

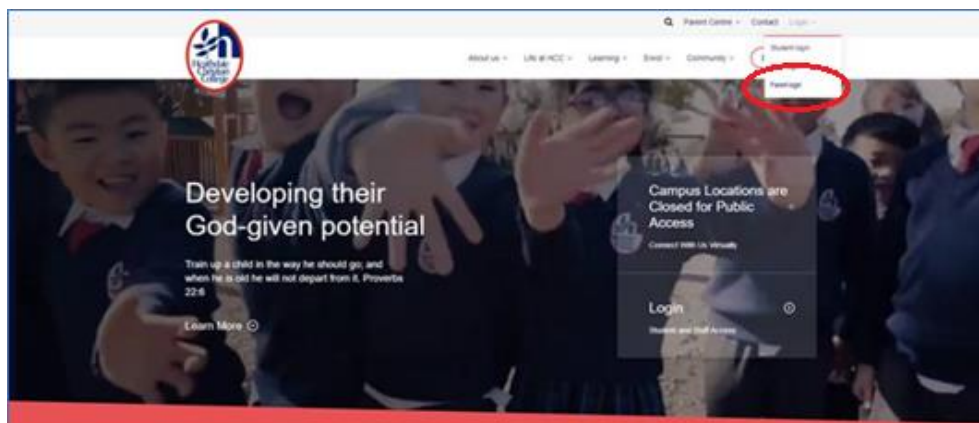
# How to View Reports (for Heathdale Primary School Parents)

This is a step-by-step guide on how to sign in to the Heathdale Application Portal to view student reports.

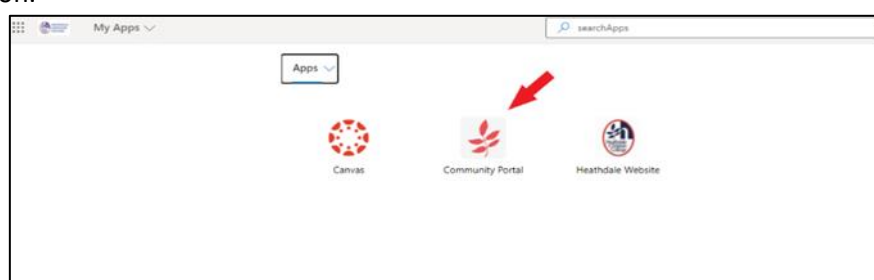
*To use the Heathdale Application Portal, your email address must be associated to the Portal as a Parent Access Account. All parents had been invited via email to create this association. If you are a new family to the College and have not received this invitation, please email [servicedesk@heathdale.vic.edu.au](mailto:servicedesk@heathdale.vic.edu.au) for assistance.*

## Step 1: Signing in to Heathdale Community Portal

- A. Go to Heathdale Christian College's website <https://www.heathdale.vic.edu.au/>. Locate the 'Login' button on the top right of screen and select 'Parent login'



- B. Sign-in using your email address and password that you have created during the Heathdale Parent Access Account registration.  
*(Note: if your email address and password is linked to your company or workplace's Microsoft 365 account, you may be directed to a login page that has your company or workplace's branding on it. Do proceed to sign-in with your workplace password and you will then be directed back to the Heathdale Application Portal.)*
- C. If you have forgotten your password, please refer to the guide "How to Reset Heathdale Application Portal Password".
- D. After signing in, you will see these Apps icons on the web page. Click on the 'Community Portal' icon.

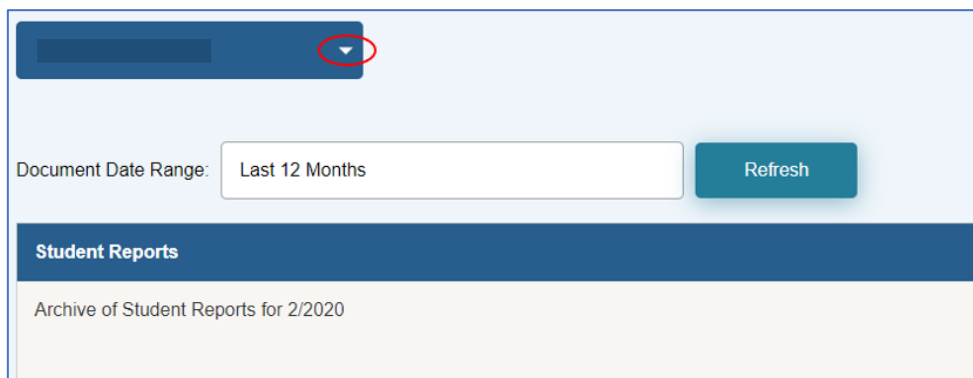


## Step 2: Downloading a Report

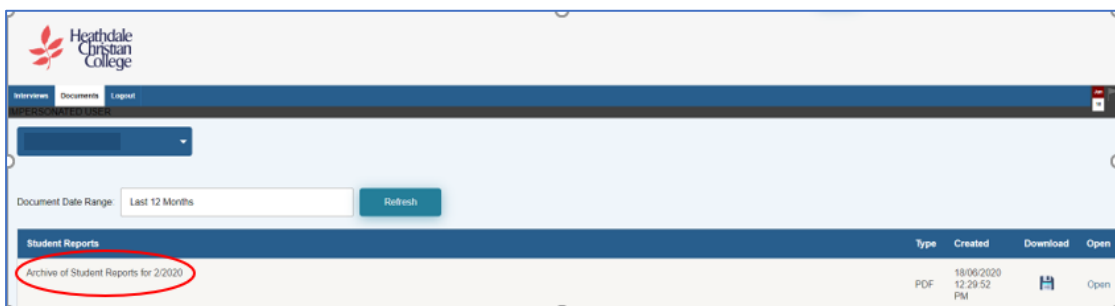
- E. In the Heathdale Community Portal, you will see these three Tabs on the top left of screen. Click on the 'Documents' Tab



- F. If you have two or more children in the school, you will find their names in the dropdown selection box on the top left of screen. Click on the white down arrow and select the child whose report you wish to view.

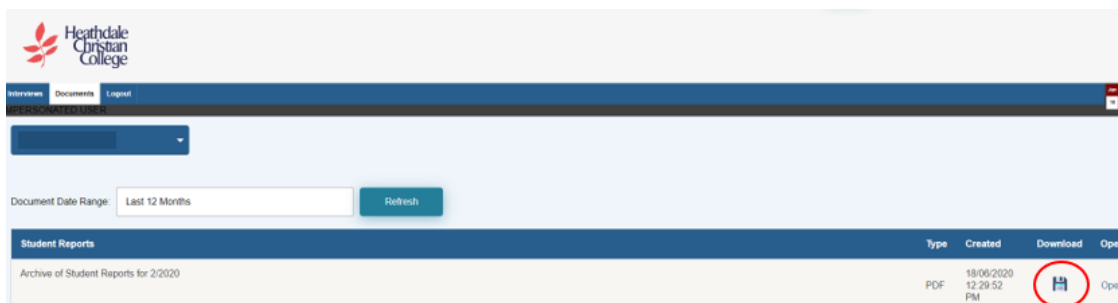


- G. Within the 'Student Reports' area, you will find report titles beginning with 'Archive for Student Reports'. By looking at the 'Created' date, select the most recent report.



- H. To the extreme right of the file title, you will find a 'diskette' icon under the heading 'Download'. Click on the icon to download the Report file in PDF format and save it to your computer or mobile device.

*Note: we do not recommend that you use or click on the 'open' icon as this action does not save a copy of the Report on your device.*



- I. Check that the file has successfully saved into your computer or mobile device.
- J. If you have another child in Primary School, please repeat Steps 2F to 2H to download the Report for this child.
- K. Logout from the Portal by clicking on the 'Logout' button on the top right.



- L. Go back to the location where the Report file has been saved on your computer or mobile device. Open the file to view your child's report.

## Troubleshooting FAQs

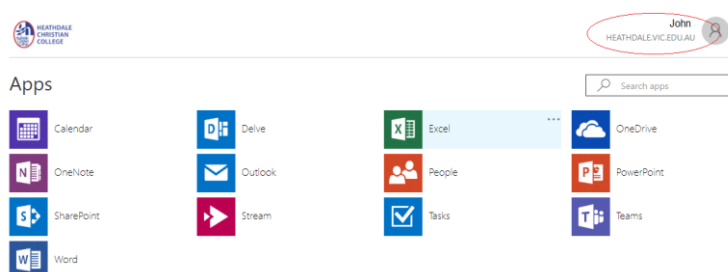
### Difficulty signing into the Heathdale Application Portal and Booking

**Q: I have logged in but cannot see the Community Portal icon under the Apps section.**

You may have logged with your children's Heathdale Application Portal sign-in credentials because your internet browsing history has saved their login details. Please delete and clear all internet browsing history (including saved passwords and cookies) from the internet web browser on your computer or mobile device. Then try signing in again.

**Q: I see my child's name and email address in the Heathdale Application Portal after successfully signing in.**

If you see you child's name in the top right of screen, then you have sign into the Heathdale Application Portal with your child's username because your internet browsing history has saved their login details.



Please delete and clear all internet browsing history (including saved passwords and cookies) from the internet web browser on your computer or mobile device. Then try signing in again.

**Q: I see this error message "Error SAML305: Unable to login, too many community member records found."**

Please email [servicedesk@heathdale.vic.edu.au](mailto:servicedesk@heathdale.vic.edu.au) stating that you have received this error.

## Questions or Technical Issues?

If you have any questions or issues related to this guide, please contact us via the following email address [servicedesk@heathdale.vic.edu.au](mailto:servicedesk@heathdale.vic.edu.au).

Kindly provide the following information in your email:

- Your name, email address in question and your child(ren) full name(s) and Year level(s)
- A brief summary of the issue you're facing or your question
- A phone number and a preferred time during the day when you can be contacted. One of our staff will get back to you as soon as possible.

Please note that we do not provide 'out of hours' support, and while every effort will be made to contact you as soon as possible, we will get back to you within standard business hours or via email.