

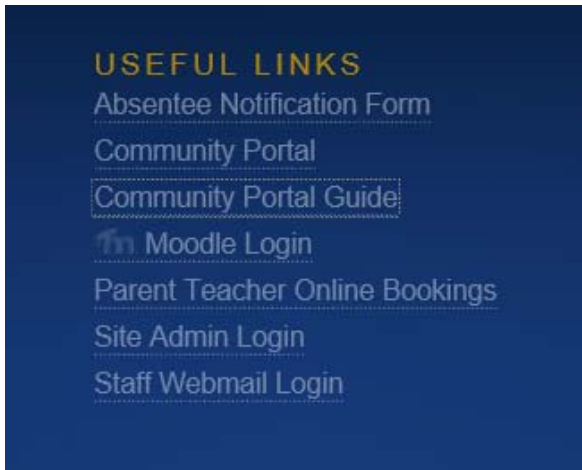
Parent Guide for  
De La Salle Online Services

## Index

1. How to access the Community Portal and initial login .....	2
2. Community Portal - My Details.....	3
3. Parent Password Reset .....	6
4. For further support .....	9

## 1. How to access the Community Portal and initial login

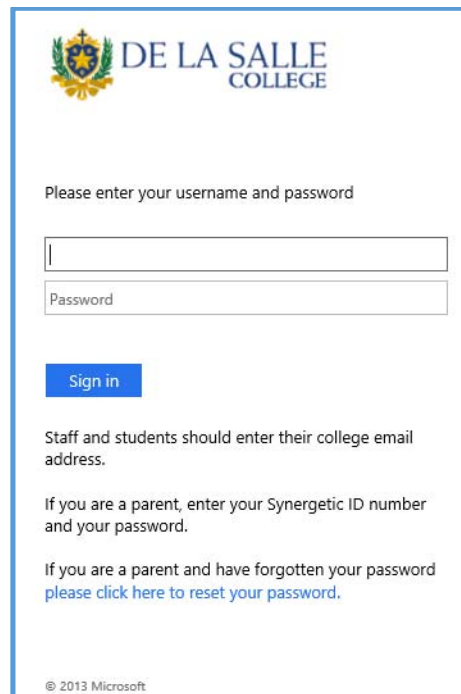
You can access the Community Portal via shortcut on the College website, shown below:



or via the following link:

<https://community.delasalle.vic.edu.au>

This will take you to the Community Portal login page, shown below:

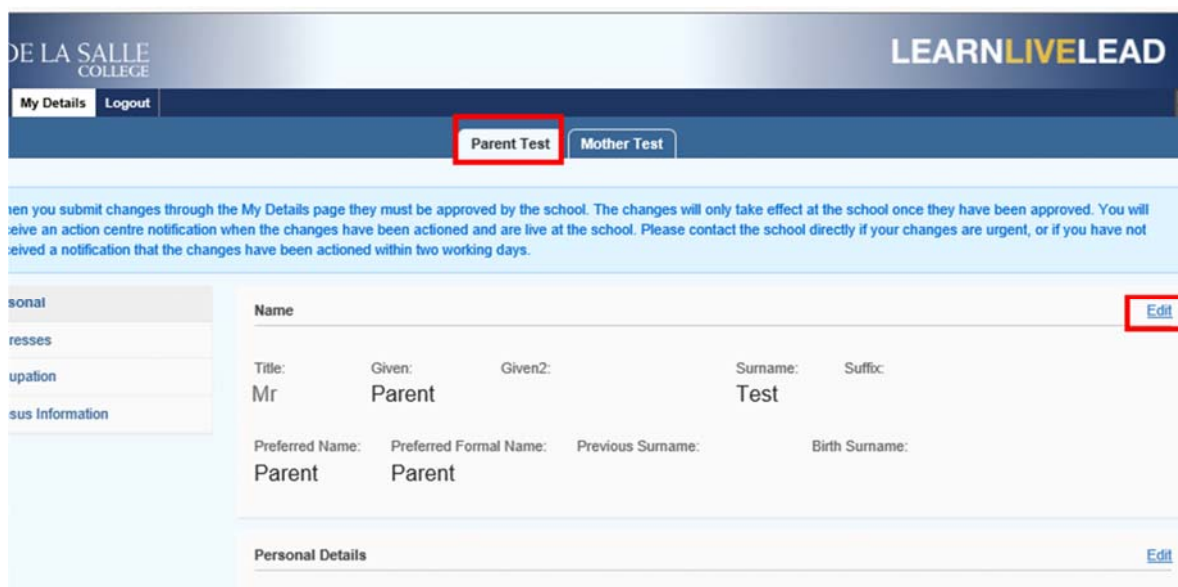
The screenshot shows the login page for the De La Salle College Community Portal. At the top left is the college's crest, followed by the text "DE LA SALLE COLLEGE". Below this is the instruction "Please enter your username and password". There are two input fields: the first is empty, and the second is labeled "Password". A blue "Sign in" button is positioned below the fields. Further down, there are three lines of text: "Staff and students should enter their college email address.", "If you are a parent, enter your Synergetic ID number and your password.", and "If you are a parent and have forgotten your password please click here to reset your password." At the bottom left, there is a small copyright notice: "© 2013 Microsoft".

## 2. Community Portal - My Details

- 1) After you have logged into Community Portal, click on the **'My Details'** tab in the top left of the window to view or change personal details



- 2) To view or change personal details, click on the tab with the name of the person you want to change. To view and change that person's details, click the "Edit" button in the top right corner of the information section.

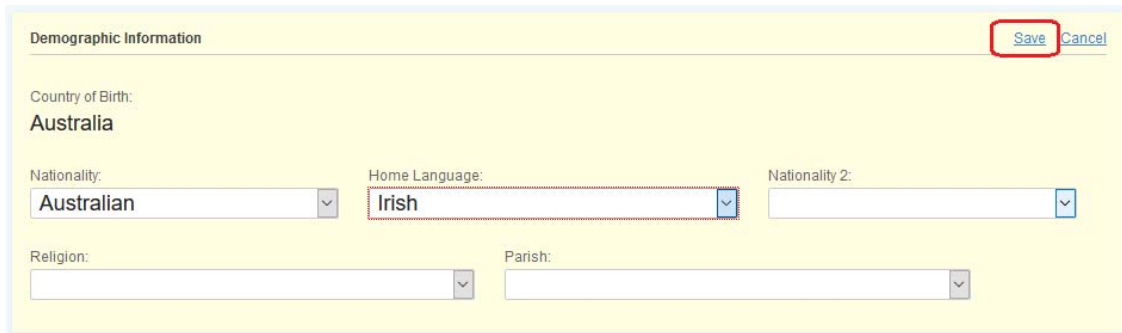
A screenshot of the De La Salle College Community Portal 'My Details' page. The page header includes the college logo and the slogan 'LEARNLIVELEAD'. Below the header, there are two tabs: 'My Details' and 'Logout'. The 'My Details' tab is selected. Below the tabs, there are two sub-tabs: 'Parent Test' and 'Mother Test'. The 'Parent Test' sub-tab is highlighted with a red box. Below the sub-tabs, there is a blue notification bar with text: 'When you submit changes through the My Details page they must be approved by the school. The changes will only take effect at the school once they have been approved. You will receive an action centre notification when the changes have been actioned and are live at the school. Please contact the school directly if your changes are urgent, or if you have not received a notification that the changes have been actioned within two working days.' Below the notification bar, there is a sidebar with a list of tabs: 'Personal', 'Addresses', 'Registration', and 'Personal Information'. The 'Personal' tab is selected. The main content area displays personal details for 'Parent Test'. The details are organized into two rows. The first row contains: Title: Mr, Given: Parent, Given2: (empty), Surname: Test, Suffix: (empty). The second row contains: Preferred Name: Parent, Preferred Formal Name: Parent, Previous Surname: (empty), Birth Surname: (empty). At the top right of the information section, there is an 'Edit' button highlighted with a red box. At the bottom of the information section, there is a 'Personal Details' label and an 'Edit' link.

**Please be aware:** The following personal details cannot be changed via the Community Portal:

***Surname/Given/DOB/Gender/Country of Birth***

You will need to telephone the college to have this information updated.

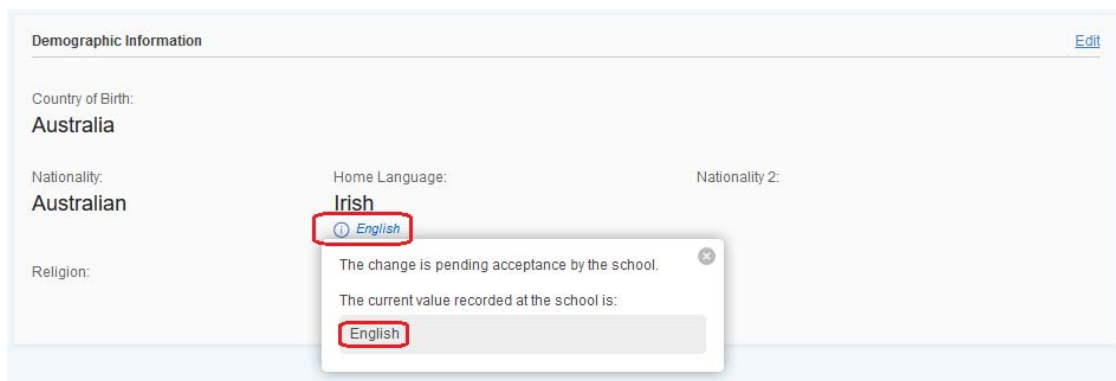
3) After you have finished making changes, click the “Save” button on the top right



The screenshot shows a form titled "Demographic Information" with a yellow background. In the top right corner, there are two buttons: "Save" and "Cancel". The "Save" button is highlighted with a red rectangle. The form contains the following fields:

- Country of Birth: Australia
- Nationality: Australian (dropdown menu)
- Home Language: Irish (dropdown menu)
- Nationality 2: (empty dropdown menu)
- Religion: (empty dropdown menu)
- Parish: (empty dropdown menu)

After clicking “save” you can view the pending changes, as shown below:



The screenshot shows the same "Demographic Information" form, but now with a grey background. The "Save" button is no longer visible, and an "Edit" button is in the top right corner. A notification box is overlaid on the form, indicating a pending change for the Home Language field. The notification text is:

The change is pending acceptance by the school.

The current value recorded at the school is:

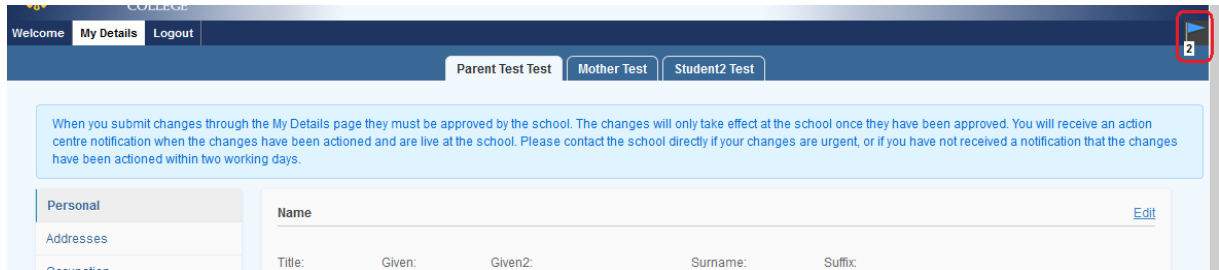
English

The notification box also shows the current value "Irish" and the new value "English" (highlighted with a red rectangle).

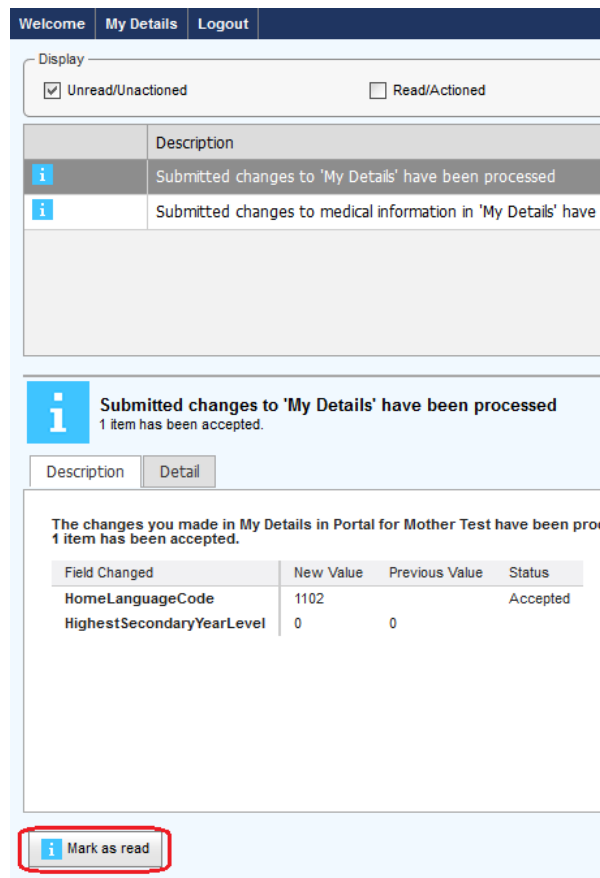
Before any updated details are visible in the Community Portal, changes will need to be approved by the college administration staff. This can take up to **two consecutive business days**.

If changes are required immediately, please contact the college Reception on 03 9508 2100.

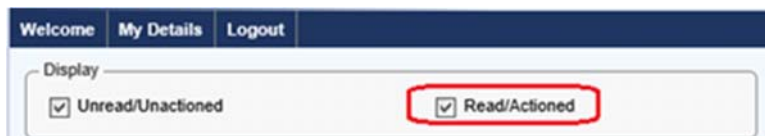
When our staff approve the changes, you will receive a notification in the action center, shown in the top right of the Community Portal. To view the approved changes, click the flag icon.



After you have reviewed the changes, we recommend you click **'Mark as Read'** for each Action Centre message. This will archive the message and clear notifications from the unread queue.



Archived messages are viewable by checking the "Read/Actioned" box at any time.



### 3. Parent Password Reset

1. In order to set your initial password, or to reset your password if you have forgotten it, go to:

<https://passwordreset.delasalle.vic.edu.au>



The screenshot shows the 'Login Assistant' page for De La Salle College. At the top left is the college's crest and logo. Below the logo, the text 'DE LA SALLE COLLEGE' is displayed. The main heading is 'Login Assistant'. Below this, a message reads: 'Please enter your Synergetic ID number to reset your password. A security code will be sent to your registered email address for verification.' There is a single-line text input field with a red border. Below the input field is a dark grey button labeled 'Next'. At the bottom right of the page, there is a small copyright notice: '© 2015 Microsoft Corporation. All Rights Reserved. | About'.

2. Type in your username and click next. A one-time security code will be sent to your registered email address.



The screenshot shows the 'Verify Your Identity: Email Verification' page for De La Salle College. At the top left is the college's crest and logo. Below the logo, the text 'DE LA SALLE COLLEGE' is displayed. The main heading is 'Verify Your Identity: Email Verification'. Below this, a message reads: 'Enter your security code below. The one-time security code was sent to your email address registered with De La Salle College. If you do not see it in your inbox, please check your junk mail folder.' There is a label 'Security Code:' followed by a single-line text input field with a red border. Below the input field are two dark grey buttons labeled 'Next' and 'Cancel'. At the bottom right of the page, there is a small copyright notice: '© 2015 Microsoft Corporation. All Rights Reserved. | About'.

3. Enter the security code from the email you received



Your security code is: 513014 Enter this code to reset your password.

If you did not request to reset your password, please contact the De La Salle College ICT Helpdesk on 03 9508 2192.

4. Type in your new password. Password must be a complex password. Minimum of 7 characters, including one uppercase letter. Do not use any part of your username.

A screenshot of a web-based "Login Assistant" interface. At the top left is the De La Salle College logo. The main heading says "Login Assistant You were successfully authenticated." Below this are two radio button options: "Account Unlock: Keep Your Current Password" and "Password Reset: Choose Your New Password and Unlock Your Account", with the second option selected. A label "(Resetting password for )" is present. A note states: "Password must be a complex password. Minimum of 7 characters, including with one uppercase letter. Do not use any part of your username." Below this is a red-bordered text input field. Underneath is a "Re-enter the password:" label and another text input field. At the bottom are "Next" and "Cancel" buttons. A footer at the very bottom reads "© 2015 Microsoft Corporation. All Rights Reserved. | About".



5. Your password is now successfully reset. You may login to De La Salle College online resources using this new password.



6. If you receive an error, please call the De La Salle College ICT Helpdesk on (03) 9508 2192.

#### 4. For further support

If you need assistance logging in to the Community Portal, resetting your password or updating details, please contact us by calling the College Reception on **(03) 9508 2100**.