

MyCE User Guide

MY CATHOLIC EDUCATION MOBILE APP

A guide to getting started with MyCE.



Downloading MyCE Mobile App

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

1. Download MyCE Mobile App



2. Log in

Log in to the **MyCE** Parent Mobile App using your email address as your username and enter your existing parent portal password. First time users can utilise the First time Log in Guide.

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

3. Trouble logging in?

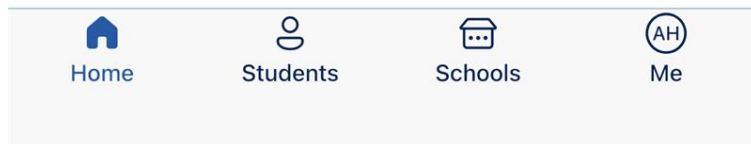
If you cannot log in successfully, cannot remember your password, or are not sure if you have access, we recommend that you access and review our Troubleshooting page to assist you. You can also complete a password reset by accessing the following; [password reset](#) and update your password.



Navigating MyCE

MyCE is navigated by utilising the four Menu Options across the footer or bottom of the app:

- Home
- Students
- Schools
- Me



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

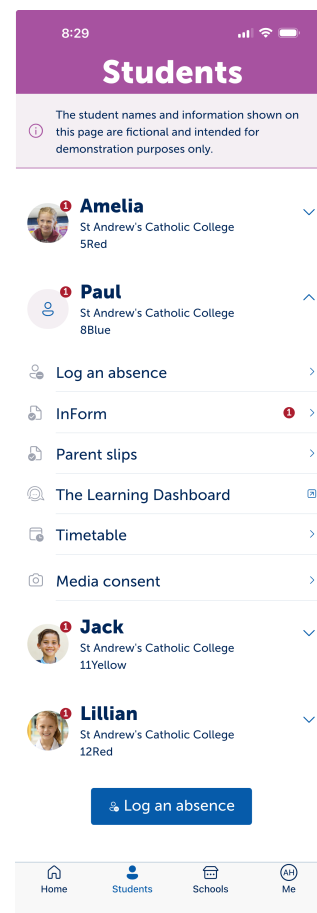
Students

At a glance, Students provides confirmation of your student, access to lodge absences, view academic reports, timetable information and more.

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 digital permission forms via the InForm menu
- Access academic reports via The Learning Dashboard
- View your student's timetable
- View your student's Media consent

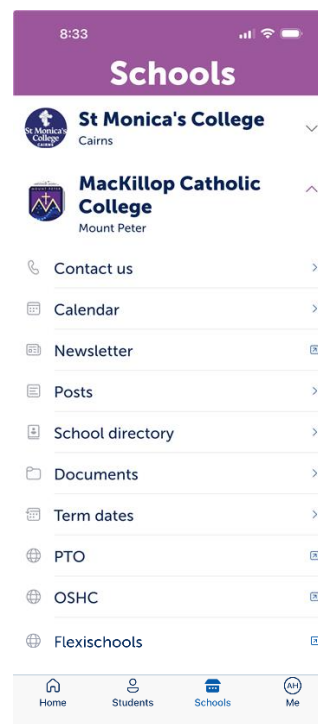


Schools have the option to customise these menus.



Schools

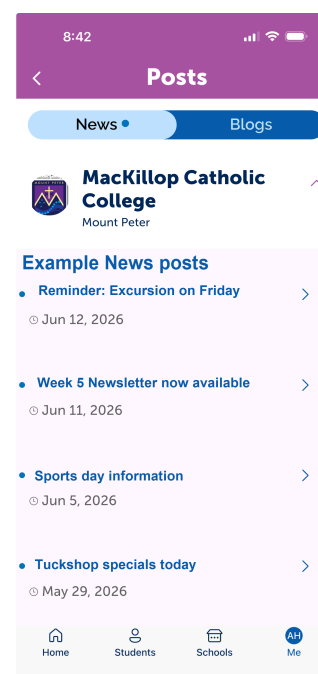
- Access your school's contact information
- View the School calendar for all events happening at your school and add them to your personal calendar
- Read your school newsletter
- View supporting documents issued by your school
- View Term dates, student free days and public holidays
- Schools can add custom menu items, including:
 1. Booked
 2. Subject Selection Online
 3. View a school's directory and contact list
 4. Tuckshop / Flexischools links and more



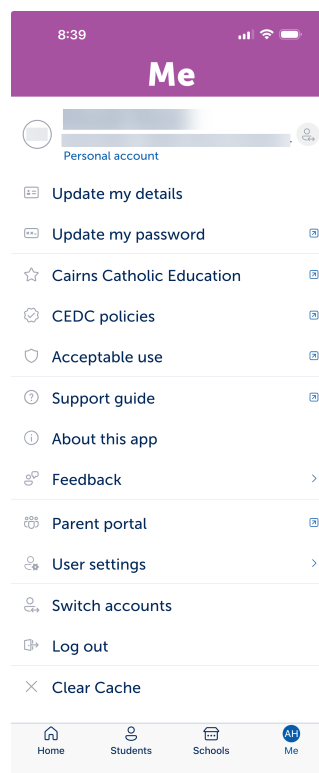
Schools have the option to customise these menus.

News

- 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.



- Access the Cairns Catholic Education Public website at the touch of a button
- Access supporting help documents (such as this one)
- Easily update your password
- Find out information about the app
- Understand the Acceptable Use Policy
- Provide feedback for the performance of the app (Including data refresh)
- Update your User settings



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 Student Menu, all of your students who 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 Students 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: Student timetables may not be visible over the Christmas period as we prepare for the new academic year.

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

In the Students screen, your students are listed, including the school or College they are attending and their class/homeform.

It's report time. Where are the reports?

Academic reports are available in MyCE in accordance with educational reporting guidelines via the Learning Dashboard in the Students menu. 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 available with the Learning Dashboard for your student/s. This is available from the Students menu in MyCE.

When is the start and finish of the school term?

School term information is listed under the Schools menu via Term dates. This is automatically updated each year.

Can I email a school staff member directly from MyCE?

Schools and Colleges can display their directories in MyCE under the Schools menu. If a school has chosen to display this information, tapping on the contact within the directory will open an email for you in your default mail on your mobile device.



MyCE - Frequently asked questions cont...

Media Consent - How do I check my student's status?

Media Consent status is available for your students under the Students Menu. Upon expanding, 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.

How to I find my school's telephone/email or address?

School and College contact information is displayed under each school listed in the Schools Menu where you have children enrolled. This information will include the street address, telephone and email contact information. This is interactive and can be accessed with a single tap.

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

Parents and Carers can notify the schools and Colleges where they have students enrolled by logging an absence. Users can advise of a current or future day absence including part day absences. 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 is located under the Schools Menu. Users will be able to view all upcoming calendar events and also add events to a personal calendar.

Electronic Consent Forms – I can't remember if I have completed it.

If your school or College has elected to display InForm (electronic consent forms), they will appear in the Students menu under each student. InForm will display electronic consent forms and confirm if the consent has been completed, overdue or awaiting completion.

Can I see past electronic permission slips?

Yes – Users will be able to view completed forms that have been completed in InForm only.

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 the Schools menu. This will open a new email in your default email app on your mobile device.



MyCE - Frequently asked questions cont...

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

In the Me menu, functionality is available to turn on and off both biometric and notification settings via User settings.

We recommend that notifications are turned on to ensure that you receive push notifications from your school.

In addition, users can also manage 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 > Lock Screen Notification or Pop Up

> MyCE > Alerts > Allow Sound and Vibration OR Silent

Lock Notifications: Settings > Notifications > App Notifications

