Setting up your Heathdale Access Account

This guide outlines the process for setting up your Heathdale Parent Access Account. This Parent Access Account will provide you access to book your Heathdale Parent Teacher Interview. This setup process detailed below will associate your email address (as currently used for all College email communications) with our Heathdale Microsoft Guest environment and provide the required booking access.

We highly recommend that you delete or clear all internet browsing history (including passwords and cookies) from the internet web browser on your computer before starting this process.

Account management and Troubleshooting? See the end of this document.

Step 1: Heathdale Guest Invitation email

You will receive an email invitation to join the Heathdale network to access applications. This invitation will appear as below and come from invites@microsoft.com. Click on the 'Accept invitation' button.

***You are not able to commence this process without this invitation.***
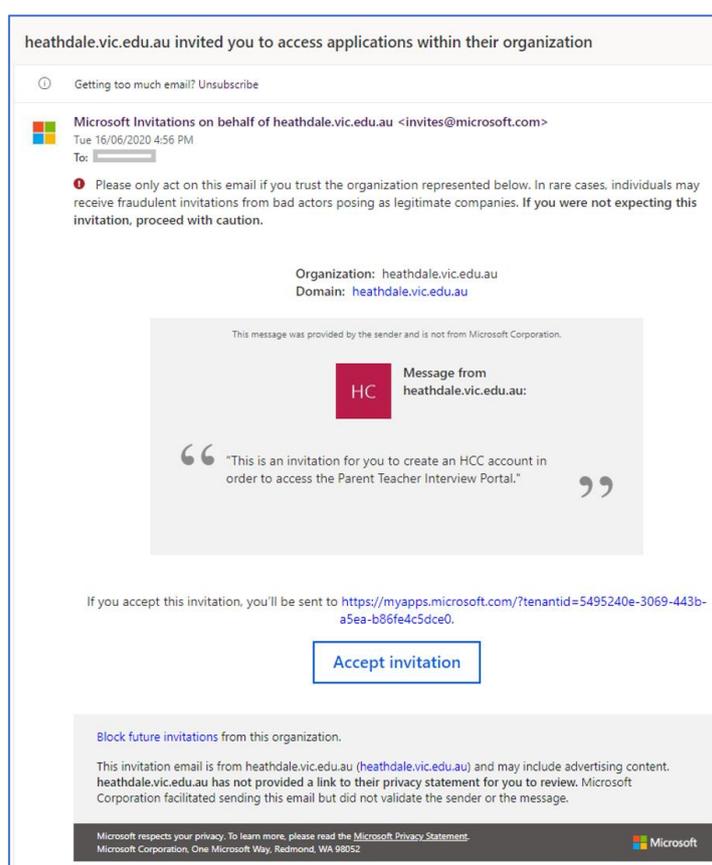
- ***If you do not currently have a Microsoft account associated with your email address***, then the system will continue to Step 2.
- ***If your email already has a Microsoft association***, then the system will skip you to Step 5b (p.4).

Step 2: Setting Up an Account and Password

You will see the following screen to Set up an account. Key in a password of your choice and select 'Next' to continue.

Please note the password for future access to the Heathdale Community Portal, Parent Teacher Interview Booking and other Heathdale applications.
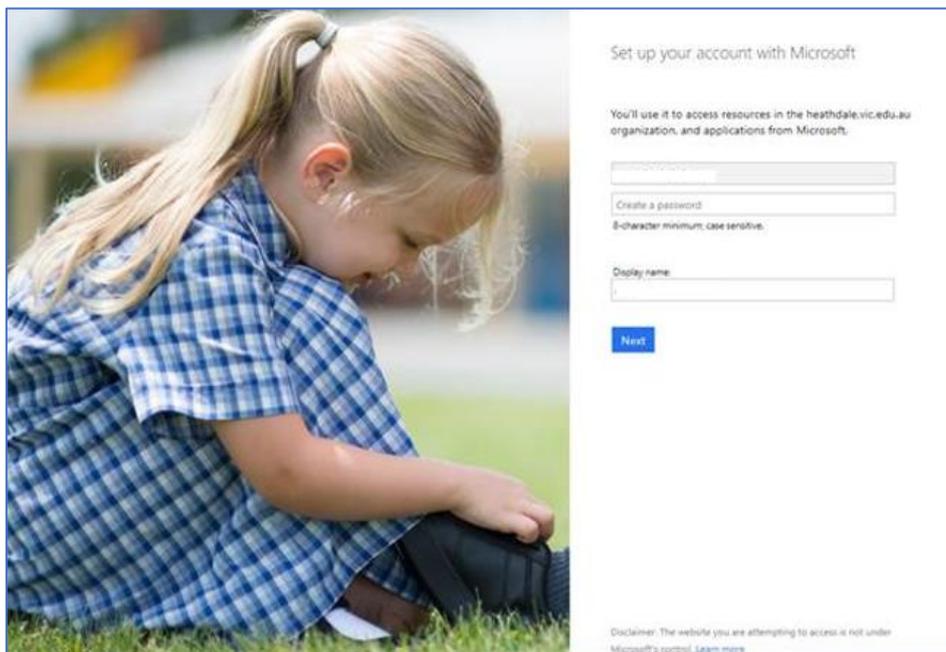
## Step 3a: Verify your password

Microsoft will immediately send to your email a unique verification code. The email will appear as follows:
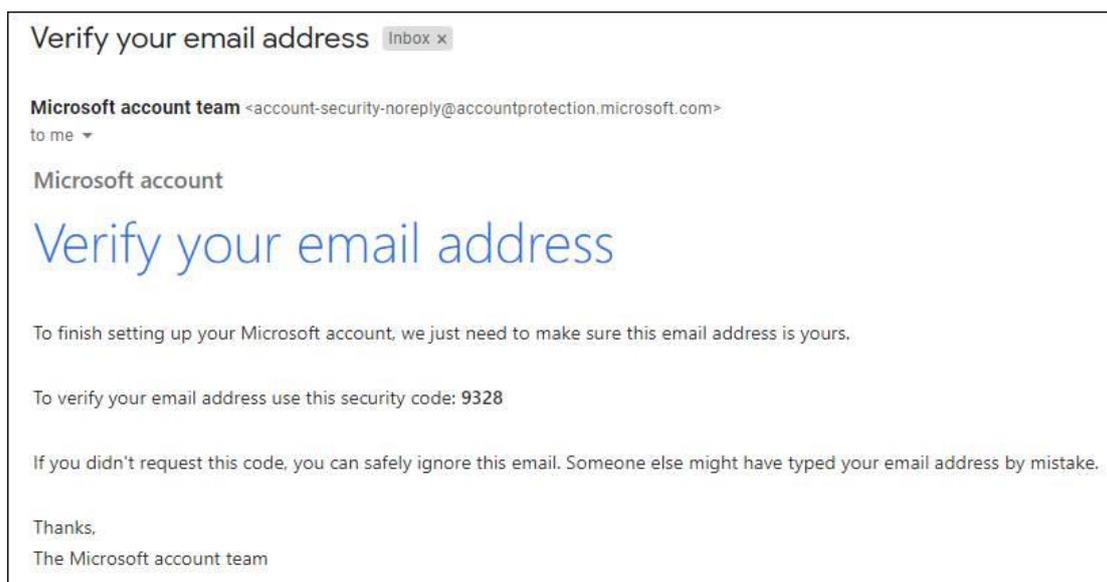
Please take note of the security or verification code. This can be a 6-digit number.

Step 3b: Verify your password

Once you receive this, enter your unique security or verification code in this next screen to verify your email. Press 'Finish' to continue.
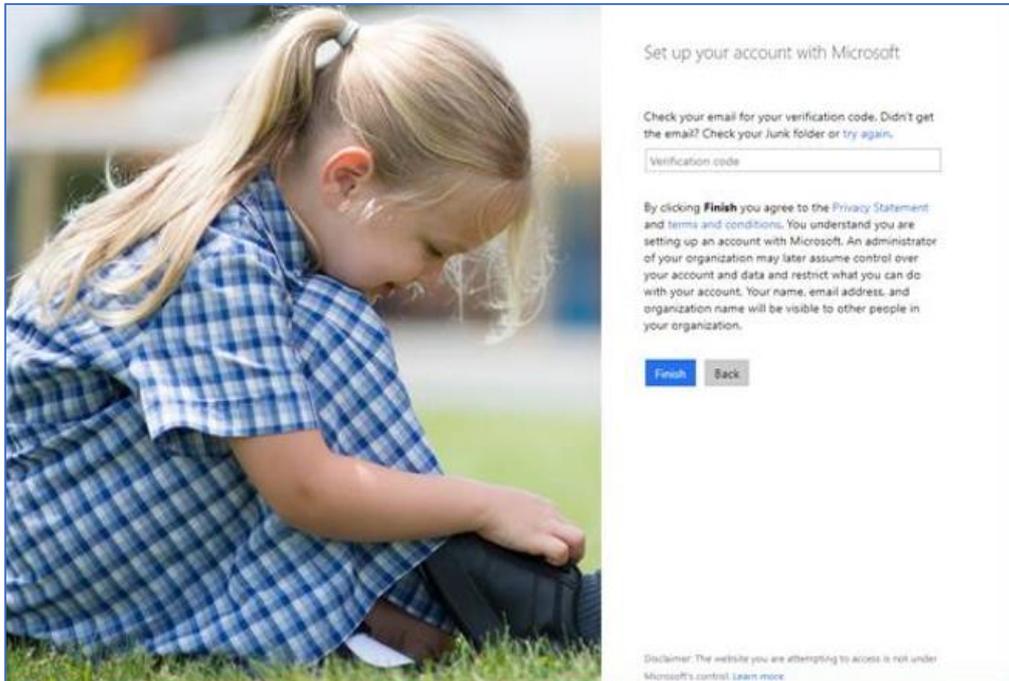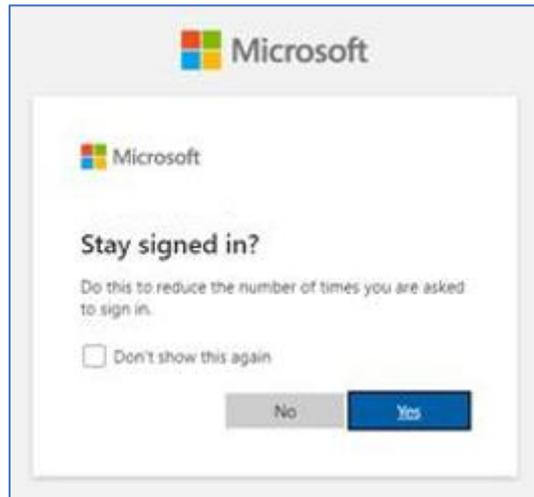

Step 4: Account Creation

You may see this screen below. If you do see this screen, enter the unique captcha code as seen in the below example and click 'Next'.

If you are unable to read the text, select the 'New' button or have the letters read to you via the 'Audio' button.
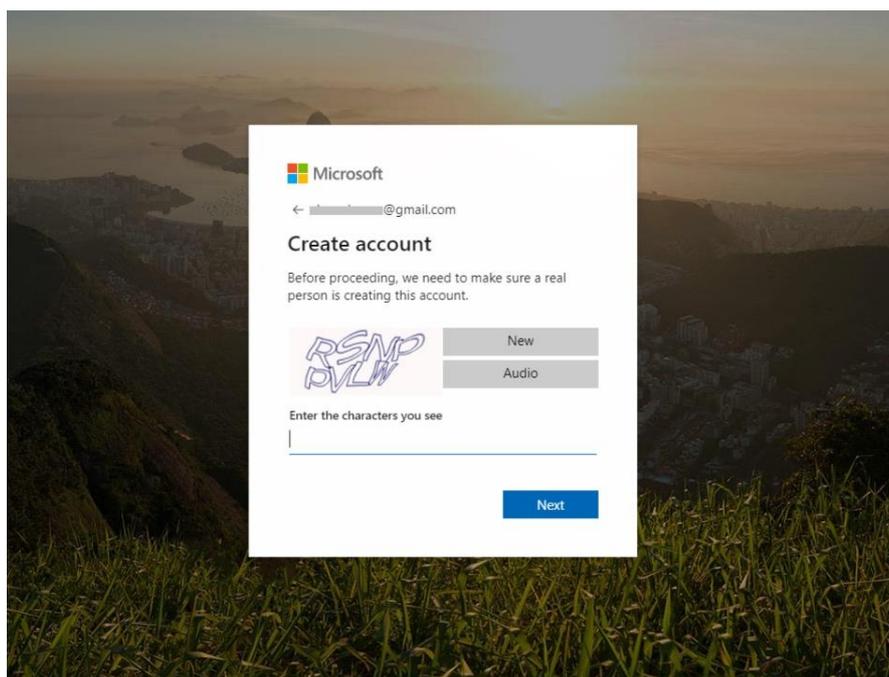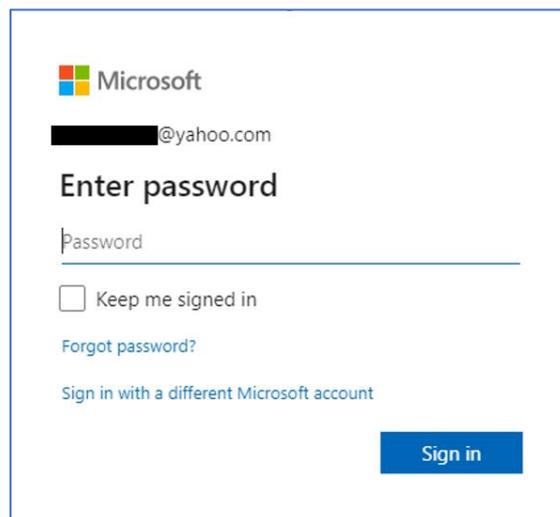
Step 5a: Signing In

When you are asked if you want to 'Stay signed in?', select 'Yes'

Step 5b: Signing In (After Step 1)

If your email already has a Microsoft association, you will see this screen after accepting the email invitation in Step 1. Enter your existing password for this Microsoft associated email.

Important note: *if your email address is linked to your company or workplace's Microsoft 365 account, you may be directed to a sign-in page with your company or workplace's branding on it. In this case, continue by signing in with your email address and workplace password.*

Step 6: Permissions

As a final step you will be asked to review and accept the permissions. Select 'Accept'.
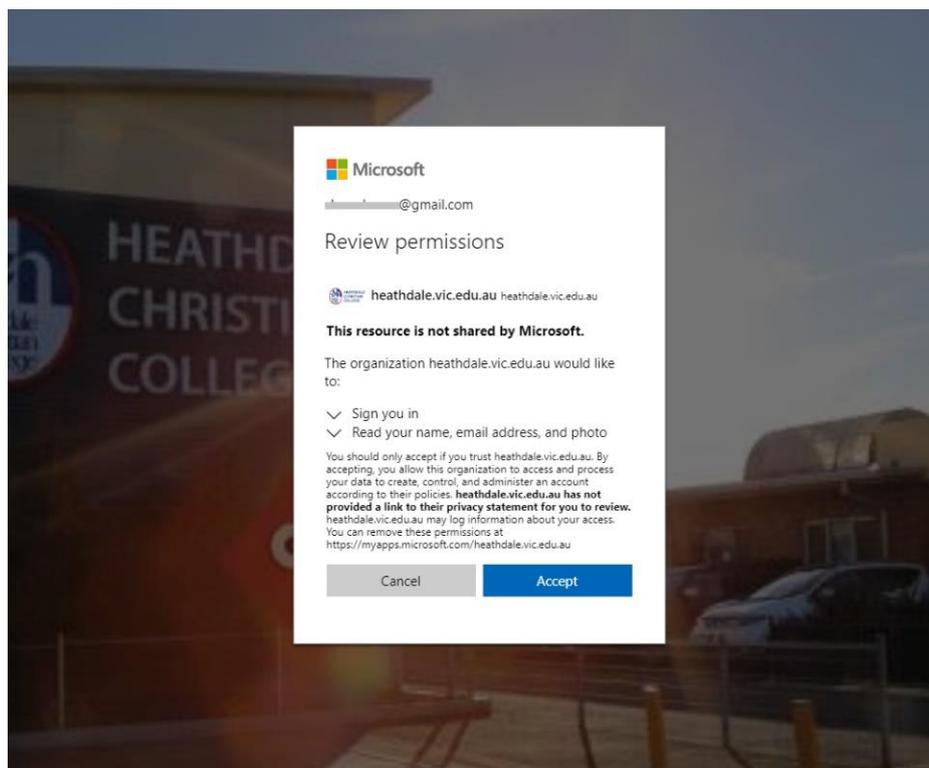
Step 7: Setup is Complete

You will be presented with a basic Application Portal window as shown below to confirm that you have successfully registered. Click on the 'Community Portal' icon to access the Parent Teacher Interview booking system.
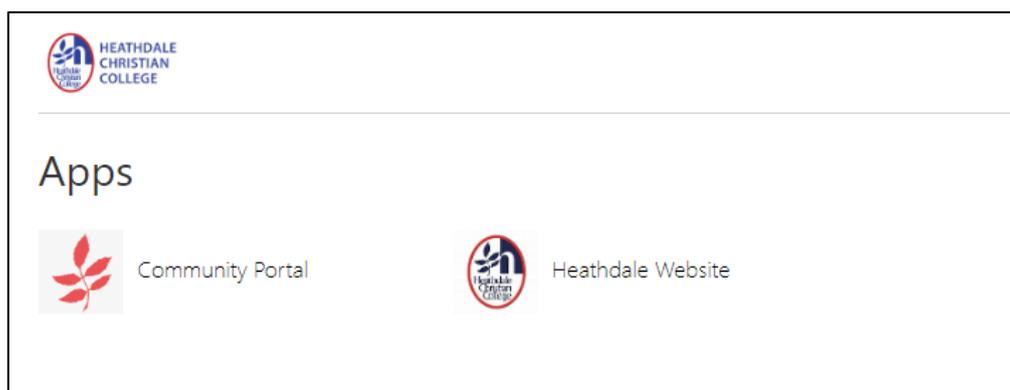
Step 8: Book your Parent Teacher conversation

A PDF instruction guide on how to book an appointment time in the Community Portal has been emailed to you. Please follow the steps in the guide, beginning from Step 4, to book your interview appointment.

Maintenance of your Account

Change of Password

You are able to manage your password as necessary without requiring College involvement. An option to do this is provided on the login screen where you are prompted to enter your password.

Change of email address

If you change your email address in the future, then you will need to notify the College of this change (and both the old and new addresses). This will enable us to update your email address for all College communications, remove your previous email association and send a new email invitation to you. The process for setting up your new account will then be the same as outlined in the above sections.

Troubleshooting FAQs

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 also have a child in primary school, you would have received this email invitation in June 2020 and may have already created an account association with Heathdale. If you still cannot find the invitation email, please contact portalsupport@heathdale.vic.edu.au.

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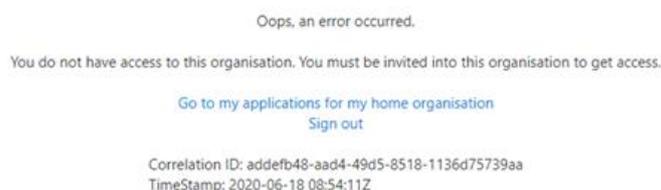
The email is authentic and genuine if it comes from 'invites@microsoft.com' and looks like this
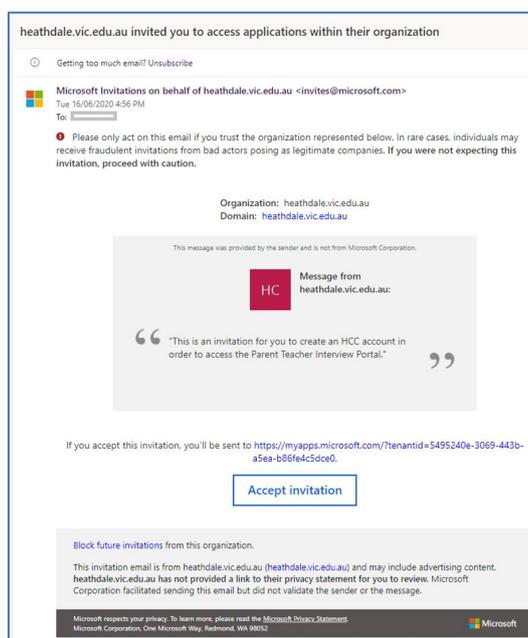
Difficulty Creating Account Association

Q: I see this error message "You do not have access to this organisation."

If you see this error message after accepting the invitation:

Oops, an error occurred.

You do not have access to this organisation. You must be invited into this organisation to get access.

Go to my applications for my home organisation
Sign out

Correlation ID: addefb48-aad4-49d5-8518-1136d75739aa
TimeStamp: 2020-06-18 08:54:11Z

Please delete and clear all internet browsing history (including passwords and cookies) on your internet web browser. Click on 'Accept invitation' in email 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' in email 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 portalsupport@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 Heathdale's Apps and Community 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 portalsupport@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.

Questions or Technical Issues?

If you have any questions or issues related to this guide or the setup of your account then please contact us via the following email address PortalSupport@heathdale.vic.edu.au.

Kindly provide the following information in your email:

- Your name, email address in question and your child(ren) full name(s) and Year level(s)
- A brief summary of the issue you're facing or your question
- A phone number and a preferred time during the day when you can be contacted. One of our staff will get back to you as soon as possible.

Please note that we do not provide 'out of hours' support, and while every effort will be made to contact you as soon as possible, we will get back to you within standard business hours or via email.