



## Parent Portal access

Dear parent and carers,

To access Parent Portal you will need to create or have access to an ACT Government Digital Account and complete the level 2 identity verification.

The mobile number, first and last names for your Digital Account must be an exact match for those the school uses to contact you. If you already have a Digital Account in which any of these are different from what's on the school's records, you can:

- contact the school to have your mobile number in the school records changed, so you can use your existing Digital Account (recommended), or
- make a new Digital Account just for use with Parent Portal.

You can sign up now and complete the Identity Verification process at any time to get ready for our launch this term.

To complete Identity Verification with your Digital Account, you must provide the details of **one primary AND one secondary Australian identity document** (e.g. Drivers Licence number, Medicare Number). These identity documents details will be verified against your account name and Date of Birth, using the Australian Government Document Verification Service (DVS).

### Primary identification document

- Australian Birth Certificate
- Australian Citizenship Certificate
- Record of Australian Immigration Status (ImmiCard)
- Australian Visa
- Australian Driver Licence
- Australian Change of Name Certificate
- Australian Marriage Certificate
- Australian Passport (current or expired up to 2 years)

### Secondary identification document

- Current Australian Medicare Card
- Australian Passport (if it is not used as the primary document)
- Centrelink Concession Card
- Australian Driver Licence (if it is not used as the primary document)



Both primary and secondary identity documents must be in the same name. Details of these identity documents will be verified, using the Australian Government Document Verification Service (DVS) to confirm your first name, last name and date of birth.

If any of the documents have a different name or an incorrect date of birth, you will need to contact the issuing authority for the document (e.g., Medicare, Australian Passport Office, etc) to have it reissued with corrected details.

If you are unable to complete the identification process, it means we are unable to give you access to Parent Portal currently. Please be assured that the school will continue to share all information available in the Parent Portal with you using existing channels.

If you have any questions, please contact the school.

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