

QParents



Fact sheet for parents

What is QParents?

QParents is a user-friendly portal accessible via app or web browser, providing parents with secure online access to information about their child's schooling.

How will QParents assist me?

QParents enables you to access and manage information about your child online.

What information is available in QParents?

You can access information about:

- attendance details
- timetables and upcoming events
- report cards and assessments
- invoices and payment history.

What are the benefits of using QParents?

You will benefit from:

- greater transparency with online access to your child's information
- ease of viewing and updating your child's details including address and medical conditions
- anytime, anywhere access on a smart phone, tablet or computer
- access to the latest information in one centralised place
- improved administration efficiencies and reduced printing and mail outs.

Which schools use QParents?

QParents is an optional resource available to any Queensland state school. Depending on the needs of their community, schools may choose to use QParents.

Contact your child's school to find out if they are registered to use QParents.

How do I register for QParents?

Your child's school will send you a letter or email inviting you to register for QParents. You will then be able to register via the secure QParents website: qparents.qld.edu.au using the unique invitation code contained in the letter or email.

You will require each child's unique EQ ID and you must verify your identity by providing 100 points of ID. If you cannot verify your identity online, you should contact your child's school for assistance.

The school will review your registration and approve your account. You will then be able to access the QParents app and delegate read-only access to another parent, carer or family member, known as a 'Delegated Viewer'.

For more information on registering and verifying your identity, see the QParents registration fact sheet.

What personal information is stored about me in QParents?

The following details are securely stored on your QParents account:

- your full name
- your email address
- your mobile phone number (if provided)
- basic details of any delegated viewers you have invited
- the types of documents you provided during registration (but not the actual documents)
- details of any payments you have made (but not credit card details).

Where is my personal information stored?

The Department of Education has contracted Microsoft to host the QParents app. Your personal information is stored in Microsoft's secure data centre in Australia. All personal information is protected using the latest encryption techniques, rendering this information unreadable to unauthorised people. For more information, see the Microsoft Azure Trust Centre.



Will you use my data for advertising purposes?

No. Queensland Government agencies are not permitted to disclose your information for marketing, advertising or other purposes.

Where has my child's information been sourced from?

Information about your child in QParents has been collected through school processes such as enrolment and/or recorded by teachers and school staff in the school's IT system called OneSchool.

How current is the information in QParents?

Information will be available in QParents as soon as it has been recorded or updated in OneSchool.

Any information updated by you in QParents (e.g. reasons for absences, your child's details or medical conditions) will be available immediately for the school to review and confirm the update in OneSchool.

What happens if I don't want my child's information in QParents?

Where there is more than one parent or guardian of a child, either party may opt to have a QParents account. In these circumstances, your child's information will be available to the other parent or guardian. If all parties do not want their child's information in QParents, you should contact your child's school.

Where can I find help using QParents?

If you need assistance using QParents, you can:

- check the help page at qparents.qld.edu.au/#/help
- call 13 QGOV (13 74 68)
- contact your child's school.

QParents

Registration process for parents

Before you register as a QParents account owner, you will need to have:

1. Your QParents invitation email
2. 100 points of ID documents (see item 1)
3. Your child/children's EQID (Education Queensland identification) (see item 3)

1 Click on the link in the QParents invitation email.

Register as a QParents Account Owner

Dear John

You have been nominated as the QParents Account Owner for Janie Citizen by Purple State School

To register for QParents you will need:

1. Your unique invitation code
2. 100 points of identification to verify your identity online
3. Your child's (or children's) EQID(s)



[click here to begin the registration process](#)

2 You will be taken to the QParents portal with your unique invitation code already entered. Click 'Next'.

Invitation code

Please enter your unique QParents invitation code.

Invitation code

Where should I find the invitation code?

Next >

3 Read the Privacy Statement and the QParents account owner terms and conditions. If you agree to these, tick the 'Read and understood' checkboxes for both and click 'Accept'.

4 Select 'Yes' if you are the person linked to the code you entered, then click 'Verify identity'.

Invitation code

This invitation code is registered to **John Citizen**
If this is not you, you must NOT proceed with the registration process.

Is this you?

Yes No

Verify identity

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You will now need to enter details from your identity documents.

1. Select the first document you will use.
2. Enter the requested details—they can be found on your identity document. When you have done this, click 'Submit details'. (see item 2)
3. Repeat steps 1 and 2 until you have reached 100 points. Then click 'Finish'.

Verify your identity

To verify your legal identity, you will need to provide 100 points of ID using a combination of identity document types from the list below.

50% VERIFIED

1 Select which sources of identification you wish to use from the list below.

Driver's Licence (50 points) Select your State

NSW QLD SA VIC WA ACT

NT TAS

Medicare Card (20 points)

Australian Passport (50 points)

Australian Citizenship Certificate (40 points)

Australian Birth Certificate (50 points)

Australian Marriage Certificate (40 points)

Having trouble completing your verification?

[VIEW OPTIONS](#)

2 Start entering the details below. Click 'Submit Details' after each source is entered.

Queensland Driver's Licence (50 points)

Please provide your QLD driver's licence details so we can confirm them with the QLD Government. Your licence details will be submitted to the Australian Government Document Verification Service.

Licence number * * MANDATORY FIELD

First name * **Middle name *** **Last name ***

Date of birth (DD/MM/YYYY) *

I agree that my above information is checked with the issuer or Official Record Holder

[SUBMIT DETAILS](#)

Item 1: ID

The following documents can be used to verify your identity online. Each identity document is worth a certain number of points. You need to have enough documents to reach 100 points.


Australian Passport	50 Pts
Australian Drivers Licence	50 Pts
Medicare Card	20 Pts
Australian Birth Certificate	50 Pts
Australian Marriage Certificate	40 Pts
Australian Citizenship Certificate	40 Pts
Change of Name Certificate	40 Pts
Australian Visa (foreign passports)	20 Pts

If you only have 60-90 points of the above ID, you can still register. However, you will need to attend your school for a further check later.



Item 2: ID HELP

If you are having trouble verifying a birth certificate or marriage certificate, the following tips might help:

1. You must be referring to a full birth certificate, not an extract.
2. Make sure you enter your name as it appears on the birth or marriage certificate, even if your name has changed.
3. Click on the question mark  next to the field you are having trouble with to see an example document.
4. Please see our help guide if you are still having trouble:
<https://education.qld.gov.au/parents-and-carers/school-information/qparents>

- 6** You should now create your account. Make sure you use the 'Create an Account' form on the left of the screen.
1. Enter the email address you want to use with QParents. It should be one you check regularly.
 2. Enter a password of your own choice that you will remember. It must be at least eight characters long.
 3. Enter your password again.
 4. Enter your mobile phone number.

Create an account

Email address	<input type="text"/>
Password	<input type="password"/>
Confirm your password	<input type="password"/>
Mobile phone number	<input type="text"/>

[Cancel >](#)

[Submit >](#)

- 7** An email is sent to the email address you entered in Step 6. Click on the link in this email to verify your email address and activate your account.

You are taken to the QParents login page. Log in using your email address and the password you chose in step 6.

Login

Email address	<input type="text"/>
Password	<input type="password"/>

[Login >](#)

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You now need to add your students. Enter the EQID (see item 3), school year, and school name, then click 'submit'.

If you have been nominated as the QParents account owner for another child, click 'Add another student' and repeat this process.

Once you have added all your students, your registration and account set-up is complete.

Details of student to be added

EQID	<input type="text"/>	What is this?
Year level	<input type="text"/>	What is this?
School	<input type="text"/>	What is this?

[< Back](#)

[Submit >](#)

Item 3: EQID

Every school student has an EQID. It consists of 10 numbers and one letter. You can find it on your child's student ID card (the numbers under the barcode), report cards, or school invoices, among other documents.

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A final check is conducted at your child's school. You will be notified by email when this check is complete and you will then have access to all of the features in QParents.