



PARENT PORTAL

USER MANUAL FOR PARENT



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-xxxx represents the school's abbreviation and location.
3. The welcome page similar to the one shown below will appear.



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 you've provided as contact number to the school.
3. Enter your password.
4. Click I'm not a robot for reCAPTCHA verification
5. Press Enter or click the SIGN IN button.

Note: For first time user, the default mobile number and password will be provided by the school.

The screenshot shows the 'Sign In' page. It features a 'Mobile Number' input field (callout 2), a 'Password' input field (callout 3), a 'Forgot Password?' link (callout 4), a reCAPTCHA 'I'm not a robot' checkbox (callout 4), and a 'SIGN IN' button (callout 5).

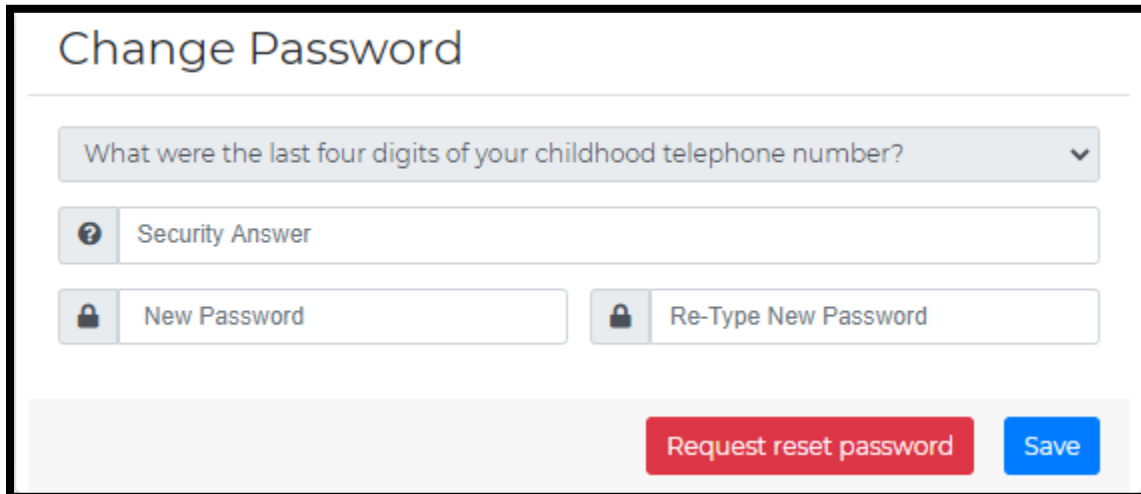
Forgot Password

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 contains a 'Mobile Number' input field and 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.

A screenshot of a "Change Password" form. The form has a title "Change Password" at the top. Below the title is a dropdown menu with the text "What were the last four digits of your childhood telephone number?". Below the dropdown is a text input field with a question mark icon and the label "Security Answer". Below that are two text input fields, one with a lock icon and the label "New Password", and another with a lock icon and the label "Re-Type New Password". At the bottom right of the form are two buttons: a red button labeled "Request reset password" and a blue button labeled "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

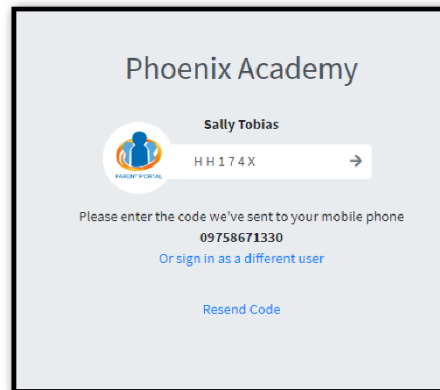
In the event that you don't remember even the answer to your security question, you may request from the Site Administrator to reset your password. Just follow the following steps:

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.



OTP Verification

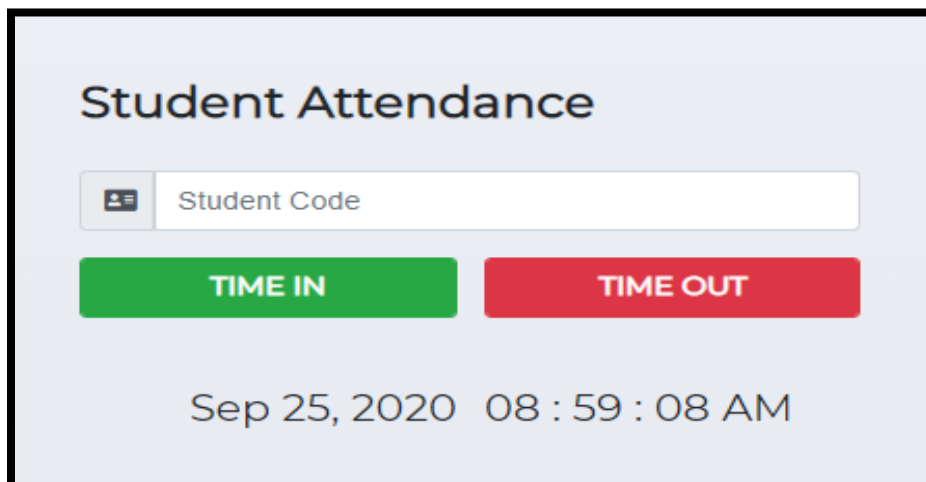
In case the school required the system to have another security feature after sign-in.



Recording Student's Attendance

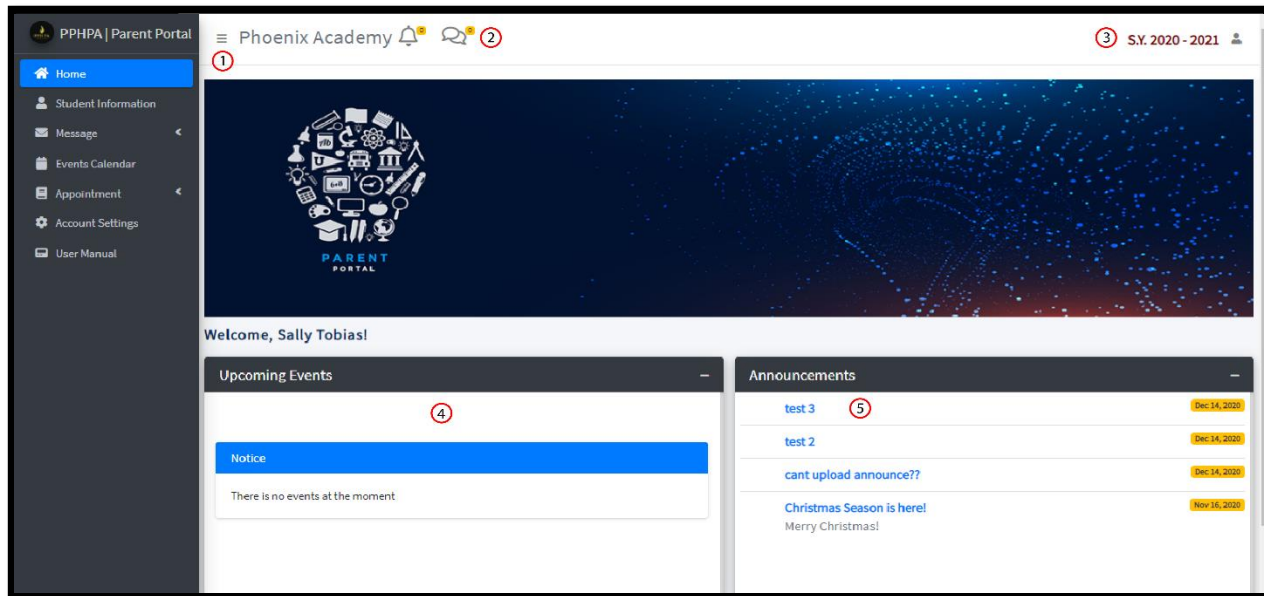
1. On the Student Attendance section of the home page, click the Student Code box.
2. Enter the Student Code or Number provided by the school.
3. Click TIME IN or TIME OUT to record the attendance.

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



What Can You See on the Home Page?

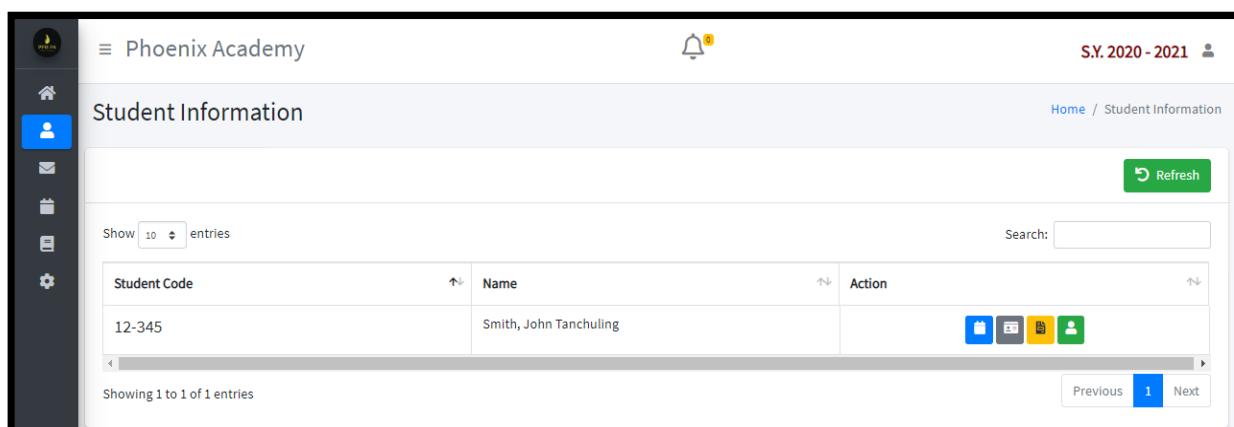
1. The logo and abbreviation including the complete name of the school.
2. The Notification Bell
3. The active school year and the small people icon where you logout from the system
4. The Upcoming Events section
5. The Announcements section
6. The Navigation panel



What Can You See in the Student Information?

The Student Information can be accessed by clicking the Student Information on the navigation panel. You will see the following information:

1. The Student Information header
2. The Search box to filter the student name list
3. The student code
4. The student's full name.
5. The action column which contains four (4) icons for viewing the student information.





Viewing Student Attendance

The Student Attendance can be displayed by clicking the Attendance icon under the Action column of the Student Information page. Once you're in the page, you can:

1. Specify the date range to filter attendance
2. Search a specific date and time, or attendance status
3. View the date and time
4. View the attendance status

The screenshot shows the 'Phoenix Academy' parent portal interface. The top navigation bar includes the school name, a notification bell, and the school year 'S.Y. 2020 - 2021'. The main header displays the student's name 'Tobias, Patrick Maine - Attendance' and a breadcrumb trail: 'Home / Student Information / Attendance'. Below the header, there are two date pickers labeled 'Date From:' and 'Date To:', both showing 'mm/dd/yyyy'. A 'Search' button is located to the right of the 'Date To:' picker. A 'Refresh' button is positioned on the right side of the page. The main content area is a table with two columns: 'Date and Time' and 'Status'. The table contains five entries:

Date and Time	Status
Sep 24, 2020 08:53 AM	TIME OUT
Sep 24, 2020 08:50 AM	TIME IN
Sep 24, 2020 08:48 AM	TIME OUT
Sep 24, 2020 08:44 AM	TIME IN
Aug 15, 2020 10:11 AM	TIME IN

At the bottom of the table, it says 'Showing 1 to 5 of 5 entries'.

Viewing of Report Card

The Report Card can be displayed by clicking the Report Card icon under the Action column of the Student Information page. Once you're in the page you can view the report card of the student. You may use the scroll bar on the right to view the rest of the document. The report card icon might not be available if the school did not upload the report card.

The screenshot shows the 'Phoenix Academy' parent portal interface. The top navigation bar includes the school name, a notification bell, and the school year 'S.Y. 2020 - 2021'. The main header displays the student's name 'Smith, John T.' and a breadcrumb trail: 'Home / Student Information / Report Card's View'. Below the header, there is a section titled 'Report Card's View' and a sub-header 'Smith, John T.'s Report Card'. The main content area is a large, empty box with a scroll bar on the right. The box contains the following text:

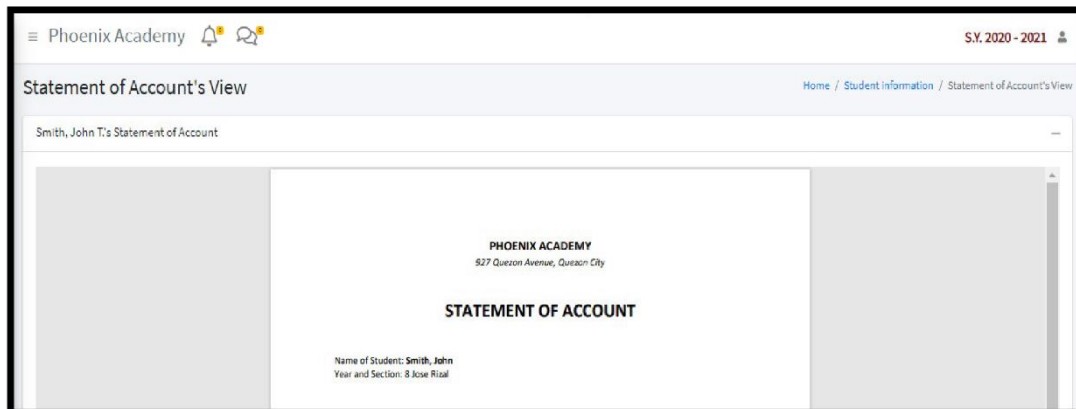
PHOENIX ACADEMY
927 Quezon Avenue, Quezon City

REPORT CARD

Name of Student: Smith, John
Year and Section: 8 Jose Rizal

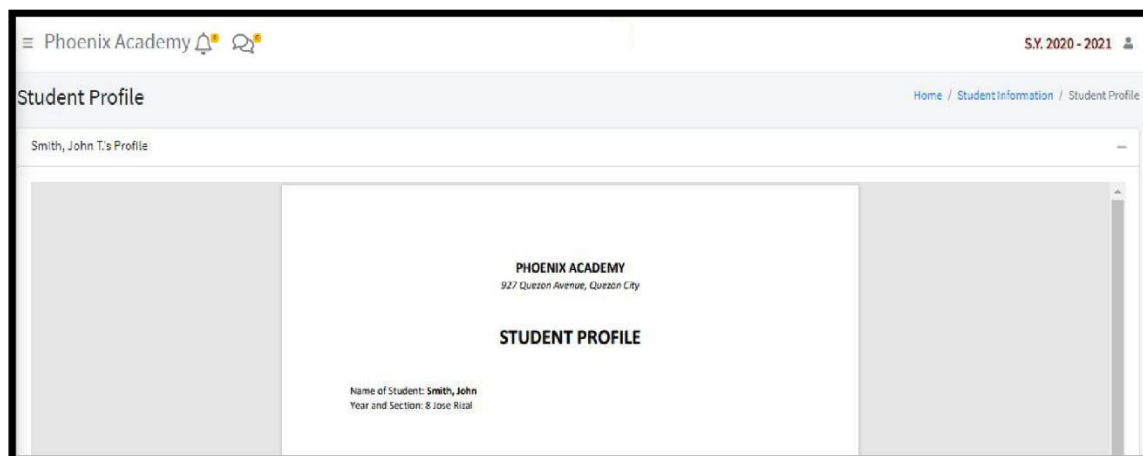
Viewing of Statement of Account

The Statement of Account can be displayed by clicking the Statement of Account icon under the Action column of the Student Information page. Once you're in the page you can view the statement of account of the student. You may use the scroll bar on the right to view the rest of the document. The Statement of Account icon might not be available if the school did not upload the statement of account.



Viewing of Student Profile

The Student Profile can be displayed by clicking the Student Profile icon under the Action column of the Student Information page. Once you're in the page you can view the student profile of the student. You may use the scroll bar on the right to view the rest of the document. The Student Profile icon might not be available if the school did not upload the student profile.



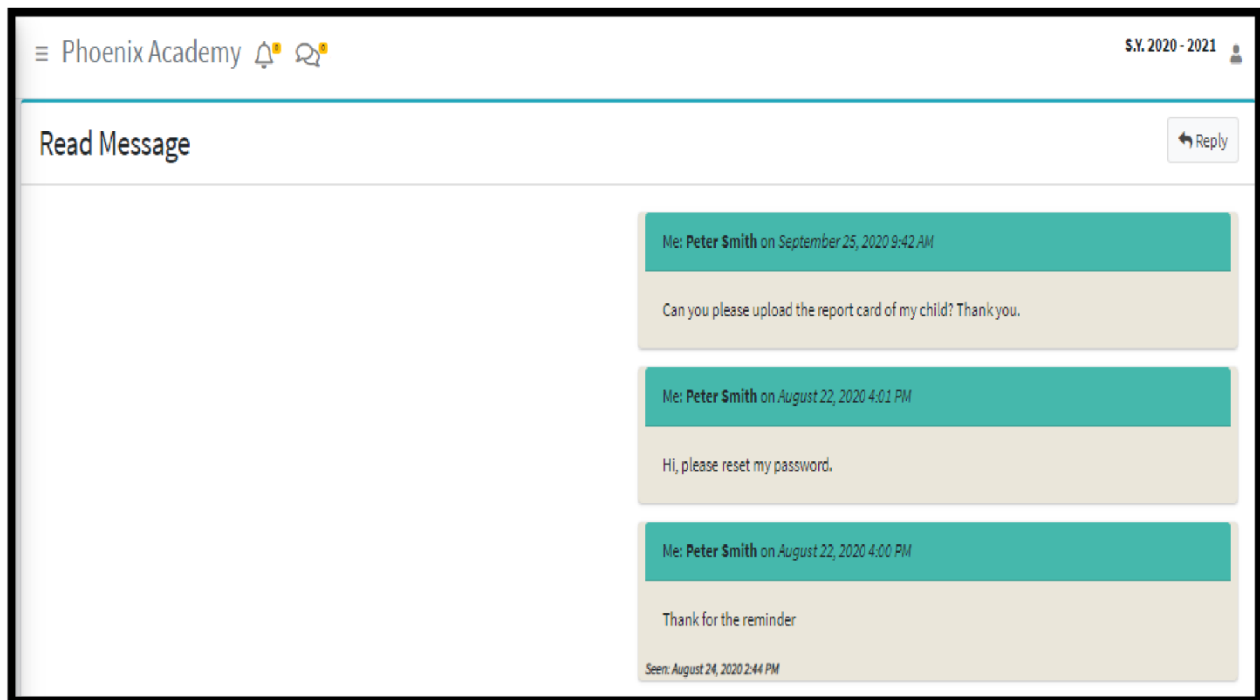


How to Send Message

1. On the navigation panel of your screen, click Message then click Compose Message.
2. Click the Contacts button and choose the recipient of the message. You can only send message to the site administrator of the Parent Portal.
3. Type your message
4. Click the Send button.

Reading A Message from Your Inbox

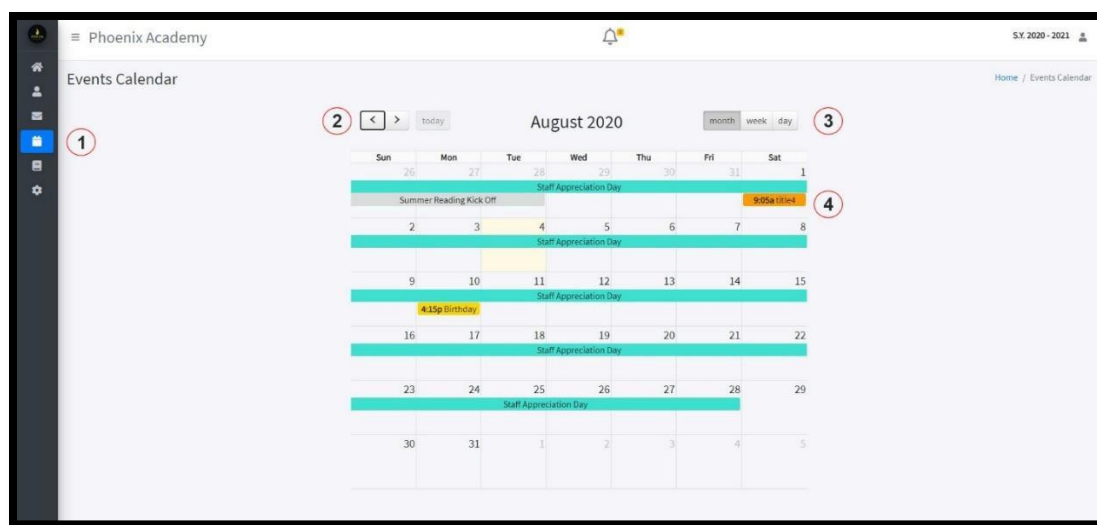
1. On the navigation panel of your screen, click Message then click Inbox.
2. Click the message you want to read.



Viewing of Events Calendar

The Events Calendar contains the year-round activities of the school. You can check the events happening within a month by following these steps:

1. On the navigation panel, click the Events Calendar.
2. Click on the angle bracket to move between month.
3. You may also click the Month, Week and Day button to change the display.



4. You can double click the name of the event to view the full details. The event details is similar to the one below.

Event Details

Title

Description

Start Date and Time

End date and Time

How to Request An Appointment

The Appointment will allows you to request a schedule from any available teachers or personnel of the school. You may use this if you want to consult the personnel or teacher regarding the performance of your child. You can follow the steps below to request for an appointment.

1. On the navigation panel, click Appointment then click View Personnel Schedule.
2. The list of personnel schedules will appear. You may use the Search box to filter the list.
3. Click on the Request Appointment icon under Action column to request an appointment

Phoenix Academy
S.Y. 2020 - 2021

Available Personnel Schedule Home / Available Personnel Schedule

1 Show 10 entries
2 Search:

Schedule Date	Time From	Time To	Mode of Discussion	Personnel Name	Designation	Request
08/06/2020	08:30 AM	11:30 AM	example	Dela Cruz, Juan Gomez	Teacher	3 <input type="button" value="Request"/>
08/07/2020	08:30 AM	11:30 AM	example	Dela Cruz, Juan Gomez	Teacher	<input type="button" value="Request"/>
11/12/2020	07:00 AM	08:00 PM		Dela Cruz, Jane Good	Accounting	<input type="button" value="Request"/>
11/12/2020	07:00 AM	08:00 PM		Dela Cruz, Jane Good	Accounting	<input type="button" value="Request"/>
11/12/2020	03:00 PM	04:00 PM		Dela Cruz, Juan Tamad	IT	<input type="button" value="Request"/>
11/12/2020	07:00 AM	08:00 PM		Dela Cruz, Jane Good	Accounting	<input type="button" value="Request"/>
11/12/2020	03:00 PM	04:00 PM		Dela Cruz, Juan Tamad	IT	<input type="button" value="Request"/>

Showing 1 to 7 of 7 entries

4. The Request for Appointment page will appear similar to the one below. Just select the purpose of your appointment on the drop-down list or you may type the purpose on the box.
5. Click Submit Request to submit the appointment for approval of the concerned personnel. You will received a notification to your registered mobile number if your



6. request has been approved or denied.

Request for Appointment

Schedule Date: 08/06/2020 Time From: 09:00 AM Time To: 09:30 AM Mode of Discussion:

Personnel Name: Phioveil Atan Sorra Designation: IT Parent's Purpose: 1

Cancel Submit Request 2

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.

Appointment Request History

Refresh

Show 10 entries Search:

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

Showing 1 to 1 of 1 entries Previous 1 Next

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.



- Click on the Save button. The system may initiate an automatic logout once the changes has been saved.

The screenshot shows the 'Edit Information' form. It contains the following fields and elements, each with a numbered callout:

- 1. Text input field for Name (containing 'Bruce Wayne')
- 2. Text input field for Phone Number (containing '0916-117-5518')
- 3. Text input field for Email Address (containing 'jeraldmangalindan95@gmail.com')
- 4. Text input field for Current Password (containing 'Enter current password')
- 5. Gender selection area with radio buttons for 'Female' (selected) and 'Male'.
- 6. Blue 'Save' button at the bottom.

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:

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

The screenshot shows the 'Change Password' form. It contains the following fields and elements, each with a numbered callout:

- 1. Text input field for Current Password (containing 'Enter current password')
- 2. Text input field for New Password (containing 'Enter new password')
- 3. Text input field for Re-type new password (containing 'Re-type new password')
- 4. Blue 'Save' button at the bottom.



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.

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.