



PARENT PORTAL

USER MANUAL FOR PERSONNEL



Introduction

The Protrack Parent Portal is a secure online website that creates a better partnership and dialogue between parents and the school. It is equipped with a communication tool to allow parents and the school to relay messages between each other. This will also serve as a medium for parents to know their child's progress and for the school to broadcast announcements and reminders relevant to parents.

Product Features

1. Secure
 - a) Dedicated school personnel access for site administration and Maintenance
 - b) Dedicated parent's access for viewing their children's information as well as the school's activities.
2. User Maintenance
 - a) Assigned school personnel have access to view, delete and reset passwords of users
3. Announcement
 - a) Parent venue for getting the latest updates from school
 - b) School's venue for broadcasting information to parents
4. Viewing of Report Card
 - a) Convenient, socially-distanced way for report cards distribution to parents
 - b) Parents can view the report cards of their children from the comfort of their home
5. Communication / Notification
 - a) Parents and school personnel can communicate with one another through the portal
6. Online Appointment
 - a) Schools can post available schedules for consultation meeting with their school personnel
 - b) Parents can choose their preferred schedules for the available school personnel they want to talk to.
7. SOA Viewing and Payment Reminder
 - a) Parents can view their Statement of Account (SOA)
 - b) School personnel can send a reminder to parents regarding their balances
8. School Calendar of Activities
 - a) Activities of the school will be made available for the parents here
9. Online Attendance
 - a) Students can record their time in and time out.
 - b) Parents can view the attendance of their children.
 - c) Schools can view the attendance of all students.



Product Requirements

- An internet connection with at least 5 Mbps
- An internet browser (best viewed using the latest Google Chrome)
- A desktop computer/laptop/notebook/tablet, or smartphone connected to internet.



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Accessing Protrack Parent Portal

To access the Protrack Parent Portal, you need a computer, a smartphone, or a tablet that is connected to the Internet. To begin, just follow these steps:

1. Open your browser (e.g. Google Chrome, Safari, Opera, Mozilla Firefox)
2. Type the URL (Uniform Resource Locator) on the address bar provided to you by Protrack Team and press Enter. The URL is usually has the format of <https://portal.aralinks.net/xxxx-xxxx> where the xxxx-xxxxx represents the school's abbreviation and location.
3. The welcome page similar to the one shown below will appear.
4. Then, click the red labelled "Personnel and Admin login here".

The screenshot displays the Phoenix Academy Parent Portal. The header is blue with the 'PPH PA' logo and 'Phoenix Academy' text. The main content is divided into two columns. The left column, titled 'Welcome to Parent Portal,', lists several services: 'Attendance Tracking' (with a person icon), 'Events Calendar' (with a calendar icon), 'Appointment' (with a calendar icon), 'View Grades' (with a document icon), 'Messaging' (with an envelope icon), and 'SOA Viewing' (with a document icon). The right column features a 'Sign In' section with input fields for 'Mobile Number' and 'Password', a 'Forgot Password?' link, and a blue 'SIGN IN' button. Below this is a red link for 'Personnel and Admin, login here.'. Further down is a 'Student Attendance' section with a 'Student Code' input field and two buttons: a green 'TIME IN' button and a red 'TIME OUT' button. At the bottom right, the date and time 'Sep 25, 2020 04:17:00 PM' are shown, along with a dark grey 'Need Help?' button.



Signing In to Parent Portal

1. On the Sign In section of the home page, click the Mobile Number box.
2. Enter the mobile number that PPH personnel provide as site administrator.
3. Enter your password.
4. Press Enter or click the SIGN IN button.

Note: For first time user, the default password will be provided by the PPH personnel.

The screenshot shows the 'Sign In' page. It has a title 'Sign In' at the top. Below it are two input fields: the first is for a mobile number, containing '0912-345-6789', and the second is for a password, shown as dots. To the right of the mobile number field is a red circle with the number '2'. To the right of the password field is a red circle with the number '3'. Below the password field is a red link that says 'Forgot Password?'. To the right of this link is a red circle with the number '4'. To the right of the 'Forgot Password?' link is a blue button that says 'SIGN IN'.

Forgot Password

In case you haven't remember your password, you have the option to retrieve it from your own. Just follow these steps:

1. Click the "Forgot Password?" link and pop-up window similar to the one below will appear.
2. Enter your mobile number and click "Next".

The screenshot shows a 'Password Recovery' pop-up window. It has a title bar with 'Password Recovery' and a close button (X). Below the title bar is a label 'Mobile Number'. Underneath is an input field for the mobile number. At the bottom of the window are two buttons: 'Close' and 'Next'.

3. Another window similar to the one below will appear. Type the answer to the security question.
4. Type your new password.



5. Re-type your new password.
6. Click Save.

Change Password

What were the last four digits of your childhood telephone number? ▼

Security Answer

New Password Re-Type New Password

Request reset password Save

Requesting to Reset Your Password

In the event that you don't remember even the answer to your security question, you may request from the Site Administrator to reset your password. Just follow the following steps:

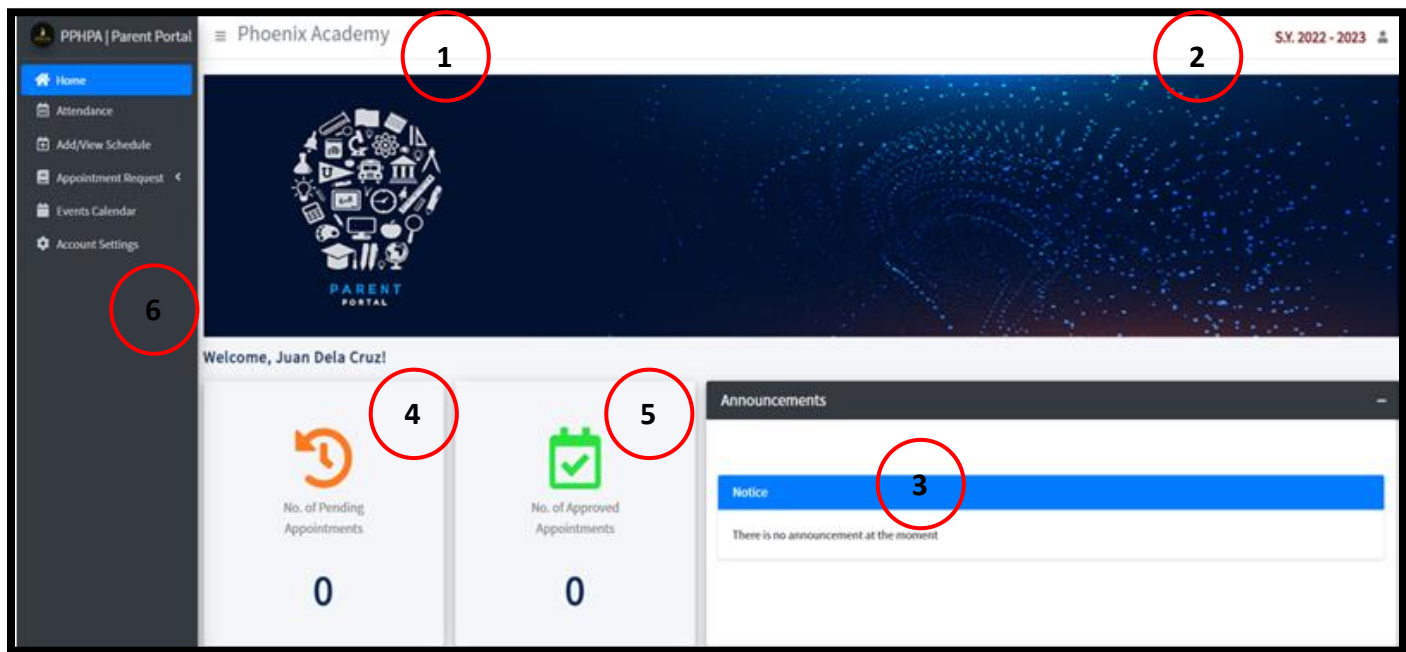
1. Click the "Forgot Password?" link
2. Enter your registered mobile number and click "Next"
3. Click "Request reset password" button
4. Your request will be forwarded to the Site Administrator for his action.
5. You will receive an OTP (one-time password) notification in your registered mobile number once the Site Administrator has taken action of your request.
6. You need to login to the Parent Portal site using the password sent to your mobile number.
7. Once login, don't forget to change your password. You may refer to the "Changing Password" section on how to change your password.

What will you see on Personnel Home page?

1. The logo and abbreviation including the complete name of the school.
2. The active school year and the small people icon where you logout from the system
3. The Announcements section
4. The total number of Pending Appointment
5. The total number of Approved Appointments

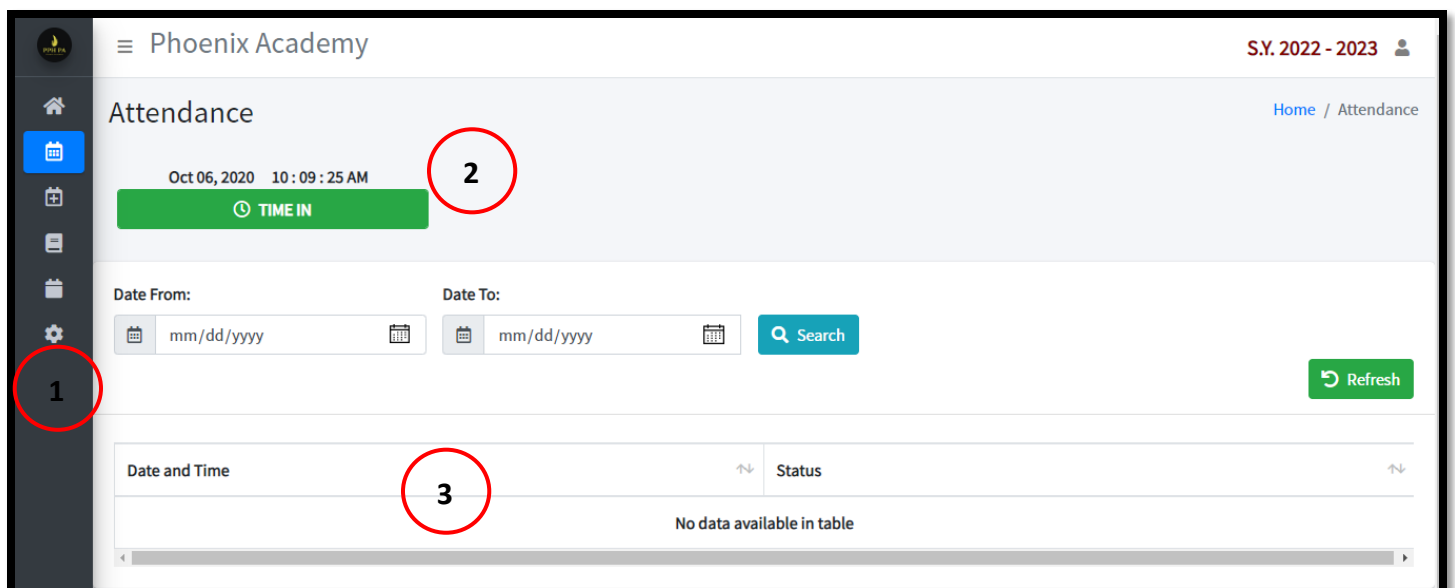


6. The Navigation panel



Recording Personnel Attendance

1. On the panel, click the Attendance.
2. Click TIME IN or TIME OUT to record the attendance.
3. Below is the logs of your attendance, you may filter it out by choosing date range.



Note: Multiple time in is possible but you need to time out first before doing another time in.



Adding Personnel Available Schedule

1. On the panel, click the add/view schedule.
2. On the lower right corner, click “New Schedule” button. Then select “Date range button” for preferred date. Select a “Start Time” and “End time” and input the medium that you’ll be using to entertain the parents.

Add Schedule Form ×

Date range button: * Start Date End Date

Start Time End Time

Medium to be Used

3. Below is the log of your available schedules.

The screenshot shows the 'Add Schedule' page in the Phoenix Academy portal. The interface includes a sidebar with navigation icons, a top header with the academy name and school year (S.Y. 2022 - 2023), and a main content area. The main content area has a 'New Schedule' button and a 'Refresh' button. Below these is a table with columns: Date, Start Time, End Time, Medium to be Used, and Action. The table is currently empty, displaying 'No data available in table'. Annotations are present: a red circle with the number '1' around the sidebar, a red circle with the number '2' around the 'New Schedule' button, and a red circle with the number '3' around the table area.

Phoenix Academy S.Y. 2022 - 2023

Add Schedule Home / Add Schedule

Show 10 entries Search:

Date	Start Time	End Time	Medium to be Used	Action
No data available in table				

Showing 0 to 0 of 0 entries Previous Next



How to Response on Request Appointment

1. On the panel, click Appointment Request, then pending approval
2. Here are the list of request appointments
3. Click the Gear icon on the action column to approve or deny appointment requests.

Phoenix Academy S.Y. 2022 - 2023

Pending Approval Home / Pending Approval

Show 10 entries Search:

Date	Start Time	End Time	Parent Name	Parent's Purpose	Date Requested	Action
10/08/2020	07:00 AM	08:00 PM	Beth Dela Cruz	Meeting	10/07/2020 09:55 AM	

Showing 1 to 1 of 1 entries

Previous 1 Next

PPHPA | Parent Portal Phoenix Academy S.Y. 2022 - 2023

Home / View Request / Approve Pending Request

Appointment Request Information Pending

Date	Start Time	End Time	Date Requested
10/08/2020	07:00 AM	08:00 PM	10/07/2020

Parent Name	Parent's Purpose
	Meeting

Approve Deny



Viewing the Appointment History

Appointment History displays the date, time, purpose, name of personnel, the date of request, and the status of request. This page is commonly used if you want to know the status of your request and to know your past appointment. Just click Appointment on the navigation panel then click Appointment History. The list of current and past requests will be displayed similar to the screen below.

Schedule Date	Time From	Time To	Parent's Purpose	Personnel Name	Request Date	Status
08/06/2020	08:30 AM	11:30 AM	Visit	Dela Cruz, Juan Gomez	08/05/2020 09:02 AM	Pending

Changing Account Information

The Account Information is where you can change password, security questions, and account information. To modify your Account Information, just click the Account Settings on the navigation panel and do the following:

1. Click the full name box and edit it.
2. Edit the mobile number.
3. Edit the email address
4. Enter your current password.
5. Select gender.
6. Click on the Save button. The system may initiate an automatic logout once the changes has been saved.

A screenshot of the "Edit Information" form. It contains six numbered callouts: 1. Text input field with "Bruce Wayne". 2. Text input field with "0916-117-5518". 3. Email input field with "jeraldmangalindan95@gmail.com". 4. Password input field with "Enter current password". 5. Gender selection with "Female" selected and "Male" as an option. 6. A blue "Save" button.

Edit Information

Bruce Wayne 1

0916-117-5518 2

jeraldmangalindan95@gmail.com 3

Enter current password 4

Gender

☒ Female ☐ Male 5

Save 6

Changing Password

It is important to change your password regularly to make sure no one will gain access to your account without your permission. To change your password, just click Account Settings on the navigation panel and follow these steps:

1. Click the Current Password box under Change Password section and type your existing password.
2. Click the New Password box and type your new password.
3. Click the Re-enter new password box and re-type your new password.
4. Click on the Save button. The system will automatically sign out and you need to re-login account using your new password.

A screenshot of the "Change Password" form. It contains four numbered callouts: 1. Password input field with "Enter current password". 2. Password input field with "Enter new password". 3. Password input field with "Re-type new password". 4. A blue "Save" button.

Change Password

Enter current password 1

Enter new password 2

Re-type new password 3

Save 4

Changing Security Question

The Security Question is important because it will allow you to retrieve your password in case you forgot it. To change your security question, just click Account Settings and choose the security question you want under the Change Security Question section and follow these steps:

1. Enter the answer for the question above.
2. Enter your current password.
3. Click on the Save button to reflect the changes.



The screenshot shows a web form titled "Change Security Question". At the top is a dropdown menu with the text "In what town or city was your first full time job?". Below this are two input fields: the first is labeled "Security answer" with a question mark icon and is circled with a red "1"; the second is labeled "Enter current password" with a lock icon and is circled with a red "2". At the bottom left is a blue "Save" button, which is circled with a red "3".

Need Help?

You may email our Protrack Support Group at portal.support@phoenix.com.ph
You may also chat with us by joining our **Protrack Helpdesk (PP2)** Viber group. Just scan the QR code below using your **Viber** app.

Notice: Upon scanning the QR code below, you agree to join the Protrack Helpdesk (PP2) Viber group and provide consent for the Support Team to use your personal information for the purpose of providing better support to our product.



Our support team is available Mon-Sat 8:00 AM-12:00 PM and 1:00 PM-5:00 PM.