



Parent Guide



www.compass.education

**Parent Portal
via your preferred
Web Browser**



How to: Access Compass

Compass is a web-based system that is accessible on any modern web browser (Chrome, Firefox, Safari etc).

Every family receives separate logins to our school's Compass site. This log in information is provided to you by the school.

If you need assistance locating the Compass site link for our school, go to:


schools.compass.education

You will then be able to search for our school and access the link.

Recommended browsers



How to: Log in



North Star School

North Star School - London

Username

Password

[Sign in](#)


☒ Remember me

[Can't access your account?](#)

To log in, you will require your unique username and password. These details will be provided to you by the school, however if you are yet to receive them, please contact the school office. You will initially be provided with a temporary password that you will be prompted to update to one of your choosing when you log in for the first time.

Once you have your username and password, go to your Compass portal, enter the details and click '[Sign in](#)'.

If it is the **first time** you are logging in, you will be required to confirm your email address and mobile number. These details may be used by the school for SMS/email communications and password recovery.



Welcome to the North Star School - London Parent Portal

Please confirm your mobile phone number and email address(es) below. These details will be used by the school to keep you up to date on school news, upcoming events, student absences, fees due for payment and a range of other information services (depending on the Compass features your school uses) and they are subject to approval by School staff.

Mrs Victoria NORTH

Mobile

Email

[Update My Details](#)


These details are correct - Proceed to Parent Portal

Compass School Manager requests your personal contact details on behalf of your registered educational institution. Details such as your personal email address and/or mobile phone number will be used solely by Compass School Manager and your registered educational institution for school related communications and notifications. It is not compulsory to provide these details. You are able to add/update and/or remove these details at any time. [View our privacy policy](#)

Once you have confirmed your details, you will be **required to change your temporary password** to one of your choosing. When you have entered your new password, click '[Save](#)'.



If you attempt to log in using the incorrect details ten times in a row, you will be locked out of your account for thirty minutes. If you have forgotten, or aren't sure of your details, please contact the school office.



Update your password

Next, we will need you to set a new password.
Choose a strong password that you don't use for other accounts.

New password *

Confirm new password *

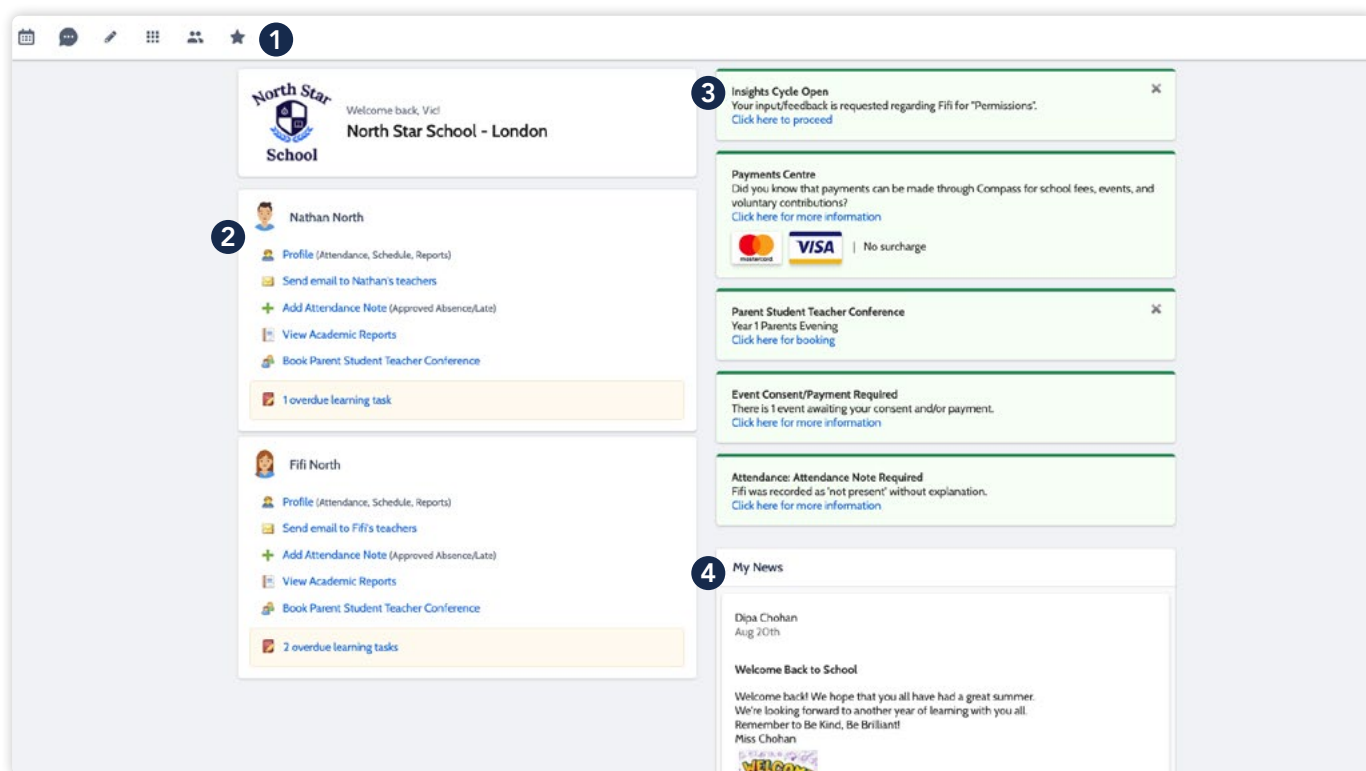
Your new password must:

- Not contain your username
- Not be a password recently used by this account
- Be at least eight (8) characters in length
- Contain at least one (1) uppercase letter
- Contain at least one (1) lowercase letter
- Contain at least one (1) number
- New password and confirmation must match

[Change password](#)

The Home Page

When you log in, you will be taken to the Home Page, which is made up of the following components:



1 Menu options

Across the top of the screen, you will see a series of menu icons, each with drop-down options. These are further explained in the following section.

2 Child Information

You will see each child you have at the school listed here. The clickable items will take you to other areas of the portal e.g. clicking **'View Academic Reports'** will take you to your child's available Report.

3 Alerts









On the top right, you will find a list of clickable notifications that will prompt you to action something.

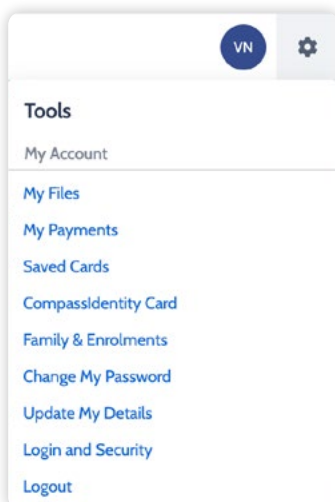
4 News Feed

Posts in the Newsfeed allow the school to communicate key information to you. Posts remain accessible for as long as the school has determined, with the most recent posts displayed first. Posts that are set as Priority, however, will always show at the top.

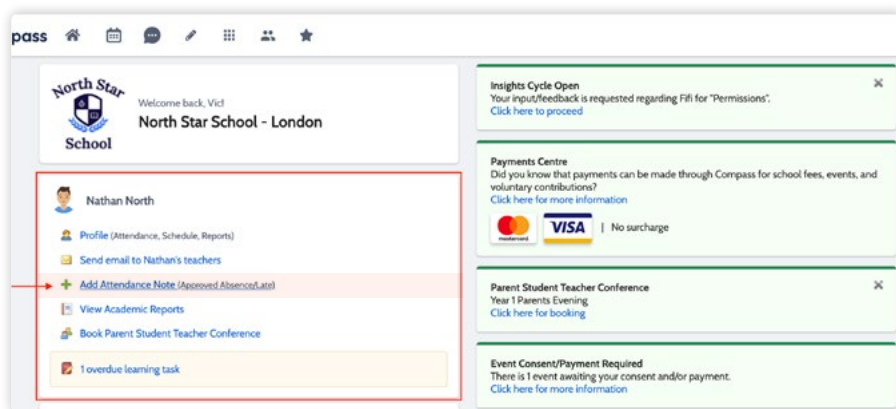
Menu Icons



-  The Home icon can be clicked at any time to take you back to the [Home Page](#) in Compass.
-  The Calendar icon will take you to view the available [Calendars](#) i.e. school events, your child's schedule etc.
-  The Chat icon is the [Compass Connect](#) messaging tool allowing staff to communicate with you directly
-  The Pencil icon opens the [Teaching and Learning menu](#) from which you can view all the Assessments assigned to your child/children.
-  The Grid icon will open the [Organisation menu](#). Here you can access the Events page.
-  The People icon is the [Community menu](#). Here you can book Parents' Evening times (when scheduled). You can also access any School Resources made available from this menu.
-  The Star icon opens the [Favourites menu](#). This contains links to useful websites the school recommends.
-  The Cog icon gives you access to the [Tools Menu](#). Here you can opt to change your password, view your payment history and update your details.



How to: Add an Attendance Note for an upcoming Absence



If your child is going to be absent from school, you can add in an Attendance note to advise the school.

To do so, click '**Add Attendance Note (Approved Absence/Late)**'.

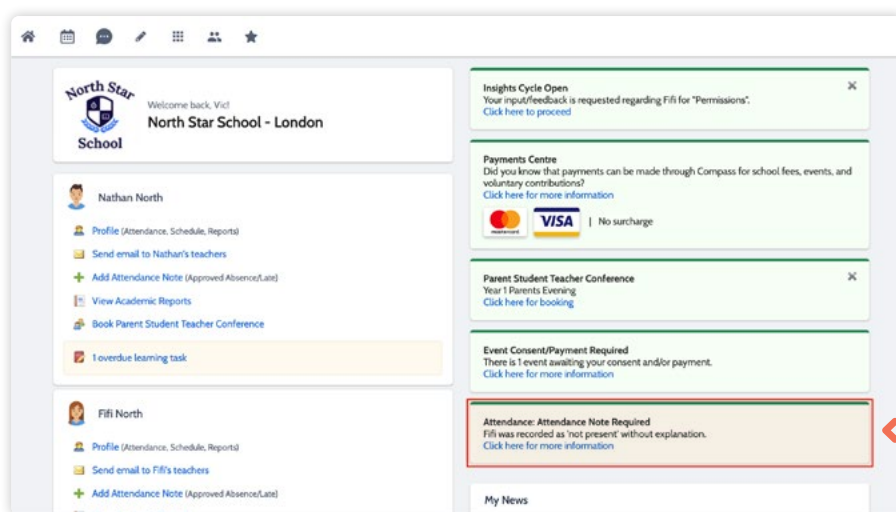
The 'Attendance Note Editor' form is divided into several sections. The 'Note Details' section includes fields for 'Person' (Nathan NORTH) and 'Reason' (a dropdown menu). Below this is a 'Details/Comment' box with radio button options for 'Illness', 'Medical or dental', and 'Religious Observation'. An 'Important Notice' section contains a disclaimer about the need for school review. At the bottom, 'Start' and 'Finish' date and time pickers are shown, each with a 'Select a period...' dropdown. On the right, a 'Potentially Affected Sessions' table lists activities and their times. Below the table is an 'Add Attachments' section with a 'Filename' field and a message: 'This attendance note has no attachments. Drag files here to upload.' At the bottom right are 'Save' and 'Cancel' buttons.

A Note screen will open.

Select the appropriate reason from the drop down list; add in any additional information if applicable in the Details/Comment box.

Select the start and finish date/time of the absence and click '**Save**'.

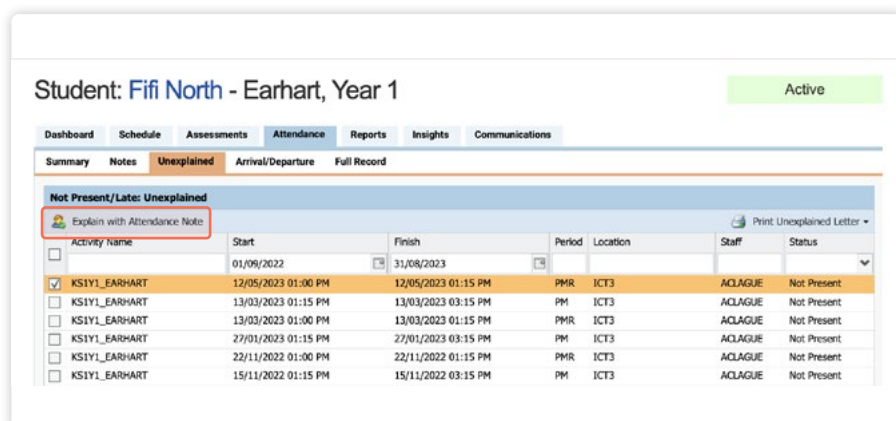
How to: Add an Attendance Note for an Unexplained Absence



If your child has been marked Not Present without an explanation, you will be required to add an **'Attendance Note'**.

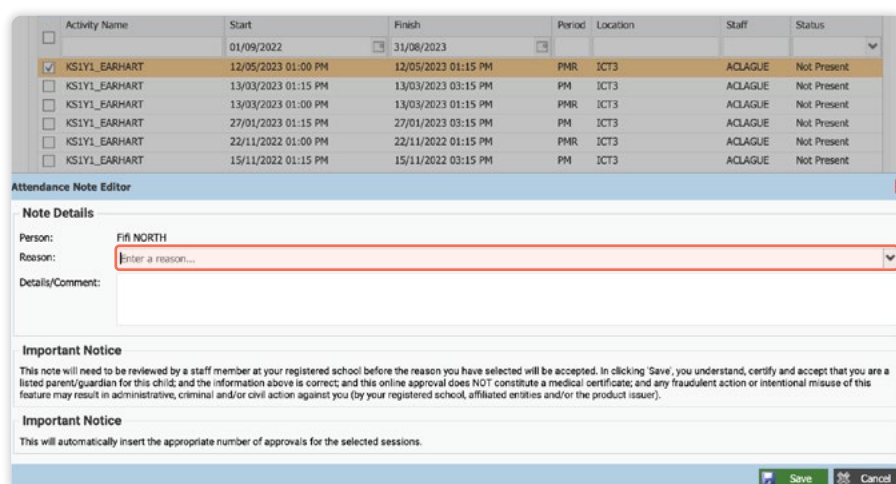
You will see an alert on your homescreen.

Click the alert and it will take you to your child's **'Unexplained'** attendance tab where you will see any sessions listed for which they were marked as Not Present or Late.



Select the session (or sessions) that you are adding a note for and then click **'Explain with Attendance Note'**.

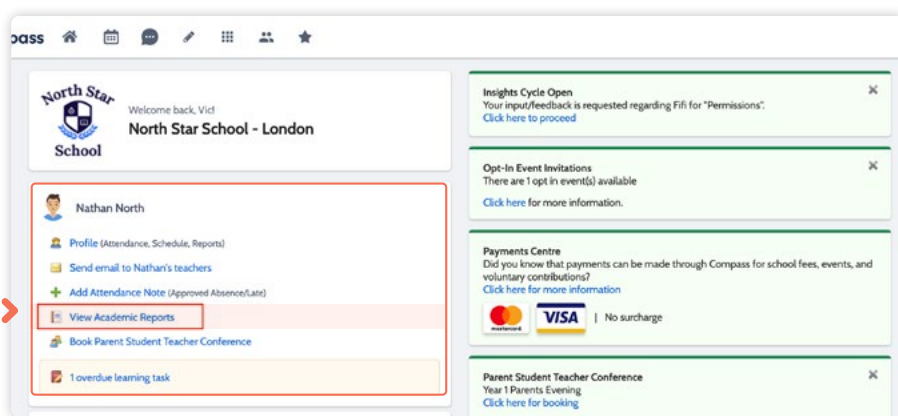
This will cause the Attendance Note screen to pop open.



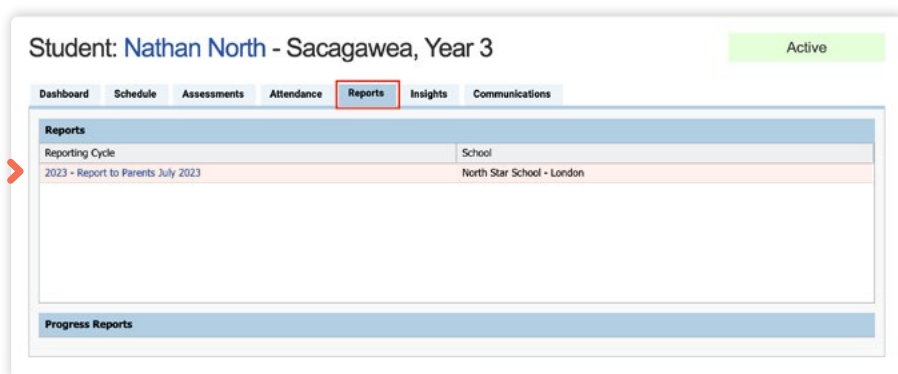
Select the applicable reason for the absence and add in the relevant details/comment.

Click **'Save'**. This will assign the attendance note to the sessions you selected and they will update to no longer show as unexplained absences.

How to: View your child's Report



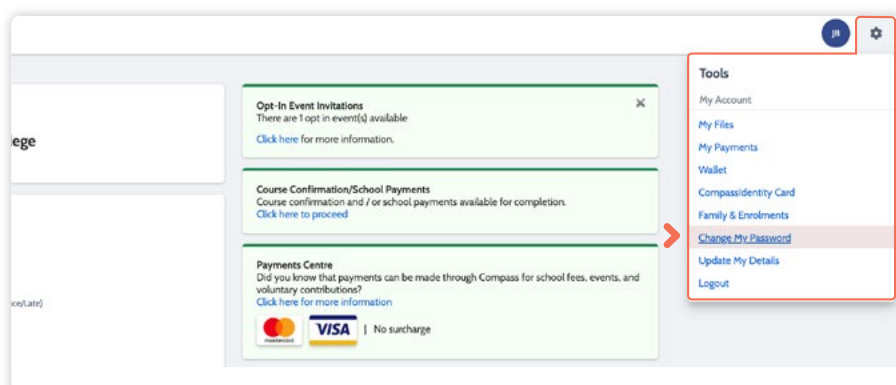
To view your **child's report**, click the option under their details on your dashboard.



This will take you to the '**Reports**' tab of your child's profile. Here you will see any available reports listed.

Click the **blue title** of the specific report you want to access and it will download as a pdf file to your device for viewing.

How to: Change your Password



If you need to change your password, go to the cog icon and select '**Change my Password**'.

A screenshot of the 'Update your password' form in the Compass application. The form is titled 'Update your password' and includes the instruction 'Change my password. Choose a strong password that you don't use for other accounts.' It features three input fields: 'Old password', 'New password', and 'Confirm new password', each with a toggle icon for password visibility. Below the fields, a list of password requirements is provided: 'Your new password must: Not contain your username, Not be a password recently used by this account, Be at eight (8) characters in length, Contain at least one (1) uppercase letter, Contain at least one (1) lowercase letter, Contain at least one (1) number, New password and confirmation must match'.

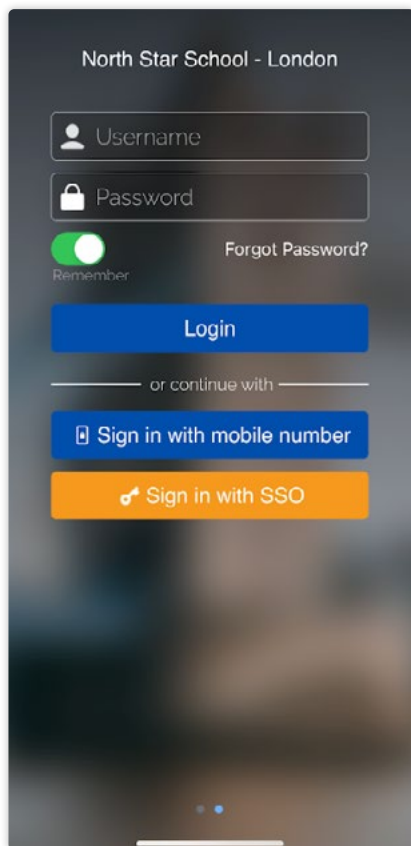
Enter in the required information ensuring your new password meets the set guidelines.

Click '**Save**' to update.

The Compass School Manager App

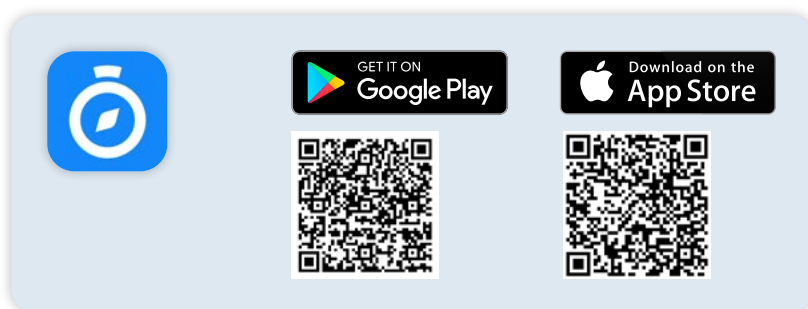


Using the Compass School Manager App

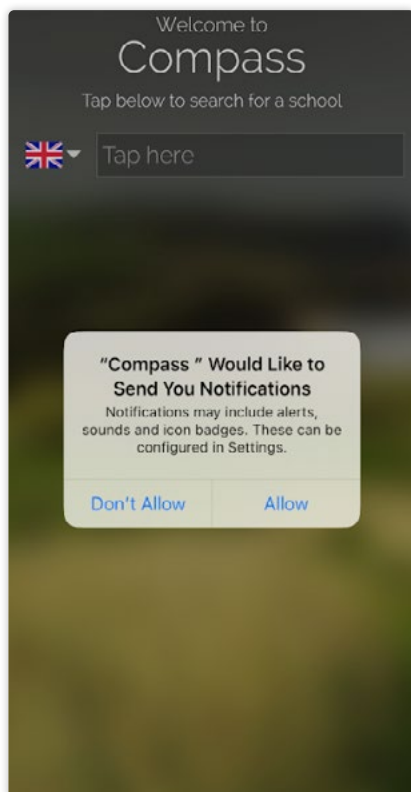


You can use the [Compass app to action tasks](#).

The app is available to download for free from the Apple App Store or the Google Play store.

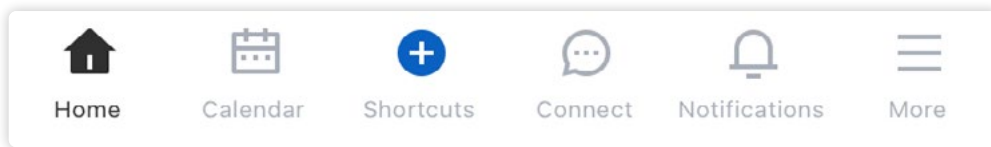



Once installed you will be prompted to select our school from the list at which point you will be required to enter your login details. These will be the same details you use to log in to your Compass Parent Portal.





Don't forget to allow notifications from the Compass School Manager app to ensure you don't miss any important updates from the school.


Menu Icons in the App




 The House icon can be clicked at any time to take you back to the **Home screen** in Compass.

 The **Calendar** icon will take you to view the available Schedules i.e. school events, your child's schedule etc.

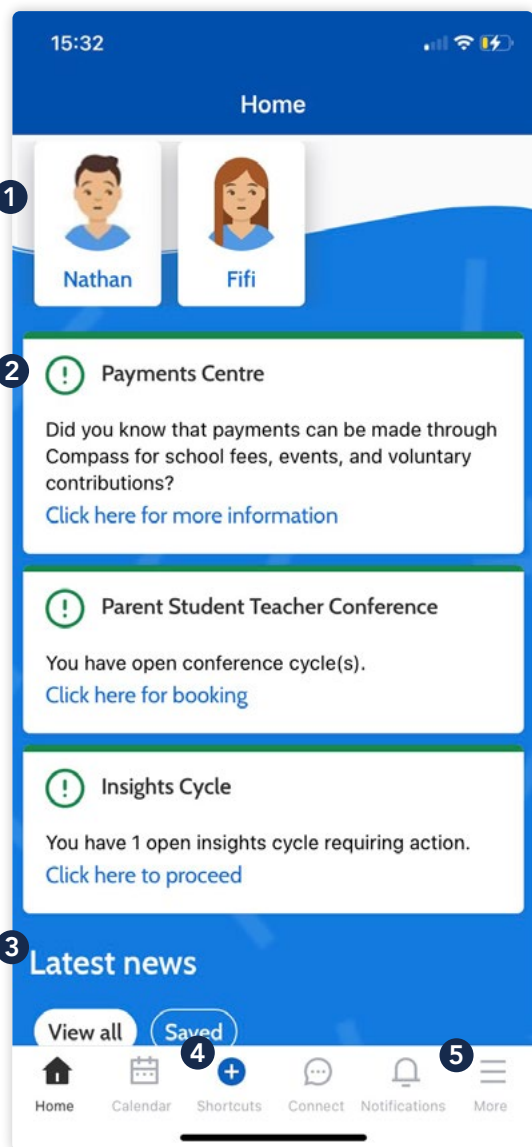
 The 'Plus' icon will give you access to '**Shortcuts**', such as paying for an Event, and adding an Attendance note.

 The 'speech bubble' icon will open **Connect** where you can reach out to your children's teachers.

 The bell icon opens your **Notifications**. This contains a list of all notifications received.

 The hamburger menu icon gives you access to the **More menu**. Conferences, Events, Canteen, and much more can be found in this menu.

The App Home Page



On your Home Page you can see:

1 Profiles

Each of your children who attend the school will appear at the top of the screen. Click their image to go to their profiles.

Within the profile you can access information pertaining to your child such as their schedule, homework tasks, attendance approvals and reports.

2 Alerts

Notifications of items that require your action.

3 News Feed

Scroll through News items to keep up-to-date with posts from school.

4 Shortcuts

Quickly access communications, payments and add Attendance Notes for your child/children.

5 More

Gives you access to additional actions – see next page.

