Jamboree Heights State School
Learning for Life

The QParents web and mobile application provides an easy way for you to interact with our school. Parents 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 our 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
- Academic report cards
- Viewing unpaid invoice details, payment history, and making payments online
- Viewing and updating personal student details, including medical conditions and address
- Enrolment details
- Excursion permissions

The benefits of QParents

Convenience and time savings for parents

➢ Parents can view or update their child's details without having to 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 do you need to do to get started?

Today we will be sending out emails inviting parents or guardians to become a QParents Account Owner (QPAO) for their student. 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.

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When you receive your invitation email or letter, simply follow the instructions to register your QParents account. The process should take less than 10 minutes to complete. Initial registration and addition of students to your account must be done via a web browser. Once registered, you will then be able to access QParents using the iPhone or Android App.

Invitations sent by email will only ever come from no.reply@qparents.qld.edu.au. You will not be invited to register from any other email address or organisation.

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. For more information on the online identity verification process, see https://qparents.qld.edu.au/#/help/registering#id-requirements.

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

EQ ID

You will also need to have your child's EQ ID (their Education Queensland identification number) in order to complete your QParents registration. This will be emailed separately.

Safe and secure

QParents is a secure portal that meets strict industry standards. The Department of Education and Training considers student information to be confidential (it is classified as PROTECTED by the Department). Only people with the right to access information about their child will be given an account. Additionally, as part of the registration process, 100 points of identity or equivalent will need to be presented to prove that the person who is registering is the person the school invited.

For more information or help, contact the office or visit https://qparents.qld.edu.au/#/help or call 13 QGOV (13 74 68).