



Newcastle High School

Respect, Responsibility & Participation

Sentral Parent Portal Frequently Asked Questions

What is the Sentral Parent Portal?

The Sentral student and parent portal is a website where students and parents can gain access to see important school information. The new parent portal empowers parents; keeps you fully updated and helps you manage and control everything related to your child's education.

What is Sentral?

Sentral is a web-based software solution used by Newcastle High School that manages school administration, student data, wellbeing, attendance, calendars and other administrative operations.

How do I access the Sentral Parent Portal?

A link to the Sentral Parent Portal can be found on the Newcastle High School website or linking the <http://web1.newcastle-h.schools.nsw.edu.au/portal>

How do I create an account?

Access the portal, click the button "Register User", and complete the fields with your details.

I can't see any details for my child?

Please check your email or mailbox for a letter from Newcastle High School. The letter will contain an 'access key' that is unique to your child. Enter this key exactly as it appears into the "My Access" tab on the left side of the portal page.

I do not have/lost my access key.

Please contact the school and leave your name and student's name and we will create a new key. The new key will be sent out to you via email or over the phone by the Technology Support Officer, Mr Matthew Smith.

Can my child access the Sentral Parent Portal?

No. Students have their own account linked to their Department of Education username. Students dashboards also look different to the dashboard for parents

What information can I see on the Parent portal?

Upcoming events, current daily notices, news, parent contact details, letters, and your child's attendance summary, timetable, positive awards (Gotchas) and class details. Additional features such as parent teacher interview, and reporting capabilities will be added over time.

Who do I contact for Portal support?

Sentral supports the schools that use the portal. Sentral has no way to verify who a parent is, so they don't assist parents directly. Please contact Newcastle High School if you need help or have a question in relation to the Parent Portal.

My child is absent from school today. How do I notify the school via Parent Portal?

The Messages button displays messages sent between you and the school.

1. Click on the Notify of an Absence button.
2. Click to enter details for an absence.
3. Select the name of the child that is absent. This will place a tick by their name.
4. Using the drop down list, select the type of absence. e.g. Sick, Vacation etc.
5. Select the Start Date for the absence from the Calendar.
6. Select the End Date for the absence from the Calendar.
7. Type in a Comment explaining the reason for the absence.
8. Click the Send button.

When I log into the Parent Portal, I see notifications of unread notifications.

1. Click on the Notifications button to see a list of all unread notifications.
2. Select the notification you wish to view.
3. To dismiss a notification, click on Mark as Read.

When I log into the Parent Portal, I see notifications of unexplained absences for my child. If you are aware of the absence, please:

1. Click on the absence you want to send an explanation for.
2. Enter the absence reason in the text box provided.

If you are unaware of this absence, please contact the school.

How do I update our family details such as change of address?

1. Click the My Details button to see your current details such as: family and emergency contacts and student details.
2. To edit a section, click the Edit button for the detail you want to change.
3. The data that can be edited appears on the right side of the screen.
4. Make the necessary change and click Submit Details.
5. You will receive a pop up confirmation message.

Do I have to register for the parent portal?

No. The Sentral Parent Portal is an optional feature for parents to use to gain better insight into their child's progress at Newcastle High School.

Can I book interviews with my teacher through the Sentral Parent Portal?

No. The Parent-Teacher interviews module is not yet active. We hope to have this online later in the year.

Can only one parent use the Sentral Parent Portal?

No. Multiple parents and carers can create accounts. However, they will all be connected to the child through the same access key.