

Compass School Manager App: Additional Functionality for Parents

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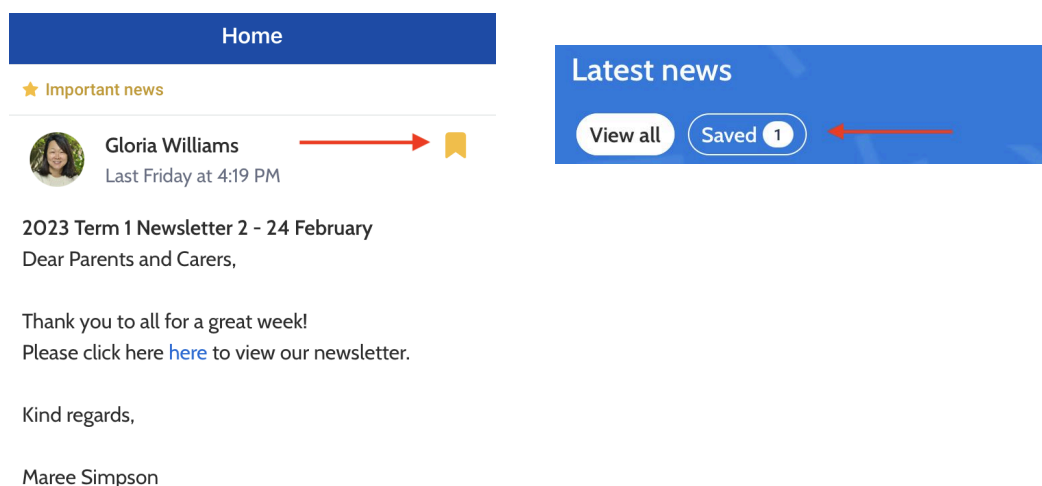
Overview: This guide provides an overview of some key features on the Compass Mobile App

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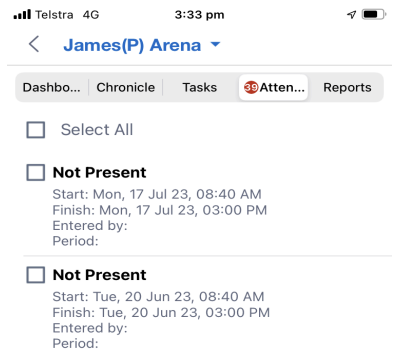
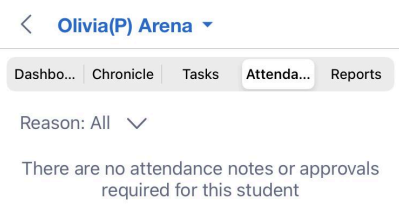
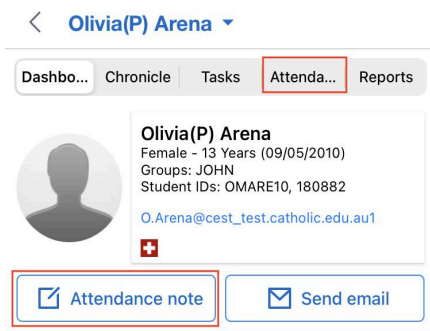
1. Save Items in the News Feed

As you scroll through your news feed, click the tab in the top right corner of a news item, to 'save' the information and access it later in the 'Saved' News area. This will allow you to come back to news items even if they've expired. If your 'saved items' become too much, simply click the tab again to make the item go away.



2. Adding Attendance Notes or accounting for Absence

There are two ways to add attendance notes via the App. (1) for a note that is in the 'future', select the child from the 'home' screen and click 'Attendance Note' as shown below. (2) To explain an absence, click on the Attendance tab, and you will either see a message indicating that there are "no attendance notes or approvals required", or you will see a list that can be ticked and explained.



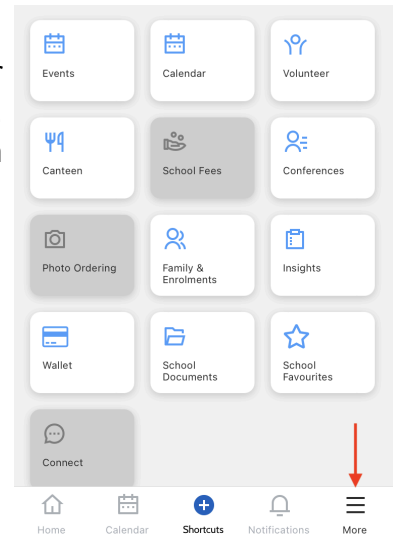
3. Compass Additional Functionality

The 'Home' screen of the Compass Mobile App has quick links to your child/rens profile and any news feed or notifications sent by your school. Navigating to the 'More' menu located on the bottom right of your screen will reveal additional module used by school.

Commonly used features:

- **Events** (Excursion Information)
- **Calendar** (Important Dates)
- **Conferences** (Parent/Teacher Interviews)
- **Family & Enrolments**
- **Insights** (Consent & Surveys)
- **School Documents** (Past Newsletters & Policy Info)
- **School Favourites** (Websites & Links of Interest)

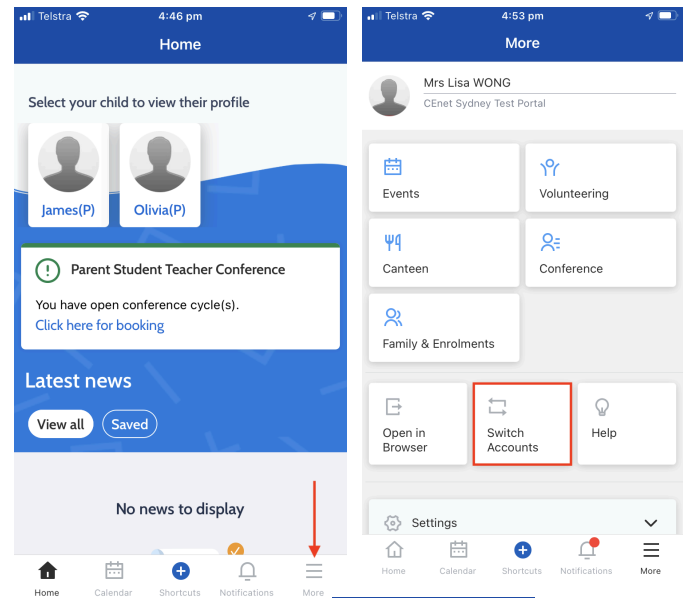
Click on the tiles for more information.



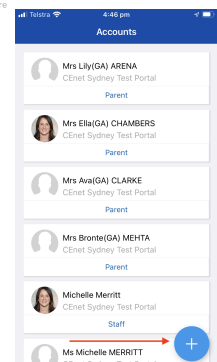
4. Adding Multiple Schools to your App

Compass users are able to add additional schools to the App using the 'More' button in the bottom right-hand corner. Click for 'More', select 'Switch Accounts' and this will allow you to switch between schools where you have children enrolled.

Note: If you have children enrolled at two schools - you have one Compass record but two accounts, use the same username and password for both.



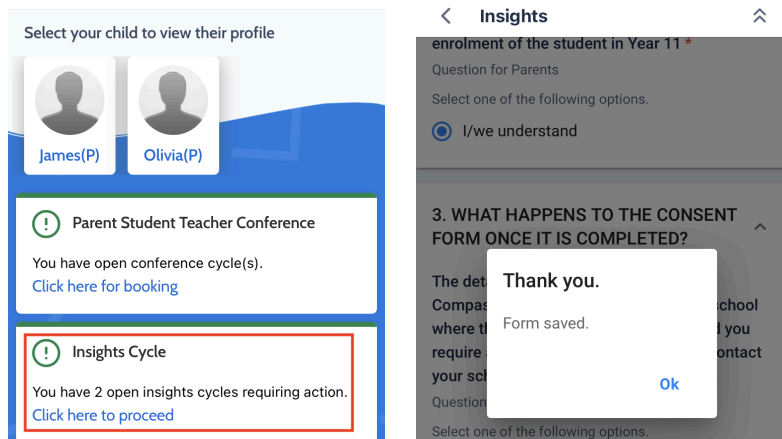
If you haven't added all school accounts yet, click on the blue '+add' button to the right to include them in your Compass App.



*****[Click here for a one minute demonstration](#)*****

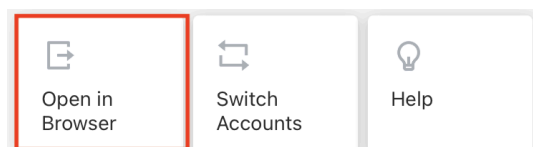
5. Insights on the App

Schools may send online consent or survey information via Insights. If enabled at your school, you will receive a notification to complete an 'Insight cycle' (seen below - *click here to proceed*) or you can access Insights under the 'more' menu shown above. Insights is simple to use, just click to open the cycle, select your responses and 'save'! - you will receive a 'Thank you' when completed.

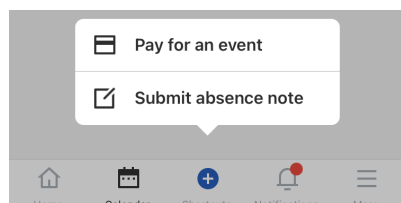


6. Open in Browser

This is a great function for people with larger mobile devices, as this option allows you to open the web version of Compass (which has more functionality), so you can view your child's attendance history, or complete an insights cycle (just to name a couple of features!)



7. Shortcuts



Want to quickly Pay for an event or submit an attendance note? Try the shortcut menu at the bottom of your screen.

8. Updating the Compass School Manager App (Apple device)



- Go to your iPhone's home screen and tap on the App Store icon.
- After the App Store opens, tap the Updates icon in the bottom right corner of the screen.
- Tap the Update button next to the Compass School Manager App. You should ensure this updates to **Version XXXXX**
- Enter your password/thumbprint and wait for your apps to update.



NOTE: You may be required to log back in. If you are prompted to reset your password please ensure you follow the protocols set by Compass otherwise you will receive an error message.

If you are having trouble logging in it can help to log into the Compass portal for your school using a **web browser** to determine whether you have an issue with your login/password or whether something is not working as expected with the app.




9. Updating the Compass School Manager App (Android device)

If you are using an android device you are able to set up automatic updates for specific apps and it is recommended that you do so for the Compass School Manager app so when the new version is released it updates automatically.

To update Compass apps individually using the Google Play Store app on your mobile device:

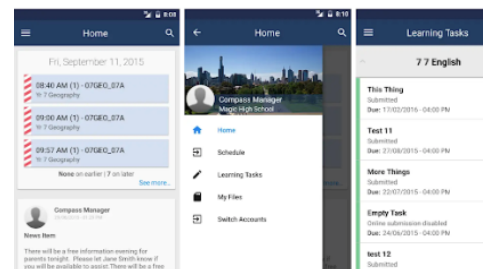
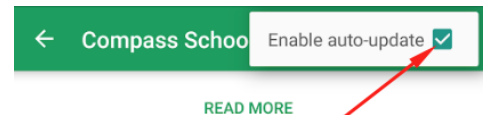
1. Open the Google Play Store app .
2. Tap Menu  > **My apps & games.**
3. Apps with an update available are labelled "Update."
4. Find the Compass school manager app you want to update and tap **Update.**

To set up automatic updates for Compass School Manager app on your device:

1. Open the Google Play Store app .
2. Tap Menu  > **My apps & games.**
3. Select the app you want to update.
4. Tap More .
5. Check the box next to "Auto-update."

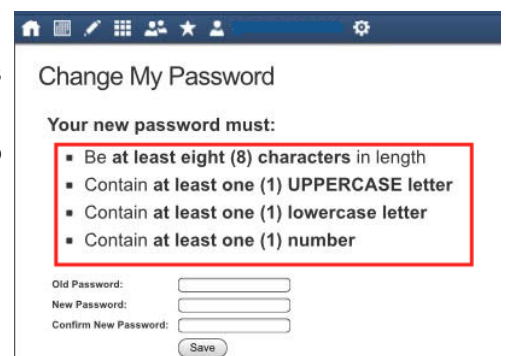
The app will update automatically when updates are available.
To turn off automatic updates, uncheck the box.

See screenshot opposite.



NOTE: You may be required to log back in. If you are prompted to reset your password please ensure you follow the protocols set by Compass otherwise you will receive an error message.

Please take note that the Android instructions currently do not refer to the need for a capital letter, however this is essential in order to reset your password.




10. Forgotten Password

Parents can reset their Compass password in the browser and the mobile app by clicking on “Can’t access your account?” and entering the relevant details. Alternatively, click on “Parent sign in with a one-time code” and provide either a username, mobile number or email address.

Username

Password

Sign in 

Or **1**

Parent sign in with one-time code

Remember me **2**

Can't access your account?


Compass

Sign in with one-time code

Please provide only ONE of the following personal details:

- username
- email address
- mobile phone number

Mobile phone number

 +61 |

or

Email address

or

Username

Continue

[Sign in another way](#)

We take privacy and user security seriously. Suspicious access attempts will be investigated and unauthorised access may result in administrative penalties, civil and/or criminal charges.

11. Compass - Guide for Parents

For parents who would like to know more about the functions available in Compass (in the browser and on the app), visit the Compass Website: <https://www.compass.education/guide> to watch the latest videos.

WELCOME TO COMPASS

A guide for parents & families



ENDS

Produced by Sydney Catholic Schools