QParents Frequently Asked Questions (FAQs)

Note: QParents Online Help and Videos can be accessed at https://education.qld.gov.au/parents-and-carers/school-information/qparents, or QParents users can phone 13 QGOV (13 74 68) for support.

What is QParents?

QParents is an app that provides a convenient new way for parents to communicate with their child's school. As a parent, you can view your child's student information and also submit changes to some of their details. The information that can be viewed online includes timetables, report cards, attendance records, behaviour information and timely access to invoices and payment details. Parents will also be able to update their child's details, provide consent, pay invoices online, and let the school know of changes to normal routine, such as when their child is unwell or has to leave early.

Why is it being introduced?

QParents has been designed to save time by providing **anytime, anywhere** digital access to information and functionality required to manage school-related administrative tasks, such as paying invoices, providing consent for excursions and providing absentee notifications.

Who will have access to QParents?

Schools choosing to use QParents will decide which year levels to "opt-in" to QParents. For students in those year levels, parents will be invited to register as a QParents Account Owner (QPAO) in order to gain access to QParents.

Why can't I see all of my children in QParents – only one of them?

A parent will only be able to access student information if:

- the school has launched QParents at the school;
- the school has configured the QParents functionality;
- the school has nominated that parent to be the student's QPAO; and
- the parent successfully registers a QParents account.

Why can't I see all of the student information datasets (e.g., timetable, behaviour, attendance, etc.) in QParents?

Each school can decide what student information is made available through QParents. This is decided for each year level within a school so, you may not be able to see all of the information datasets that can be displayed by QParents and you may see different information datasets for different children.

Why haven't I received an email about QParents yet?

One reason may be that you are not nominated as a QParents Account Owner (QPOA) for your student.

Another reason may be that you have not yet received or responded to our invitation to register as a QPAO.

I'm not interested in registering.

No problem. You can just ignore the invitation and your student's information will not be available to anyone through QParents. We will make a note not to send you any further invitations.

I want another person to be the student's QPAO.

That is fine. You may want to send the school an email advising of the name of the parent you would like to be nominated as the QPAO for your student, and their email address.

We can easily change the nomination and the nominated parent will receive a notification email or letter with their own unique invitation code.

Why do I have to verify my identity with documentation – doesn't the school already know who I am?

For security reasons, it is essential that the identity of the person who registers as the QPAO for a student (and therefore has the right to access and manage student information in QParents) is verified for online access. The Department of Education (DoE) considers student information to be confidential (it is classified as PROTECTED by DoE) and should only be accessible online by someone who proves that they are the person who the school invited. The identity verification process enables us to ensure that your student's personal information is kept safe.

I entered my child's details some time ago and they are still PENDING. When will I get access to my child's information in QParents?

The school has to review and approve your request to register as a QPAO. If the student is still "pending" a few days after you entered the details, it is likely that the process of confirming and approving QPAOs is still underway.

If you were unable to verify 100 points of ID online at the time of registration, you will need to provide documentation at the school counter before your student access is approved. Please refer to the confirmation email you were sent at the time of registration for full details, or visit: https://education.qld.gov.au/parents-and-carers/school-information/qparents/registration-and-access

I entered my child's details some time ago and they were PENDING. Now they are not being shown at all. Why is that?

Your request to register as a QPAO may have been unsuccessful and you should have received an email advising you of this. If you haven't received this email, you should contact the school.

Is all of my child's behaviour information shown in QParents?

The behaviour information that is displayed in QParents is only what is recorded this calendar year; and only what relates to the current (active) enrolment. This means that if a student changes school during the calendar year, then only behaviour information relating to the current school will be presented and only if the new school also has behaviour information module turned on.

Also, only behaviour records that are available to all school staff will be accessible in QParents. Any records classified as Restricted will not appear.

What information about myself can I change in QParents?

As a registered QPAO, or QParents Delegated Viewer, you can change:

- QParents email address
  - ♦ used as your username when logging in
  - ♦ used by QParents to send notification emails after you have registered
- QParents mobile phone number
  - ♦ used by QParents to send one-time passwords / codes
- QParents account password

Note: Updating your email address and password in QParents will not automatically update your details in the school's IT system. Only student details may be changed using QParents at this stage. If you wish to change any of your own details on record with the school, please contact school administration directly.

What is actually being shown in the Payments data?

There are two parts to the Payments information. First, the '**Payments due'** for a student are shown - these are the details of charges/invoices that are currently unpaid. The total of these transactions represent the amount owed for the student.

Secondly, details of fully paid charges/invoices are shown under the **'Payment history'** section. All transactions dated in the current calendar year are shown here. This information is presented for your information only since no further action is required.

All details that are displayed in QParents relate to a specific student only, and a debtor's overall situation can only be determined by accessing the payments due for all students for whom the parent is financially responsible.

Why can't I see any invoices for one/all of my children?

Invoices will only display in QParents for the QPAO that our school has listed for fee allocation for a student.

Can I make an online payment?

Yes. The Department has implemented an online payment service. You can make a secure online payment through QParents, which uses the Commonwealth Bank's BPoint facility.

Why can't I see invoices or payment history for my child?

If the payments functionality displays as 'Feature Unavailable', the school may not have made this feature available.

If the payments feature is available but you cannot see invoices or payment history for your child, this may be due to the set-up of your details in OneSchool, the school's IT system. Only parents who have been assigned financial responsibility for their child in OneSchool will see payment information in QParents.

If you would like to be able to view and make payments for your child in QParents, please contact your child's school for assistance.