Sentral Parent Portal and Sentral for Parents App Troubleshooting Errors

If you have previously tried to register the app before it was available to the school, you may experience an error while attempting to login. To check the status of your app follow these instructions.

Step 1- Login to the Sentral parent portal and click "My Details" to see if there is a linked app account.

5	SENTRAL	My Details Sentral Demo
•	Home Logged in as I	My Details
\sim	Messages	Nama
V	Absences	IK
01	Newsletters	Email vferfef@group-llc.tk
,	Daily Notices	
0	Interviews	My Access
5	School Resources	App account
ළු	School Forms	Linked 🖌 View Details
\$	Payments	
	Invoices	
4	My Details	

Step 2- Click on "View Details" and check the status of your app is "ACTIVE".

S Unlink Account

Step 3- If Status is "PENDING" check your email inbox and junk folder for a verification email. Note that if you haven't received the email, or the link has expired, check the email address registered is correct and click the 'Re-send Email' button. Click the link in the email received.

Step 4- In the parent portal, click on "My Access". If you see the red "Click to Configure App Access" button in the middle panel next to the key click this to ensure your app is linked to your students.

The screen will change to display the following:

SENTRAL	My Access	Portal Version 1 Massages Notifications
Home Logged in as Mi	chael Family Access Key Issued 22/2/2018	Click to Cedifigure App Access Family access key
Diedra ARS Vic Sentral Mas	COTT tor, Year 5	www.Access.Key This access key is associated with the following student(s) • Ronald ARSCOTT
Michal ARS Vic Sentral Mas	COTT ter, Year 3	Diedra ARSCOTT
HA Hal ARSCO Vic Sentral Mas	fT ter, Year 1	HalARSCOTT
Messages		
Newsletters		Setup App Access ☐ Revoke Key
Daily Notices	a	
 Interviews 		
School Reso	urces	
\$ Payments		
My Details		
a, My Access		
? Help & Inform	nation	

is access key is associated with the following student(s
Ronald ARSCOTT
Diedra ARSCOTT
Michal ARSCOTT
Hal ARSCOTT

The panel will change to display the following:

N.B you registered for the app at the start of the process.

Step 6 – Type in your APP password and then click on the blue "I already have an App Account"



The following screens will appear confirming that your student's access has been connected to the app.

Student Access Key Issued 22/2/2018	App Linked	~	App credentials were successfully authenticated. This Portal access key is now linked to the App	- 28
+ Add New Access K	er .			
			a	

Step 7 – Repeat these steps for any keys the school have given you.

Please note – if in the future you link a new student/family key to your app, you may need to log out of your APP and login back in to see the additional student/s.