

QParents – Parent Onboarding Guide

This manual provides a detailed, step-by-step guide to help parents create their QParents account, verify their identity, and gain access to their child's information.

Before You Begin

You may need:

- A valid email address
- A mobile phone (optional but recommended)
- Identification documents (e.g., driver's licence, Medicare card, passport)

Step 1: Accessing the QParents Website

1. Open your web browser
2. Go to the QParents website. <http://qparents.eq.edu.au>
3. Click '**Create Your Account**'.

Step 2: Entering an Invitation Code (Optional)

1. If your school has sent you an invitation code by email:
 - Enter the code when prompted.
2. Otherwise:
 - Click '**Skip**', you do not need a code to continue.

Step 3: Searching for Your Child's School

1. Type your child's school name.

2. Select it from the list.
3. This confirms whether your school uses QParents.

Step 4: Reading and Accepting Terms & Conditions

You must read and accept two items:

1. Privacy Statement – open, read, tick the checkbox.
2. QPAO Terms & Conditions – open, read, tick the checkbox.

Once both show a ✓, click **Next**.

Step 5: Creating Your Account

Enter the following details:

1. First name and last name (must match your child's school records)
2. Mobile number (optional, required for SMS verification)
3. Email address (must be unique to you)
4. Password – create a secure password following on-screen rules

Click **Next** to continue.

Step 6: Mobile Number Verification (if provided)

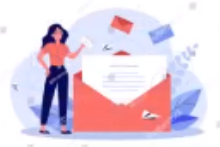
If you entered a mobile number:

1. Click **'Send Code'**.
2. You will receive a text message with a 6-digit code.
3. Enter this code to verify your mobile number.

If you did not enter a mobile number, this step is skipped automatically.

Step 7: Email Activation

1. Open your email inbox.
2. Look for the QParents activation email.
3. Click the activation link.
4. Sign in using your new login details.



Almost there, check your email!

Activate your account via the link in the email to continue using the app.

If you can't find the email from QParents:

- 1 Check your spam folder
- 2 Wait a few minutes for the email to arrive
- 3 Try creating the account again and make sure to check your email address

You must complete this step before continuing.

Step 8: Identity Verification (100-Point ID Check)

To secure your account, QParents requires identity verification.

To verify your ID online:

1. Click **Verify Your Identity**.
2. Choose an ID type (e.g., driver's licence, Medicare card, birth certificate).
3. Enter the required details.
4. Click **Verify These Details**.
5. Repeat for additional ID types until you reach 100 points.

QParents
Jane Smith US

Home
About

Verify your identity

To verify your identity you'll need to match your details against one or more ID sources. Get started with your first ID source below.

ID check requires 100 points for successful verification. If you don't have sufficient ID, you will need to attend the school.

Identity Document Verification

To verify your identity, you'll need to match 100 points of ID. Get started with your first ID source below.

Driver's licence (60)
Choose a different ID option

State/Territory: QLD
Driver's licence number:
Card number:
First name: Jane
Middle name(s):
Surname: Smith
Date of birth (DDMMYYYY):

☐ I confirm I am authorised to provide these details and agree that they may be checked with the Issuer or Official Record Holder in accordance with the Identity Matching Services Privacy Policy.

Verify these details

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Verify your identity

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Identity Document Verification

✓ Your Queensland driver's licence was verified.

Now, verify against another ID source below

Medicare card (40)
Choose a different ID option

Choose one of these ID sources
Only 1 ID source to go! Complete any highlighted source below and you'll be done.
Or you can: Save & complete later

Medicare card (40)
Australian passport (50)
Australian visa (40)
Australian citizenship certificate (50)
Birth certificate (50)
Marriage certificate (40)
Change of name certificate (40)

☐ I confirm I am authorised to provide these details and agree that they may be checked with the Issuer or Official Record Holder in accordance with the Identity Matching Services Privacy Policy.

Verify these details

If you cannot supply enough ID online:

- Click **'Not Enough ID'**.
- You may continue onboarding.
- You must later bring ID to the school to complete verification.

Step 9: Requesting Access to Your Child

After completing or skipping ID verification, you will request student access.

If the system can match your details:

- Your child/children will automatically appear.
- Click **'Request Access'**.

The screenshot shows the QParents interface. At the top, the header says 'QParents' and 'Jane Smith JS'. On the left, there are links for 'Home' and 'About'. The main heading is 'Request access to view students'. Below this, it says 'You are identified as the parent/guardian/carer of the following students'. A student card for 'Jordan Aleman' (JA) is shown with a 'REQUEST ACCESS' button. At the bottom, there is a 'COMPLETE' button. On the right, a side panel titled 'Student not showing?' provides instructions and an 'ADD STUDENT VIA EQ ID' button. A mouse cursor is pointing at the 'REQUEST ACCESS' button.

If the system cannot match your details:

- You will need to enter your child's **'EQID'** manually.
- This number can be found on report cards or school communication.

Common reasons for no automatic match:

- Less than 100 points of ID entered
- Email address linked to multiple parent IDs
- Multiple parent IDs across schools
- Parent name does not match school records

If details still cannot be matched:

- The system will display **'Student Not Found'**.
- Contact the school for assistance.

School Review and Approval

Once your request is submitted:

- The school's QParents Administrator receives a notification.

- They check parent details, legal orders, and correspondence status.

Your request may be:

- ****Approved**** – you will receive a confirmation email.
- ****Rejected**** – only if legal or custody restrictions apply.

Accessing Your Child's Information

After approval, you can log into QParents anytime.

You can access:

- Attendance
- Report cards
- Behaviour information
- Invoices and payments
- Student personal details
- School communications

Need Help?

If you need assistance, you can:

- Contact your child's school
- Visit the QParents OnePortal page
- Access training videos and support materials through OneSchool (for staff)