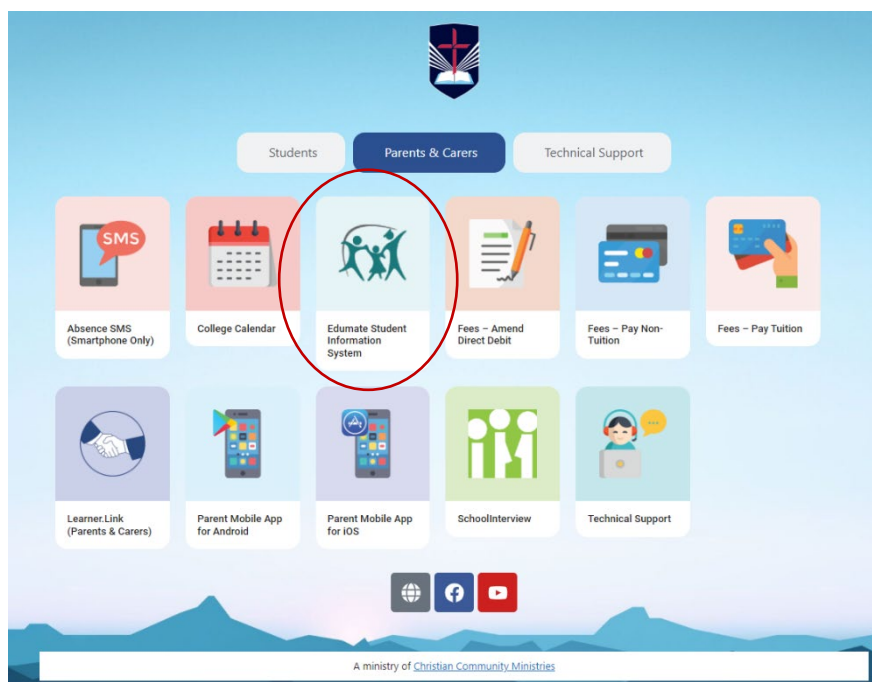


Edumate Parent Portal and Mobile App Instructions

Edumate Parent Portal (PC & Tablet Only)

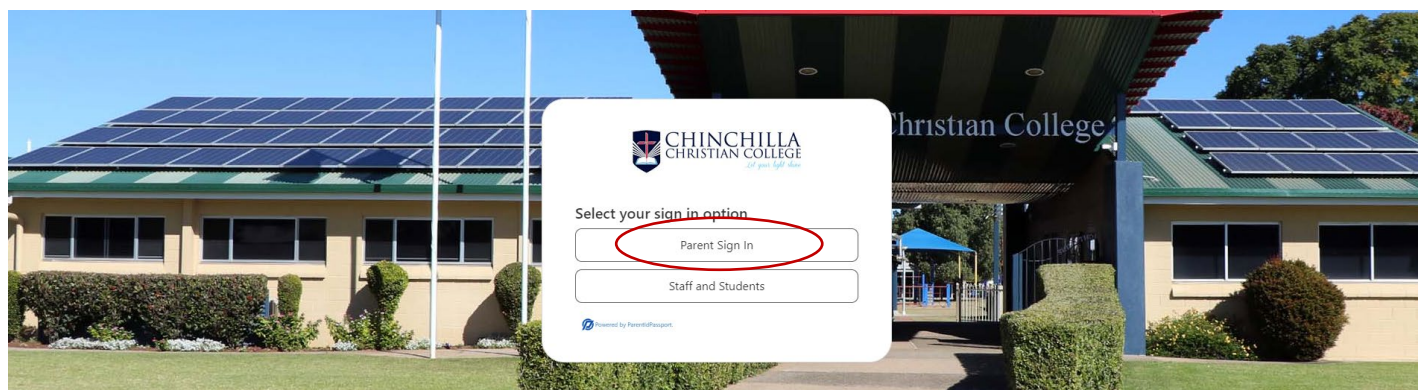
Families have a Single Sign-on to all online services. Access to the Edumate Parent Portal is via our website www.chinchillacc.qld.edu.au "Online Services" tab or via the link <https://chinchilla.ccmschools.app> and select the Edumate Student Information System icon.



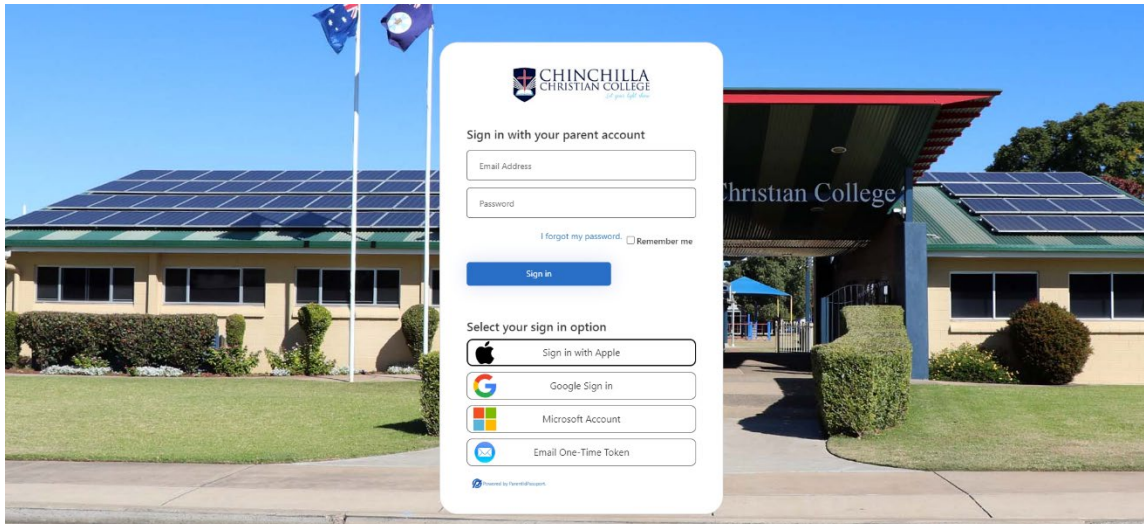
Log In

New families will receive a welcome email from CCM, usually sent on your child's first day at CCC. This email will contain your unique system-generated username and temporary password. If your email address provided to the College is unique, you will be able to use that in place of the supplied username. Additionally, parents/carers will have the option to sign in using their Apple ID, Microsoft or Google Account.

1. Once you have selected Edumate, select "Parent Sign In"



2. Choose how you wish to sign in



Troubleshooting

I don't know my username

At first, you can attempt to use your email address. Note, for two or more users with the same email address, only one user will be able to log in with it.

If that doesn't work, please go to <https://support.ccmschools.app> and select "Parent Accounts & Passwords". Complete the form and one of our support agents will respond and resend the welcome email.

I don't know my password / How to reset password

1. Select "Parent Sign In (see image above)"
2. Select "I forgot my password"
3. Follow the steps to reset your password



No email received to reset password

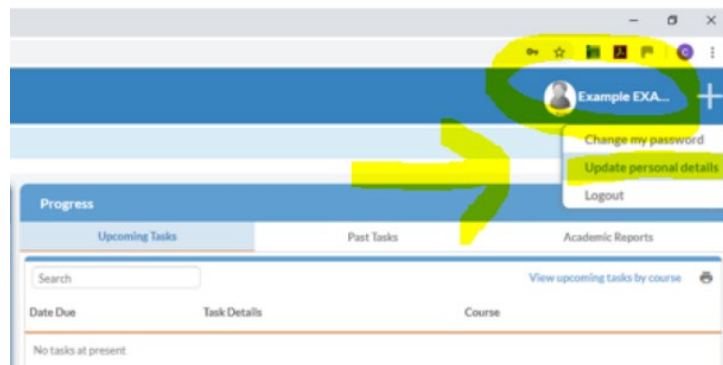
If you are trying to log in and your username is wrong, you will receive the message, "The username or password provided in the request are invalid."

Additionally, if you try to reset your password, and the email is not valid, you will receive the message, "An account could not be found for the provided user ID." after entering the one-time passcode.

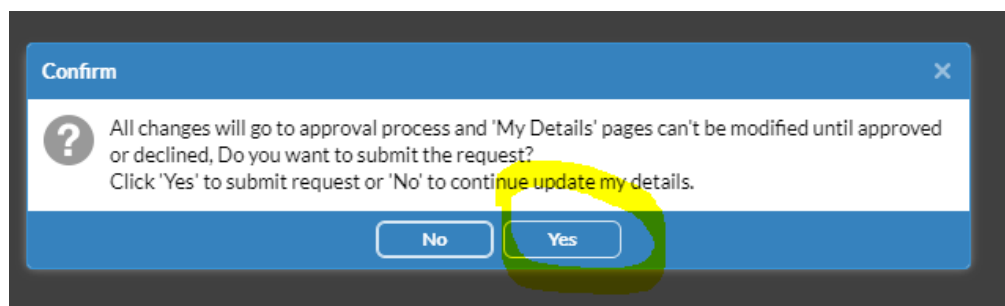
Both of these mean that the email cannot be found in the system. Check that the email address entered is correct. If that doesn't work, you will need to contact the school to update your details.

Update Personal/Work Details, Relationships, Medical & Dietary

1. Click on “your name” – top left of screen



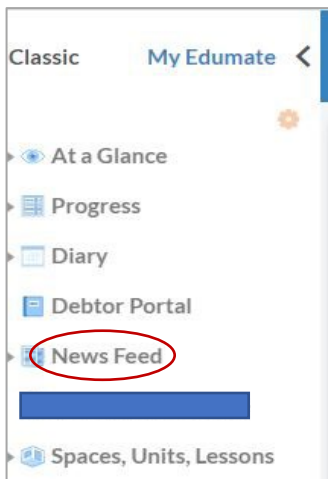
2. Click on “Update personal details”
3. 4 tabs will show under “My Details”
 - a. Personal
 - b. Work
 - c. Relationships
 - d. My Child Details
4. Click on the required tab
5. Make any necessary changes
 - a. Medicare details are **not** required.
 - b. Please tick “use verified address only” when updating address details.
6. Click on the Orange box “Submit Changes”
7. Click “Yes” to confirm



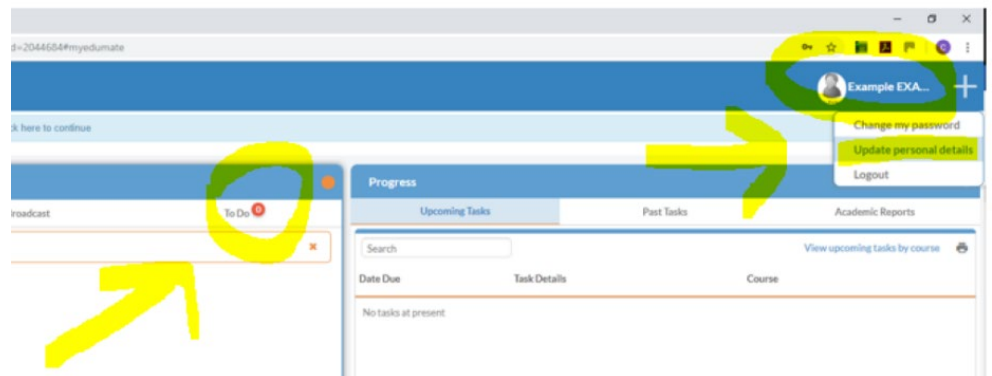
Please also refer to the following YouTube video for further instructions (note: the Log In screen has changed. Please refer to Log In instructions above).

[Video - Parent Portal – Update Personal Details](#)

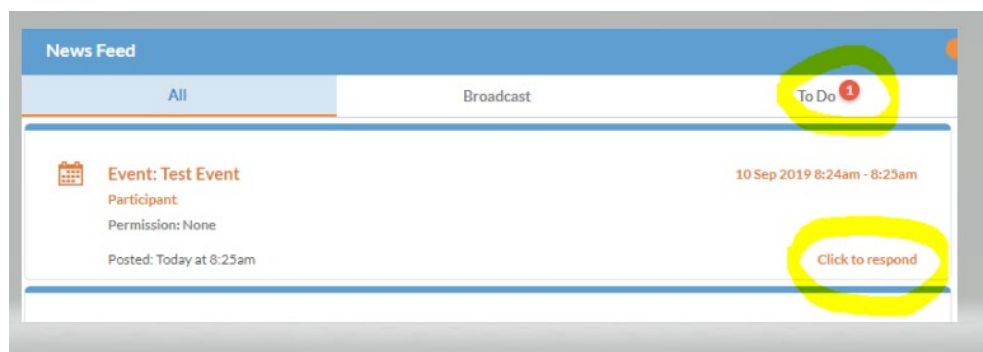
Permissions for Events



1. Select "News Feed" on the left hand side Menu
2. Click on "To Do"

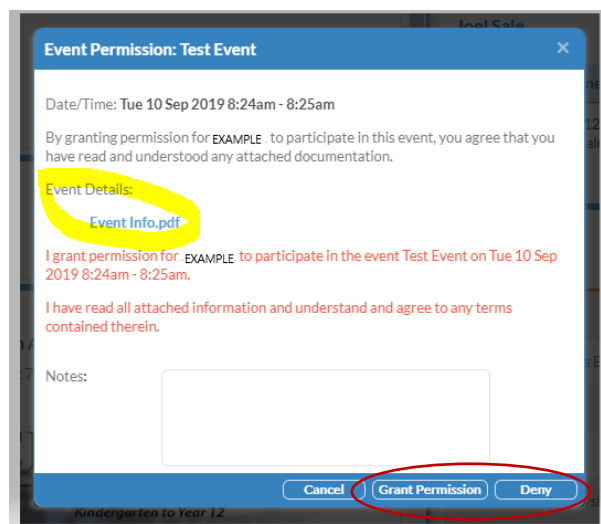


3. Click on the required event, then "Click to Respond"

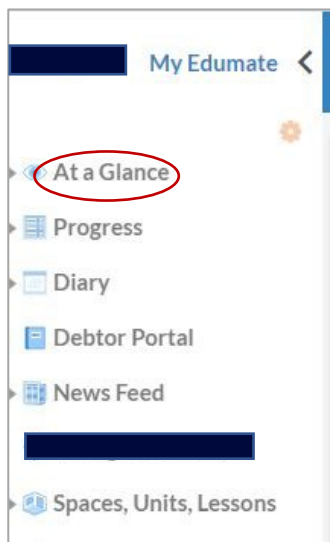


Event Permission

1. Click on the document/s listed under "Event Details" for a full explanation of the Event
 - o These documents remain after permission is given
2. Click on "Grant Permission" or "Deny"- bottom of the screen



Student Absences



1. Select “At a Glance” on the left hand side Menu
2. Click the “Attendance” tab

Absence Notifications

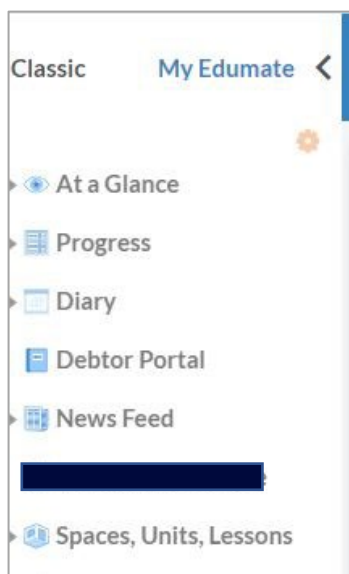
1. Click on the “unexplained/unverified absence”
2. Enter in the “Details” field, the reason for your student’s absence

A screenshot of the 'Submit Absence Explanation/s' form within the app. The form has a blue header and contains the following elements: a title bar, a note stating 'Student absences require an explanation verified by a carer to be provided promptly.', a section for selecting dates with a checkbox for '09/09/2019 (Whole day)', a section for applying reasons with a dropdown menu labeled 'Reason', and a large text input field labeled 'Details' (highlighted with a yellow circle). At the bottom, there are three buttons: 'Cancel', 'Submit and do more', and 'Submit and close'. A footer note provides contact information for further enquiries.

Absence History: Shows the days your child has been away and the reason.

Attendance Details: Shows your child’s attendance, based on your chosen dates.

Other Menu Items



At a Glance: General student profile information including classes, attendance, welfare and timetable information.

Progress: Academic student items such as upcoming tasks and task results as well as past academic reports.

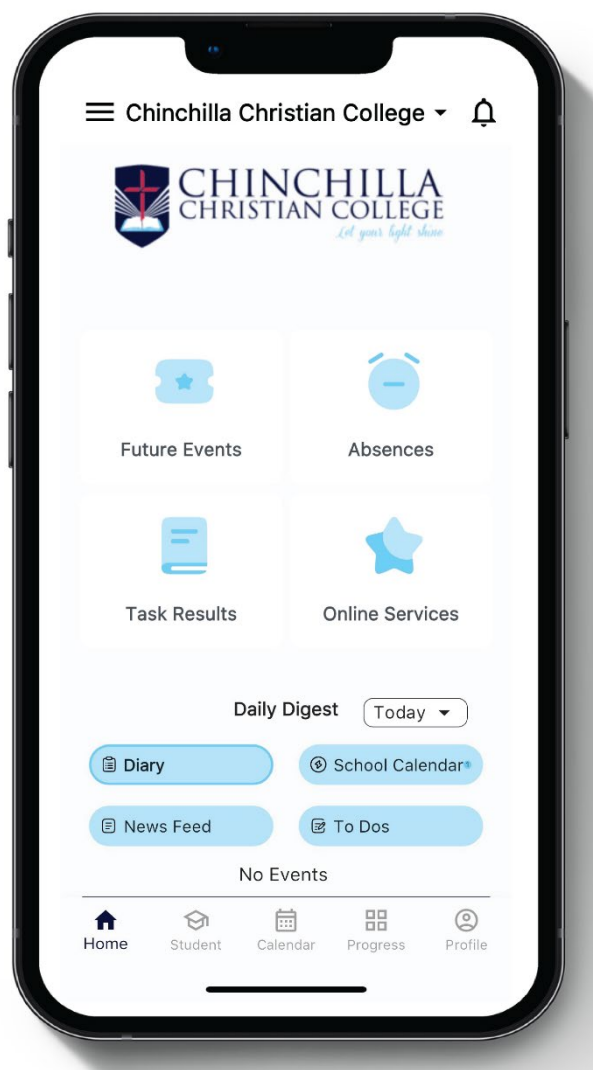
Diary: Student timetables and access to the College calendar.

Debtor Portal: Financial balance, statements, payment of bills and set up automatic payments and debits (where available).

News Feed: General information collated in one feed, including broadcasts (general announcements) and space posts (extracurricular information).

Spaces, Units, Lessons: 'Spaces' is for extracurricular activities. Learner.Link is used for delivery of curriculum content, in place of 'units and lessons' in Edumate.

Parent Carer Orbit Mobile App



The app is available for both iPhone and Android. Simply search for **Carer Orbit App** in the relevant app store.

To download the app, please refer to **Appendix A** below.

Sign in with the same details as the Parent Portal.

The Home Screen provides the following functionality:

Future Events	Upcoming events specifically related to your student.	Absences	Allows notification & approval of unexplained absences
Task Results	Assessment results	Online Services	Links to all online College services
Diary	The events your children are included in	School Calendar	All events at the College.
News Feed	News Posts and general communications	To Do	Events to action for permissions.
Student	General Details, Classes, Attendance, Medical & Welfare	Calendar	School Calendar for each student Diary for each student
Progress	Academic student items such as upcoming tasks and task results as well as past academic reports.	Profile	Parent/Carer Details + Notification Preferences

Managing Notification Preferences

In the Carer Orbit app, parents/carers can manage push notifications. There are three options available which will allow the management of notification badges as follows:

- **Attendance**
- **Calendar**
- **Communications**

To manage these:

- Click the Profile Button (bottom right) on the Home Screen
- Click Notification Preferences tab
- Click the check boxes to turn on all notifications
- Save Changes or Undo Changes

Manage Notification Preferences

Choose which types of notifications you'd like to receive

Attendance

- Absence Explanation Requests ☒
- Absence Verification Requests
- Morning Absence Alerts

Calendar

- Event Permission Requests ☒
- Appointment Requests
- Absence Explanation Requests

Communications

- Broadcasts ☒
- Spaceposts

Save Changes

Undo Changes

Technical Support

Inside the app, Technical Support can be accessed via the menu button (3 lines) in the top left corner or via Online Services.

If you are having difficulty logging into the app:

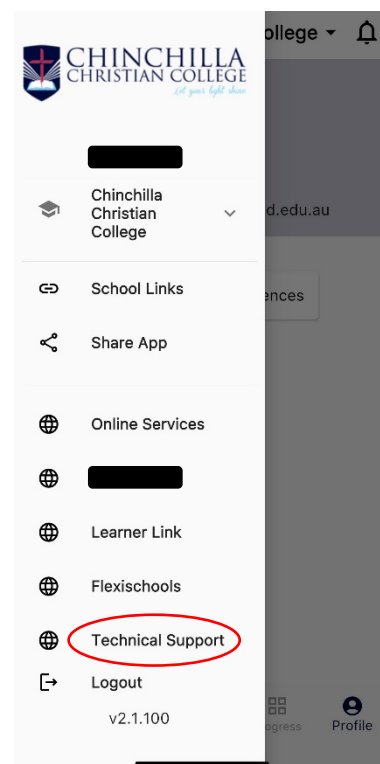
- <https://ccmschools.app/go/chinchilla/>
- Technical Support
- College Mobile Aps

Further Information

There are also help guides online on how to use the Carer Orbit App.

Please click on the link below.

[Help Guides for Parents/Carers](#)





GETTING STARTED WITH OUR NEW COLLEGE MOBILE APP

Chinchilla Christian College uses the Carer Orbit App to help keep parents and carers informed and connected with the College.

STEP 1 - INSTALL

Scan the QR Code or use the [link](#) to download the Carer Orbit App from the Apple App Store or Google Play Store.



STEP 2 - SCHOOL CODE

If prompted, enter the school code **chinch** to connect the app to Chinchilla Christian College.

STEP 3 - SIGN IN

Sign in using your parent account. You can also login with Apple, Google or Microsoft accounts, provided they use the same email address recorded by the college.

Sign in with your parent account

[I forgot my password.](#)

☐ Remember me

Sign in

STEP 4 - STAY CONNECTED

Receive the latest updates, links to school services, and respond to information and requests from the College.

