**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 them 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".

**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.*



**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".



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.



## 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
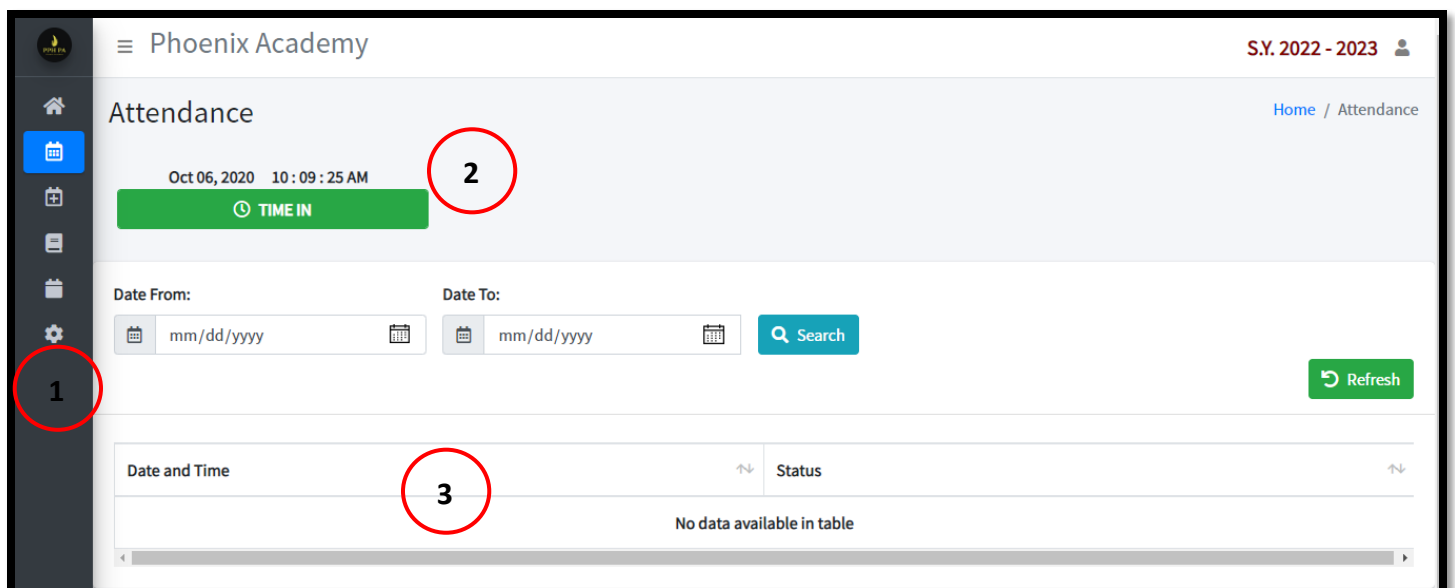5. The total number of Approved Appointments

6. The Navigation panel
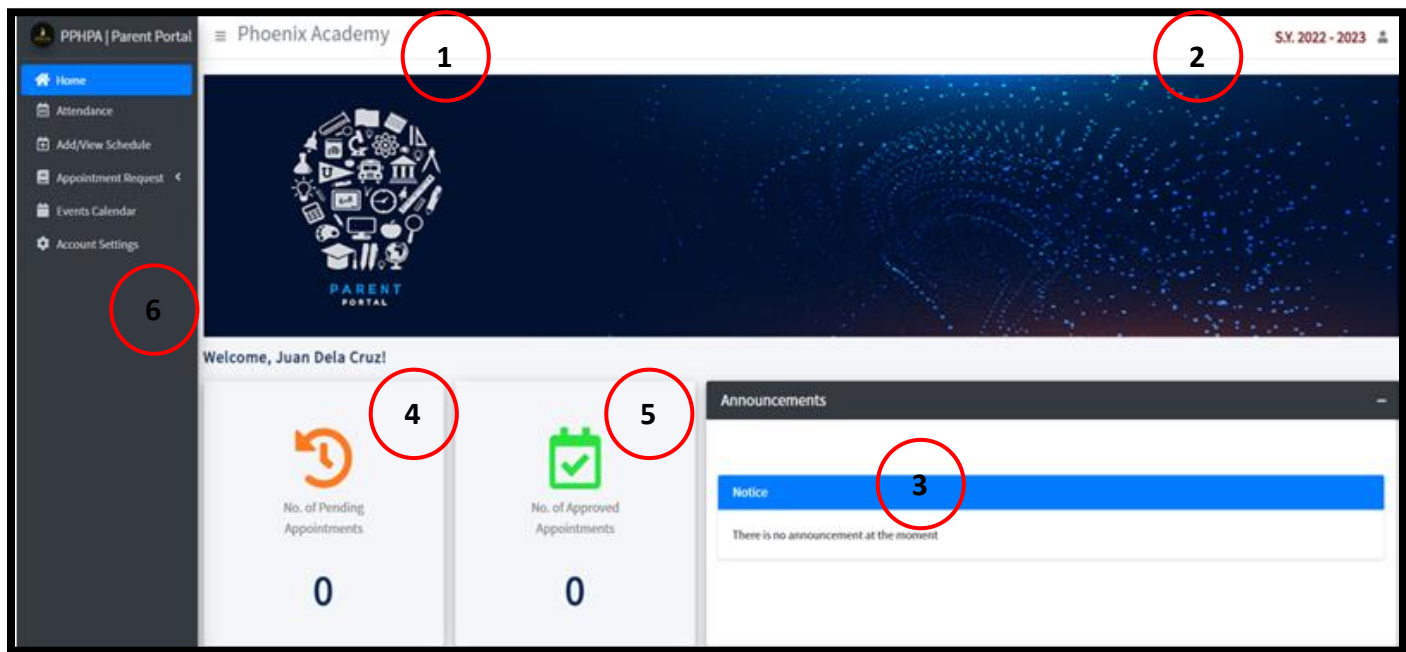


**Recording Personnel Attendance**

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**

📅 Date range picker ▼

**Start Time**                        **End Time**

7:00 AM                    ▼          7:00 AM                ▼

**Medium to be Used**

[                                    ]

Add    Close

3.  Below is the log of your available schedules.

≡ Phoenix Academy                                                    S.Y. 2022 - 2023  👤

Add Schedule                                                                Home / Add Schedule

**2** ➕ New Schedule   🔄 Refresh

Show 10 ⬍ entries                                                       Search: [          ]

| Date | ↑↓ | Start Time | ↑↓ | End Time | ↑↓ | Medium to be Used | ↑↓ | Action | ↑↓ |
|------|-----|------------|-----|----------|-----|-------------------|-----|--------|-----|
| **3** | | | | No data available in table | | | | | |

Showing 0 to 0 of 0 entries                                          Previous    Next

**1**

### 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.

**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.



**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.

## 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.



## Changing Security Question

The Security Question is important because it will allows 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.

## 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.