

Heathdale Account Association and Community Portal Troubleshooting FAQs – Guide for Parents

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 via 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

heath	dale.vic.edu.au invited you to access applications within their organization
٥	Getting too much email? Unsubscribe
	Microsoft Invitations on behalf of heathdale.vic.edu.au <invites@microsoft.com> Toe 150/6/2020 454 PM</invites@microsoft.com>
	Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.
	Organization: heathdale.vic.edu.au Domain: heathdale.vic.edu.au
	This message was provided by the sender and is not from Microsoft Corporation.
	HC Message from heathdale.vic.edu.au:
	6 6 This is an invitation for you to create an HCC account in order to access the Parent Teacher Interview Portal."
	If you accept this invitation, you'll be sent to https://myapps.microsoft.com/?tenantid=5495240e-3069-443b- aSea-b86fe45dce0. Accept invitation
	Block future invitations from this organization. This invitation email is from heathclale vicedu.au (heathclale vicedu.au) and may include advertising content. heathclale vicedu.au has not provided a link to their privacy statement for you to review. Microsoft Composition facilitates dending this email but did not utilize the sender of the message.
	Microsoft respects your privacy. To learn more, please read the <u>Microsoft Tritane Solatement</u> . Microsoft Corporation, One Microsoft Way, Salamonal, WA 9853

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 08:54:112

Please delete and clear all internet browsing history (including passwords and cookies) on your internet web browser. Click on 'Accept invitation' 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' 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 <u>portalsupport@heathdale.vic.edu.au</u> 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.

Difficulty signing into the Community/Parent Portal and Booking

Q: I have logged in but cannot see the Community Portal under the apps section.

You may have logged into your children's Heathdale Student Portal because your internet browsing history has saved their login details. Please delete and clear all internet browsing history (including saved passwords and cookies) from the internet web browser on your computer or mobile device. Then try signing in again.

Q: I see my child's name and email address in Heathdale Apps Portal after successfully signing in?

If you see you child's name in the top right of screen, then you have sign into your child's Heathdale Student Portal because your internet browsing history has saved their login details.



Please delete and clear all internet browsing history (including saved passwords and cookies) from the internet web browser on your computer or mobile device. Then try signing in again.

Q: I see this error message "Error SAML305: Unable to login, too many community member records found."

Please email portalsupport@heathdale.vic.edu.au stating that you have received this error.

Q: I can book interview for one child but not for my next child.

Please refer to Step 12 in the 'How to book PTI-Parents' Guide.