



# PROCESS: Parents guide to confirm/update mobile number and email in Compass.

## Overview

1. This process is to be used as a guide for parents to confirm/update their mobile number and email in Compass.
2. If any of your other details need to be changed ie address etc, this must be emailed to [info@nhs.vic.edu.au](mailto:info@nhs.vic.edu.au) with the subject heading "change of details".

## Guidelines

## TIPS

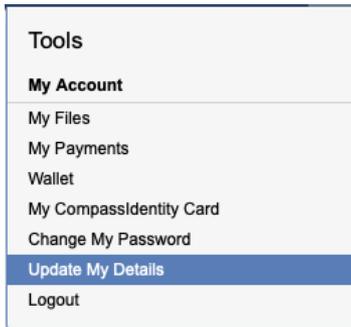
1. Details of Step by Step Guide (how to) to complete the task are on the following pages.
2. The first person listed will be classified as 'parent 1' in Compass. (Parent 1 is the account holder for Compass and myNorthcoteHigh and passwords etc will need to be reset to their details)

If this needs to be changed please email [info@nhs.vic.edu.au](mailto:info@nhs.vic.edu.au) with the subject heading "change of details".

3. If you need to update your mobile number/email, please note;
  - Once you press the 'update my details' link, your changes are sent through to the school where we are notified of the changes.
  - *Please be aware the changes need to be entered manually by a NHS staff member and will not be saved permanently until this is done. This may take a couple of days.*

To confirm/update your mobile number and email in Compass, this is found in the  icon on the top right corner of your Compass page. (next to your name). You must be logged into parent account not student account.

1. Click on the  icon and a drop-down box will appear.
2. Click on 'update my details' and it will take you to the update page



3. The update page will show you your personal details, (name, mobile number and email) if this is correct you don't need to do anything more, (press  to take you back to the home page) if you need to make changes type over top of existing information.

[Update My Details](#)

4. Once you have made your changes click on the following;

## Welcome to the Northcote High School Parent Portal

Please confirm your mobile phone number and email address(es) below. These details will be used by the school to keep you up to date on school news, upcoming events, student absences, fees due for payment and a range of other information services (depending on the Compass features your school uses).

Parent/Guardian Name.....

Mobile

Email

Parent/Guardian Name.....

Mobile

Email

These details are correct - Proceed to Parent Portal

- After you press the 'update my details' link, your changes are sent through to NHS school where we are notified of the changes. *Please be aware the changes need to be entered manually by a NHS staff member and will not be saved permanently until this is done. This may take a couple of days.*