Frequently Asked Questions for Parents

Q. **Can my child's previous enrolment history from my old account be transferred over into my new account?**

A. Your previous account is set up on our Onsite program portal and the new account is for all Online programs so at this stage you will not be able to see previous enrolments. However, if you do wish to access this information, we can email it through to you upon request – office@gateways.edu.au

Q. **Can I reset my own password on the new portal?**

A. Yes, once a profile has been created, you are now an existing member of the new portal and you are able to reset your password via the login page. *'Forgot your Password'* sends you a reset password email to the email account in which the profile was created under.

Q. **When creating a profile what should my username be?**

A. Your username should be your email **(parent email)** address.

Q. **Why do I have to set up a new account when I already have an existing account on the old website?**

A. Our new portal allows for a family account so one email address can access all children within one family. Now, all information required for each program your child/ren attends can be accessed from the one profile.

Q. **Will my child's school be aware of this information too as they are attending a program at school?**

A. Yes, schools also have a school account, and they will see a roll of which programs all their students are enrolled in. Each roll also lists each students' unique Token login. Teachers can provide this to students so they can access the relevant Zoom link.
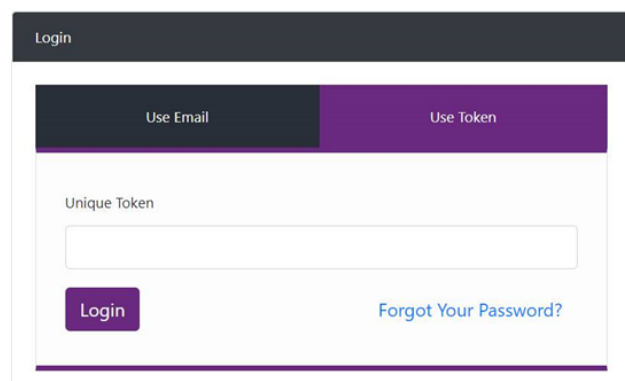
Q. **How does my child access the information required?**

A. There are two ways your child can access your account whilst at school:
1. They can login to their account with the username (parent email address) and child specific password created by the parent when the profile of this child is created
OR
2. Each child has a specific Token login, provided on their profile and also provided on school rolls.

<table>
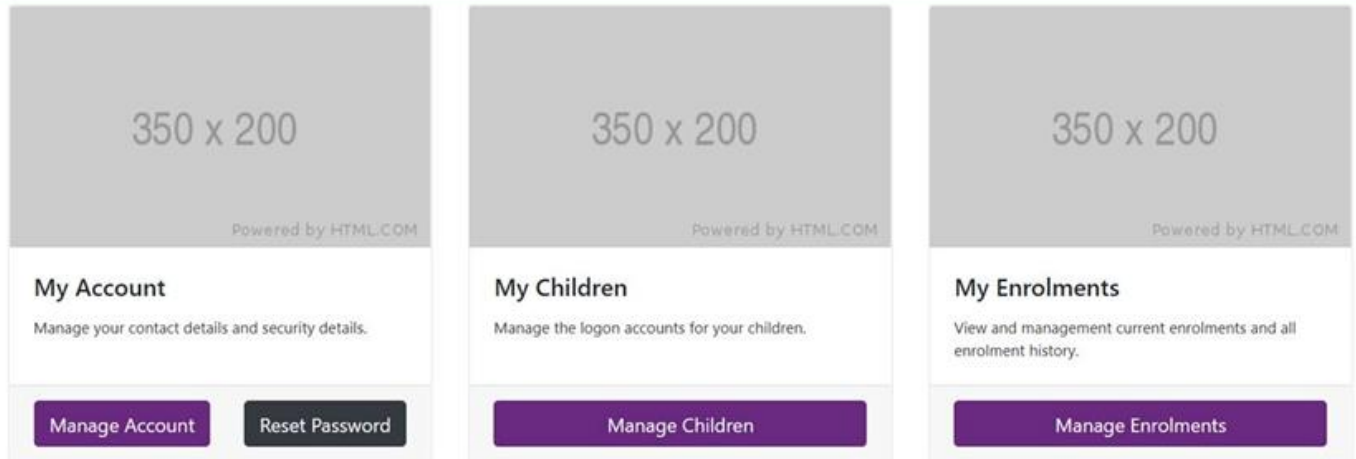<tr><td>Q.</td><td>**What do I do if I have accidentally enrolled in the incorrect time slot or program?**</td></tr>
<tr><td>A.</td><td>Call or email your state office and we will happily make the changes for you. Our contact details are below.</td></tr>
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Key Features:

My Account → You are able to manage your account i.e. home address, name and contact information. You are also able to reset your password through '*my account*' tab.

My Children → This is where you can find each child's profile, username and Token login.

My Enrolments → You can find all program specific information with zoom links and program requirements for all programs your children are enrolled in.

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