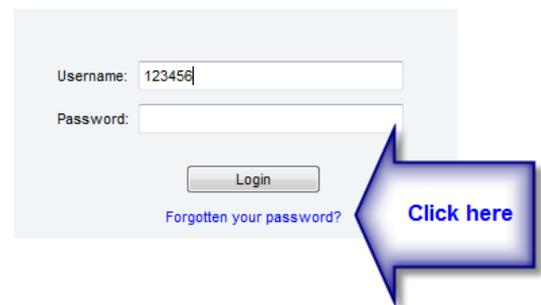




TO ACCESS FAMILYLINK PLEASE FOLLOW THE LINKS FROM THE COLLEGE WEBSITE
<http://www.trinity.sa.edu.au>

How can I find out my Familylink password?

Access the Familylink portal, enter your username, and click on the 'Forgotten your password' link. This will send an email containing your randomly generated password to the email address which you have specified as your 'default' address. You will need to give a password to enter the portal.



The **My Details** page contains a link which will enable you to change your password. You are strongly advised to change your password on your first visit to the portal. **You should not use a password which is more than 15 characters long or the reset process will fail**



What if a family member has not received Familylink account information?

FamilyLink access has been arranged for all people who are signatories to a student's enrolment contract. If a family member (this is most likely to be a partner) has not received a username and password it is probable that their email details are not stored on our system. To have an account created please email familylink@trinity.sa.edu.au with brief details of the person requiring the new account (please include their name, relationship to you **and their email address**). Details will be sent back to the email address which you specify for the new account.

For security reasons please make sure that your message (and any other messages related to the portal) are sent from your 'default' email address. Should your personal details (including your email address) change during the year please use the 'My details' page to inform the College so that our records can be kept up to date.

Any queries regarding the portal should be addressed to familylink@trinity.sa.edu.au.



What is FamilyLink? Synergetic is the name of the database system which underpins a large part of the organisational, education and financial business of Trinity College. The FamilyLink portal is a way of accessing information stored in Synergetic, relating to you as a parent or carer and your student(s), using an Internet browser such as Explorer, or Chrome.

Access to FamilyLink is totally secure, relying on a username and password (your unique Synergetic ID number which identifies you in our database) to give you access to your family record. You do not have access to the records of any other family. The web site is 'secure' (https) which means that any passwords entered are 'encrypted' before being transmitted across the Internet.

The login screen has links which will enable you to change your password, **or to have it emailed to your registered email address (i.e. the default email address which you have supplied to the College) if you have forgotten it.**

What information does the FamilyLink contain? The information in Familylink is organised into a number of pages (tabs):

An **Introduction** page provides some useful links to other College-related sites together with the date and time of your last visit to the portal.

The **Results** page gives access to your child's academic results for the term or Semester. *Note that these are generally only available in the last week of the term.*

The **Timetable** page gives access to both the weekly and daily timetable for your child. Extra-curricular events such as music lesson are also shown, so the page is useful in reminding you to send your child off to school with their clarinet or tennis racquet.

The **Absences** page lists all absences which your child has had during the school year. As well as absences for sickness, family occasions or 'unexplained' absences, the page gives details of late arrivals and early departures which are recorded through the school offices.

The **Finance** Page, as the name suggests, gives an overview of your financial standing with the College. It includes the total amount owing / overdue, an overall balance, the date of the last statement and the amount owed at the time of the last statement. There are also sections which allow you to review / print your last 5 receipts or statements. As the data on this page is calculated 'in real time' it always shows your precise financial status (which is not always apparent from printed statements posted out by the College which cannot reflect payments received / processed between the statement being printed and distributed).

The **Interviews** page is an exciting development as it will allow you to book or cancel Parent-Teacher interviews (as part of the normal Parent-teacher interview cycles) and print a schedule of appointments.

The **Docs** page shows relevant digitised documents (reports, photographs etc.) which are stored on our system

The **Contact Us** page gives a list of email contact addresses for various Trinity College staff. The list includes subject teachers, sports coaches (where your child is recorded as taking part in a Trinity winter or summer sport), Heads of House, school offices. Email communication with the College is encouraged as a means of improving communications between the home and the school.

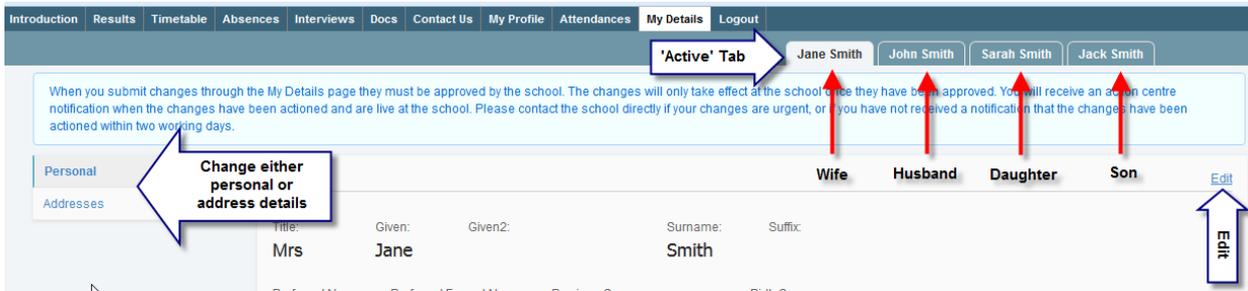
The **Attendances** page is used in 2 ways. In Trinity College Senior attendance at every lesson is recorded digitally and the page will give information regarding attendance / non-attendance at every lesson. In the R – 10 schools only attendance at the first lesson is digitally recorded, with manual attendance records being maintained for other lessons. The attendance screen will therefore show only attendance / non-attendance at the first lesson for students in the R – 10 schools.

The **My Details** page is used updating your information.

The tab will show some of the key information which is stored in our database related to you and your children

who are students at the College. Using the 'My Details' tab you will be able to view and edit information for yourself, your spouse, and any Trinity College students for whom you are both a parent and signatory (i.e. your name appears on their enrolment contract).





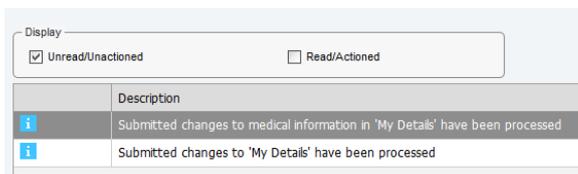
The tab shows each family member for whom you can edit details. For spouses (husband and wife) you can edit personal and address details. For students a wider range of information is available for editing (see below). In all cases the steps are firstly to select the family member; secondly to select the information category (on the left hand side of the screen); thirdly to click 'Edit' to turn on information editing and, finally, to click 'Save'.

When you submit changes through the My Details page they must be approved by the school. The changes will only take effect at the school once they have been approved. You will receive an action centre notification when the changes have been actioned and are live at the school. Please contact the school directly if your changes are urgent, or if you have not received a notification that the changes have been actioned within two working days.

Note that when you update and save details the information on our database is not immediately changed. The portal sends a message to our administrative staff with details of the changes which have been requested. Once the database has been updated you will receive a message in the portal's new 'ActionCentre' to advise you that the changes have occurred. Should the changes be urgent, please contact your school office directly.



The ActionCentre icon (in the top right of the browser window) shows 2 messages waiting to be read. Double-click on the ActionCentre icon to read the messages.



These are the confirmations that data in the school database has been updated. Click the 'Mark As Read' button to suppress these messages in future.



Editing Student Information

The information available for students is far more detailed, containing a number of different categories – personal, medical etc. **Some of this information is of the type that might be used by a boarding school, and is not stored by the College.** You will be advised by email of those data items to which we attach special importance. Please make sure that these are up to date by reviewing them for each of your children.