



# Setting up your Heathdale Parent Access Account

This guide outlines the process for setting up your Parent Access Account for signing in to the Heathdale Application Portal. This Parent Access Account will provide you access to view your children’s learning in Canvas, book your parent teacher interviews and download Primary school reports. This setup process detailed below will associate your email address (as currently used for all College email communications) with our Heathdale Microsoft Guest environment and provide the required access.

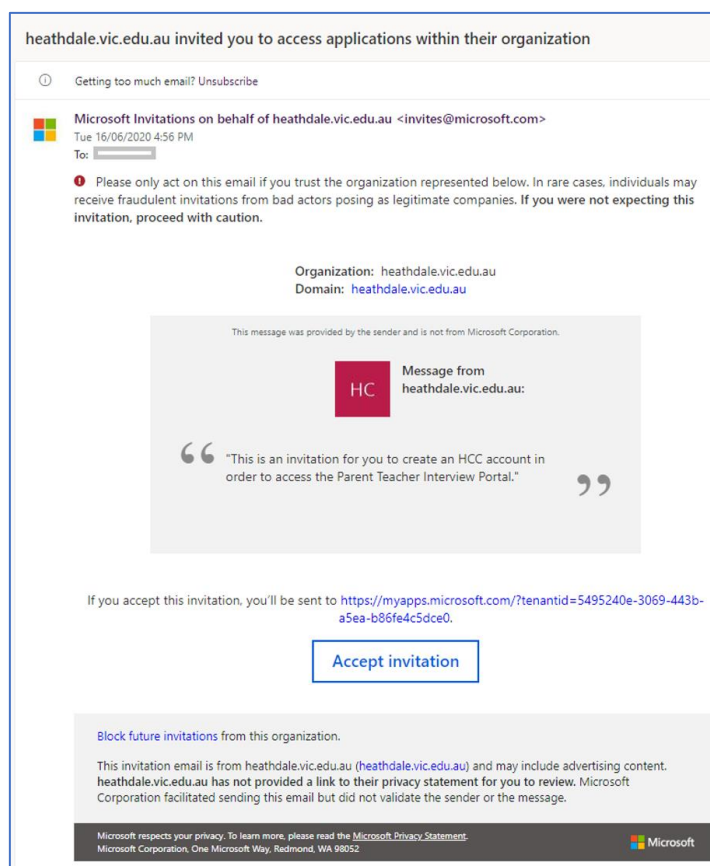
We highly recommend that you delete or clear all internet browsing history (including passwords and cookies) from the internet web browser on your computer before starting this process.

**Account management and Troubleshooting?** See the end of this document.

## Step 1: Heathdale Guest Invitation email

You will receive an email invitation to join the Heathdale network to access applications. This invitation will appear as below and come from [invites@microsoft.com](mailto:invites@microsoft.com). Click on the ‘Accept invitation’ button.

**You are not able to commence this process without this invitation.**

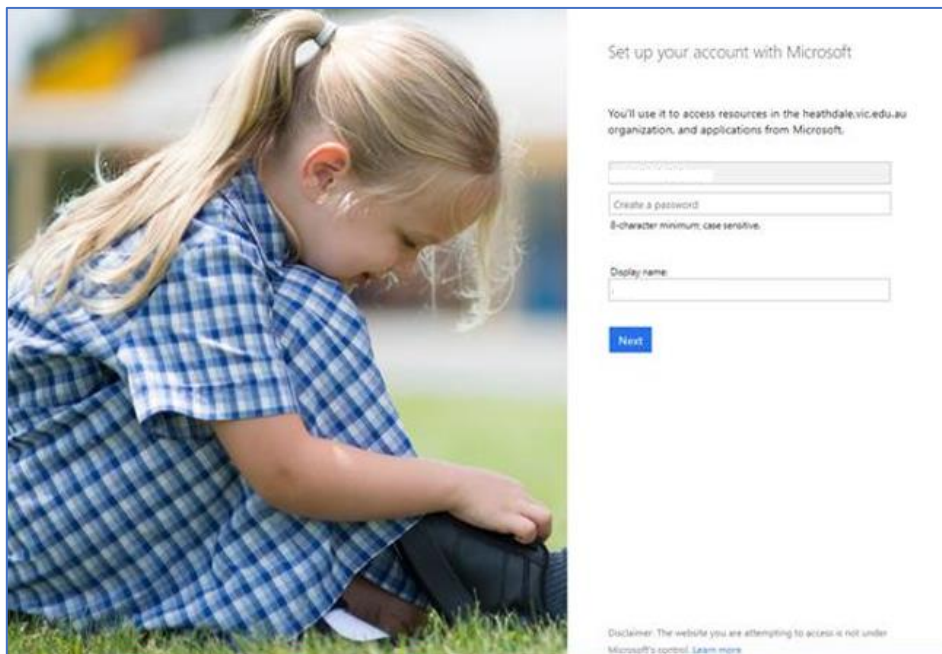


- **If you do not currently have a Microsoft account associated with your email address,** then the system will continue to Step 2.
- **If your email already has a Microsoft association,** then the system will skip you to Step 5b (p.4).

## Step 2: Setting Up an Account and Password

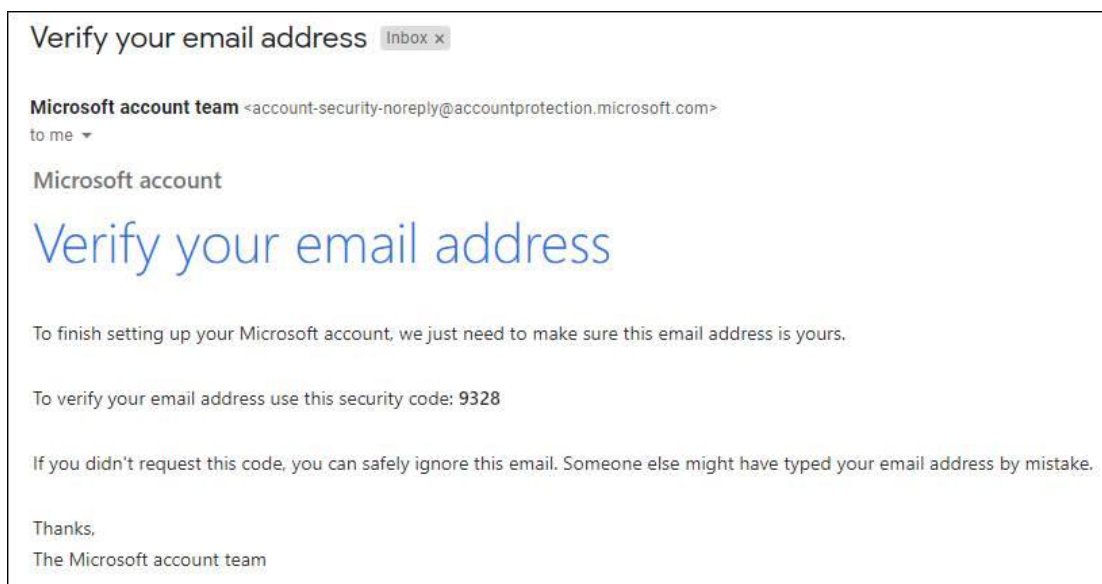
You will see the following screen to Set up an account. Key in a password of your choice and select 'Next' to continue.

*Please note down this password for future sign in to the Heathdale Application Portal.*



## Step 3a: Verify your password

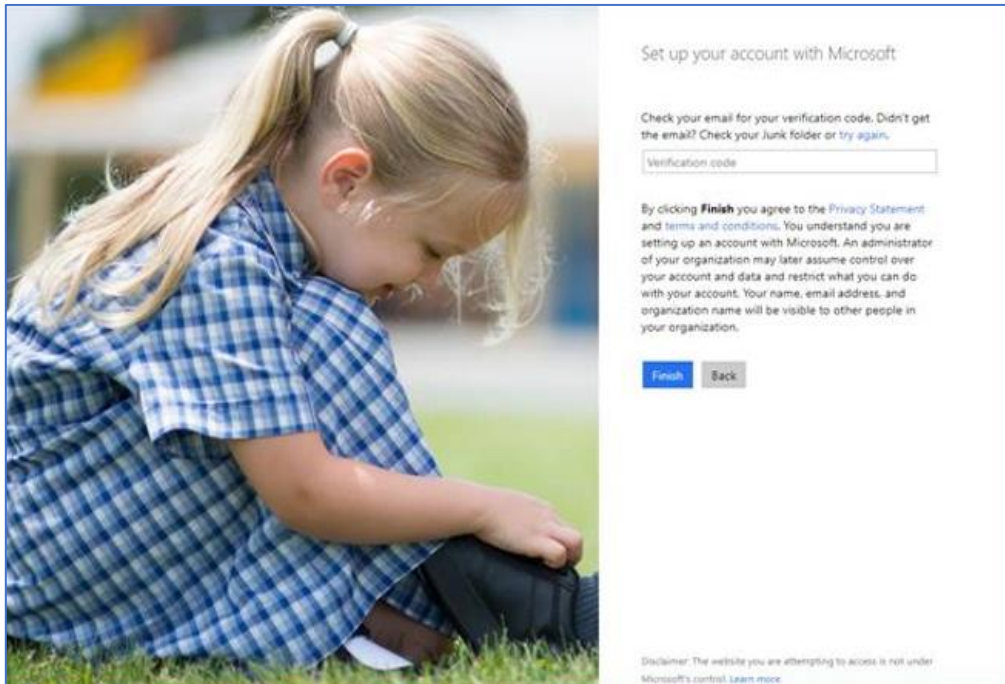
Microsoft will immediately send to your email a unique verification code. The email will appear as follows:



*Please take note of the security or verification code. This can be a 6-digit number.*

### Step 3b: Verify your password

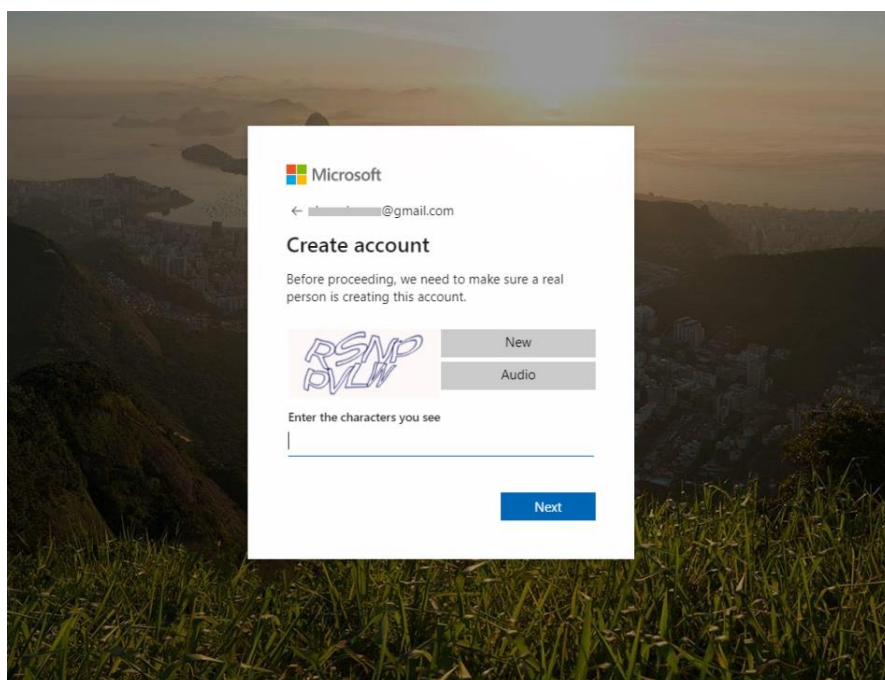
Once you receive this, enter your unique security or verification code in this next screen to verify your email. Press 'Finish' to continue.



### Step 4: Account Creation

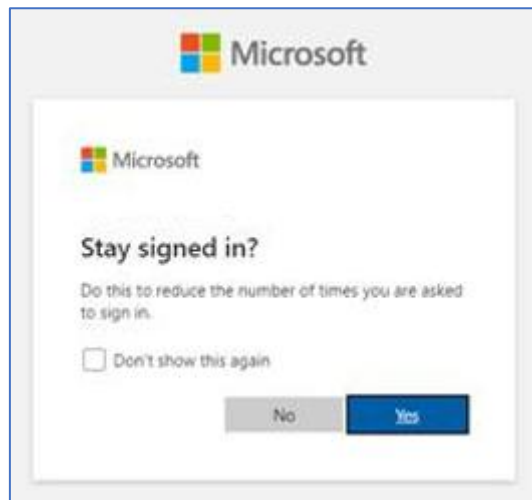
You may see this screen below. If you do see this screen, enter the unique captcha code as seen in the below example and click 'Next'.

*If you are unable to read the text, select the 'New' button or have the letters read to you via the 'Audio' button.*



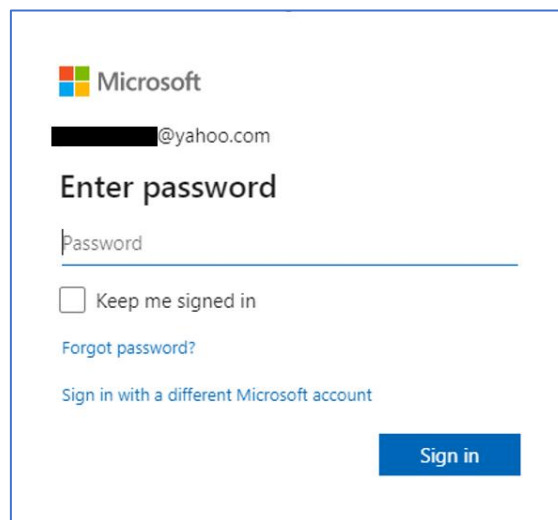
## Step 5a: Signing In

When you are asked if you want to 'Stay signed in?', select 'Yes'



## Step 5b: Signing In (After Step 1)

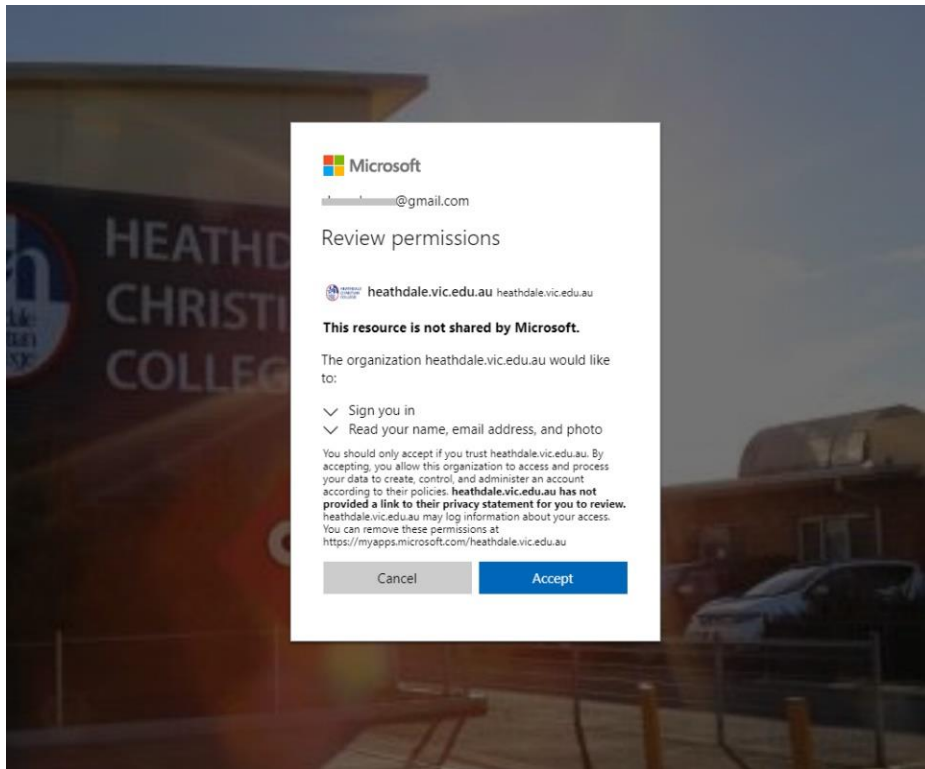
If your email already has a Microsoft association, you will see this screen after accepting the email invitation in Step 1. Enter your existing password for this Microsoft associated email.



**Important note:** if your email address is linked to your company or workplace's Microsoft 365 account, you may be directed to a sign-in page with your company or workplace's branding on it. In this case, continue by signing in with your email address and workplace password.

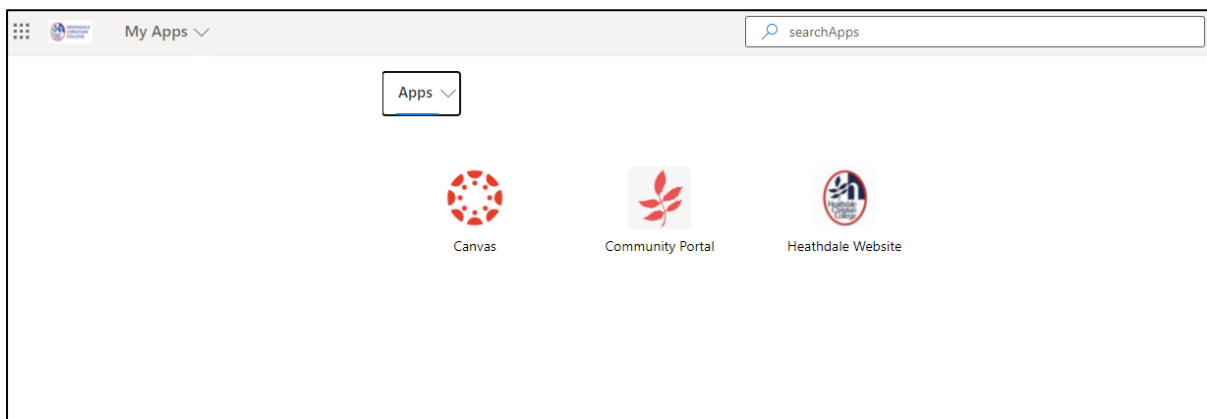
## Step 6: Permissions

As a final step you will be asked to review and accept the permissions. Select 'Accept'.



## Step 7: Setup is Complete

You will be presented with the Heathdale Application Portal window as shown below to confirm that you have successfully set up your Parent Access Account.



## Maintenance of your Account

### Change of Password

You can manage your password as necessary without requiring College involvement. An option to do this is provided on the login screen where you are prompted to enter your password.

### Change of email address

If you change your email address in the future, then you will need to notify the College of this change (and both the old and new addresses). This will enable us to update your email address for all College communications, remove your previous email association and send a new email invitation to you. The process for setting up your new account will then be the same as outlined in the above sections.

## Troubleshooting FAQs

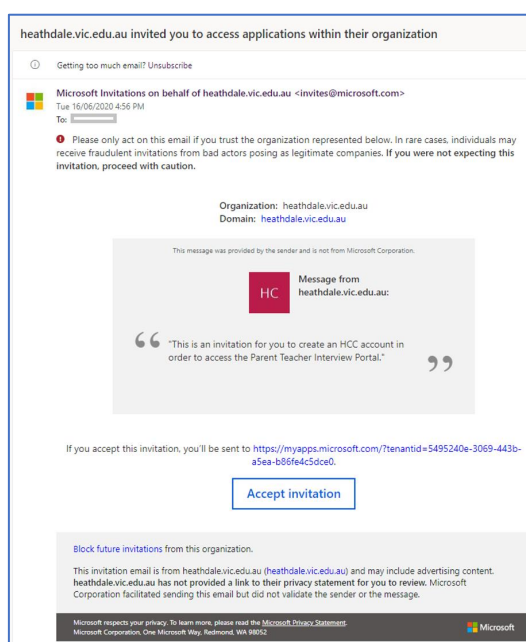
### Questions about Email Invitation

***Q: I did not receive the email invitation from Heathdale.***

Please check your spam or junk folder in your email. All parents of enrolled students would have received this email invitation and may have already created an account association with Heathdale. If you are a new family to the Heathdale Christian College or if you still cannot find the invitation email, please contact [servicedesk@heathdale.vic.edu.au](mailto: servicedesk@heathdale.vic.edu.au).

***Q: I have received a link to register for parent teacher conversations from 'Microsoft on behalf of Heathdale', please confirm if this is genuine.***

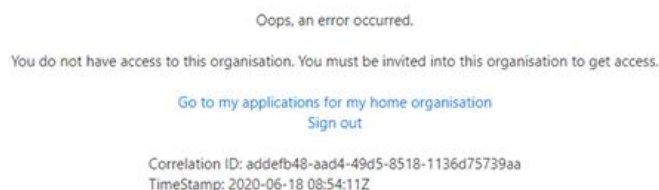
The email is authentic and genuine if it comes from 'invites@microsoft.com' and looks like this



## Difficulty Creating Account Association

**Q: I see this error message “You do not have access to this organisation.”**

If you see this error message after accepting the invitation:



Please delete and clear all internet browsing history (including passwords and cookies) on your internet web browser. Click on ‘Accept invitation’ in email and try signing in again.

**Q: I have received the invitation for the new Portal but see an error the moment I click on ‘Accept invitation’.**

Please delete and clear all internet browser history (including saved passwords and cookies) from the internet browser of your computer or mobile device. Then click on ‘Accept invitation’ in email again.

**Q: The invitation is sent to my non-Microsoft email (e.g. Gmail) but I already have an Outlook/Hotmail account that is linked to this non-Microsoft email account (e.g. for password recovery purpose). When creating the account association, Microsoft wants me to use Outlook/Hotmail.**

Please contact [servicedesk@heathdale.vic.edu.au](mailto:servicedesk@heathdale.vic.edu.au) for further assistance.

**Q: I am seeing my company’s sign in webpage after I have accepted the Heathdale email invitation.**

This means that you already have a Microsoft account through your company. Proceed to sign in using your company email address and password on your company’s sign in webpage. This will associate your company’s email address and account to the Heathdale Application Portal. You will be re-directed to the Heathdale Application Portal after sign in.

**Q: I see an error message when trying to create an account association with my work/company email address to the Heathdale Application Portal.**

If the error message indicates that you cannot use your work/company email address to create an account association with the Heathdale Application Portal, this means your company is restricting the external use of your work/company email address. You will have to use a personal email address instead. Please contact [servicedesk@heathdale.vic.edu.au](mailto:servicedesk@heathdale.vic.edu.au) to nominate and receive another invitation in your personal email.

**Q: I have received the email invitation but when I click the link, I am prompted to sign in to Teams and then get an error message.**

You may be using the same computer or device that was used for Teams meetings during the time of remote learning. Your child’s login has been remembered on your device. Please clear or delete all browsing history (including passwords and cookies) from the internet web browser. If you have the Teams app, please remove the app for now. Then go back to the email and accept invitation again.

## Questions or Technical Issues?

If you have any questions or issues related to this guide or the setup of your account then 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.