**Q**[**Parents FAQs**](https://oneschoolhelp.eq.edu.au/school-management/qparents/Pages/QParents-FAQs.aspx)

**How will I get access?**

You will only be able to register a QParents account if your child's school signs up to QParents. One parent/care giver will then be nominated by the school principal to manage the student’s information and that person will need to register with QParents to access the student’s information. Your school will supply the registration requirements to you.

**What do I need to register for QParents?**

You will need four key things to register for QParents:

* Your unique invitation code which will be sent to you by your school
* An active email account
* 100 points of identity documents to be verified online\*
* Your child(ren)’s EQID numbers

\* Note that only the following identity documents can be verified online.

|  |  |  |  |
| --- | --- | --- | --- |
| **​Document** | **​Points** | **​Document** | **​Points** |
| ​Australian Passport | ​50 pts | ​Australian Birth Certificate | ​50 pts |
| ​Australian Drivers Licence | ​50 pts | ​Australian Marriage Certificate | ​40 pts |
| ​Medicare Card | ​20 pts | Australian Citizenship Certificate | ​40 pts |
| ​Australian Visa | ​20 pts | ​ | ​ |

If you only have 60–90 points of the above identification, you can still register a QParents account. But you will need to attend your school afterwards for an additional identity check.

You can present either one document from List 1 or two documents from List 2 to verify your identity at the school.

|  |  |
| --- | --- |
| **​List 1** | **​List 2** |
| ​Learner Driver Licence | ​Bank statement showing your name and address (not more than 6 months old) |
| ​Working With Children Check Card (Blue Card) | ​Utilities statement showing your name and address (not more than 6 months old) |
| ​Adult Proof of Age Card | ​Pensioner Concession Card |
| ​Queensland Weapons Licence | ​Health Care Card or Seniors Health Card |
| Industry Authority Cards (issued by the Department of Transport and Main Roads) | ​Other Department of Human Services entitlement cards |
| ​ | ​Department of Veterans’ Affairs entitlement card |
| ​ | ​Student identity card issued by an Australian education institution |
| ​ | ​Queensland or Australian Government staff identity card |

If you have fewer than 60 points of the above identity documents, you will not be able to register for QParents.

**On what devices will I be able to access the site?**

You will be able to access QParents through a:

* smartphone app (iPhone or Android)
* smartphone browser (iPhone, Windows or Android)
* tablet (iPad, Windows or Android)
* personal computer

**What if I don't have the internet?**

If you do not have access to the internet you will not be able to access QParents. However, you can still [access your child’s student records](http://www.qld.gov.au/education/schools/information/contact/pages/accessing.html) by contacting your school.

You could also consider using a computer at your [public library](http://www.slq.qld.gov.au/visit-us/find-a-public-library) to access QParents.

**Will my child's information be secure?**

Yes. QParents is a secure portal that meets strict industry standards.

Only people with the right to access information about their child will be given an account; no-one else.

If you don't want to register for QParents, the account will not be activated and your child's information will not be made available through QParents.

**Who looks after the student information presented in QParents?**

The Department of Education, Training and Employment (DETE) is the custodian of all student information. The student information that is presented in QParents is stored and managed in the department’s school student management IT system, which is hosted in a secure Queensland Government facility.

**What personal information is stored about me?**

The following details are stored to enable the management of your account:

* your full name
* your password
* the student number you are associated with
* your email address and (if provided) mobile phone number
* basic details of any delegated viewers you have invited
* the types of documents you provided during registration (but not the actual details on the documents)
* details of any pending payments you have made (but not credit card details)

**Where is my personal information stored?**

The Department of Education, Training and Employment has contracted Microsoft to host the QParents application. Your personal information is stored in Microsoft's secure data centre in Australia. Be assured that all personal information is protected using the latest encryption techniques, rendering this information unreadable to unauthorised people while housed in the Azure platform. See the [Microsoft Azure Trust Centre](http://azure.microsoft.com/en-us/support/trust-center/privacy/)( http://azure.microsoft.com/en-us/support/trust-center/privacy/ ) for further details.

**Will you use my data for advertising products?**

No, as a Queensland Government Agency we are not permitted to distribute your information for advertising purposes.

**Who will be able to access my child’s information?**

The school will identify one parent or caregiver as the QParents Account Owner (QPAO) and send that person a unique invitation code to register with QParents with all the details on how to register. Once registered, the QPAO will have access to the student’s information and they can also delegate access to a student’s information to another parent or carer.

**What happens if I don’t want my child’s information in QParents?**

An email or letter will be sent to you from your school inviting you to register for QParents. If you choose not to register an account, your child’s information will not be accessible through QParents.

**Why would I add a delegated viewer?**

In the same way that parents and carers currently share a range of their student’s information within the family (for example, mum, dad, grandma, carer), QParents will allow such information sharing in an online manner on request of the QPAO. It is expected that other parents, grandparents and relatives and friends who share carer responsibilities with the QPAO owner may be given delegated viewer access to a student’s information.

**What can a delegated viewer see?**

A QPAO can invite another person to view a student’s information in QParents. For each invited delegated viewer for a student, the QPAO will be required to nominate which data sets will be viewable by that person. These data sets can be changed at any time by the QPAO, including removing all view access at any time.

A delegated viewer will only have view access and will not be able to update any student information in QParents.

**Are students able to access QParents?**

No, this is a secure parent portal providing access to student information not available anywhere else online.

**Where does the information about my child come from?**

The student data displayed in the QParents application is already information collected by the school and recorded and managed in the school IT system. This data is currently used to communicate with you about your child’s education. Information recorded includes the bi-annual report cards, timetables, finance invoices, attendance details, etc.

**Do school staff have access to my QParents account?**

School staff do not have access to your QParents account. They do however manage the information that is released to your QParents account from the departmental student management system. A school will therefore know what student information is released, but they will not have access to your QParents account.

**What will happen to my child’s information once he/she leaves school?**

QParents allows you to download a PDF archive of academic reports from previous years. It is recommended you download these when your child finishes school if you would like to keep a copy.

**How up-to-date is the information that is presented in QParents?**

QParents will present all relevant student information that is recorded in the school IT system. This means that as soon as a record is added or updated by school processes, it will be available to QParents. QParents will display the latest possible information as it becomes available.

**What details can I update in QParents?**

QParents supports the online entry of requests to change student details. For students, the QParents account owner can submit:

* change of address
* change of date of birth
* additional/changed medical condition
* details of unexplained absence
* details of future absences, including today
* online payments.

**Note:** All data changes that are submitted through QParents must be reviewed and approved by school administrators before being applied to the relevant records in the school IT system, as is currently the process when requests for changes are made in person, via the telephone or through a paper-based request.​

**Where can I get assistance for QParents?**

If parents require assistance with registration for QParents, help with using QParents, or would like more information, they can:

* visit the QParents [online help guide](https://qparents.qld.edu.au/#/help)( https://qparents.qld.edu.au/#/help )
* call 13 QGOV (13 74 68)