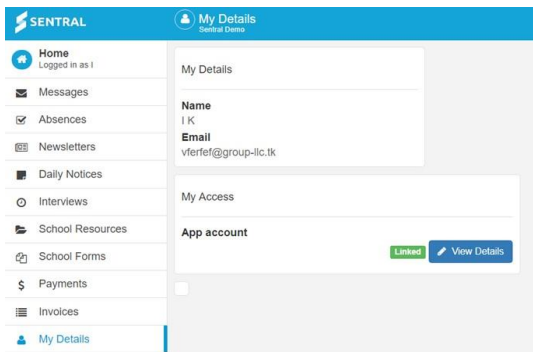


Sentral Parent Portal and Sentral for Parents App Troubleshooting Errors

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.

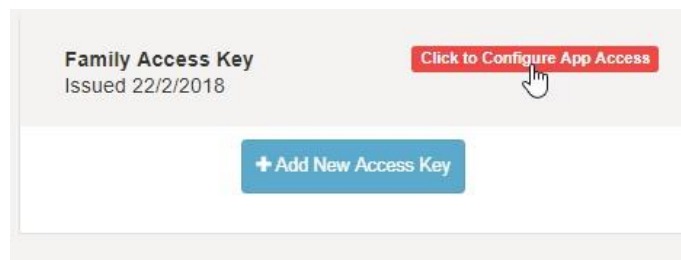


Step 2- Click on “View Details” and check the status of your app is “ACTIVE”.

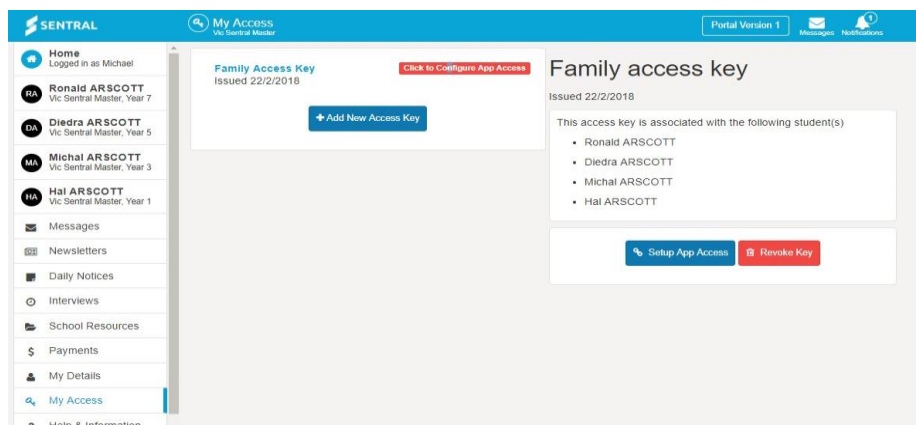


Step 3- If Status is “PENDING” check your email inbox and junk folder for a verification email. Note that if you haven’t received the email, or the link has expired, check the email address registered is correct and click the ‘Re-send Email’ button. Click the link in the email received.

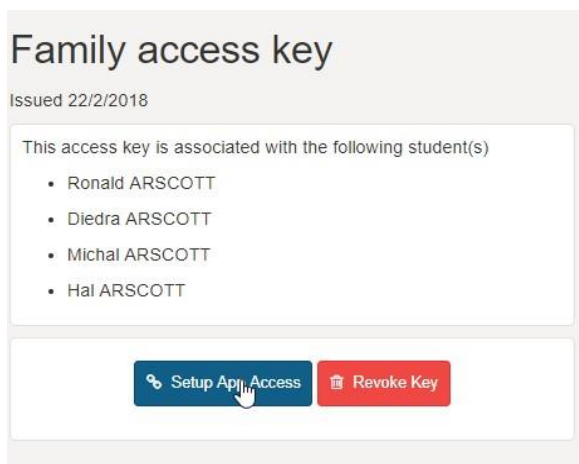
Step 4- In the parent portal, click on “My Access”. If you see the red “Click to Configure App Access” button in the middle panel next to the key click this to ensure your app is linked to your students.



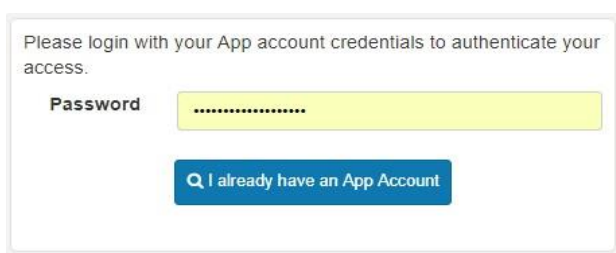
The screen will change to display the following:



Step 5 – Click on the blue “Setup App Access” button

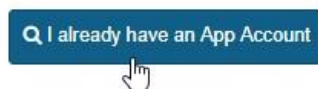


The panel will change to display the following:

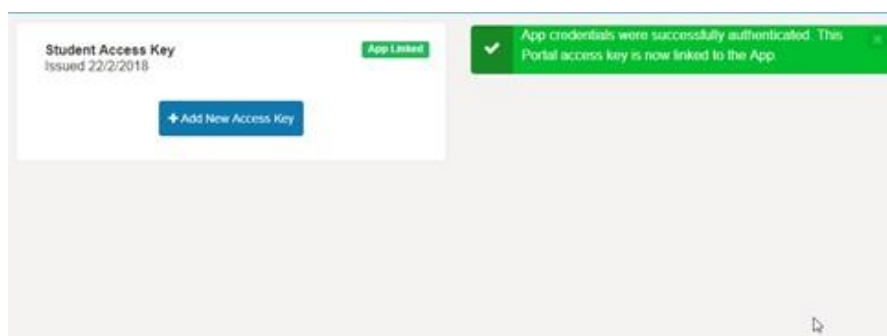


N.B you registered for the app at the start of the process.

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.



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.