Heathdale Account Association and Application Portal Troubleshooting FAQs – Guide for Parents

Questions about Email Invitation

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

Please check your spam or junk folder in your email. If you still cannot find the invitation email, please contact servicedesk@heathdale.vic.edu.au.

Q: I have received a link to register for parent teacher conversations via Microsoft on behalf of Heathdale, please confirm if this is genuine.
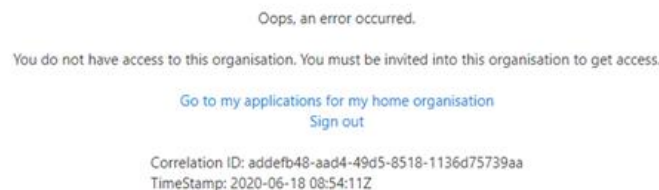
The email is authentic and genuine if it comes from 'invites@microsoft.com' and looks like this
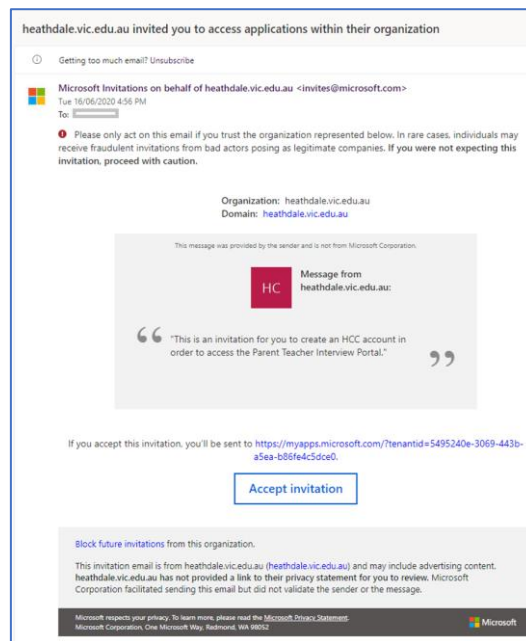
Difficulty Creating Account Association

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' 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' 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. When creating the account association, Microsoft wants me to use Outlook/Hotmail.

Please contact servicedesk@heathdale.vic.edu.au for further assistance.

Q: I am seeing my company's sign in webpage after I accepted Heathdale's 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 Portal after sign in.

Q: I see an error message when trying to create an account association with my company's email address to the Heathdale Portal.

If the error message indicates that you cannot use your company email address to create an account association with Heathdale, this means your company is restricting the external use of your email address. You will have to use a personal email address instead. Please contact 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 into 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 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.

Difficulty signing into the Community/Parent Portal and Booking

Q: I have logged in but cannot see the Community Portal under the apps section.

You may have logged into your children's Heathdale Student Portal 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 Heathdale Apps Portal after successfully signing in?

If you see you child's name in the top right of screen, then you have sign into your child's Heathdale Student Portal because your internet browsing history has saved their login details.
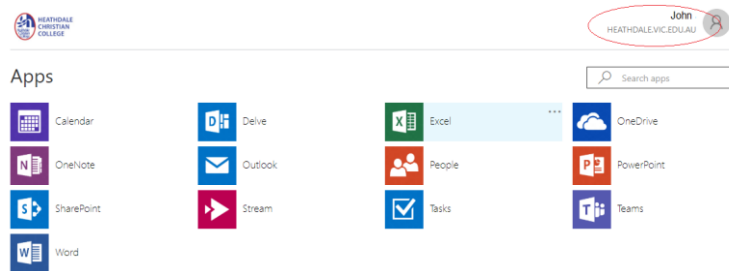
Please delete and clear all internet browsing history (including saved passwords and cookies) from the internet web browser on your computer or mobile device. Then try signing in again.

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

Please email servicedesk@heathdale.vic.edu.au stating that you have received this error.

Q: I can book interview for one child but not for my next child.

Please refer to Step 12 in the 'How to book PTI-Parents' Guide.