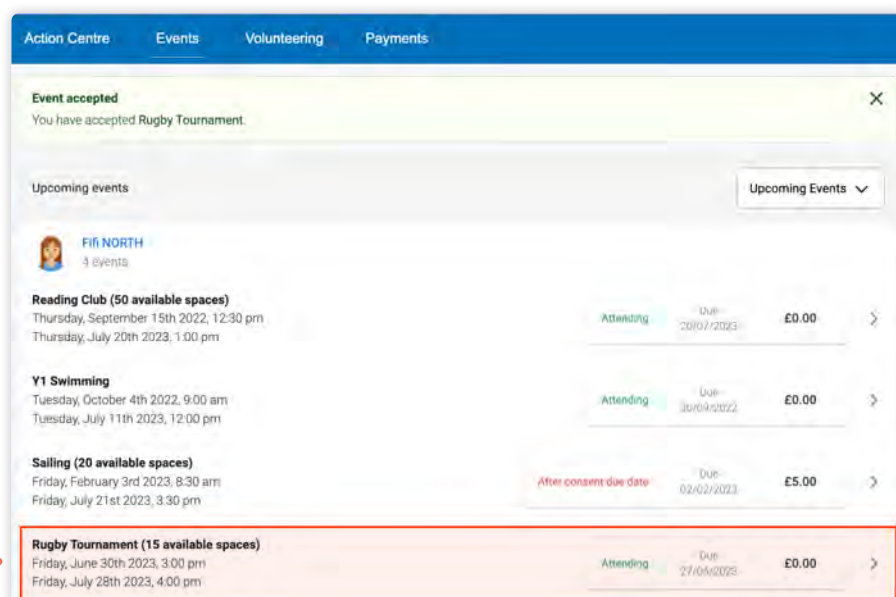
Click the option to expand the list of [Opt In](#) events available.

From the list, click into any events you want your child to attend.



You will see the event details and have the option to decline or accept the invitation.

How to: Sign up to an Optional Event (continued)



If you choose to accept the invitation, it will move from the 'Opt In' section to the '**Upcoming Events**' section and show as requiring consent/payment (note, if the event did not require any consent or payment, your child will show as 'Attending' and no further action is required).

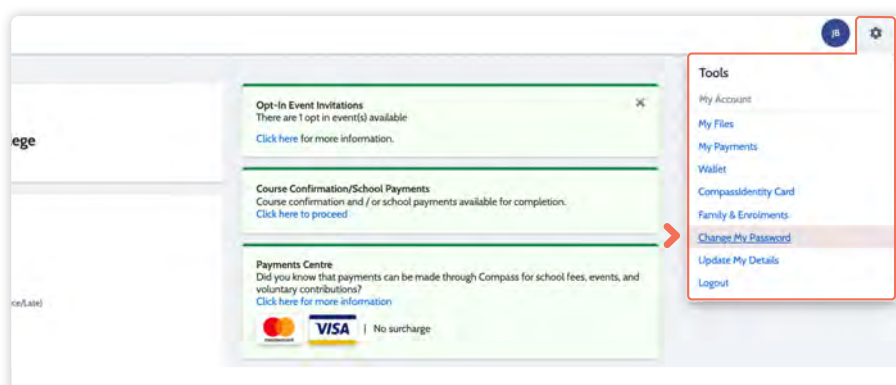
To secure your child's place, you will then need to click the event and proceed to **complete the consent/payment** per the usual event process.

When your child's status for the event shows as '**Attending**' they have a secured place.



IMPORTANT: If you do not proceed to process the **consent/payment** before 11:59pm on the day you accepted the invitation, your child will no longer be considered an attendee of the event. Their status will revert back to 'invited' and you would need to re-accept the invitation to secure their place in the event. If there is an attendee limit for the event, being able to re-accept their invitation will only be possible *if the maximum attendee limit for that event has not already been reached*.

How to: Change your Password



If you need to change your password, go to the cog icon and select '**Change my Password**'.

A screenshot of the 'Update your password' form in the Compass application. The form is titled 'Update your password' and has a subtitle 'Change my password. Choose a strong password that you don't use for other accounts.' Below the subtitle, there are three input fields: 'Old password *', 'New password *', and 'Confirm new password *'. Each field has a small eye icon to the right of the input box. Below the input fields, there is a section titled 'Your new password must:' followed by a list of requirements: 'Not contain your username', 'Not be a password recently used by this account', 'Be at eight (8) characters in length', 'Contain at least one (1) uppercase letter', 'Contain at least one (1) lowercase letter', 'Contain at least one (1) number', and 'New password and confirmation must match'.

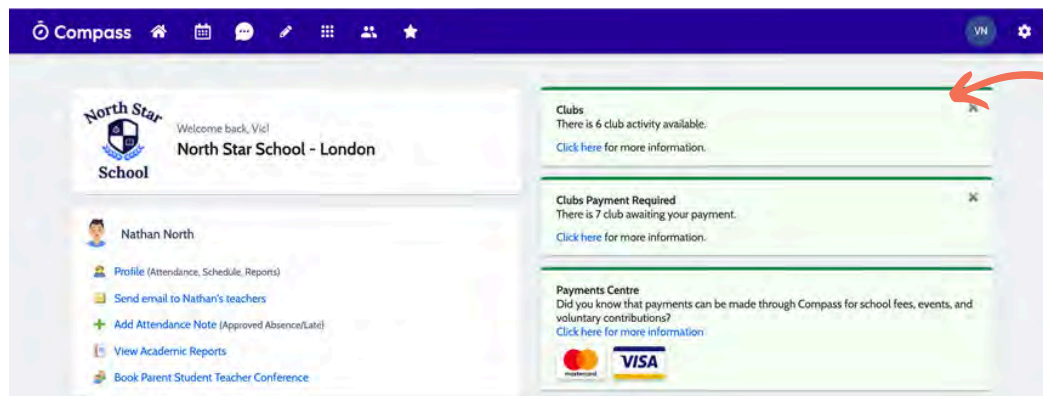
Enter in the required information ensuring your new password meets the set guidelines.

Click '**Save**' to update.

How to: Book and Pay for Clubs

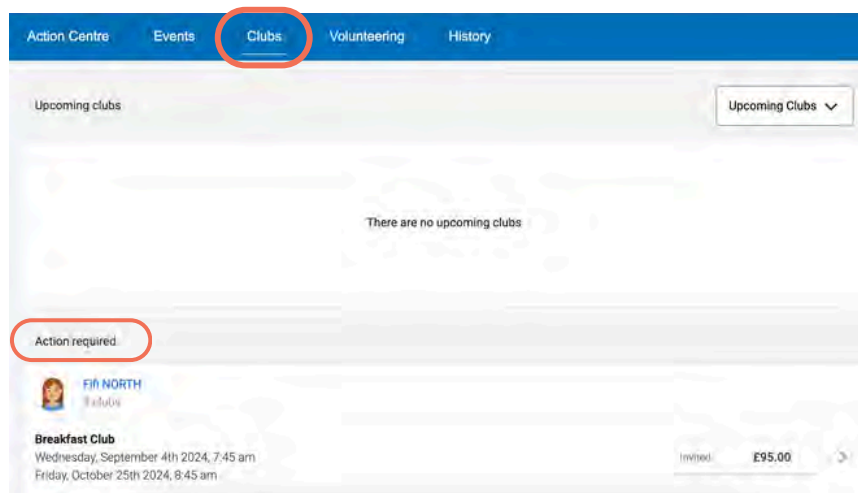
In the Web Browser

You will have the option to pay for recurring Clubs and Wraparound Care using your Compass Wallet balance, a card on file or by adding a new payment card*



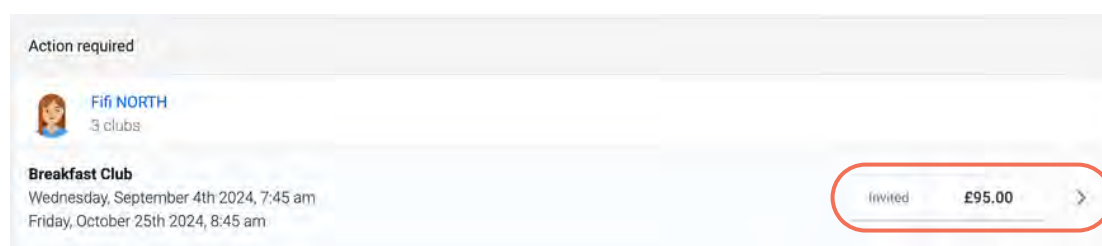
Step One

Click on the link on your Compass homepage inviting you to book and pay for Clubs



Step Two

You will be directed to your Action Centre where you can consent and pay for Events, Clubs and other charges posted to you by the school. Click the 'Clubs' tab and see details of available clubs in the 'Action required' section.



Step Three

Select the Club you would like to opt your child into.

Please note: If you have more than one child at the school you will have separate invitations.

* Please note, some processes may vary depending on your school's portal set up. If you have any questions regarding your Compass parent portal, please contact the school for assistance.

How to: Book and Pay for Clubs

In the Web Browser (continued)

Breakfast Club
Wednesday, September 4th 2024, 7:45 am - Friday, October 25th 2024, 8:45 am

[Decline Club](#)

1 Description

Booking Information

Please select which sessions you would like to book by selecting the available sessions below.
Cancelling a session: unselect any previously booked sessions(s) that has not occurred then click "e;Save sessions"e;.
Payments: If there is a cost involved, the amount payable will be the total cost of all booked sessions that have occurred.

	Location	Start	Finish	Cost
☒	SH1	Monday, September 9th 2024, 7:45 am	Monday, September 9th 2024, 8:45 am	£2.50
☒	SH1	Tuesday, September 10th 2024, 7:45 am	Tuesday, September 10th 2024, 8:45 am	£2.50
☐	SH1	Wednesday, September 11th 2024, 7:45 am	Wednesday, September 11th 2024, 8:45 am	£2.50

2 Consent

I give permission for Fifi North to attend this club. Where the staff member in charge is unable to contact me, or where it is impossible to contact me, I authorise the staff member in charge to (1) consent to any medical or surgical attention deemed necessary by a medical professional; and (2) administer such first aid as the staff member in charge judges to be reasonably necessary.

To provide consent, please type your name in full

Victoria North

3 Confirm and pay

Payment

Total amount £5.00

[Process](#)

When you submit your details for this page, you will be redirected to an external service to complete your payment. In processing a transaction with us, you agree to our website and payment policies available at <http://compass.edu.au/policy/>

Step Four

The consent page will appear with details of the Club and a list of all available dates to opt into. Tick the boxes to confirm your selections.

Optional: Use the red 'x Decline Club' button if you do not wish for your child to attend this club.

Step Two

Enter your name to provide consent and click 'Process' to make the payment for the club.

Payment Mode

Club Payment £5.00

Total amount £5.00

☒ Pay in full now

Payment Method

Visa Credit ****3200

VISA

****3200

We use CompassPay.com as our payment processing gateway. In clicking the relevant "Confirm and Pay" button to the right, you agree for your credit card to be charged by CompassPay.com on behalf of your school. In processing a transaction with us, you agree to our website and payment policies available at www.compass.education/policy

£5.00

[Pay](#)

Step Three

Using your preferred payment method (selected from the dropdown list), process the payment using the 'Pay' button.

A pop up window will appear to confirm the processed payment for your selected Clubs. You will also receive a confirmation email for the payment.

Payment successful!

£5.00 has been paid successfully.

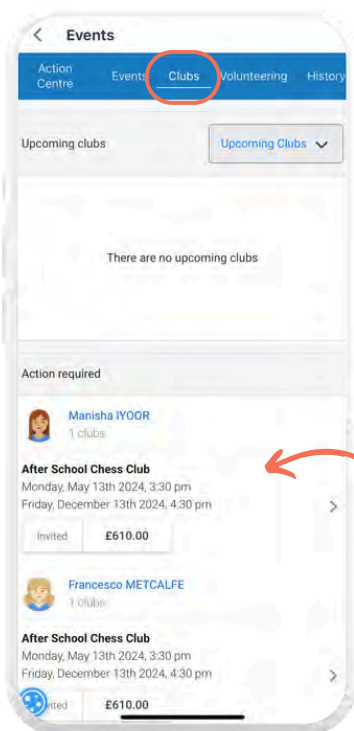
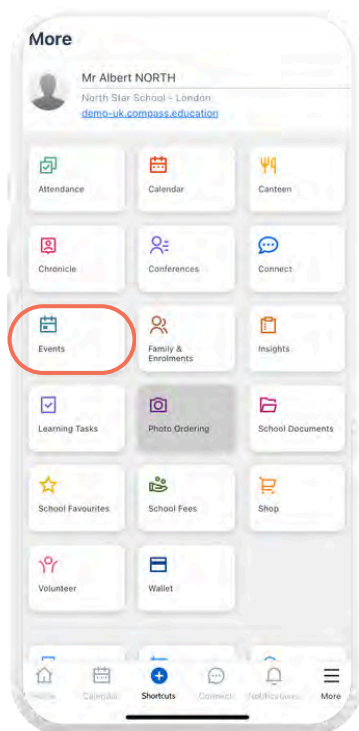
19th July 2024, 11:37 am

[Go back to clubs](#)

How to: Book and Pay for Clubs

In the Compass School Manager App

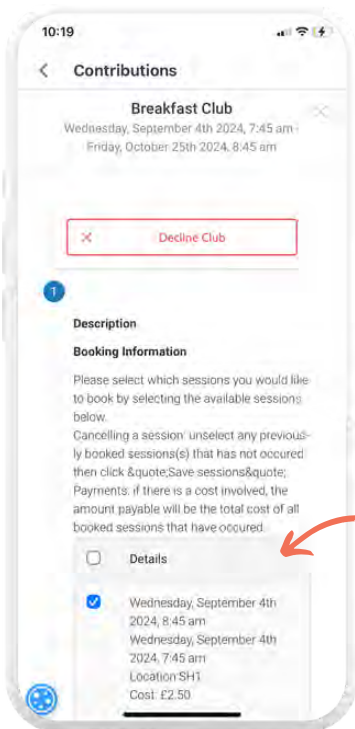
In the Compass School Manager App, you will see an alert on your dashboard when Clubs have been added as available for your children to attend. Use the 'Click here for more information' link to navigate directly to the available clubs. Alternatively, navigate to the 'More' menu and select the 'Events' tile (shown below).



Available clubs are listed in the 'Action required' section. You will see your child or children listed for each club they are eligible to attend.

Step One

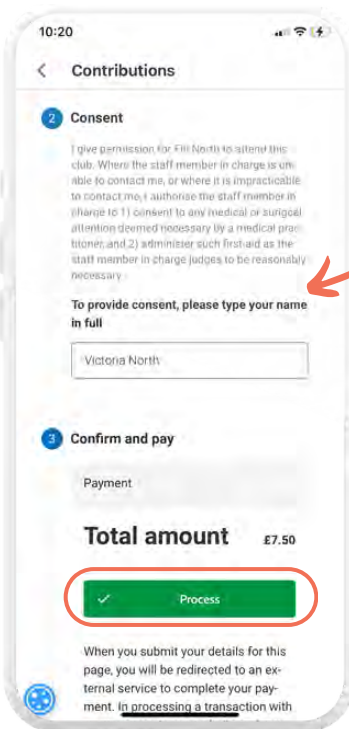
Click on a club that you would like to book and pay for.



Optional: Use the red 'Decline Club' button if you do not wish for your child to attend this club.

Step Two

Tick all sessions you would like your child to attend.

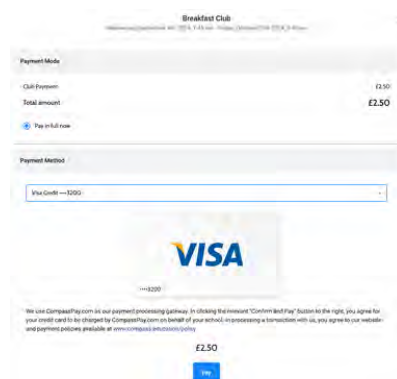


Step Three

Type your name in full to provide consent for the club

Step Four

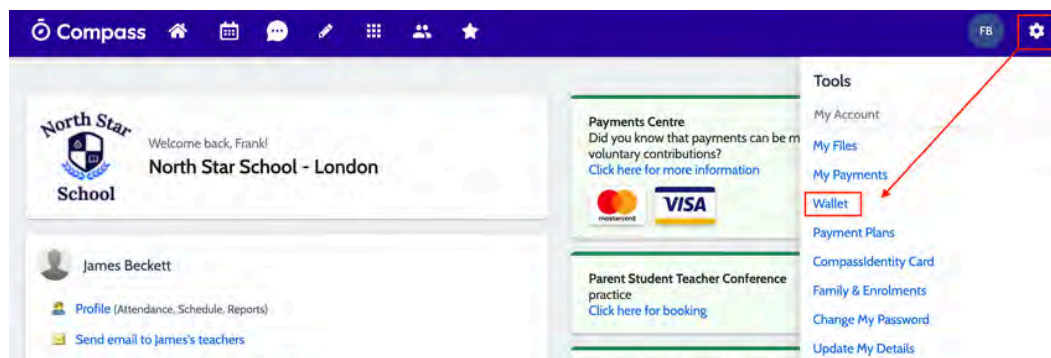
Make payment for the club using your preferred Payment method.



How to: Add Money to your Account (for School Dinners)

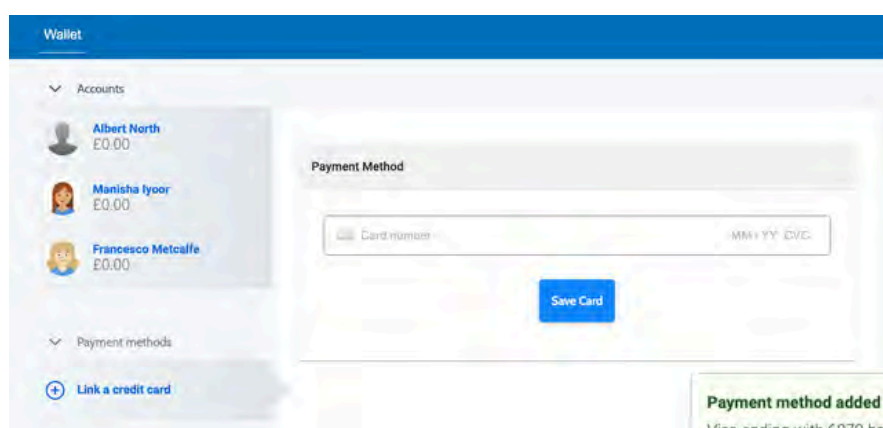
In the Web Browser

The cost of your child's school dinners will be deducted from funds added to their Compass Wallet. You can add money to your child's Compass Wallet at any time through your Compass portal in the web browser, or through the Compass School Manager App.



Step One

Click on the Cog icon and select 'Wallet' from the drop down menu.



Step Two

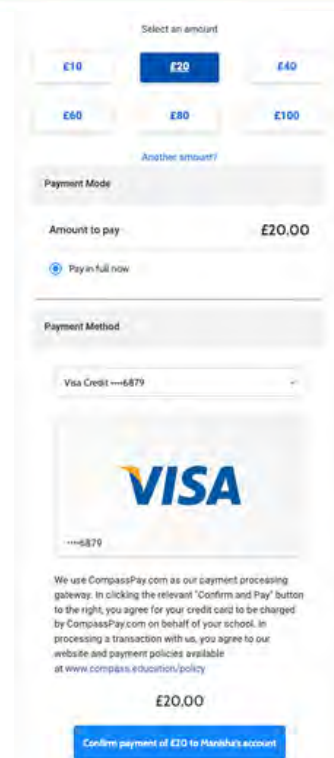
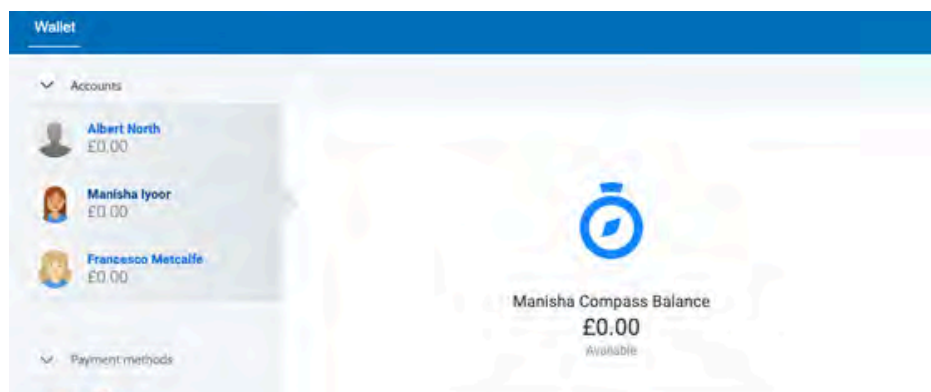
Click 'Link a credit card' on the left hand side. Enter your card number, expiry date and CVC and click 'Save card'. Link as many credit/debit cards as you wish. When you have successfully added a card, you will see the green banner below.

Payment method added
Visa ending with 6879 has been added.

Step Three

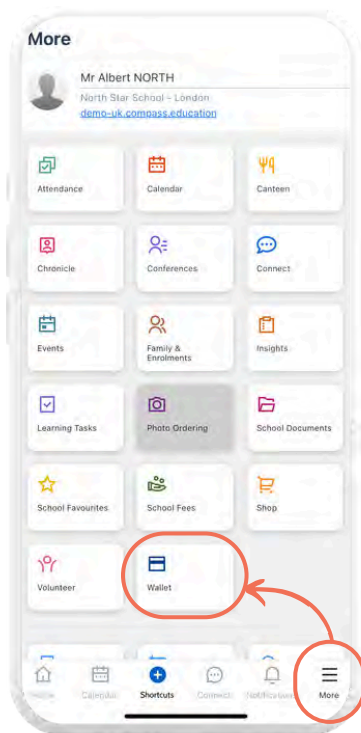
Select the child on the left-hand side to add funds to their balance. At the top you will see the child's current balance. Select the amount you would like to add and select the Payment Method i.e. the credit card(s) you added in the previous step.

Important: Ensure you top up your child's Compass Balance instead of your own.



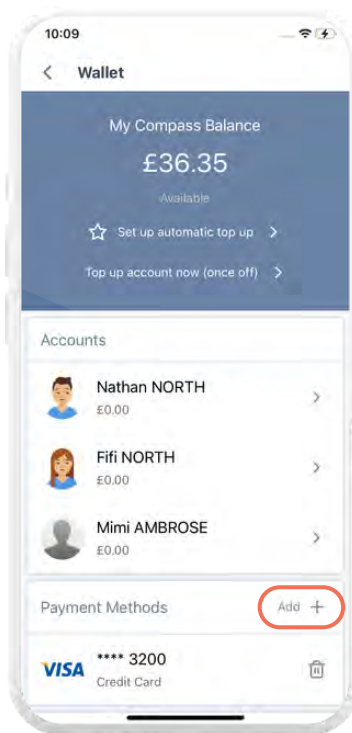
How to: Add Money to your Account In the Compass School Manager App

To add money to your child's Compass Balance in the App, follow the steps below:



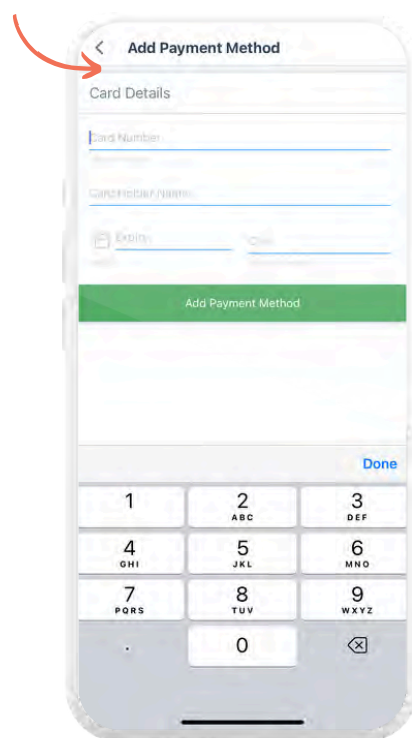
Step One

Click on the 'More' option on the Navigation menu at the bottom of the screen. Select 'Wallet' from the coloured tiles.



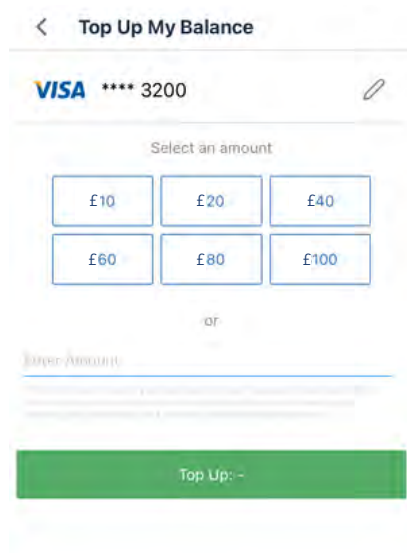
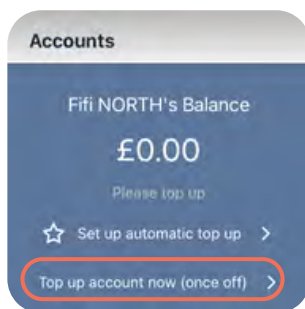
Step Two

Click 'Add +' next to 'Payment Methods'. Enter your card number, name expiry date and CVC and click 'Add Payment Method'.



Step Three

Select the child to add to Compass Balance. At the top, you will see the child's current balance. Select 'Top up account now (once off)'.



Select the amount you would like to add and select the Payment Method i.e. the credit card(s) you added in the previous step. Click the 'Top up' button to complete this step.

Important: Ensure you top up your child's Compass Balance instead of your own.



