

## **QPARENT TROUBLESHOOTING GUIDE**

- Registration must be completed on a personal computer and not a mobile device.
- You will only be able to add a child to your account if the school has invited you to join QParents and nominated you to access the student's information
- There are two types of invitations you may receive to add students to your account.
  - 1. If you receive an invitation with a unique invitation code:**
    - Follow the steps to register. See '[How do I register?](#)' for further information.
    - During the registration process you will be asked if you already have a QParents account.
    - Select Yes if you already have a QParents account and enter your account details or select No if you do not already have a QParents account and follow the prompts to add the student.
    - Once verified by the school, the student will be visible on your QParents account.
  - 2. If you receive an invitation letting you know you can now add your student (a unique invitation code does not display):**
    - Log in to your QParents account.
    - Click the Add a student button on the My Students dashboard.
    - Enter your child's EQ ID, their year level and their school.
    - Click the Submit button.
- **It says 'Student Not Found'**-There are a number of scenarios that may result in receiving a 'student not found' message when attempting to add a student:
  - 1. The details entered are incorrect**
    - Check that the EQ ID, year level and school you are entering are correct.
  - 2. You are not nominated as a QPAO for the student**
    - Each school will need to have nominated you as a QParents Account Owner (QPAO) for each of your children - even if you already have an active QParents account for a different student. If you have not received an email or hardcopy letter nominating you as a QPAO, contact your child's school.
  - 3. You have been sent a new QParents email invitation with a new invitation code**
    - If you already have a QParents account but have received a new invitation email with a new unique invitation code, you will need to click on the link provided in the email and follow the prompts onscreen to complete the process of adding your child.
- **If you cannot verify 100 points of documentation online, you can still register for QParents, but you will need to present documentation at your child's school after you have registered.**
  - To register using this option, begin the QParents registration process as normal and verify any identity documents you are able to online. You will see an option on the lower left side of the screen that says "Not Enough ID?". Click this to continue the registration process without verifying 100 points of ID online. You can use the "Not Enough ID?" option even if you have not verified any identity documents online.
  - You should then complete the remaining steps in the registration process and add student/s to your account. You will receive an email with information about what documents you will need to present in person at your child's school.
- If the wrong parent has been nominated, please contact the school to change.