

Consent2Go

FOR PARENTS

How do I access Consent2Go?

Created by: Hannah Bushby

Modified on: Tue, 14 Sep, 2021 at 2:45 PM

As a parent using Consent2Go, you will not need to log in or use a password to access Consent2Go and your child's information.

When required, the school will send you an email that contains a personalised web link that allows you to respond to excursion invitations and/or update your child's information. A profile update will look similar to this:



Dear Mrs AAParent,

Welcome to MYSchool and Consent2Go.

We ask that you please confirm our records of your contact information and your son/daughter's health details. The accuracy and currency of these elements are important to us and essential for our care of your child.

[Click here to update contact and health details for AAOne](#)



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Event invitation will look similar to this:



Dear Mrs AAExample AAParent,

AAOne is invited to an incursion.

Monday 07 Mar, 2022

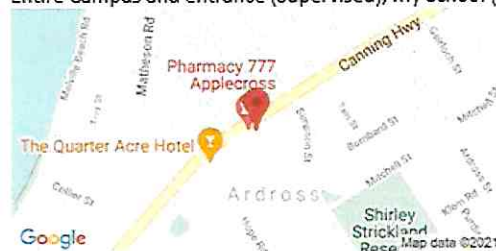
10:30 AM to 4:30 PM

Notes:



Venue

Entire Campus and entrance (Supervised), My School (781 Canning Hwy APPLECROSS WA 6000 , APPLECROSS, WA, 6000)



RSVP

Monday, Mar 7 2022

[Click here to confirm attendance for AAOne](#)

Excursion Contact

Organiser Name

Organiser@Consent2go.com

The "Click here to confirm attendance" link will allow you to select attending or not attending to the event as per the image below:

Clean up Australia Day

AAOne AASudent, you are invited to an incursion.


Monday

07/03/2022 at 10:30AM

Clean up Australia Day



Venue

Entire Campus and entrance (Supervised), My School (781 Canning Hwy APPLECROSS WA 6000 , APPLECROSS, WA, 6000) 

AAOne is attending

AAOne is not attending

Excursion Contact

Organiser@Consent2go.com



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Once you have confirmed attendance, you will either be prompted to run through your child's care details or alternatively, receive a similar page to this:



Details have been successfully submitted.

For further information please contact:

Organiser Name

✉ Organiser@Consent2go.com

Thank you.

This is the final step to the invitation, meaning you have successfully answered the request from the school.

How can I get an invitation to an event/excursion?

Created by: Mischa Wilson

Modified on: Sat, 30 May, 2020 at 8:44 PM

Events and excursions are run and managed by the school, and as such, Consent2Go has no input as to when these events are planned. If your child is expected to attend an upcoming excursion, you will receive an event/excursion invitation via email at a time determined by the school.

This email will contain details about the event and contains a personalised web link to allow you to respond to the invitation. **Click** on the link to indicate if your child is attending or not attending the excursion.

Please contact the school directly if you believe your child is to attend an excursion but you have not received your invitation via email.

M Mischa is the author of this solution article.

What button do I click on when using Consent2Go?

Created by: Mischa Wilson

Modified on: Wed, 13 May, 2020 at 11:14 AM

When required, the school will correspond with you via email. The subject line will indicate whether the email contains an Event/Excursion invitation, a Student Profile Update invitation, or a message from the school regarding your child.

If the email is an Event/Excursion invitation, carefully read the accompanying details, and then below the information, a button will read *"Click here to advise if [student name] will be Attending or Not Attending"*. Select this button to view your personalised invitation link, and from here you can indicate if your child will be attending or not attending the excursion.

If the email is a Student Profile Update, carefully read the accompanying details, and then below the information, a button will read *"Click here to update contact and health details for [student name]"*. Select this button to view your personalised invitation link, and from here you can update any details for your child.

If the email is a message from the school, carefully read the details, and ensure you take any further action as specified by the message.

If you follow the above direction but the button fails to take you to your personalized web page, please contact the Consent2Go Support Team for further assistance.

M Mischa is the author of this solution article.

How do I update my child's student details?

Created by: Mischa Wilson

Modified on: Wed, 13 May, 2020 at 11:26 AM

There are two primary ways to update your contact details, your child's care information, and their medical data:

1. Complete a student profile update
2. When responding to an excursion invitation

If you are looking to update student information such as year level, class/homeroom, student number, or student address, this is not accessible via Consent2Go. In the majority of schools, this information is managed and updated within the school. If you wish to enquire or update any of your child's student details, please contact the school directly.

M Mischa is the author of this solution article.

How do I update my personal contact details?

Created by: Mischa Wilson

Modified on: Wed, 13 May, 2020 at 11:55 AM

There are two primary ways to update your contact details, your child's care information, and their medical data:

1. Complete a student profile update.
2. When responding to an excursion invitation.

If you would like a profile update invitation sent to you at any time, regardless of whether the school has sent one or not, please see **Can I update my details, even though the school has not sent me a profile update invitation?** (<https://consent2go.freshdesk.com/en/support/solutions/articles/61000271496>), or contact the school to request a link to be sent to you.

In addition to this, you will have the opportunity to update your details when you receive an excursion invitation via email. After accessing your personalised invitation and indicating that your child is attending the excursion, select pieces of information pertinent to the excursion are available for you to update.

M Mischa is the author of this solution article.

How secure is my information?

Created by: Mischa Wilson

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The Consent2Go system and data are secured to industry guidelines and best practice and comply with all national and state guidelines regarding the storage and security of personal information. All school providers are required to comply with the reporting of any privacy breaches as per the Australian mandatory data breach reporting guidelines.

M Mischa is the author of this solution article.

Why can't I see the other parent/guardians details?




Created by: Hannah Bushby

Modified on: Mon, 20 Sep, 2021 at 1:03 PM

When viewing page 1 of the profile update (Parent Information) your personal parent information will always appear first, shown below:

Parent/Guardian Details

Edit 

 Miss AATest AAParent
 - Work
0455 555 555 - Mobile
 noemail@mcbschools.com

Address and Home Phone

Edit 


 - Home
 53-55 Scarlet Runner Road
Australia

Background Information

Edit 

Highest year of school completed	Year 9 or below
Highest Qualification completed	Certificate I to IV (inc trade)
Language other than English at home	None
Occupation Group	Group 1: Senior management in large business organisation, government administration and defence, and qualified professionals
Occupation	Chief Executives, General Managers and Legislators
Employer Name	

When you can only see your details, this means that your child's other parent/guardian has not elected to share their information with you. If the other parent/guardian **does not** consent to share their details with you, you will see a statement that says "[Other parent/guardian name]'s details have not been shared."

 Mrs AATest2 AAParent2's details have not been shared.

All personal information is not shared between parents/guardians unless this has been consented to via the question "Can [other parent/guardian name] review and edit my details?"

Yes No Can Mrs AATest2 AAParent2 review and edit my details?

If you do not see either the above statement or the details of your child's other parent/guardian, please contact the school to enquire about adding additional contact details to your child's student profile.

H Hannah is the author of this solution article.

Why are some emails addressed solely to my child's other parent/guardian?

Created by: Mischa Wilson

Modified on: Wed, 13 May, 2020 at 11:01 AM

If you are sharing the same email address with your child's other parent/guardian, you will only receive one copy of the excursion invitation. This email will be addressed to the parent/guardian who is listed first under your child's student profile.

If this is the case with your details, it is recommended that you use a different email address for your contact details, so you can receive your own copy of each communication from the school. To update this, you can either update your information via a student profile update or contact the school to request help.

M Mischa is the author of this solution article.

Why didn't I receive an email?

Created by: Mischa Wilson

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There are a variety of reasons why you may not have received communication from the school. As a first step, please confirm with the school that they have sent an email. Some schools will notify you of their intentions to send an invitation to you via Consent2Go in the hours or days before they send the intended communication.

If you are sure that the school has sent an email to you that you have not received, ensure to refresh your email inbox and check your junk/trash folders for the email.

If either of these avenues does not lead to your receiving an email, please contact the school or the Consent2Go Support Team for further assistance.

M Mischa is the author of this solution article.

How do I pay for an event?

Created by: Mischa Wilson

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If an event/excursion requires a payment it will indicate this on the email that contains the invitation link. Below the button that you can click on to respond to the invitation are various settings pertaining to the excursion. Among these is a statement of how much you are required to pay for your child to attend, it will read: "*Excursion Cost: \$[dollar amount]*".

Proceed to complete the excursion invitation and update your details as normal, however, after clicking "*Submit*" on **page 4**, you will be presented with a **payment portal** on **page 5**. Enter your details as required and click **Make Payment**. The funds will be transferred directly into the school's bank account and Consent2Go does not store credit card details or excursion payments.

If you have any queries about the excursion payments, please contact the school directly.

M Mischa is the author of this solution article.

How do I download the app for Consent2Go?

Created by: Mischa Wilson

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There is no Smartphone app required to use Consent2Go. The platform can be accessed via any web browser by clicking on the link you receive in your email.

M Mischa is the author of this solution article.