

MyCE User Guide

MY CATHOLIC EDUCATION MOBILE APP

A guide to getting started with the **MyCE** Mobile app.



Downloading MyCE Mobile App

You will automatically have access to **MyCE** Mobile App if you are a legal guardian or caregiver and have current Parent Portal access. No new login details are required.

1. Download MyCE Mobile App



2. Log in

Log in to **MyCE** Parent Mobile App using your email address as your username and enter your existing parent portal password.

Logging in will unlock all the features of **MyCE**.

3. Trouble logging in?

If you cannot log in successfully, cannot remember your password, or are not sure if you have access, don't hesitate to contact your school or College for assistance.

Alternatively, you can undergo a password reset by accessing a manual login; [password reset](#)

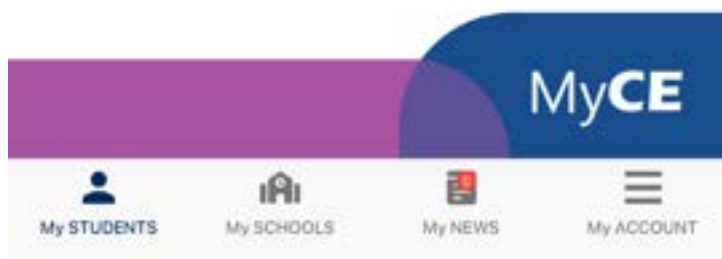
This screen will allow you to change your password.



Navigating MyCE

The navigation of **MyCE** is completed by utilising the four Menu Options across the footer or bottom of the app;

- MyStudents
- MySchool
- MyNews
- MyAccount



These menus are intuitive, and users can navigate between the menus by clicking the icon on the footer of the screen

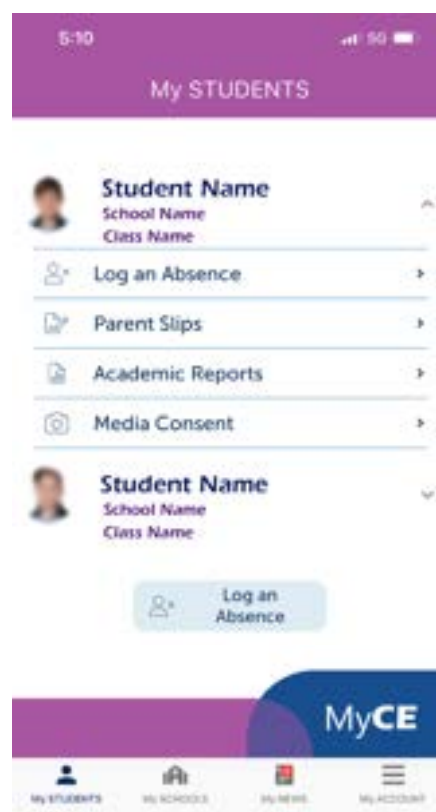
MyStudents

At a glance, MyStudents provides confirmation of your student, their school reports and class information.

You can expand and collapse your student's information with one touch.

From this screen, users will have access to a variety of menu options, including:

- Log an absence for one or multiple students at different schools in one action from the log an absence button
- View and respond to Parent Slips
- Access academic reports
- View my students timetable
- View your student's media consent



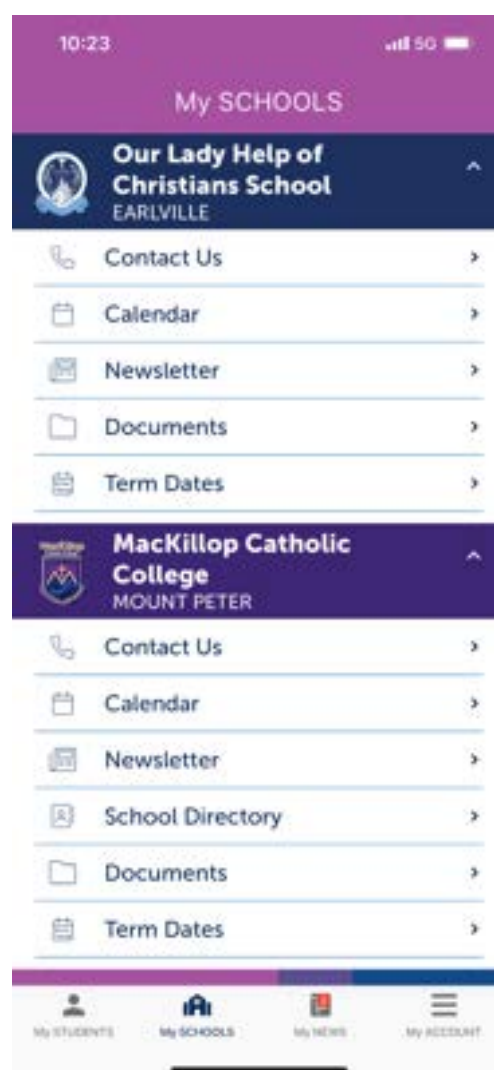
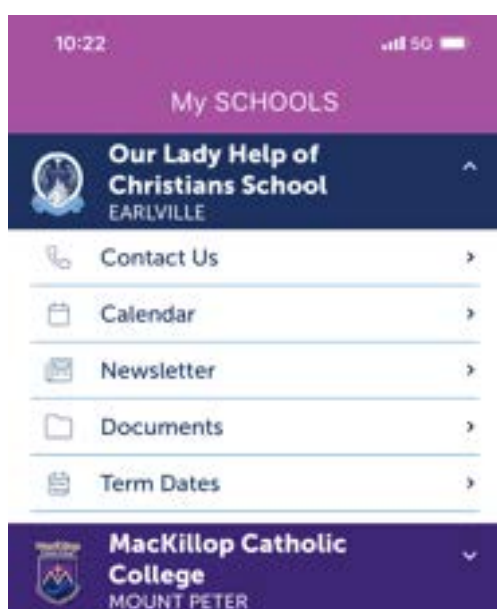
Schools have the option to customise these menus.



MySchools

- Access contact information for your school
- Access the School calendar for all events happening at your school and add them to your personal calendar
- Access your school newsletter
- View supporting documents issued by your school – including start-of-year documents
- View Term dates
- Schools can add custom menu items, including;
 1. Parent Teacher Online
 2. Subject Selection Online
 3. View a school's directory and contact list
 4. Tuckshop / Flexischools links and more

Schools have the option to customise these menus.



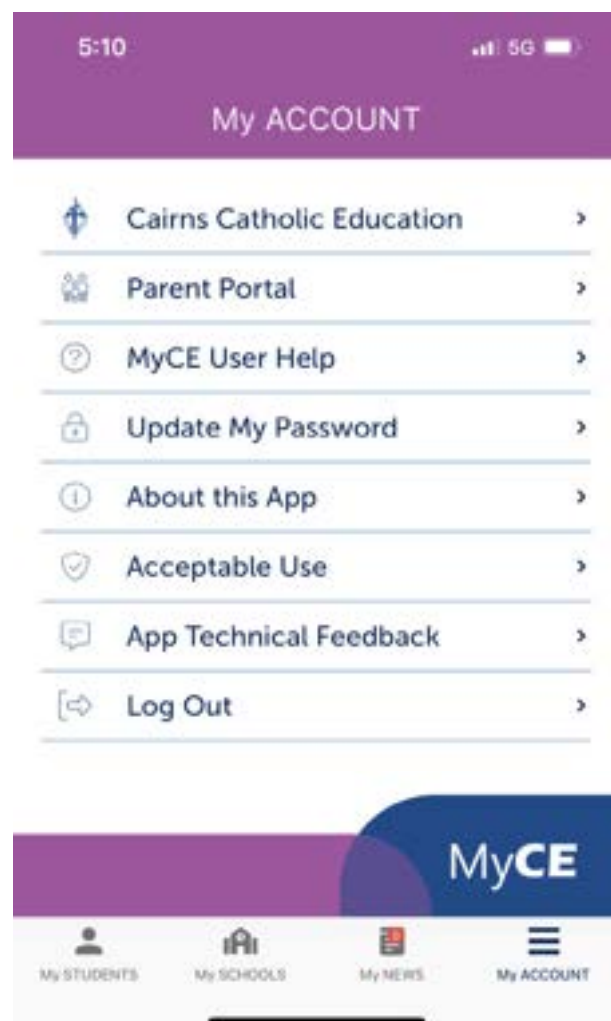
MyNews

- View targeted News directly on your phone for all schools that your students attend.
- Receive only News that applies to you and your students, including whole school news.
- Receive Push Notifications when a new item is posted.
- Filter by school if you have students attending at more than one catholic school.

MyAccount

- Access the Cairns Catholic Education Public website at the touch of a button
- View the desktop Parent Portal site
- Access supporting help documents (such as this one)
- Update your password
- Find out information about the app
- Understand the Acceptable Use Policy
- Provide technical feedback for the performance of the app (Including data refresh).

This document will assist in performing the most frequently requested actions.



MyCE - Frequently asked questions

Here is a list of the most popular questions about MyCE. You are most welcome to contact us at App Support if you require assistance. Please email us at mycehelp@cns.catholic.edu.au

I can't See one of my children on the MyStudents Menu. Why?

On the front screen of the MyStudents Menu, all of your students that attend a Catholic School or College will be listed, provided that you have elected to have Portal Access. If you have a child not displaying, please contact your school to update your permission and to confirm that you have elected to have Portal Access for that child.

How do I find my student's timetable?

Student Timetables are found in the MyStudents Menu within the app. All Schools and Colleges can turn this feature on and off. You may find that your school has elected to turn this feature off.

Note: there is a timetable blackout period over the Christmas break as schools prepare for the new academic year.

Where is my student's home form or class listed?

In the MyStudents screen, your students are listed, including the School or College they are attending and their class.

It's report time. where are the reports?

Academic reports are uploaded to MyCE in accordance with educational reporting guidelines. If it is close to the end of the term, please note that reports are often loaded after the last day of term at schools or Colleges. Your school or College will typically notify you when reports are available.

Can I see the previous year's reports?

Academic reports are retained on MyCE for two years (current year and previous year). Accessing academic reports outside this period should be completed by contacting your school or College.

When is the start and finish of the school term?

School Term information is listed under MySchools and term dates. This automatically updates at the start of the calendar year.

Can I email a School staff member directly from MyCE?

Schools and Colleges have the ability to display their directories on MyCE under MySchools. Some schools may choose not to display this feature. It is located on the MySchools Menu.



MyCE - Frequently asked questions cont...

Media Consent - how do i check what status my student has?

Media consent status is available for your students under the MyStudents Menu. Upon opening, your student's current media status will be displayed. Beneath the media consent status, users can view the definition of Public and No Consent Media status. If you wish to amend your student's media status, please contact your school or College.

I need my school telephone/email or address. Where do I find it?

School and College contact information is displayed under each school listed in the MySchools Menu where you have children enrolled. This information will include the street address, telephone and email contact information.

My child is sick – what do I need to do?

Parents and Carers can notify the schools and Colleges my students attend by logging an absence. Users can advise of a current or future day absence. Backdated or unexplained absences must be lodged directly with the school..

Where is the school calendar?

If your school or College has elected to display their calendar, it will be under the MySchools Menu. Users will be able to view all upcoming calendar events and also add these to your personal calendar.

Permission/ Parent Slips – I can't remember if I have completed it.

If your school or College has elected to display Parent Slips on MyCE Mobile App, they will appear in MyStudent under each student. Parent Slips will show all slips, including those sent to parents/carers for response, completed and broadcast notifications.

Can I see past permission slips or broadcast notifications?

Yes – Access to historical parent slips is provided.

I need to contact my child's teacher – where do I find their email address?

If your school or College has elected to turn on their school directory and include email addresses, you can access the email contact for your teacher or contact person by tapping on their name in the school directory in MySchools. This should open a new email in your preferred mail provider on your mobile device.



MyCE - Frequently asked questions cont...

I want to enable Notifications for the App. Where do I change/set this?

The individual user manages notifications on their mobile device via their settings.

iPhone notification settings are managed through:

Settings > Notifications > Scroll to Notification Style > Select the MyCE App > Toggle Notifications to on.

Android notification settings are managed through:

***Sounds and Vibration Settings:
Settings > Notifications > App
Notifications***

***> MyCE > Alerts > Allow Sound and
Vibration OR Silent***

***Lock Notifications:
Settings > Notifications > App Notifications***

***> MyCE > Alerts > Lock Screen Notification
or Pop Up***

