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PORTAL ACCOUNT CREATION

Q. WHY I DIDN'T RECEIVE AN SMS NOTIFICATION TO ADVISE THAT MY ACCOUNT HAS BEEN CREATED?

A. Please advise us by emailing enquiries@firbank.vic.edu.au or phone +61 (3) 9591-5123 so we can investigate.

Q. I WASN'T AWARE OF THE ACCOUNT CREATION NOTICE, AND DON'T KNOW MY USER NAME – WHAT DO I DO?

A. Please phone us on +61 (3) 9591-5123. After confirming your identity, we be able to provide your Parent Portal username, and confirm the mobile number we have on record for you.

MY INFORMATION

Q. I HAVE NEVER HEARD OF ONELOGIN BEFORE – WHAT PERSONAL INFORMATION IS STORED IN ONELOGIN, AND IS IT SECURE?

A. Mobile phone numbers are only used by the system for security. This is known as “two-factor authentication” and is a highly regarded approach to security, that is commonly used with online banking and similar scenarios.

Data held by OneLogin is subject to a range of international security standards that greatly exceed what the school can achieve internally (refer to <https://www.onelogin.com/compliance> for details).

The only data we store in OneLogin is:

- Name
- Synergetic ID
- Mobile number
- Email address

FAQ (FREQUENTLY ASKED QUESTIONS)



FIRBANK
GRAMMAR

Q. HOW DO I UPDATE MY PERSONAL DETAILS?

A. Please email us at enquiries@firbank.vic.edu.au or phone +61 (3) 9591-5123 to update your contact details.

ACCESSING THE PORTAL

Q. WHY DON'T I RECEIVE AN SMS WHEN I TRY TO SET MY PASSWORD?

A. Password reset codes are sent to the mobile phone number that Firbank has on record for you. Please check with the school (by email to enquiries@firbank.vic.edu.au or phone +61 (3) 9591-5123 to confirm that our contact details for you are current.

Q. I CAN'T REMEMBER THE ANSWERS TO MY SECURITY QUESTIONS – HOW DO I ACCESS MY ACCOUNT?

A. If you are unable to access your account by answering the security questions, please follow the instructions to reset your password using SMS, which can be found on the "Parent Portal" page at <https://www.firbank.vic.edu.au/parent-portal/>.

Q. I CAN'T REMEMBER MY PARENT PORTAL PASSWORD – HOW DO I ACCESS MY ACCOUNT?

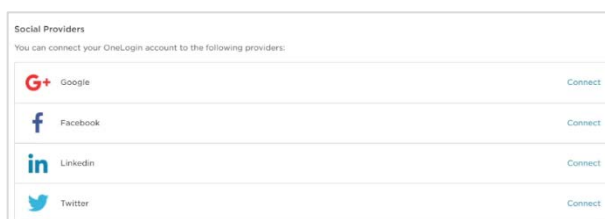
A. If you have forgotten your Parent Portal password and unable to access your account, please follow the instructions to reset your password, which can be found on the "Parent Portal" page at <https://www.firbank.vic.edu.au/parent-portal/>.

Q. MY MOBILE PHONE NUMBER HAS CHANGED, SO I CAN'T RESET MY PASSWORD. WHAT SHOULD I DO?

A. Please contact the school (by email to enquiries@firbank.vic.edu.au or phone +61 (3) 9591-5123 to have your new contact details recorded.

Q. I HAVE TOO MANY ACCOUNTS ALREADY! DO I REALLY NEED TO REMEMBER ANOTHER USERNAME AND PASSWORD?

A. No! You can also sign into your Firbank account using your Google, Facebook, LinkedIn, or Twitter account. To do this, select and connect to a social media account after you have reset your initial password.





Q. I NO LONGER WANT TO USE MY SOCIAL MEDIA ACCOUNT TO ACCESS THE PARENT PORTAL – HOW DO I REMOVE THE LINK?

A. If you no longer want to use a linked a social media account to access the Firbank Parent Portal, please follow the instructions to reset your password, which can be found on the “Parent Portal” page at <https://www.firbank.vic.edu.au/parent-portal/>. You will then be able to choose a new password to access your Portal account, instead of the linked social medial account

PORTAL ACCOUNT DELETION

Q. I HAVE BEEN ADVISED VIA SMS THAT MY ACCOUNT WILL BE REMOVED, BUT BELIEVE THAT THIS IS A MISTAKE – WHAT DO I DO?

A. Please advise us by emailing enquiries@firbank.vic.edu.au or phone +61 (3) 9591-5123 so we can investigate.

Q. MY ACCOUNT HAS BEEN DELETED, HOWEVER I NEED IT REACTIVATED SO THAT I CAN RETRIEVE REPORTS OR OTHER INFORMATION – CAN THIS HAPPEN?

A. A notification that your Parent Portal account will be deleted will be sent in advance via an SMS to the registered mobile number we have for you. Unfortunately, once your account has been deleted, it is not possible for it to be reactivated.

If you require access to reports or other information related to the deleted account, please advise us by emailing enquiries@firbank.vic.edu.au or phone +61 (3) 9591-5123, and we will be able to retrieve these on your behalf.

Q. I HAVE BEEN ADVISED BY SMS THAT MY ACCOUNT WILL SOON BE REMOVED, BUT I WOULD LIKE TO KEEP THE ACCOUNT ACTIVE FOR LONGER – CAN THIS HAPPEN?

A. Unfortunately, this is not possible. If you require access to reports or other information related to the deleted account, please advise us by emailing enquiries@firbank.vic.edu.au or phone +61 (3) 9591-5123, and we will be able to retrieve these on your behalf.